

Benchmark Activity 27.2:

The local health department shall use data from the consumer and community satisfaction assessment to make changes to improve its services

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

Meeting Date: April 12, 2018

Agenda Item Subject: 2017 DCoDPH Customer Satisfaction Survey Results

Attachment (s): Power point Presentation

Staff or Board Member Reporting: Rochelle Talley

Purpose: _____ Action
 _____ 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:

1. More than 90% of our services continue to be rated excellent/very good.
2. 82% of our customers are satisfied with our hours of operation. Only 3% of those surveyed recommended alternate hours most frequently mentioning evenings.
3. Approximately 94% of our customers would recommend our services/programs. This has remained steady for both 2016 & 2017.
4. Most frequently comments referred to our great staff, friendly and respectful service with interactions being informative, attentive and thorough. Customers often expressed appreciation and recognized staff with words including “awesome” and “amazing”.

Recommended Action:

Approve

Approve & forward to Board of Commissioners for action

Approve & forward to _____

✓

Accept as information