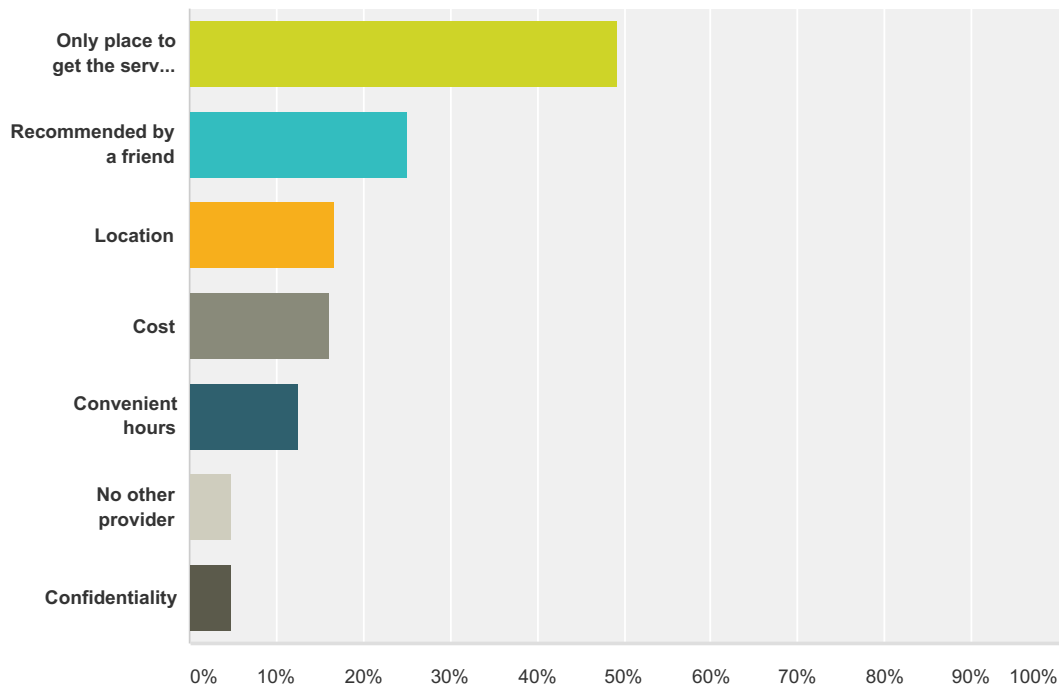


Q1 Why did you come to the health department? (Please check all that apply)

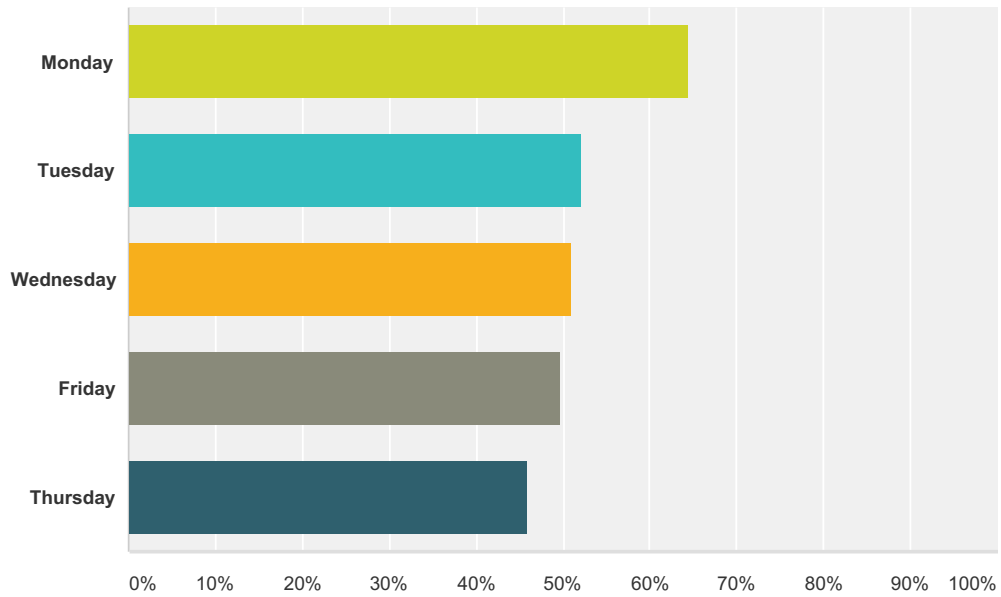
Answered: 144 Skipped: 20



Answer Choices	Responses
Only place to get the service needed (ex. WIC)	49.31% 71
Recommended by a friend	25.00% 36
Location	16.67% 24
Cost	15.97% 23
Convenient hours	12.50% 18
No other provider	4.86% 7
Confidentiality	4.86% 7
Total Respondents: 144	

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

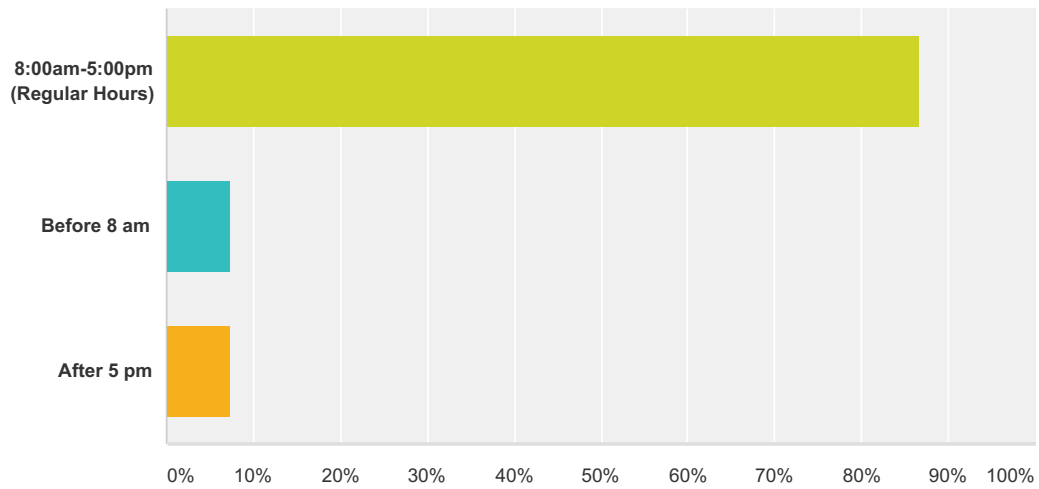
Answered: 161 Skipped: 3



Answer Choices	Responses	
Monday	64.60%	104
Tuesday	52.17%	84
Wednesday	50.93%	82
Friday	49.69%	80
Thursday	45.96%	74
Total Respondents: 161		

Q3 What hours are most convenient for you?

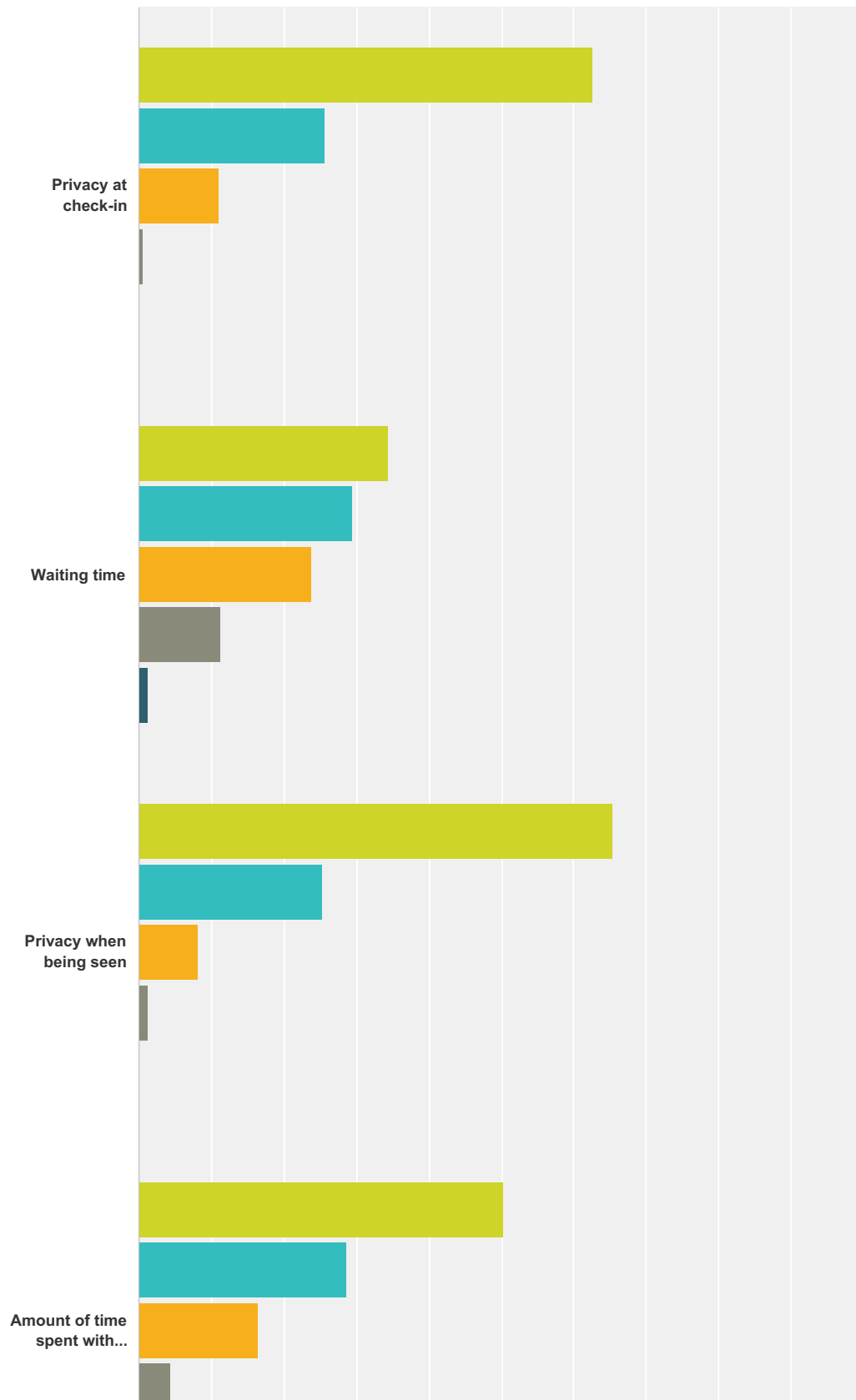
Answered: 150 Skipped: 14

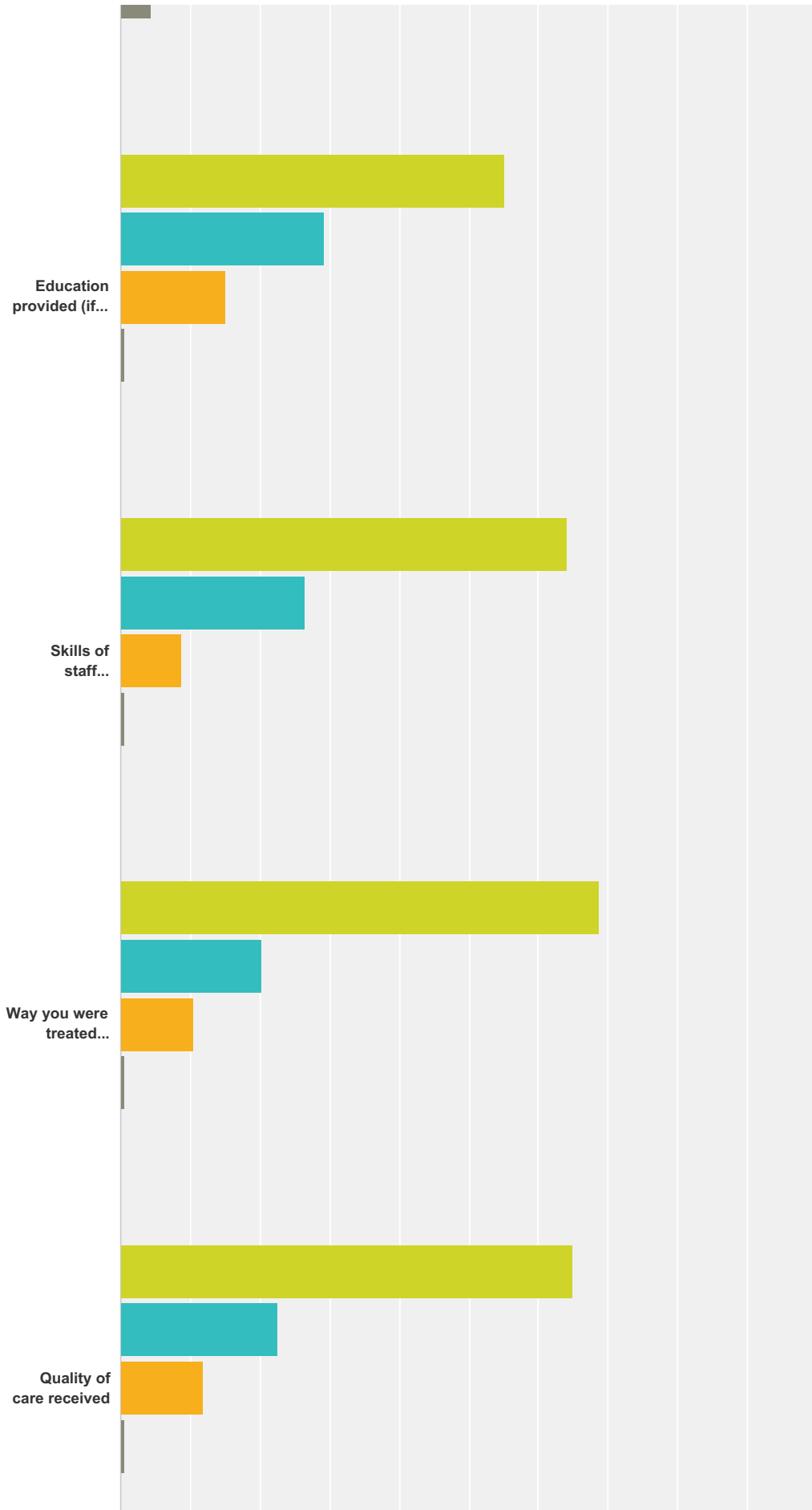


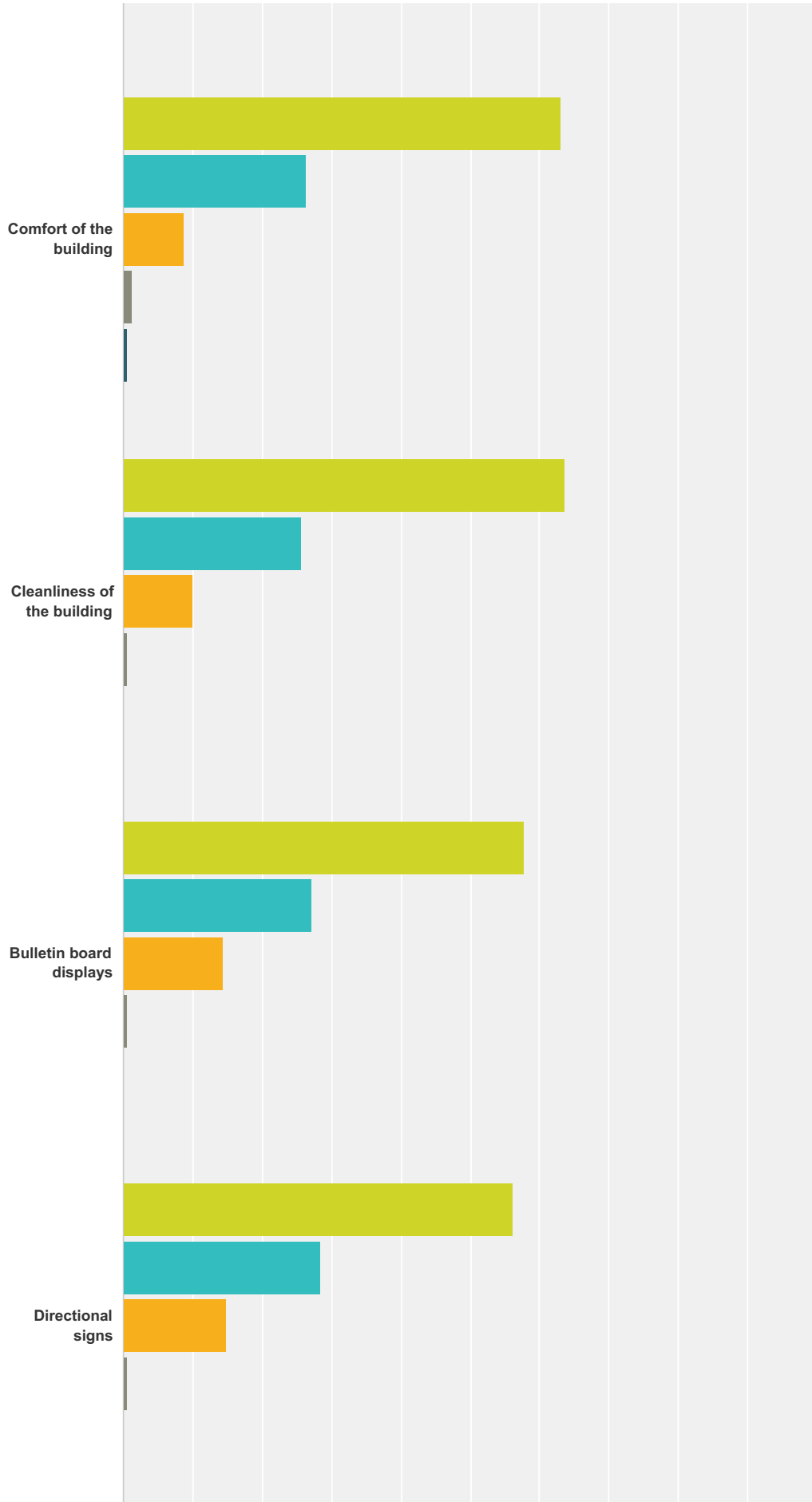
Answer Choices	Responses
8:00am-5:00pm (Regular Hours)	86.67% 130
Before 8 am	7.33% 11
After 5 pm	7.33% 11
Total Respondents: 150	

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

Answered: 164 Skipped: 0







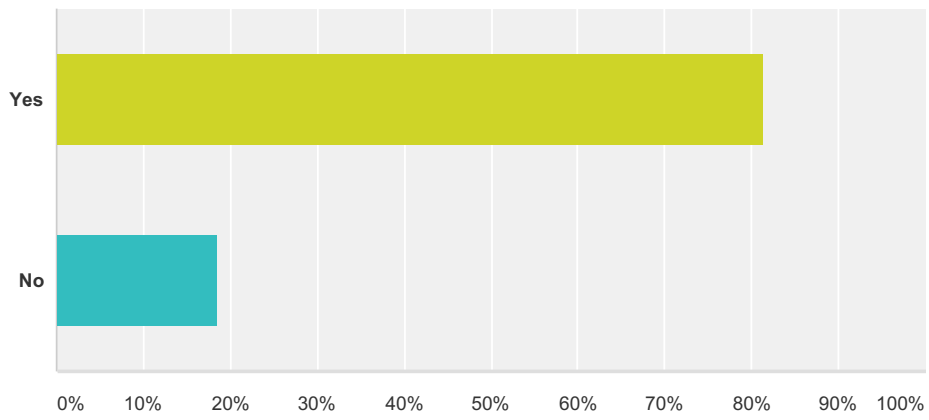
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Excellent
 ■ Very Good
 ■ Good
 ■ Fair
 ■ Poor

	Excellent	Very Good	Good	Fair	Poor	Total
Privacy at check-in	62.58% 102	25.77% 42	11.04% 18	0.61% 1	0.00% 0	163
Waiting time	34.38% 55	29.38% 47	23.75% 38	11.25% 18	1.25% 2	160
Privacy when being seen	65.41% 104	25.16% 40	8.18% 13	1.26% 2	0.00% 0	159
Amount of time spent with staff during visit	50.32% 79	28.66% 45	16.56% 26	4.46% 7	0.00% 0	157
Education provided (if applicable)	55.10% 81	29.25% 43	14.97% 22	0.68% 1	0.00% 0	147
Skills of staff (thorough, knowledgeable, etc)	64.15% 102	26.42% 42	8.81% 14	0.63% 1	0.00% 0	159
Way you were treated (respectfully, friendly, etc)	68.71% 112	20.25% 33	10.43% 17	0.61% 1	0.00% 0	163
Quality of care received	65.00% 104	22.50% 36	11.88% 19	0.63% 1	0.00% 0	160
Comfort of the building	63.13% 101	26.25% 42	8.75% 14	1.25% 2	0.63% 1	160
Cleanliness of the building	63.75% 102	25.62% 41	10.00% 16	0.63% 1	0.00% 0	160
Bulletin board displays	57.86% 92	27.04% 43	14.47% 23	0.63% 1	0.00% 0	159
Directional signs	56.13% 87	28.39% 44	14.84% 23	0.65% 1	0.00% 0	155

Q5 I had a scheduled appointment for today?

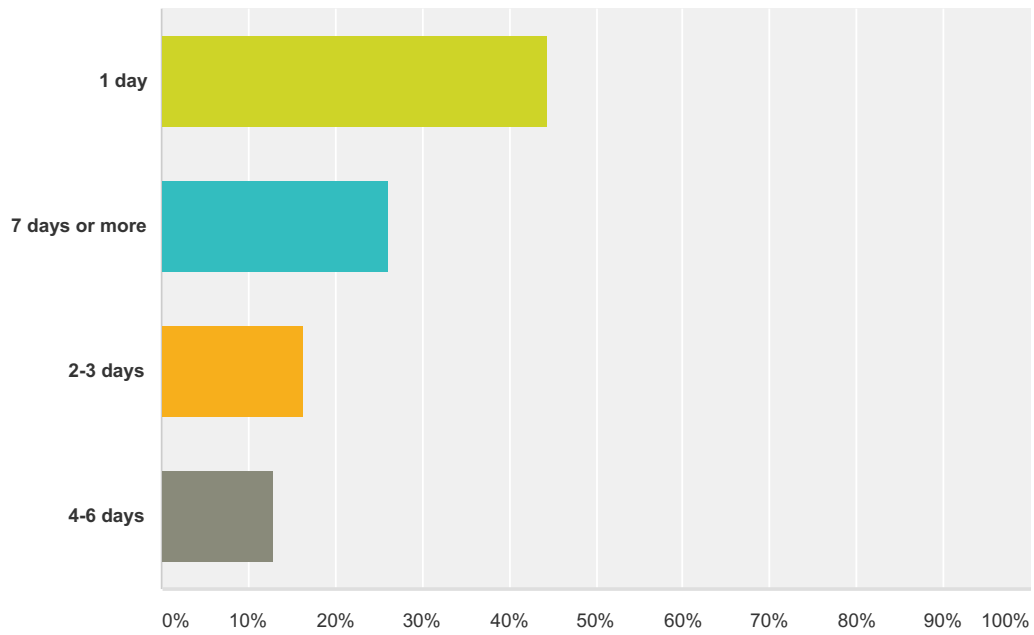
Answered: 151 Skipped: 13



Answer Choices	Responses	
Yes	81.46%	123
No	18.54%	28
Total		151

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

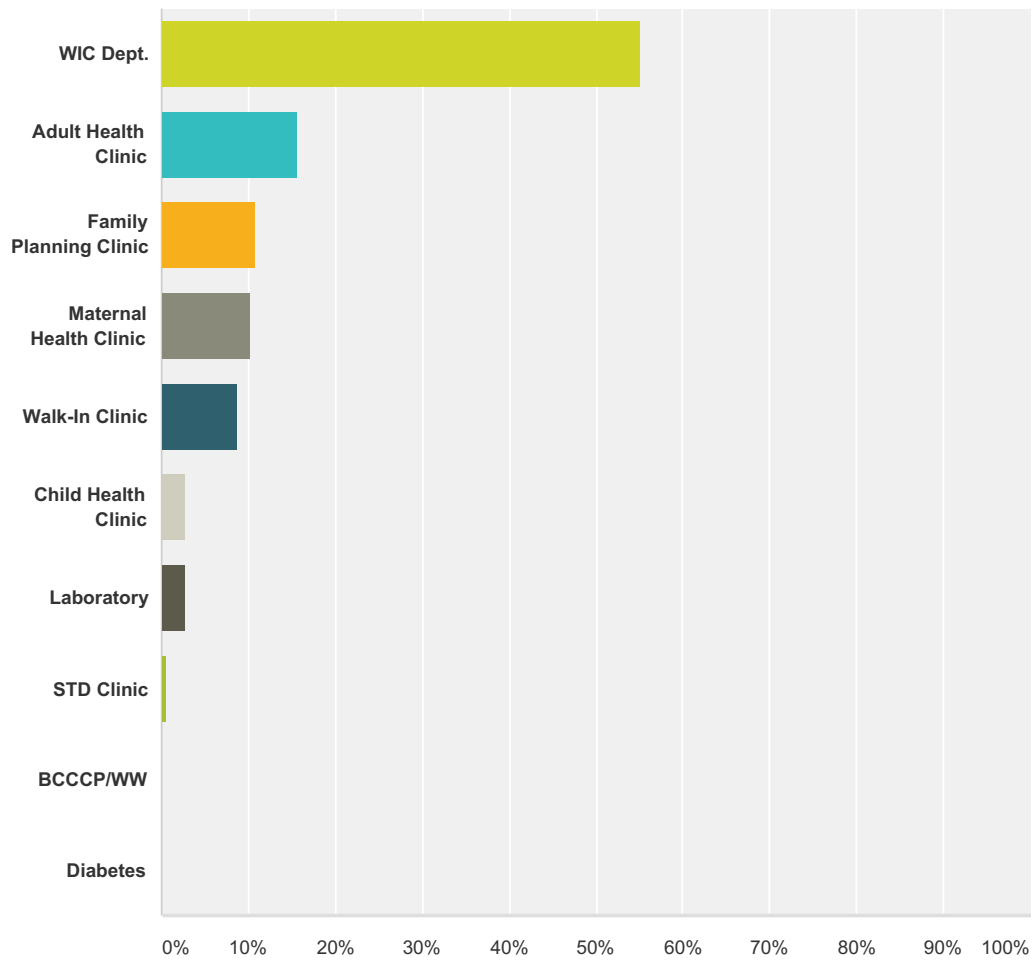
Answered: 92 Skipped: 72



Answer Choices	Responses	
1 day	44.57%	41
7 days or more	26.09%	24
2-3 days	16.30%	15
4-6 days	13.04%	12
Total		92

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

Answered: 147 Skipped: 17



Answer Choices	Responses	Count
WIC Dept.	55.10%	81
Adult Health Clinic	15.65%	23
Family Planning Clinic	10.88%	16
Maternal Health Clinic	10.20%	15
Walk-In Clinic	8.84%	13
Child Health Clinic	2.72%	4
Laboratory	2.72%	4
STD Clinic	0.68%	1
BCCCP/WW	0.00%	0
Diabetes	0.00%	0

Total Respondents: 147

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

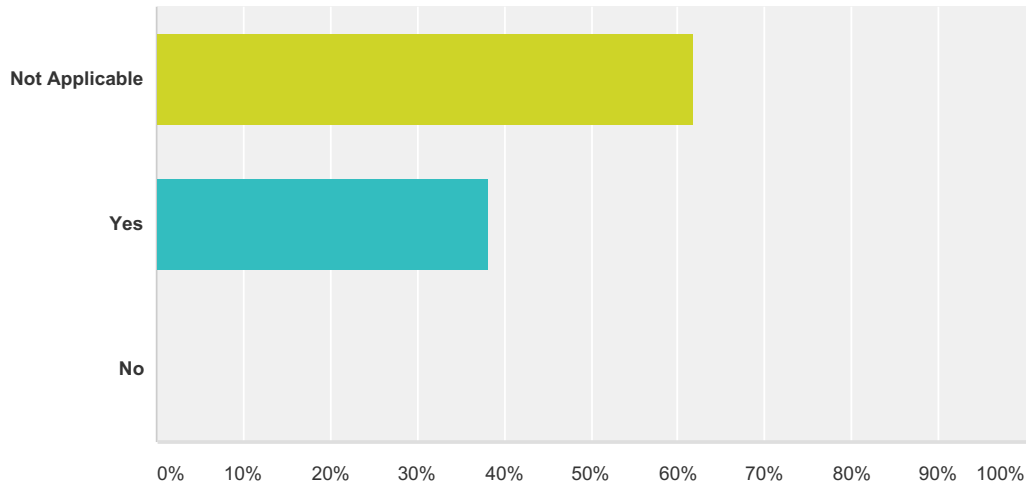
Answered: 0 Skipped: 164

⚠ No matching responses.

Answer Choices	Responses	
How it works to prevent pregnancy	0.00%	0
Why following the directions are important	0.00%	0
Possible side effects	0.00%	0
Total Respondents: 0		

Q9 How it works to prevent pregnancy?

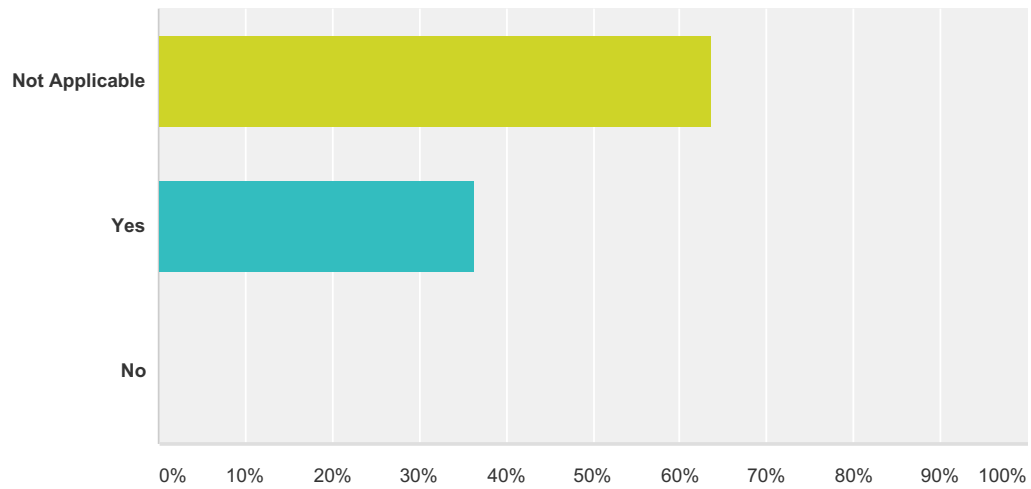
Answered: 68 Skipped: 96



Answer Choices	Responses
Not Applicable	61.76% 42
Yes	38.24% 26
No	0.00% 0
Total	68

Q10 Why following the directions are important?

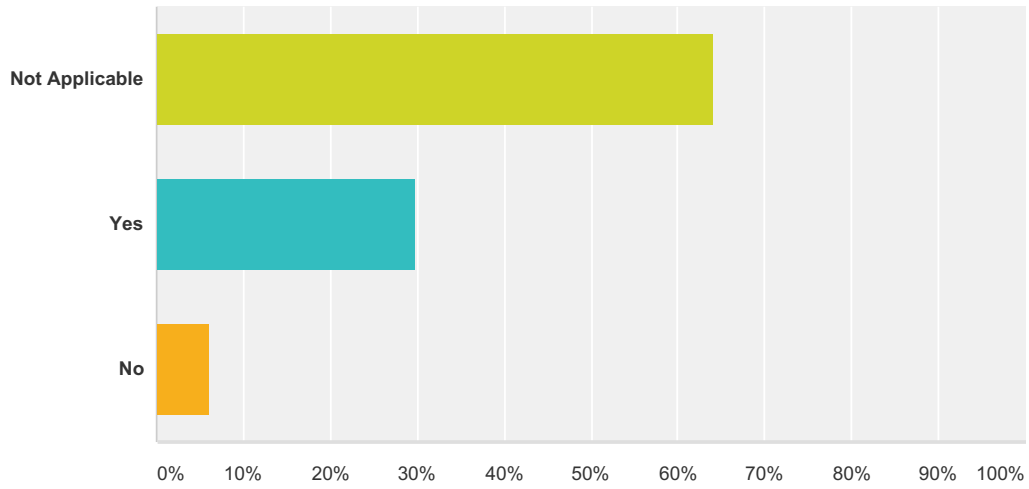
Answered: 66 Skipped: 98



Answer Choices	Responses
Not Applicable	63.64% 42
Yes	36.36% 24
No	0.00% 0
Total	66

Q11 Possible side effects?

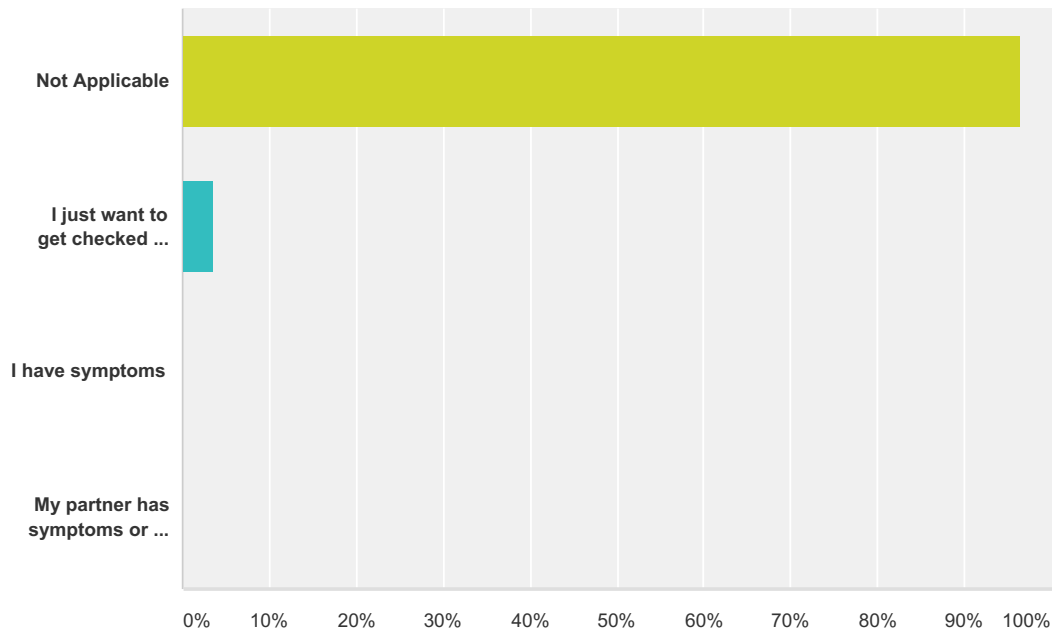
Answered: 67 Skipped: 97



Answer Choices	Responses	
Not Applicable	64.18%	43
Yes	29.85%	20
No	5.97%	4
Total		67

Q12 If seen in STD clinic today, what was the reason?

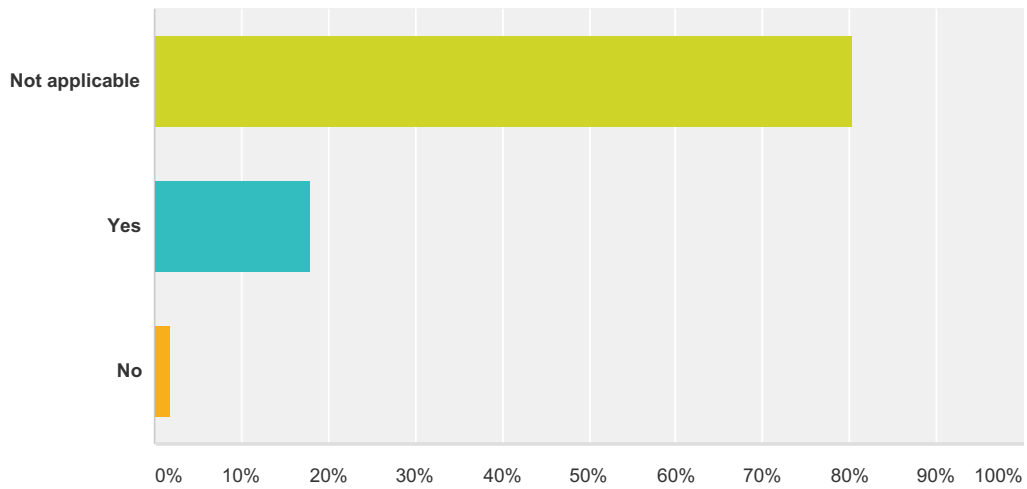
Answered: 56 Skipped: 108



Answer Choices	Responses	Count
Not Applicable	96.43%	54
I just want to get checked for infection	3.57%	2
I have symptoms	0.00%	0
My partner has symptoms or an infection	0.00%	0
Total Respondents: 56		

Q13 Do you understand the explanation about your STD problem or STD diagnosis?

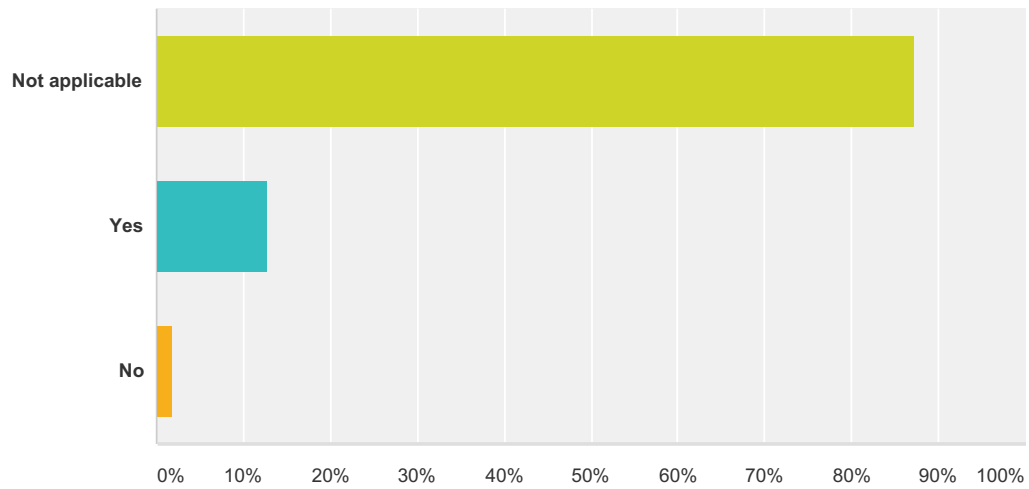
Answered: 56 Skipped: 108



Answer Choices	Responses
Not applicable	80.36% 45
Yes	17.86% 10
No	1.79% 1
Total Respondents: 56	

Q14 Do you understand the STD treatment given to you?

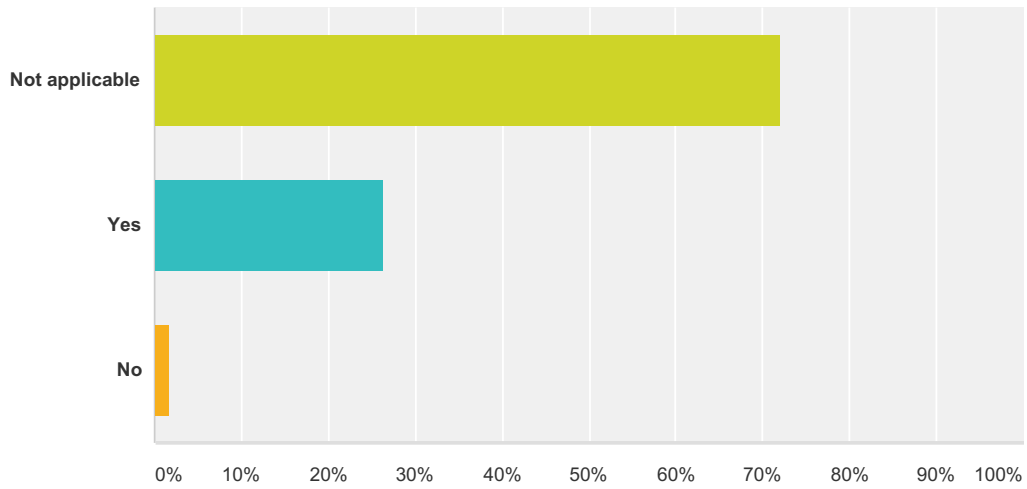
Answered: 55 Skipped: 109



Answer Choices	Responses
Not applicable	87.27% 48
Yes	12.73% 7
No	1.82% 1
Total Respondents: 55	

Q15 Do you understand how to better protect yourself from HIV and other sexually transmitted infections?

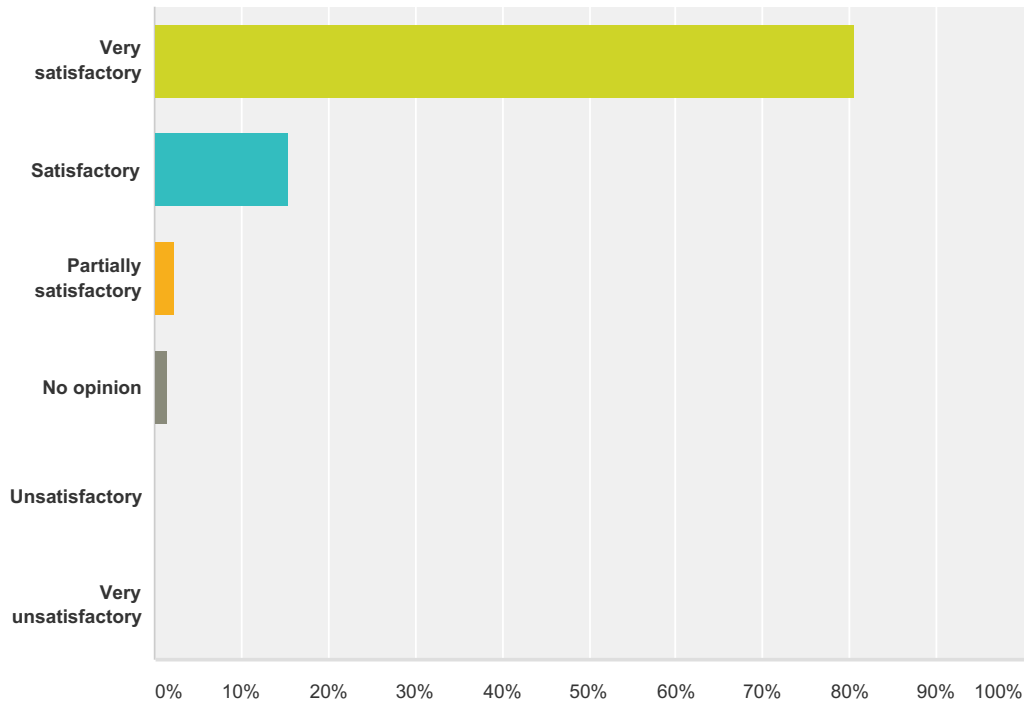
Answered: 57 Skipped: 107



Answer Choices	Responses
Not applicable	71.93% 41
Yes	26.32% 15
No	1.75% 1
Total Respondents: 57	

Q16 How satisfactory was your visit?

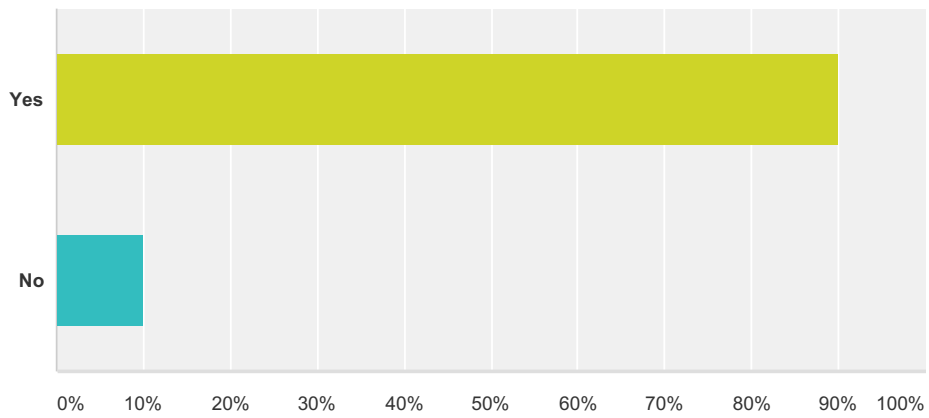
Answered: 129 Skipped: 35



Answer Choices	Responses	Count
Very satisfactory	80.62%	104
Satisfactory	15.50%	20
Partially satisfactory	2.33%	3
No opinion	1.55%	2
Unsatisfactory	0.00%	0
Very unsatisfactory	0.00%	0
Total		129

Q17 Do you feel that the care provided was culturally sensitive?

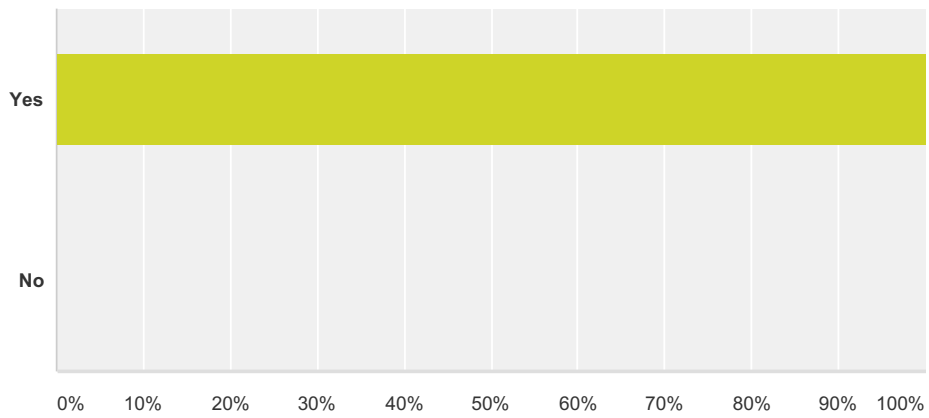
Answered: 109 Skipped: 55



Answer Choices	Responses
Yes	89.91% 98
No	10.09% 11
Total	109

Q18 Would you recommend this health department to your family or friends?

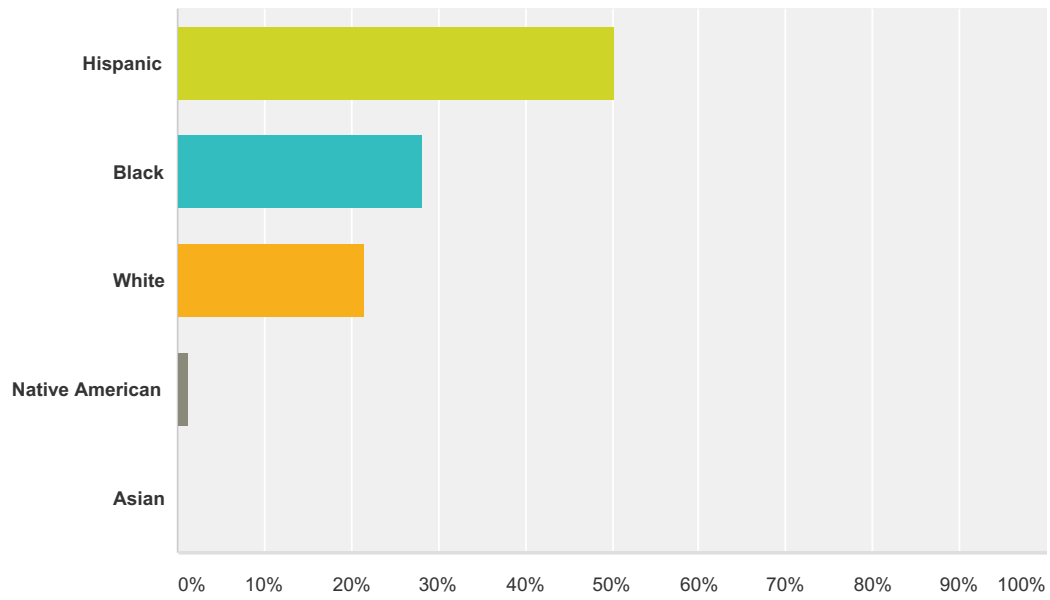
Answered: 151 Skipped: 13



Answer Choices	Responses
Yes	100.00% 151
No	0.00% 0
Total	151

Q19 Which of the following best describes your ethnic background?

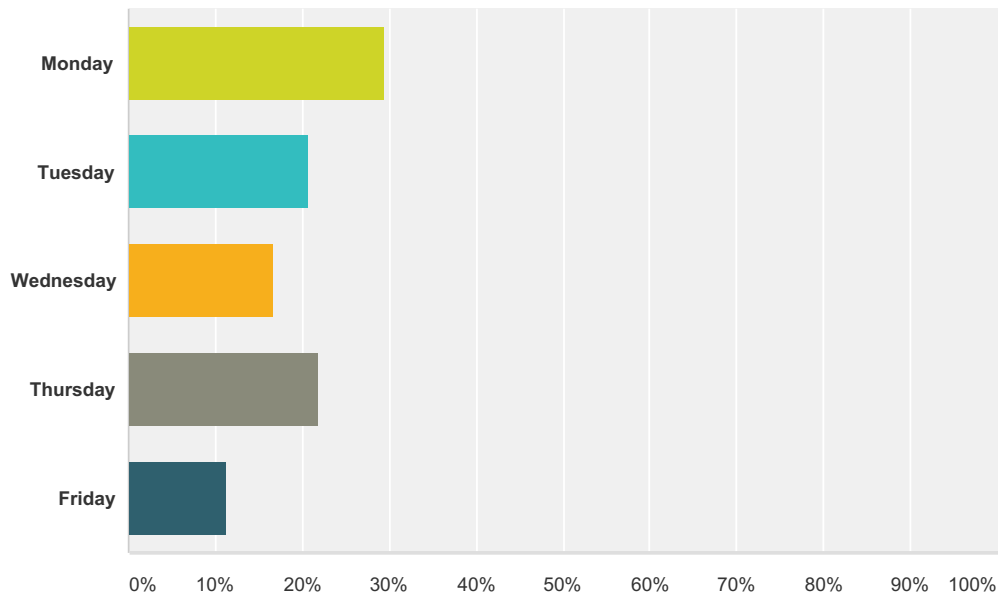
Answered: 153 Skipped: 11



Answer Choices	Responses
Hispanic	50.33% 77
Black	28.10% 43
White	21.57% 33
Native American	1.31% 2
Asian	0.00% 0
Total Respondents: 153	

Q20 Please check the day of your visit

Answered: 150 Skipped: 14



Answer Choices	Responses
Monday	29.33% 44
Tuesday	20.67% 31
Wednesday	16.67% 25
Thursday	22.00% 33
Friday	11.33% 17
Total	150

Q21 What could have made your visit better/How can we improve our services?

Answered: 81 Skipped: 83

Q22 Comments

Answered: 48 Skipped: 116