

# Customer Service Report July 2015-June 2016

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Typically, all clients receiving services from Davidson County Health Department (DCHD) during one week periods of each quarter are requested to complete a customer satisfaction survey. Survey cards are always available in the lobby/waiting areas, at reception areas and on the Davidson County Health Department website. Environmental Health staff also attaches the web link to all emails. This past year, surveys were only collected three times because the Marketing/Customer Service Committee had revised the cards in hopes to obtain more useable data. Some notable changes were:

- Switching from a simple yes/no answer to a format that allows for graded responses along a range. For example, the question “Was staff courteous and polite” changed to “How helpful and courteous was staff” and the client chose a numerical value from 1 for poor to 5 for excellent.
- Removal of the referral source question because this has consistently been family and friends by a large margin for several years. While we recognize the need to maintain that base, we know we can improve marketing via social media.
- Questions regarding length of visit and hours of service were also changed to allow for a wider range of response.

## Summary

During July 2015 through June 2016 a total of 609 surveys were completed by clients. This report separates survey data out accordingly and notes quality improvement activities implemented or planned in response to this data. During calendar year 2015, several staff was individually identified by clients as having provided exceptional service (see page four). Results were shared and discussed at Executive staff meetings, Marketing/Customer Service meetings and posted to our website.

### Former Survey - Analysis by Type of Survey/Division

**Personal Health** total surveys completed 139.

1. **Customer service skills:** 100 % contained all positive responses
2. **Matters of concern:**
  - 8% (10 of 124) voiced concerns about their length of visit time
  - 3% (4 of 133) responded “No” to the question “Are the hours we provide services OK for you?”

**WIC:** total surveys completed 263.

1. **Customer service skills:** 99.22% contained all positive responses regarding staff customer service skills. Two clients reported staff was not courteous and polite. No explanation was given.
2. **Matters of concern:**
  - 9% (18 of 204) voiced concerns about their length of visit time.
  - 1 responded “No” to the question “Are the hours we provide services OK for you?”

**Environmental Health** – total surveys completed was 60

1. **Customer service skills:** 100% contained all positive responses.
2. **Matters of concern:** none reported

### New Survey - Analysis by Type of Survey/Division

**Personal Health** total surveys completed 85.

1. **Customer service skills:**
  - 10.59% rated as very good

- 88.24% rated as excellent
- 2. Hours we provide services:**
  - 1.18% rated as poor
  - 7.06% rated as good
  - 15.29% rated as very good
  - 75.47% rated as excellent
- 3. Length of visit**
  - 3.64% rated as poor
  - 3.53% rated as fair
  - 14.12% rated as good
  - 15.29% rated as very good
  - 65.53% rated as excellent
- 4. Comments/Areas of concern**
  - Difficulty booking appointments (2)

**WIC:** total surveys completed 62.

- 1. Customer service skills:**
  - 4.84% rated as good
  - 8.08% rated as very good
  - 87.10% rated as excellent
- 2. Hours we provide services**
  - 1.31% rated as fair
  - 6.45% rated as good
  - 14.52% rated as very good
  - 77.42% rated as excellent
- 3. Length of visit:**
  - 1.61% rated as poor
  - 6.45% rated as good
  - 17.74% rated as very good
  - 64.52% rated as excellent
- 4. Comments/Areas of concern:**
  - Waiting time too long

**Environmental Health** – none completed because survey to attach to email not done until after 6/30/16.

## Community Surveys

Community surveys are taken to outreach events, such as health fairs, for participants to complete. Total number of surveys completed was 17.

**Hours of operation:** 3 of 17 (18%) reported that our business hours were not convenient.

- Two of these had received services in the past & one marked N/A.
- Two recommended one Saturday a month but did not say what service was needed.
- One recommended evening and/or weekend hours but did not say what service was needed.
- We annually (at a minimum) evaluate possibility of expanding hours and have been unable to do so due to staffing issues (turnover, medical leave, etc.).

**QI Projects/Activities & 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.

- Two staff members, Cheryl Lomax and Josh Jordan, attended Quality Improvement Advisor training. As a part of their training, a continuous quality improvement (CQI) survey was conducted. They compared results from 2014-2016 and noted that problem solving/decision making, communication, and conflict resolution were identified gaps. They held training sessions with staff on quality improvement initiatives and established QI Boards throughout the health department for ideas to be posted and responded to.
- A QI project (Family Planning Cycle Time Project) was initiated and is ongoing. This is a project in clinic to increase client satisfaction by decreasing the amount of time they are in clinic. By decreasing the amount of time it takes to see each client, we also plan to have more appointment slots available.
- “Caught in the Act” Certificates and “Bright Idea” Certificates were distributed to staff that excelled in customer service or submitted innovative ideas for improvement.
- The annual Employee Appreciation Luncheon was held for staff in April. Two gifts were given to each employee.
- A mandatory “Professional Etiquette” training was held on 3/13/16 for all staff at work that day. The slides were posted to the agency intranet for those that were unable to attend.



During 2015, the following staff (many on more than one occasion!) was recognized with “Caught in the Act” certificates. These are given to those “caught” providing outstanding customer service by a fellow staff member or a customer.

Kathy Musgrave (11)

Tina Hedrick (5)

Lee Parks (3)

Tiffany Beckom (3)

Cheryl Lomax (3)

Jason Koontz (3)

Debbie Morris (2)

Lisa Belinotti (2)

Jennifer Bowling (2)

Carol Conrad (2)

Karen Villines (2)

Gail Berrier

Tonyah Burleson

Ava Byrd

Karen Copley

Becky Dirienzo

Alison Duffey

Joan Gore

Lillian Henderson

Jill Hutchinson

Ashley James

Josh Jordan

Angie Laster

Jennifer Leonard

Charlie Phillips

Jean Roman

Wende Rummage

Randy Swicegood

Clinic Team

Communicable Disease/Immunization Tracking Team

Darlene Thompson

Debra White