
Customer Service Report July 2021-June 2022



Background:

- All clients receiving services from Davidson County Health Department (DCHD) during one-week periods of each quarter (October, January, March, and June) were requested to complete a customer satisfaction survey.
- Surveys cards are always available in the lobby, at reception areas, and on our website. Environmental Health staff attaches the survey link to all emails. The link to the customer satisfaction survey is attached to all employees' emails as of 2019.
- An electronic version of the survey (SurveyMonkey) is accessible through a QR code at the following locations:
 - o the clinic check-in and check-out desk
 - o the switchboard
 - o the entrance of Environmental Health
 - o in the monitoring room for COVID-19 vaccine participants
 - o the entrance of WIC
 - o via printed card to drive-up WIC participants
- Our surveys allow for a graded response and clients choose a numerical value ranging from 1 (poor) to 5 (excellent).

Summary:

During this reporting period 2021-2022, we received 629 customer service surveys. In comparison to last reporting period, we did more than 200 surveys. Majority of the surveys were great reviews and our clients felt like Davidson County Health Department does provide great customer service. Out of the 629 surveys, only 3 (0.005%) clients felt like we portrayed poor customer service.





The graph below represents the total surveys collected each reporting period from the past 7 years at DCHD.

The graph below represents the total about of surveys collected by each division with DCHD.

Analysis of Data by Division:

Personal Health/Health Promotion/Vital Records: Under this division, we received 170 surveys (27%), which consists of Immunizations, Family Planning Clinic (birth control), STD clinic, TB test or form, Lab Work/Pregnancy Test, BCCCP/Adult Health Clinic, and Child Health Clinic.

- **Customer Service Skills:** 169 out of the 170 surveys were all positive reviews in these divisions of the health department. 1 client felt like our staff was not helpful and courteous or had the skills and knowledge to meet their needs.
- **Matters of Concern:**
 - o Under this division, we had a small amount that had an issue with their length of time during their visit. 42 out of the 170 surveys (24.7%) indicated that their length of time here was over an hour.
 - o More flexible hours was mentioned, but the clinic has night clinic periodically. Next one is September 20th.



Environmental Health: This division received 122 surveys (19%).

- **Customer Service Skills:** Clients mentioned they received documents and call backs within a reasonable amount of time. Tina Hedrick and Kathy Musgrave were mentioned several times in reference to their amazing customer service skills. Clients mentioned they were very helpful, knowledgeable, and amazing. The Environmental Health Director received a compliment as well due to being courteous, knowledgeable and how quickly he responds to emails from clients.
- **Matters of Concern:**
 - o Issues in not receiving septic records within a certain amount of time, but this was due to staffing issues.



WIC: This division received 3 surveys. Due to the pandemic, WIC hasn't required clients to come inside for service. WIC has a drive-up service provided outside of health department.

- **Customer Service Skills:** All 3 surveys indicated that WIC provided very good to excellent customer service (help/courteous and skills/knowledge). Their visits were all under an hour, which all consider to be an acceptable amount of time. Client said their nutritionist was very kind, caring, and helpful. They made sure the client was knowledgeable of the WIC program and did not rush the appointment.



Length of Visit Results:

The graph below indicates the amount of time our clients were at the health department. The majority of our clients were here for services 15-45 minutes (48.49%). 28.30% of survey participants selected N/A for their length of time at DCHD.



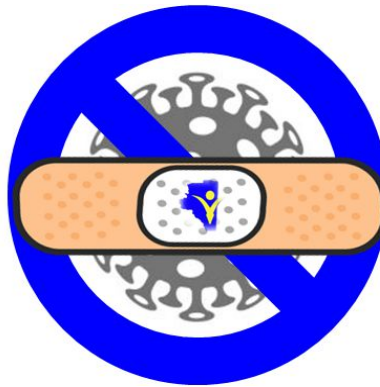
The graph below indicates how our clients felt their time here receiving our services was an acceptable amount of time. Only 3 (0.48%) did not think the length of their time here was acceptable. 18.12% of survey participants selected N/A for their satisfaction length of time.

The graph below indicates how convenient of hours of services are to our clients. 96% said our hours were “excellent” or “very good.”

Community Surveys: These surveys are completed at outreach events, such as our offsite COVID-19 vaccine clinics and drive-thru COVID-19 testing outside health department.

COVID-19 Vaccine: The COVID-19 pandemic stuck around longer than expected, so we received 273 surveys (43%) in reference to the COVID-19 vaccines.

- **Customer Service Skills:** 272 out of the 273 (99.6%) surveys were all positive reviews during our vaccine clinics. Only 1 client felt like our staff was not helpful or courteous.
- **Matters of Concern:**
 - o 1 client was concerned that the pens were not being changed or disinfected in between patients.
 - o 1 client mentioned that when they made an appointment that they were not given the option to receive the vaccine in their car.



Quality Improvement (QI) Activities Implemented

The QI Council which was established in 2013 continues to evaluate programs, services, activities, and processes in all areas of the department in order to improve efficiency, effectiveness, productivity and customer value.

“The QI council temporarily stopped routine meetings due to COVID-19 response and staffing. Planning to restart early 2023.”

Internal Customer Service

The annual Employee Appreciation Picnic was held for staff on April 14th, 2022. In an effort to acknowledge employees' hard work in additional ways, more "Dress Down Days" were offered throughout the year.



From July 2020 – July 2021, the following staff (many on more than one occasion!) were recognized with "Caught in the Act" certificates. Certificates are given to those "caught" providing outstanding customer service by a fellow staff member or a customer. These staff are also listed in our Executive Staff Meeting Minutes.

Alan Ray	Angela Gray (2)	Angelia Mason
Belinda Wilson	Brian Matthews (2)	Brittany May
Carrie Brown	Cheryl Lomax	Clinic Office Support
Clinic Team (2)	Corinne Gray	Danielle Flecken
Darren Cecil	Janie Ange	Jen Oakley
Jenifer Andrews	Jenny Loflin	Jessica McKinney
Jessie Leonard	Jill Byrd	Julie Bowers
Kathy Musgrave	Kendra Benson	Kevin Hill
Kristen Beanblossom	Mallory Phelps	Mary Lou Collett (2)
Savannah Johnston (2)	Tabitha Byrd	Tina Hedrick (2)
Trey Mason	Yanet Espino	