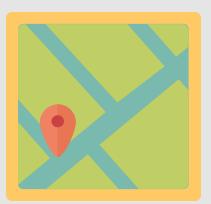


# Reproductive Health **Satisfaction Survey Results** 9/20/18-9/28/18



## **Response Rate**

Approximately 50% (37/74 Clients)

# **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.



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

Methodology

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.

# 100%

#### **Overall Satisfaction** Overa. 20 30 80 10 40 50 60 70 90 0 100 Very Satisfied (22) Satisfied (7)

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

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

13% (4)

# Satisfaction with:

Reception experience



	Services received				86% (25	5)				14% (4	4)	
	Ability to reach someone helpful in a timely manner		5	7% (16)				39%	6 <b>(11)</b>		4% (1)	
l	Courteous & professional treatment				83% (24	4)				17% (5)		
	Staff knowledge and skill				76% (22	2)			24	% (7)		
	Wait time for service			6	2% (18)				35% (10)		<mark>3%</mark> (1)	
	Needs met		i		72% (2:	1)	1		24% (7)		<mark>4%</mark> (1)	
	Staff sensitivity toward my				72% (22	1)			289	6 <mark>(8)</mark>		
	culture and background											
	(	) 10	20	30	40	50	60	70	80	90	100	
	Very Satisfied Satisfied Neutral Dissatisfied											
	Very Dissatisfied Not Applicable											

87% (26)

# 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."

