

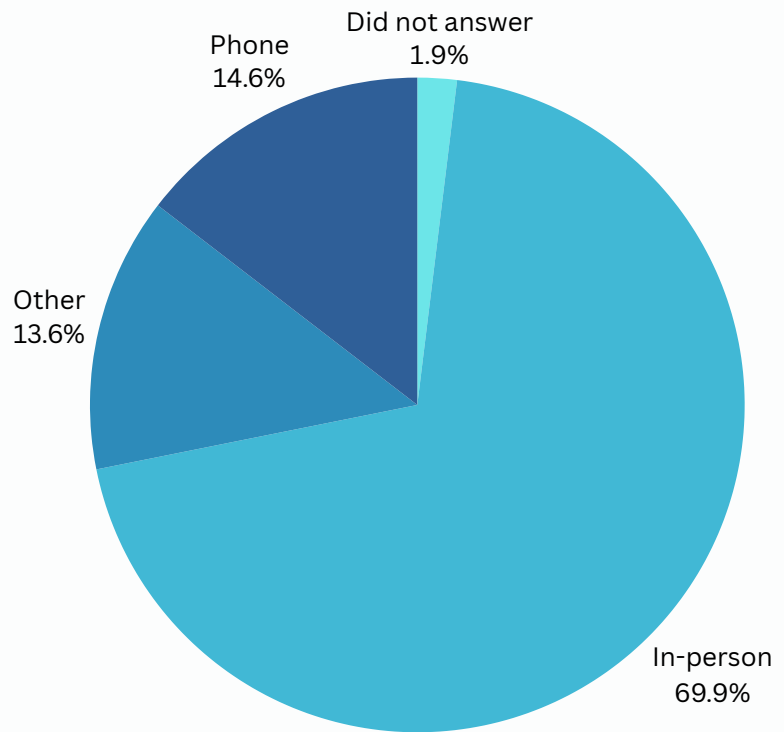


RCHD Customer Satisfaction Survey Results

December 2023

Survey Implementation

The Richland County Health Department conducted the Customer Satisfaction Survey again from October 25 to November 22, 2023. The survey was again offered to clients in three ways: hard copy surveys were given to each in-person visitor, a link was available on each staff person's email signature, and were available via QR code. The survey was posted to the RCHD Facebook page on two occasions. The March and October surveys were identical, except that Foot Care was no longer offered as a service. It was replaced on the survey by Drive Thru Flu Clinic. 104 surveys were received.



Surveys were largely completed by customers who visited the Health Department in-person during second implementation.



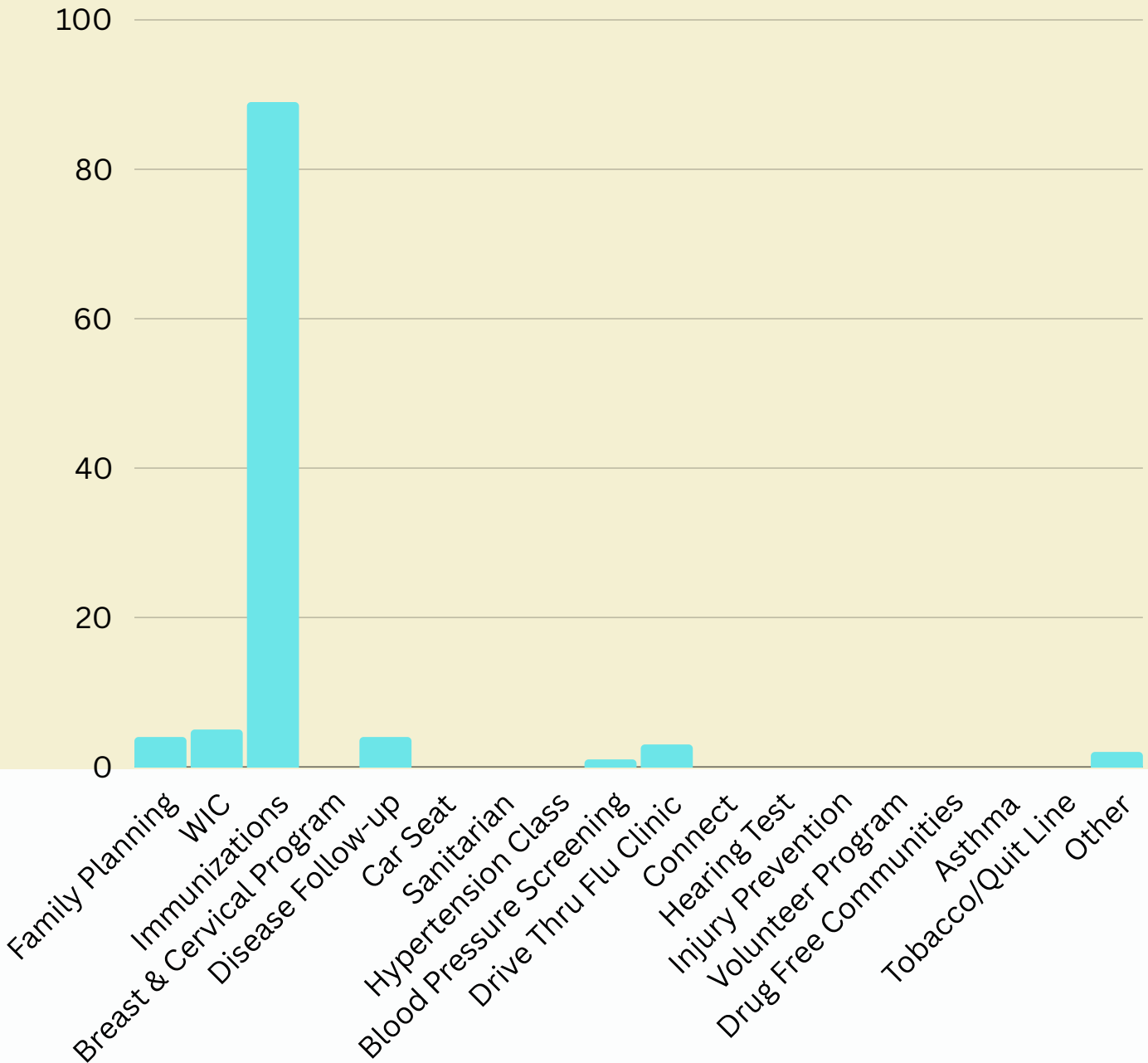
RCHD Customer Satisfaction Survey Results



April 2023

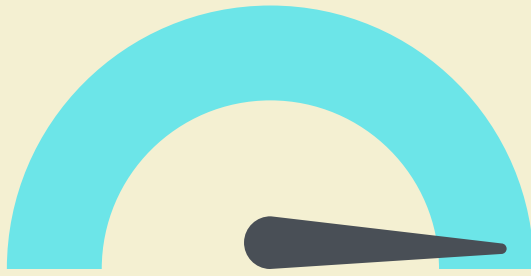
Service Utilization

Customers were asked to identify any programs they had worked with in the previous 6 months. Respondents overwhelmingly indicated that they had used Immunization services.



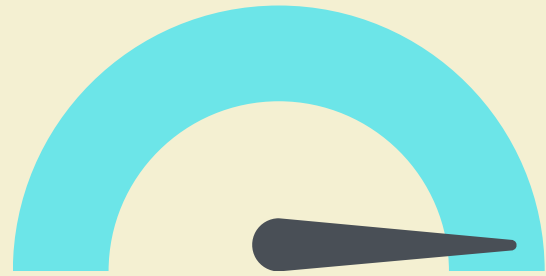
Service Rating

Customers were asked to rate the quality of the services received on a scale from 1 to 10, where 10 was the highest rating.



I received the services or information I needed.

Rating: 9.92
(Previous: 9.79)



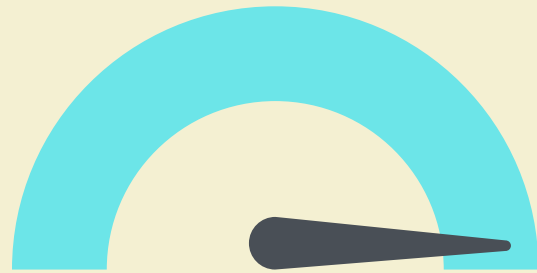
It was easy to find the services or information I needed.

Rating: 9.91
(Previous: 9.71)



I received assistance in a timely manner.

Rating: 9.94
(Previous: 9.8)



The staff understood my specific needs.

Rating: 9.95
(Previous: 9.74)



I was treated with respect.

Rating: 9.96
(Previous: 9.83)

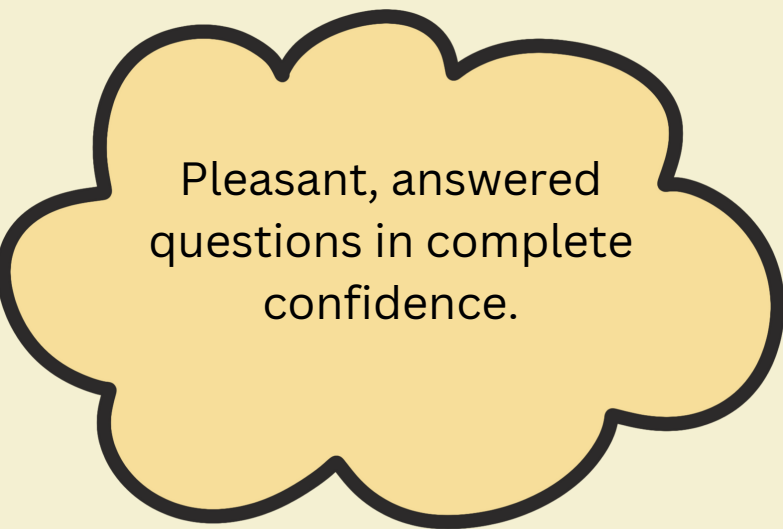


I was satisfied with my overall experience.


Rating: 9.96
(Previous: 9.83)

What did we do well?

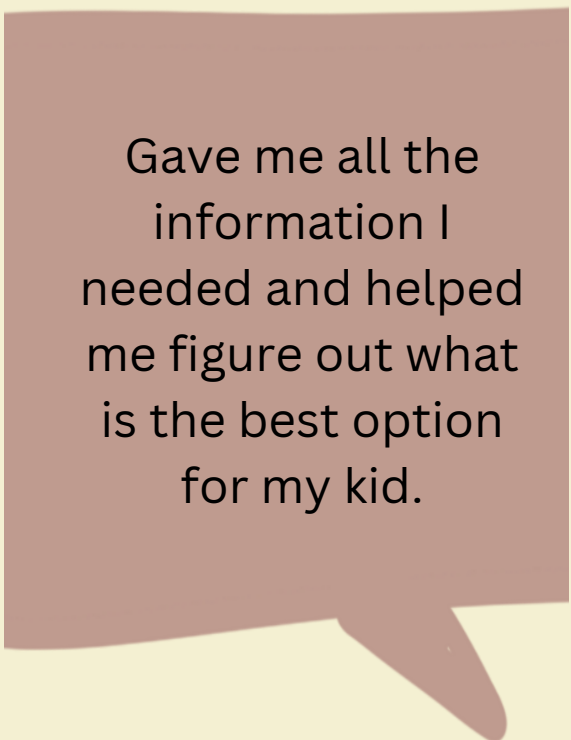
RCHD received many compliments on our service delivery in the open-ended question section. Here are a few highlights:



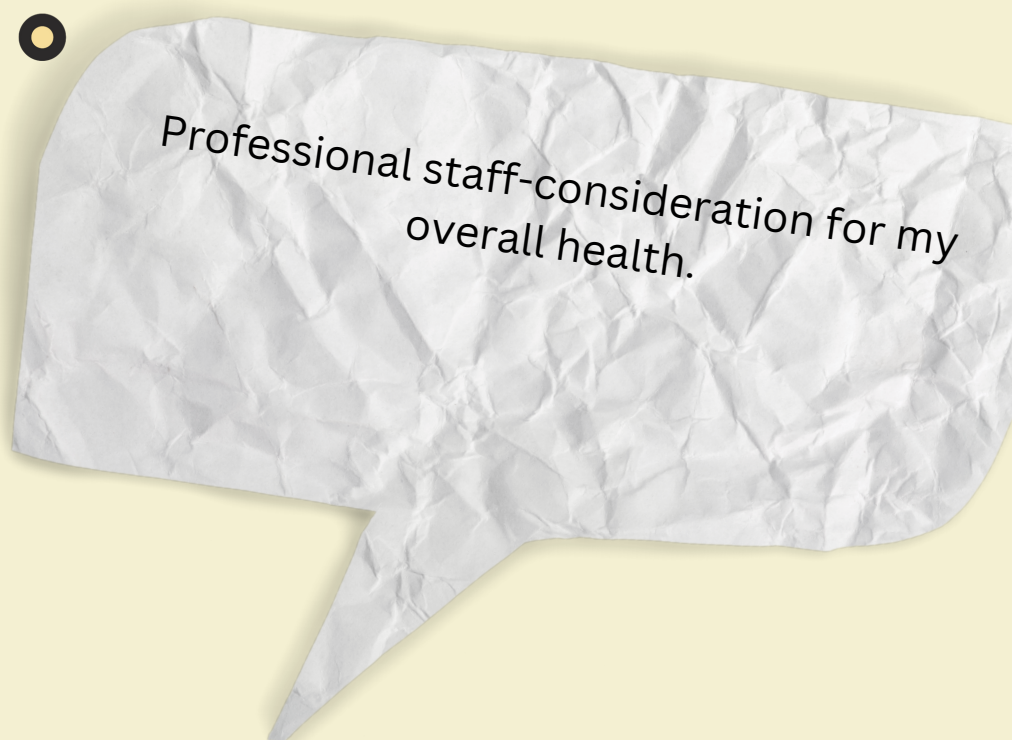
Pleasant, answered questions in complete confidence.



Maintained the whole call very respectful and professional.



Gave me all the information I needed and helped me figure out what is the best option for my kid.



Professional staff-consideration for my overall health.

Areas for Improvement

RCHD asked customers, "What could we have done differently to make your experience better?" Though many customers chose praise instead, here is a summary of areas we will address through our quality improvement processes.



RCHD will continue to consider electronic health records (EHR) to provide electronic check-in forms as available programs improve.



RCHD will explore options to improve the atmosphere of the waiting room. This may include new flooring and furniture to better serve our clients.



RCHD will review and update the Customer Satisfaction Survey to provide a consistent and effective method to gather customer feedback.



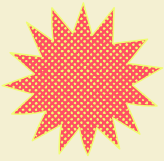
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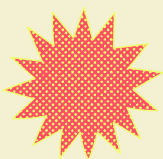
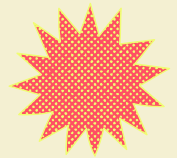
Changes Implemented Since the April Survey

RCHD developed three specific goals based on the feedback from the April Satisfaction Survey results.



Customer service refresher training: RCHD held 5 internal customer service trainings for all staff. Every staff member attended at least one session. Topics ranged from telephone and email etiquette to conflict resolution.

Improving communication about clinic hours: RCHD set a goal to post clinic hours and other program hours on Facebook monthly. Additionally, program information was displayed on the waiting room advertising TV, and program hours/ office hours were added to each staff member's e-mail signature and voicemail.



Make program and process information easier to find: RCHD began using a waiting room TV for advertising and included program information and Department sponsored events. RCHD intended to rewrite the website as well. This is anticipated to be completed by June, 2024.

Staff Shout-Outs

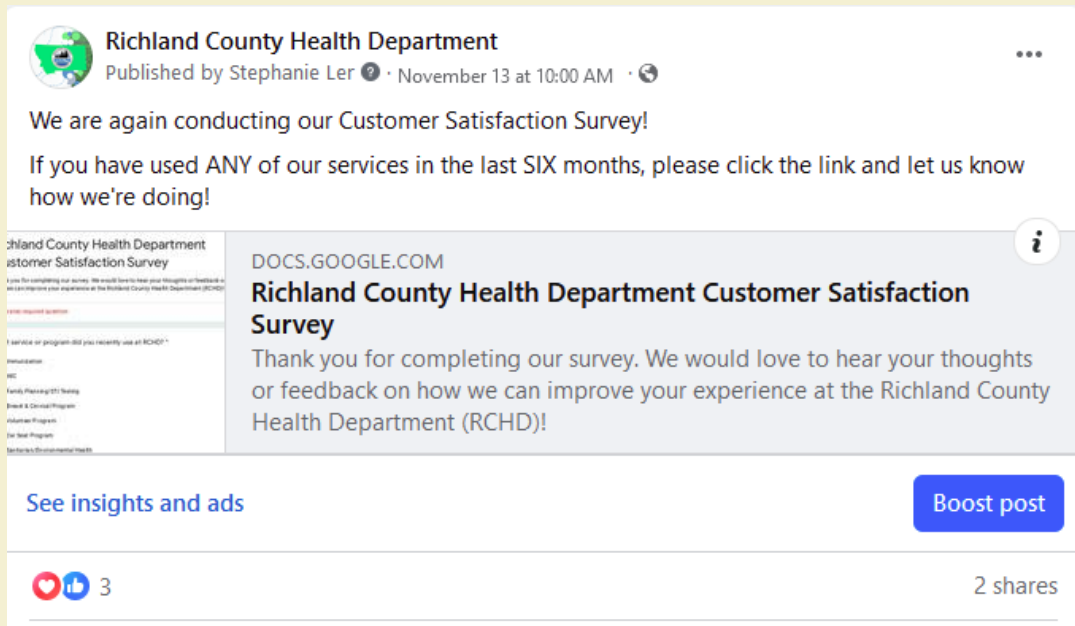
RCHD customers weren't asked to specifically identify staff they had worked with, though several chose to provide praise. Here are a few staff shout-outs!



This is a wonderful facility, all of the staff are exceptional!

Mary Ann is so nice- the very best!

Media



The screenshot shows a Facebook post from the Richland County Health Department, published by Stephanie Ler on November 13 at 10:00 AM. The post text reads: "We are again conducting our Customer Satisfaction Survey! If you have used ANY of our services in the last SIX months, please click the link and let us know how we're doing!". Below the text is a link to a Google Docs survey titled "Richland County Health Department Customer Satisfaction Survey". The survey content includes a thank you message: "Thank you for completing our survey. We would love to hear your thoughts or feedback on how we can improve your experience at the Richland County Health Department (RCHD)!". The post also features a "Boost post" button, 3 likes, and 2 shares.

To review survey data, please contact Stephanie Ler at 406-433-2207 or stephanie.ler@richland.org



Richland County Health Department Customer Satisfaction Survey



1. What service or program did you recently use at RCHD?
Please **circle** all that apply.

Immunization	WIC	Family Planning/ STI Testing	Breast & Cervical Program	Volunteer Program
Car Seat Program	Sanitarian/Environmental Health	Asthma	Drug Free Communities	AmeriCorps/CIA
Tobacco/Quit Line	Hypertension Class	Senior Center Blood Pressures	DUI Task Force	Injury Prevention
Disease follow-up (such as-Latent TB, COVID, STI, Hep a, etc.)	Animal Bites	Drive Thru Flu Clinic	Blood Pressure check	Other:

2. How did you receive these services or information?
Please **circle**.

Phone In-person Email Other: _____

Using a scale of 1 to 10, please tell us how much you agree or disagree with the following statements:
Circle your response.

Strongly disagree-----Strongly Agree

3. I received the services or information I needed.	1	2	3	4	5	6	7	8	9	10
4. It was easy to find the services or information I needed	1	2	3	4	5	6	7	8	9	10
5. I received assistance in a timely manner	1	2	3	4	5	6	7	8	9	10
6. The staff understood my specific needs.	1	2	3	4	5	6	7	8	9	10
7. I was treated with respect.	1	2	3	4	5	6	7	8	9	10
8. I was satisfied with my over all experience.	1	2	3	4	5	6	7	8	9	10

9. What did we do well?

10. What could we have done differently to make your experience better?

11. Any other comments?