

Surveys Received: April 2014-June 2014

Department	Number
Clinic	9
Clinic (Spanish)	4
Clinic Extended Hours	0
Clinic Extended Hours (Spanish)	0
WIC	2
WIC Spanish	0
Diabetes	15
Outreach	7
Outreach (Spanish)	0
MESH	6
MESH Spanish	0
Env. Health - Food & Lodging	6
Env. Health - Onsite Wastewater	30
Health Department Services	0
Family Planning	0
Family Planning- Spanish	0
Total	79

Updated: 7/16/14

Clinic April 2014-June 2014

	yes	no	yes	no
Staff Courteous/Polite	8	1	89%	11%
Staff Neat in Appearance	8	1	89%	11%
Seen at Appt. Time	7	2	78%	22%
If not, were you notified	1	1	50%	50%
Staff spend enough time with you	8	1	89%	11%
Staff speak understandably	8	1	89%	11%
Staff meet needs & expectations	8	1	89%	11%
Recommend clinic to others	8	1	89%	11%
Hours of operation meet your needs	8	1	89%	11%
New reg. decrease wait at check in	8	1	89%	11%

What changes would you suggest?

1. To get more seats in the waiting room and have help in the sign in department
2. Receptionist needs to keep private what insurance I use and not ask in front of other people in the waiting room.
3. I do not see any changes that would need to be made. I have been a patient here for several years and I have had excellent service each and every time!
4. Nothing.
5. None.
6. That services pay serious attention to men's health issues and issues of mentally ill, privacy rights, and issues of neuropsychology.

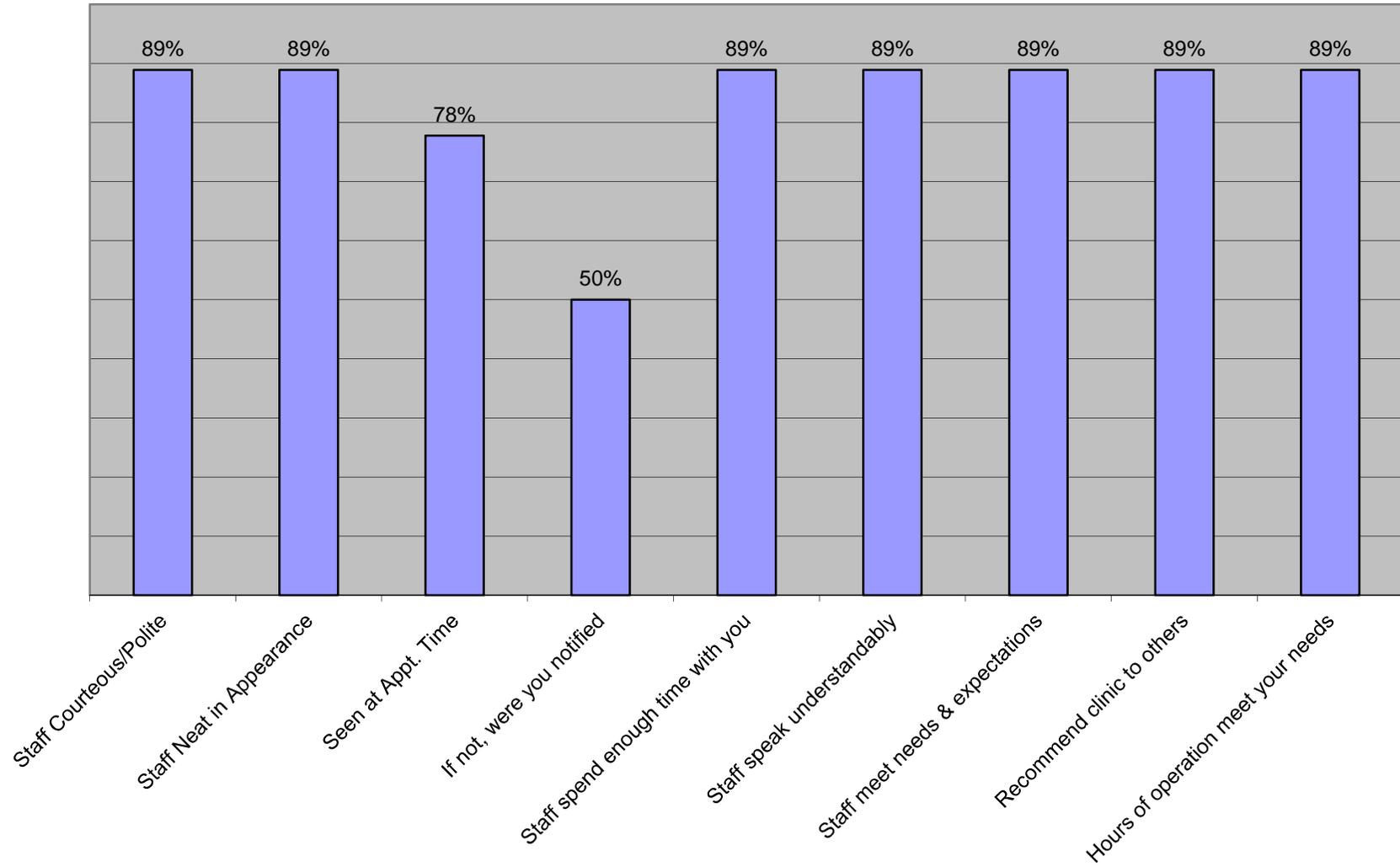
Other Comments

1. Everything was great and the staff were nice to others.
2. Very helpful
3. I love it here!
4. An advocate for men's health issues be added among staff.

Surveys Received: 9

Updated: 7/16/14

Clinic April 2014-June 2014



Clinic Spanish April 2014-June 2014

	yes	no	yes	no
Staff Courteous/Polite	4		100%	0%
Staff Neat in Appearance	3	1	75%	25%
Seen at Appt. Time	3	1	75%	25%
If not, were you notified		1	0%	100%
Staff spend enough time with you	3		100%	0%
Staff speak understandably	3		100%	0%
Staff meet needs & expectations	4		100%	0%
Recommend clinic to others	4		100%	0%
Hours of operation meet your needs	4		100%	0%

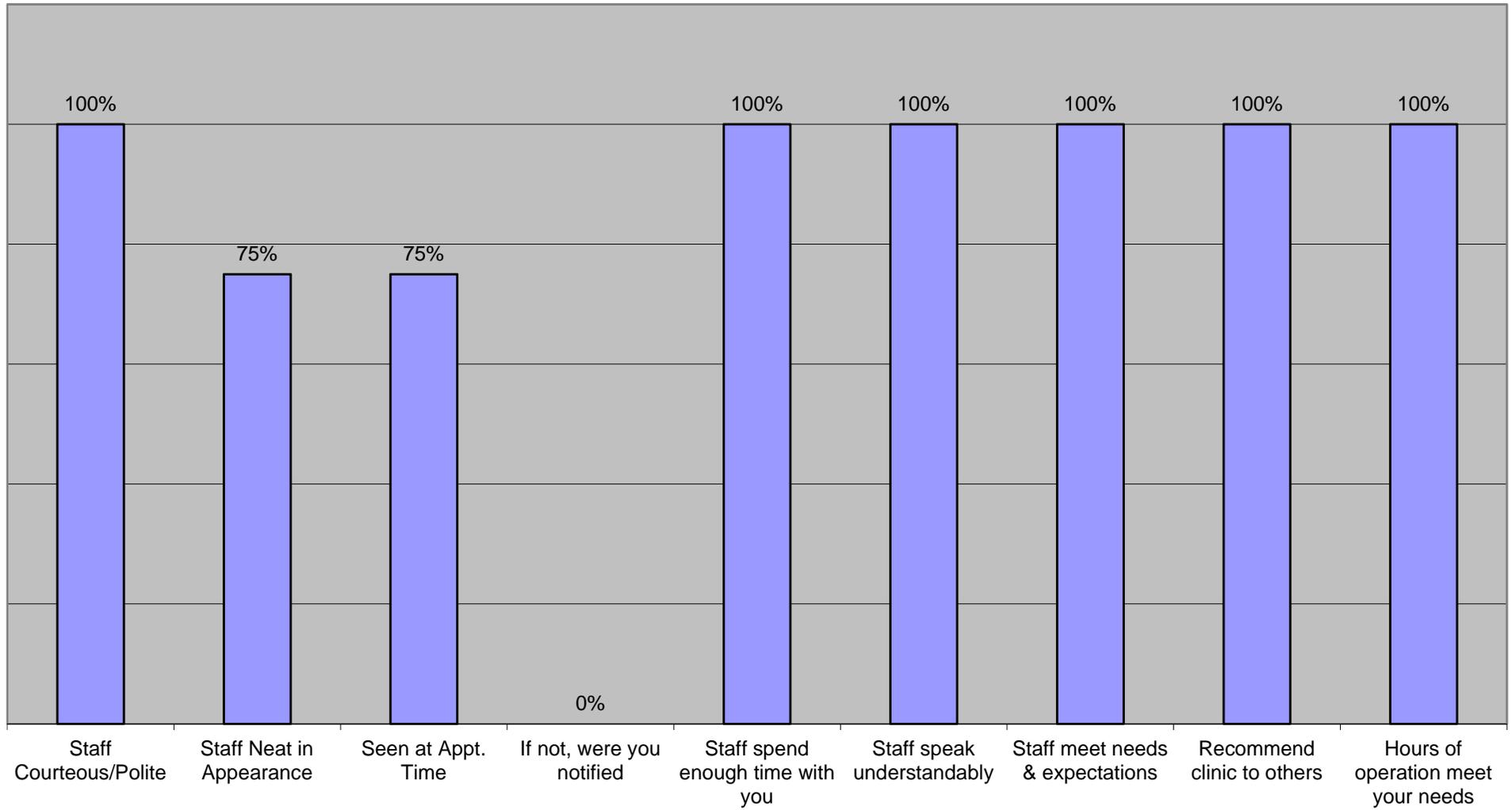
What changes would you suggest?

Other Comments

Surveys Received: 4

Updated: 7/16/14

Clinic Spanish April 2014-June2014



Extended Hours Clinic April 2014-June 2014

	yes	no	yes	no
Staff Courteous/Polite			0%	
Staff Neat in Appearance			0%	
Seen at Appt. Time			0%	
If not, were you notified			0%	
Staff spend enough time with you			0%	
Staff speak understandably			0%	
Staff meet needs & expectations			0%	
Recommend clinic to others			0%	
Hours of operation meet your needs			0%	

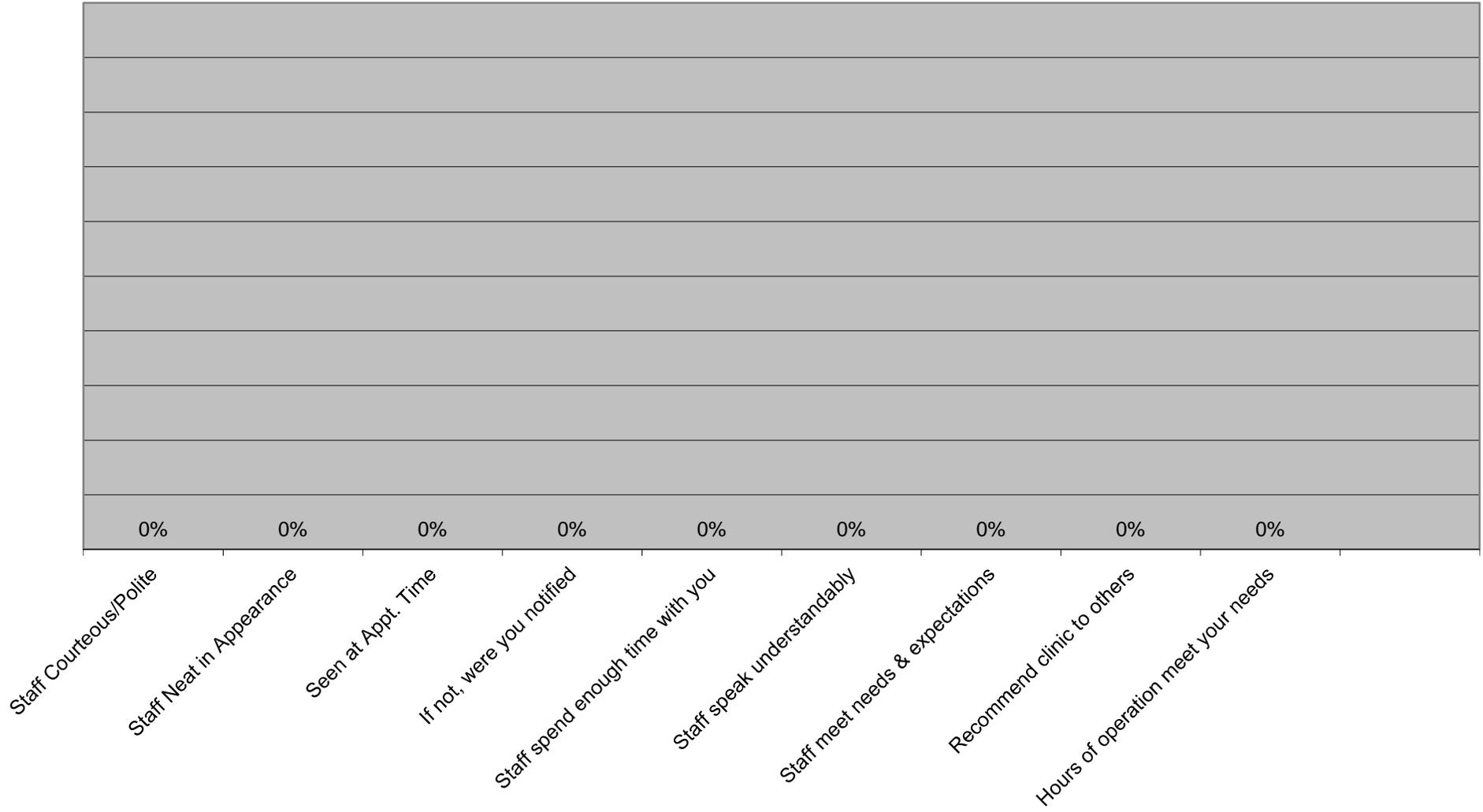
What changes would you suggest?

Other Comments

Surveys Received: 0

Updated: 7/16/2014

Extended Hours Clinic April 2014-June 2014



Extended Hours Spanish April 2014-June 2014

	yes	no	yes	no
Staff Courteous/Polite			0%	
Staff Neat in Appearance			0%	
Seen at Appt. Time			0%	
If not, were you notified			0%	
Staff spend enough time with you			0%	
Staff speak understandably			0%	
Staff meet needs & expectations			0%	
Recommend clinic to others			0%	
Hours of operation meet your needs			0%	

What changes would you suggest?

Other Comments

Surveys Received: 0

Updated: 7/16/2014

Extended Hours Clinic April 2014-June 2014

0%	0%	0%	0%	0%	0%	0%	0%	0%
Staff Courteous/Polite	Staff Neat in Appearance	Seen at Appt. Time	If not, were you notified	Staff spend enough time with you	Staff speak understandably	Staff meet needs & expectations	Recommend clinic to others	Hours of operation meet your needs

Diabetes April 2014-June 2014

	yes	no	yes	no
Staff Courteous/Polite	15	0	100%	0%
Staff Neat in Appearance	15	0	100%	0%
Seen at Appt. Time	15	0	100%	0%
If not, were you notified		0	0%	
Staff spend enough time with you	15	0	100%	0%
Staff speak understandably	15	0	100%	0%
Staff meet needs & expectations	15	0	100%	0%
Recommend clinic to others	15	0	100%	0%
Hours of operation meet your needs	15	0	100%	0%

What changes would you suggest?

1. None.
2. None.
3. Super market tour.

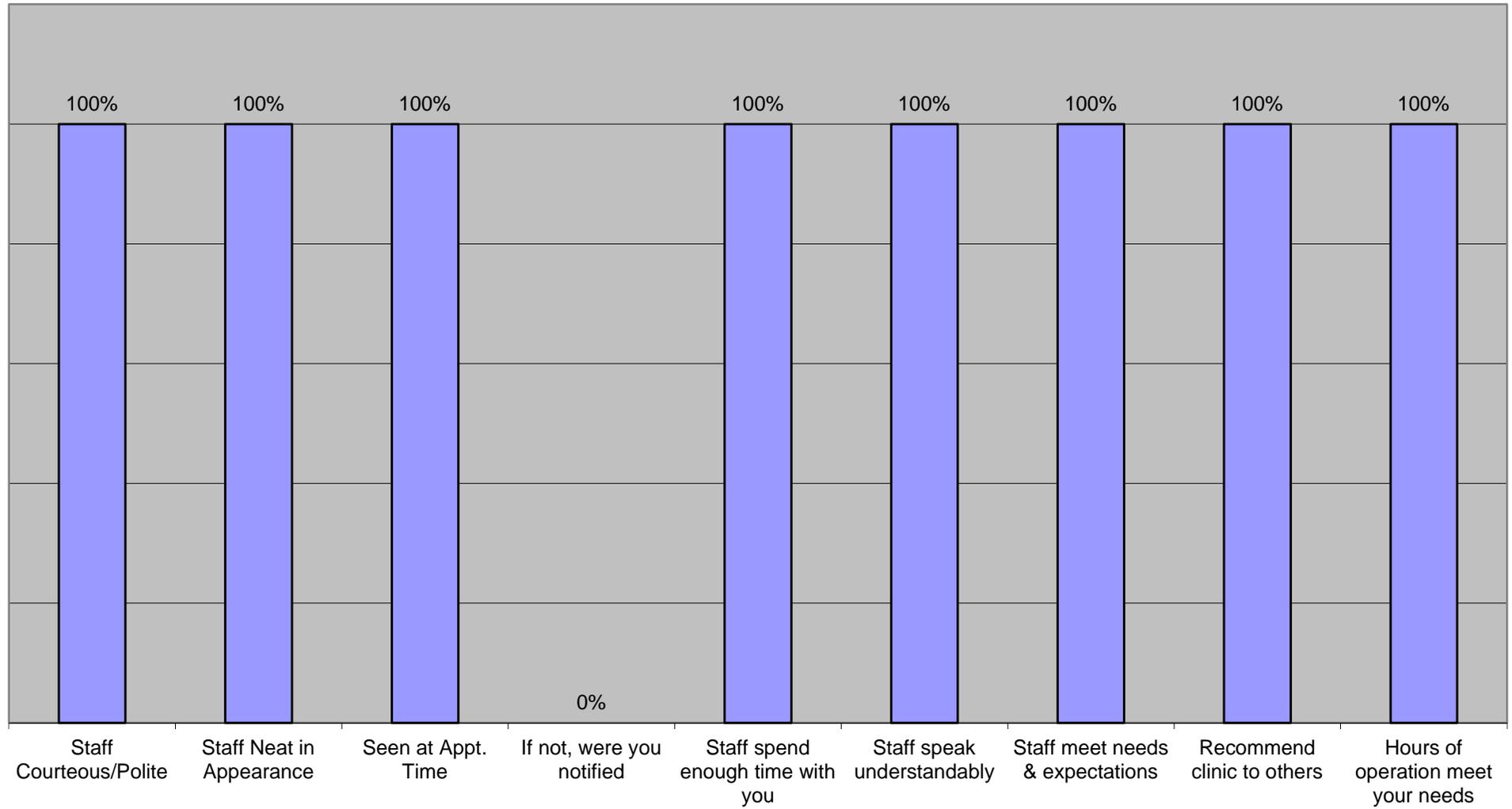
Other Comments

1. I saw Jerri Mayberry. She was very good at explaining things to me. I left with a much better understanding of diabetes and what to do.
2. Very informative, interesting and helpful.
3. Excellent service and direction to control problems. Jerri, Maggi, and Jennifer are all excellent.
4. Fine presentation.
5. Enjoyed class.
6. Everything was good.

Surveys Received: 15

Updated: 7/16/2014

Diabetes April 2014-June 2014



WIC April 2014-June 2014

	yes	no	yes	no
Staff Courteous/Polite	2	0	100%	0%
Staff Neat in Appearance	2	0	100%	0%
Seen at Appt. Time	2	0	100%	0%
If not, were you notified			0%	0%
Staff spend enough time with you	2	0	100%	0%
Staff speak understandably	2	0	100%	0%
Staff meet needs & expectations	2	0	100%	0%
Recommend clinic to others	2	0	100%	0%
Hours of operation meet your needs	2	0	100%	0%

What changes would you suggest?

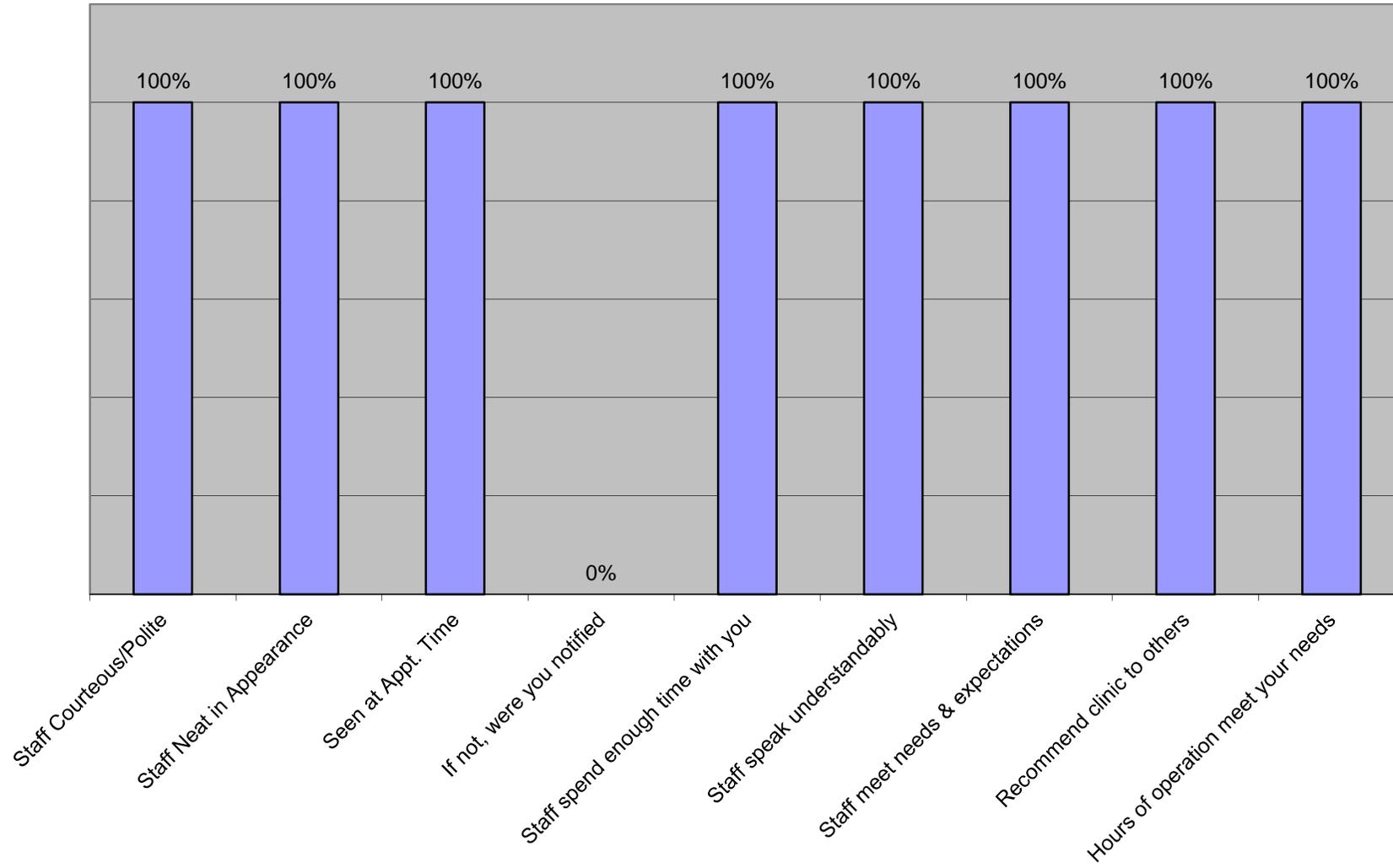
1. None.

Other Comments:

Surveys Received : 2

Updated: 7/16/2014

WIC April 2014-June 2014



WIC Spanish April 2014-June 2014

	yes	no	yes	no
Staff Courteous/Polite		0	0%	0%
Staff Neat in Appearance		0	0%	0%
Seen at Appt. Time		0	0%	0%
If not, were you notified			0%	0%
Staff spend enough time with you		0	0%	0%
Staff speak understandably		0	0%	0%
Staff meet needs & expectations		0	0%	0%
Recommend clinic to others		0	0%	0%
Hours of operation meet your needs		0	0%	0%

What changes would you suggest?

Other Comments:

Surveys Received: 0

Updated: 7/16/2014

WIC Spanish April 2014-June 2014

0%	0%	0%	0%	0%	0%	0%	0%	0%
Staff Courteous/Polite	Staff Neat in Appearance	Seen at Appt. Time	If not, were you notified	Staff spend enough time with you	Staff speak understandably	Staff meet needs & expectations	Recommend clinic to others	Hours of operation meet your needs

Outreach Survey April 2014-June 2014

	yes	no	yes	no
Staff Courteous/Polite	7	0	100%	0%
Staff Neat in Appearance	7	0	100%	0%
Staff at Scheduled Time	7	0	100%	0%
Staff Spend enough time	7	0	100%	0%
Speak in words you understood	7	0	100%	0%
Services meet needs & expectations	7	0	100%	0%
Recommend outreach services to others	7	0	100%	0%
Hours of operation meet needs	7	0	100%	0%

What changes would you suggest to improve

1. None.
2. None.
3. N/A
4. None.
5. I would not make any changes.

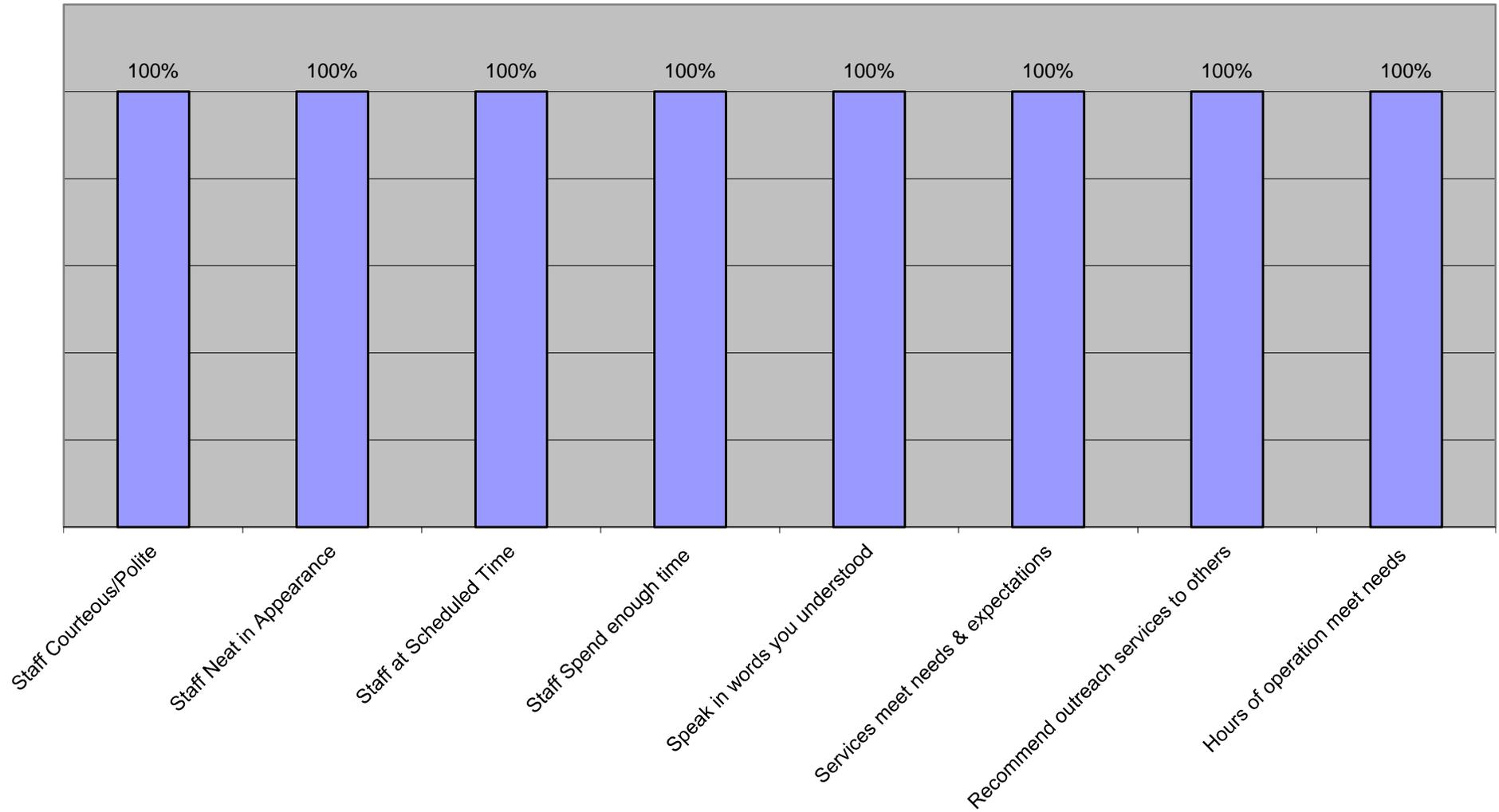
Other Comments

1. Shannon Pierce is the nurse of my child. She is always nice and very respectful.
2. Nice lady.
3. I felt really relieved after my visit.
4. 1st visit today.

Surveys received: 7

Updated: 7/16/2014

Outreach April 2014-June 2014



Outreach Spanish April 2014-June 2014

	yes	no	yes	no
Staff Courteous/Polite			0%	
Staff Neat in Appearance			0%	
Staff at Scheduled Time			0%	
Staff Spend enough time			0%	
Speak in words you understood			0%	
Services meet needs & expectations			0%	
Recommend outreach services to others			0%	
Hours of operation meet needs			0%	

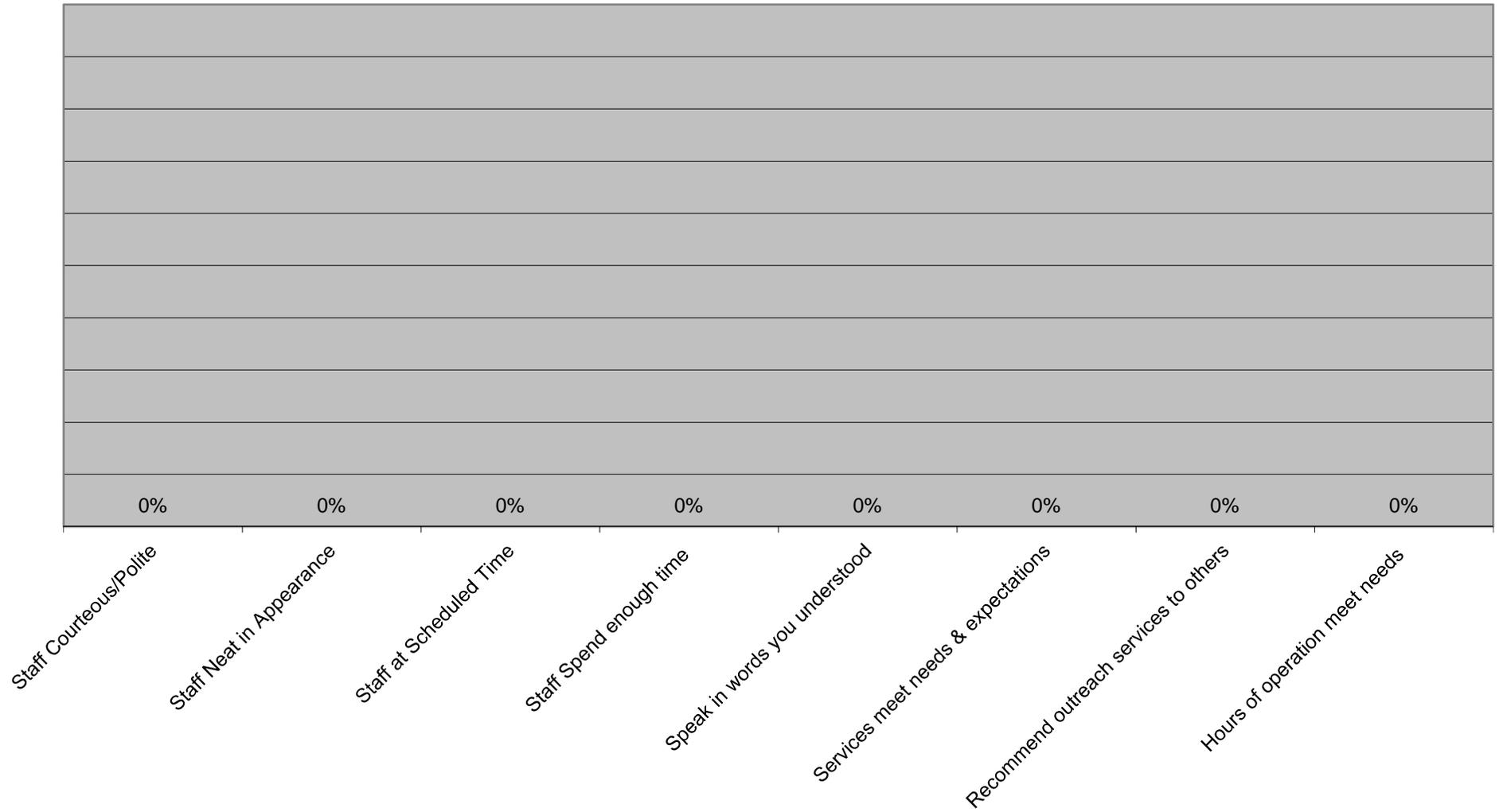
What changes would you suggest to improve

Other comments

Surveys received: 0

Updated: 7/16/2014

Outreach Spanish April 2014-June 2014



MESH April 2014-June 2014

	yes	no	yes	no
Staff Courteous/Polite	6	0	100%	0%
Staff Neat in Appearance	6	0	100%	0%
Arrive at Scheduled time	6	0	100%	0%
Staff spend enough time with you	6	0	100%	0%
Staff speak understandably	6	0	100%	0%
Staff meet needs & expectations	6	0	100%	0%
Recommend clinic to others	6	0	100%	0%
Services beneficial	6	0	100%	0%
Hours of operation meet needs	6	0	100%	0%

What changes would you suggest?

1. None.
2. Nothing, the staff were very polite.
3. N/A
4. None.

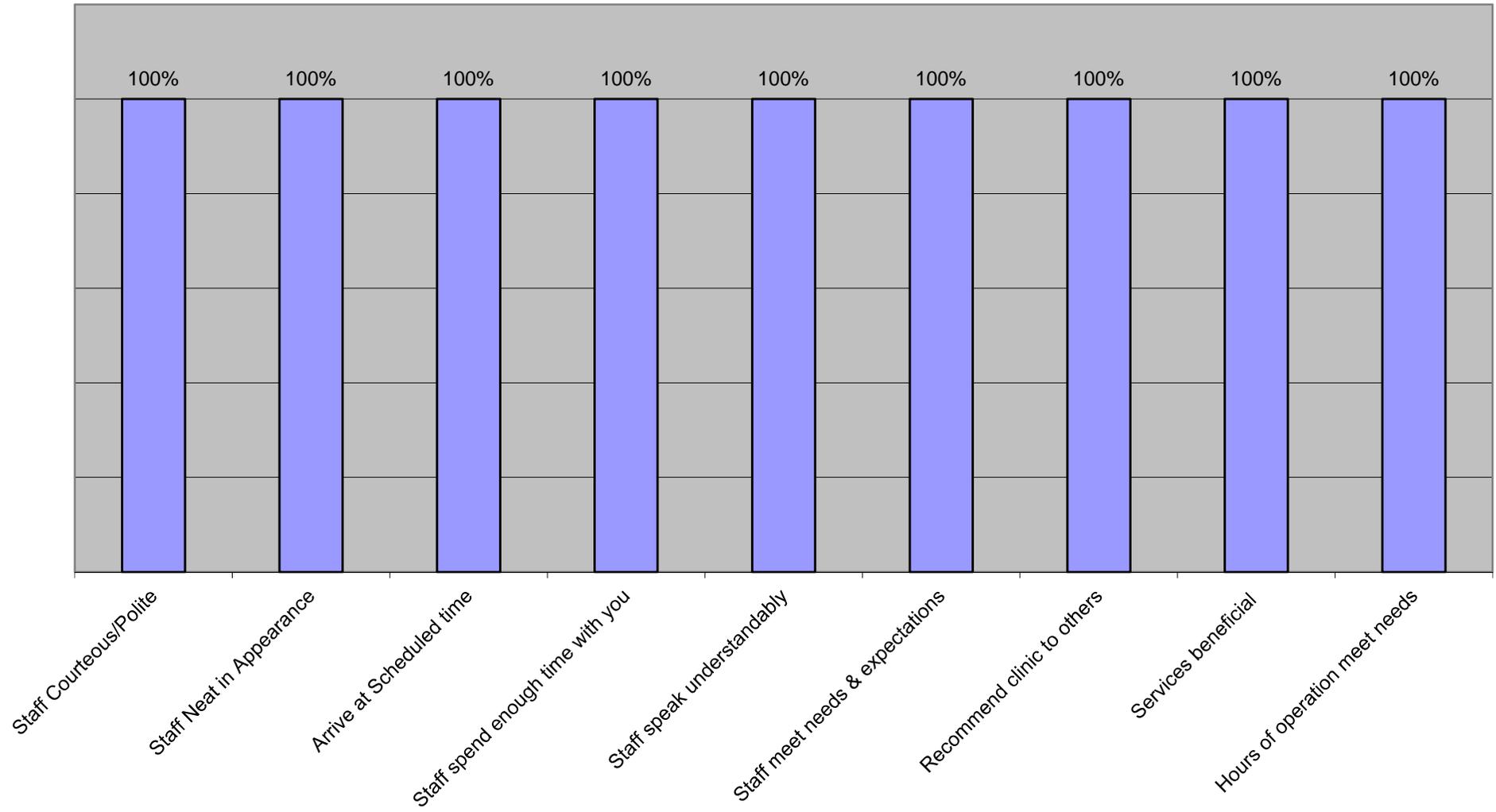
Other Comments

1. Great service!

Surveys Received: 6

Updated: 7/16/2014

MESH April 2014-June 2014



Survey - Environmental Health (Food & Lodging) April 2014-June 2014

	yes	no	yes	no
Courteous/Polite	6	0	100%	0%
Neat in Appearance	6	0	100%	0%
Staff speak understandably	6	0	100%	0%
Staff spend enough time educating	6	0	100%	0%
Hours of operation meet needs	6	0	100%	0%

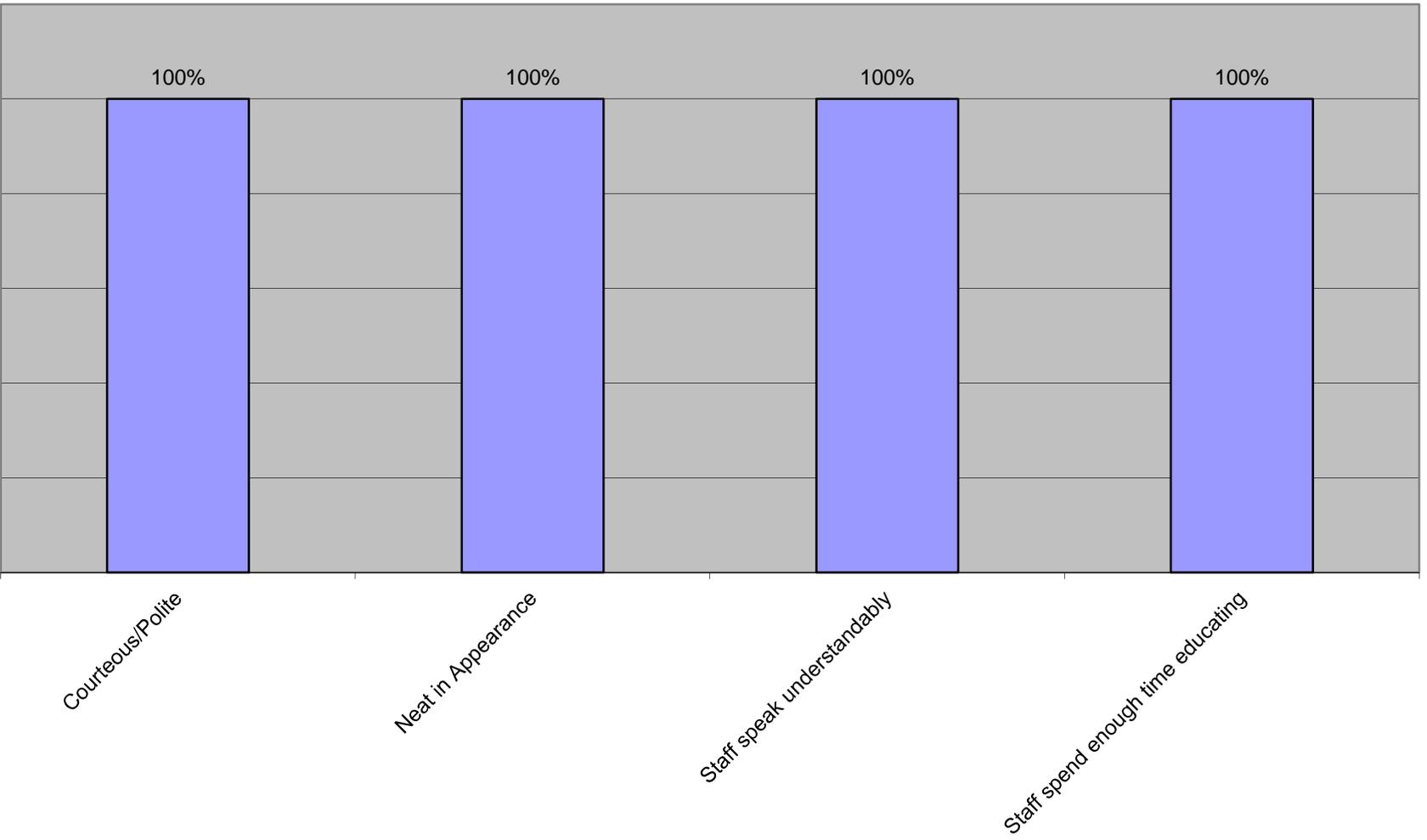
Other Comments

1. Great!
2. Thanks for all you do to help keep us safe!

Surveys Received:

Updated: 7/16/2014

**Environmental Health Food & Lodging
April 2014-June 2014**



Environmental Health (On-Site Wastewater) April 2014-June 2014

	yes	no	yes	no
Courteous/Polite	30	0	100%	0%
Neat in Appearance	30	0	100%	0%
Staff Arrive on Time	30	0	100%	0%
Notified if needed to be late			0%	0%
Sufficient Time Educating	30	0	100%	0%
Hours of operation meet needs	30	0	100%	0%

What could be improved

1. Needs to be able to provide some specifications on building standards and codes instead of saying "I don't know". I asked several people, several questions and got no answers to anything. They need to be more informative.
2. Ms. Sam and Brad were extremely helpful.
3. Wonderful people, wonderful help. Sam is great. You couldn't find better people.
4. Thanks for the help.
5. Everything was great! Fast and courteous, very professional.
6. None, great service!
7. Pricing cheaper!
8. Every person I dealt with could not have been more helpful. Excellent customer service.
9. None.
10. N/A
11. Everything was great!

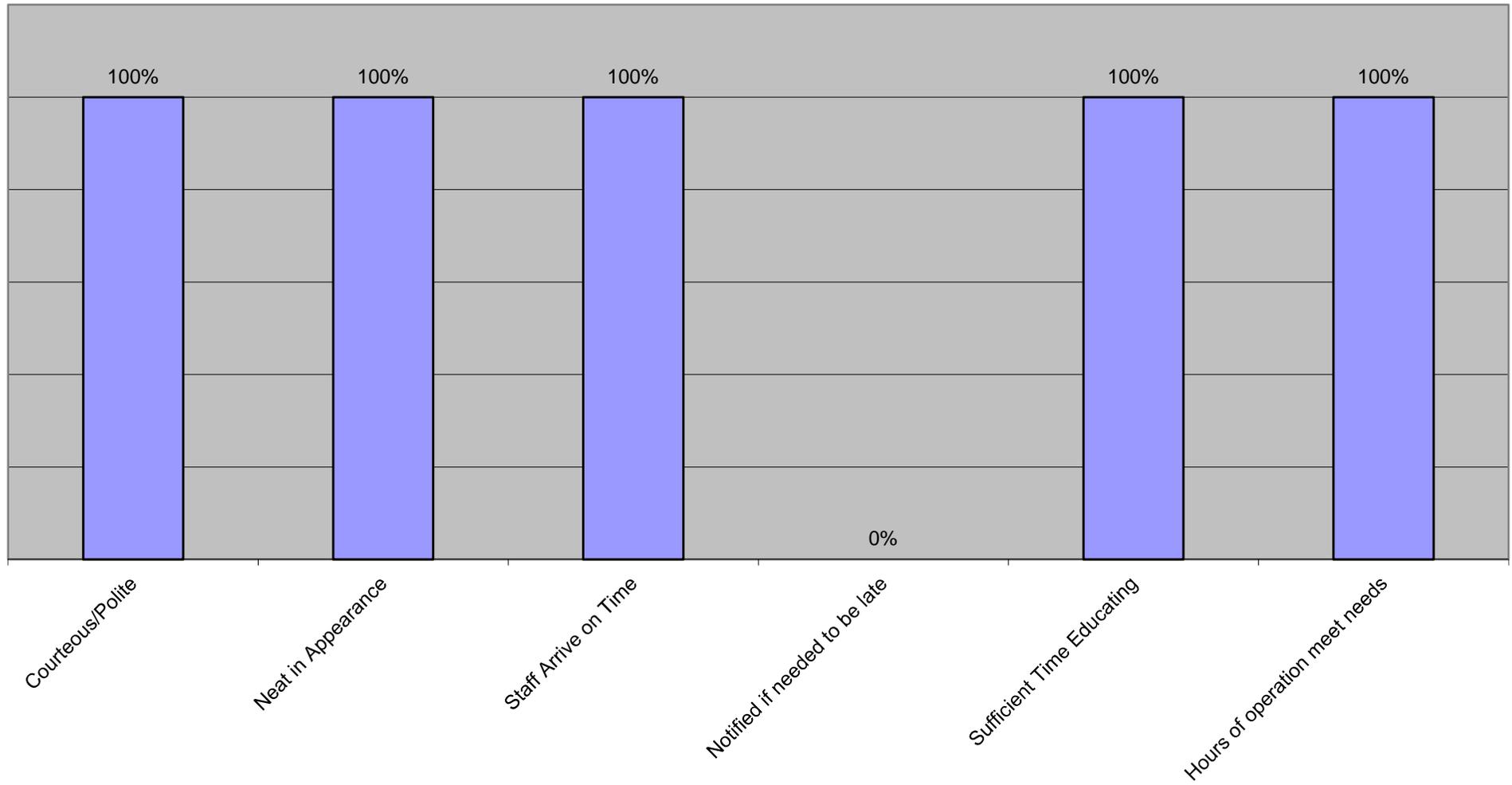
Other Comments

1. Keep up the outstanding job.
2. Sam is great!
3. Thank you for coming so quick!
4. Very helpful.
5. I see no need for change.
6. This is my first experience, nothing to compare to.
7. Matt and Sam were so very helpful. Matt really helped me and went over and above.
8. All personnel we met were very helpful and courteous. Thank you!
9. Sam and Angela were very polite and very helpful
10. Staff was a great help educating me on my septic tank issues.

Surveys Received: 30

Updated: 7/16/2014

**Environmental Health On Site Waste Water
April 2014-June 2014**



Health Department Services April 2014-June 2014

	yes	no	yes	no
Familiar with Services Provided			0%	
Services Provided Sufficient to meet needs			0%	
Ever Received Services from HD			0%	
Hours of operation meet needs			0%	

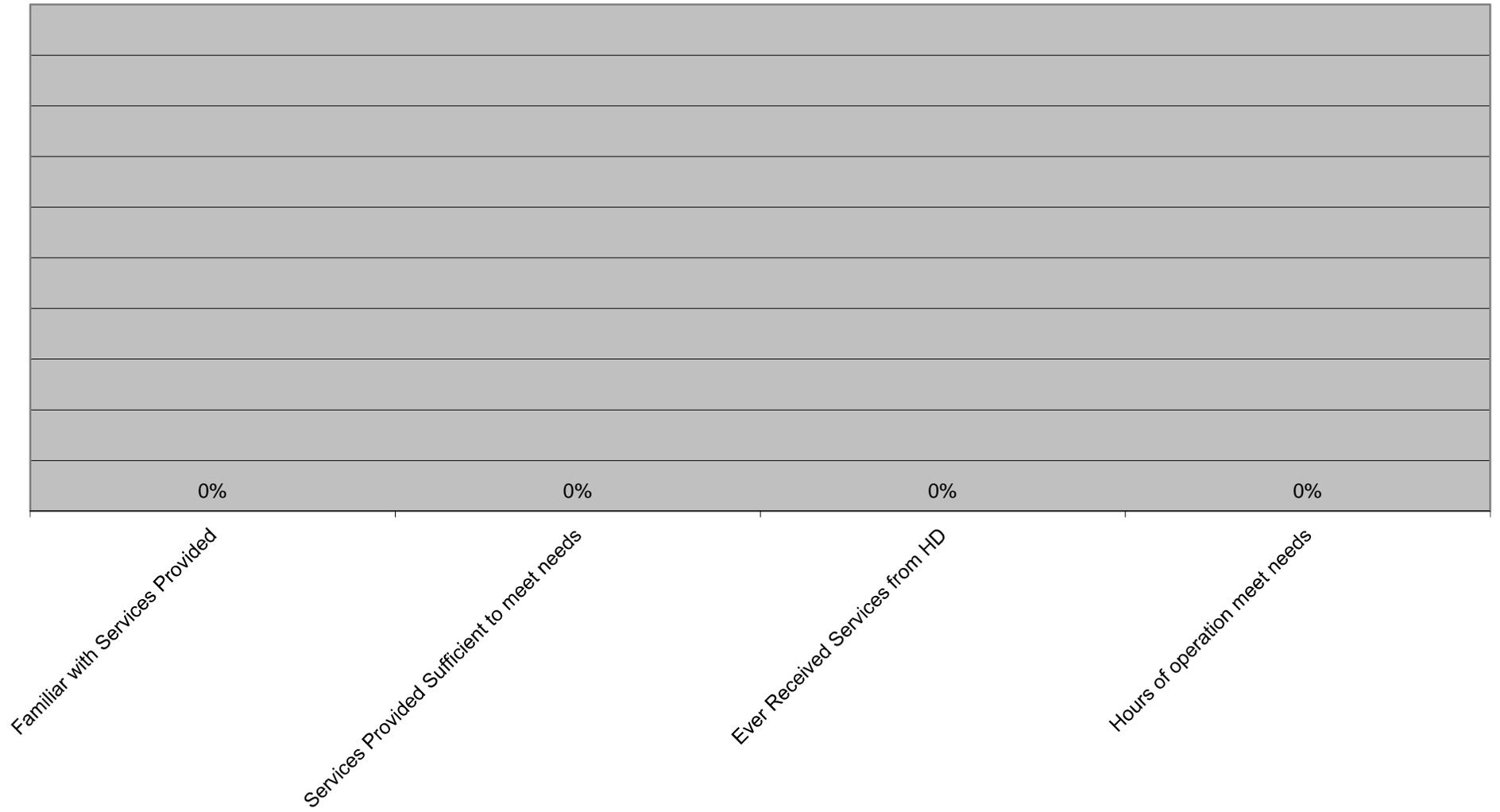
Suggestions for improvement

Other Comments

Surveys Received:

Updated: 7/16/2014

HD Services April 2014-June 2014



Family Planning Clinic April 2014-June 2014

		Actual	Percentage
1A. How did you hear about us:	Billboard		
35 women answered this question	Website		
	Word of Mouth		
	Radio		
	Facebook		
	*Other		

1B. How long here for Family Planning?		Actual	Percentage
	Less than 1 yr **		
	1-2 yrs		
	3-4 yrs		
	5-6 yrs		
	6+ yrs		

	yes	no	yes	no
2. Comfortable to ask questions				
3. Recommend our clinic				
4. Hours of operation meet your needs				

Age: (43 women listed their age)	10-14	15-19	20-29	30-35	40+
actual					
percentage					

What changes would you suggest?

Comments:

Surveys Received:

Updated: 7/16/2014

Family Planning Clinic (Spanish) April 2014-June 2014

		Actual	Percentage
1A. How did you hear about us:	Billboard		
	Website		
	Word of Mouth		
	Radio		
	Facebook		
	*Other		

1B. How long here for Family Planning?		Actual	Percentage
Less than 2 yrs			
1-2 yrs			
3-4 yrs			
5-6 yrs			
6+ yrs			

	yes	no	yes	no
2. Comfortable to ask questions				
3. Recommend our clinic				
4. Hours of operation meet your needs				

Age:	10-14	15-19	20-29	30-33	40+
actual					
percentage					

What changes would you suggest?

Comments:

Surveys Received:

Updated: 7/16/2014