

Ryan White Satisfaction Survey



Methodology:

The survey was conducted from November 1, 2017 to October 31, 2018, and was distributed after appointments by the Ryan White Coordinator. The surveys were conducted via Survey Monkey on tablet computers, and 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 Health Services (DCHS) Public Health (PH) 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 Standards which calls for a "systematic process for assessing customer satisfaction with health department services."

Overall Satisfaction
100%

20 Clients Responded
3 Spanish
17 English

In what ways can we improve our services?

"They so great every need met."

"[Staff] are comprehensive and thorough."

"Todo estuvo bien no ay nada que mejorar."

Response Rate
20/50 = 40%

Satisfaction Response

