

Hoke County Health Department QI Patient Satisfactory Surveys

There were 44 surveys collected from the month of August until November, of those subjects that were surveyed; 30 were Spanish and 14 were English.

Overall participants self-reported that they were satisfied with the services they received at the health department. Only a small number stated fair service and none recounted poor service.

Likewise, participants conveyed that they would recommend health department services to their friends or relatives. Out of 44% of the subjects surveyed, only 1% stated that the health department's hours of operation were not convenient; no suggestions for a convenient time were stated (*see figure I*).

Figure: I

Query	Poor	Fair	Good	Excellent
1. Please rate timeliness of service?	0	2	22	20
2. How well did we meet your needs?	0	3	17	23
3. How well did our staff communicate with you?	0	2	12	29
4. Was our staff courteous and professional?	0	1	12	31
5. What was your overall impression of our service today?	0	1	18	25
	Yes	No		
6. Would you recommend our services to family and friends?	44	0		
7. Are the hours of operation Convenient?	43	1		
8. Please share additional comments below:				
<i>Wanda was wonderful and professional; Mrs. Robinson addressed all of my needs</i>				
<i>Hoke County Health Department provided excellent care for my-self and my daughter.</i>				
<i>They took good care of us in every way</i>				
<i>I came in for immunizations and received excellent care</i>				
<i>I am satisfied with my care at the health department</i>				
<i>Everyone was very kind and professional</i>				
<i>My service was excellent</i>				

Figure: II

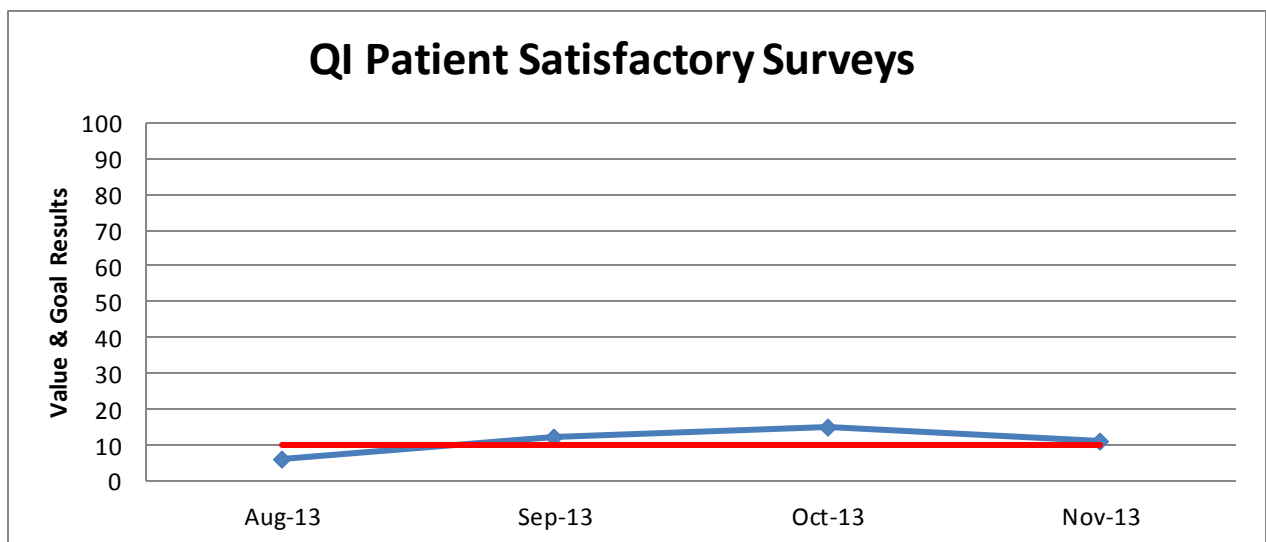


Figure II indicates length of time, value, and desired goals of surveys completed. The results have shown that the months of September and October exceeds the desired goals for the survey period.