

Benchmark Activity # 37: The local Board of Health shall assure the development, implementation and evaluation of local health services and programs to protect and promote the public's health.

**Durham County Board of Health
Agenda Item Summary**

Meeting Date: November 12, 2015

Agenda Item Subject: FY 14-15 DCoDPH Customer Satisfaction Survey Results

Attachment (s): Power point Presentation

Staff or Board Member Reporting: Rochelle Talley

Purpose: _____ Action
 X Information only
 _____ Information with possible action

Objectives:

- To ensure that Durham County Department of Public Health consumers, clients, community members, community representatives and agency staff have input into DCoDPH services and hours of operation.
- To improve aspects of health care services delivered to clients.
- To improve outcomes of health services and health care delivery and reduce risks
- To determine if services and hours of operations meet the identified needs of the community.
- To establish staff expectations of self and others and to affect accountability.
- To assist in program evaluation.

Summary Information:

- Our overall service rating is above 90%. 75% of our programs rank 90% or above with the remaining above 84%.
- 80% of our customers are satisfied with our hours of operation. Evening hours were mentioned most often as an additional recommendation.
- Nearly 94% of our customers would recommend our services/programs.
- A significant number of comments referred to our overall great staff and service, friendly and respectful customer interaction and ability to be informative, helpful, attentive and thorough with our services.

Recommended Action:

- Approve
- Approve & forward to Board of Commissioners for action
- Approve & forward to _____
- Accept as information
- Revise & schedule for future action
- Other (details): _____