

Customer Service Report July 2016-June 2017

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. Our surveys allow for a graded response along a range. For example, the question, "How helpful and courteous was staff" allows the client to choose a numerical value from 1 for poor to 5 for excellent.

Summary

During July 2016 through June 2017 a total of 509 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. Results were shared and discussed at Executive staff meetings, Marketing/Customer Service meetings and posted to our website. Complaints of poor customer service skills and other areas for improvement were shared with division directors.

During calendar year 2016, several staff was individually identified by clients as having provided exceptional service (see page four).

Analysis by Division

Personal Health/Health Education/Vital Records: total surveys completed 227

1. Customer service skills:

- 6.16% rated as very good
- 93.36% rated as excellent

2. Hours we provide services:

- 0.95% rated as fair
- 4.27% rated as good
- 15.64% rated as very good
- 79.15% rated as excellent

3. Length of visit

- 0.95% rated as poor
- 4.27% rated as fair
- 9.48% rated as good
- 11.85 rated as very good
- 72.99% rated as excellent
- 0.47% marked N/A

4. Would you refer family or friends to Davidson County Health Department?

- 100% replied they would refer

5. Comments/Areas of concern

- Difficulty booking appointments (2)
- Length of visit

WIC: total surveys completed 242

1. Customer service skills:

- 4.84% rated as fair

- 2.89% rated as good
- 10.74% rated as very good
- 85.95 rated as excellent

2. Hours we provide services

- 2.48% rated as fair
- 7.44% rated as good
- 14.88% rated as very good
- 75.21% rated as excellent

3. Length of visit:

- 1.24% rated as poor
- 4.96% rated as fair
- 9.09% rated as good
- 19.01% rated as very good
- 65.70% rated as excellent

4. Would you refer family or friends to Davidson County Health Department?

- 100% replied they would refer

5. Comments/Areas of concern:

- Waiting time too long

Environmental Health: total surveys completed 40.

1. Customer service skills:

- 100% rated as excellent

2. Hours we provide services

- 2.50% rated as good
- 25%% rated as very good
- 72.50% rated as excellent

3. Length of visit:

- 2.50% rated as very good
- 45.00% rated as excellent
- 52.50% marked N/A

4. Would you refer family or friends to Davidson County Health Department?

- 100% replied they would refer

5. Comments/Areas of concern:

- Would like staff to identify themselves when answering the phone

Community Surveys

Community surveys are taken to outreach events, such as health fairs, for participants to complete. Total number of surveys completed was 28. Of those respondents, 17 had received services from the Health Department in the past.

1. Are our hours [8:00am-5:00pm] convenient for you to obtain services from us?

- 85.71 reported that our business hours were convenient
- 14.29% reported that our business hours were not convenient
 - Nice to have some evenings
 - Evening and/or weekend hours
 - Some Saturdays/a Saturday a month (3 suggested this)

- Stay open until 6:00pm two-three times a week
- 2. **The current top 3 health priorities for DCHD are: 1) Preventing Obesity 2) Stopping substance abuse/misuse 3) Increasing access to healthcare. Do you agree with these priorities?**
 - 96.43% agreed with our priorities
 - 3.57% thought the priority should be changed (felt substance abuse should be number one)

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.

- 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.
- 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.).
 - In 2016, we established offering hours after 5:00pm as a strategic plan goal in order to gain and keep clients
 - With the hiring of our nurse practitioner, we plan to offer services to a limited number of clients after 5:00pm. This clinic will be for those needing family planning services and we will also have a few slots available for those needing STD evaluations. We plan to begin offering these extended hours in August.
- In order to help meet current needs, we plan to offer a walk-in STD clinic beginning in July. This will provide the opportunity for staff to see eight additional clients. Clients have commented that they have been unable to obtain an appointment and this will help reduce the backlog of those wanting tested.
- “Caught in the Act” Certificates were given to staff that excelled in customer service. These staff are also listed in our Executive Staff Meeting Minutes.
- The annual Employee Appreciation Luncheon was held for staff in April.



During 2016, 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. Here's hoping that 2017 is another banner year for us providing the best service possible!

Julie Bowers	Susan Odom (2)
Gail Berrier	Lynette Davis
Laura Leonard	Carol Conrad
Jean Roman (2)	Tanya Hennessee (2)
Cindy Harris (2)	Environmental Health Division (3)
Karen Ritter (3)	Kelby Hankins
Tiffany Beckom	Nancy Rosier
Debra White (2)	Angel Pendergrass
Joan Gore	Jenny Loflin (2)
Angelia Mason	Alan Ray
Tina Hedrick	Nancy Stout
Jahaziel Zavaleta	Rosa Albertson
Kathy Musgrave (9)	Corinne Gray
Lee Parks (2)	Brittney Norman
Jason Koontz (5)	Angie Laster
Lisa Smith	Jennifer Leonard
Elizabeth Simmons	Jen Oakley
Susan Harmon (2)	Shannon Sandifer
Stephanie Herndon (2)	WIC Division
Jill Hutchinson	Laura Tolson