

# Williams County Health District

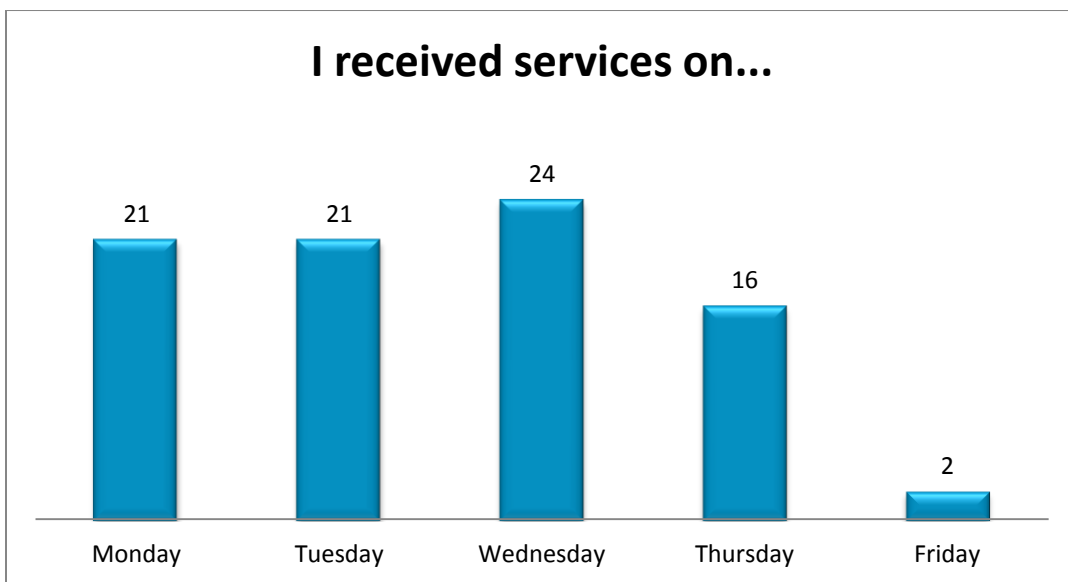


## Agency-Wide Customer Survey Results

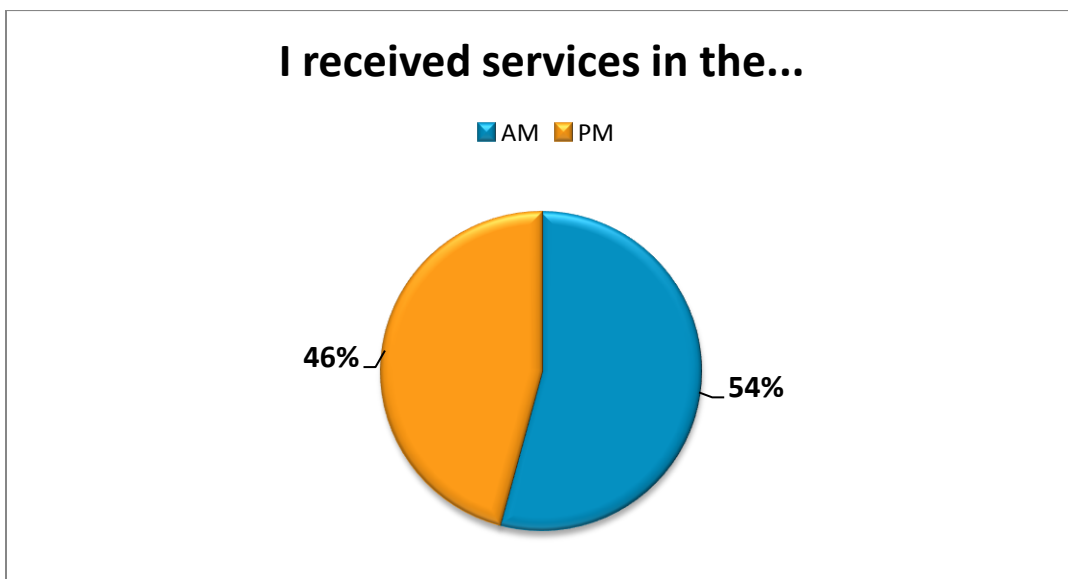
Quarter 1, January 2017

(105 Total Surveys)

### I received services on...



### I received services in the...

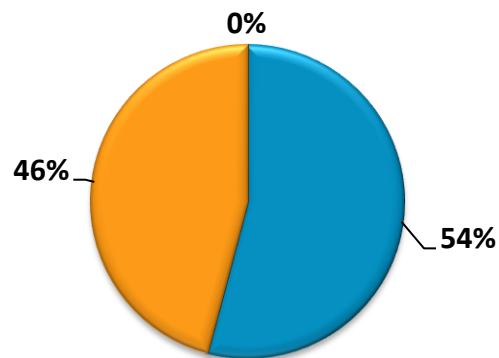


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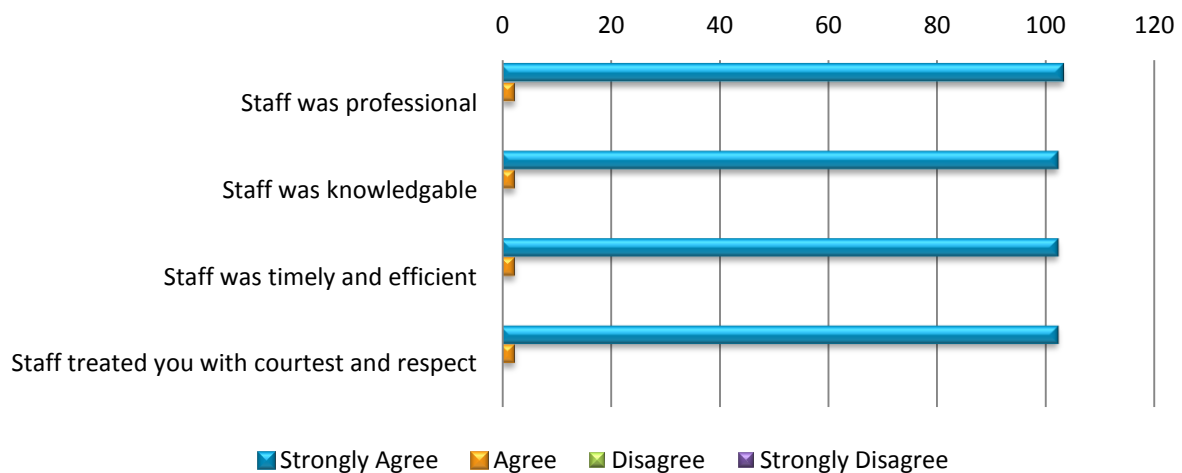


## The amount of time I had to wait was...

■ Much Shorter ■ Expected ■ Much Longer



## Check the option that best fits your experience.

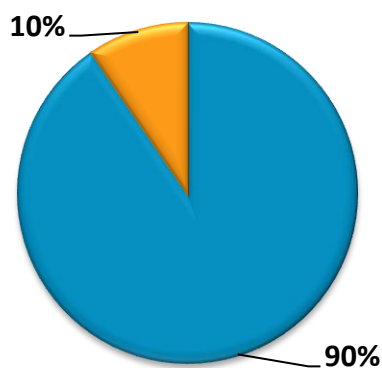


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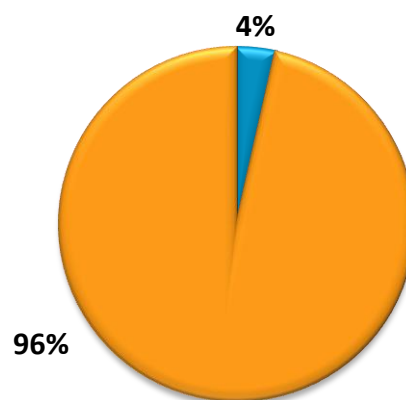
## Overall, how satisfied are you with the service you received?

■ Completely Satisfied ■ Satisfied ■ Dissatisfied ■ Completely Dissatisfied



## Is there anything we can do better?

■ Yes ■ No



# Williams County Health District



## If yes, what?

### Vitals

--Accept debit card (2)

## Additional Comments:

### Bryan WIC

--Nothing, you guys are amazing!

### Immunizations

--Very helpful

### Vitals

--Thanks

### Car Seats

#### Kirsten

--Lots of good information, easy to follow and understand

--I was satisfied with all the materials/education that was given to me

--Helpful and informative

### Help Me Grow

#### Karen

--Love how involved she is in everything and listens and answers all questions I may have

--If they don't know the answers, they will find them. They are great!

--Very helpful, very good with our daughter

--Awesome!

### Inspections

#### Lori

--Lori is very friendly and willing to do a great job

## Presentations

### Mike Shultz

--Very knowledgeable and courteous, had a sense of humor

--Outstanding!!

--Very nice presentation and really opened my eyes to the amount of effort that you put into protecting and treating the residents of the county during an emergency

--Did not realize how organized the operation is

### Kirsten

--Bring some papers to send home to the parents to help them out

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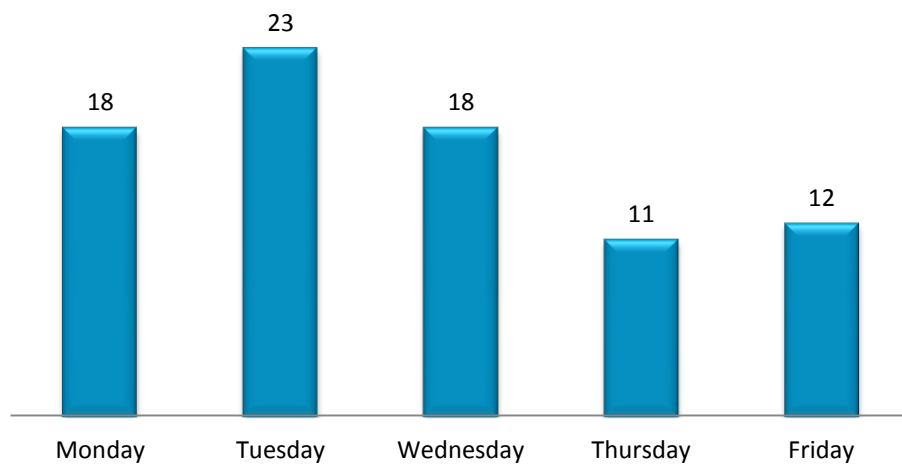


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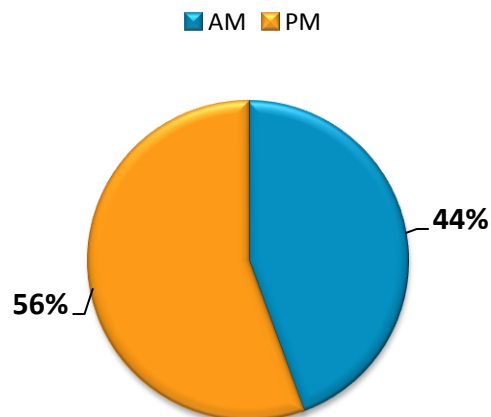
Quarter 3, September 2016

(135 Total Surveys)

### I received services on...



### I received services in the...

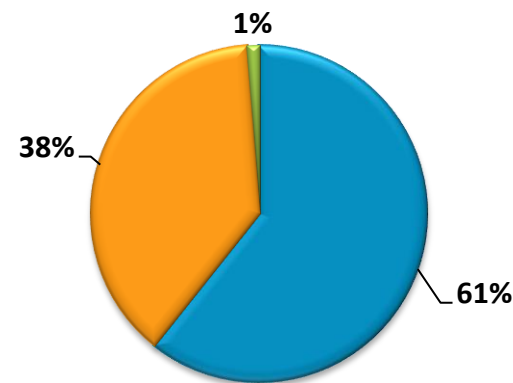


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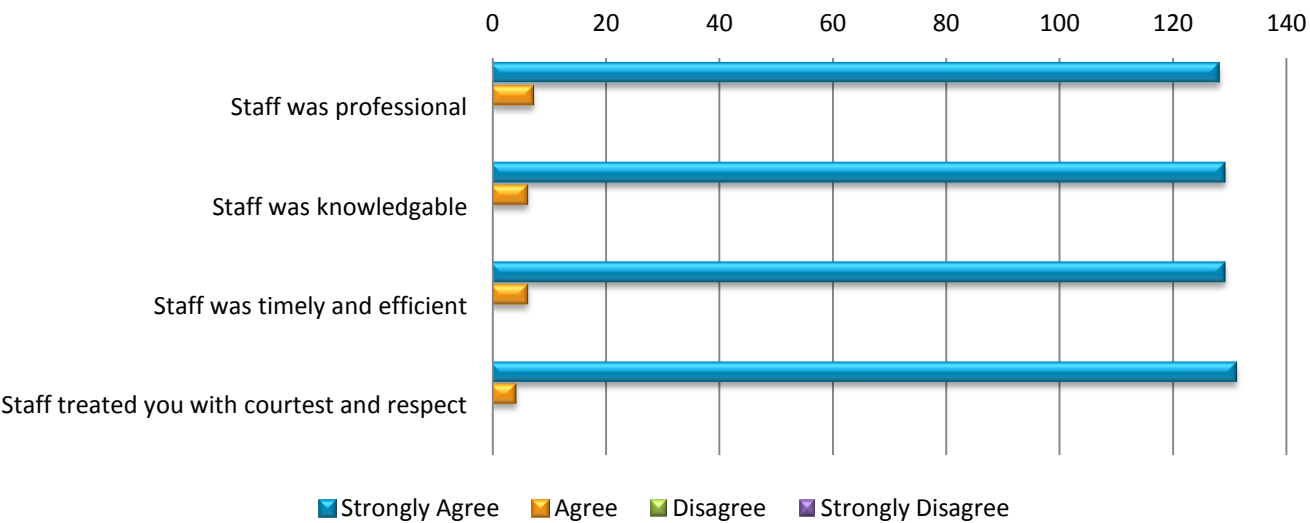


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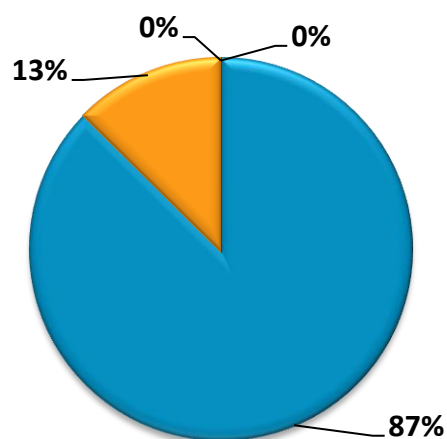


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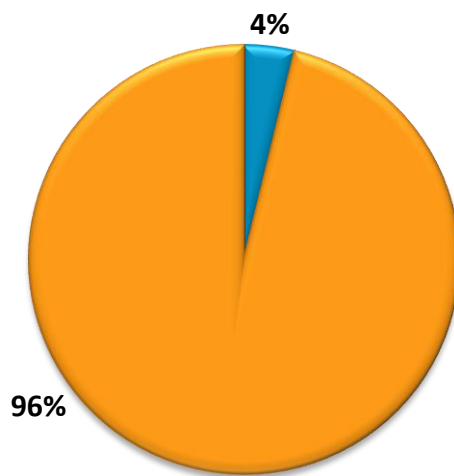
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## Is there anything we can do better?

■ Yes ■ No



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## **If yes, what?**

- Would like reminder calls (WIC)
- Maybe give them a sticker or something after or take a moment to let them relax before moving to the next person (Immunizations)
- Accept debit card (Vitals)

## **Additional Comments:**

- Every time I come here for WIC the staff is amazing! Always smiles on everyone's faces and extremely helpful
- Great job (2)

### **Cathy Sito (presentation at Edgerton Library)**

- Very informative presentation! Cathy did a great job of including the kids and letting them participate

### **Peg Buda (Distracted driving awareness)**

- Very good presentation
- Couldn't hear very well, needs to talk louder
- Good information
- Wonderful job--extremely informative
- Thanks for your time
- Very well done!
- Good presentation with a lot of facts
- Well done

### **Rachel (heat stroke presentation)**

- I had this fear years back, so I know how it works
- Was familiar with a lot of the information
- Great to send someone out to enlighten us on heat stroke

### **Kristen (Med Set-ups)**

- Kristen has been a big asset to my mother. Her visits have kept her stable and able to stay in her own home. My mother is quite upset the pill program is ending 9/16/16. She said "why when something is working, would they take it away from me at age 94." She really likes Kristen and is very sad to lose her. She looked forward to her visits. She told me Kristen was always on time and she never needed to worry about her coming. My sister and I were also informed by Kristen if my mother had missed any pills or was having any problems so we could intervene. We are all feeling her loss and the services



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she provided now until 9/16/16. We would like to request the services to continue. Kristen's services were invaluable to our family, but mostly my mother. she told us she would like to tell someone how upset she is that the services are stopping. She will be 95 in September this year. This has caused her a lot of stress knowing there will be changes for her and she had to go on blood pressure medication recently, we think due to stress. We would hope you reconsider these changes and cut the budget somewhere else so as not to affect seniors that depend on these services and special nurses like Kristen that meant something to them. A response would be appreciated. Carol Dreyer 847-507-4963

## **Darlene (Med Set-ups)**

--I was treated with loving care, I am grateful for this service  
--Good  
--I could not do without her

## **Lori Bryant (water sample)**

--Even when we had to reschedule you were very helpful and we found a date to get the test done

## **Sandy Good (inspections)**

--I was informed about the new rules and regulations for the state code, it was helpful and informative  
--Very thorough, very informative on new laws and rules. Very friendly, had good information on equipment and showed how to calibrate thermometers

## **Karen (Help Me Grow)**

--The service each week is always wonderful and anytime there are questions they help either by telling you or finding a way to get the answer. Always great!!  
--We'll miss you  
--Very nice and helped with kids

## **Candy (car seat)**

--Candy was very responsive and on time and always professional. Enjoyed her services very much

## **Mike Shultz**

--Exceptional presentation, very engaging, nice to have hands on, visual aids and papers to keep

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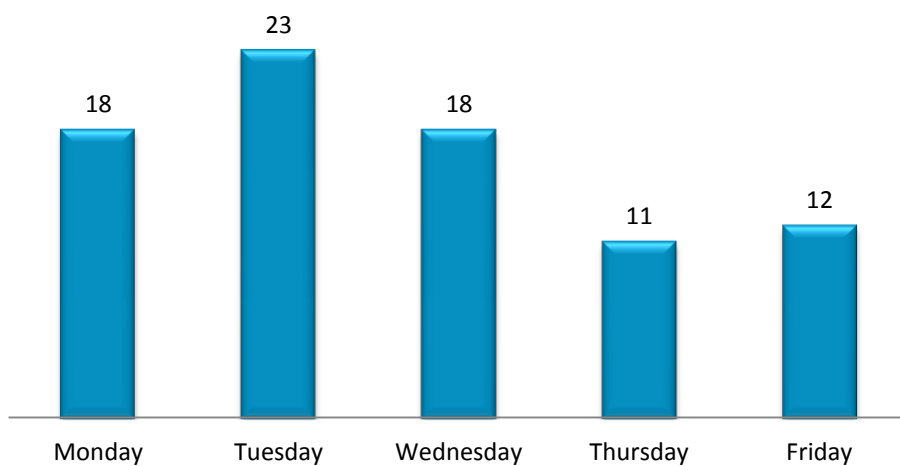


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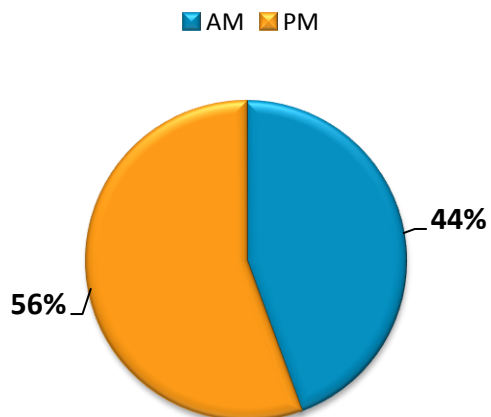
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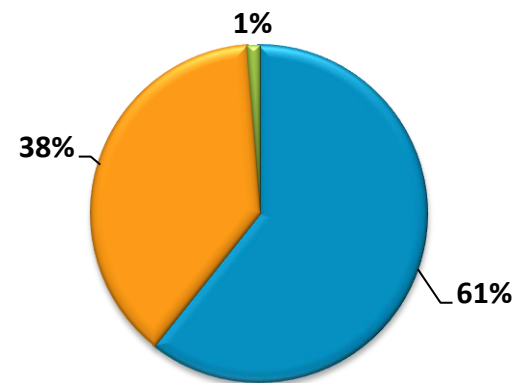


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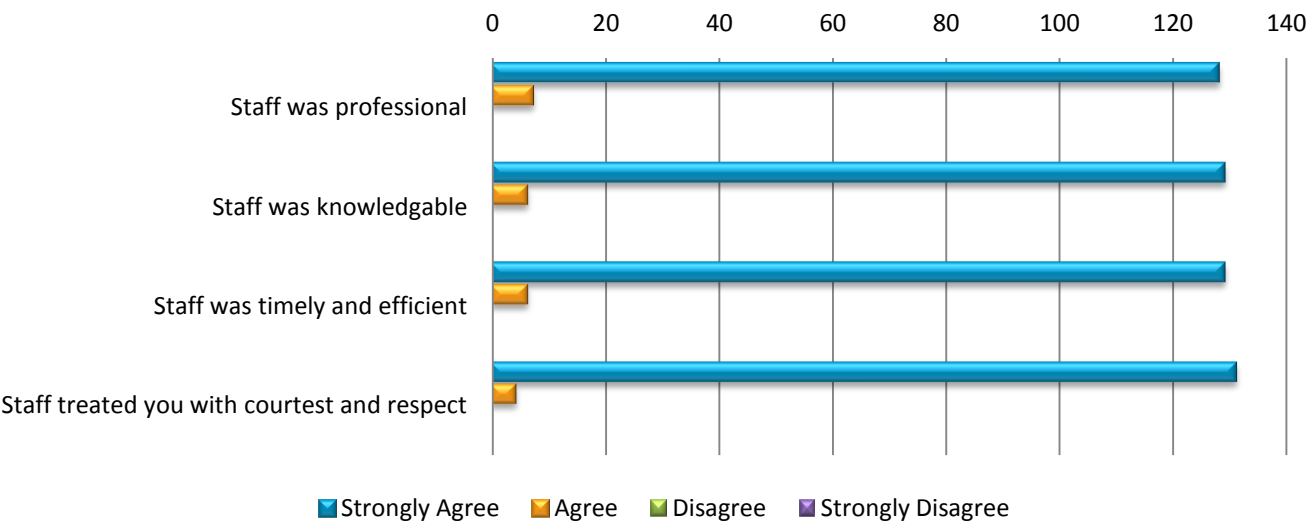


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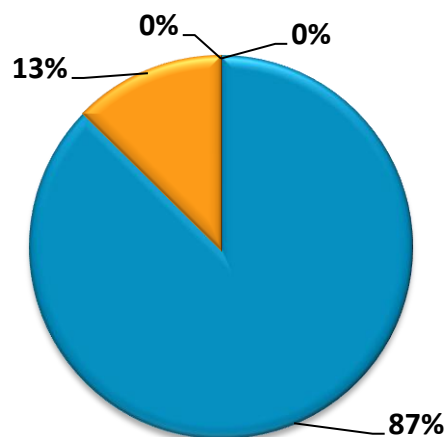


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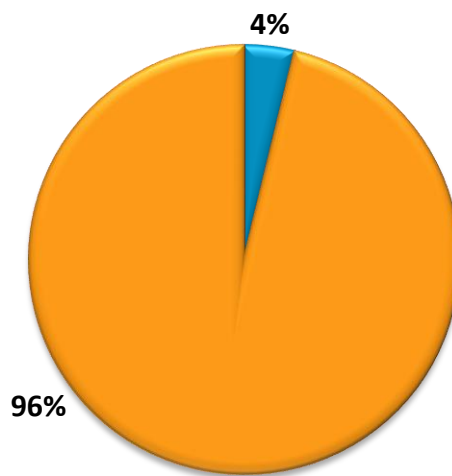
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**Time & Date:** June 28, 2017 at 1:30 p.m.

**Location:** WCHD Conference Room

**Group:** Community Health Division

## I. Attendees

Attendance: Megan Riley, Kirsten Frissora, Kim Shoup, Michael Shultz.

*Peg Buda was not in attendance, but reviewed minutes with Megan on 06/29/17.*

## II. Agenda Topics

1. SD Insite
  - “Extra Hours” over 35 hours, not to exceed 40
  - Work weeks are Saturday to Friday – Schedule time accordingly
  - Comp time will be available the following week as long as it’s entered
  - Time available is removed from the balance as soon as it is requested
2. Policy Stat
  - All policies and procedures will be uniform
  - Available to all via internet
  - Acknowledgement of receipt and trainings
  - Alert system for tracking
3. Customer Satisfaction Surveys
  - Feedback on survey results for presentations
  - Best practice to utilize handouts
4. 90 Day Plans – Due July 14
5. Public Health Emergency Preparedness Training
6. Community Health Program Reports
  - Maternal and Child Health
  - Child Passenger Safety Program
  - Public Health Emergency Preparedness
  - Safe Communities
  - Solid Waste and Recycling
7. Next Meeting – Sept 27<sup>th</sup> at 1:30 p.m.

# Fw: Flier Smoking Cessation

Megan Riley

Wed 8/16/2017 11:34 AM

To: Kirsten Frissora <kirsten.frissora@williamscountyhealth.org>;

 2 attachments (832 KB)

Flier Smoking Cessation8 17.docx; Prenatal Smoking Trends 2012-2016.pptx;

Here is the flyer for the CE training and the PPT you can use to share the data. Once you have the percentages figured out for the full report you can tweak the line graph to reflect % rather than #s.

I would also provide a handout (or several) of the slides for providers to have (I can ask Tammy about how many people will be in attendance).

I know we have talked about providing handouts at presentations as part of the customer satisfaction survey results and I think this would be an excellent opportunity to do that.

Thank you!

**Megan M. Riley, MPH**

**Director of Community Health**

Williams County Health Department

310 Lincoln Avenue, PO Box 146

Montpelier, OH 43543

(Phone) 419-485-3141 Ext. 117 | (Fax) 419-485-5420

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**From:** Tammy Bernath <tammybernath@chwchospital.org>

**Sent:** Wednesday, August 16, 2017 8:48 AM

**To:** Megan Riley

**Subject:** Flier Smoking Cessation

Megan,

I talked to Jennifer Vetter, our new Educator. She thinks it will be fine if someone does a short presentation (about 5 minutes) on the prenatal smoking trends in Williams County. The flier is attached with the location and times of the presentation.

Thanks,



Tammy Bernath RNC-OB, BSN  
OB Director of Nursing  
Community Hospitals and Wellness Centers  
433 W. High St.  
Bryan, Ohio 43506

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