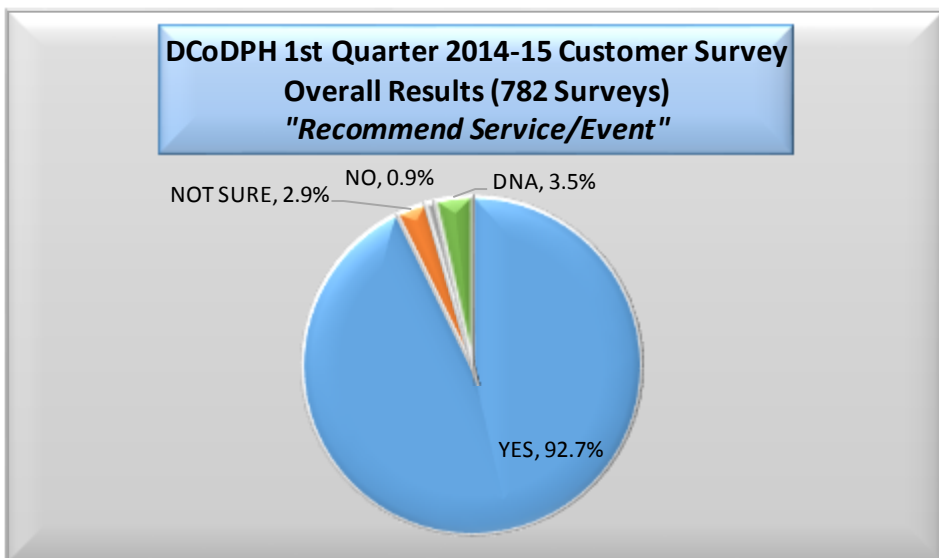
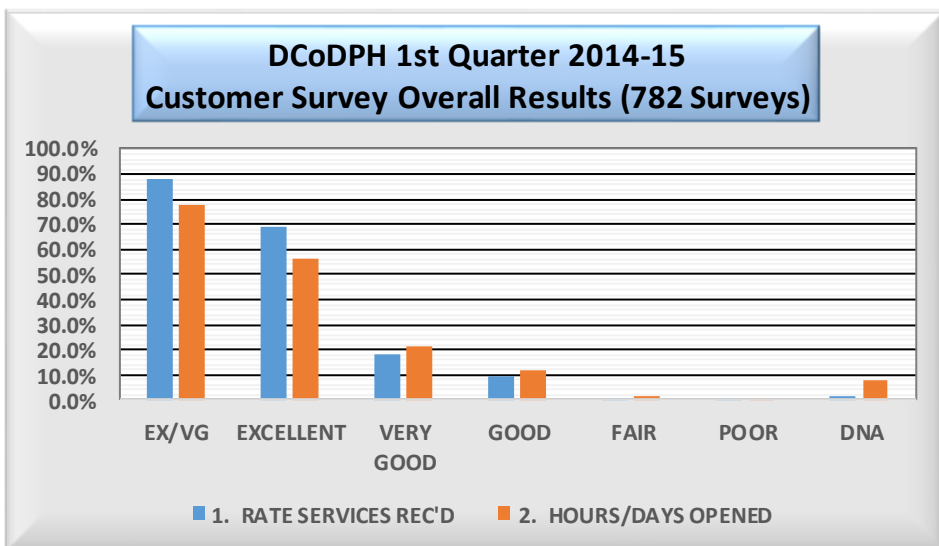


1st QUARTER 2014-15 DCoDPH CUSTOMER SURVEY RESULTS

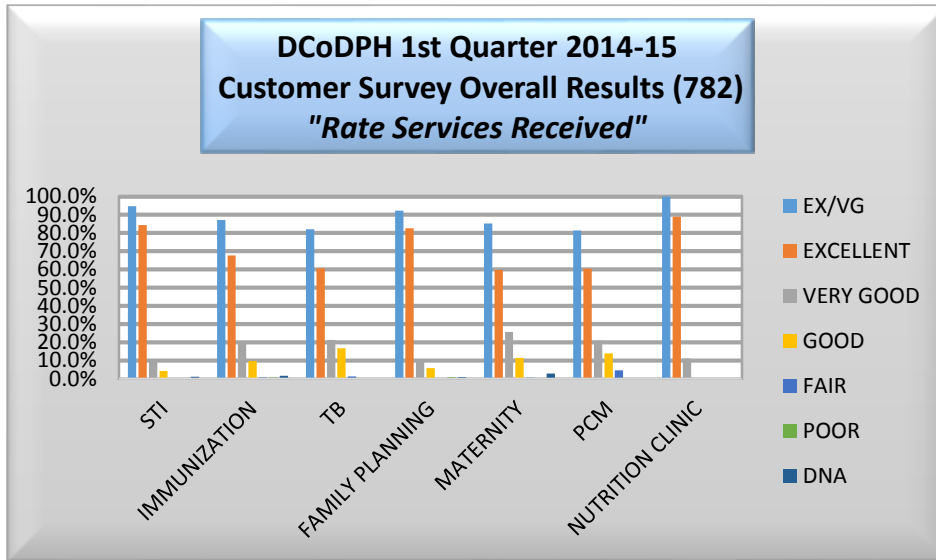
2014

DCoDPH OVERALL CUSTOMER SURVEY RESULTS 1 st QUARTER 2014-15								
PERCENTAGES (782 Surveys)	EX/VG	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	DNA	TOTALS
1. RATE SERVICES REC'D	87.85%	69.3%	18.5%	9.9%	0.8%	0.3%	1.3%	100%
2. HOURS/DAYS OPENED	77.88%	56.1%	21.7%	12.2%	1.9%	0.4%	7.7%	100%
		YES	NOT SURE	NO				
3. RECOMMEND SERVICE/EVENT		92.7%	2.9%	0.9%			3.5%	100%



1st QUARTER 2014-15 DCoDPH CUSTOMER SURVEY RESULTS

2014



STI/ADULT HEALTH CLINIC CUSTOMER SURVEY RESULTS 1ST QUARTER 2014-15

PERCENTAGES (96 SURVEYS)	EX/VG	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	DNA	TOTALS
1. RATE SERVICES REC'D	94.8%	84.4%	10.4%	4.2%	0.0%	0.0%	1.0%	100%
2. HOURS/DAYS OPENED	78.1%	67.7%	10.4%	13.5%	5.2%	1.0%	2.1%	100%
		YES	NOT SURE	NO				
3. RECOMMEND SERVICE/EVENT		97.9%	1.0%	0.0%			1.0%	100%

IMMUNIZATION CLINIC CUSTOMER SURVEY RESULTS 1ST QUARTER 2014-15

PERCENTAGES (124 SURVEYS)	EX/VG	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	DNA	TOTALS
1. RATE SERVICES REC'D	87.1%	67.7%	19.4%	9.7%	0.8%	0.8%	1.6%	100%
2. HOURS/DAYS OPENED	81.5%	62.1%	19.4%	8.9%	0.0%	0.0%	9.7%	100%
		YES	NOT SURE	NO				
3. RECOMMEND SERVICE/EVENT		89.5%	0.8%	1.6%			8.1%	100%

TB CLINIC CUSTOMER SURVEY RESULTS 1ST QUARTER 2014-15

PERCENTAGES (150 SURVEYS)	EX/VG	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	DNA	TOTALS
1. RATE SERVICES REC'D	82.0%	60.7%	21.3%	16.7%	1.3%	0.0%	0.0%	100%
2. HOURS/DAYS OPENED	74.0%	52.7%	21.3%	17.3%	4.7%	0.7%	3.3%	100%
		YES	NOT SURE	NO				
3. RECOMMEND SERVICE/EVENT		86.0%	10.7%	2.0%			1.3%	100%

FAMILY PLANNING CLINIC CUSTOMER SURVEY RESULTS 1ST QUARTER 2014-15

PERCENTAGES (104 SURVEYS)	EX/VG	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	DNA	TOTALS
1. RATE SERVICES REC'D	92.3%	82.7%	9.6%	5.8%	0.0%	1.0%	1.0%	100%
2. HOURS/DAYS OPENED	80.8%	59.6%	21.2%	6.7%	0.0%	0.0%	12.5%	100%
		YES	NOT SURE	NO				
3. RECOMMEND SERVICE/EVENT		96.2%	0.0%	0.0%			3.9%	100%

1st QUARTER 2014-15 2014

DCoDPH CUSTOMER SURVEY RESULTS

MATERNITY CLINIC CUSTOMER SURVEY RESULTS 1ST QUARTER 2014-15

PERCENTAGES (211 SURVEYS)	EX/VG	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	DNA	TOTALS
1. RATE SERVICES REC'D	85.3%	59.7%	25.6%	11.4%	0.5%	0.0%	2.8%	100.0%
2. HOURS/DAYS OPENED	76.8%	51.2%	25.6%	12.3%	1.0%	0.5%	9.5%	100.1%
		YES	NOT SURE	NO				
3. RECOMMEND SERVICE/EVENT		92.9%	2.4%	0.5%			4.3%	100.1%

PREGNANCY CARE MANAGEMENT (PCM) CUSTOMER SURVEY RESULTS 1ST QUARTER 2014-15

PERCENTAGES (43 Surveys)	EX/VG	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	DNA	TOTALS
1. RATE SERVICES REC'D	81.4%	60.5%	20.9%	14.0%	4.7%	0.0%	0.0%	100%
2. HOURS/DAYS OPENED	79.0%	39.5%	39.5%	16.3%	2.3%	0.0%	2.3%	100%
		YES	NOT SURE	NO				
3. RECOMMEND SERVICE/EVENT		97.7%	0.0%	2.3%			0.0%	100%

NUTRITION CLINIC CUSTOMER SURVEY RESULTS 1ST QUARTER 2014-15

PERCENTAGES (54 Surveys)	EX/VG	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	DNA	TOTALS
1. RATE SERVICES REC'D	100.0%	88.9%	11.1%	0.0%	0.0%	0.0%	0.0%	100%
2. HOURS/DAYS OPENED	77.8%	57.4%	20.4%	9.3%	0.0%	0.0%	13.0%	100%
		YES	NOT SURE	NO				
3. RECOMMEND SERVICE/EVENT		98.2%	0.0%	0.0%			1.9%	100%

Note: The numbers in () indicate a count of similar responses.

1. RATE SERVICES RECEIVED

Excellent service – staff is keen to listen/address concerns. (24)
 The staff is outstanding. When you enter everyone wants to help. (11)
 Very detailed and informative. (14)
 Great timing and customer service. (10)
 Staff is professional, polite and private. (10)
 Everyone was fast & worked hard and seemed to have cared. (9)
 Quick & simple, friendly staff, informative, thorough, safe, non-judgmental. (8)
 Sometimes I'm waiting a long time to be seen. (7)
 Good service. (6)
 Very good attention. (6)
 It wasn't a long wait. (5)
 Kind; respectful; friendly; nice. (5)
 The staff are on point! (3)
 Felt very comfortable. (3)

1. RATE SERVICES RECEIVED

I think they should have more people to speak Spanish at every section.(2)
 All very well explained and all in Spanish. (2)
 The best care. They helped me a lot and my quality of life improved. (2)
 The entire process was convenient and pleasant. (2)
 They took too long to see me but they were very nice. (2)
 Gave a lot of information and answered all questions I had.
 Everyone was very professional! And it did not take a long time to be seen.

2. HOURS/DAYS OPENED

8:30 to 5:00 pm excellent. (5)
 8:00 start once or twice a week would be nice. (3)

2. HOURS/DAYS OPENED

Evenings. (2)
 Saturdays.
 Maybe some Saturdays.
 7:30-5:30 Mon-Sat
 Good; Saturday or earlier like 7am.
 Maybe Fridays until 6 pm or Saturdays to 12 pm.
 I would also like convenient weekends.
 They are good but for others that work 8-5 M-F, an
 after hours' time would also be convenient
 to not miss work.
 Working individuals 6pm-8pm.
 Past 5 pm on some days.
 I work Mon-Fri so if I come in during the week I
 have to take off.
 7:30 am
 7 am onwards.
 A 24/7 line for maternity.
 This is perfect.
 Hours are fine just need to speed up a little.
 Fair; also my work hours, but I can find time.
 Afternoon.
 Last appointment here is 3:15, anything after 4
 works best for me.
 Tuesday very good; Friday lousy.

3. RECOMMEND SERVICE/EVENT

Yes, because it's excellent treatment/service. (26)
 Yes, met all of my needs and were efficient. (13)
 Yes, always nice & pleasant attitude. Everyone
 makes you feel welcomed. (12)
 Yes, easy/convenient/friendly. (12)
 They're very good throughout. (12)
 Yes because the staff is professional and friendly. (11)
 Yes, quick, helpful, courteous employees! (6)
 Quick and free. (6)
 Yes, took advantage of information given to me and
 it was a success. (5)
 Yes, you can ask questions and receive
 understandable answers. (5)
 Yes, they accommodate to your needs. (3)
 Yes, it's a safe nice place with great people. (2)
 Yes, the facility is clean, the employees are
 professional = good healthcare. (2)
 Yes, offer variety of services income based.

Yes, good for low income families to receive quality
 care.
 Yes, they have helped with my health and I have
 improved. Excellent support.

OTHER COMMENTS:

The staff here are super friendly professionals. Thank
 you for your caring service. (39)
 The staff was very courteous and helpful and
 knowledgeable. (10)
 Great service every time I come. Thank you. (9)
 The staff here are very nice and let you know
 what they are doing. (8)
 Everything I have tried is excellent the best.
 Thanks. (7)
 Love the staff from registration to the doctor. Best
 Care Ever. (4)
 Love coming here. (4)
 I love the health department. I love the care I
 receive and I ask so many questions and I
 learn much more. (4)
 The staff was very nice, my wait was not long, I got
 in and out. (3)
 Wait times could improve. (3)
 I am a long time patient and everyone from start to
 finish is friendly, happy, efficient and helpful. (3)
 I like when I walk in and smile and they smile back.(2)
 Besides being prompt & friendly the folks here are
 professional and expert. (2)
 The staff is very professional. Greets patients with
 a smile. (2)
 I really like for non-discrimination on race or color
 and they give the best to you. (2)
 Additional parking would be useful even if I have
 to pay.
 Registration is very slow.
 Only calls are slow to answer.
 Very informative, comfortable private.
 I love the way they handle my child.
 Facilities and practitioners are 1st rate. Billing
 procedures should accept insurance and Medicare.
 Adult dentistry service, battered women's health,
 teach children before tweens the importance about
 condoms so they may help teach their parents.