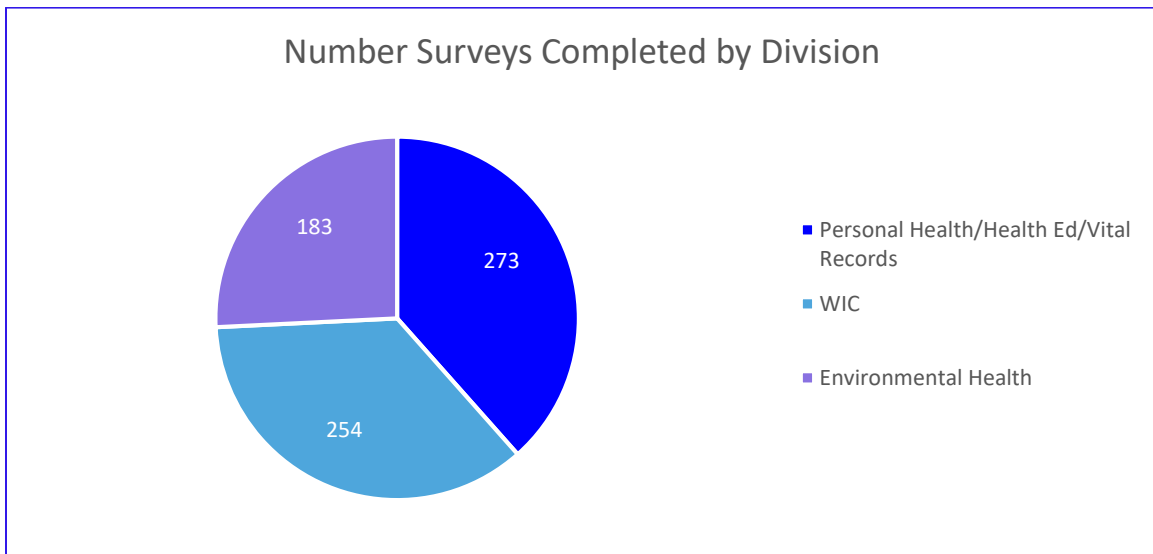
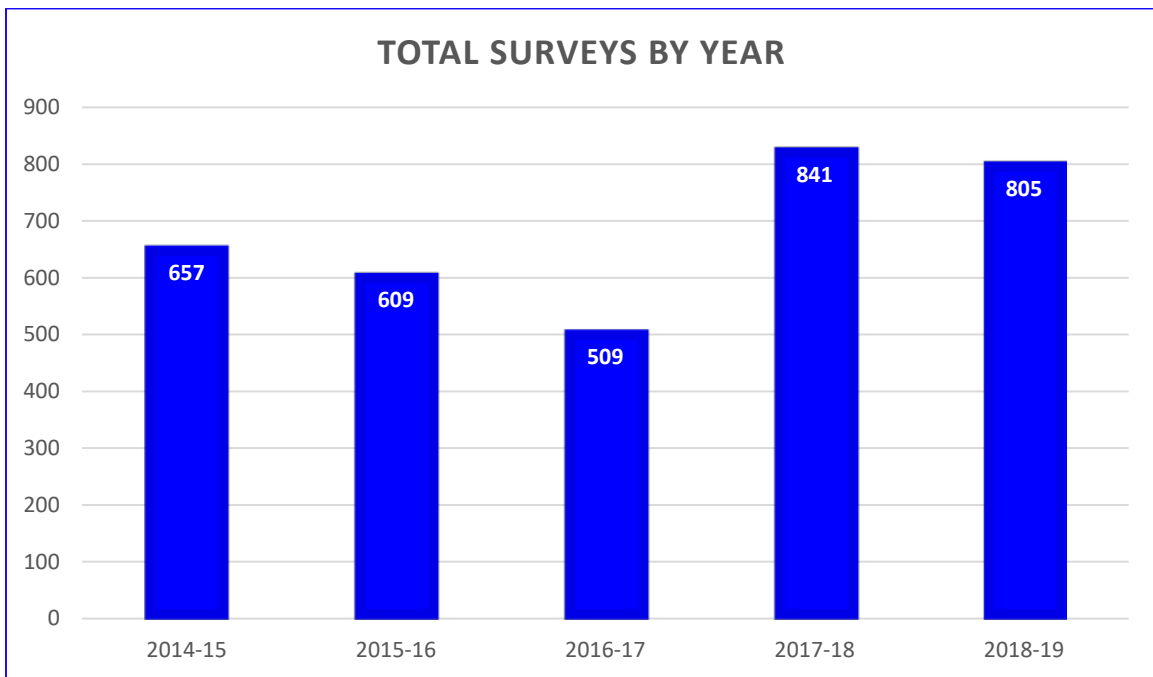


Background

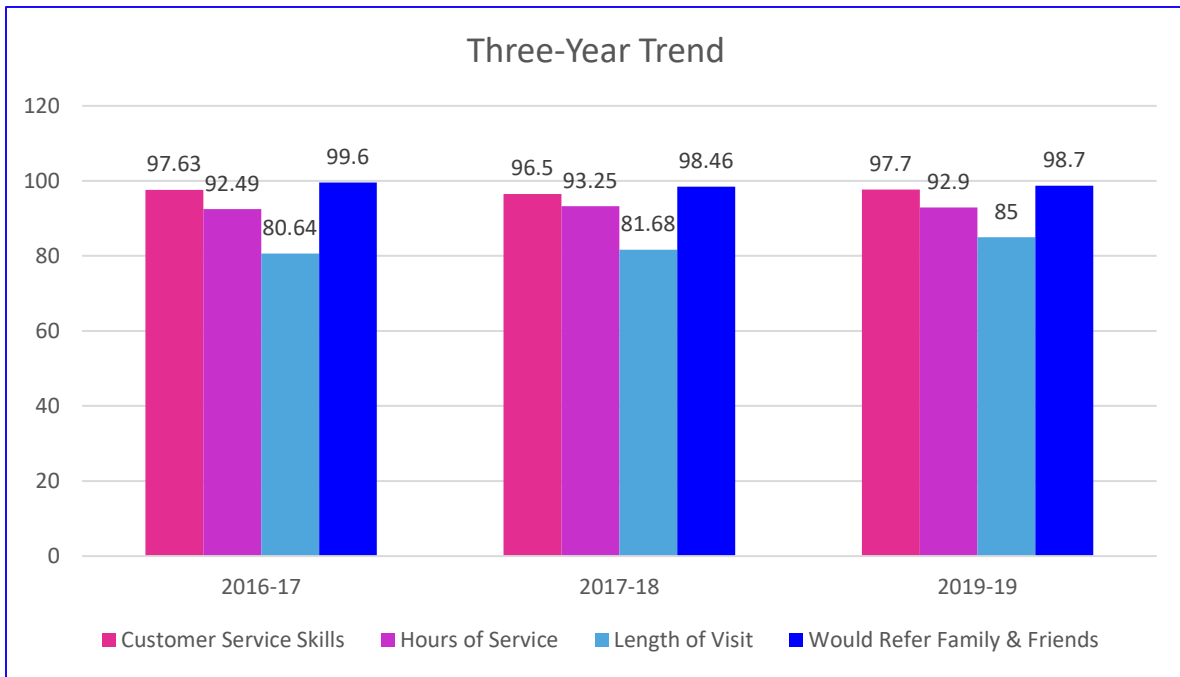
- Clients receiving services from Davidson County Health Department (DCHD) during one week periods of each quarter are requested to complete a customer satisfaction survey.
- Survey cards are always available in the lobby/waiting areas, at reception areas and on our website. Environmental Health staff also attaches the web link to all emails.
- Our surveys allow for a graded response along a range. Clients choose a numerical value from 1 for poor to 5 for excellent.

Results

A total of 805 surveys were completed this year.



Our numbers have remained relatively stable. This is for all services.



Feedback

Clients periodically write additional feedback on the surveys. Some of the most common words used to describe our services are:

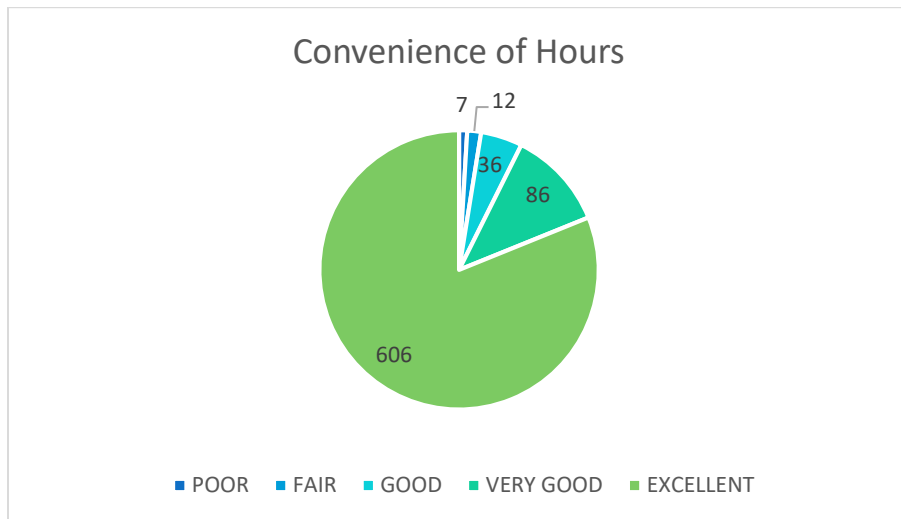
excellent prompt great always friendly always provides information
professional friendly wonderful staff Great always nice excellent
sweet helpful answered questions kind staff Great
friendly

During 2019, 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.

Alan Ray (4)	Angelia Mason (2)	Cecilia Akonful	Cindy Harris	Clinic Staff 12	Clinic Nurses (2)	Corinne Gray
Darren Cecil	Joan Gore	Kathy Arcidiacono (2)	Kathy Sain	Kendra Benson (2)	Lynette Davis	Rosa Albertson (2)
Tanya Hennessee (2)	Tina Hedrick 6	Alex Fox	Angie Laster (2)	Cheryl Lomax (2)	Christy Sink	Nanette Leonard
Environmental Health Division (8)	Jenny Loflin	Kathy Musgrave (23)	Kristen Stauffer (2)	Sherilynn Little (3)	WIC Division (9)	Greg Hennessee
Jean Hamilton	Mallory Phelps	Randy Swicegood	Amanda Hostetter	Debra White	Lillian Koontz	Belinda Wilson
Janie Ange	Robin Boles	Karen Villines	Eric Bailey (2)	Mary Lou Collett (3)	Jason Koontz	Tabitha Lankford
Jake Ward	Laura Tolson	Angela Graham	Stephanie Herndon	Madison Pegram	Guillermo Sandoval	Kevin Hill

Community Surveys: are taken to outreach events, such as health fairs, for participants to complete and it is always on our website. We had less than 10 completed this year. This was partially due to loss of staff to retirement and decreased requests for outreach events. Marketing/Customer Service Committee will be brainstorming initiatives to increase completion of the surveys.

Business Hours: all of our surveys ask how well our service hours meet their needs. 747 responded to the question. 93% said our hours were “excellent” or “very good” at meeting their needs. We had one person comment that staying open until 6:00pm would be helpful.



Quality Improvement (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.

- The Vital Records Project wrapped up this year. It was very successful in standardizing processes and decreasing errors on death certificates.
- A Laserfiche QI project suggestion form was created to ease submission and generate ideas. The next project will involve streamlining septic record requests in Environmental Health.
- In our 2016-2019 Strategic Plan, we established offering hours after 5:00pm as a strategic plan goal in order to gain and keep clients. We annually (at a minimum) evaluate possibility of expanding hours for all services and had been unable to do so due to staffing issues (turnover, medical leave, etc.). In 2017, we began an evening clinic for Family Planning clients. In 2018, WIC also started an evening clinic.
- We continue having a walk-in clinic for those needing sexually transmitted disease testing. Clients had commented they had had been unable to get an appointment. This greatly reduced a backlog of clients needing the service.
- “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. “Dress Down Days” were offered throughout the year which increase staff morale. A catered Taco Bar was also held in May as an additional appreciation event for staff and this was well received.
- We requested an onsite accessibility review to improve accessibility and services to clients and visitors with disabilities. Lauren Howard, MS (North Carolina Office on Disability and Health Director at NC Department of Health and Human Services) and an assistant conducted the review. We received a written report and will be looking to implement as much as we can.