

Public and Environmental Health Consumer and Community Satisfaction Assessment

A report to the Wake County Human
Services Public Health Cluster

4-27-2015

Division of Administration

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Data Analysis/Slide Preparation: Carmen Frazier

Public Health Accreditation

Benchmark Activity 27.2



Public Health Accreditation

- ▶ Essential Service 9
 - Evaluate effectiveness, accessibility, and quality of personal and population-based health services
- ▶ Benchmark 27
 - The local health department shall evaluate all services it provides for effectiveness in achieving desired outcomes

Public and Environmental Health Consumer and Community Satisfaction Assessment

- ▶ **Consumer Respondents**
 - Those who stated having used any Public Health or Environmental Health Services
- ▶ **Community Respondents**
 - Those who stated not using Public Health or Environmental Health Services

Public and Environmental Health Consumer and Community Satisfaction Assessment

▶ 8 Survey Sites

- Sunnybrook Clinics
- Swinburne Building
- Millbrook Center
- Crosby Garfield Center
- Eastern Regional Center
- Eastern Regional Library
- Cameron Village Library
- Pullen Park

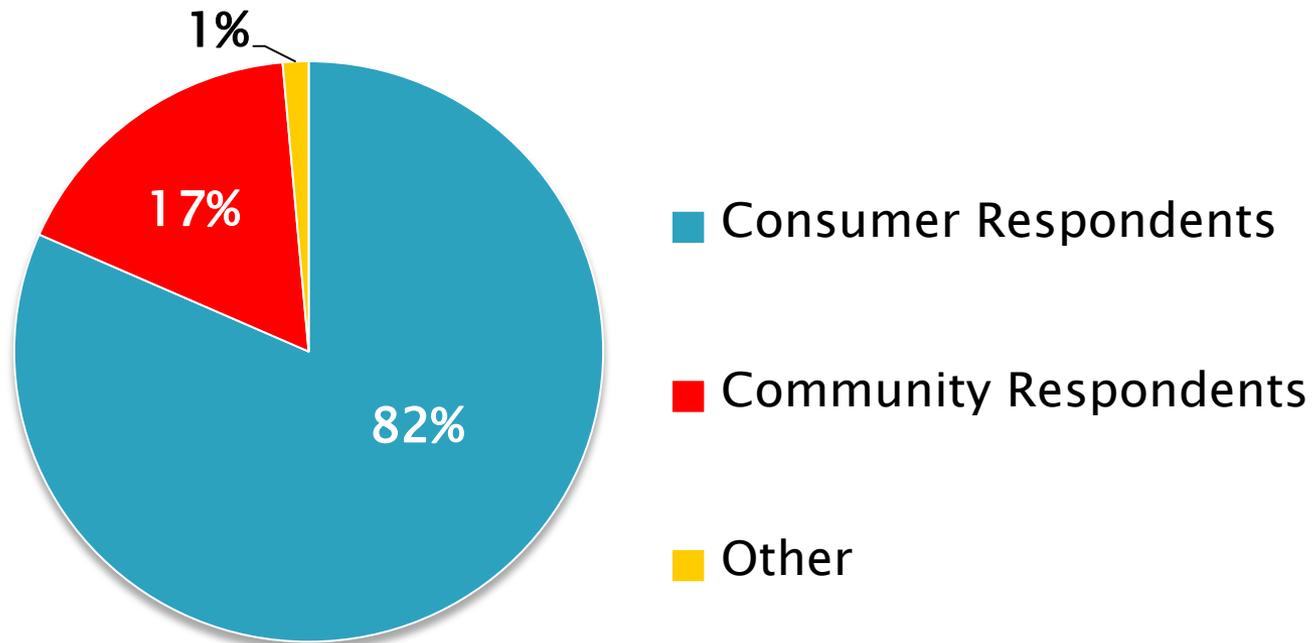
▶ Survey Time Frame

- 4/8/2015 – 4/21/2015

Public and Environmental Health Consumer and Community Satisfaction Assessment

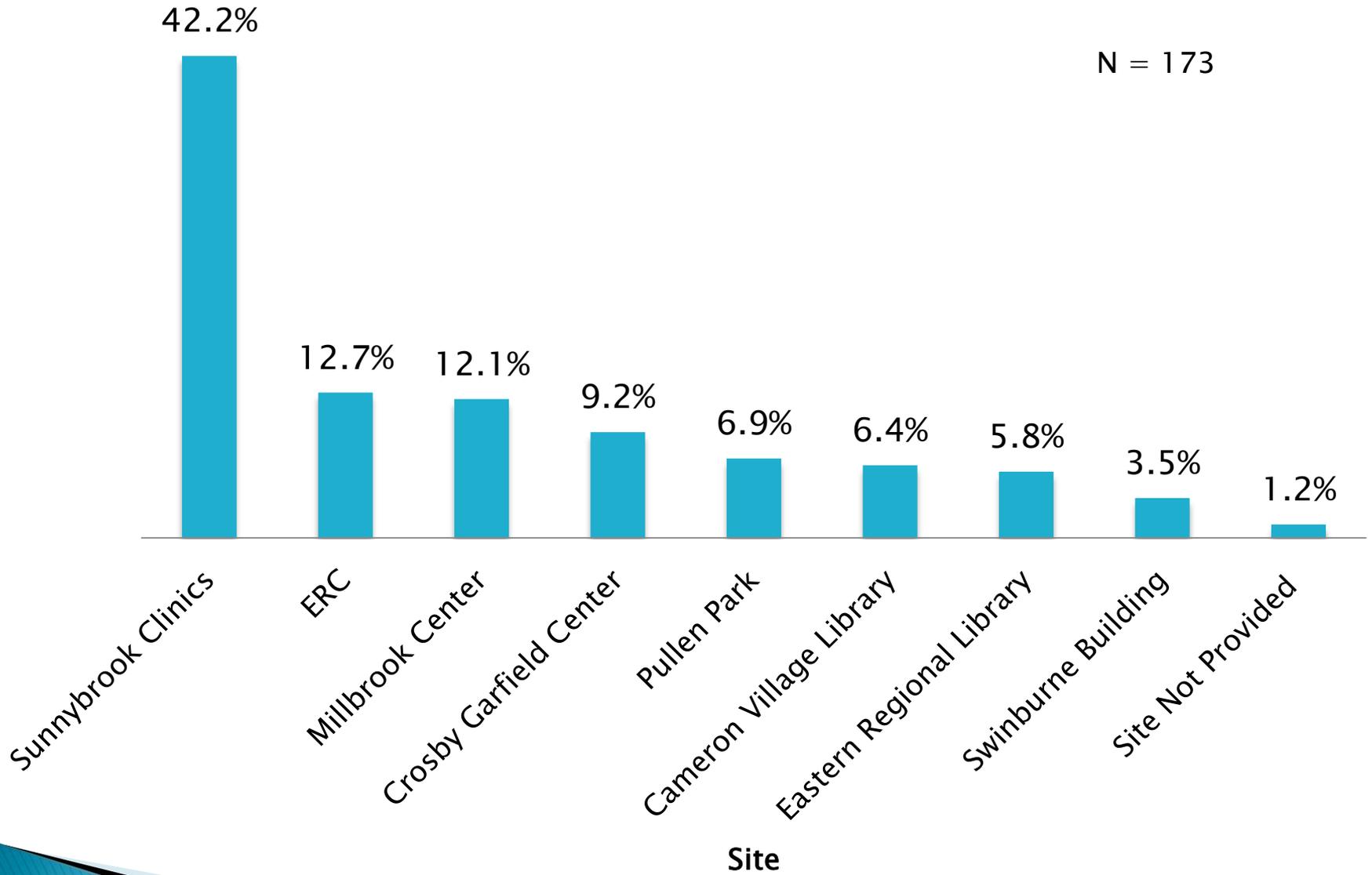
▶ 212 Respondents

- 173 (81.6%) Consumer Respondents
- 36 (16.9%) Community Respondents
- 3 (1.4%) Other



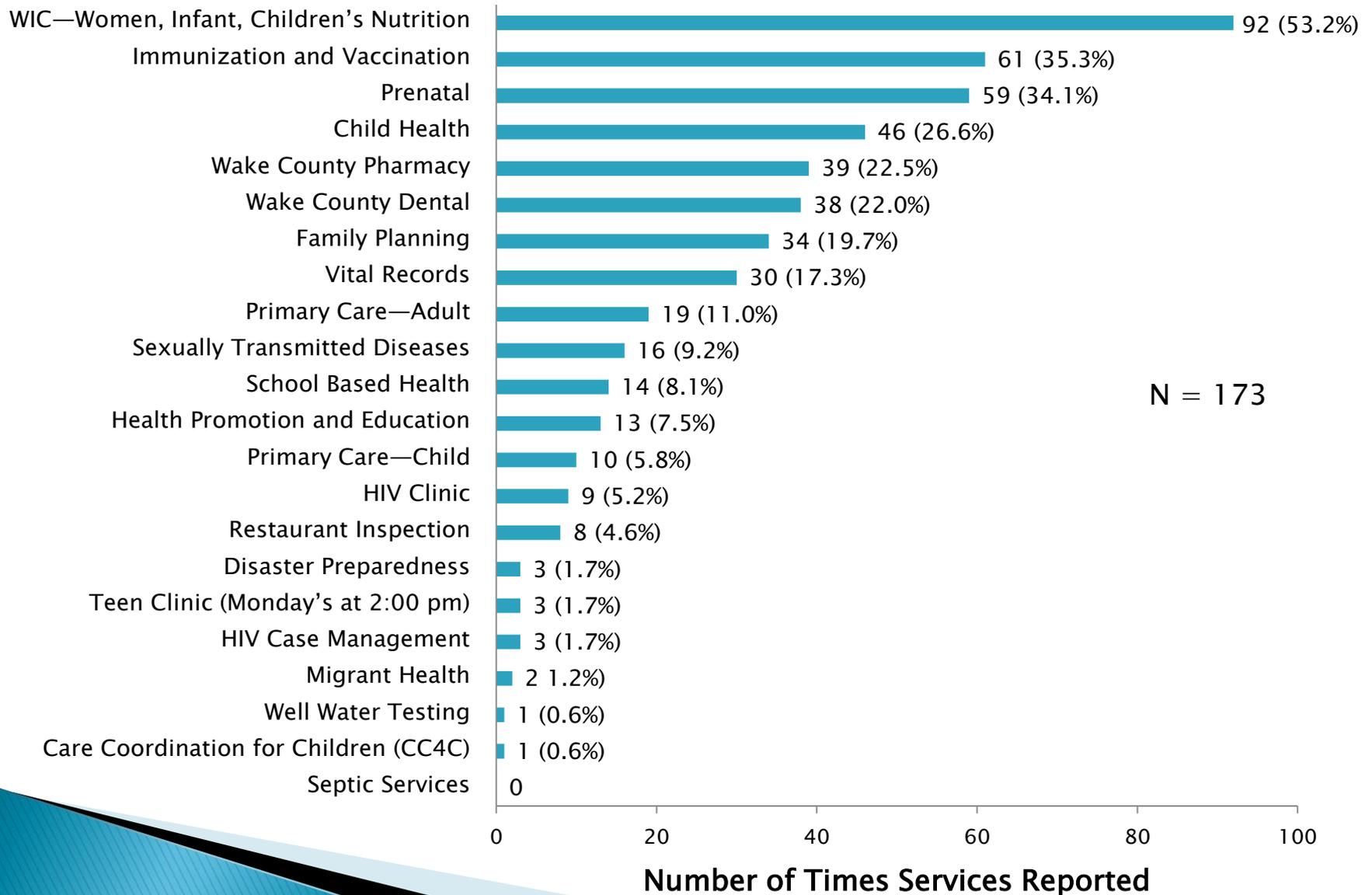
Consumer Respondents by Site

N = 173

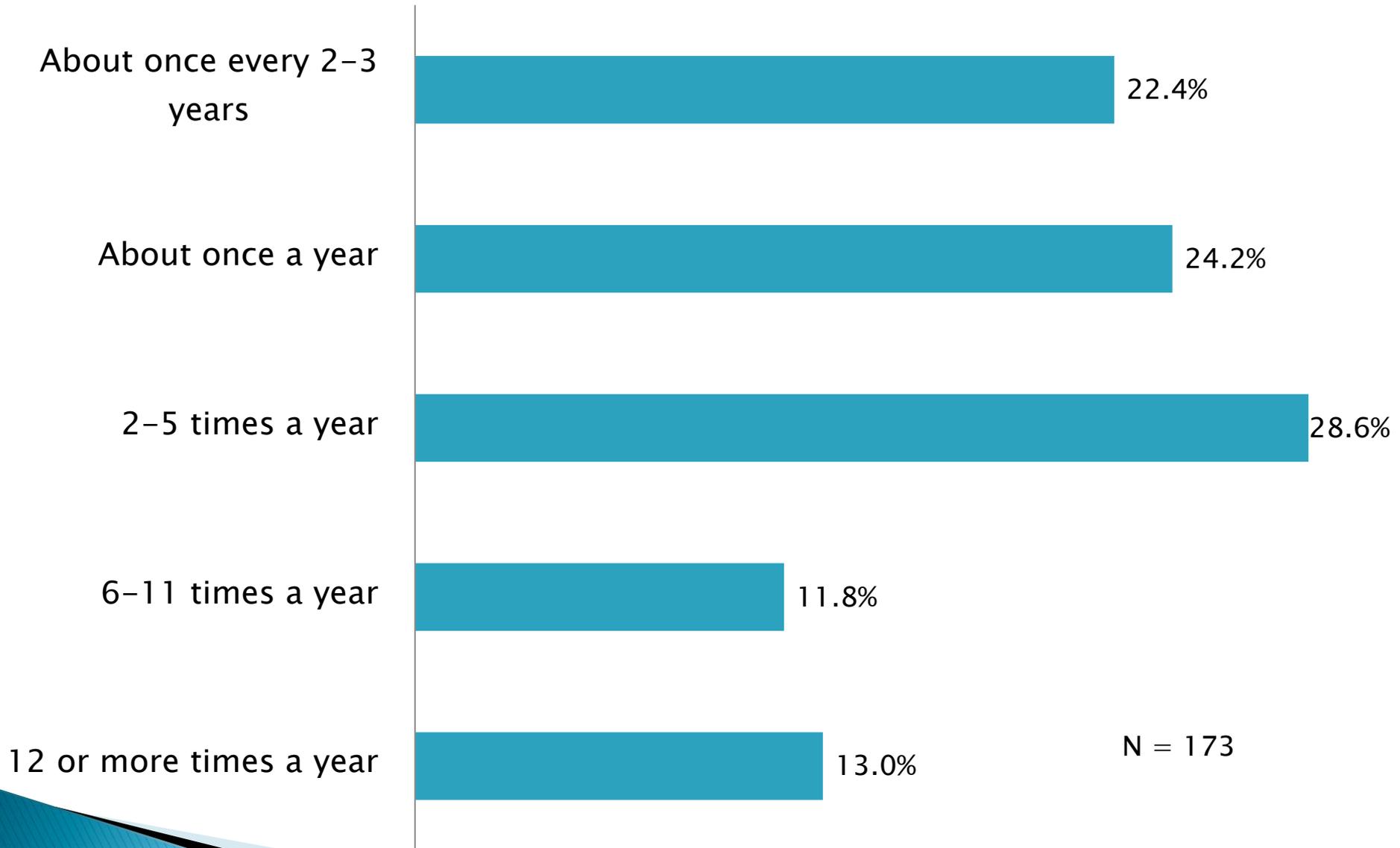


Wake County Public Health and Environmental Services Used by Consumers

Wake County Services

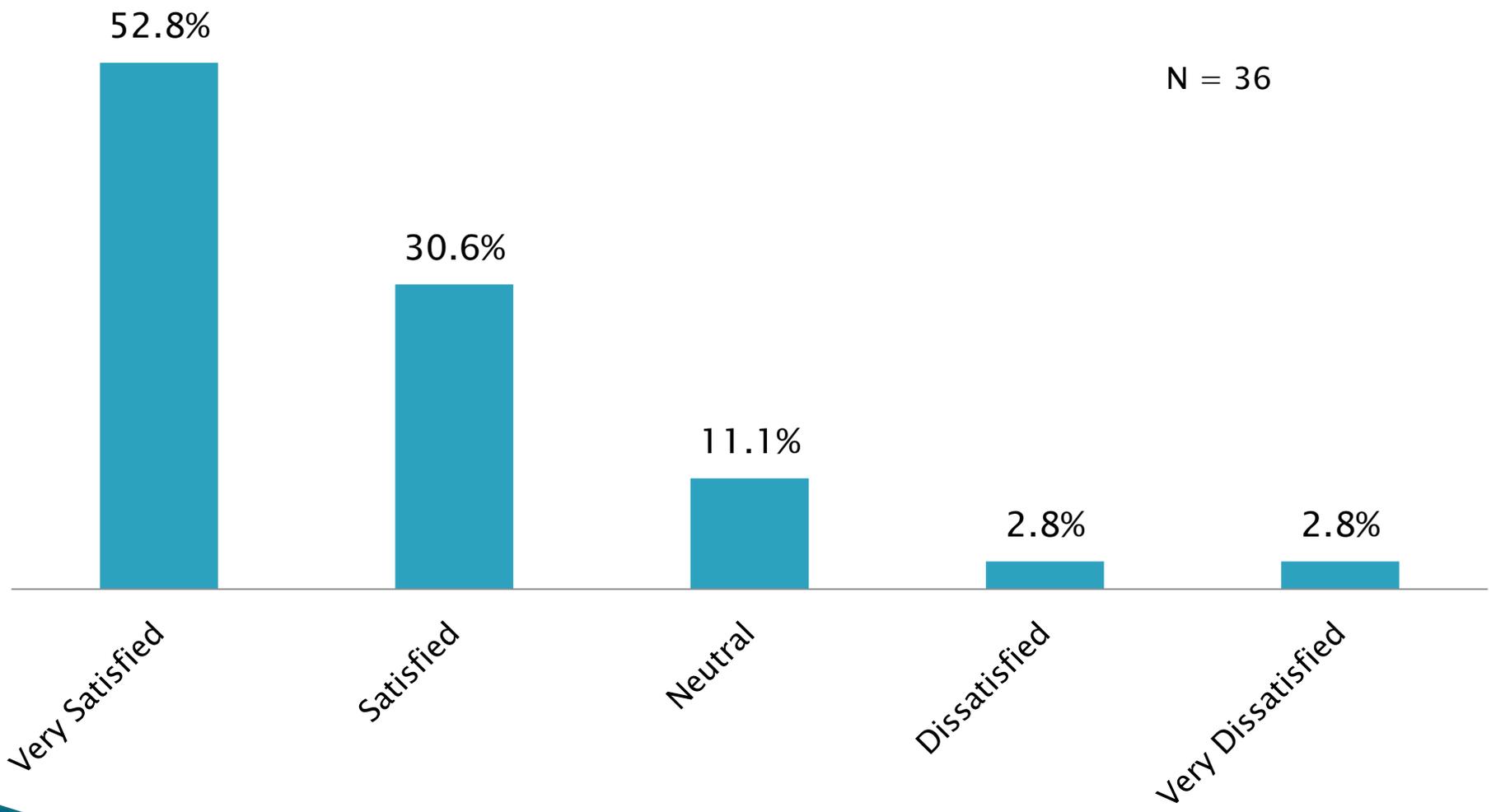


Service Usage Rates Per Year by PH/EH Consumers

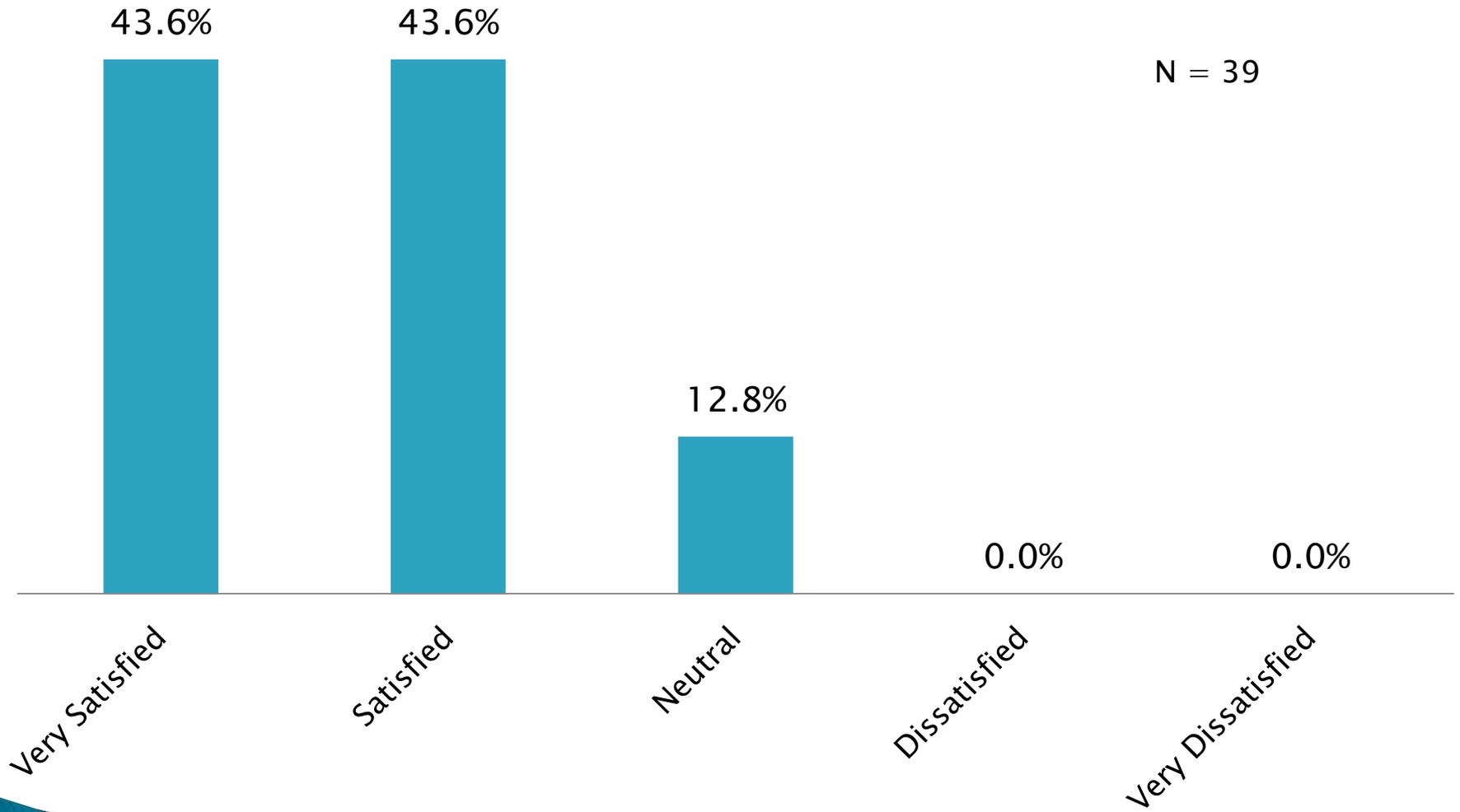


Satisfaction of Consumers Who Use Services About Once Every 2–3 Years

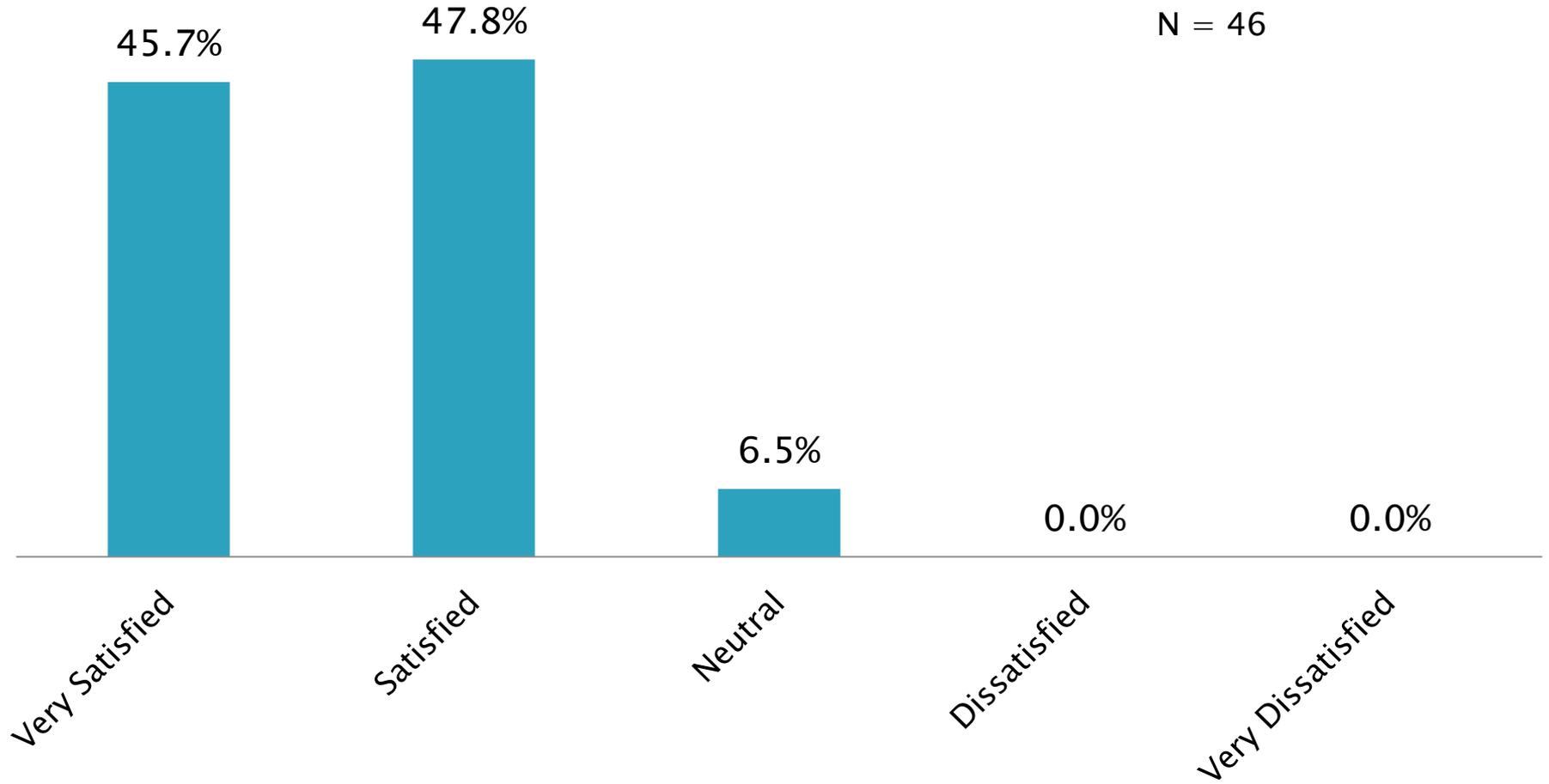
N = 36



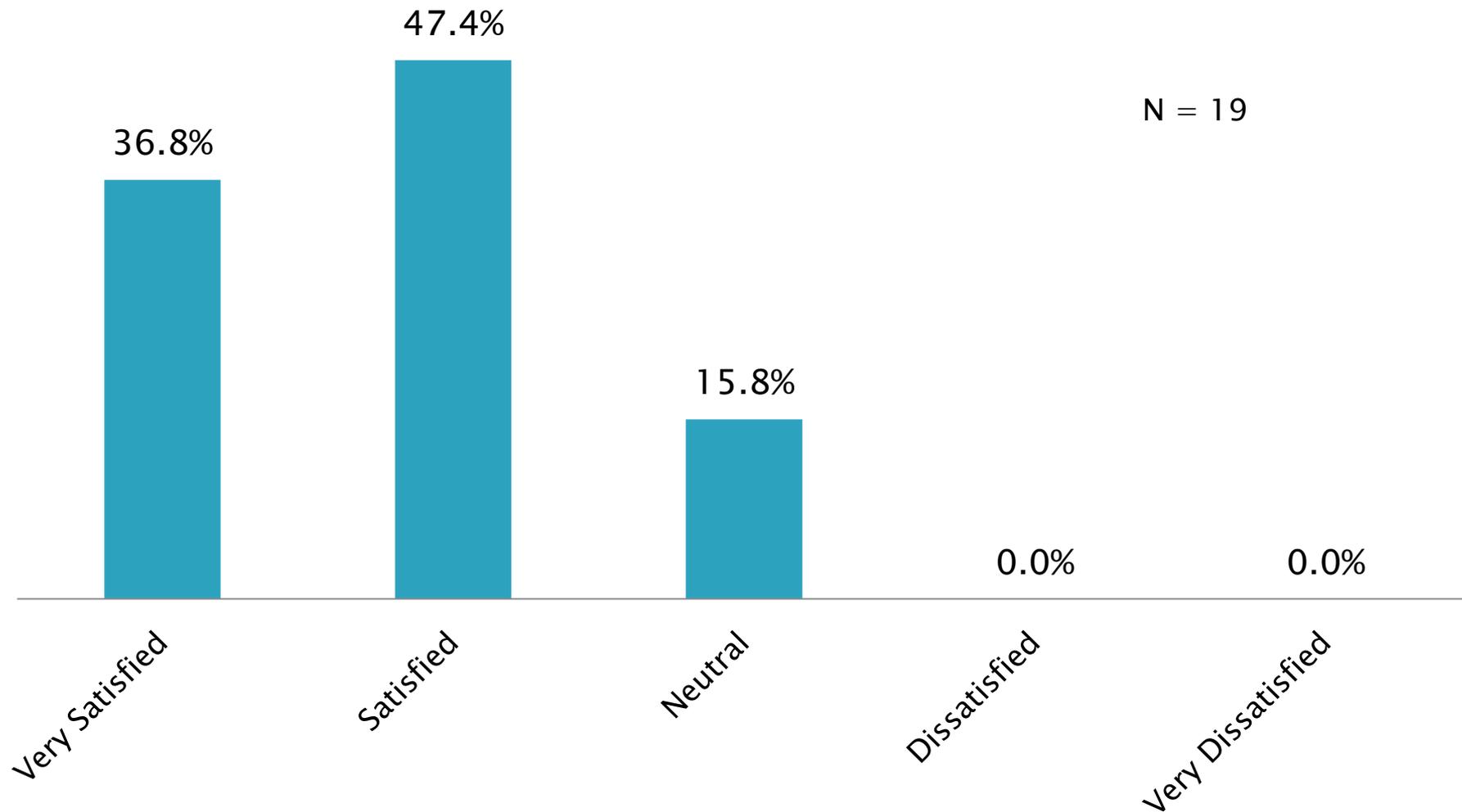
Satisfaction of Consumers Who Use Services About Once A Year



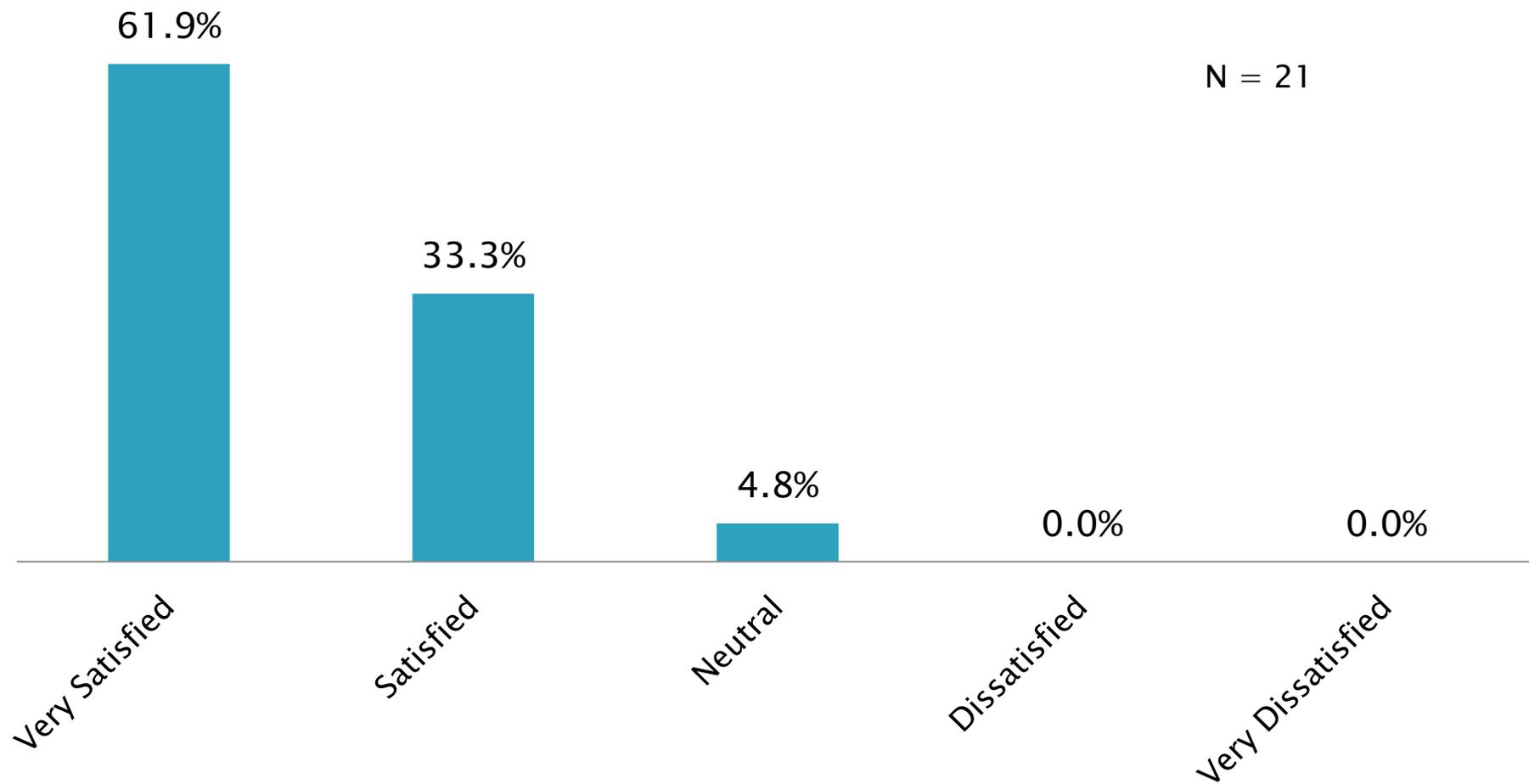
Satisfaction of Consumers Who Use Services 2-5 Times A Year



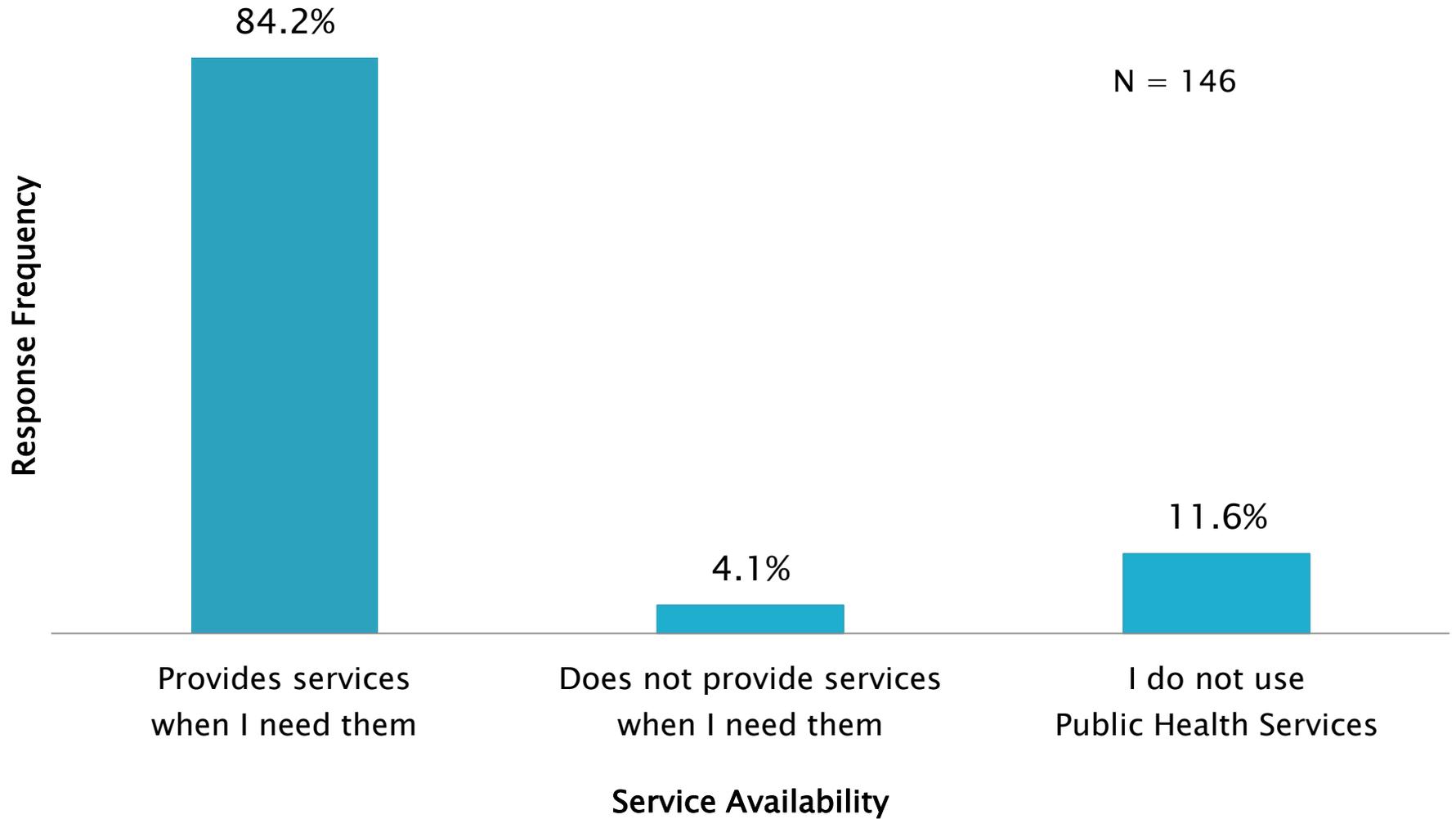
Satisfaction of Consumers Who Use Services 6-11 Times A Year



Satisfaction of Consumers Who Use Services 12 of More Times A Year

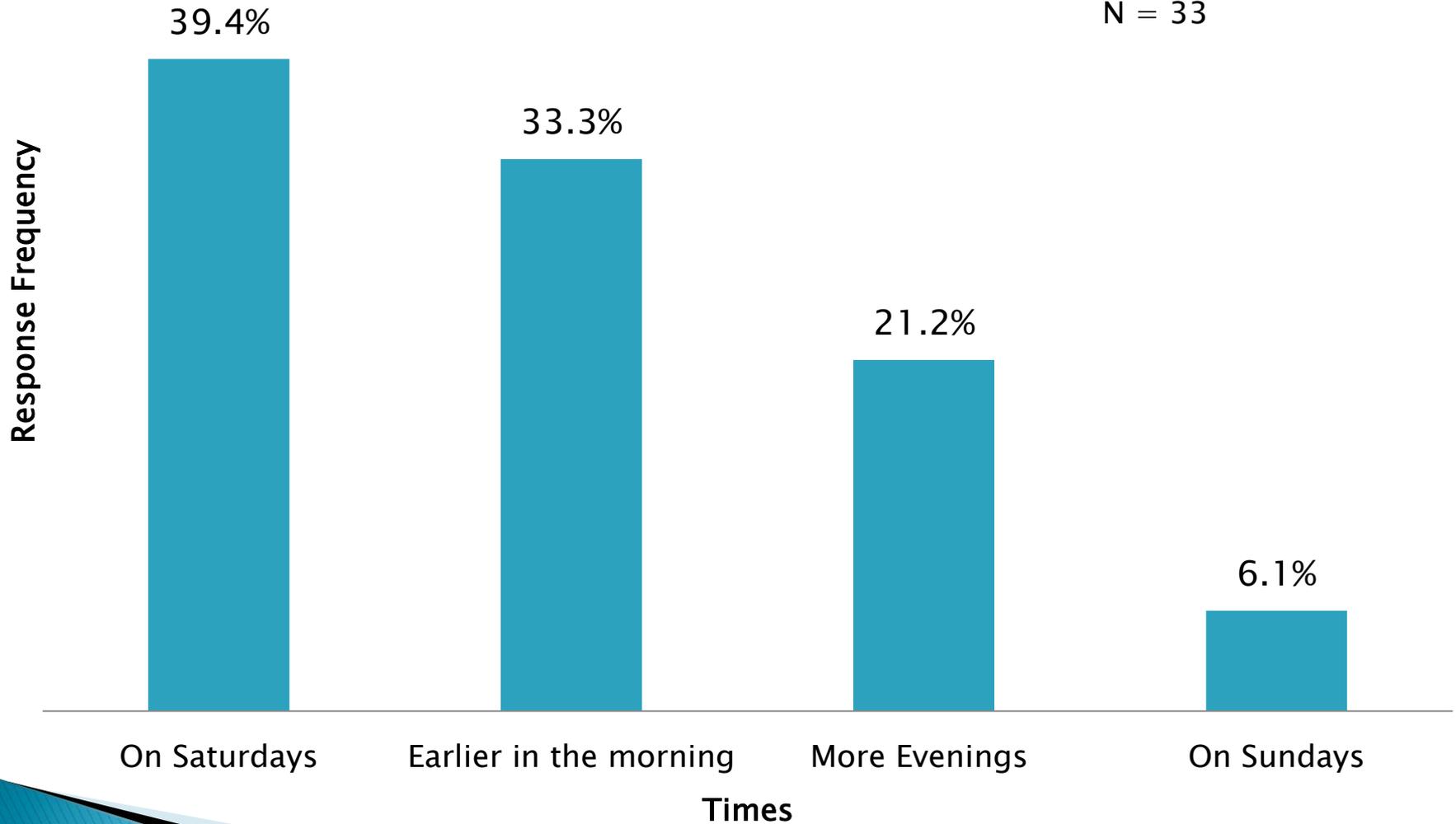


Availability of Public Health Services to Consumer Respondents

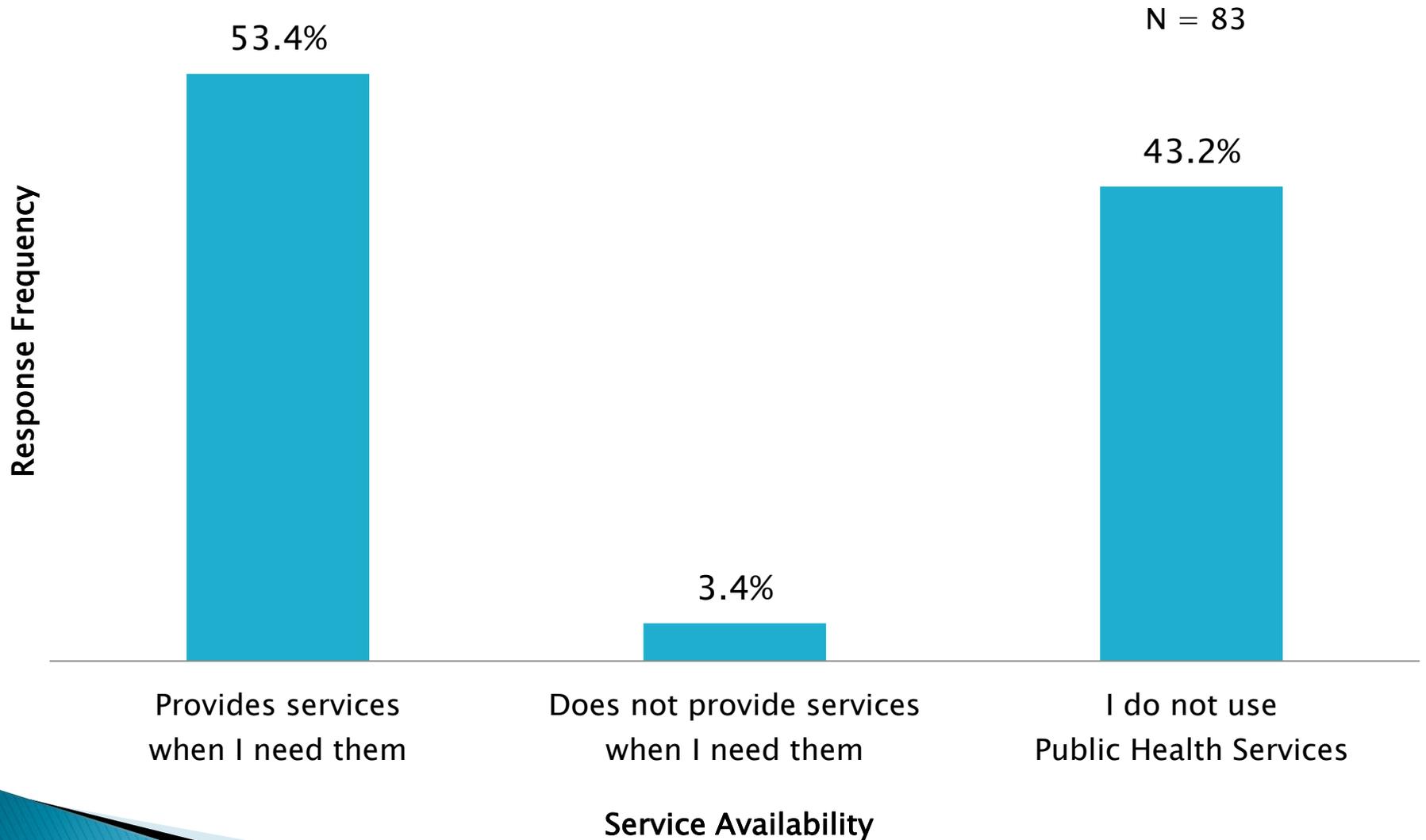


Additional Public Health Service Times Suggested by Consumer Respondents

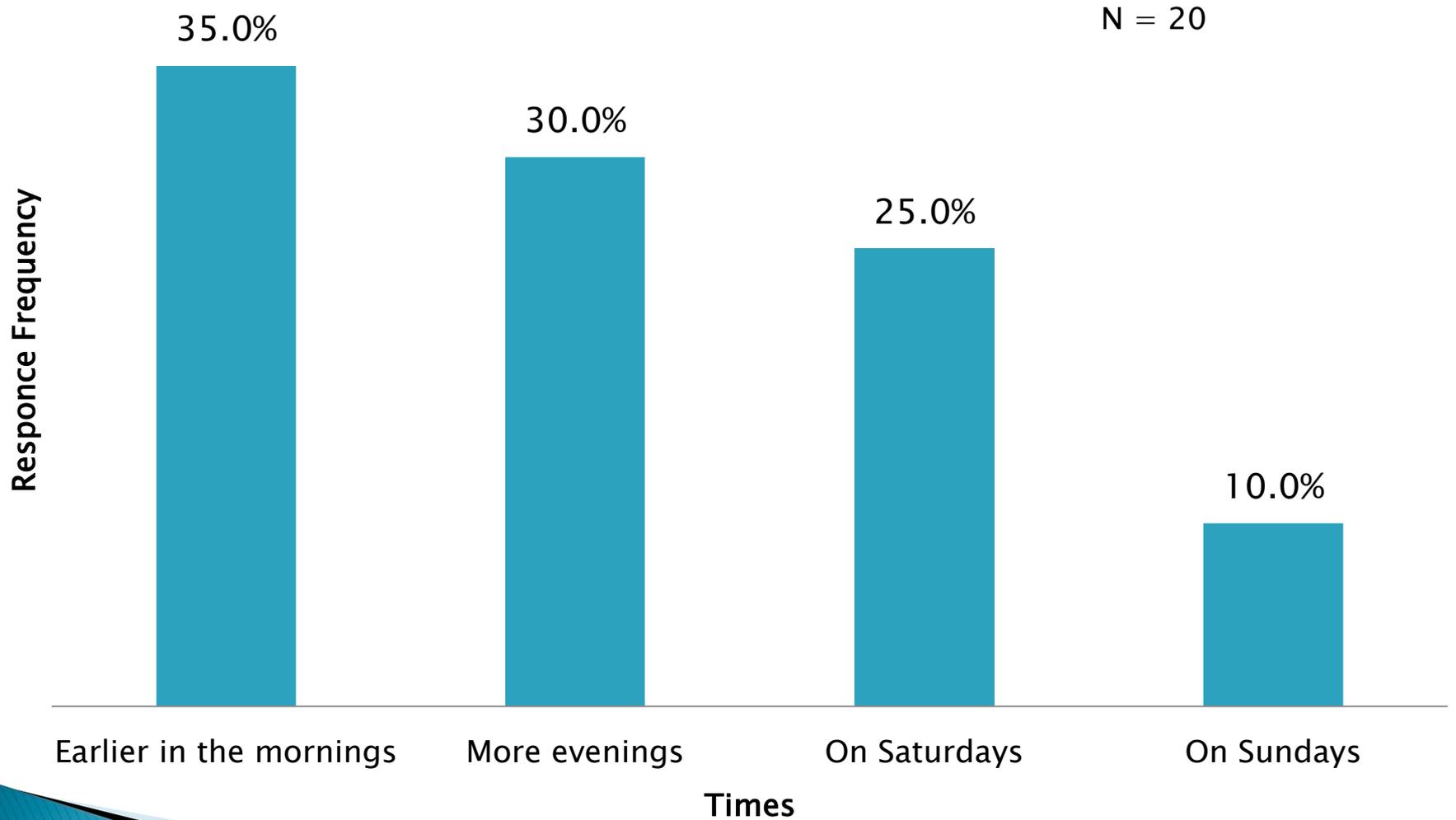
N = 33



Availability of Environmental Services to Consumer Respondents

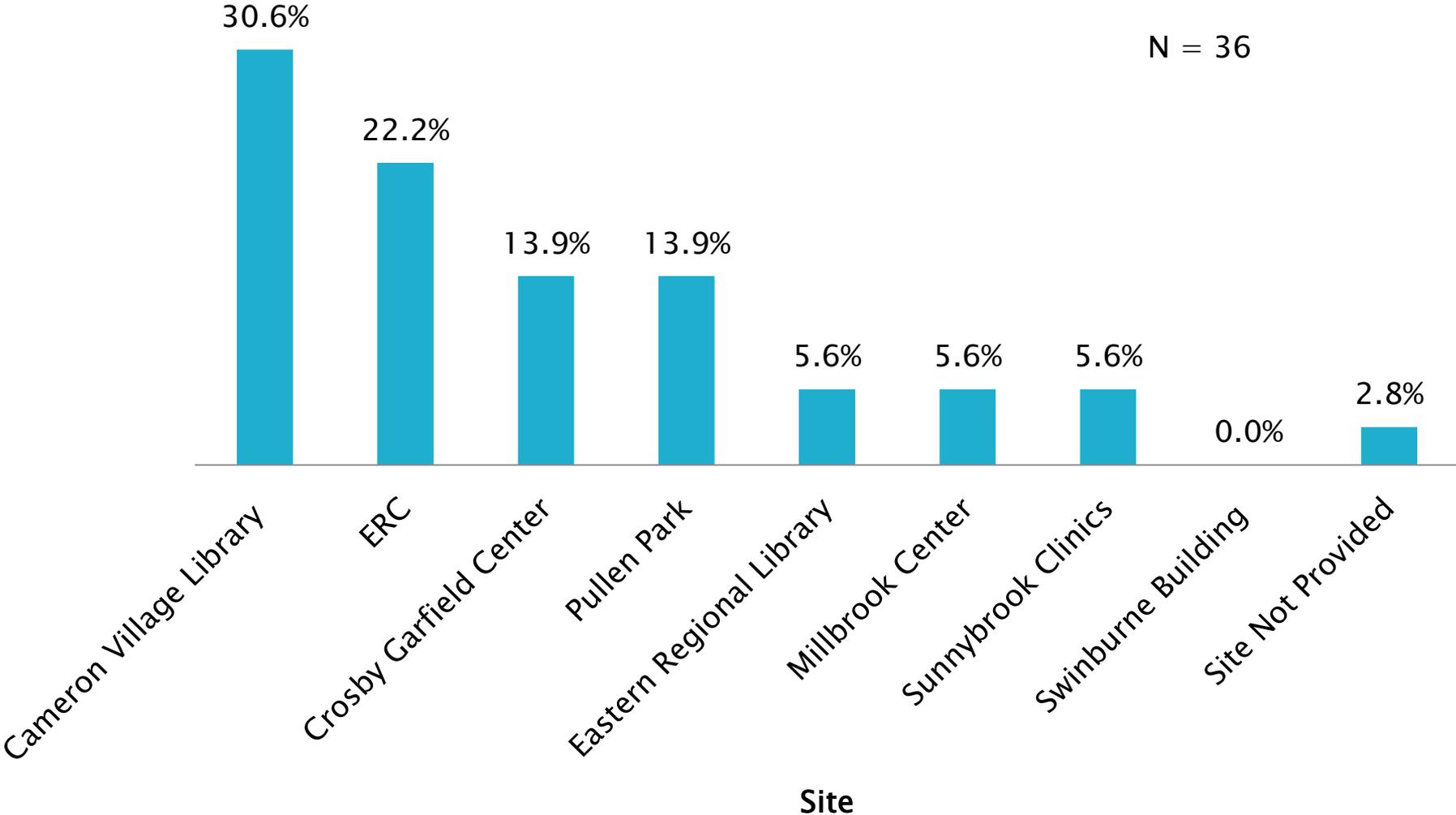


Additional Environmental Service Times Suggested by Consumer Respondent

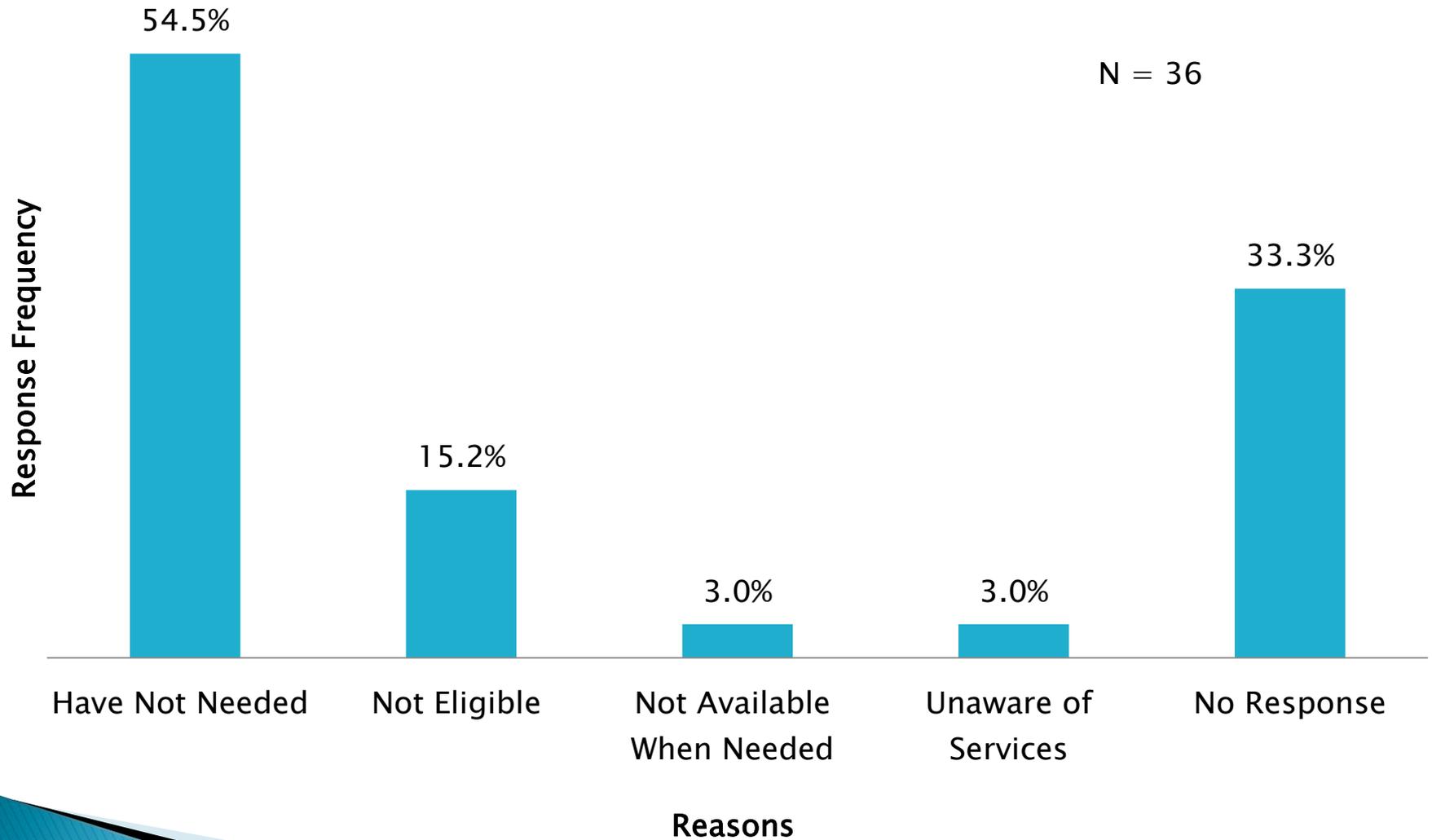


Community Respondents by Surveyed Site

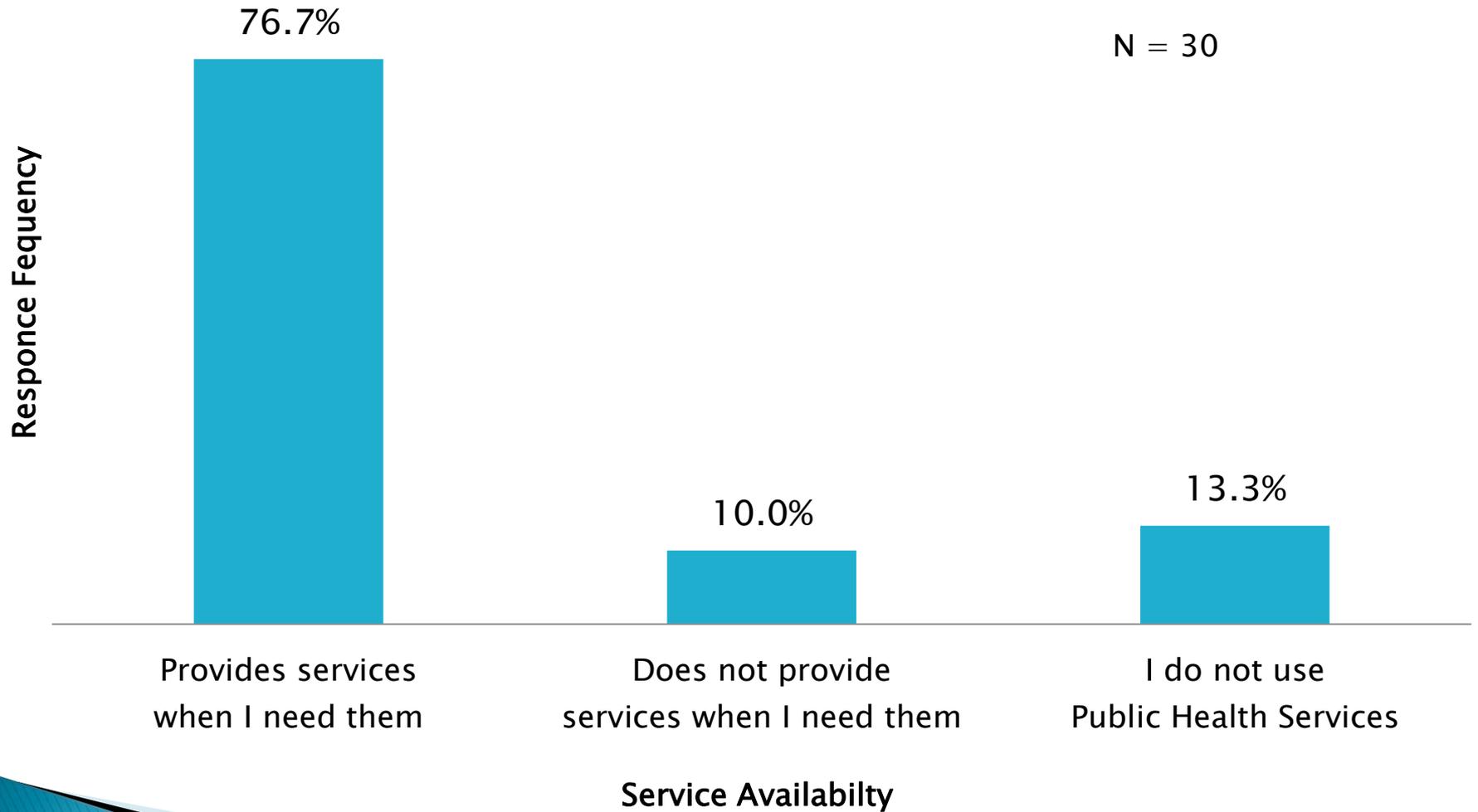
N = 36



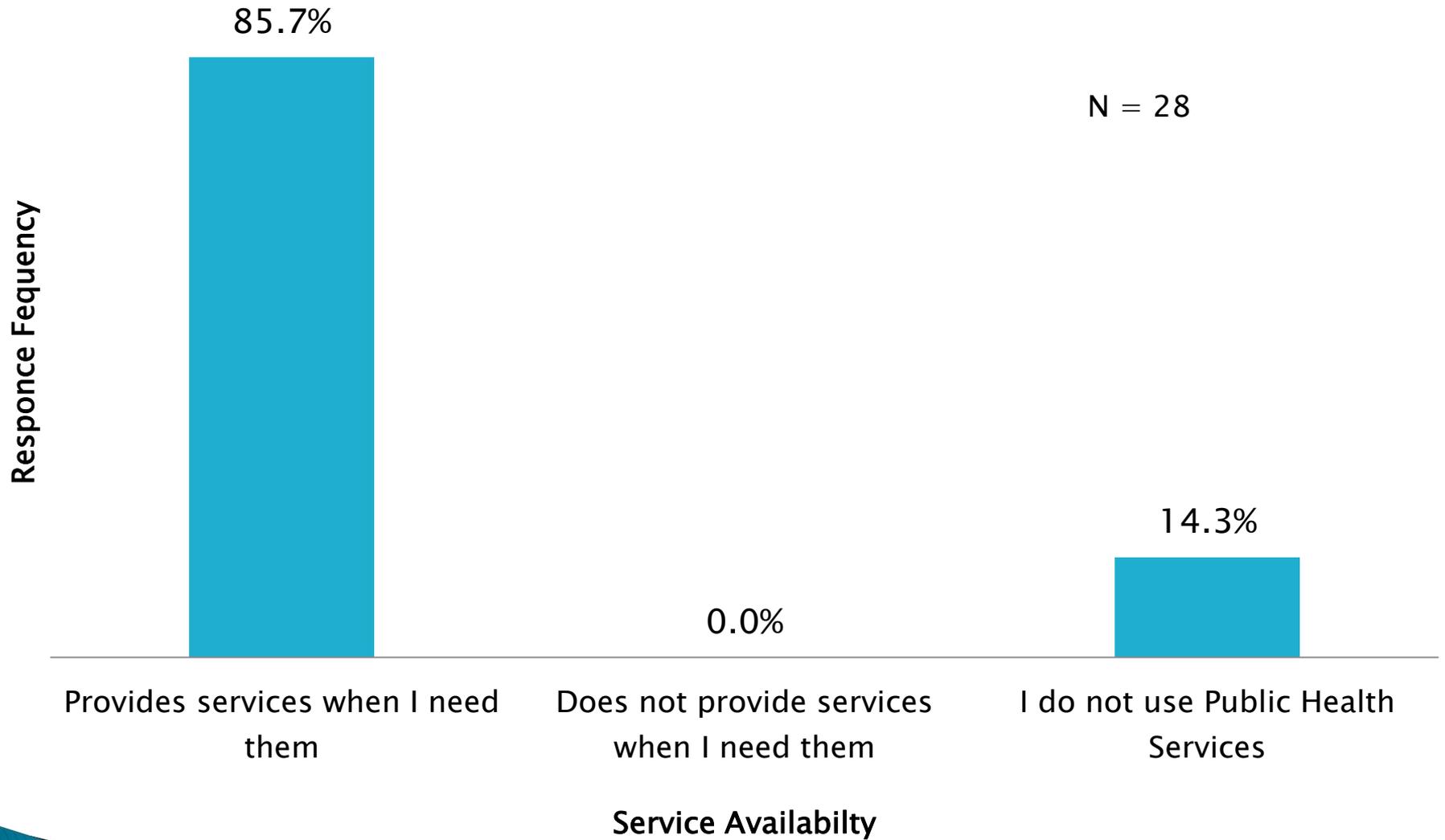
Community Respondents Reasons for Not Using Service



Avalibility of Public Health Services to Community Respondents

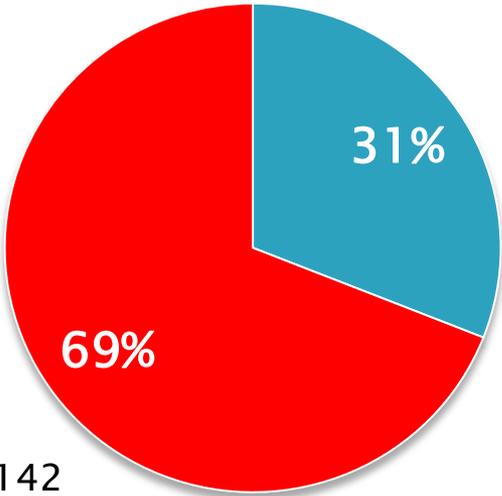


Avalibility of Environmental Services to Community Respondents



Knowledge of Septic Permits and Testing

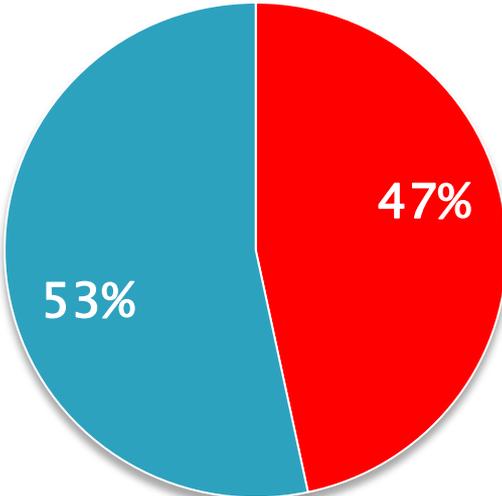
Consumers



N = 142

■ YES
■ NO

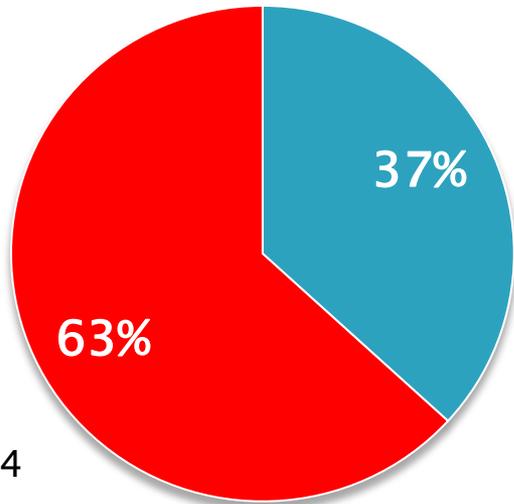
Community



N = 30

Knowledge of Well Permits and Testing

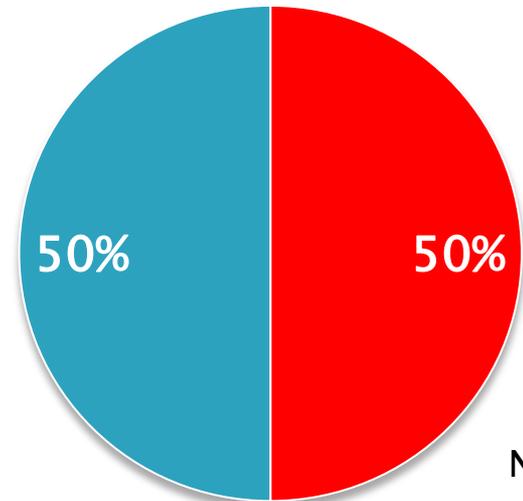
Consumers



N = 144

■ YES
■ NO

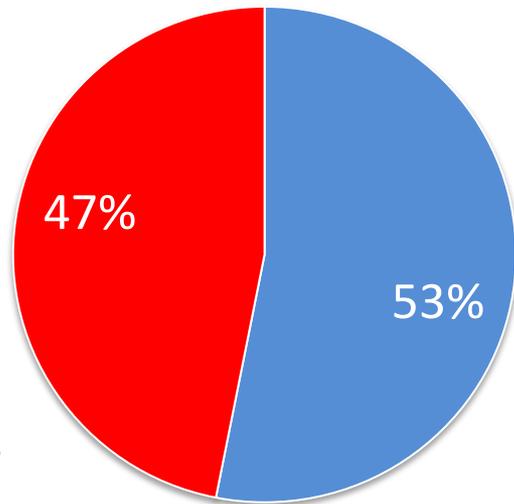
Community



N = 30

Knowledge of Restaurant Inspections

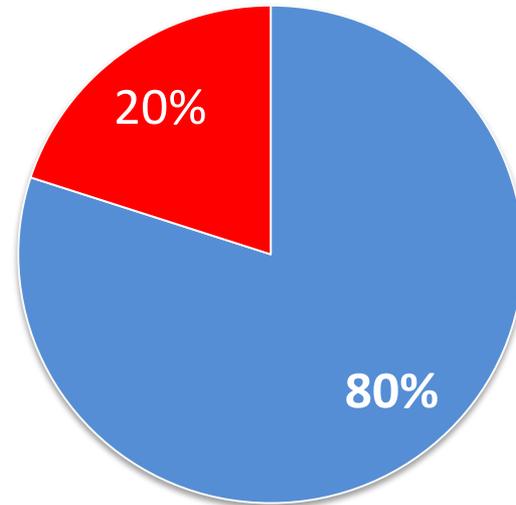
Consumer



N = 77

■ YES
■ NO

Community



N = 30

Qualitative Data – Comment Reports

Double click on the document to scroll through the comment reports

KEY

- Blue = Comment Type Headers
- Yellow = PH/EH Service related
- Salmon = Service compliment
- Grey = Behavioral Health related

Consumer Respondents
Other Public Health or Environmental Services Suggestions?
Transportation Medical help with no insurance
Would like dental clinic for adults
Electronic filing of death certificates
Debris pick-up
Dating/Sex education for young people or adults
Mold testing
You need better help with housing transition
Assistance for people that lost their job after many years and need temporary services asap. not 3 months down the road
Help find jobs for special needs
Parks
cheaper daycares
more free actives
swimming pools
more children get- together (mommy and me closes)
Comments? - Open-Ended Response
Our legislations refused federal Funding which decrease benefits for Medicaid recipients - not good--
Just rather have something a lot closer to where I live.
I wish you would open a dental clinic for adults
It is always a pleasure to come to Clinic E. The wonderful staff always make Joseph and myself feel so welcomed. From the front desk personnel to the nurses and everyone else I am pleased to say how wonderful they are Ms. Ross and nurse Jayne Moore are exceptional employees!
Medicaid needs to hire more case workers!!
Need more worker with Medicaid
Private insurance
Air Quality samples in Southeast Raleigh
Keep up the good work
Thanks for all yall done
I'm always took good care of, and that's why I come here rather then Raleigh they progress more services for us and they provides when we need thanks
Thanks to God and especially Human Services, they are always nice, and very attentive and help me a lot. A thousand thanks for your time and dedication.
I am very happy with sanitation! It was very difficult to schedule doctor and WIC appointment on the phone. It would be helpful to have a human operator, or a more direct phone system (automated) to be able to talk to a worker.
prenatal Medicaid took almost 6 months to receive
Get behind the medical marijuana program

Discussion

Benchmark Activity 27.2 requires:

1. Meeting minutes/records describing how satisfaction data was used in planning or decision making
2. Documentation of changes made--
 - “ If there are no obvious changes based on feedback, there still must be some type of minutes or record that indicate the data was reviewed, discussed, and the group determined that there was no need to make changes at this time.”

Future Steps

- ▶ Any recommended changes as a result of data?
- ▶ Analysis/Recommendations for follow up?
- ▶ All should be recorded in minutes/record of meeting.
- ▶ Questions?