

Client Satisfaction

Washtenaw County Health Department

July 2018



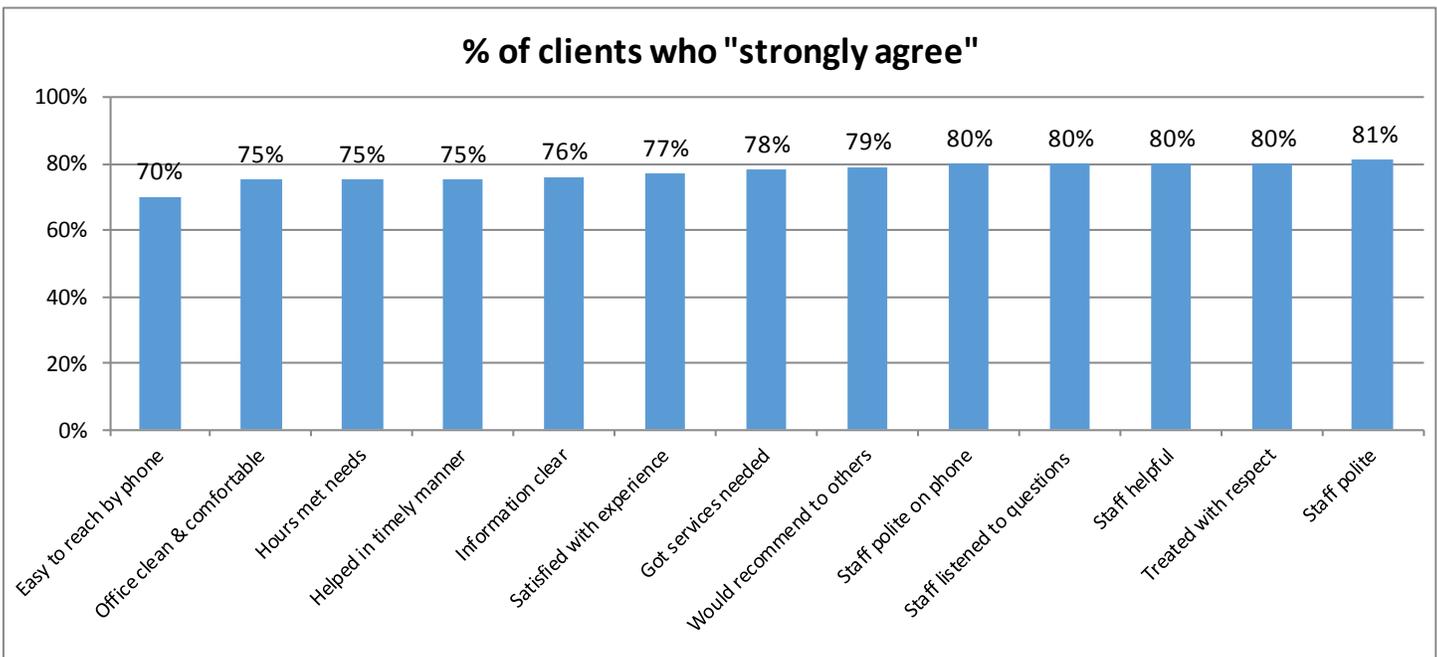
Washtenaw County
Health Department
healthy together

Client Satisfaction Surveys: 2017 Results

The Washtenaw County Health Department has a policy that all programs conduct client satisfaction surveys using a set of common questions. The goal is to have programs conduct annual surveys to ensure clients are receiving excellent service. A team of employees spanning all levels of the department worked to develop a set of common core questions that would be asked of clients, enabling results to be aggregated across program areas. We currently have a set of 13 common questions, with answer options that include: strongly disagree; disagree; agree; and, strongly agree.

In 2017, 10 programs surveyed 676 clients, which was an improvement over 2016, in which nine programs surveyed 441 clients. Surveys were completed in-person on paper, and via a web link to SurveyMonkey sent to clients by text or email.

Results for 2017 showed that clients are receiving, and reporting, great service. As a result of these findings, our department established a goal for our programs to average 80% “strongly agree” on each survey question. In addition, as our lowest rated question involved reaching staff by phone, we are evaluating our phone system. Our focus is on decreasing the “terminated” and “abandoned” calls, in which clients do not reach staff. We will be revisiting phone protocols and procedures, updating our phone tree options, and establishing scripts for employees to utilize for voicemail and for out-of-office messages.



Washtenaw County Health Department

Client and Customer Satisfaction Surveys • 2017

676

client
responses

10

programs

77%

overall "strongly
agree" rating

Client Statements

Staff gave me the impression they not only enjoyed their job but were happy to be of service.

-Environmental Health Customer Service client

Muhammad has made it his personal mission to help me...what a blessing he has been.

-Children's Special Health Care Services (CSHCS) client

When Joel left the diner, it was the best I have ever felt with an inspection, and in 11.5 years I've been through a lot of inspections. He left me wanting to improve my diner and educate my employees.

-Restaurant Manager

The staff really made me feel comfortable, safe, and like me and my baby were important.

-Women, Infants & Children (WIC) client

Dedicated staff are amazing. Always go the extra mile. Cannot imagine how they manage under the work load.

-Children's Special Health Care Services (CSHCS) client

Becky has been a great resource for me in both pregnancies and afterwards. If it weren't for her support and guidance I don't think I would've succeeded in breastfeeding. She is absolutely amazing and you can tell she really cares about what she does.

-Maternal Infant Health Program (MIHP) client

Staff at the office and inspectors are approachable, professional and eager to support making our environment better!

-Restaurant Manager

Open, nonjudgmental, friendly, exactly what I needed, very knowledgeable.

-Sexual Health Services client

The woman on the phone had excellent listening skills and was both articulate and helpful. Timely, organized, competent, and polite.

-Immunization Program client

I'm happier than I've ever been with your department now and I've been doing this for 20 years.

-Restaurant Manager



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Main Number
734-544-6700

Environmental Health
734-222-3800

washtenaw.org/health

  @wcpublichealth