

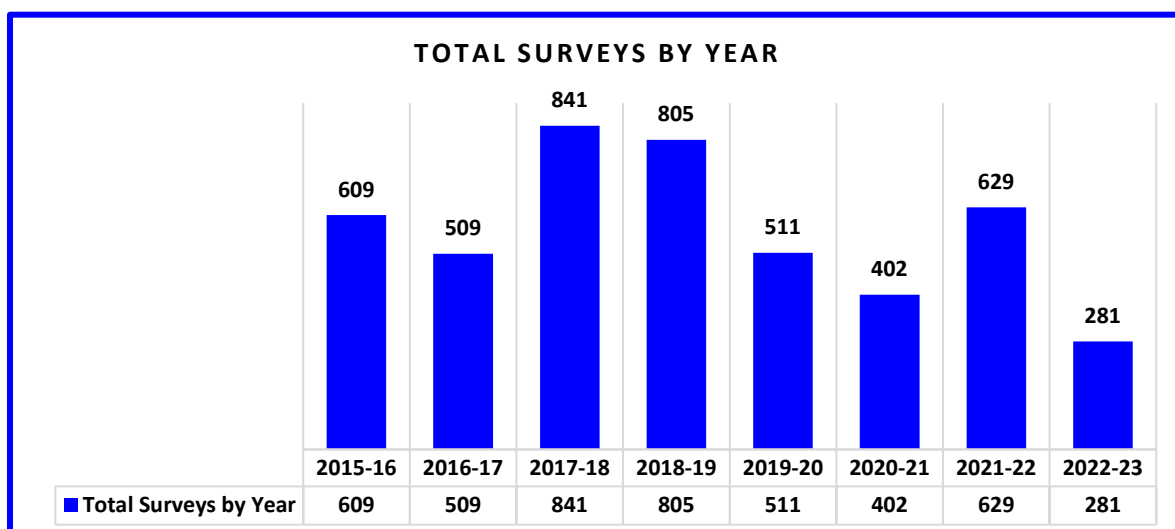


Background

- All clients receiving services from Davidson County Health Department (DCHD) during one-week periods of each quarter (September, January, March, and June) were requested to complete a customer satisfaction survey.
- Paper copies of the survey are available in the lobby and at reception areas. The link to the customer satisfaction survey is included in the email signature of all health department staff and available on the agency website.
- An electronic version of the survey is accessible through a QR code posted at, but not limited to the following locations:
 - the clinic check-in and check-out desk
 - the switchboard
 - the entrance of Environmental Health
 - the entrance of WIC
- Our surveys allow for a graded response and clients choose a numerical value ranging from 1 (poor) to 5 (excellent).

Summary

During this reporting period 2022-2023, we received 281 customer service surveys. The graph below represents the total surveys collected each reporting period from the past 8 years at DCHD.

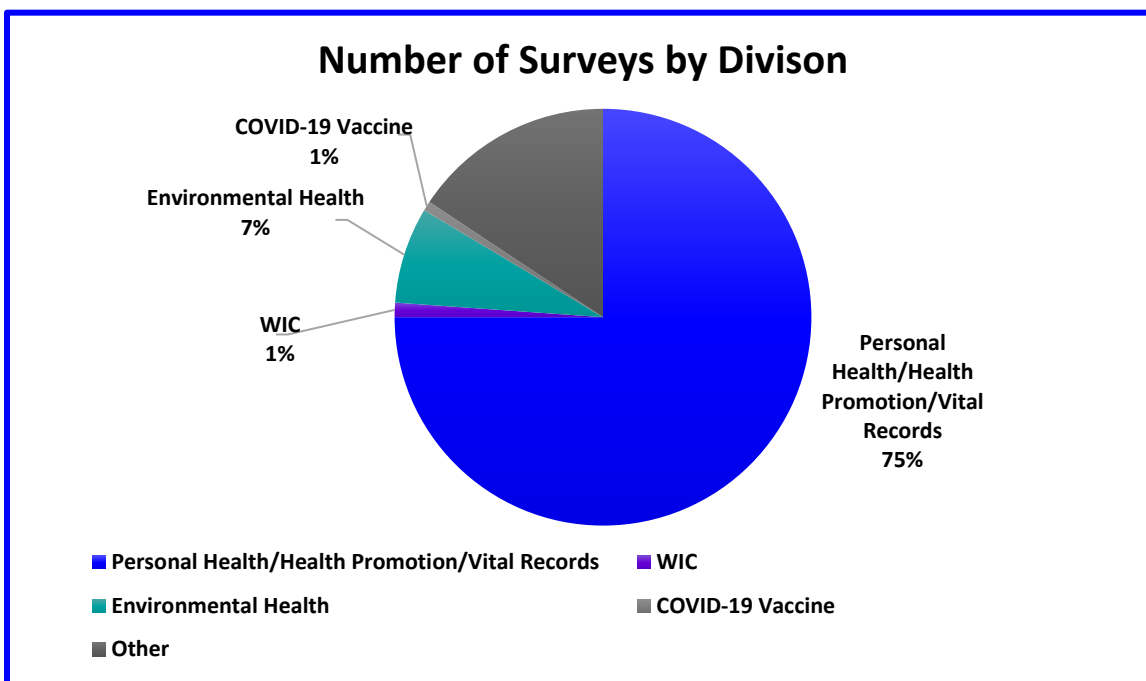




Customer Service Report July 2022-June 2023

2

The graph below represents the total number of surveys collected by each division with DCHD.



Analysis of Data by Division

Personal Health/Health Promotions/Vital Records: Under this division, we received 201 surveys (75%). The health promotions division was expanded at the beginning of FY 22-23 to include Foreign Language Interpreters, Computer Systems Admin, Emergency Preparedness, and QA/QI.

- **Customer Service Skills:** All 201 surveys provided positive feedback for services in these divisions of the health department. Overall, clients thought we provided fair to excellent customer service during their visits.
 - **Feedback received:**
 - “Thank you for your kindness and services as the health department helps people stay healthy and live long lives.”
 - “Y’all are doing a fine job! Very nice and made me feel comfortable.”
 - “Staff is super nice, knowledgeable, understanding + help to make you feel most comfortable.”
 - “Great kind staff with beautiful smiles and acceptable conversation. Also provided quick assistance.”
 - “The only health department or provider period from Mt. Airy NC through until here! Basically, no wait.” **(During back to school immunizations)**



Customer Service Report July 2022-June 2023

3

- “Knowing that the health department was a place that could take care of this along w/ an appointment I needed done @ the same time, so I wouldn’t have to miss more work.
- **Areas for Improvement:** Under this division, we had 23 (11%) document their length of visit was over an hour, but less than 2 hours.

Environmental Health (EH): This division received 20 of the customer satisfaction surveys (7%). This division has experienced a significant turn over in staff, which created a back log of responsibilities to be unfulfilled within a satisfactory amount of time. Efforts to recruit and maintain EH staff have been initiated and contract staff were utilized.

- **Customer Service Skills:** 19 out of 20 surveys were positive reviews and only 1 client thought their experience with EH was poor. Clients mentioned they received documents and return calls within a reasonable amount of time. Tina Hedrick and Kathy Musgrave were mentioned several times in reference to their outstanding customer service skills, as well as, being very helpful and knowledgeable.
 - **Feedback Received:**
 - “Customer service is excellent. They need to hire more inspectors.”
 - “Excellent ladies at the administration part of Environmental Health.”
 - “Quicker service, more understanding workers, and better communication.”
 - “Email correspondence works very well for me. I appreciate the quick response time.”
 - “Very helpful staff.”
- **Areas for Improvement:**
 - Not having enough staff for completing site inspections (On-Site) in a reasonable amount of time.
 - Communication

WIC: This division received 3 surveys. Since the onset of the COVID-19 pandemic, the WIC Program has had federal waivers in place, waiving the requirement of in-person participation, resulting in very little foot traffic in the clinic. WIC COVID-19 waivers will end July 31, 2023, requiring that participants return to in-person services. WIC has been a highly sought resource in recent months due to a nation-wide shortage on infant formula.

- **Customer Service Skills:** All 3 surveys indicated that WIC provided very good to excellent customer service (help/courteous and skills/knowledge). Their visits were all under 45 minutes. Clients noted that the nutritionist was very kind, caring, and helpful, ensuring the client was knowledgeable of the WIC program and did not rush the appointment.

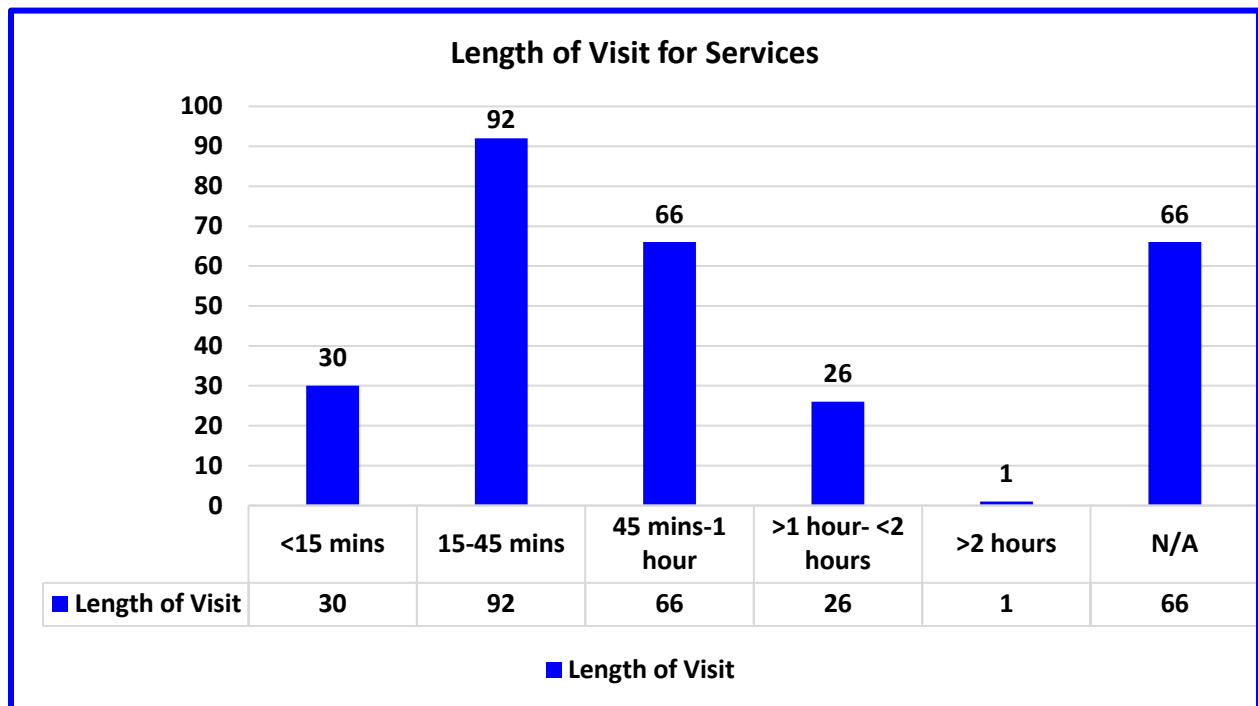


Customer Service Report July 2022-June 2023

- **Feedback Received:**
 - “The woman that helped me was very nice and patient.”
 - “Shelia Roberson was an excellent worker. Good attention.”
 - “Lynette Davis helped me out. She did an excellent job helping me out and explained everything perfectly.”
- **Areas for Improvement:**
 - Hiring enough staff to perform WIC services.

Length of Visit Results

The graph below indicates the amount of time clients spent at the health department. The majority of clients who participated in the survey indicated they were here for 15-45 minutes (33%). 23% of survey participants did not indicate their length of time here at DCHD.

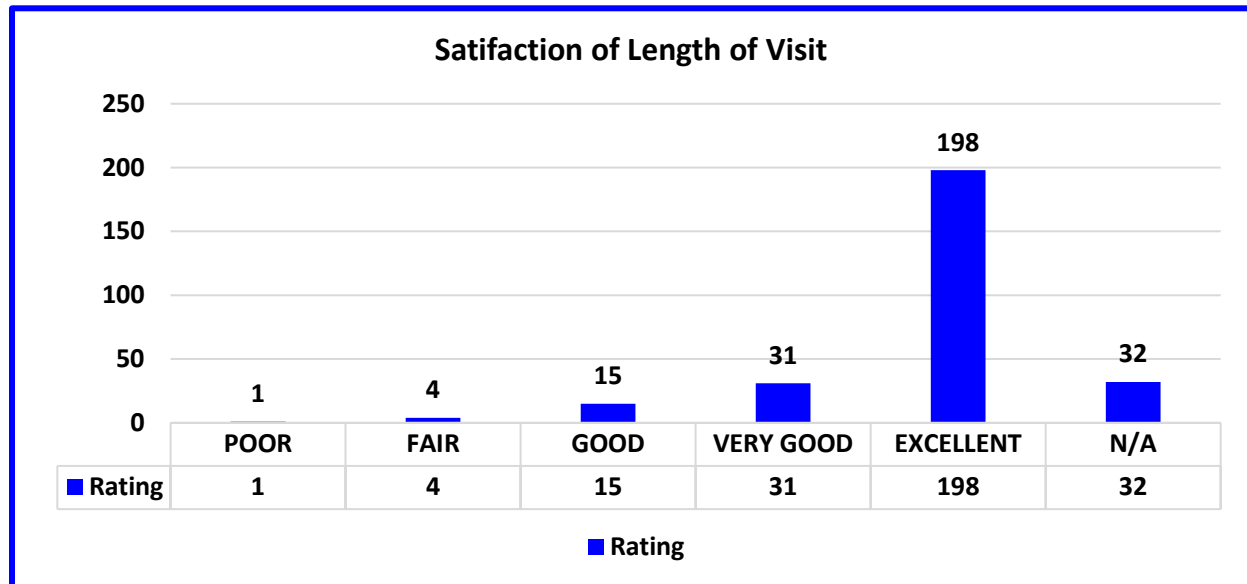




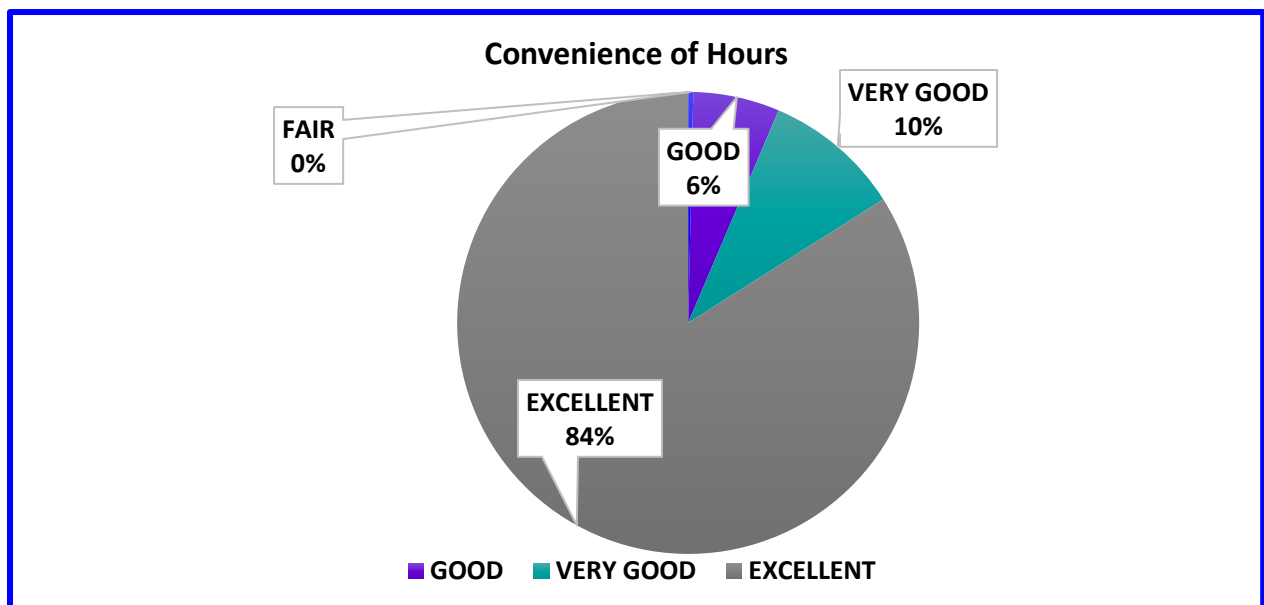
Customer Service Report July 2022-June 2023

5

The next graph represents the level of satisfaction participants felt towards their length of visit. Only 1 respondent (0.36%) indicated that their visit length was poor.



Survey participants are asked to rate their satisfaction with hours of operation of the agency and when services are available. Majority of clients responded good (6%), very good (10%), or excellent (84%).





Quality Improvement (QI) Projects & Customer Service Initiatives

The QI Council which was established in 2013 continues to evaluate programs, services, activities, and processes in all areas of the department in order to improve efficiency, effectiveness, productivity and customer value.

- QI Project Spotlight: Over the last fiscal year, it was brought to the attention of the QI Council that requests for purchasing supplies within the department was being done in numerous different ways. The various methods and frequencies were causing confusion and occasionally oversight within the Business Office. The QI team worked to streamline this process and create consistency across the agency. Utilizing an electronic form, designated staff are now able to initiate a request to purchase supplies. This electronic request is then routed to the staff member's supervisor for review and approval/rejection. The approved purchase request is then routed to the Business Office. This process went into effect in May 2023 and has proved to significantly reduce confusion and allowed for the Business Office to track requests electronically in a more organized fashion.
- The annual Employee Appreciation Luncheon was held on April 21st, 2023 at Finch Park. Appreciation for staff was also rewarded with additional "Dress Down Days", allowing for staff to wear appropriate jeans and a more casual top if desired.
- The agency recently received a face lift, replacing dated carpet with vinyl flooring, fresh paint, new seating in the upstairs and downstairs lobby spaces, and updated signage throughout the building highlighting the health department logo.
- To hopefully increase opportunities for staff suggestions, the outdated secured boxes have been removed and all staff suggestions are now made via an electronic survey. This makes the process faster, ensures confidentiality, and more accessible to staff.



Customer Service Report July 2022-June 2023

7

Internal Customer Service

From July 2022 – June 2023, the following staff members were recognized with “Caught in the Act” certificates. Certificates are given to those “caught” providing outstanding customer service by a fellow staff member or a customer. These staff are also listed in our Executive Staff Meeting Minutes.

Julie Bowers	Mary Lou Collett (2)	Angela Gray	Brian Matthews (2)
Cheryl Lomax	Jenny Loflin	Jill Byrd	Kendra Benson
Savannah Johnston	Clinic Team (2)	Shannon Craver	Shep Byles
Tammy Carrick	Tina Hedrick (2)	Alicia Frisbee	Lynette Davis
Maria Cranston	Nanette Leonard	Rosa Albertson	Tabitha Byrd (3)
Brittany May	Belinda Wilson	Christy Sink	Jesse Leonard
Kevin Hill (2)	School Nurse Team	Shelia Roberson	Check-in staff
Crystal Swink	Stacy Hull		

Next Steps

As more of the Davidson County Health Department services normalize since the COVID-19 pandemic, there is an increased need to review our internal processes for soliciting customer feedback. Moving into the new fiscal year, priority will be given to examining policies, data collection methods, and evaluation/reporting of feedback given by the community, by our customers, and by our staff.