

Perinatal Care Client Satisfaction

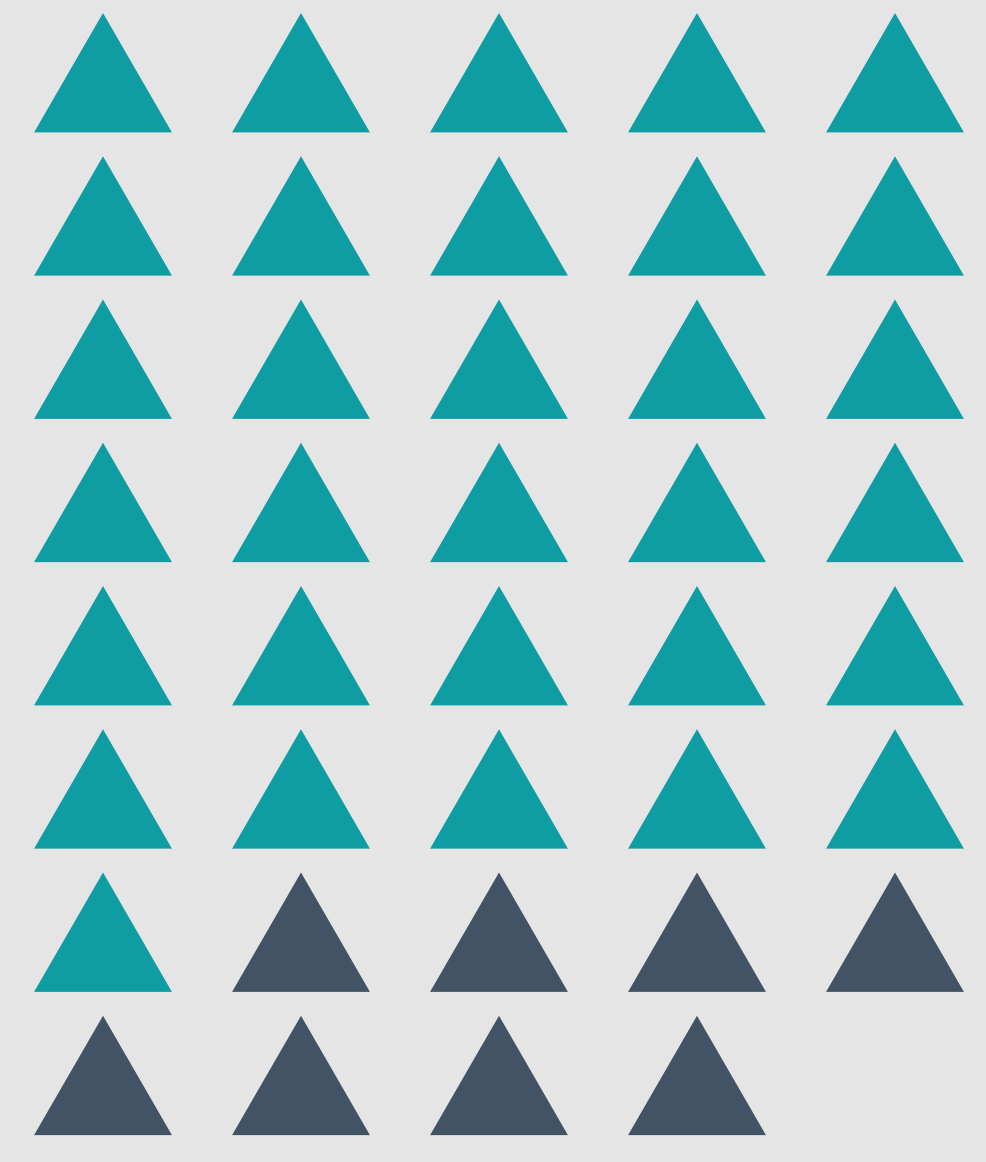


10/31/18-11/14/18

Background

The Deschutes County Health Services (DCHS) Public Health (PH) Customer Satisfaction Survey was implemented to inform staff and improve the quality of services provided to Deschutes County residents. Implementation of Health Services satisfaction surveys is a Strategic Plan Goal. Additionally, implementation of the survey aligns with the Public Health Accreditation Board Standards which calls for a "systematic process for assessing customer satisfaction with health department services."

Visit Type



Initial / First time visit (79.49%)
Follow-up visit (20.51%)

Response Rate

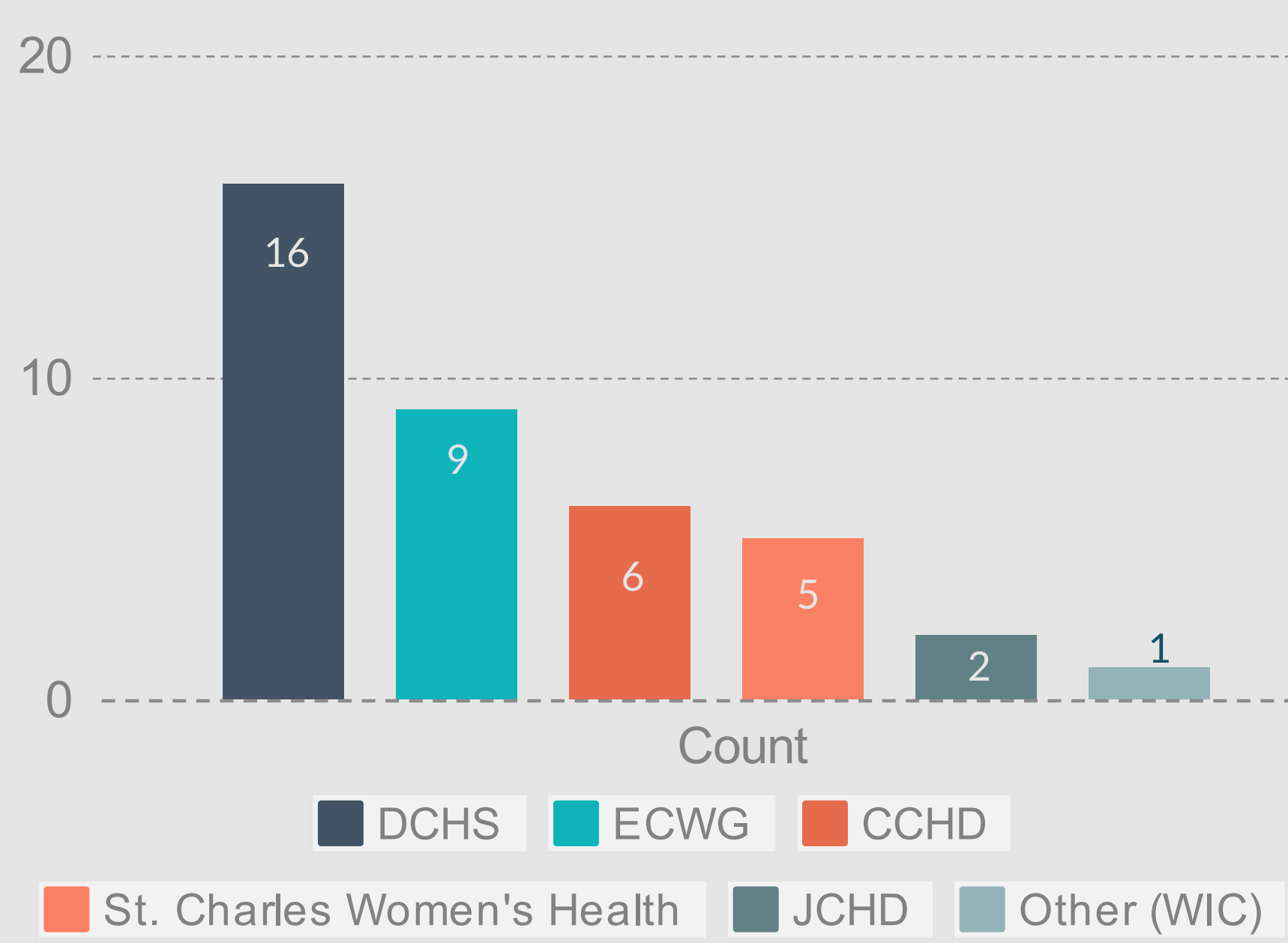
89% (42/47)

41 Clients responded in English, and 1 in Spanish

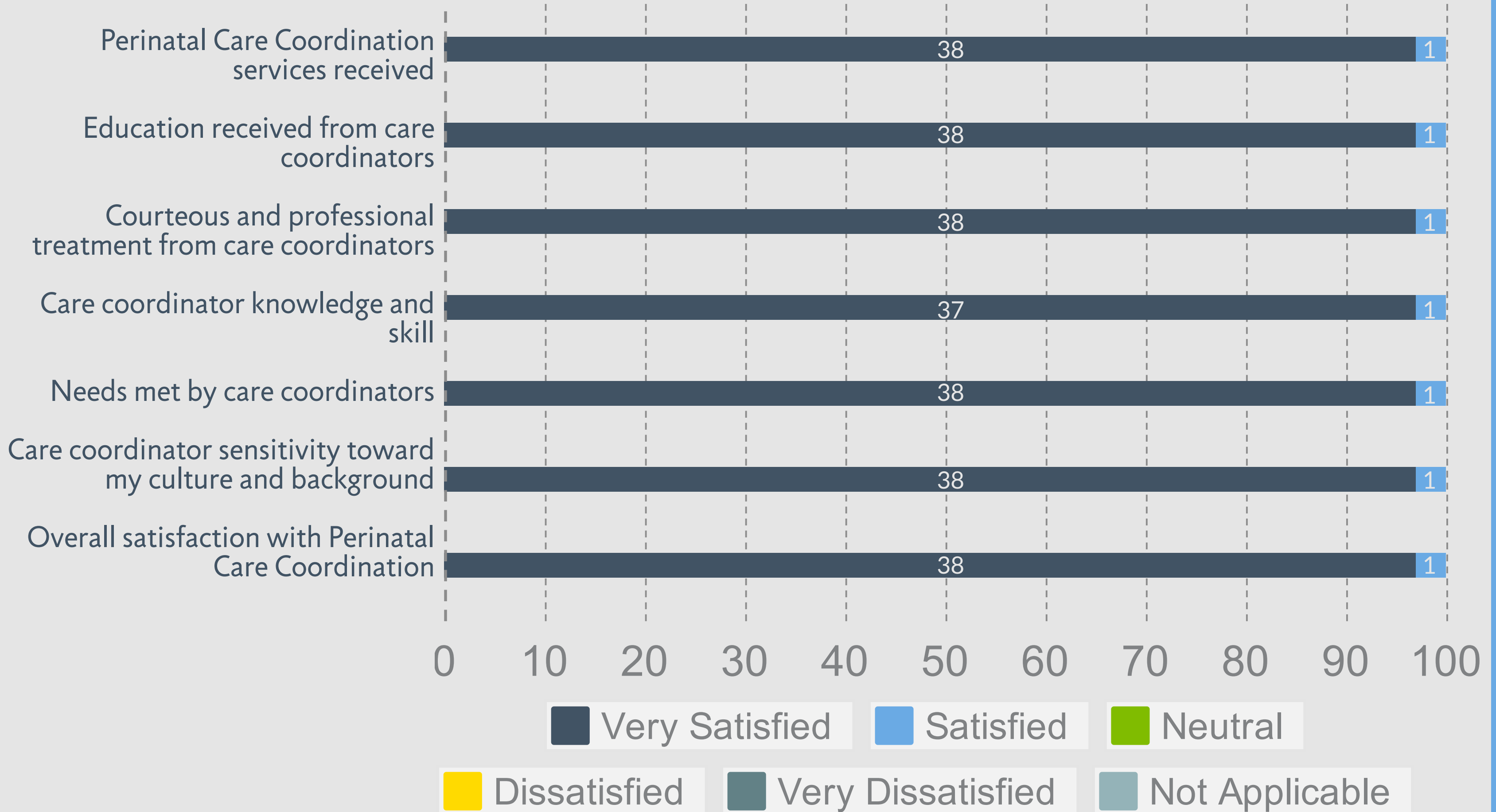
Methods

Surveys were distributed at locations across the tri-county region, including Crook County Health Department, Deschutes County Health Services, Jefferson County Health Department, East Cascades Women's Group, Mosaic, St. Charles Women's Health. Surveys were conducted via SurveyMonkey on tablet computers. Paper versions were also available. Surveys could be taken in either English or Spanish. Surveys were voluntary and participants were assured that their responses were anonymous and would not influence their ability to obtain future services.

Location



Satisfaction with:



What was most beneficial for you on today's visit with the Perinatal Care Coordinator?

- "Getting insurance, and scheduling prenatal appointments."
- "So informational and personable."
- "Getting help applying for OHP, I could not have done it without [staff person]."
- "Very caring attentive staff!"
- "Getting more information about other programs not just WIC."
- "[Staff] was so amazing kind and helpful!"
- "Getting info on dental care and getting my correct mailing address changed."
- ""Hearing my baby's heartbeat."
- "Being informed about healthcare protections and explanation of what WIC offers"
- "Information about housing."

In what ways can we improve our services? Is there is anything else you would like to tell us about your experiences?

- "It was very helpful, she gave me soon much information, and helped me feel less stressed about this very unexpected pregnancy."
- "There is nothing that needed to be improved it was wonderful."
- "I really appreciate this program it's set my mind at ease during this turbulent time."
- "[Staff] did great I don't believe that she need improvement just keep doing the amazing work."
- "Can't think of any at this time."
- "Thank you for being here!"
- "I think it is great that we can get all this taken care of in one office at one time."
- "[Staff person] is great at what she does and is so helpful and friendly. I love coming to see her."