

Patient Satisfaction Survey Results July 2017 - June 2018

Pitt County Health Department offers clients ongoing opportunities to provide feedback about the services received. Our Business Office and our WIC Nutrition Program distributes surveys to clients one week out of each month and requests clients to complete the survey and place it in one of two locked boxes in either the Business Office or the Main Client Waiting Area. Blank surveys are also located on top of the locked box (podium) in the Waiting Area. Clients are welcome to complete a survey at any time. Surveys are collected monthly and the final results are made available each July.

Number of Surveys Collected Between July 2017 – June, 2018 = 791

<p>Services Received by Client Who Completed Surveys: Family Planning = 23.19% Prenatal = 15.16% Pregnancy Test = 3.37% Communicable Disease = 7.12% Immunizations = 3.63% WIC = 26.42% Child Health = .13% Outreach = 0% Multiple Services in One Visit = .65% Other = 6.61% No Answer = 13.73% (772 Responses)</p> <p>Sex of Respondents: Female = 76.82% Male = 4.95% Other = 0% No Answer = 18.23% (768 Responses)</p> <p>Race/Ethnicity of Respondents: White (not Hispanic/Latino) = 16.28% Black/African American = 51.92 % Hispanic/Latino = 17.44% Asian = .77% American Indian/Alaska Native = .13% Pacific Islander = .26% Other/Unknown = 1.92% Prefer not to answer = .90% No Answer = 10.38% (780 Responses)</p> <p>Age Range of Respondents: 12-19 = 9.04 % 20-29 = 49.87% 30-39 = 23.26% 40-49 = 6.20% 50-59 = 2.07% 60+ = .78% No Answer = 8.79 (774 Responses)</p>	<p>Services Met Clients' Needs: Yes = 91.41% No = .53% No Answer = 8.06% (757 Responses)</p> <p>Time Between Making Appointment & Being Seen: Great = 64.95% Good = 22.42% OK = 8.89% Fair = 1.93% Poor = .90% Does Not Apply to Me = .90% (776 Responses)</p> <p>Hours Clinic is Open: Great = 70.23% Good = 23.24% OK = 4.05% Fair = .65% Poor = .39% Does Not Apply to Me = 1.44% (766 Responses)</p> <p>Hours of Other Services: Great = 68.28% Good = 22.45% OK = 4.17% Fair = .94% Poor = .13% Does Not Apply to Me = 4.03% (744 Responses)</p>	<p>Location of Health Department: Great = 68.45% Good = 23.93% OK = 5.61% Fair = .80% Poor = .27% Does Not Apply to Me = .94% (748 Responses)</p> <p>Time Spent in Waiting Room: Great = 50.20% Good = 26.08% OK = 14.47% Fair = 6.52% Poor = 2.48% Does Not Apply to Me = .26% (767 Responses)</p> <p>Time Spent in Exam Room: Great = 58.15% Good = 25.30 % OK = 9.67% Fair = 3.31% Poor = 1.06% Does Not Apply to Me = 2.52% (755 Responses)</p> <p>Time Taken for Services to be Completed: Great = 64.26% Good = 23.39% OK = 8.67% Fair = 2.10% Poor = 1.45% Does Not Apply to Me = .13% (761 Responses)</p>
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Clinic Providers: Friendliness of Staff

Great = 83.70%
 Good = 12.91%
 OK = 2.61%
 Fair = .13%
 Poor = 0%
 Does Not Apply to Me = .65%
 (767 Responses)

Clinic Providers: Showed Me Respect

Great = 84.42%
 Good = 12.47%
 OK = 2.21%
 Fair = 0%
 Poor = 0%
 Does Not Apply to Me = .91%
 (770 Responses)

Clinic Providers: Clearly Explained Procedures, Diagnoses, Treatment and Medications

Great = 83.62%
 Good = 12.84%
 OK = 1.83%
 Fair = 0%
 Poor = 0%
 Does Not Apply to Me = 1.70%
 (763 Responses)

Clinic providers: Gave Educational Materials that were Easy to Understand

Great = 81.55%
 Good = 13.57%
 OK = 2.11%
 Fair = 0%
 Poor = 0%
 Does Not Apply to Me = 2.77%
 (759 Responses)

Clinic Providers: Told About Test Results in a Timely Manner

Great = 80.45%
 Good = 12.02%
 OK = 2.51%
 Fair = 0%
 Poor = 0%
 Does Not Apply to Me = 5.02%
 (757 Responses)

Other Providers: Friendliness of Staff

Great = 78.88%
 Good = 12.22%
 OK = 1.73%
 Fair = .13%
 Poor = 0%
 Does Not Apply to Me = 7.04%
 (753 Responses)

Other Providers: Answered Questions/ Clearly Explained Information

Great = 77.73%
 Good = 13.47%
 OK = 1.47%
 Fair = 0%
 Poor = 0%
 Does Not Apply to Me = 7.33%
 (750 Responses)

Other Providers: Gave Educational Materials That Were Easy to Understand

Great = 77.75%
 Good = 12.33%
 OK = 1.21%
 Fair = 0%
 Poor = .13%
 Does Not Apply to Me = 8.58%
 (746 Responses)

Interpreter Services: Friendliness of Staff

Great = .67.58%
 Good = 9.33%
 OK = 1.58%
 Fair = .29%
 Poor = 0%
 Does Not Apply to Me = 21.23%
 (697 Responses)

Interpreter Services: Clearly Interpreted Information

Great = 65.80%
 Good = 10.0%
 OK = 1.30%
 Fair = .14%
 Poor = 0%
 Does Not Apply to Me = 22.75%
 (690 Responses)

Registration Support Staff: Friendliness of Staff

Great = 81.04%
 Good = 12.14%
 OK = 1.77%
 Fair = .14%
 Poor = 0%
 Does Not Apply to Me = 4.91%
 (733 Responses)

Registration Support Staff: Answered Questions/ Clearly Explained Information

Great = 80.70%
 Good = 12.69%
 OK = 1.89%
 Fair = 0%
 Poor = 0%
 Does Not Apply to Me = 4.72%
 (741 Responses)

Cleanliness of Exam Rooms:

Great = 78.67%
 Good = 15.87%
 OK = 3.33%
 Fair = .13%
 Poor = 0%
 Does Not Apply to Me = 2%
 (750 Responses)

Cleanliness of the Building:

Great = 78.91%
 Good = 15.78%
 OK = 4.11%
 Fair = .27%
 Poor = 0%
 Does Not Apply to Me = .93%
 (754 Responses)

Confidentiality: Keeping Personal Information Private

Great = 86.06%
 Good = 11.66%
 OK = 1.88%
 Fair = 0%
 Poor = 0%
 Does Not Apply to Me = .40%
 (746 Responses)