

Perinatal Care Partner Satisfaction

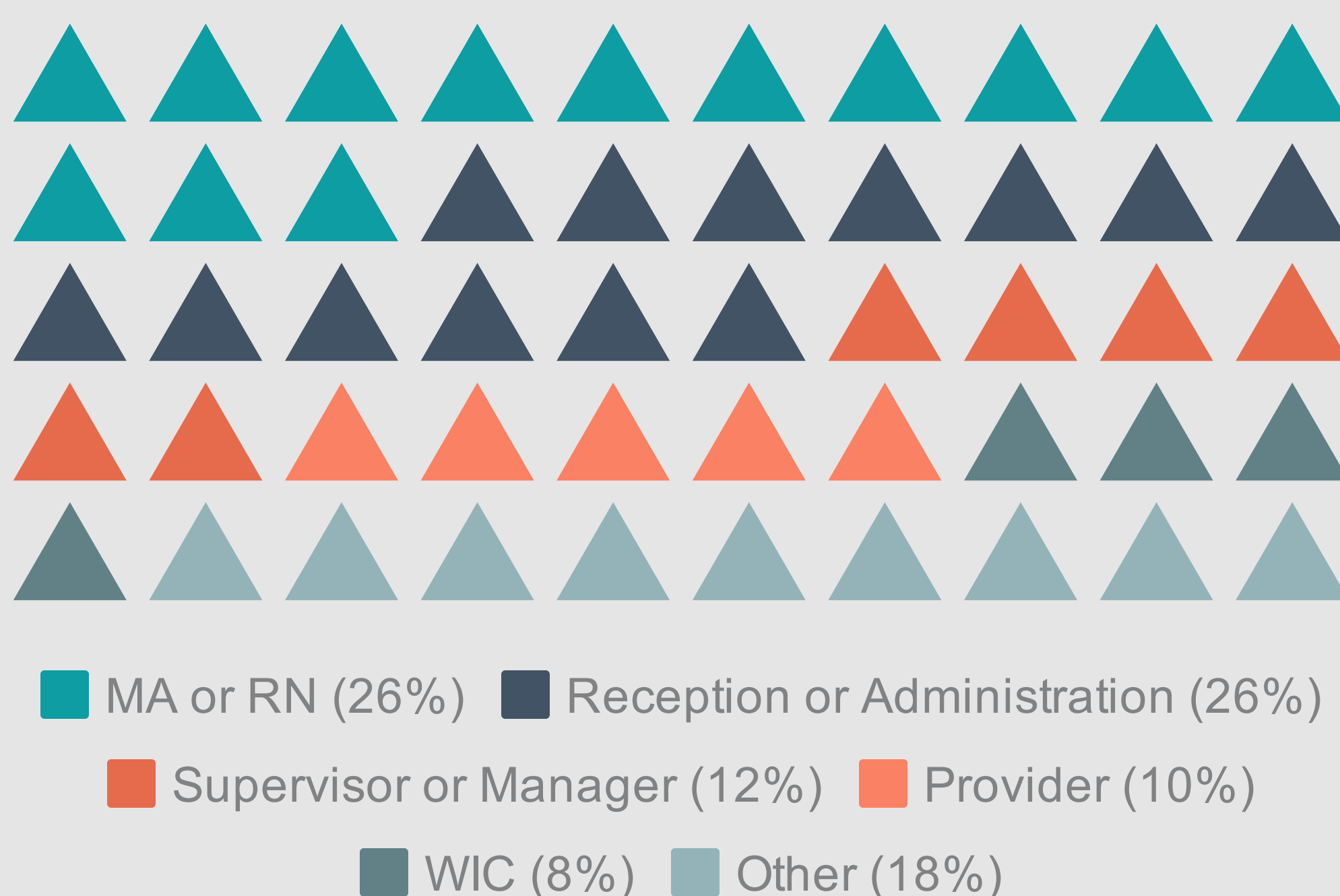


10/31/18-11/14/18

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."

Role



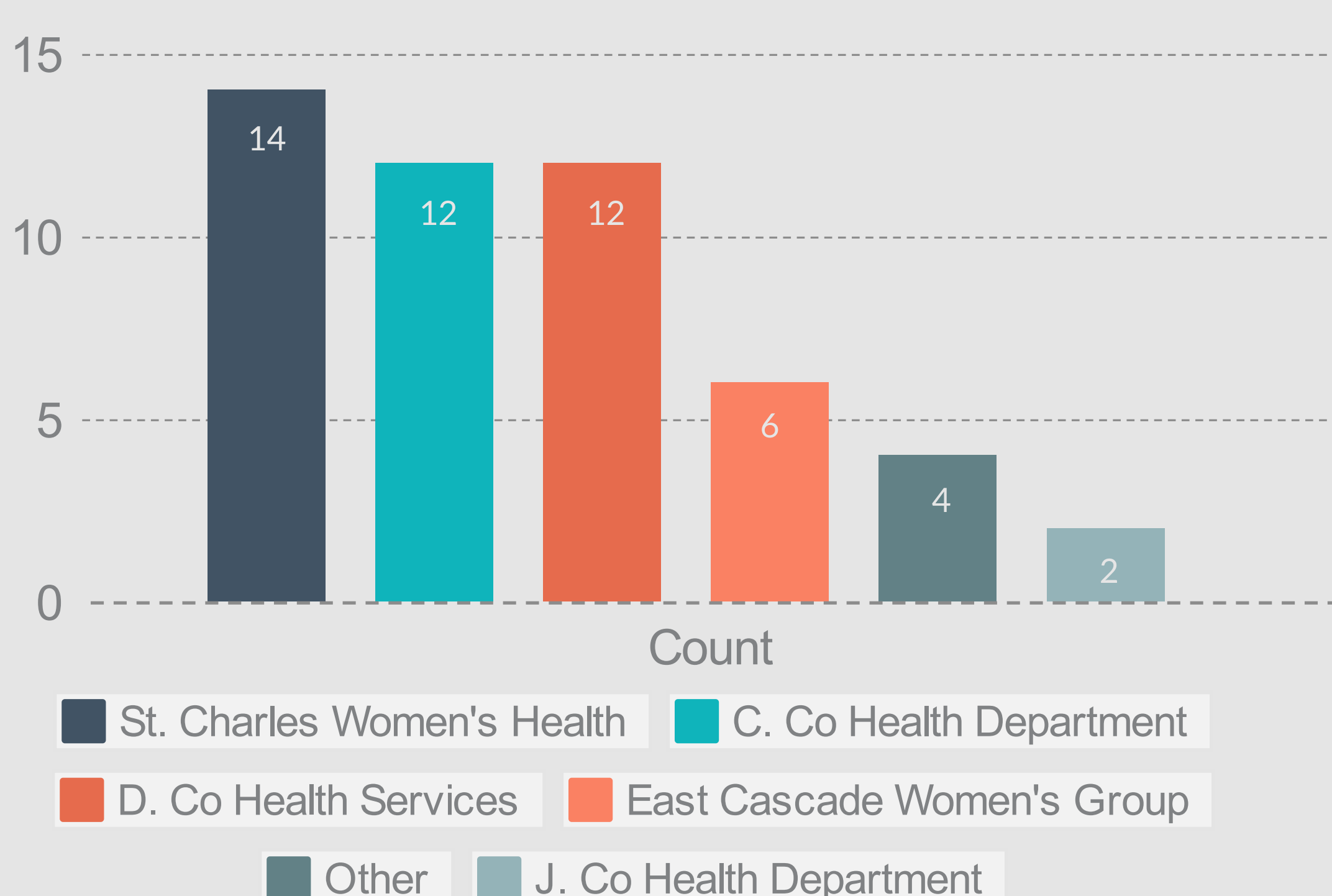
Response Rate

67% (39/58)

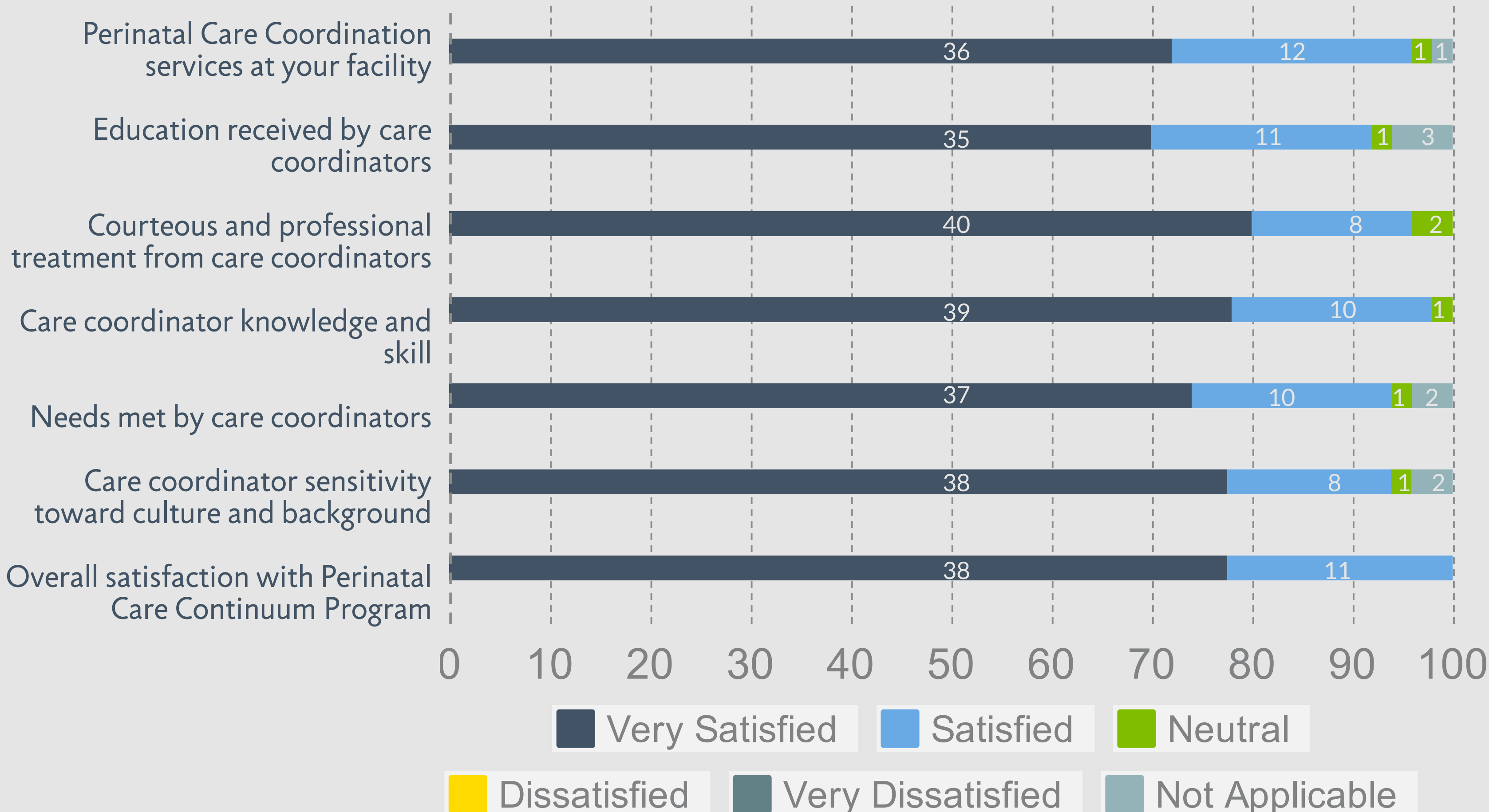
Methods

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:



In what ways has the Perinatal Care Continuum program improved the care your clients have received?

- "Earlier access to services to promote more stability, decrease stress, improve health outcomes."
- "Excellent wrap around, better continuity of care."
- "Collaboration between agencies has been positive for clients having to attend fewer appointments to get the same services."
- "When we have a positive pregnancy client the program allows us to provide immediate connection with services and medical care appropriate for the client. Our patients leave the department with support and an advocate in place!"
- "The coordinator connects our clients to needed services that other providers fail to connect them to."
- "The PCC team's ability and diligence in ensuring that their clients have current health insurance both at the time of enrollment, renewal, and reporting changes."
- "It is nice that the client do not have to go more then one place to be serviced."
- "They are getting into their appointments and I have noticed that the families really respond to the help they receive."
- "Increased tobacco use dangers awareness among pregnant and parenting women."

In what ways can we improve our Perinatal Care Continuum program? Is there anything else you'd like to tell us about your experience?

- "You're doing an excellent and amazing job! Your passion and commitment are noticed and greatly appreciated. You are such a key link in connecting communities and helping improve the health of families thereby strengthening our entire region of diverse communities. THANK YOU!"
- "I feel we need more hours for PCC appointments. There are days we need more than part-time PCC work."
- "I love the program and strongly believe is of great value! Thankful to all STAFF"
- "This is a great partnership we just need to figure out how to stream line the consents."
- "I love this program it is so needed, especially in rural counties where care can be hard to access and priorities are hard to define sometimes for these women. PCC workers provide the help and guidance necessary to achieve the care they need in the order they need it."
- "Less paperwork they have to fill out forms for each service provided."
- "Add more staff or increasing hours available at each site."
- "I just hope that it will continue to be a universal service for the clients here."
- "Increase funding to engage more community partners in the need for this work."