



Jessamine County Health Department
Protecting the public's health and environment.



JCHD Patient Satisfaction Survey Report 2023

JCHD prioritizes patient satisfaction in both clinical and non-clinical aspects of healthcare, ensuring dignity and safe treatment. Patient satisfaction surveys help understand patients' perspectives and ensure safe healing efforts

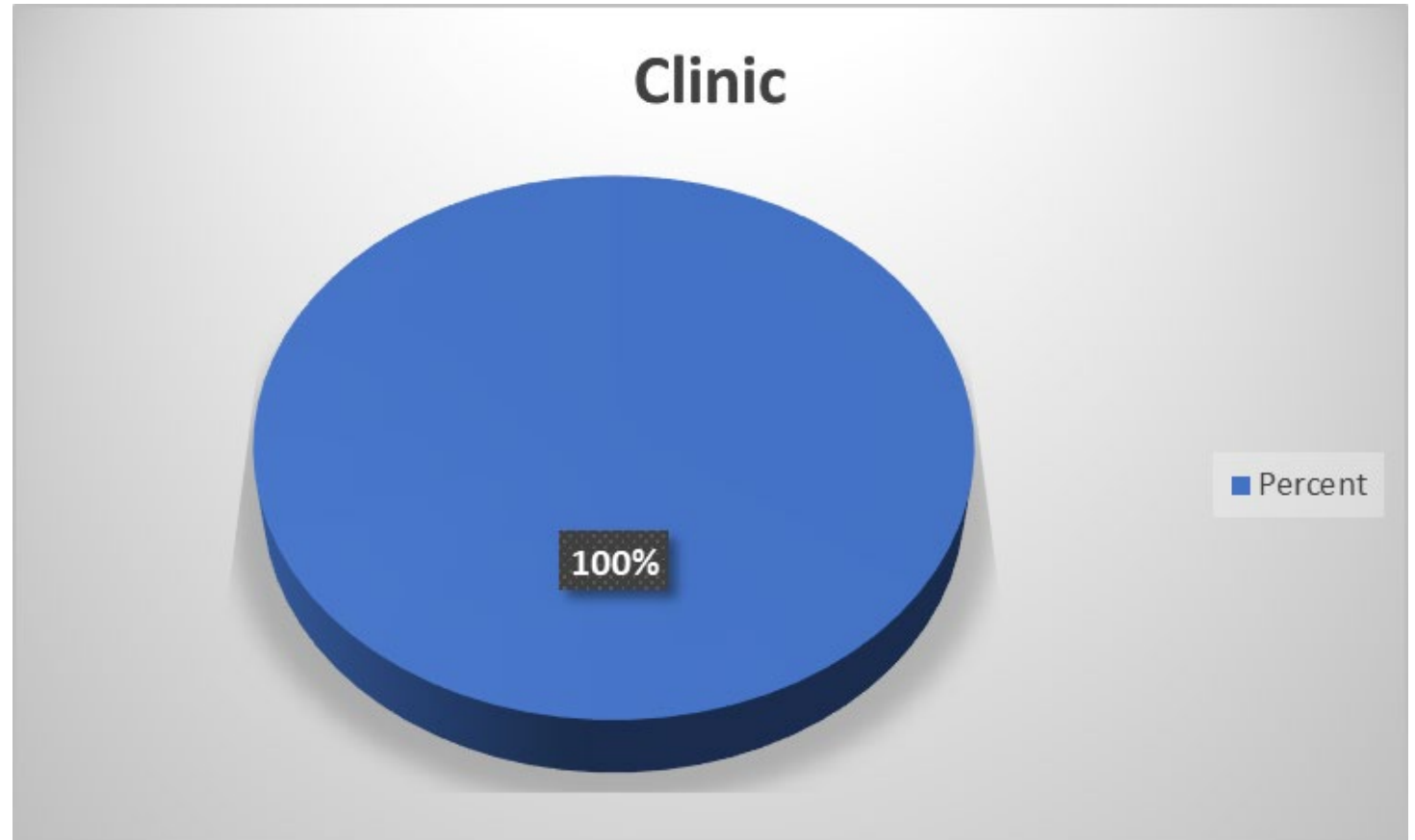


2023 Patient Satisfaction Survey

- Survey available from Thursday 5, October 2023 to Friday 10, November 2023
- 24 questions survey
- 73 completed surveys, administered by paper form
- The clinic program was the only concern for our survey

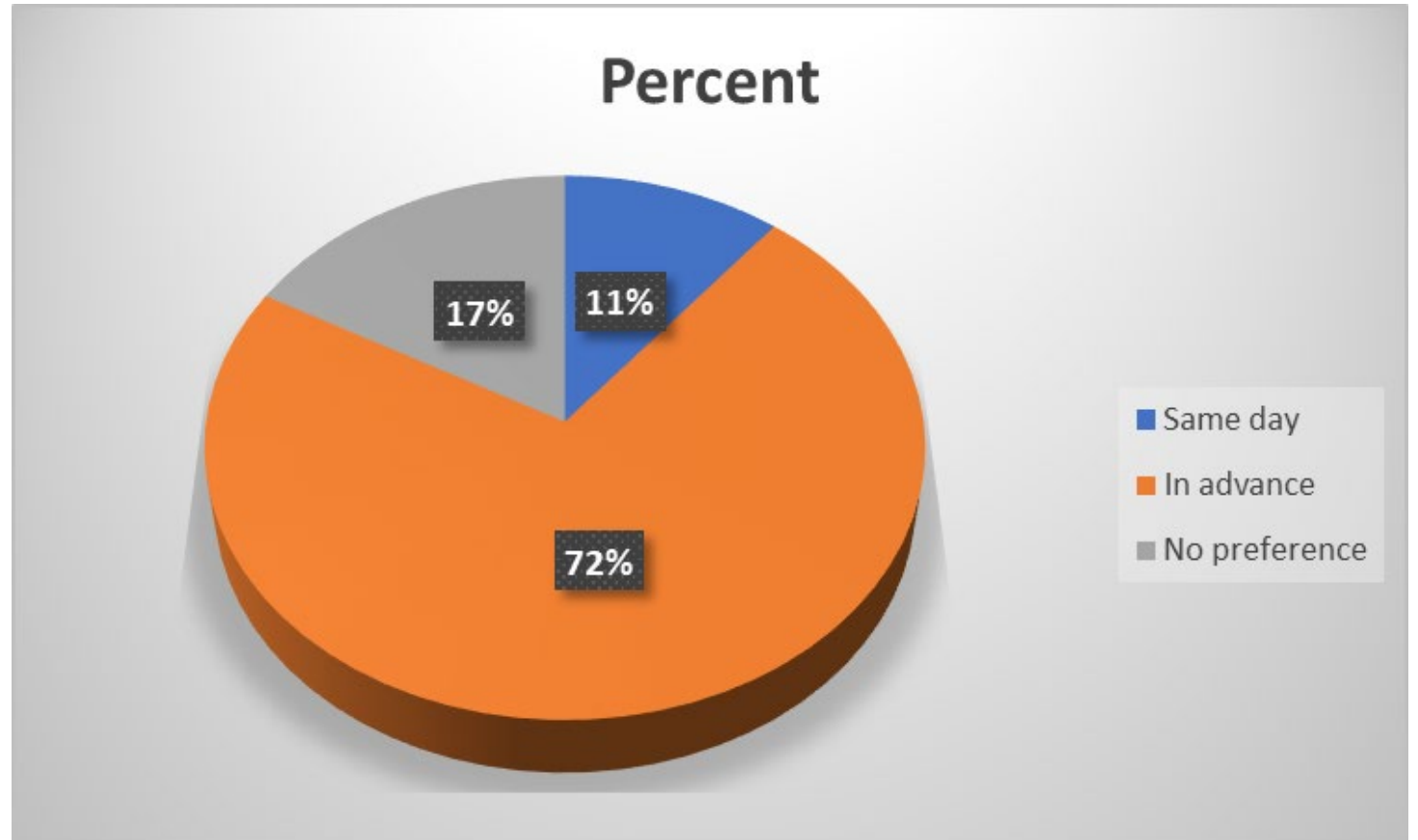
2023 Patient Satisfaction Survey

1. How did you receive your services today, in the clinic or by telephone?



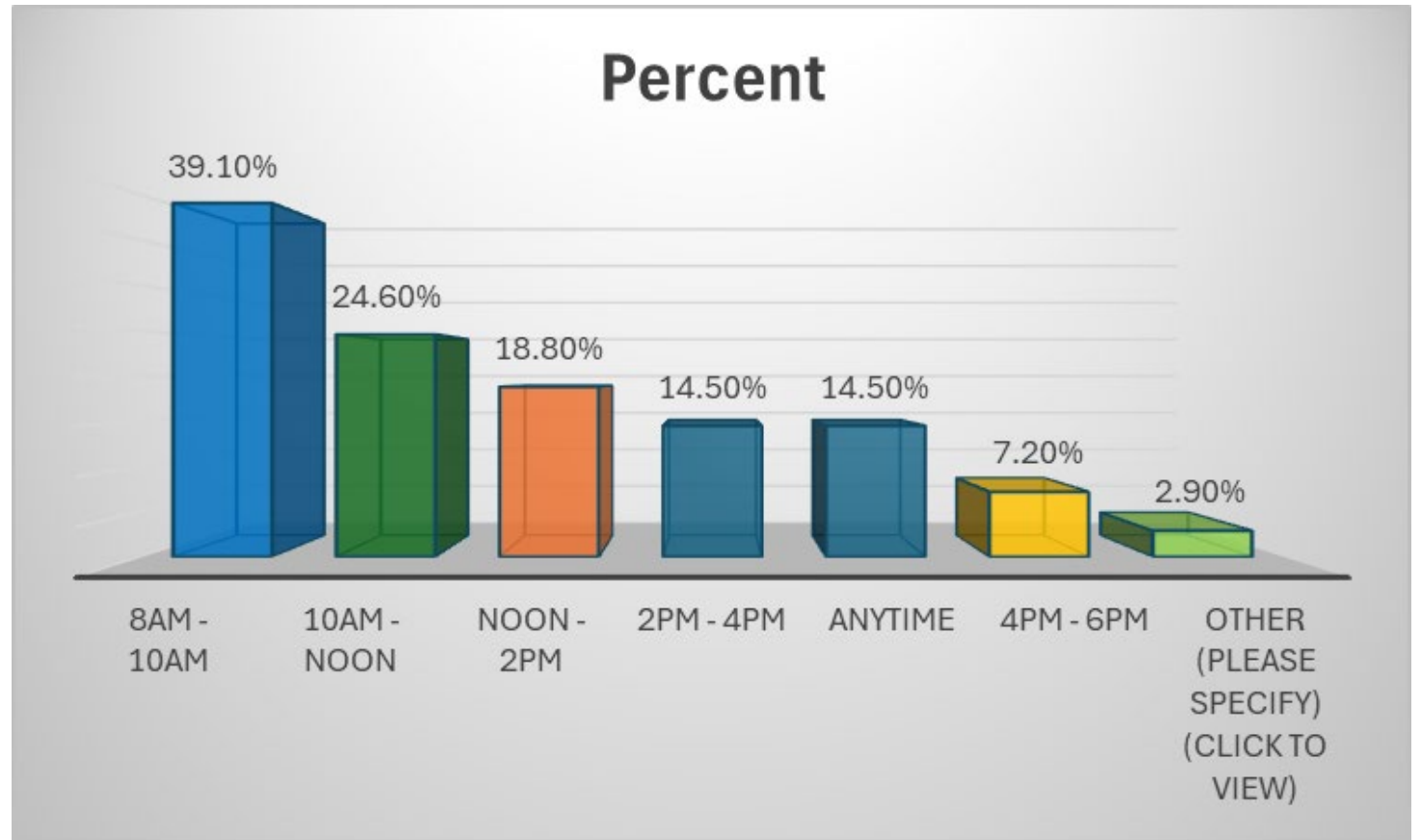
2023 Patient Satisfaction Survey

2. Do you prefer scheduling your appointment on the same day or scheduling an appointment in advance?



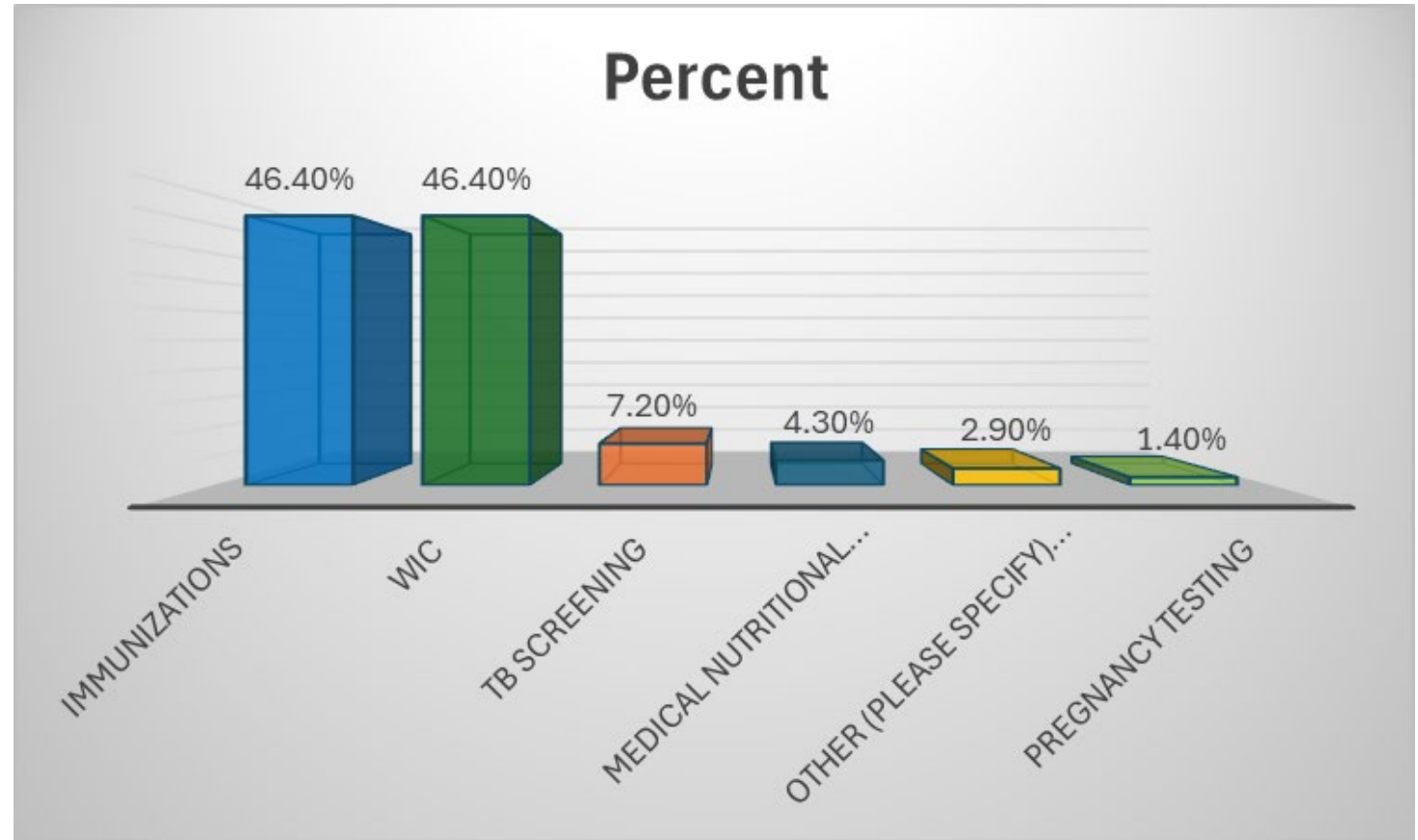
2023 Patient Satisfaction Survey

3. Which hours are most convenient for your appointment time? Please check all that apply



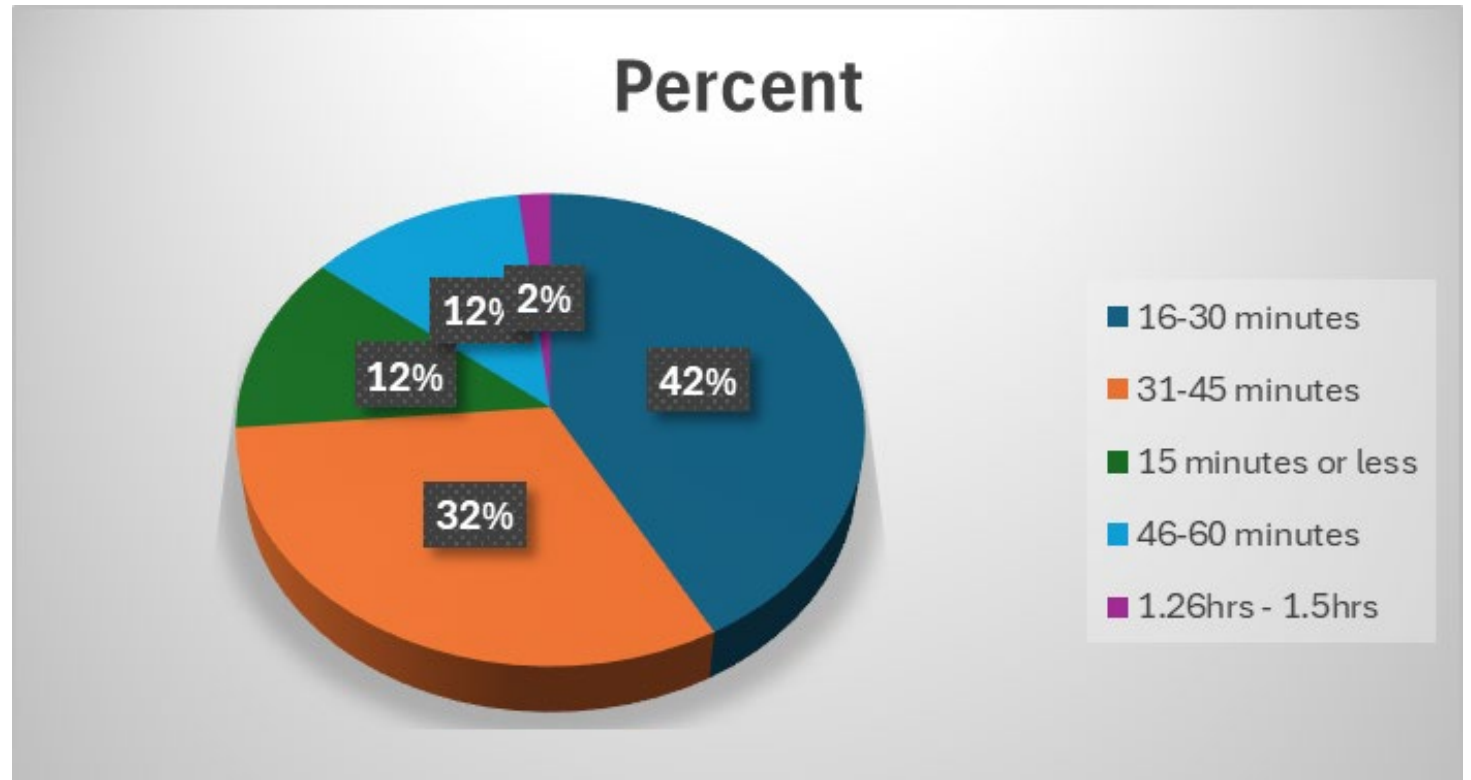
2023 Patient Satisfaction Survey

4. What was the reason for your visit today? Please check all that apply



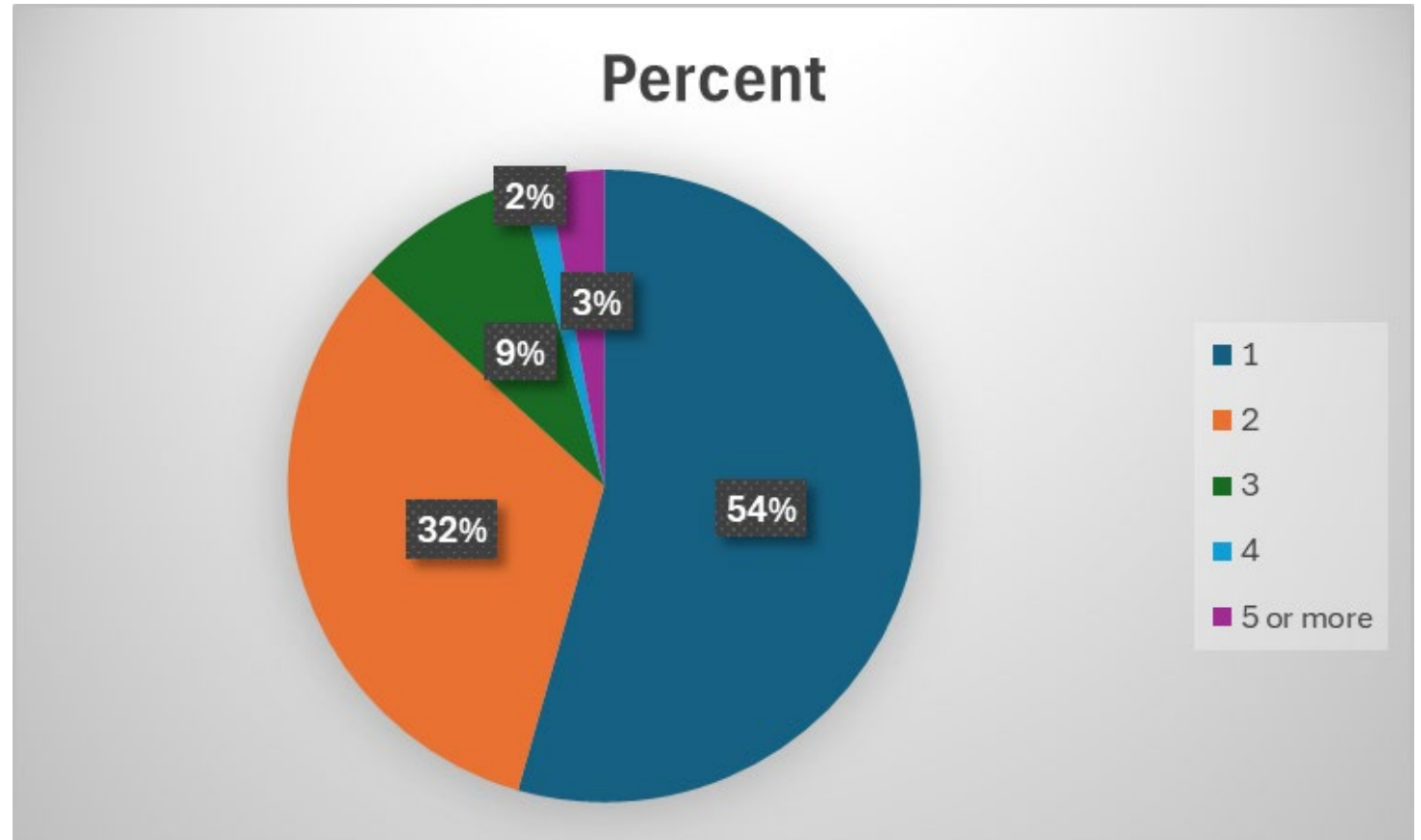
2023 Patient Satisfaction Survey

5. What was the length of your visit today (from registration to checkout)?



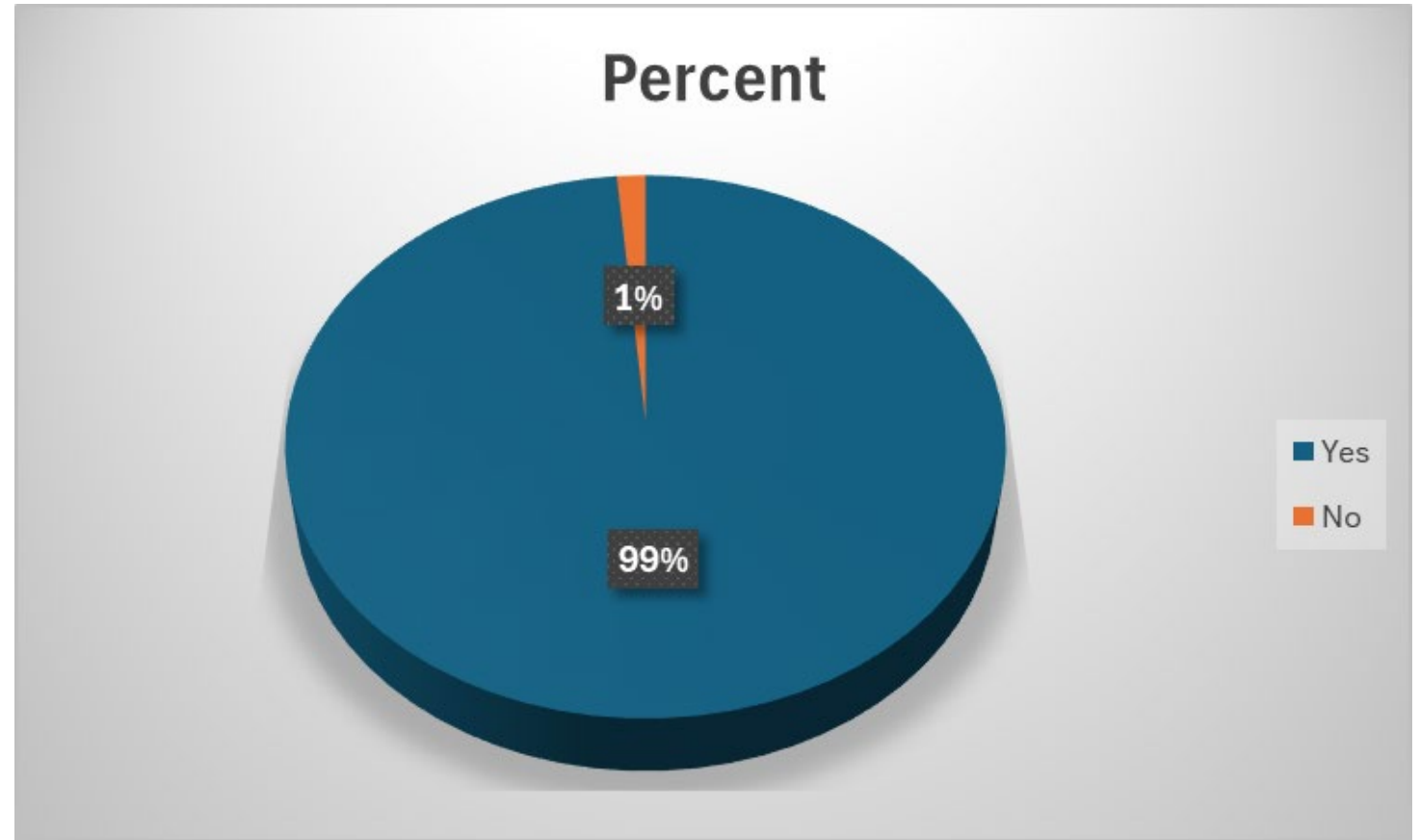
2023 Patient Satisfaction Survey

6. How many members of your family were served today?



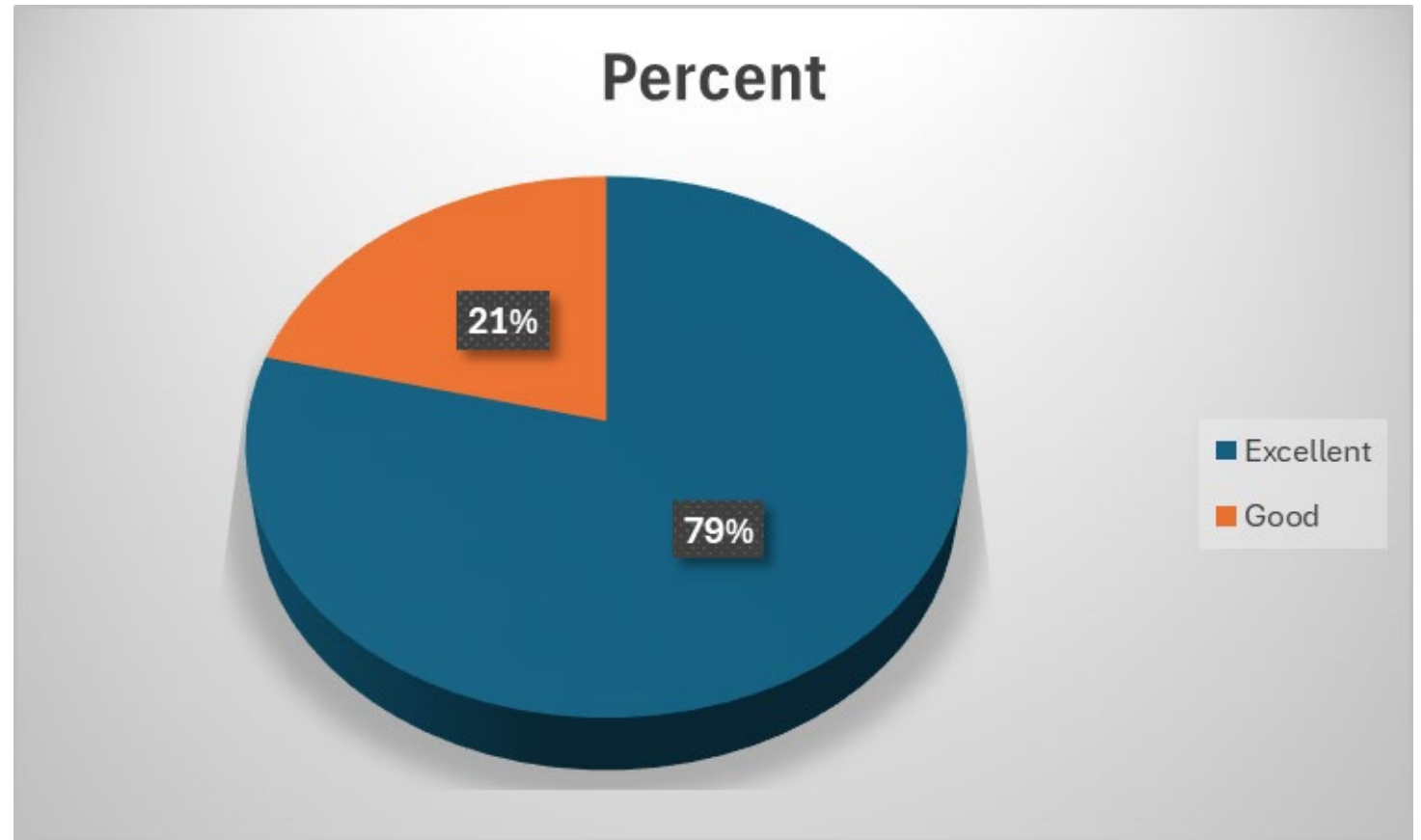
2023 Patient Satisfaction Survey

7. When you arrived today, were you greeted in a friendly and courteous manner?



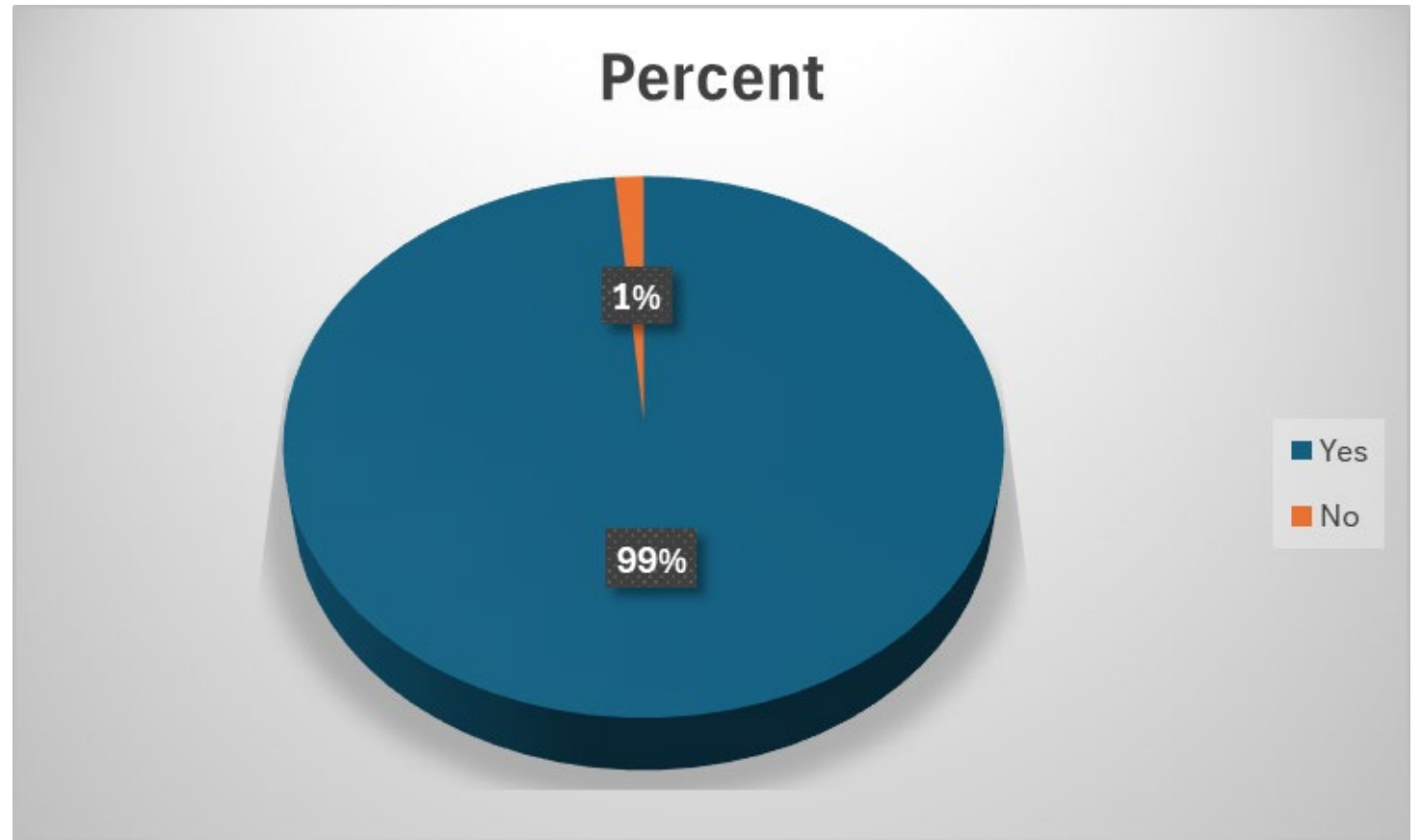
2023 Patient Satisfaction Survey

8. How was your experience during the registration process for your appointment?



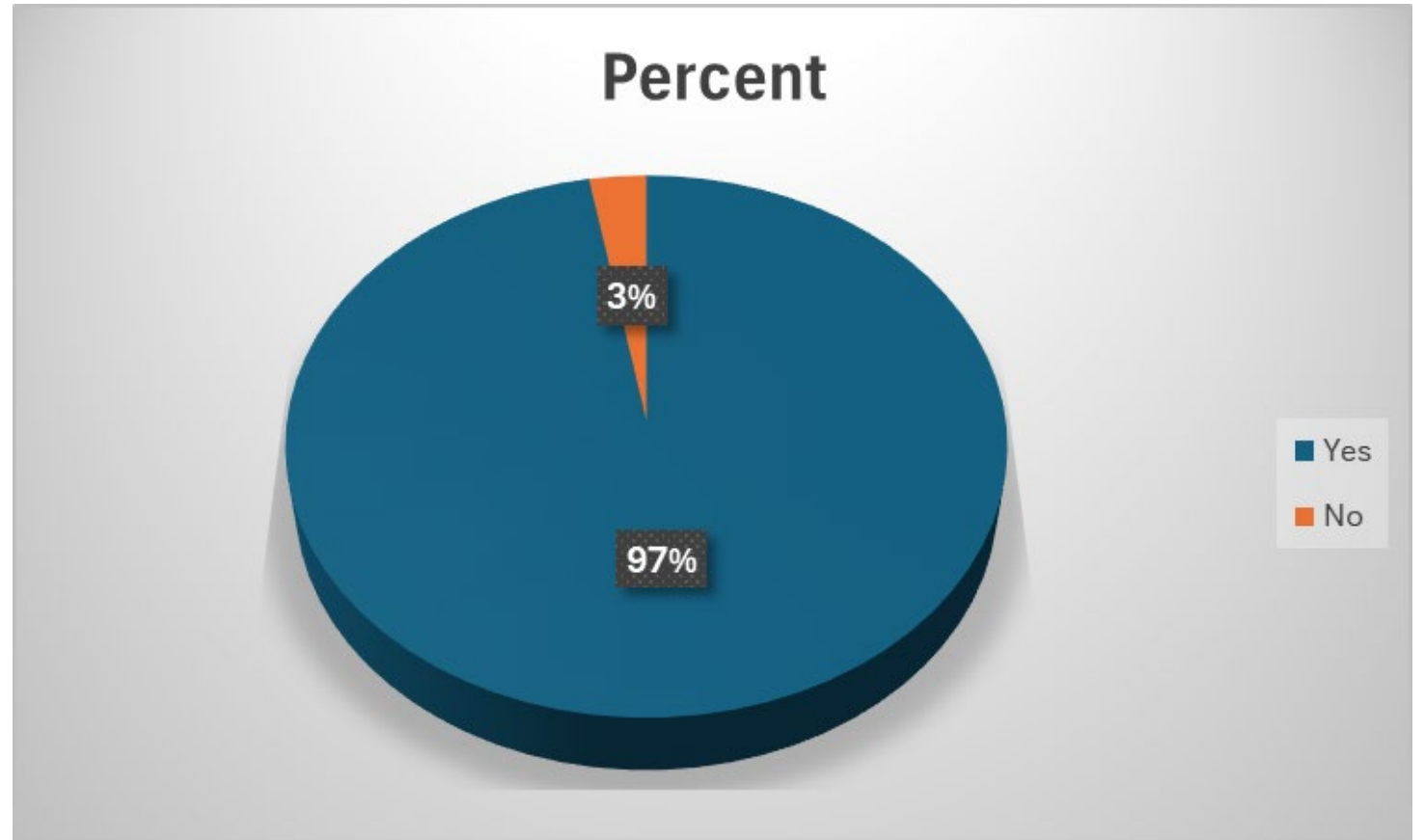
2023 Patient Satisfaction Survey

9. Was all registration paperwork explained?



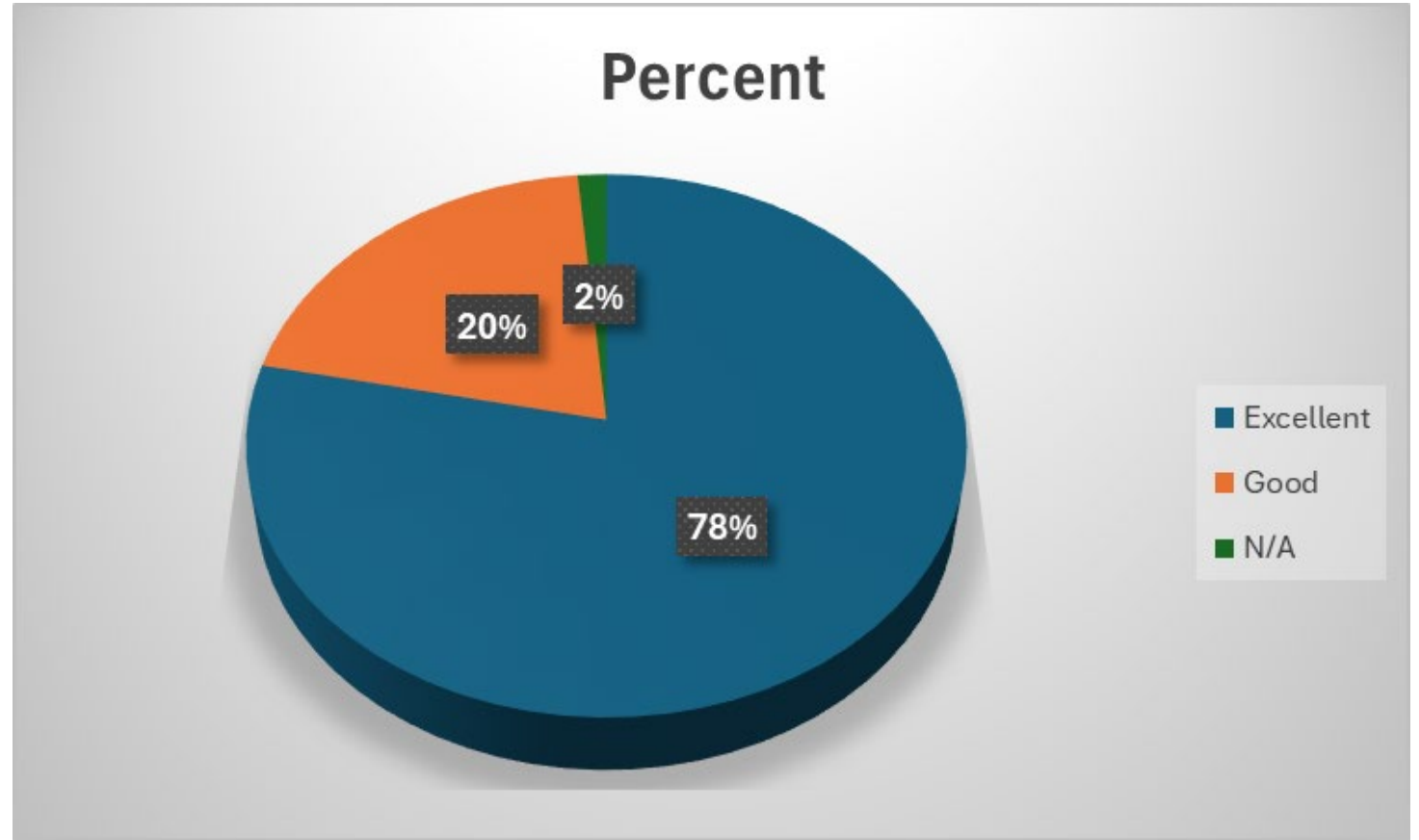
2023 Patient Satisfaction Survey

10. Did your provider introduce themselves by name to you?



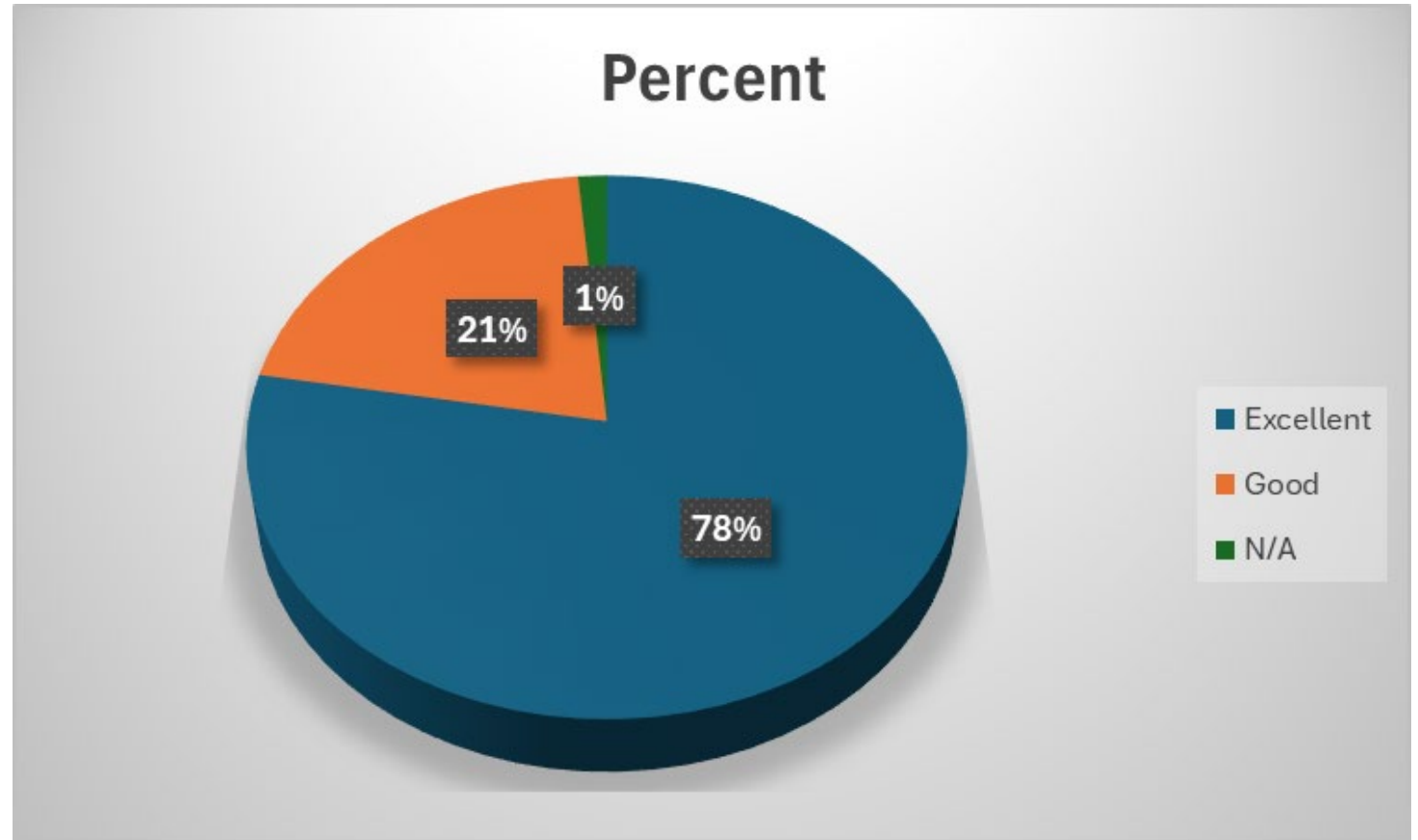
2023 Patient Satisfaction Survey

11. Please rate your experience with your provider for your appointment



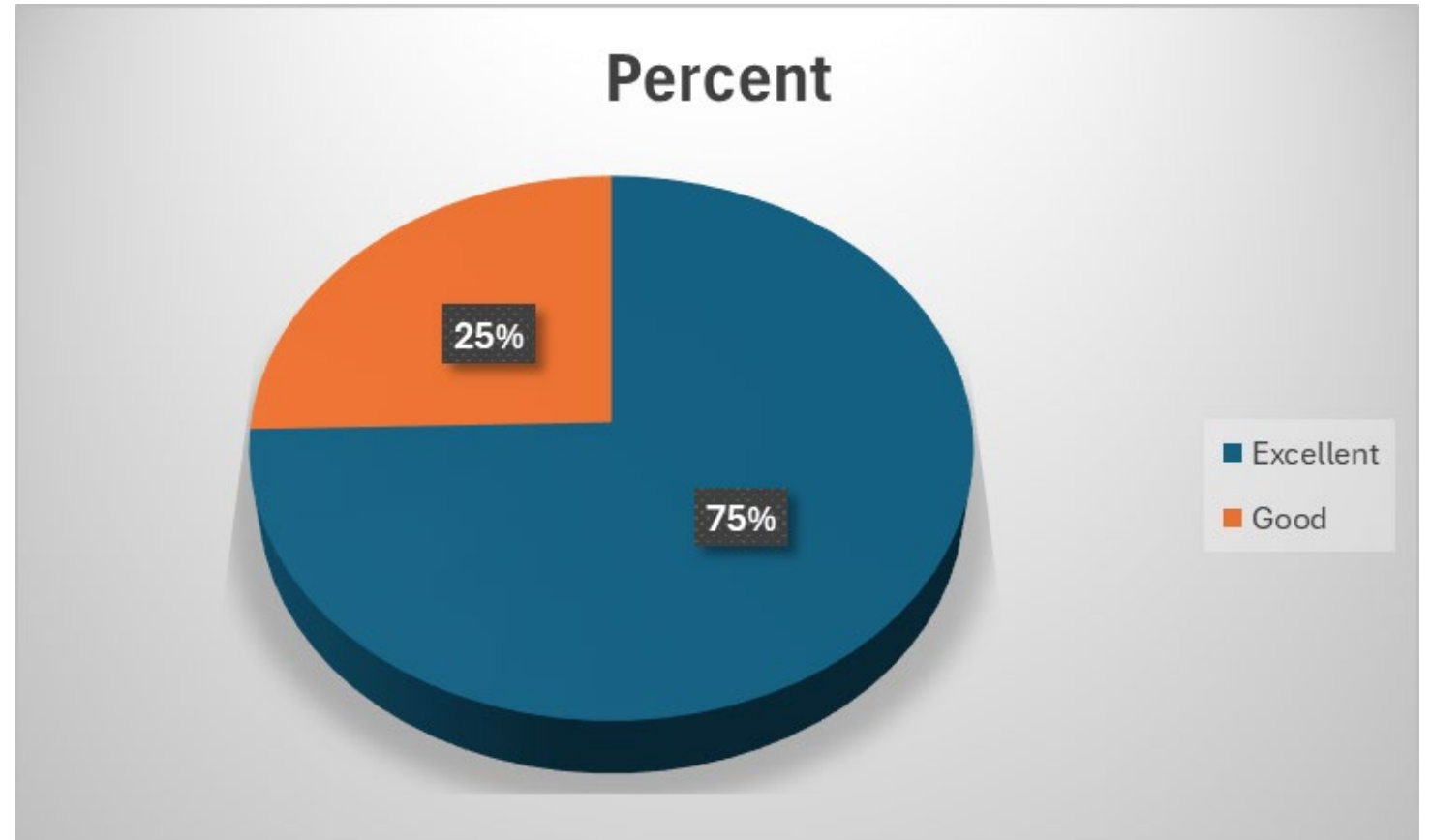
2023 Patient Satisfaction Survey

12. How well did we respect and understand your need for privacy & confidentiality?



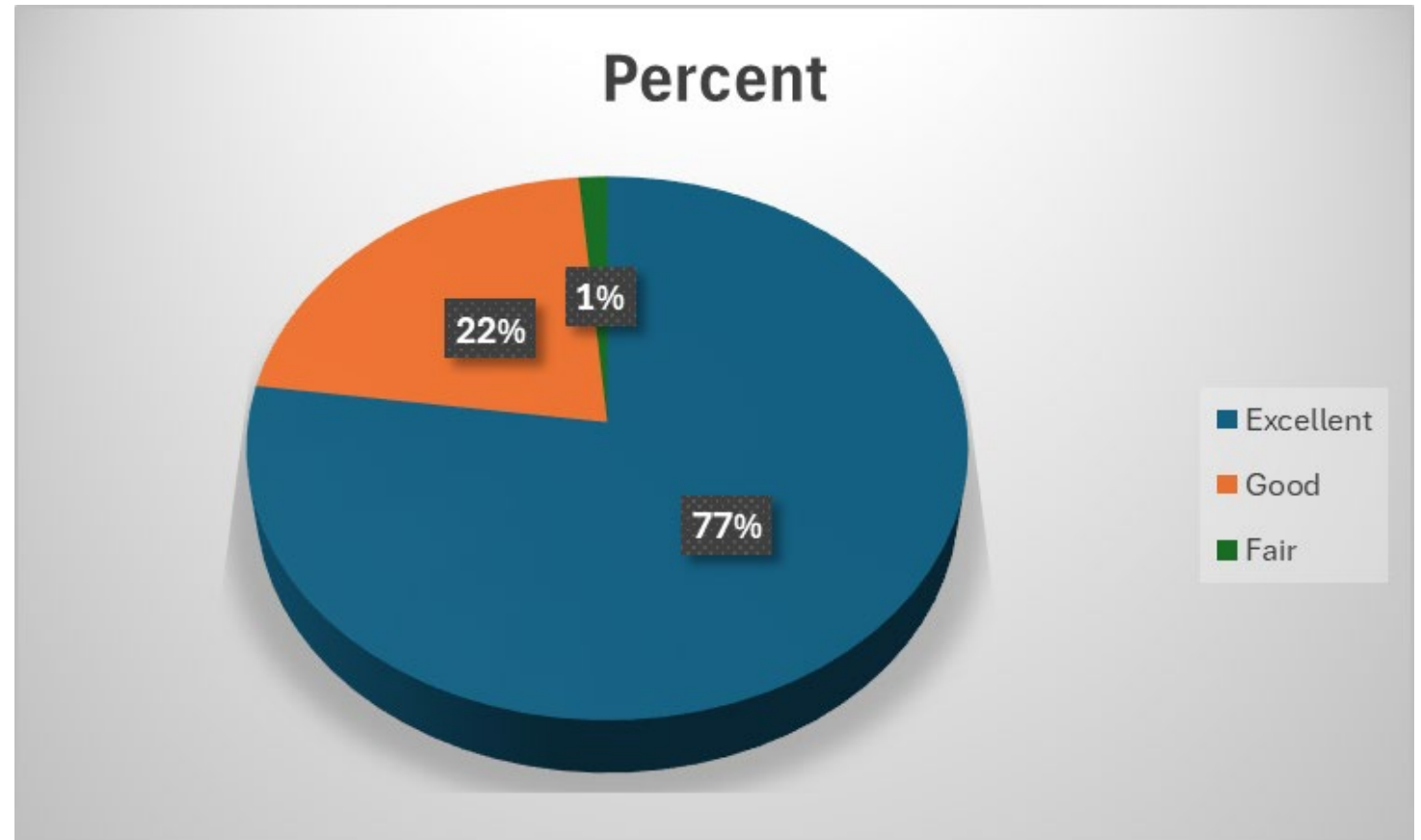
2023 Patient Satisfaction Survey

13. Please rate the cleanliness of the Health Department.



2023 Patient Satisfaction Survey

14. How was your overall experience at the Jessamine County Health Department?



2023 Patient Satisfaction Survey

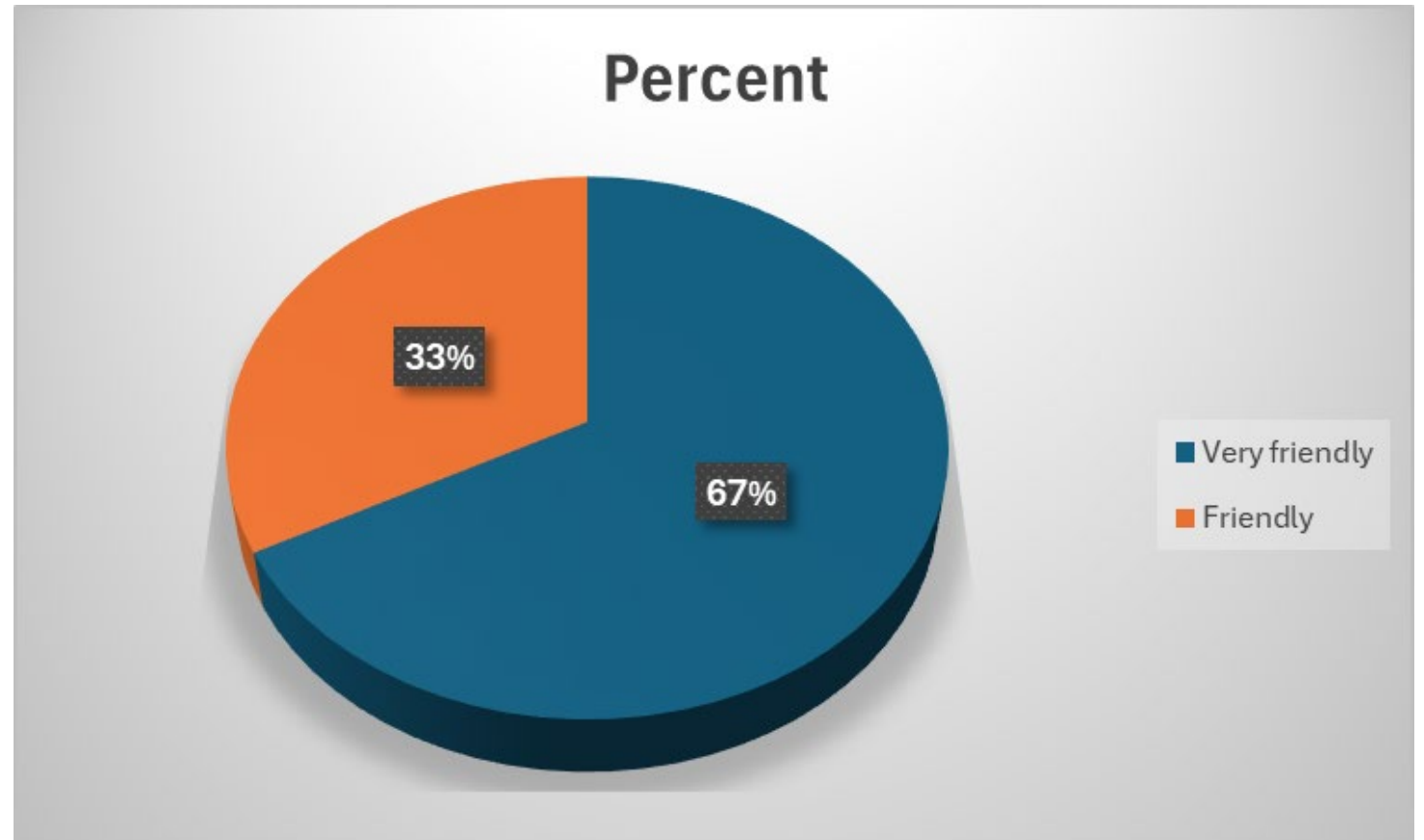
15. In terms of your appointment today, what did we do well, and what could we improve on?

- Everything was well, just keep it up.
- Efficient, kind.
- Everything was done well!
- You are all so nice.
- Great communication! Great with kids!
- Timely helpful
- Everything was great!
- Good
- I always have a very pleasant experience here.
- Kim + Jody are perfect.

- Check with your insurance before the appointment date.
- Routine appt all is well.
- Everything was perfect.
- It was all great!
- Yes, was able to make the same-day appt!.
- Be nice
- Everything was good
- Courteous, professional, and excited to be at work.
- Everything
- Everything was excellent from check-in to check-out.

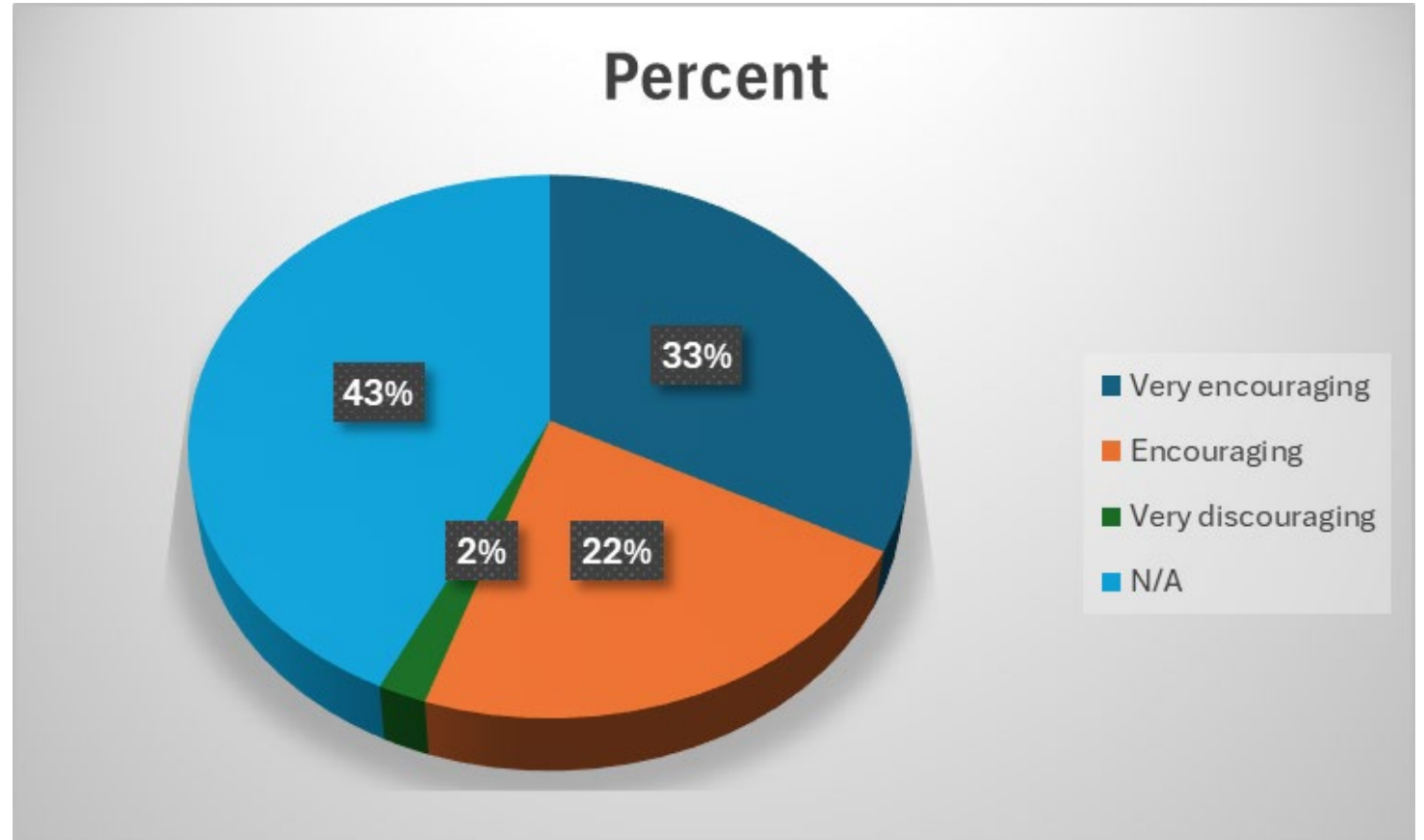
2023 Patient Satisfaction Survey

16. How friendly do you find Jessamine County Health Department to be towards breastfeeding mothers and their children?



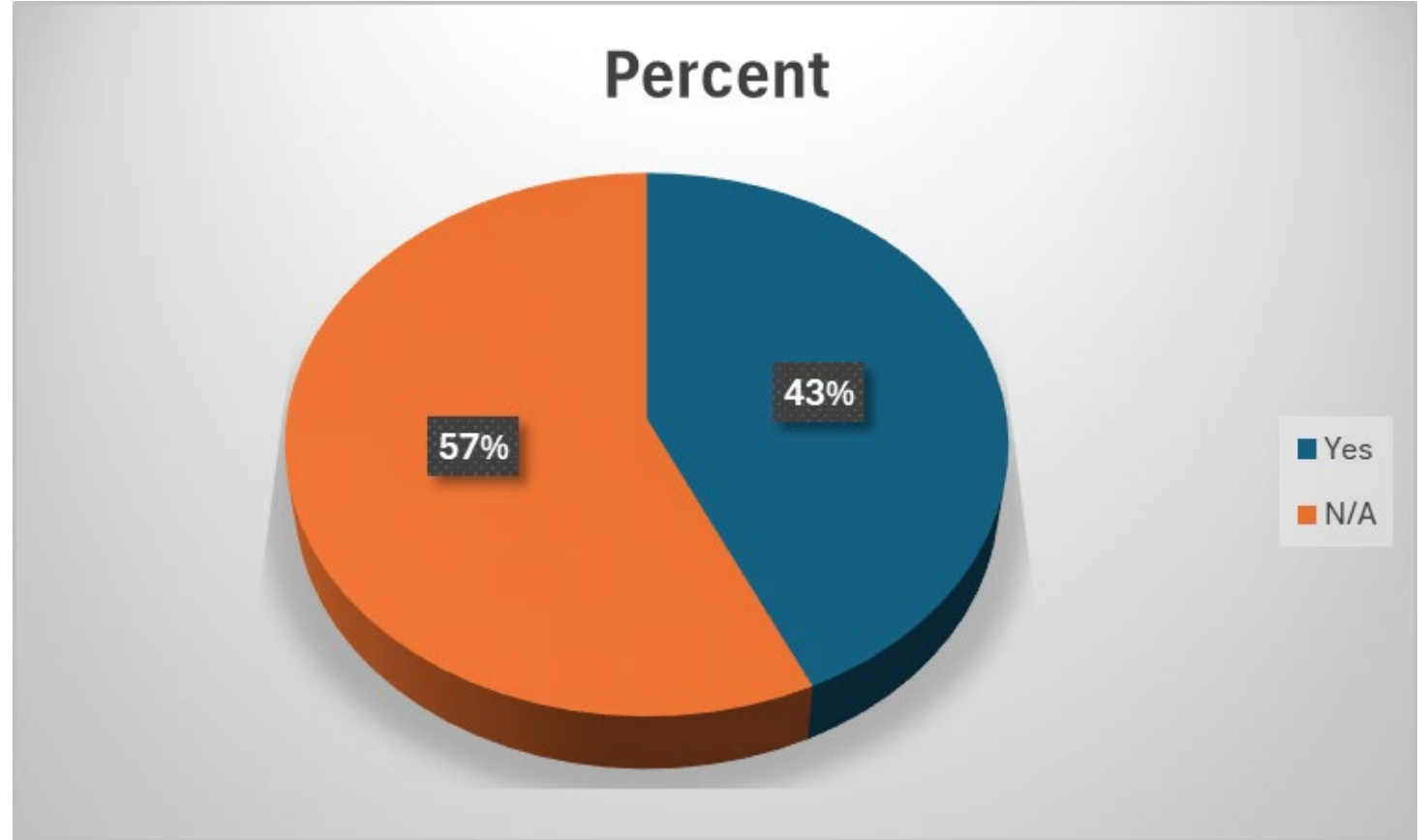
2023 Patient Satisfaction Survey

17. How encouraging of breastfeeding do you find the personnel at Jessamine County Health Department to be?



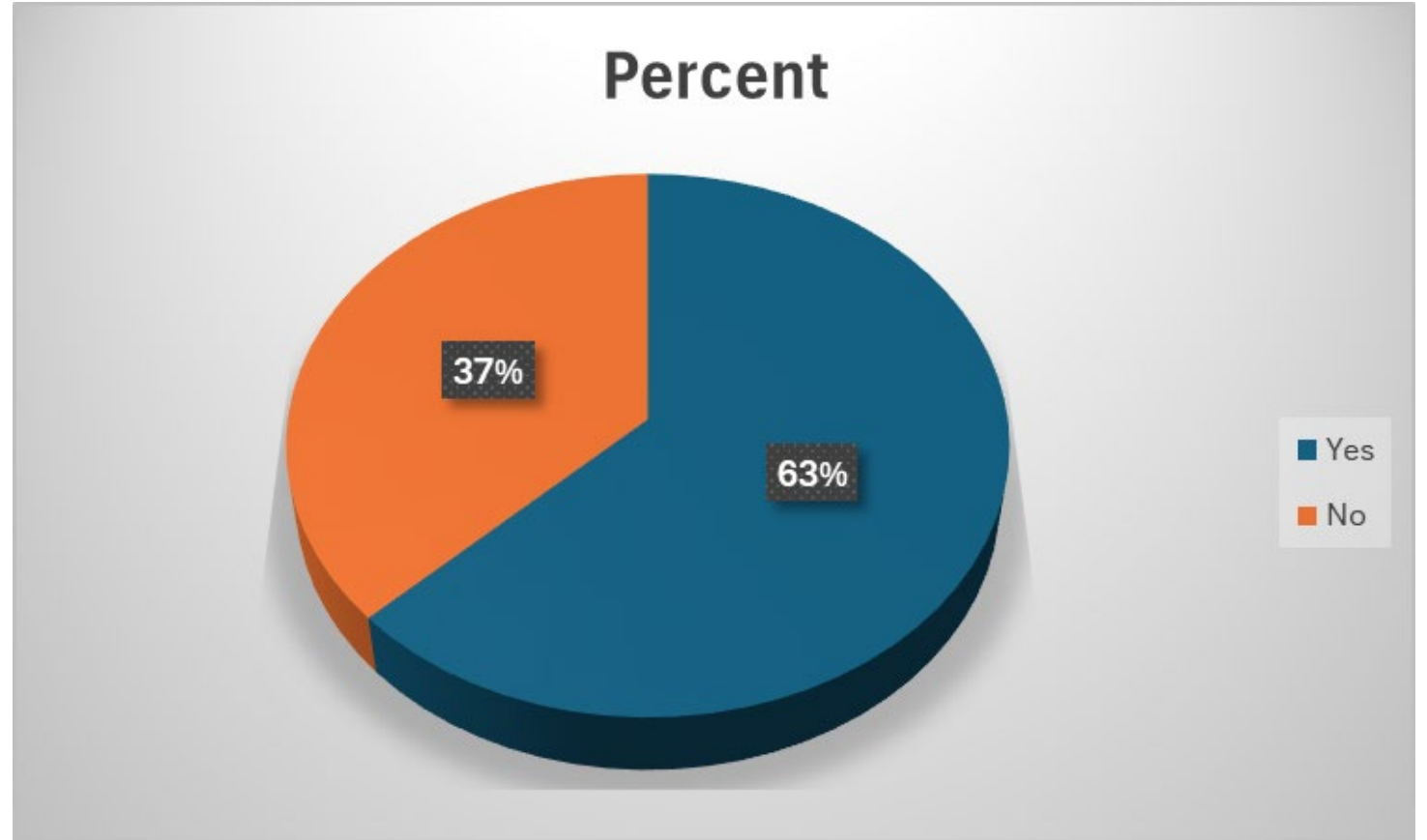
2023 Patient Satisfaction Survey

18. Is there a comfortable place at the Jessamine County Health Department for you to breastfeed your child?



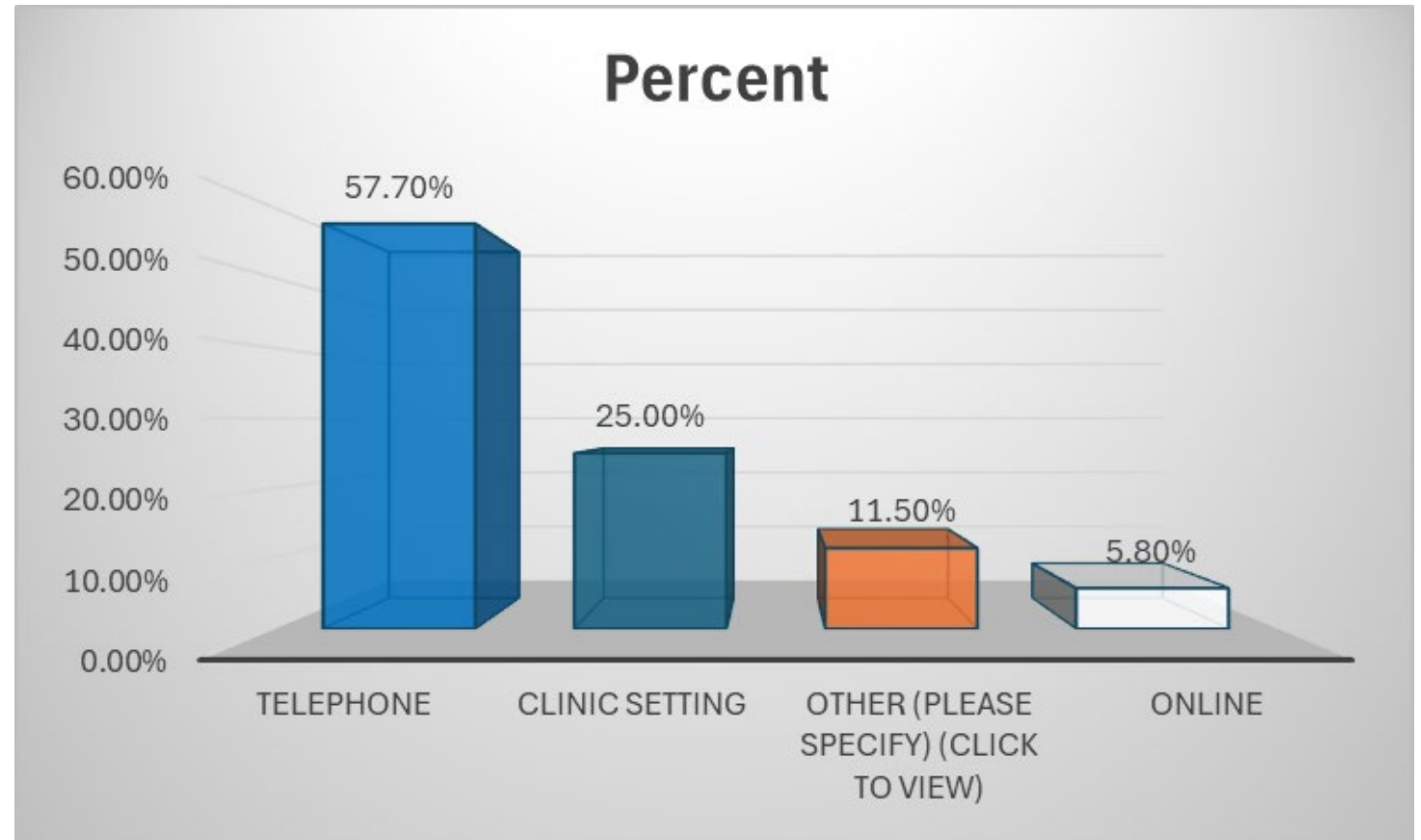
2023 Patient Satisfaction Survey

19. Do you use WIC nutritional services?



2023 Patient Satisfaction Survey

20. If you use WIC services, how would you prefer to receive WIC follow-up nutrition visits



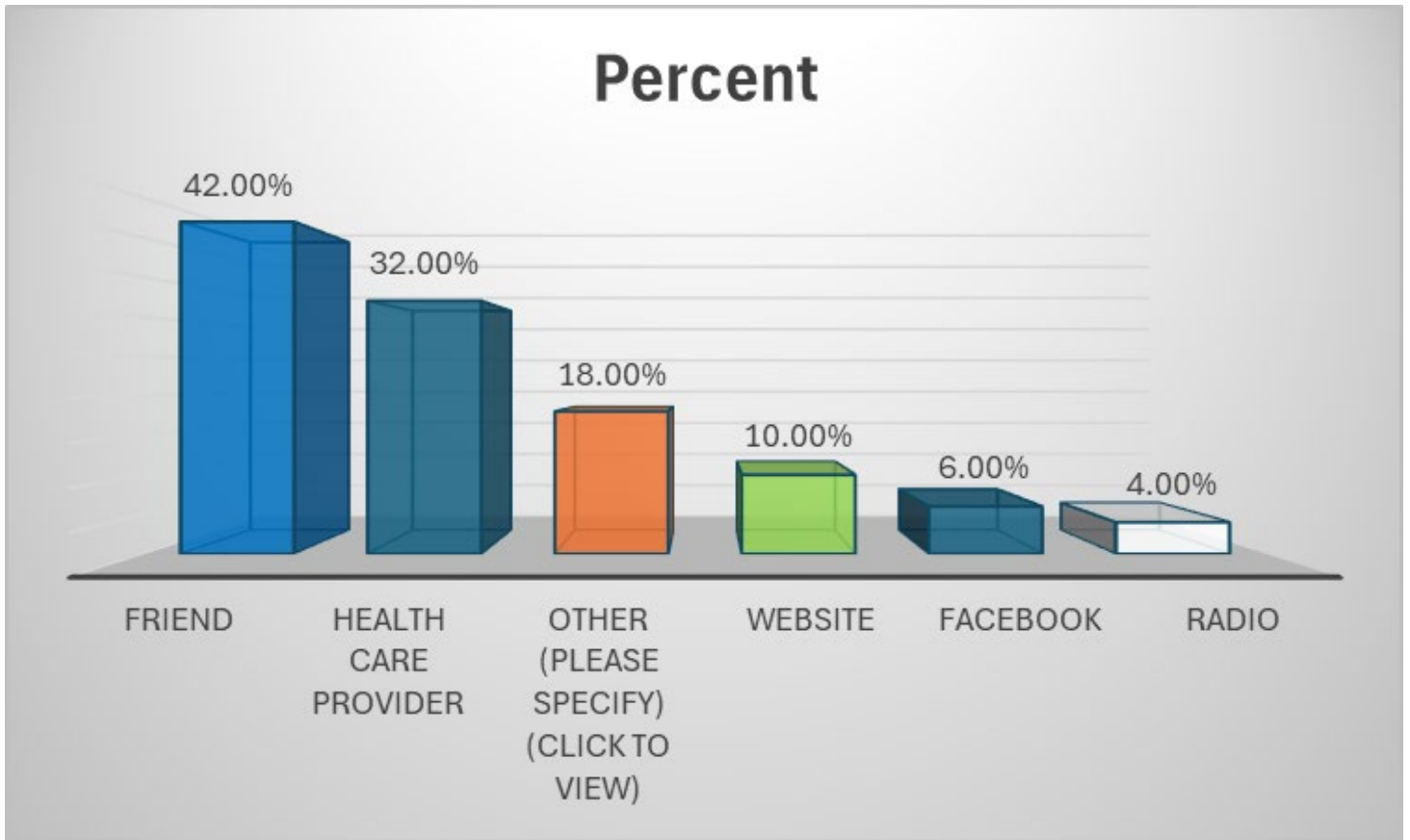
2023 Patient Satisfaction Survey

21. Are there additional clinic services that you would like to see offered at Jessamine County Health Department? If yes, please list them.

- I would love a full-time doctor/provider
- CNA, CPR in person, EpiPen class

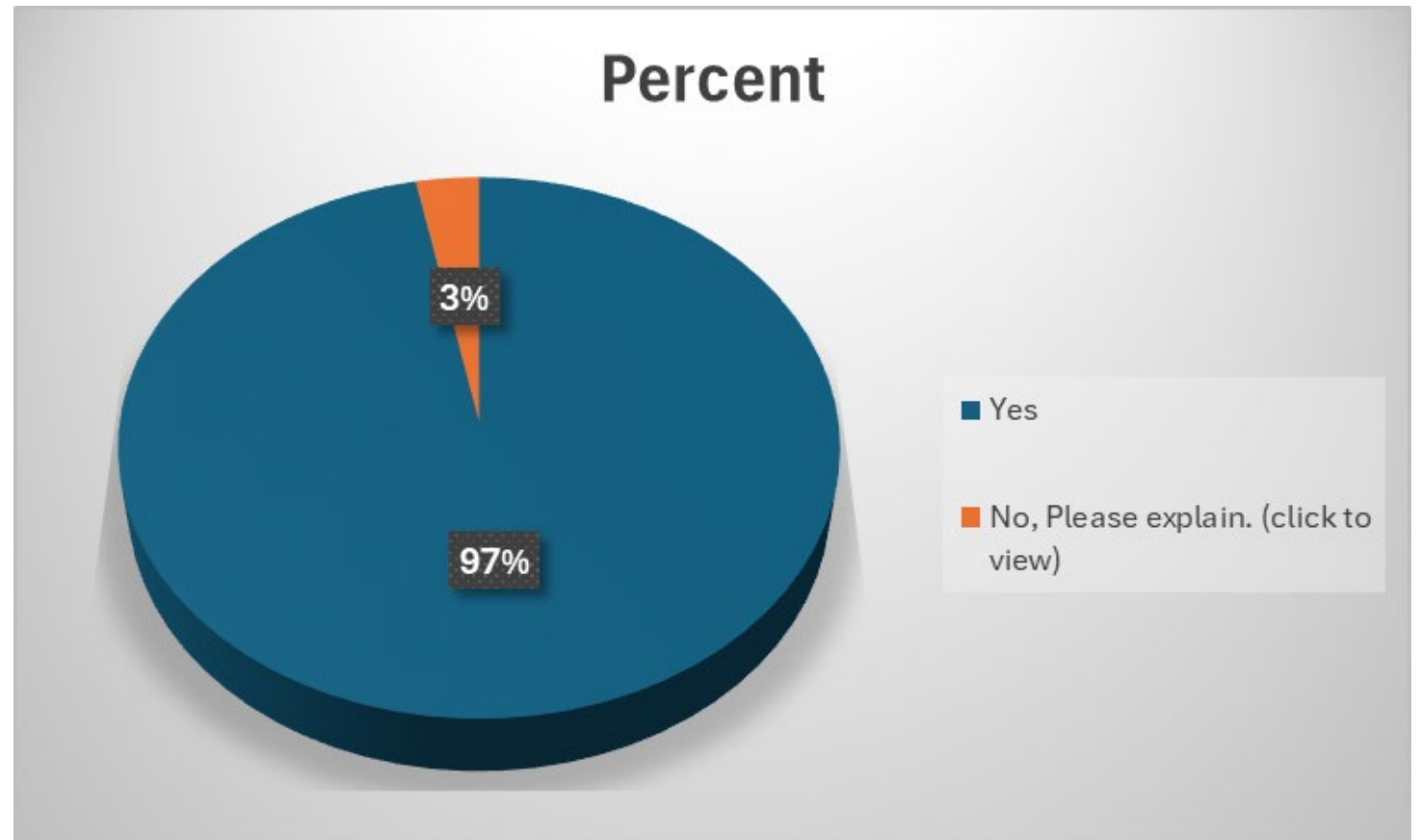
2023 Patient Satisfaction Survey

22. How did you hear about the Jessamine County Health Department?



2023 Patient Satisfaction Survey

23. If you have visited our website, did you find the information helpful?



2023 Patient Satisfaction Survey

24. Thank you for your help!
Please leave additional comments below.

- Welcome the HANDS program, especially with all workers in the department.
- Don't ever get rid of Kim and Jody. They go out of their way to make you feel comfortable.
- Becky Adams is awesome!!!
- You great!
- Although I understand the motivation behind this action, I strongly feel as if JCHD shouldn't provide sterile needles for addicts to "help prevent diseases".
- Been here to get my shots had no problem with the shots. Feel nice family here.
- You all do excellent work. Very friendly.

Conclusion:

In general, customers were overwhelmingly satisfied with the JCHD clinic services and staff.

➤ **Additional clinic services**

I would love a full-time doctor/provider

CNA, CPR, and EpiPen in-person class

➤ **Areas to address**

How encouraging of breastfeeding do you find the personnel at Jessamine County Health Department to be? 21 out of 49 (42.9%) responded "N/A."

Do you use WIC nutritional services? 26 out of 70 patients responded "no" (37%)

Is there a comfortable place at the Jessamine County Health Department for you to breastfeed your child? 29 out of 51 (56.9%) patients responded ("N/A")

Lessons Learned and Recommendations

- Make it possible to pass out a survey online
- Administer surveys in English, Spanish, and Ukrainian
- Invite more customers to complete a survey by creating a workgroup

Future Plans

- Incorporate language services (Spanish & Ukrainian)
- Reduce the number of questions on future surveys
- Survey other JCHD programs
- Annual customer satisfaction survey for all JCHD programs



THANK YOU!