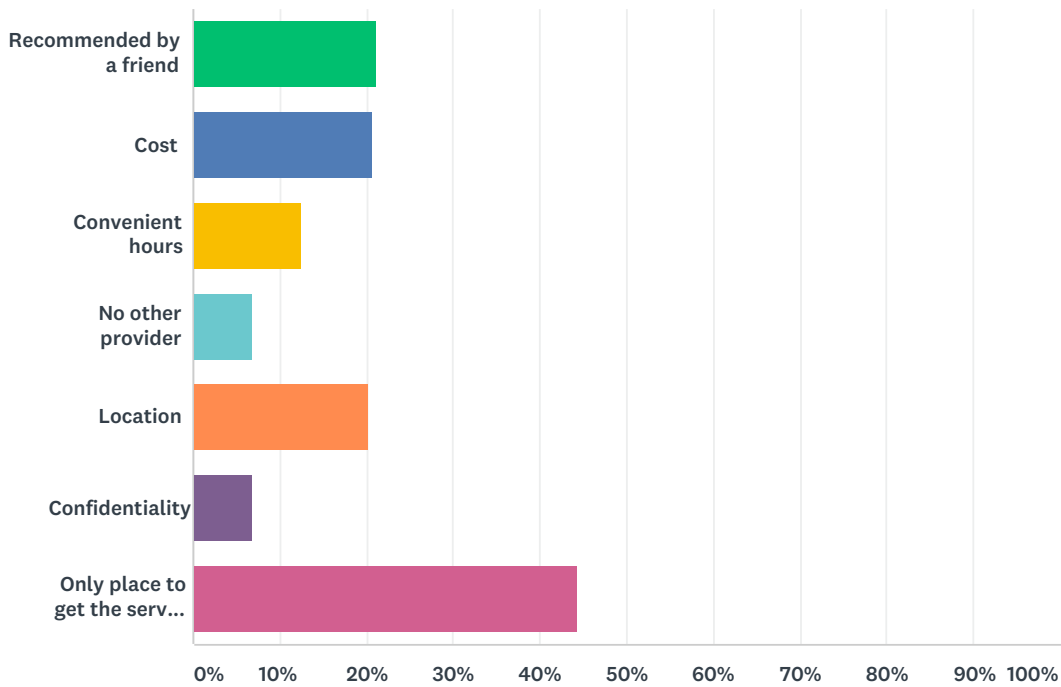


# Q1 Why did you come to the health department? (Please check all that apply)

Answered: 246 Skipped: 31



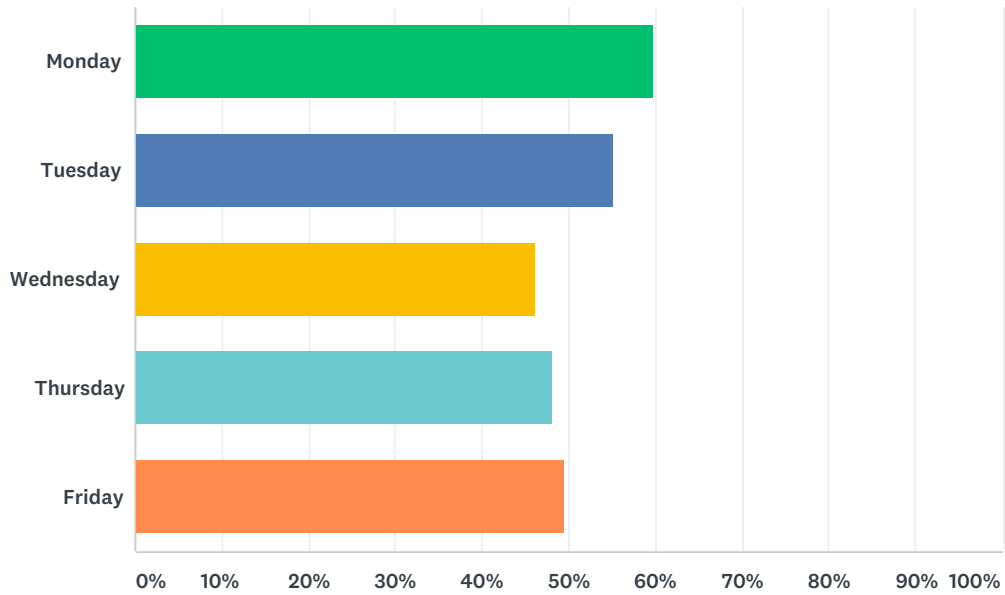
ANSWER CHOICES	RESPONSES
Recommended by a friend	21.14% 52
Cost	20.73% 51
Convenient hours	12.60% 31
No other provider	6.91% 17
Location	20.33% 50
Confidentiality	6.91% 17
Only place to get the service needed (ex. WIC)	44.31% 109
Total Respondents: 246	

#	OTHER (PLEASE SPECIFY)	DATE
1	Doctor	8/15/2017 3:06 PM
2	Diabetes	8/15/2017 3:05 PM
3	Dr. ordered	8/15/2017 3:04 PM
4	Referred by Dr. Palmer	8/15/2017 3:03 PM
5	Diabetes	8/15/2017 3:02 PM
6	Birth Control	8/10/2017 8:22 AM
7	The services and attention.	8/10/2017 8:20 AM
8	I like the service I receive here.	8/10/2017 8:16 AM

9	Tests	8/10/2017 8:12 AM
10	It is the nearest clinic.	8/10/2017 8:10 AM
11	Because at this clinic I received prenatal care.	8/10/2017 8:08 AM
12	only want to see Michelle	8/8/2017 10:15 AM
13	Primary doctor pediatrics, doesn't administer b/c.	8/8/2017 10:04 AM
14	Employees are friendly & helpful	8/8/2017 10:02 AM
15	No primary doctor	8/2/2017 3:58 PM
16	Pregnancy test	8/2/2017 3:53 PM
17	Appointment (return Family Planning)	8/2/2017 3:52 PM
18	Doctor's office didn't have Hep B	8/1/2017 10:07 AM
19	Comfortable with the staff	7/26/2017 2:53 PM
20	Health	7/26/2017 2:52 PM
21	work	7/26/2017 2:50 PM
22	TB skin test	7/26/2017 2:48 PM
23	To get checked	7/26/2017 2:13 PM
24	WIC	7/26/2017 2:07 PM
25	In & Out. Great service	7/26/2017 1:53 PM
26	I like the service I receive	7/26/2017 1:45 PM
27	Because I get help	7/26/2017 1:34 PM
28	Prenatal Care	7/26/2017 1:28 PM
29	For my pregnancy	7/26/2017 1:25 PM
30	Very good service/care	7/26/2017 1:23 PM
31	WIC Certification	7/19/2017 1:43 PM
32	WIC	7/19/2017 1:37 PM
33	I am a patient here	7/19/2017 1:19 PM
34	Update my shot records	7/19/2017 1:10 PM
35	Family doctor was filled ahead	7/19/2017 1:08 PM
36	BCCCP Program	7/19/2017 1:07 PM
37	WIC	7/19/2017 11:02 AM
38	clinic	7/19/2017 10:59 AM
39	Attends Everyone Great!	7/18/2017 4:36 PM
40	WIC	7/18/2017 4:29 PM
41	Pick Up	7/18/2017 4:24 PM
42	WIC	7/18/2017 4:11 PM

## Q2 What is the best day for you to come to the Health Department? (Check all that apply)

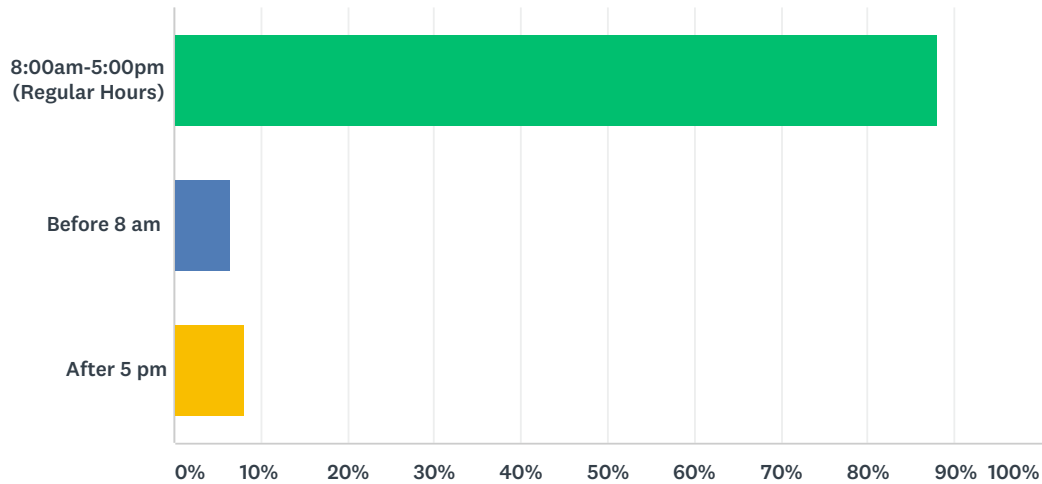
Answered: 272 Skipped: 5



ANSWER CHOICES	RESPONSES	
Monday	59.93%	163
Tuesday	55.15%	150
Wednesday	46.32%	126
Thursday	48.16%	131
Friday	49.63%	135
Total Respondents: 272		

### Q3 What hours are most convenient for you?

Answered: 259 Skipped: 18



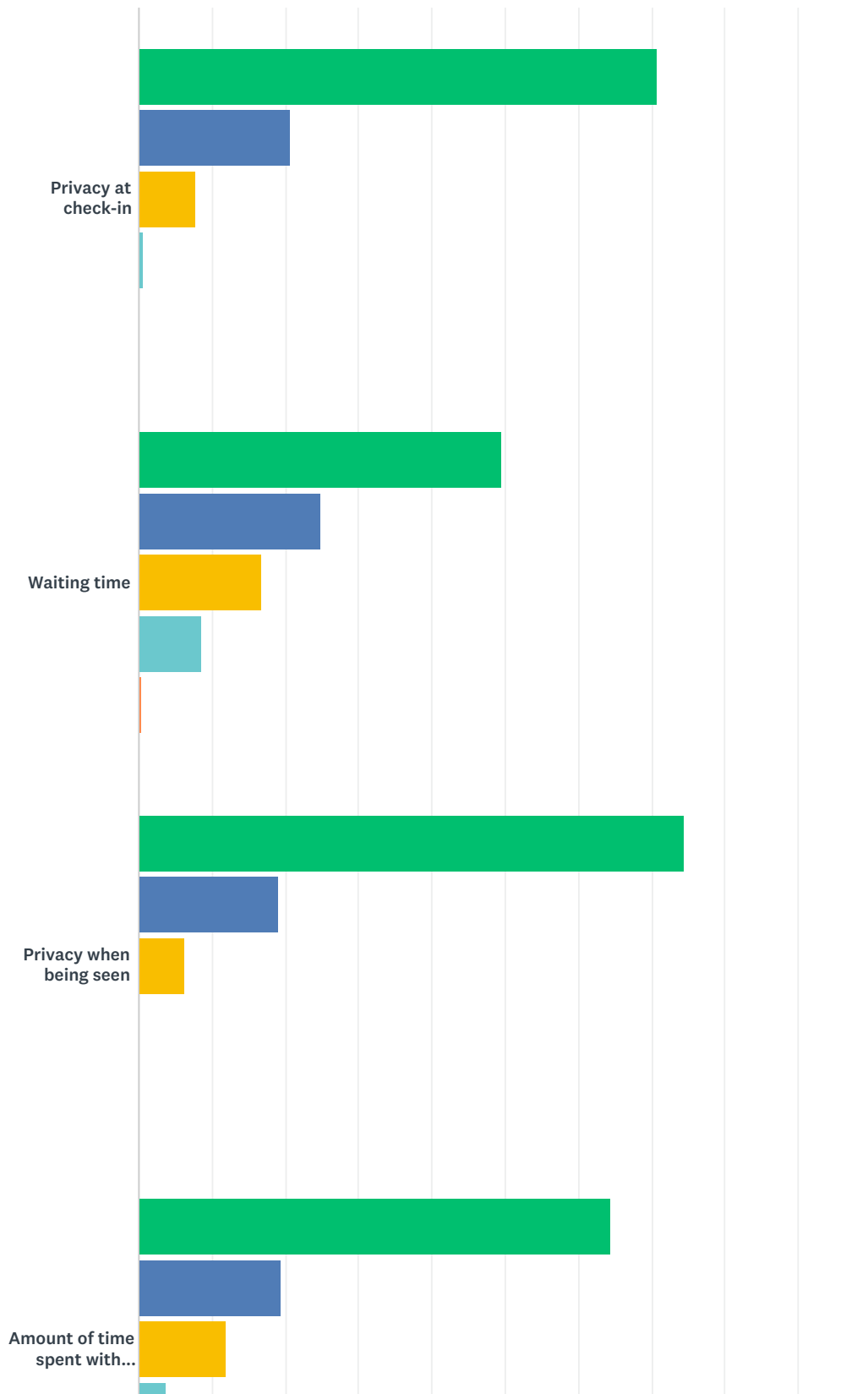
ANSWER CHOICES	RESPONSES
8:00am-5:00pm (Regular Hours)	88.03% 228
Before 8 am	6.56% 17
After 5 pm	8.11% 21
Total Respondents: 259	

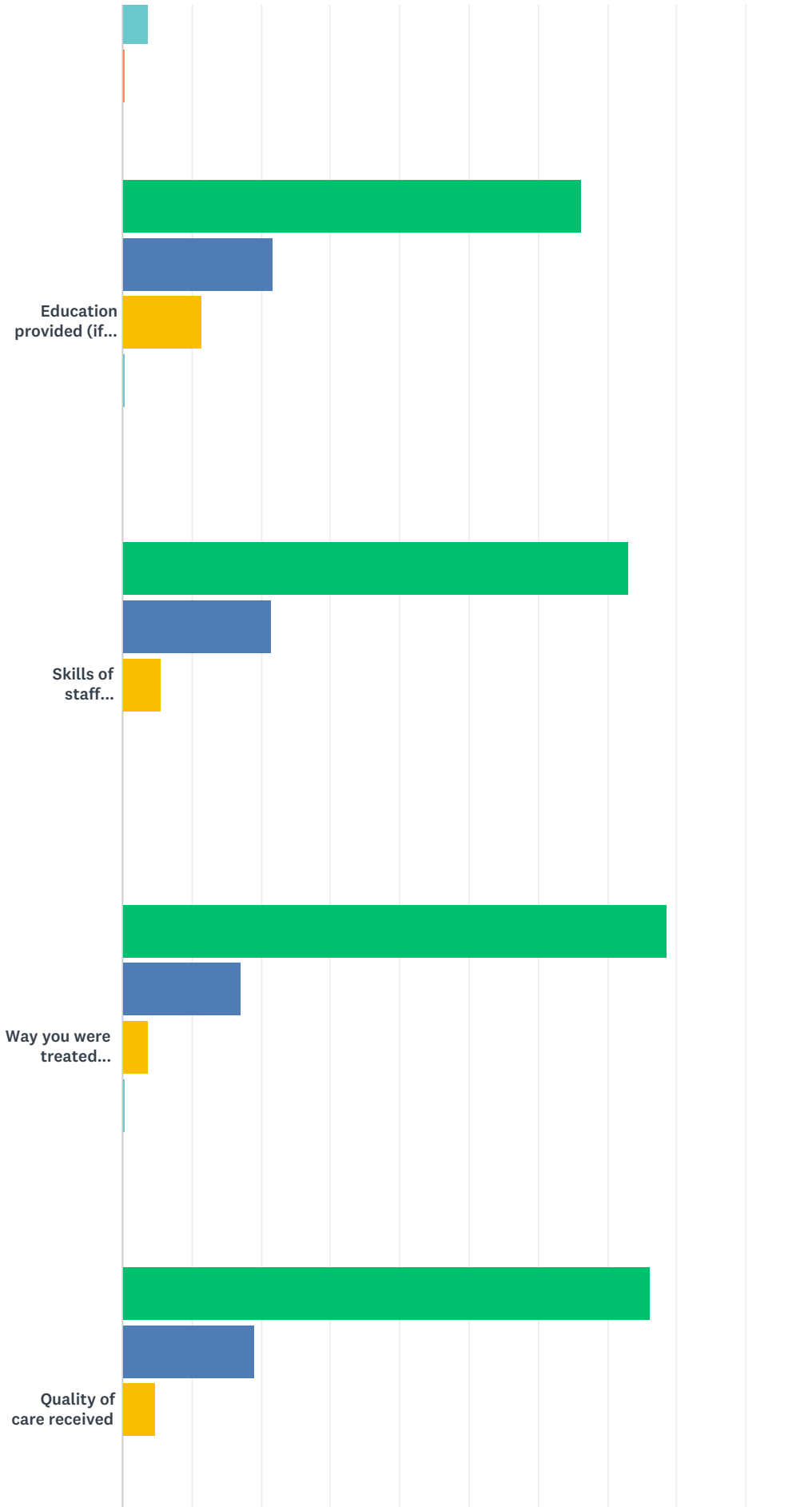
#	IF BEFORE 8:00 AM OR AFTER 5:00 PM, WHAT TIME?	DATE
1	After 4:00	8/15/2017 3:02 PM
2	3:30	8/10/2017 8:22 AM
3	5:30	8/10/2017 8:20 AM
4	2:00pm	8/10/2017 8:12 AM
5	Any hour	8/10/2017 8:10 AM
6	7am/5:30pm	8/10/2017 8:04 AM
7	6am	8/8/2017 9:59 AM
8	7:00am-7:30am	8/8/2017 9:53 AM
9	on Friday @ 4:00	8/1/2017 10:07 AM
10	6:00 pm til	8/1/2017 10:04 AM
11	5:30	7/26/2017 2:59 PM
12	After 12	7/26/2017 1:57 PM
13	2:45 and later	7/26/2017 1:43 PM
14	3pm to 5:30pm	7/26/2017 1:38 PM
15	1:45	7/26/2017 1:36 PM
16	4pm	7/26/2017 1:30 PM
17	3pm	7/26/2017 1:28 PM
18	4:00pm	7/19/2017 1:59 PM

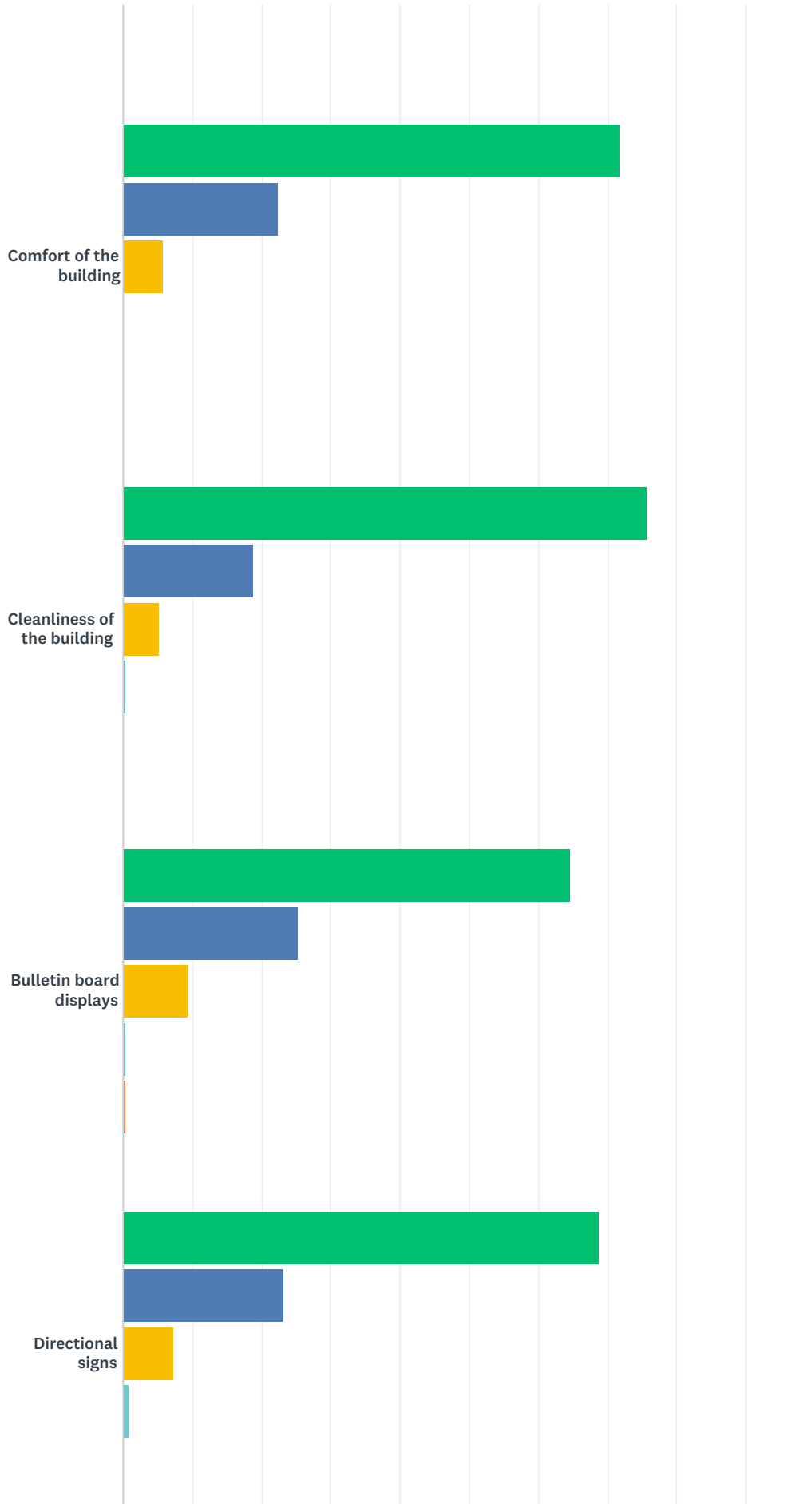
19	7:30	7/19/2017 1:52 PM
20	7am or 5pm	7/19/2017 1:48 PM
21	7:00	7/19/2017 1:38 PM
22	7:30-8 or 5-6	7/19/2017 11:45 AM
23	5	7/19/2017 11:13 AM
24	6pm or 7pm	7/18/2017 4:27 PM
25	in between 8am - 11am	7/18/2017 4:14 PM
26	anytime after 2pm	7/18/2017 4:12 PM

# Q4 How would you rate the following services? (Check one answer for each)

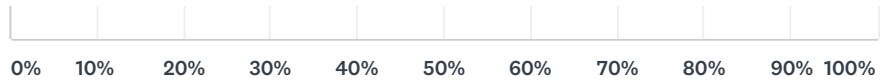
Answered: 276 Skipped: 1









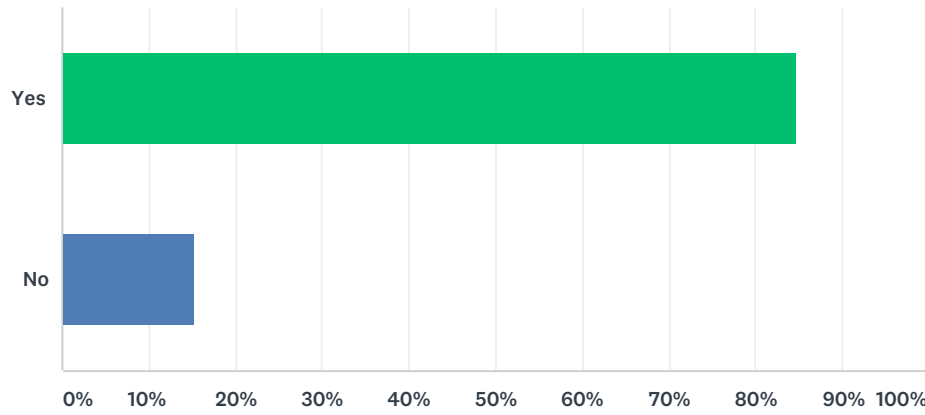


■ Excellent
 ■ Very Good
 ■ Good
 ■ Fair
 ■ Poor

	EXCELLENT	VERY GOOD	GOOD	FAIR	POOR	TOTAL
Privacy at check-in	70.80% 194	20.80% 57	7.66% 21	0.73% 2	0.00% 0	274
Waiting time	49.63% 134	24.81% 67	16.67% 45	8.52% 23	0.37% 1	270
Privacy when being seen	74.53% 199	19.10% 51	6.37% 17	0.00% 0	0.00% 0	267
Amount of time spent with staff during visit	64.42% 172	19.48% 52	11.99% 32	3.75% 10	0.37% 1	267
Education provided (if applicable)	66.40% 168	21.74% 55	11.46% 29	0.40% 1	0.00% 0	253
Skills of staff (thorough, knowledgeable, etc)	72.96% 197	21.48% 58	5.56% 15	0.00% 0	0.00% 0	270
Way you were treated (respectfully, friendly, etc)	78.75% 215	17.22% 47	3.66% 10	0.37% 1	0.00% 0	273
Quality of care received	76.10% 207	19.12% 52	4.78% 13	0.00% 0	0.00% 0	272
Comfort of the building	71.75% 193	22.30% 60	5.95% 16	0.00% 0	0.00% 0	269
Cleanliness of the building	75.65% 205	18.82% 51	5.17% 14	0.37% 1	0.00% 0	271
Bulletin board displays	64.55% 173	25.37% 68	9.33% 25	0.37% 1	0.37% 1	268
Directional signs	68.82% 181	23.19% 61	7.22% 19	0.76% 2	0.00% 0	263

### Q5 I had a scheduled appointment for today?

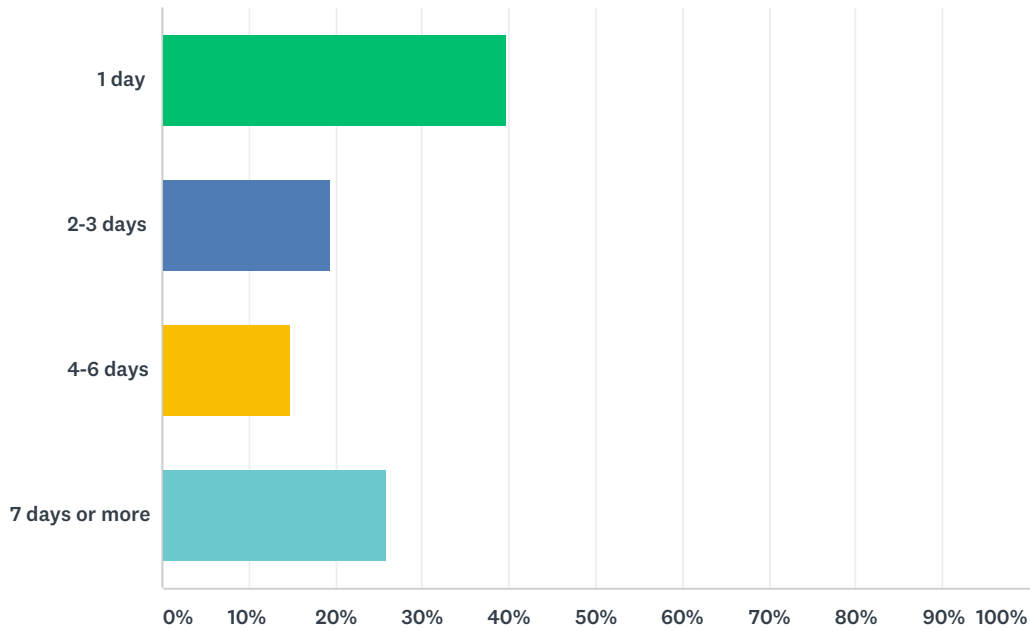
Answered: 255 Skipped: 22



ANSWER CHOICES	RESPONSES	
Yes	84.71%	216
No	15.29%	39
TOTAL		255

### Q6 If by appointment, did you get your appointment within:

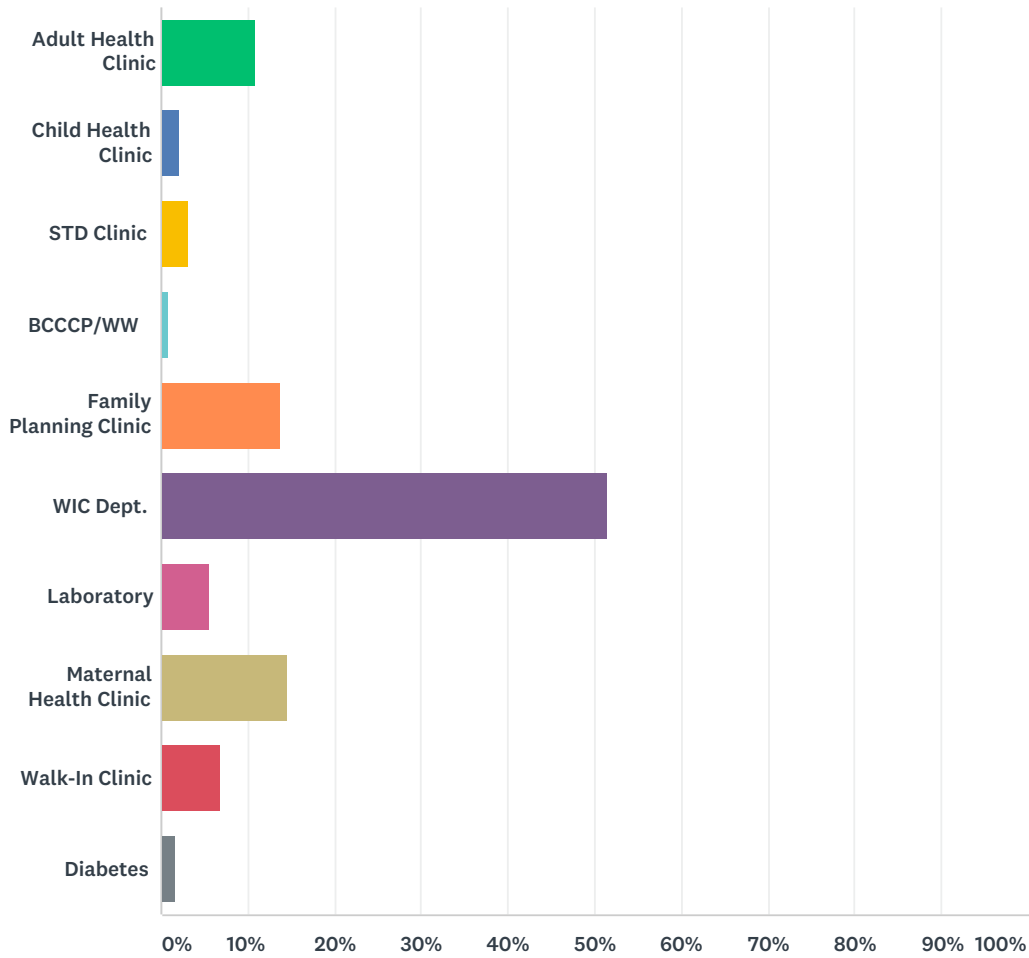
Answered: 169 Skipped: 108



ANSWER CHOICES	RESPONSES
1 day	39.64% 67
2-3 days	19.53% 33
4-6 days	14.79% 25
7 days or more	26.04% 44
TOTAL	169

### Q7 I was seen in the following areas today (Check all that apply)

Answered: 247 Skipped: 30

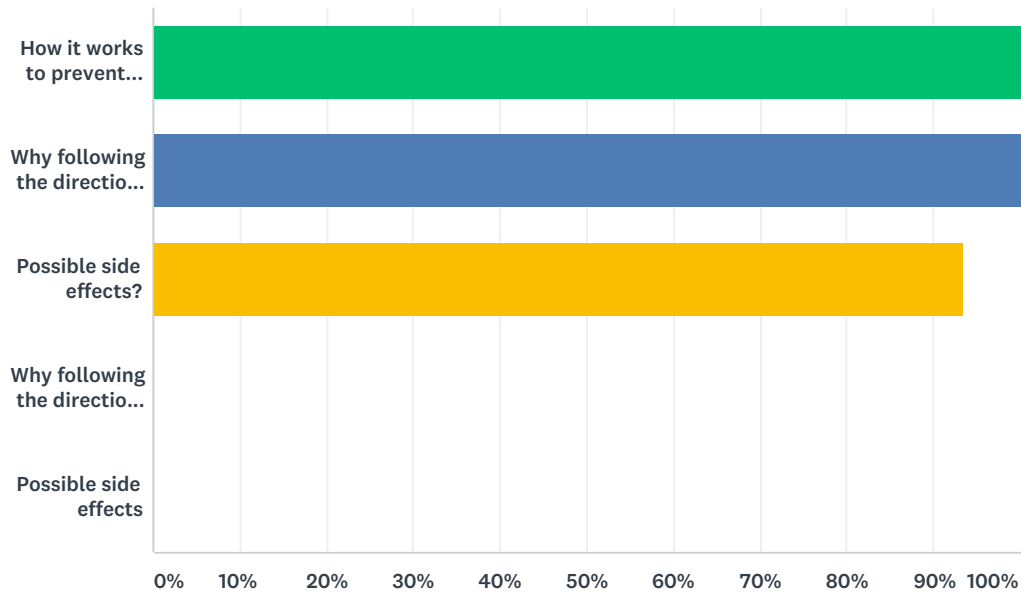


ANSWER CHOICES	RESPONSES
Adult Health Clinic	10.93% 27
Child Health Clinic	2.02% 5
STD Clinic	3.24% 8
BCCCP/WW	0.81% 2
Family Planning Clinic	13.77% 34
WIC Dept.	51.42% 127
Laboratory	5.67% 14
Maternal Health Clinic	14.57% 36
Walk-In Clinic	6.88% 17
Diabetes	1.62% 4
Total Respondents: 247	

#	OTHER (PLEASE SPECIFY)	DATE
1	Doctor	8/15/2017 3:07 PM
2	Walk-in for pregnancy test	7/26/2017 1:47 PM
3	Immunizations	7/19/2017 1:13 PM
4	Immunizations	7/18/2017 3:49 PM

### Q8 For patients seen in Family Planning clinic ONLY, do you understand the following information about your chosen birth control method? (Select all that apply)

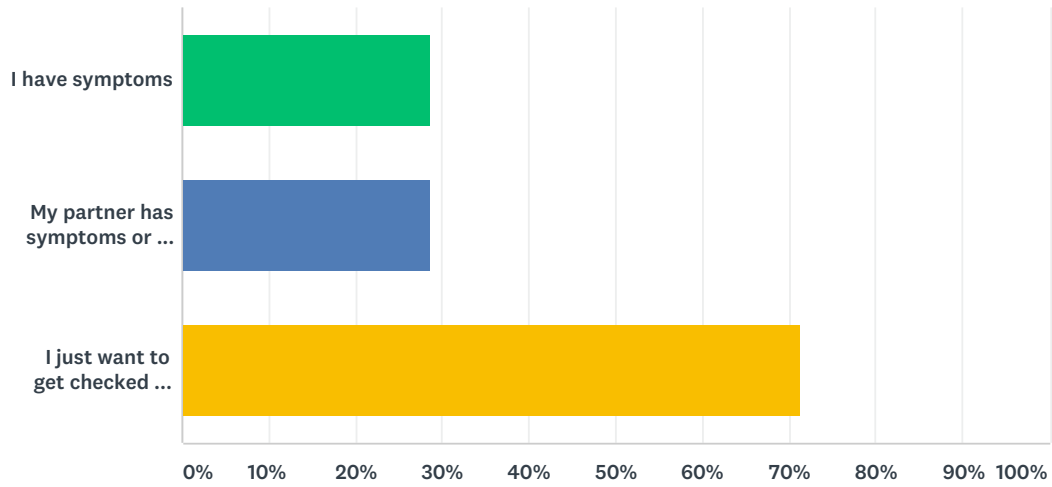
Answered: 31 Skipped: 246



ANSWER CHOICES	RESPONSES	
How it works to prevent pregnancy?	100.00%	31
Why following the directions are important?	100.00%	31
Possible side effects?	93.55%	29
Why following the directions are important	0.00%	0
Possible side effects	0.00%	0
Total Respondents: 31		

### Q9 For patients seen in STD clinic ONLY, what was the reason?

Answered: 7 Skipped: 270

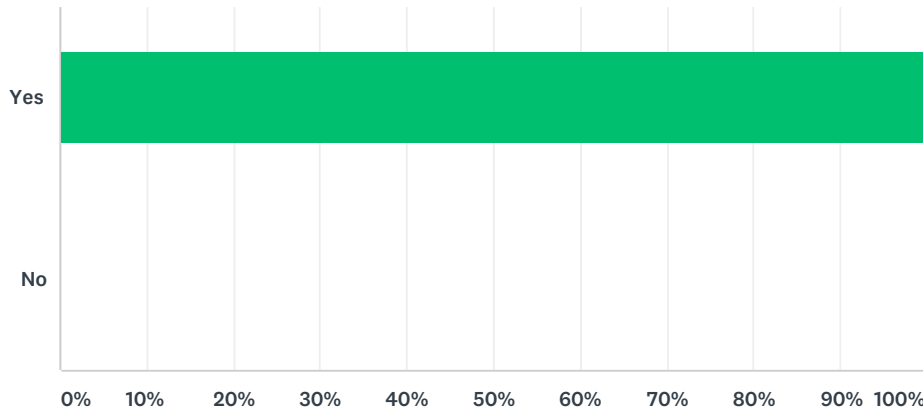


ANSWER CHOICES	RESPONSES
I have symptoms	28.57% 2
My partner has symptoms or an infection	28.57% 2
I just want to get checked for infection	71.43% 5
Total Respondents: 7	

#	OTHER (PLEASE SPECIFY)	DATE
1	Regular check	8/2/2017 3:55 PM

### Q10 For patients seen in STD clinic ONLY, do you understand the explanation about your STD problem or STD diagnosis?

Answered: 7 Skipped: 270

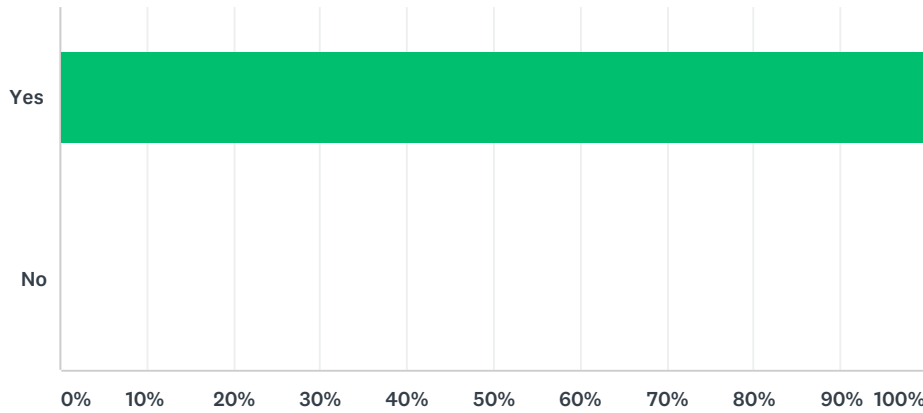


ANSWER CHOICES	RESPONSES	
Yes	100.00%	7
No	0.00%	0
TOTAL		7



### Q11 For patients seen in STD clinic ONLY, do you understand the STD treatment given to you?

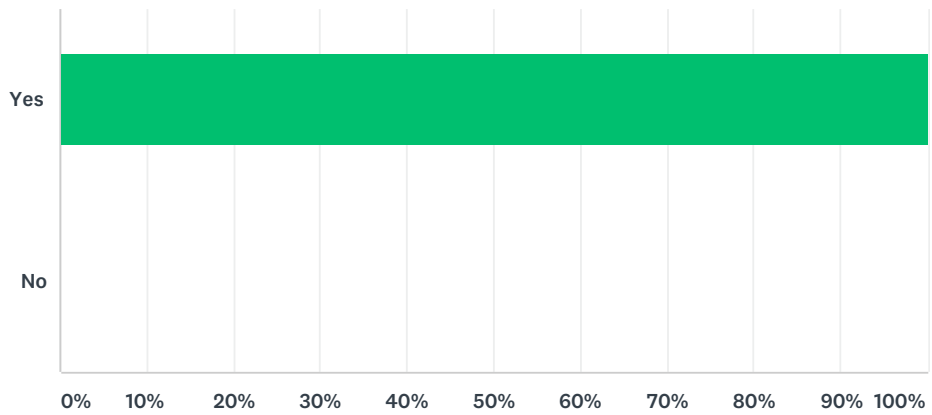
Answered: 7 Skipped: 270



ANSWER CHOICES	RESPONSES	
Yes	100.00%	7
No	0.00%	0
TOTAL		7

### Q12 For patients seen in STD clinic ONLY, do you understand how to better protect yourself from HIV and other sexually transmitted infections?

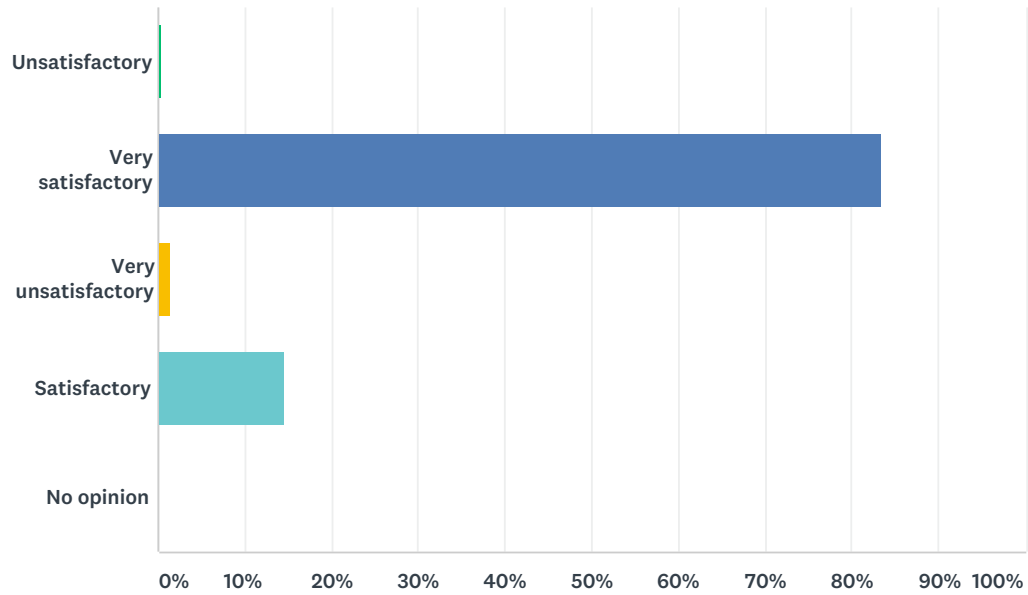
Answered: 6 Skipped: 271



ANSWER CHOICES	RESPONSES	
Yes	100.00%	6
No	0.00%	0
TOTAL		6

### Q13 How satisfactory was your visit?

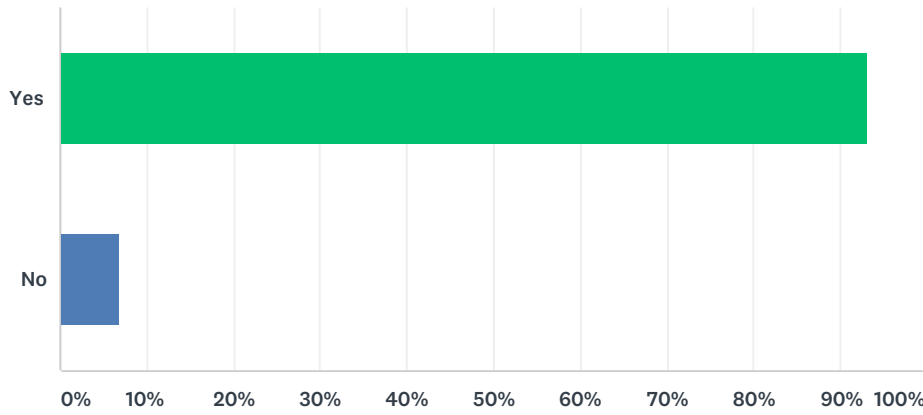
Answered: 211 Skipped: 66



ANSWER CHOICES	RESPONSES	
Unsatisfactory	0.47%	1
Very satisfactory	83.41%	176
Very unsatisfactory	1.42%	3
Satisfactory	14.69%	31
No opinion	0.00%	0
<b>TOTAL</b>		<b>211</b>

### Q14 Do you feel that the care provided was culturally sensitive?

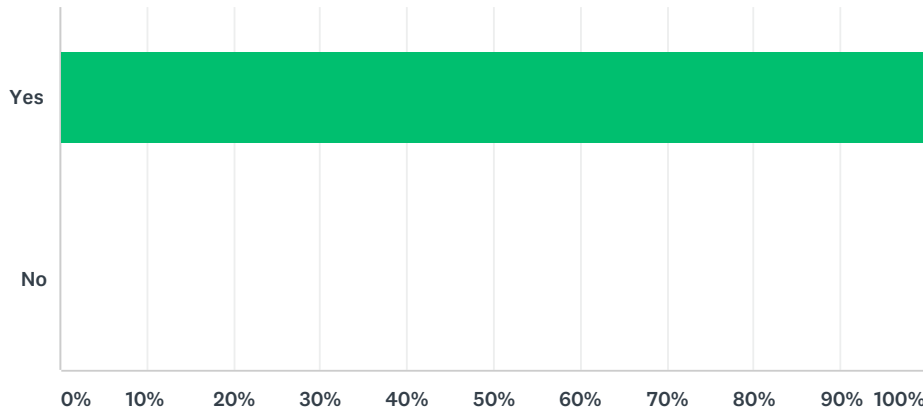
Answered: 189 Skipped: 88



ANSWER CHOICES	RESPONSES	
Yes	93.12%	176
No	6.88%	13
TOTAL		189

# Q15 Would you recommend this health department to your family or friends?

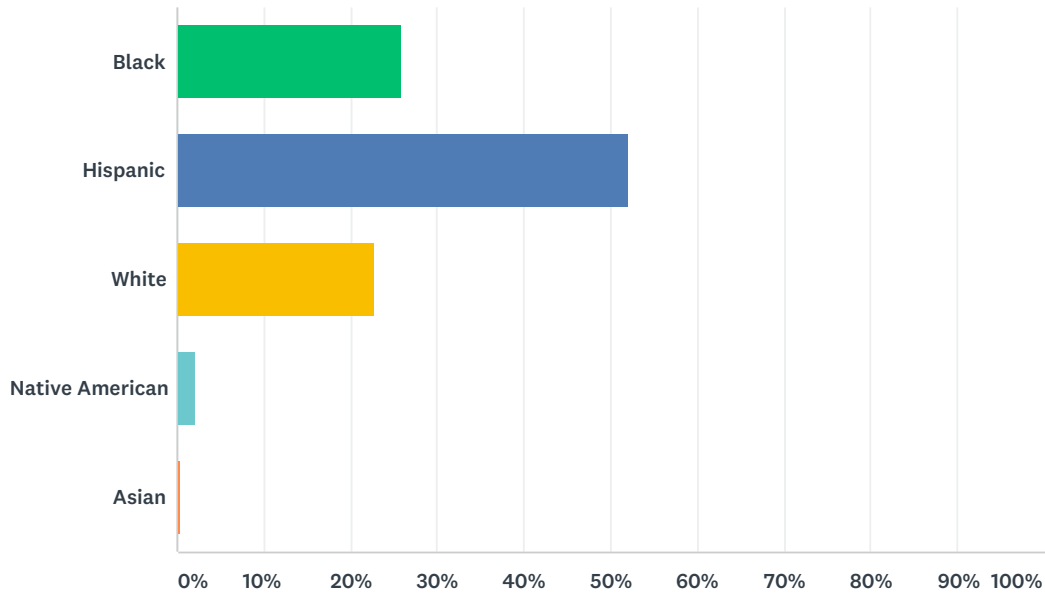
Answered: 232 Skipped: 45



ANSWER CHOICES	RESPONSES	
Yes	100.00%	232
No	0.00%	0
TOTAL		232

### Q16 Which of the following best describes your ethnic background?

Answered: 250 Skipped: 27

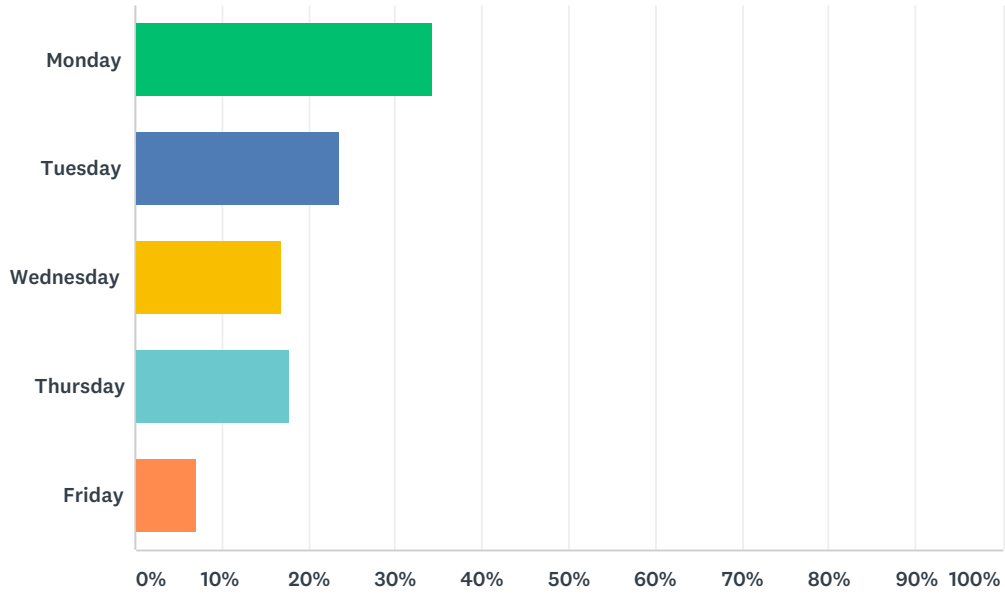


ANSWER CHOICES	RESPONSES
Black	26.00% 65
Hispanic	52.00% 130
White	22.80% 57
Native American	2.00% 5
Asian	0.40% 1
Total Respondents: 250	

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

### Q17 Please check the day of your visit

Answered: 253 Skipped: 24



ANSWER CHOICES	RESPONSES	
Monday	34.39%	87
Tuesday	23.72%	60
Wednesday	17.00%	43
Thursday	17.79%	45
Friday	7.11%	18
<b>TOTAL</b>		<b>253</b>

## Q18 What could have made your visit better/How can we improve our services?

Answered: 103 Skipped: 174

#	RESPONSES	DATE
1	Doing computer or system updates before closing.	8/15/2017 3:16 PM
2	Nothing.	8/15/2017 3:13 PM
3	Faster waiting time.	8/15/2017 3:12 PM
4	Service was good, very friendly workers	8/15/2017 3:11 PM
5	It was all good.	8/15/2017 3:07 PM
6	Parking	8/15/2017 3:04 PM
7	Everything was very friendly & helpful	8/15/2017 3:03 PM
8	No comment.	8/10/2017 8:25 AM
9	Nothing. Everything is good. Sometimes I understand there are no interpreters.	8/10/2017 8:24 AM
10	Everything good.	8/10/2017 8:22 AM
11	That they could help me with my medical problem and give the best medicine.	8/10/2017 8:19 AM
12	Everything is very perfect.	8/10/2017 8:16 AM
13	Nothing - Everything is good.	8/10/2017 8:15 AM
14	Everything is good. Everyone is so nice.	8/10/2017 8:13 AM
15	Nothing.	8/10/2017 8:10 AM
16	Everything is perfect. Thank you.	8/10/2017 8:09 AM
17	All service was very good.	8/10/2017 8:04 AM
18	Nothing.	8/10/2017 8:02 AM
19	Nothing, excellent staff.	8/8/2017 10:16 AM
20	No	8/8/2017 10:15 AM
21	Nothing, completely satisfied with my visit.	8/8/2017 10:04 AM
22	It was fine but a little slow.	8/8/2017 10:01 AM
23	N/A, it was great.	8/8/2017 10:00 AM
24	Nothing, it's great how it is! :)	8/8/2017 9:54 AM
25	Excellent service	8/8/2017 9:53 AM
26	Everyone was polite. My visit was excellent.	8/8/2017 9:52 AM
27	Everything was great.	8/8/2017 9:51 AM
28	Nothing, it was fine!	8/8/2017 9:50 AM
29	Everything is perfect.	8/2/2017 4:01 PM
30	Nothing	8/2/2017 3:57 PM
31	Ok.	8/2/2017 3:52 PM
32	Service was great	8/1/2017 10:07 AM
33	All was excellent :)	8/1/2017 10:03 AM



34	Make sure you ask me my information at the check in window. Not after I sit down and get comfortable.	7/26/2017 3:01 PM
35	Wait time.	7/26/2017 2:55 PM
36	Great visit	7/26/2017 2:54 PM
37	Serve coffee :)	7/26/2017 2:50 PM
38	Everything was excellent.	7/26/2017 2:49 PM
39	My services was good.	7/26/2017 2:48 PM
40	Pleased with visit.	7/26/2017 2:42 PM
41	Nothing	7/26/2017 2:41 PM
42	No, everything was great and I wouldn't change a thing.	7/26/2017 2:16 PM
43	All aspects of my visit were good, nothing to be changed. Thanks.	7/26/2017 2:15 PM
44	It's nothing wrong with the services.	7/26/2017 2:14 PM
45	Everything was great.	7/26/2017 2:12 PM
46	Nothing the visit was great.	7/26/2017 2:10 PM
47	Good visit	7/26/2017 2:08 PM
48	Nothing	7/26/2017 2:07 PM
49	Nothing, excellent.	7/26/2017 2:05 PM
50	I personally believe the services was great.	7/26/2017 2:03 PM
51	Already excellent service.	7/26/2017 2:01 PM
52	Nothing, everything is well organized.	7/26/2017 1:58 PM
53	Excellent	7/26/2017 1:57 PM
54	Everything is excellent and the personnel is very nice and efficient	7/26/2017 1:48 PM
55	Everything is excellent	7/26/2017 1:47 PM
56	To me, everything is very good.	7/26/2017 1:45 PM
57	Everything is good to me.	7/26/2017 1:43 PM
58	Everything was good.	7/26/2017 1:42 PM
59	Everything is very good.	7/26/2017 1:41 PM
60	Everything was good to me.	7/26/2017 1:39 PM
61	Everything is excellent.	7/26/2017 1:38 PM
62	To me, everything is fine like it is.	7/26/2017 1:37 PM
63	Everything is good. Thank you.	7/26/2017 1:33 PM
64	Everything is good.	7/26/2017 1:32 PM
65	Everything is good, continue to do a good job.	7/26/2017 1:31 PM
66	The service/care is very good here.	7/26/2017 1:30 PM
67	Nothing. Everything is good to me.	7/26/2017 1:26 PM
68	Everything is good	7/26/2017 1:25 PM
69	Everything is good.	7/26/2017 1:23 PM
70	Everyone nice	7/26/2017 1:22 PM
71	Everything was good.	7/19/2017 1:54 PM
72	Time spent waiting	7/19/2017 1:47 PM
73	Nothing! Everything was fine.	7/19/2017 1:44 PM

74	It was great, no change needed.	7/19/2017 1:42 PM
75	Everything was good.	7/19/2017 1:40 PM
76	Nothing, everything was fine.	7/19/2017 1:39 PM
77	Everything was fine	7/19/2017 1:37 PM
78	Everything was fine.	7/19/2017 1:35 PM
79	Everything is fine	7/19/2017 1:20 PM
80	Everything was good on my part	7/19/2017 1:09 PM
81	Magazines/things to do to occupy my time spent in the waiting rooms.	7/19/2017 1:05 PM
82	Nothing, it was good.	7/19/2017 11:47 AM
83	N/A	7/18/2017 4:48 PM
84	Everything was just fine.	7/18/2017 4:46 PM
85	Everything was great :)	7/18/2017 4:46 PM
86	All was well today and moved fast	7/18/2017 4:45 PM
87	Snacks :) Bottle water	7/18/2017 4:44 PM
88	The service was excellent and today everything went well.	7/18/2017 4:42 PM
89	Nothing, it was great	7/18/2017 4:36 PM
90	Everything was great	7/18/2017 4:35 PM
91	Service was excellent	7/18/2017 4:34 PM
92	Everything went as planned, visit went well.	7/18/2017 4:33 PM
93	Nothing, it was very fast and friendly. I like the WIC office.	7/18/2017 4:31 PM
94	Everything was fine, like any other visit, in and out.	7/18/2017 4:28 PM
95	N/A	7/18/2017 4:20 PM
96	Everything was fine :)	7/18/2017 4:19 PM
97	Excellent services	7/18/2017 4:18 PM
98	Everything was great	7/18/2017 4:13 PM
99	The visit was just fine. No complaints, I never have an issue.	7/18/2017 4:09 PM
100	Everything was good.	7/18/2017 3:57 PM
101	N/A	7/18/2017 3:56 PM
102	It's all right	7/17/2017 4:28 PM
103	Providing more information	7/17/2017 4:18 PM

## Q19 Comments

Answered: 49 Skipped: 228

#	RESPONSES	DATE
1	I was very informed, Amy did an excellent job explaining the do's & don'ts of diabetes.	8/15/2017 3:06 PM
2	None.	8/10/2017 8:22 AM
3	Everything is very good.	8/10/2017 8:21 AM
4	In all reality, I am grateful for your patience and your generosity.	8/10/2017 8:19 AM
5	To me, everything is good.	8/10/2017 8:17 AM
6	I like coming here because everyone is so nice.	8/10/2017 8:16 AM
7	The two interpreters are so sweet.	8/10/2017 8:13 AM
8	Everything is excellent.	8/10/2017 8:11 AM
9	I am treated well.	8/10/2017 8:10 AM
10	Everything is good. I like it a lot. Thank you.	8/10/2017 8:09 AM
11	Thank you for a very friendly/good, professional visit.	8/10/2017 8:04 AM
12	Staff seemed very respectful & knowledgeable. They were very polite and helpful.	8/10/2017 8:02 AM
13	Keep up the good service!	8/8/2017 10:04 AM
14	:)	8/8/2017 9:56 AM
15	Everyone was cheerful and helpful.	8/8/2017 9:53 AM
16	Everything was good.	8/2/2017 3:52 PM
17	My waiting time was good today but usually lobby waiting time exceeds 30 mins.	8/1/2017 10:05 AM
18	Very kind and courteous staff that I encountered on this visit!	8/1/2017 10:02 AM
19	It was pleasant and not too long a wait. Good!	7/26/2017 2:50 PM
20	Keep up the good work!	7/26/2017 2:16 PM
21	No comments.	7/26/2017 2:14 PM
22	Great visit, got my vouchers in 30 minutes walk-in	7/26/2017 2:08 PM
23	Very great staff/service!	7/26/2017 2:06 PM
24	The staff was really helpful and great.	7/26/2017 2:03 PM
25	Everyone is very nice.	7/26/2017 2:01 PM
26	Very wonderful staff.	7/26/2017 1:54 PM
27	I am very thankful with the treatment I have been given. Everyone is so nice and God willing you all will continue to remain the same. "God Bless you all."	7/26/2017 1:49 PM
28	Thank you. Everything is good.	7/26/2017 1:44 PM
29	Everyone is so nice.	7/26/2017 1:41 PM
30	I have been served well.	7/26/2017 1:40 PM
31	Everyone is so nice.	7/26/2017 1:38 PM
32	Excellent service, nice personnel.	7/26/2017 1:37 PM
33	Everything is good. Good service. Thank you.	7/26/2017 1:36 PM
34	Thank you for your care. I am very happy with the work you all do. To me, the care given is excellent. Thank you all.	7/26/2017 1:30 PM

35	Everyone is so nice and know how to treat patients. Thank God I am more than satisfied. Thank you all.	7/26/2017 1:27 PM
36	Staff is always nice! Love coming to office. Wait times have improved so that's a bonus! :)	7/19/2017 1:44 PM
37	N/A	7/18/2017 4:48 PM
38	N/A	7/18/2017 4:46 PM
39	Great all around	7/18/2017 4:36 PM
40	Very good service	7/18/2017 4:35 PM
41	Enjoyed my visit, went as planned.	7/18/2017 4:33 PM
42	Very nice staff	7/18/2017 4:31 PM
43	N/A	7/18/2017 4:20 PM
44	Thanks!	7/18/2017 4:19 PM
45	Y'all are great!	7/18/2017 4:18 PM
46	The service was GREAT! :)	7/18/2017 4:15 PM
47	Friendly, courteous staff!	7/18/2017 3:57 PM
48	Quite a wonderful experience.	7/18/2017 3:55 PM
49	They care for you very well.	7/17/2017 4:28 PM