



Livingston County Health Department Client Satisfaction Survey Report, 2017

Introduction

Program evaluations are an important component of the public health system. Periodic evaluations not only allow organizations to document program success and improve program implementation processes, but can also contribute to the better management of limited resources and justification for sustained/increased program funding. Data collected through program evaluations can be used to support departmental decision-making processes and identify the best program areas of investment.

Livingston County Health Department (LCHD) conducts annual client satisfaction surveys in an effort to ensure the delivery of quality public health services and to advance agency-wide quality improvement efforts. Additionally, collecting, analyzing, and reviewing client satisfaction feedback will advance LCHD's goal of achieving national accreditation through the Public Health Accreditation Board (PHAB), which requires regular evaluations. The 2017 Client Satisfaction Survey (Appendix A) focused on soliciting feedback from various client populations who utilize LCHD services. The results, presented in the remainder of this report, will assist LCHD in the identification of areas of program strengths, as well as opportunities for improvement.

Methodology

The 2017 Client Satisfaction Survey was offered to clients seeking services from LCHD's Personal and Preventative Health Services (PPHS) division during July 2017. The survey consisted of 35 questions in various formats (i.e. multiple choice, Likert-type, and open-ended). Questions were written at a 7th grade reading level to ensure comprehension. Accommodations for potential language barriers included the Language Line translation service, which was available to clients who completed the survey at LCHD facilities.

PPHS programs that participated in the survey include: Breastfeeding Peer Counselor, Communicable Disease, Children's Special Healthcare Services (CSHCS), Healthy Michigan Plan, HIV Testing, Immunizations, Vision & Hearing, and Women, Infants and Children (WIC). The PPHS programs, excluding CSHCS, collected data via a paper survey, which was color-coded according to program. Clients were given the opportunity to participate in the survey upon arrival to LCHD and submitted completed forms to collection boxes located in the LCHD waiting areas. Communicable Disease offered an electronic survey link on the LCHD website homepage, and clients who called the CD Nurse line were asked to consider taking the survey upon completion of the phone call. CSHCS offered the survey in both electronic and paper forms. Clients who had provided an email address were emailed a SurveyMonkey link to the CSHCS client satisfaction survey, and the remainder received the survey via mail.

Results

As shown in Table 1, a total of 189 individuals participated in the 2017 Client Satisfaction Survey. The participants' responses were grouped into two main categories: PPHS survey results and CSHCS survey results. The PPHS survey results include data from clients seeking services regarding the Breastfeeding Peer Counselor, Communicable Disease, Healthy Michigan Plan, HIV Testing, Immunizations, Vision & Hearing, and WIC. The CSHCS survey results include data from clients seeking services from the CSHCS program.

Table 1. Survey response by program.

Survey Response by Program	
Breastfeeding Peer Counselor	0
Communicable Disease	0
CSHCS	14
Healthy Michigan Plan	0
HIV	0
Immunizations	51
Vision & Hearing	10
WIC	113
Total	189

PPHS Survey Results

Overall, 175 clients contributed to the PPHS survey results. Of those, 51 participants indicated that they were an Immunizations client, 10 were clients of the Vision & Hearing program, 113 were WIC clients, and 1 participant did not specify a service program. This section will provide an overview of the PPHS survey results; the complete set of survey results can be found in Appendix B.

Demographic Data. To gain a greater understanding of the clients served by LCHD, basic demographic data was collected. As shown in Figure 1 below, the majority of clients (91 respondents) who contributed to this survey were between the ages 20 and 39. The categories of age with the fewest respondents were the 60-69 years category (3 respondents) and the 70+ years category (5 respondents). In addition, a greater number of survey respondents identified as female (135 respondents) rather than male (33 respondents) (Figure 2). When asked to report race, the most common response was White (152 respondents), while the least common response was Native Hawaiian or Other Pacific Islander (0 respondents) (Figure 3). Furthermore, the majority of participants identified as non-Hispanic (138 respondents) as opposed to Hispanic (11 respondents) (Figure 4). Finally, when asked to specify the primary spoken language used by the participants, English (150 respondents) was the most popular

response, followed by Other (2 respondents) (Figure 5). Both respondents who selected Other further indicated that Spanish was their primary spoken language.

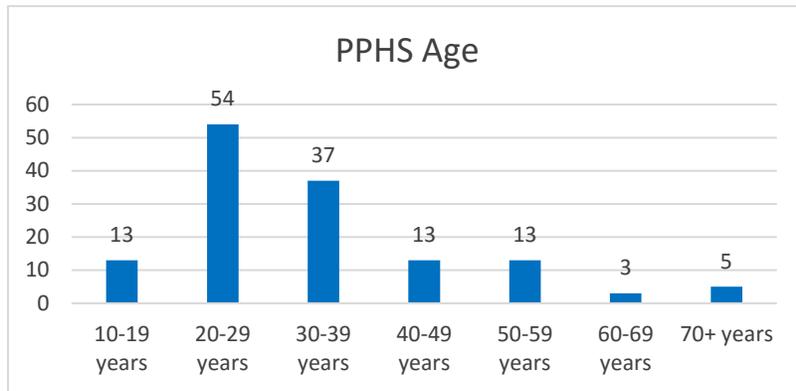


Figure 1. PPHS age. This figure shows the number of PPHS survey respondents in various age categories.

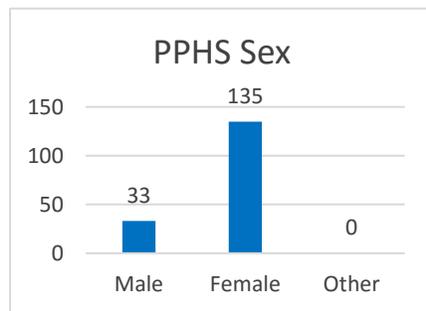


Figure 2. PPHS sex. This figure shows the number of PPHS survey respondents who identify as male, female, and other.

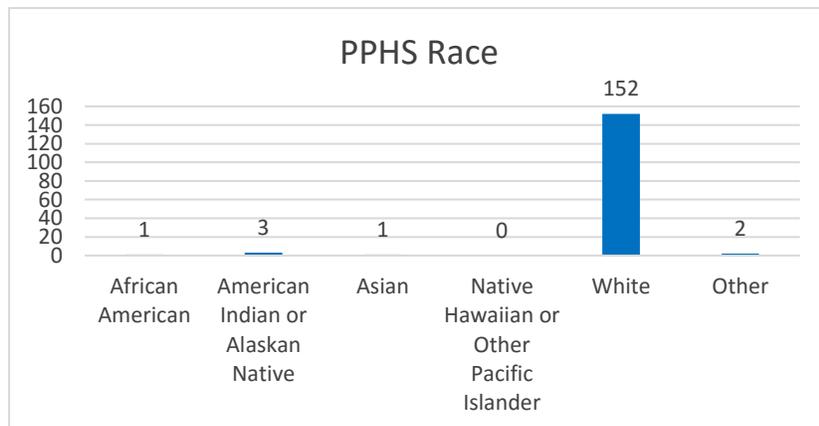


Figure 3. PPHS race. This figure shows the reported race of PPHS survey respondents.

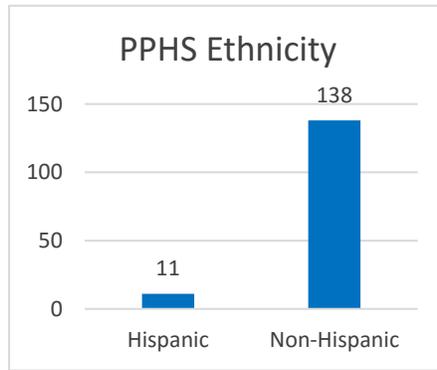


Figure 4. PPHS ethnicity. This figure shows the ethnicity of the PPHS survey respondents.

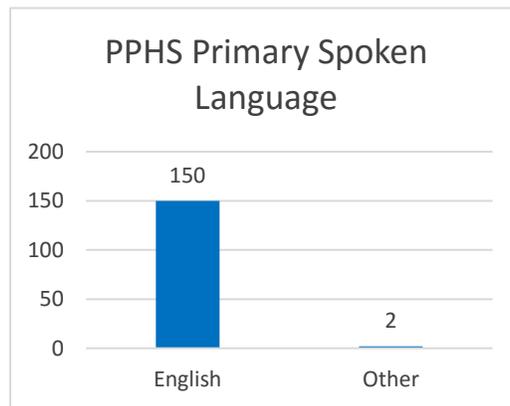


Figure 5. PPHS primary spoken language. This figure shows the number of respondents who speak English and other languages.

Quality Indicators. Data regarding the quality of services provided to the clients was collected using Likert-scale questions. The questions aimed to assess the state of the facility, the quality of the services provided, and the LCHD staff skillset. The results indicated that survey respondents overwhelmingly agreed or strongly agreed with the presented statements. This indicates LCHD clients hold largely positive views towards the LCHD facilities, services, staff, etc. This data is shown in Figure 6.

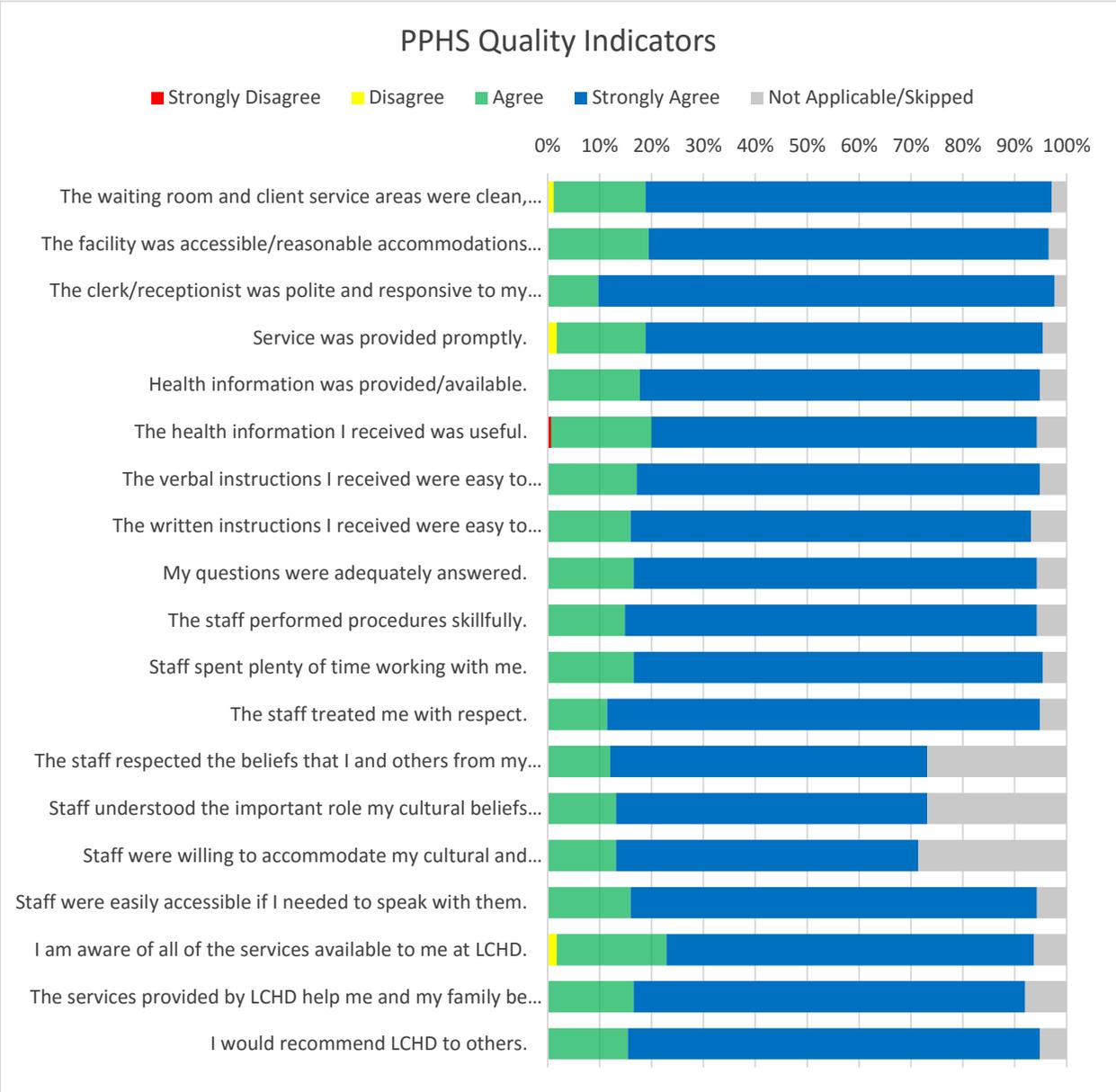


Figure 6. PPHS quality indicators. This figure charts the percent of respondents who agreed or disagreed with various statements regarding LCHD facilities, services, staff, etc.

Additional Measures. Additional data was also collected regarding transportation, hours of operation, the LCHD website, and receiving additional health information; this is displayed in Figure 7. When asked if obtaining transportation to and from LCHD services was difficult, 82% of participants responded “No.” Additionally, 89% of respondents said that LCHD’s hours of operation were convenient. A smaller percentage of respondents (54%) indicated that they had previously used LCHD’s website. Of those respondents who had used

the website, nearly all felt that the website was user friendly and contained the needed information. Lastly, the majority of respondents did not want to receive additional health information from LCHD (85%), or be contacted regarding additional health information (77%).

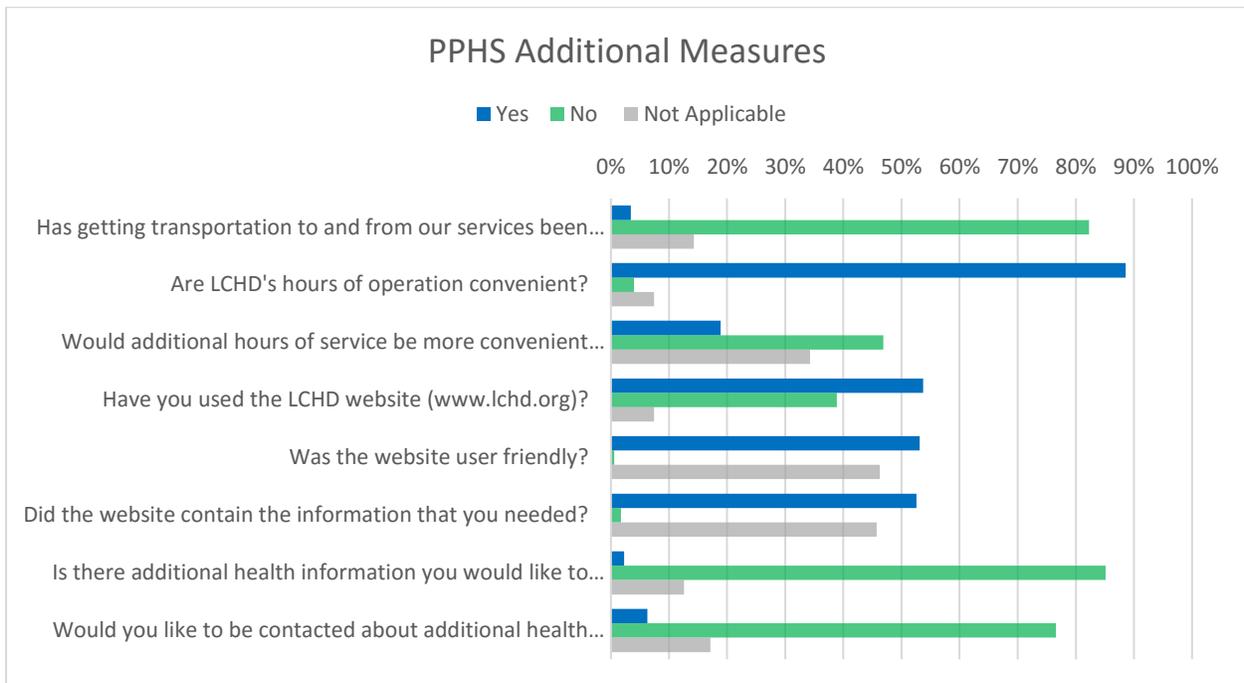


Figure 7. PPHS additional measures. This figure charts the percent of PPHS respondents who responded yes, no, or not applicable to various questions regarding transportation, hours of operation, the LCHD website, and receiving additional health information.

CSHCS Survey Results

A total of 14 CSHCS clients responded to the 2017 Client Satisfaction Survey. This section will provide an overview of the CSHCS survey results; the complete set of survey results can be found in Appendix C.

Demographics. Demographic data was collected from the CSHCS survey respondents. The majority of respondents were between 30-39 years of age (Figure 8). The categories of age with the fewest respondents were the 60-69 years category and the 70+ years category, each with zero respondents. In addition, a greater number of survey respondents identified as female (12 respondents) rather than male (2 respondents) (Figure 9). When asked to report race, all 14 respondents identified as White (Figure 10). Furthermore, 12 respondents identified as non-Hispanic. Finally, when asked to specify the primary spoken language used by the participants, all 14 respondents chose English (Figure 11).

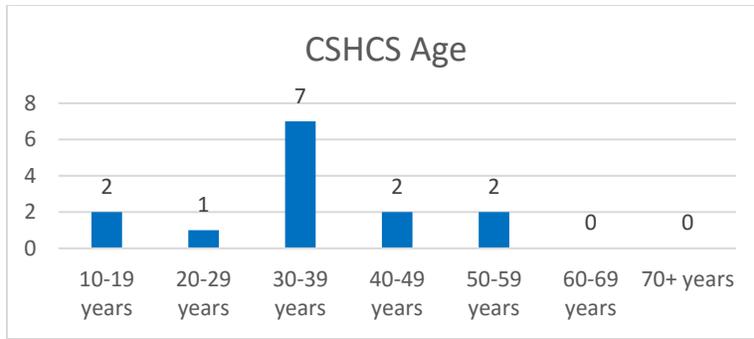


Figure 8. CSHCS age. This figure shows the number of CSHCS survey respondents in various age categories.

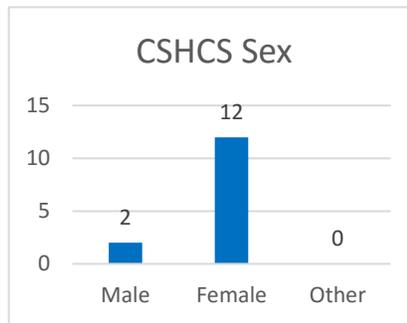


Figure 9. CSHCS sex. This figure shows the number of CSHCS survey respondents who identify as male, female, and other.

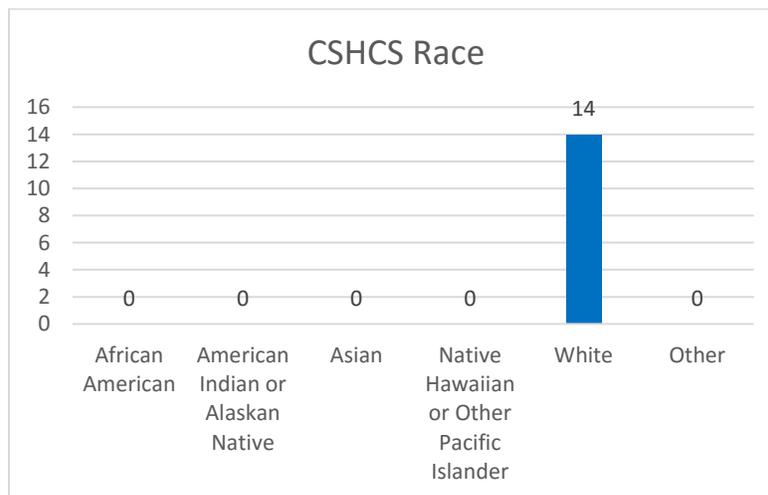


Figure 10. CSHCS race. This figure shows the reported race of CSHCS survey respondents.

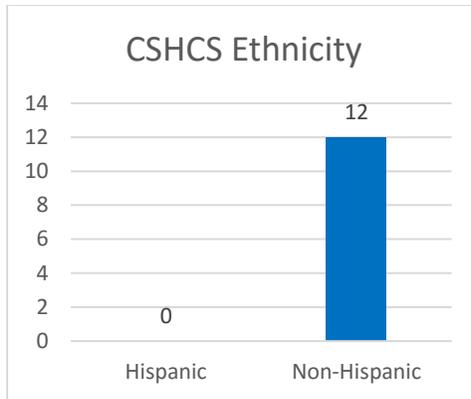


Figure 11. CSHCS ethnicity. This figure shows the ethnicity of the CSHCS survey respondents.

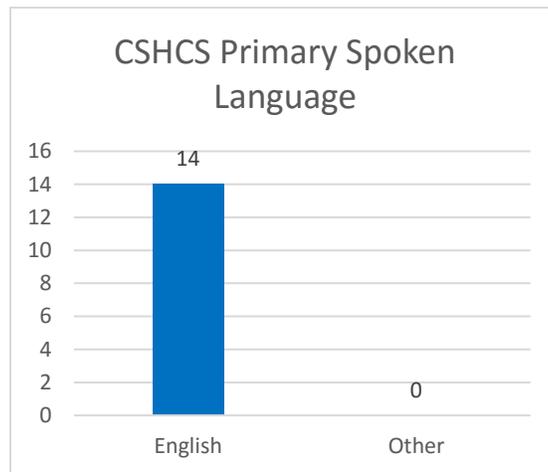


Figure 12. CSHCS primary spoken language. This figure shows the number of respondents who speak English and other languages.

Quality Indicators. Data regarding the quality of services provided to the clients was collected using Likert-scale questions. The questions aimed to assess the state of the facility, the quality of the services provided, and the LCHD staff skillset. The results indicated that survey respondents overwhelmingly agreed or strongly agreed with the presented statements. This indicates CSHCS clients hold largely positive views towards the LCHD facilities, services, staff, etc. Figure 13 displays this data in greater detail.

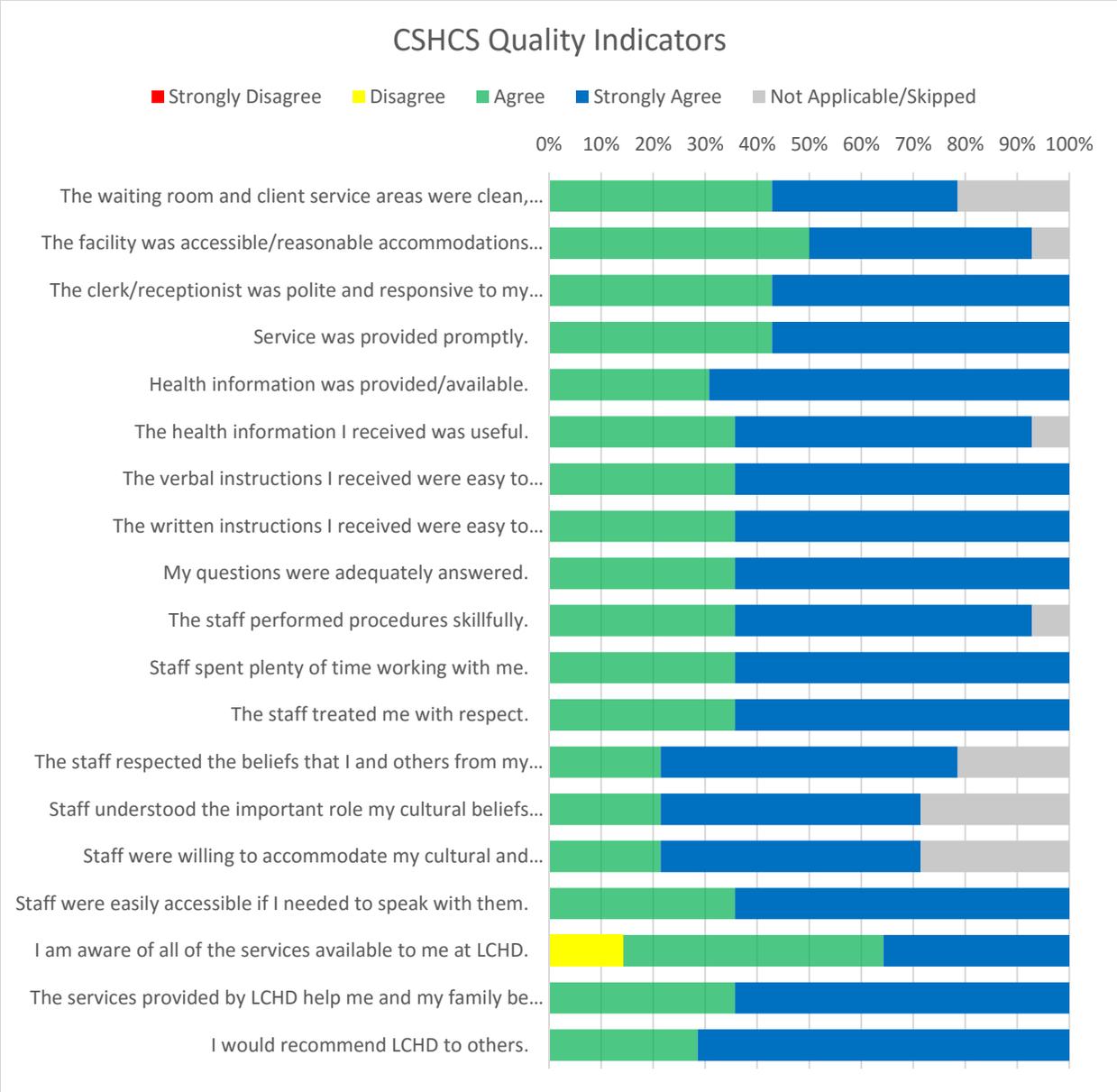


Figure 13. CSHCS quality indicators. This figure charts the percent of respondents who agreed or disagreed with various statements regarding LCHD facilities, services, staff, etc.

Additional Measures. As shown in Figure 14, data was also collected regarding transportation, hours of operation, the LCHD website, and receiving additional health information. When asked if obtaining transportation to and from LCHD services was difficult, 79% of participants responded “No.” Additionally, 93% of respondents said that LCHD’s hours of operation were convenient. A smaller percentage of respondents (21%) indicated that they had previously used LCHD’s website. Of those respondents who had used the website, all felt

that the website was user friendly and contained the appropriate information. Lastly, none of respondents (0%) wanted to receive additional health information from LCHD, or be contacted regarding additional health information.

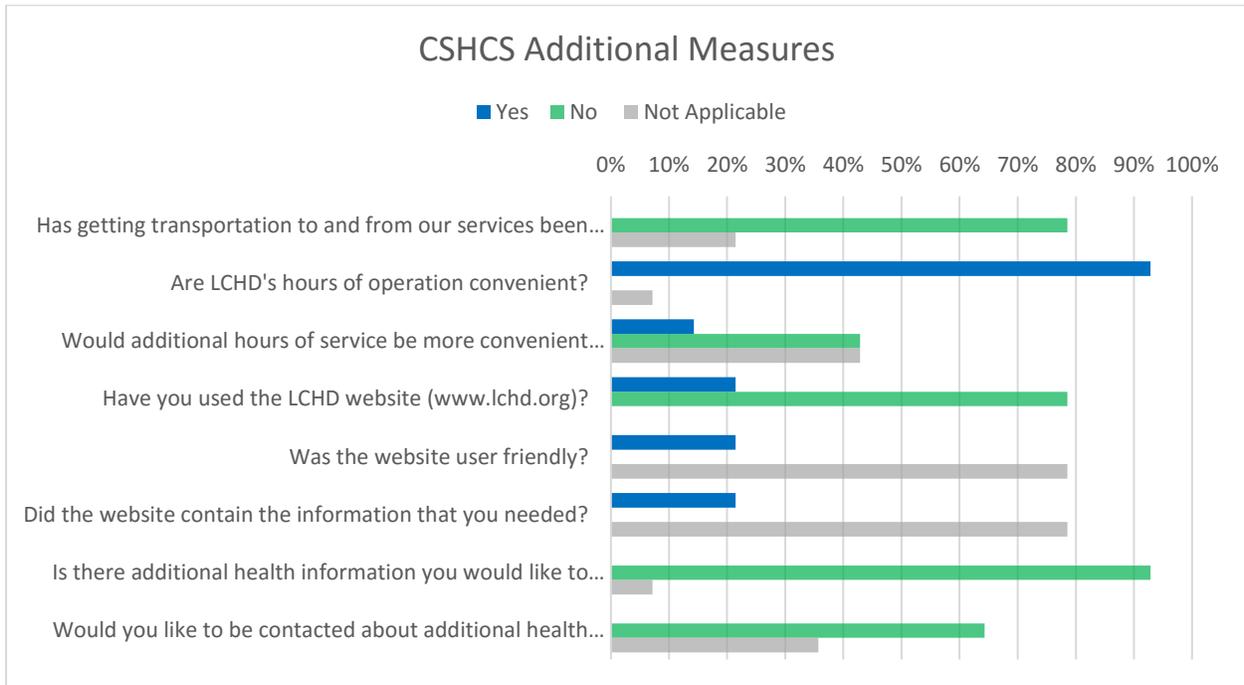


Figure 14. CSHCS additional measures. This figure charts the percent of CSHCS respondents who responded yes, no, or not applicable to various questions regarding transportation, hours of operation, the LCHD website, and receiving additional health information.

Conclusions

In all, LCHD clients are largely comprised of English speaking, non-Hispanic, white women between the ages of 20 and 39. The results also indicate that LCHD clients have a largely positive view of the LCHD facilities, services, staff, etc. Additionally, the majority of the LCHD clients surveyed do not have difficulty obtaining transportation to and from our services, and find LCHD’s hours of operation to be convenient. Potential areas of improvement include promoting the use of our website and creating a greater awareness of the variety of services available through LCHD. Furthermore, techniques to improve survey response rates among program clients could be explored.

Next Steps

The results from the 2017 Client Satisfaction Survey will assist LCHD in the identification of department strengths and opportunities for improvement. These results will be used by division directors, program coordinators, and program staff to assess the effectiveness of our programs and services. Conclusions drawn from these surveys will help drive future quality improvement projects, changes in various program areas, and staff trainings. All changes will be documented by program staff.