

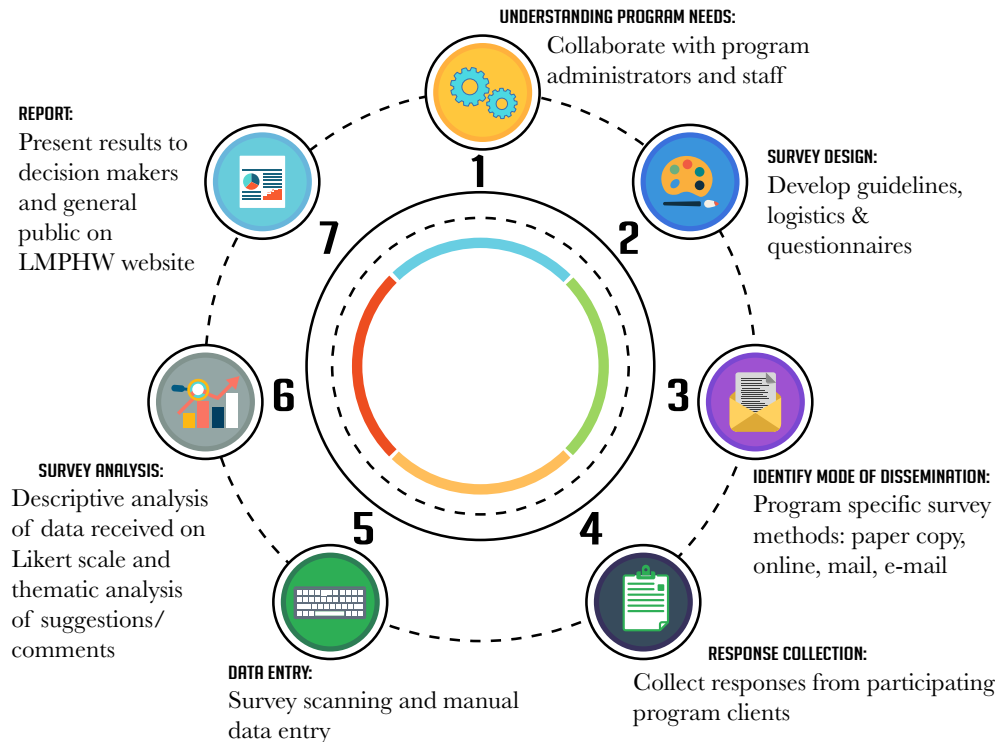
Louisville Metro Department of Public Health and Wellness 2017 Customer Satisfaction Survey Report

INTRODUCTION

The Louisville Metro Department of Public Health and Wellness (LMPHW) became accredited in August 2016 through the Public Health Accreditation Board (PHAB). By adhering to PHAB's accreditation standards, LMPHW has committed itself to improving and protecting the health of the public by advancing the quality and performance of its services, processes, and practices. In the fall of 2017, LMPHW conducted a Customer Satisfaction Survey among

programs and services with broad public health impact. This report briefly outlines the process LMPHW undertook to assess customer feedback and survey results. This will serve as a baseline for the department's future quality improvement activities.

FIGURE 1: Survey Work Plan



METHODOLOGY

The Customer Satisfaction Survey was developed and distributed by the LMPHW Office of Policy Planning and Evaluation (OPPE). Clients responded to questions in four domains using a 4-point scale (strongly agree, agree, disagree and strongly disagree). These domains assess the quality of service access, delivery standards, attitude and opinion of client's overall experience with LMPHW. Service delivery standards at LMPHW require staff to treat customers with courtesy and respect, as well as proactively meeting the customer needs in a timely

manner. A qualitative open-ended question was incorporated to allow clients to comment on the best ways LMPHW could improve future delivery of services. Surveys were conducted in English, Spanish and Arabic. For those participants who did not speak these languages, the staff used a phone interpretation service to administer the survey.



RESULTS

Between October 16th and November 30th, 2017, 1,052 individuals participated in the survey; 884 participants completed paper surveys and 169 responded online. Table-1 indicates the number of responses by program.

Of the 1,052 responses, 87% of clients strongly agreed and 11% of clients agreed as being satisfied with all four domains. Additionally, 29% of respondents (303) provided remarks when prompted for feedback. Among those who included comments, 49% provided positive feedback and 32% were suggestions to improve operations, communication, clinic/facility environment, staffing, and incentives for clients. The most common positive comments and areas of improvement are represented in the word cloud provided.

TABLE 1: Total number of survey responses by program

Distribution of Respondents by Program/Service		
WIC	423	40%
Healthy Start	115	11%
MORE Center	78	7%
Syringe Exchange Program	101	10%
HIV Prevention Program	27	3%
TB Clinic	18	2%
Specialty Clinic	101	10%
Plan Review Program	17	2%
Food Safety Program	161	15%
Public Facility Program	11	1%
TOTAL	1052	100%

ACTION ITEMS

Based on the suggestions received from clients, here are some action-items that LMPHW programs are planning to work on moving forward:

The Environmental Health Division plans to streamline registration, increase standardized training opportunities and certification programs for all food service workers. The goal is to have a new and improved service delivery process in place by 2020.

Maternal and Child Health programs such as Healthy Start want to ensure the availability of health and safety supplies by streamlining processes for inventory and ordering. Additionally, to build social connections between participants and connect families with social services/resources for child development, Healthy Start's Community Advisory Committee plans to host an annual event in 2018 for families whose children have aged out of the program.

The Methadone Opiate Rehabilitation and Education (MORE) Center plans to search for funding opportunities to decrease or waive the initial costs for individual doses. In order to create a more welcoming patient care centered environment, administrators are actively looking to relocate to a better facility.

The Syringe Exchange Program (SEP) aims to increase education and number of Naloxone classes offered to clients. An increase in hours and/or locations may also be considered based on staff availability.

Clinical Services (e.g. Specialty Clinic and Tuberculosis Clinic) aims to decrease wait times by filling vacant staff positions by the end of 2018. Clinical services also aims to re-educate staff on HIPAA/privacy policies. Based on popular demand for more education opportunities, the HIV Prevention Program decided to increase the number of testing sites.

CONCLUSION

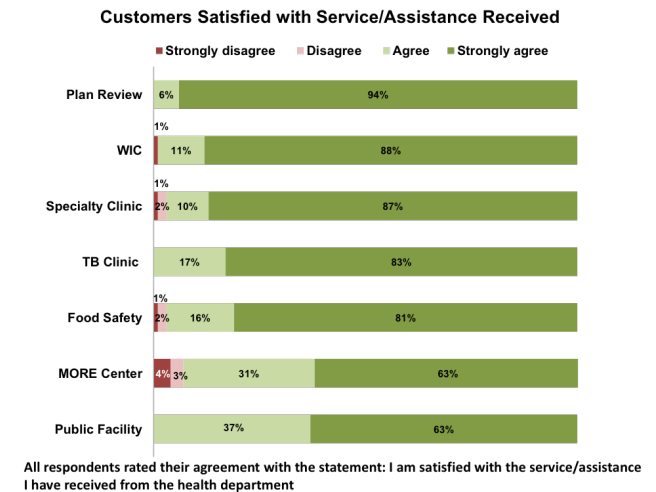
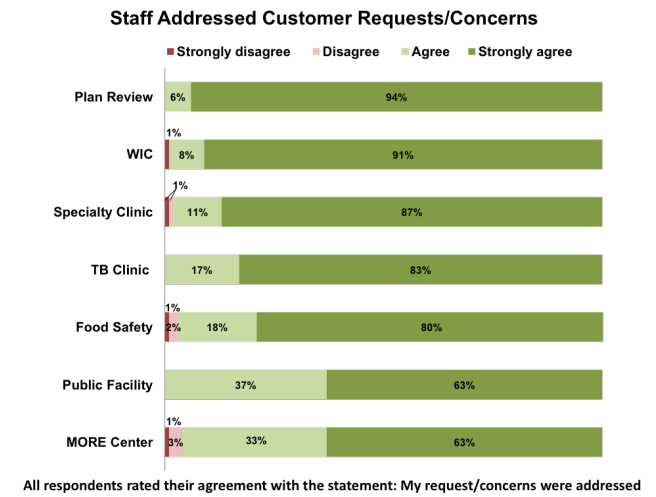
Customer service and satisfaction are key components in LMPHW strategies to achieve health equity and improve the health and well-being of all Louisville residents and visitors. The current baseline of satisfaction reported by customers will give program administrators the tools necessary to determine appropriate responses to ensure quality and performance of programs and services. We would like

to thank our customers for helping us ensure that LMPHW is operating at maximum efficiency and effectiveness.

If you would like further information about this report, contact Haritha Pallam e-mail: haritha.pallam@louisvillky.gov; phone: 502-574-6531

APPENDIX

Client responses by program



Our Vision

A healthy Louisville where everyone and every community thrives

Our Mission

To achieve health equity and improve the health and well-being of all Louisville residents and visitors.

Our Values

- Collaboration
- Innovation
- Grit
- Integrity
- Quality

400 E. Gray Street
Louisville, KY 40202
Phone (502) 574-6520
www.louisvilleky.gov/health

