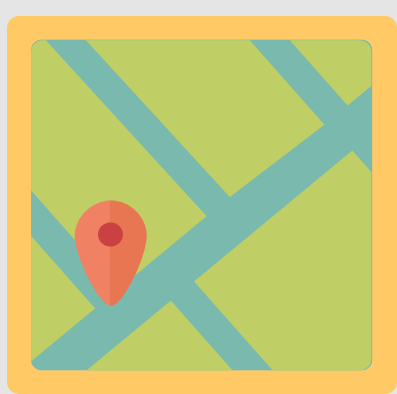




Reproductive Health

Satisfaction Survey Results

9/20/18-9/28/18



Response Rate

Approximately 50% (37/74 Clients)



Methodology

The Reproductive Health Survey was conducted from September 20th to 28th, 2018 (1 week), and was distributed in at the Bend and Redmond locations.

The surveys were distributed via paper and through SurveyMonkey on tablet computers. The survey could be taken in either English or Spanish.

The surveys were voluntary and participants were assured that their responses were anonymous and would not influence their ability to obtain future services.

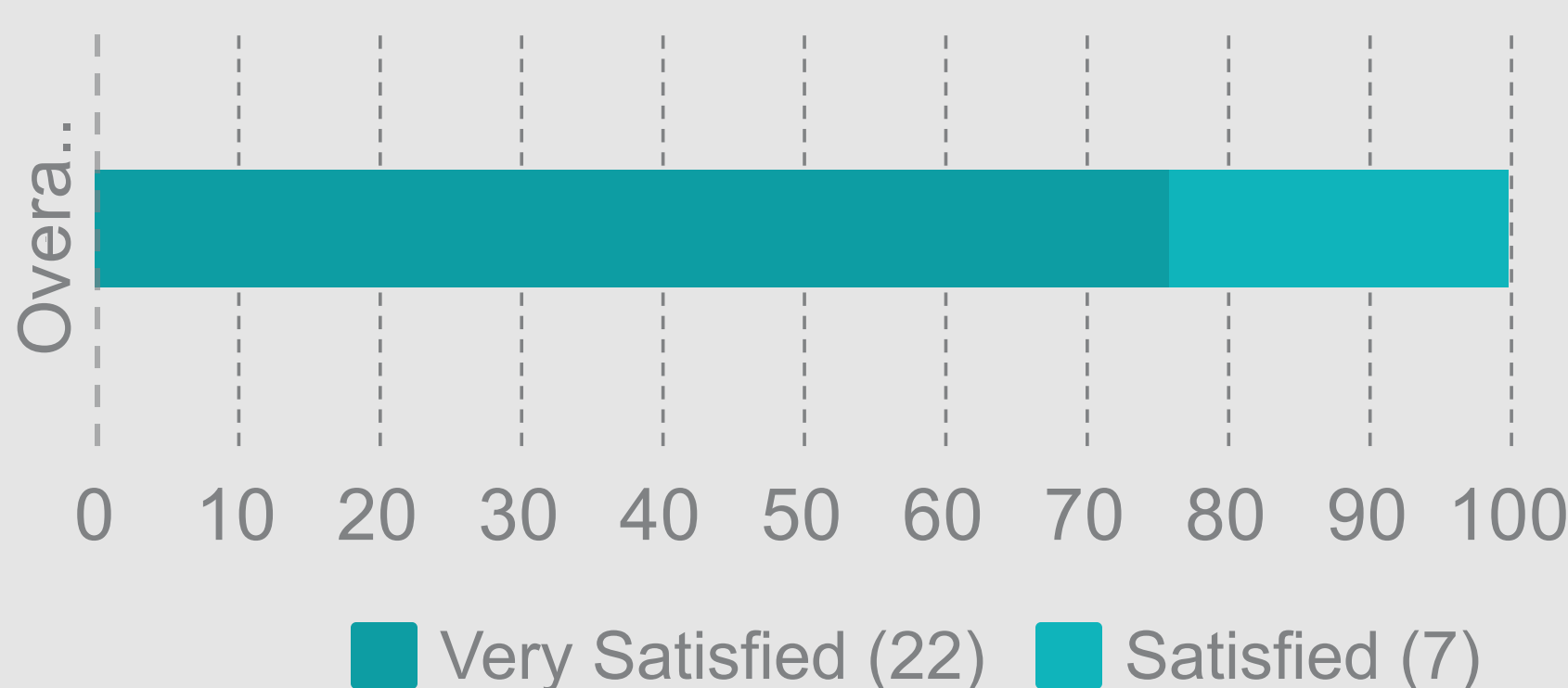


Background and Rationale

The Deschutes County Public Health (DCPH) Customer Satisfaction Survey was implemented to inform staff and improve the quality of services provided to Deschutes County residents. Implementation of Health Services satisfaction surveys is a Strategic Plan Goal. Additionally, implementation of the survey aligns with the Public Health Accreditation Board Standard 9.1.4A, which calls for a "systematic process for assessing customer satisfaction with health department services." Results are used to improve programs and services, and keep DCPH on target with goals.

OVERALL SATISFACTION: 100%

Overall Satisfaction



Preferred Language:

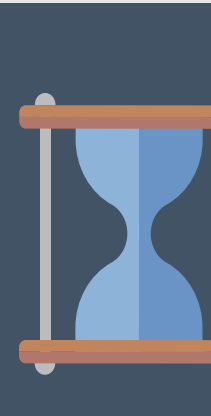
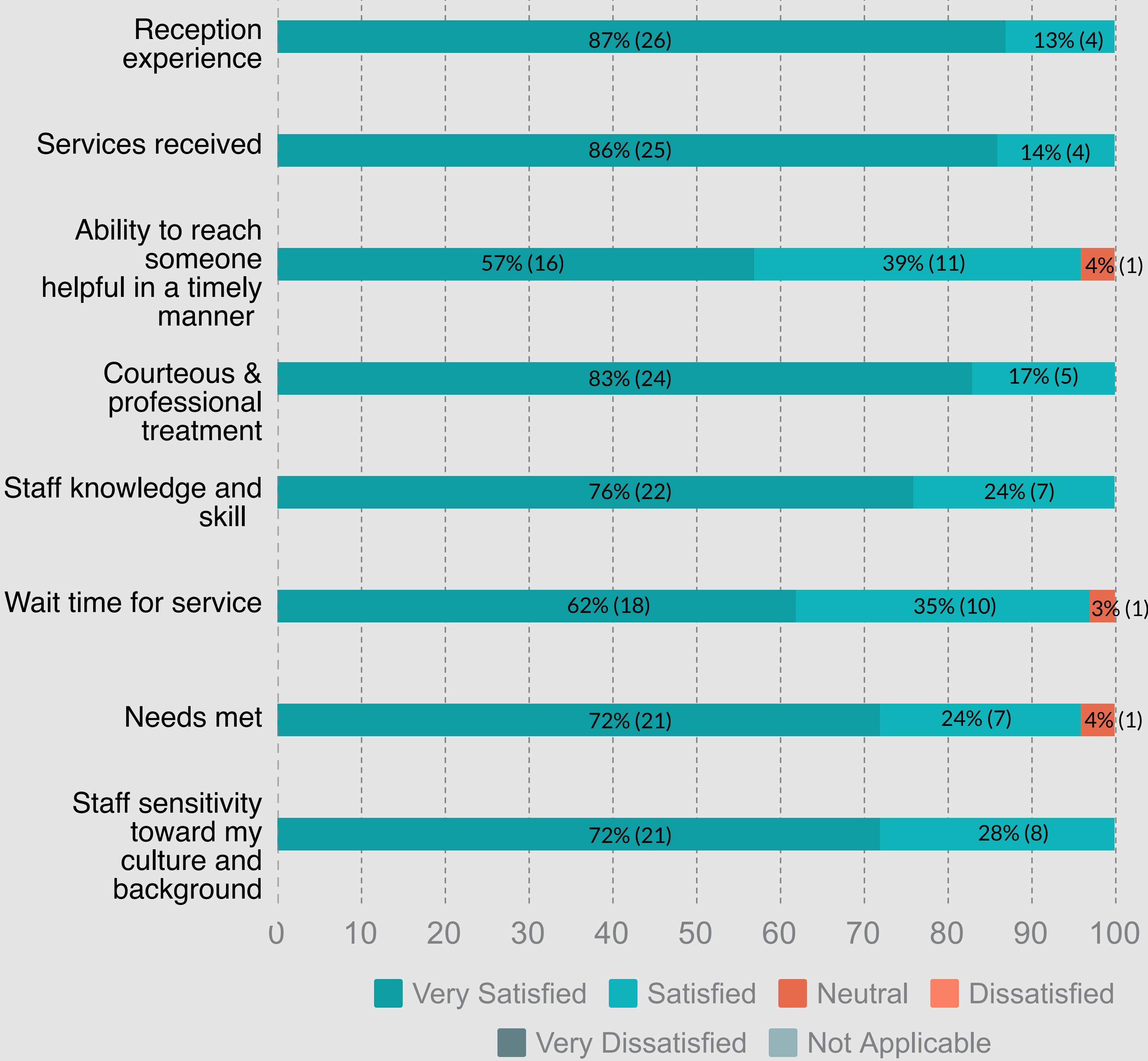
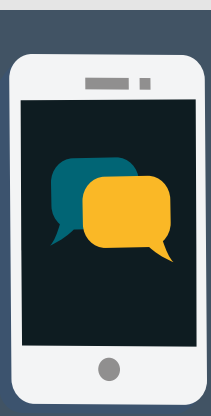
English: 94% (33)
Spanish: 6% (2)



Service Location:

Courtney Clinic/Bend: 3% (1)
Downtown/Bend: 62% (18)
Becky Johnson/Redmond: 35% (10)

Satisfaction with:



What clients are saying about Reproductive Health and what we can do to keep improving!

- "Staff was fantastic and knowledgeable."
- "Keeping the clinic open for many years to come!"
- "These ladies who run this clinic are great and I hope they all stay!"
- "Everyone was very friendly and nice."
- "It was good service."

Some Ideas for Improvement

- "Had Hard time on phone message- but they called me back soon."

