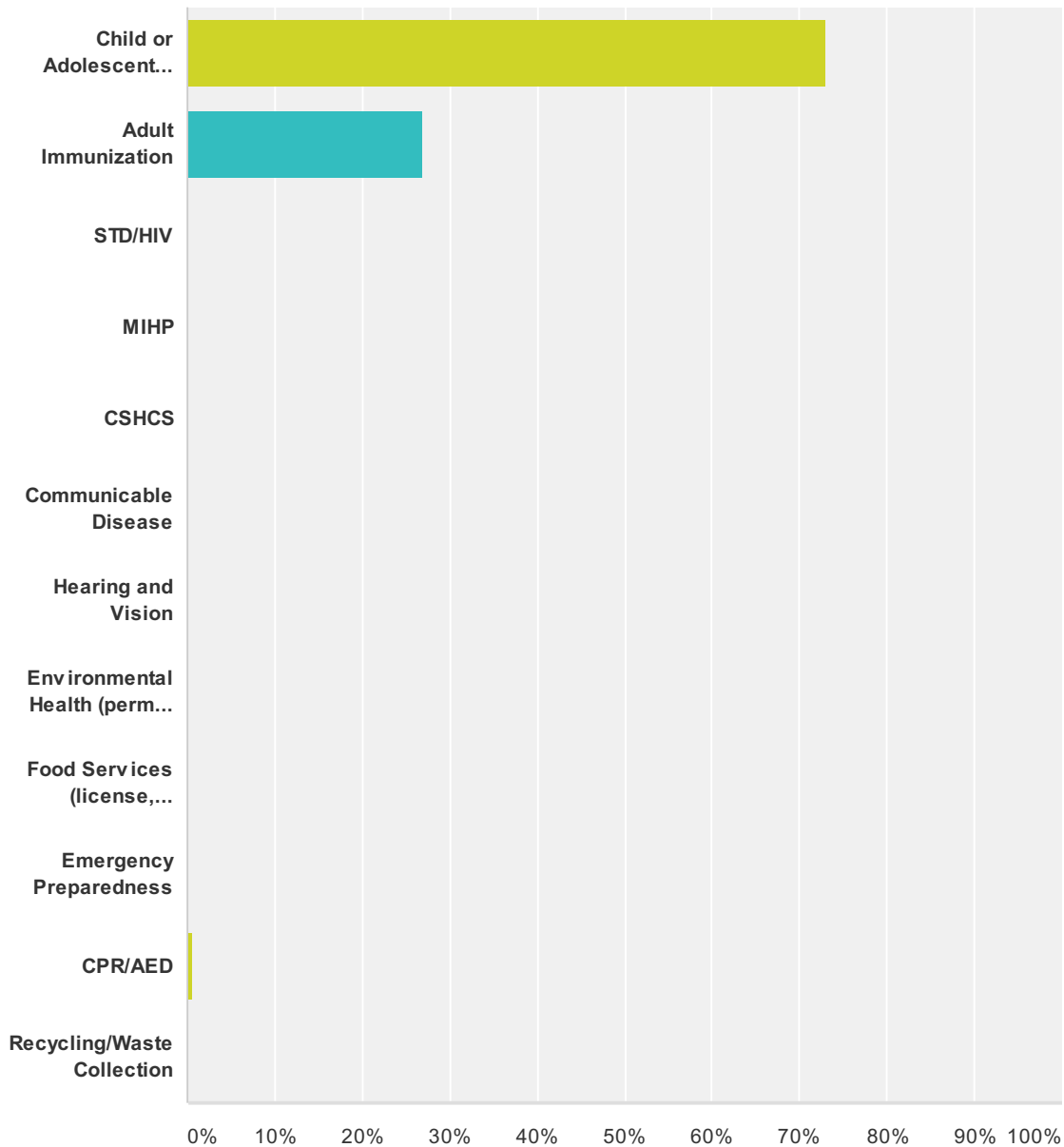


**Q1 During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)**

Answered: 160 Skipped: 11



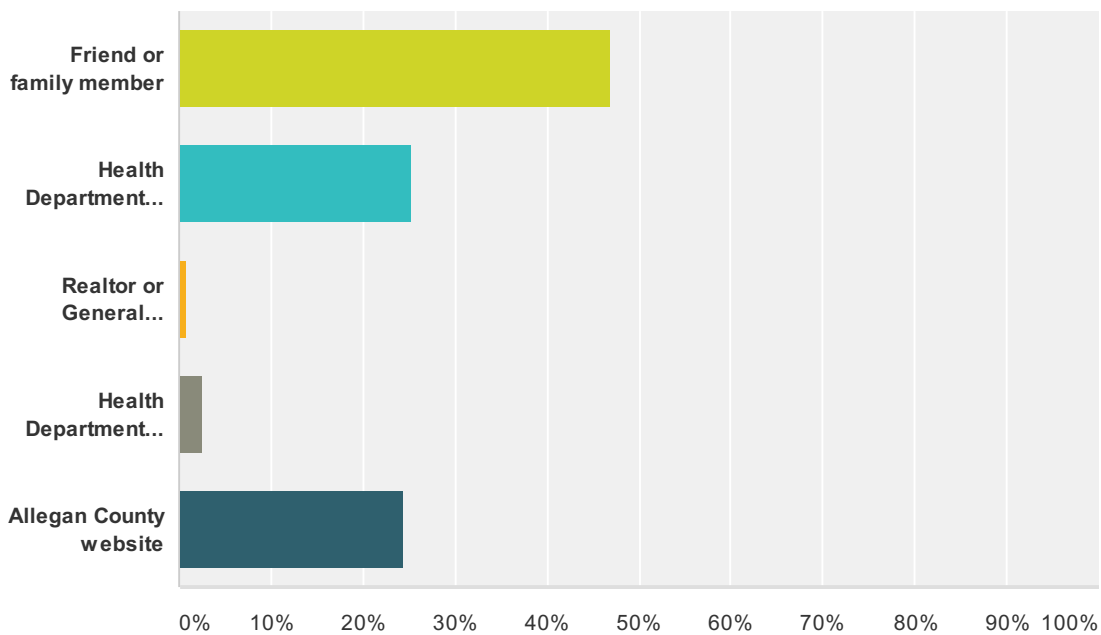
Answer Choices	Responses
Child or Adolescent Immunization	73.13% 117
Adult Immunization	26.88% 43
STD/HIV	0.00% 0
MIHP	0.00% 0
CSHCS	0.00% 0

## Immunization Allegan County Health Department 2013

Communicable Disease	0.00%	0
Hearing and Vision	0.00%	0
Environmental Health (permit, inspection, sewage, water, SESC, etc.)	0.00%	0
Food Services (license, inspection, plan review, training)	0.00%	0
Emergency Preparedness	0.00%	0
CPR/AED	0.63%	1
Recycling/Waste Collection	0.00%	0
<b>Total Respondents: 160</b>		

## Q2 Where did you learn about our available services?

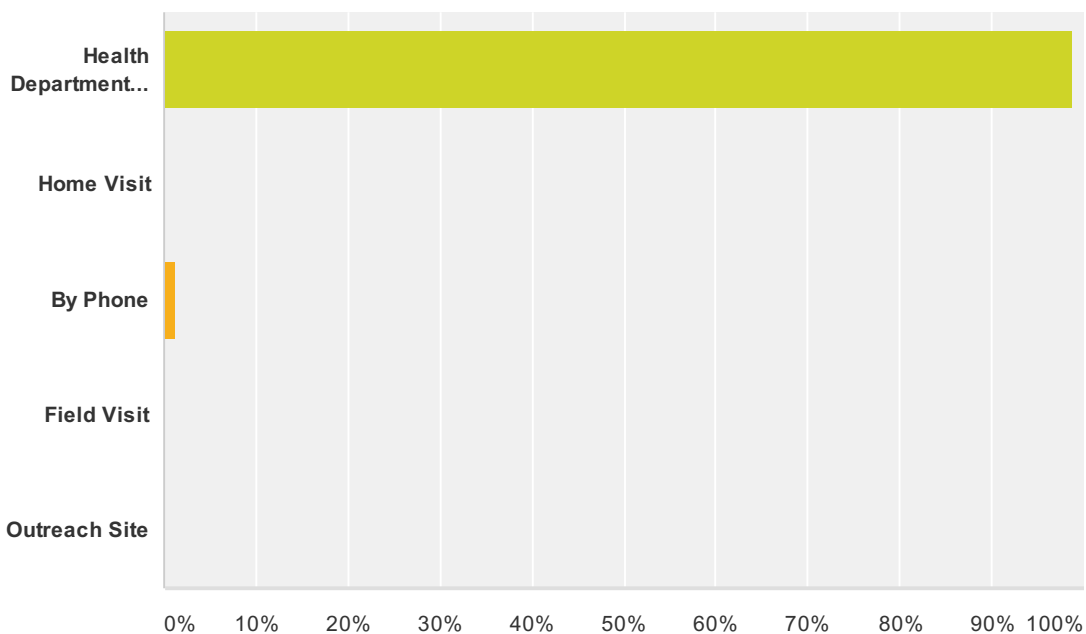
Answered: 119 Skipped: 52



Answer Choices	Responses
Friend or family member	47.06% 56
Health Department Staff member or Local Government Staff/Agency	25.21% 30
Realtor or General Contractor	0.84% 1
Health Department brochure or flyer	2.52% 3
Allegan County website	24.37% 29
<b>Total</b>	<b>119</b>

### Q3 Where did you receive your service(s)?

Answered: 170 Skipped: 1

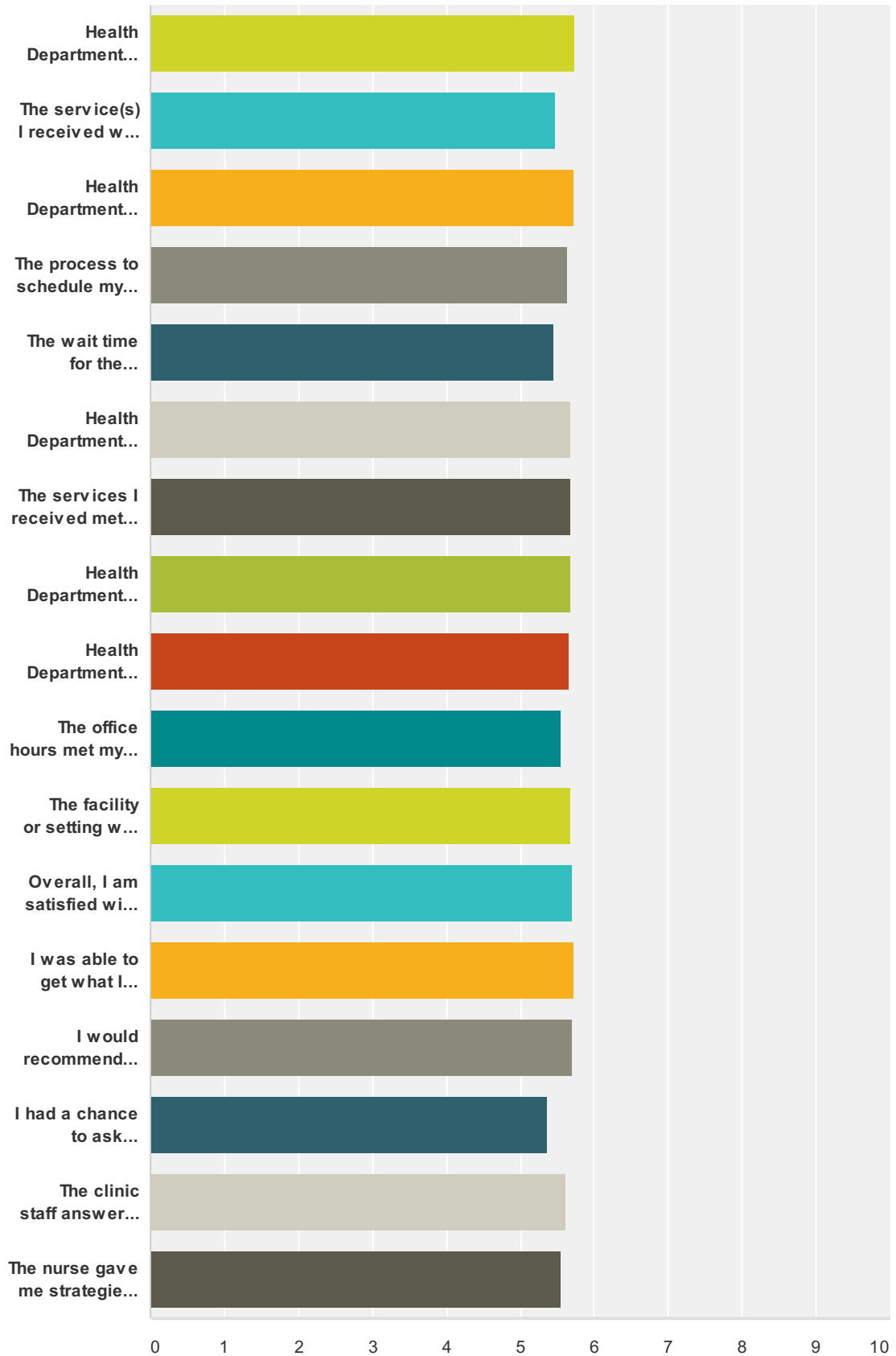


Answer Choices	Responses
Health Department Office	98.82% 168
Home Visit	0.00% 0
By Phone	1.18% 2
Field Visit	0.00% 0
Outreach Site	0.00% 0
<b>Total</b>	<b>170</b>

**Q4 Please indicate if you agree or disagree with each of the following statements by circling the number under your response. If you disagree with any of the statements below, please help us understand how we can improve by providing a comment under Question 8.**

Answered: 171 Skipped: 0

# Immunization Allegan County Health Department 2013



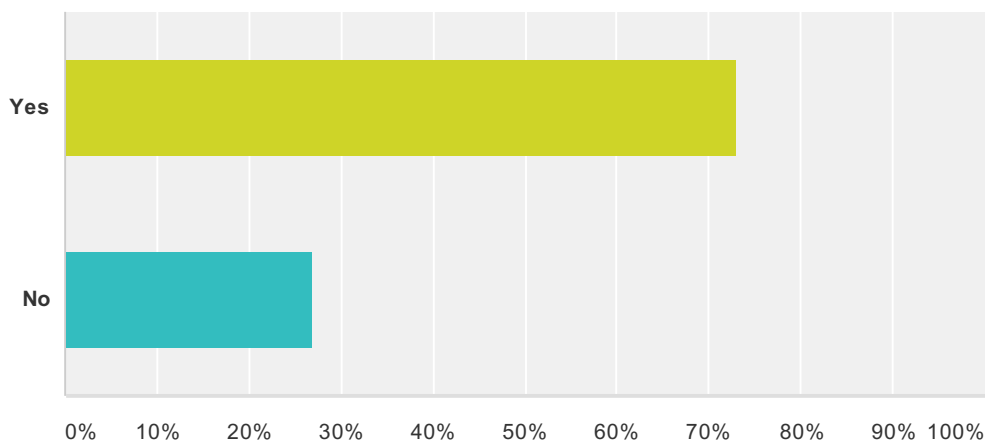
	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Total	Average Rating
Health Department Staff were friendly.	1.18% 2	0.00% 0	0.00% 0	0.00% 0	20.59% 35	78.24% 133	170	5.74

## Immunization Allegan County Health Department 2013

The service(s) I received were delivered promptly.	<b>1.19%</b> 2	<b>1.79%</b> 3	<b>1.19%</b> 2	<b>4.17%</b> 7	<b>29.17%</b> 49	<b>62.50%</b> 105	168	5.46
Health Department staff were respectful.	<b>1.18%</b> 2	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>20.71%</b> 35	<b>78.11%</b> 132	169	5.73
The process to schedule my appointment/visit was convenient and helpful.	<b>1.75%</b> 3	<b>0.58%</b> 1	<b>0.00%</b> 0	<b>2.34%</b> 4	<b>19.88%</b> 34	<b>75.44%</b> 129	171	5.64
The wait time for the service(s) I received was appropriate.	<b>1.18%</b> 2	<b>1.78%</b> 3	<b>1.18%</b> 2	<b>3.55%</b> 6	<b>31.95%</b> 54	<b>60.36%</b> 102	169	5.44
Health Department Staff was helpful.	<b>0.60%</b> 1	<b>0.60%</b> 1	<b>0.00%</b> 0	<b>0.60%</b> 1	<b>25.60%</b> 43	<b>72.62%</b> 122	168	5.68
The services I received met my social, cultural, and/or special needs.	<b>0.60%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.60%</b> 1	<b>28.14%</b> 47	<b>70.66%</b> 118	167	5.68
Health Department Staff took the time to listen to my concerns.	<b>0.61%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.61%</b> 1	<b>27.88%</b> 46	<b>70.91%</b> 117	165	5.68
Health Department staff understood my needs.	<b>1.20%</b> 2	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.60%</b> 1	<b>26.95%</b> 45	<b>71.26%</b> 119	167	5.66
The office hours met my needs.	<b>0.60%</b> 1	<b>0.60%</b> 1	<b>1.79%</b> 3	<b>3.57%</b> 6	<b>26.19%</b> 44	<b>67.26%</b> 113	168	5.56
The facility or setting was comfortable for receiving services.	<b>0.60%</b> 1	<b>0.00%</b> 0	<b>0.60%</b> 1	<b>0.60%</b> 1	<b>26.19%</b> 44	<b>72.02%</b> 121	168	5.68
Overall, I am satisfied with the service(s) I received today.	<b>0.60%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>1.19%</b> 2	<b>25.60%</b> 43	<b>72.62%</b> 122	168	5.69
I was able to get what I needed from Allegan County Health Department today.	<b>0.60%</b> 1	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.60%</b> 1	<b>24.40%</b> 41	<b>74.40%</b> 125	168	5.71
I would recommend Allegan County Health Department to my friends and family.	<b>0.60%</b> 1	<b>0.60%</b> 1	<b>0.00%</b> 0	<b>0.60%</b> 1	<b>24.40%</b> 41	<b>73.81%</b> 124	168	5.69
I had a chance to ask questions during my visit to the clinic.	<b>0.62%</b> 1	<b>0.62%</b> 1	<b>0.00%</b> 0	<b>2.48%</b> 4	<b>53.42%</b> 86	<b>42.86%</b> 69	161	5.36
The clinic staff answered my questions completely.	<b>0.61%</b> 1	<b>0.61%</b> 1	<b>0.00%</b> 0	<b>1.21%</b> 2	<b>29.70%</b> 49	<b>67.88%</b> 112	165	5.62
The nurse gave me strategies or techniques to reduce pain and promote comfort.	<b>0.68%</b> 1	<b>1.35%</b> 2	<b>0.00%</b> 0	<b>2.03%</b> 3	<b>31.08%</b> 46	<b>64.86%</b> 96	148	5.56

### Q5 Did Health Department staff give you information during today's visit about other services for which you might be eligible?

Answered: 148 Skipped: 23



Answer Choices	Responses
Yes	72.97% 108
No	27.03% 40
<b>Total</b>	<b>148</b>



**Q6 Did staff provide outstanding service?  
Is there a specific staff member you would  
like to commend?**

Answered: 106 Skipped: 65

**Q7 What did we do well during your visit today? (Please be specific.)**

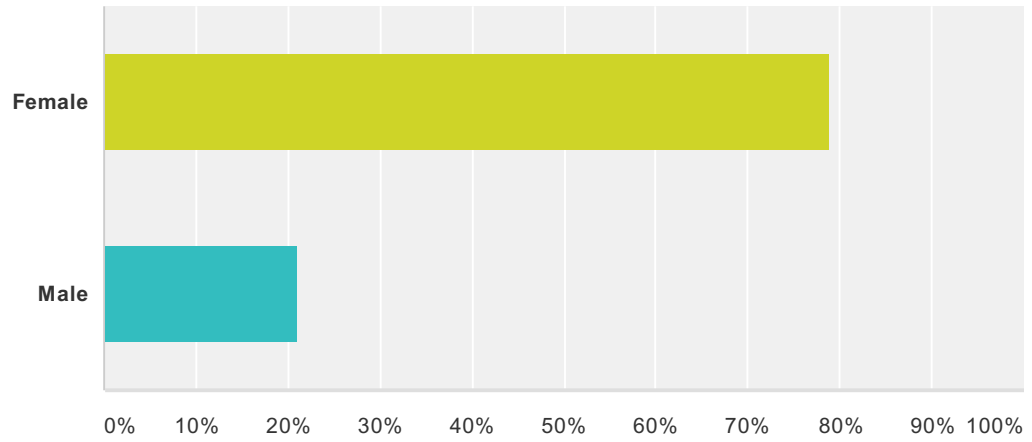
Answered: 99 Skipped: 72

**Q8 What can we do to improve?**

Answered: 57 Skipped: 114

### Q9 What is your gender?

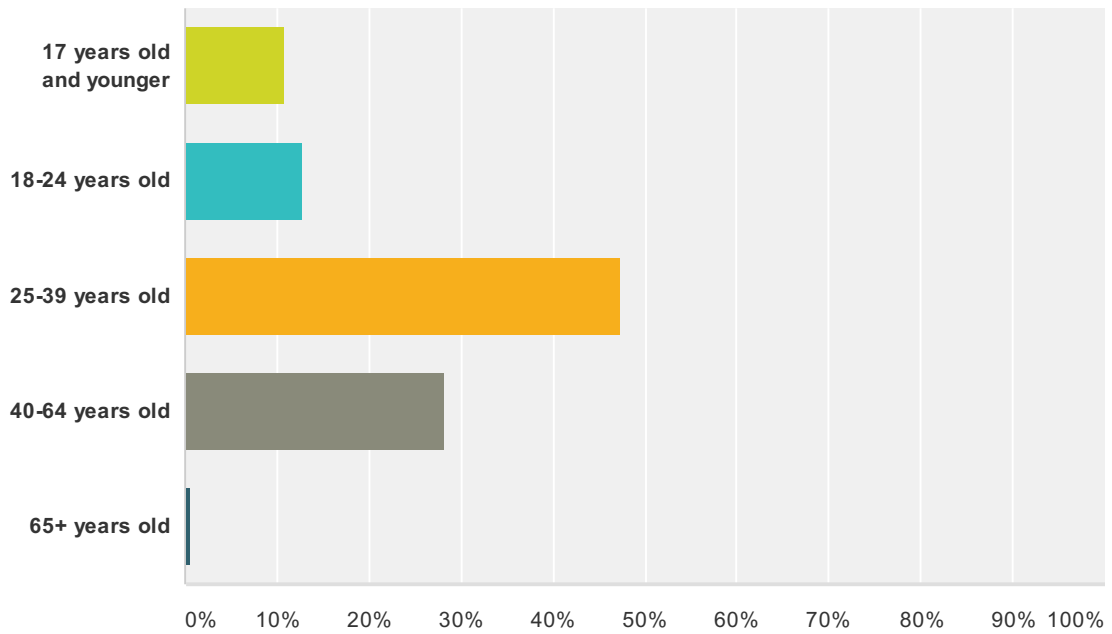
Answered: 161 Skipped: 10



Answer Choices	Responses
Female	78.88% 127
Male	21.12% 34
<b>Total</b>	<b>161</b>

### Q10 What age group are you in?

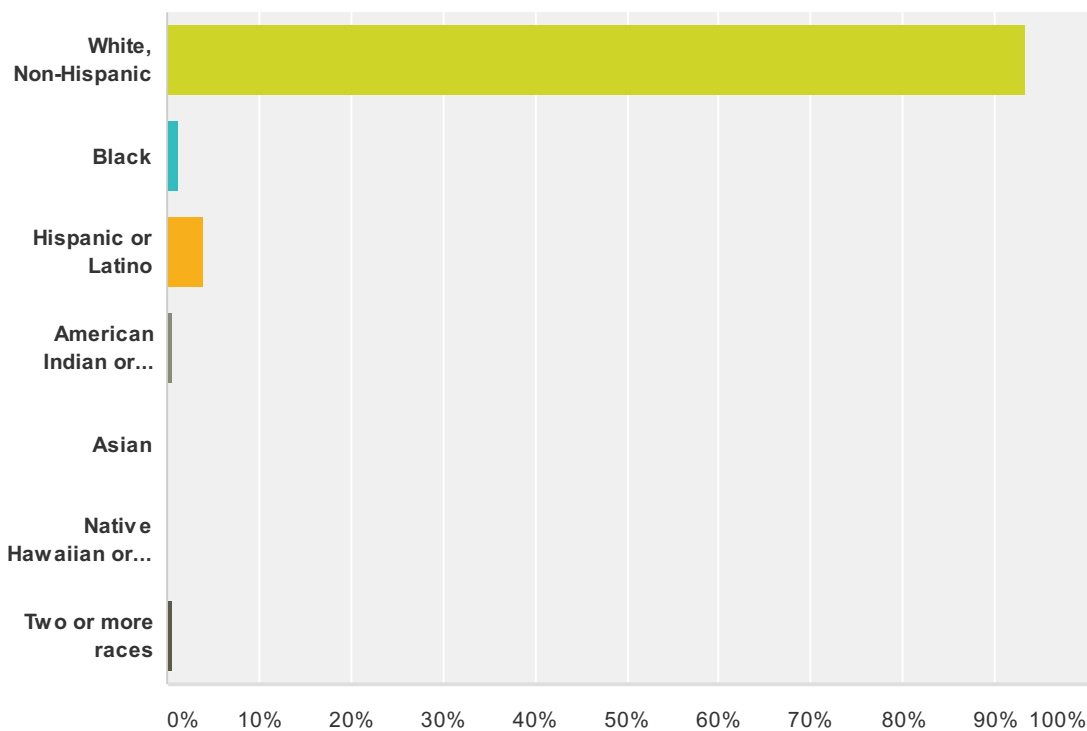
Answered: 156 Skipped: 15



Answer Choices	Responses	
17 years old and younger	10.90%	17
18-24 years old	12.82%	20
25-39 years old	47.44%	74
40-64 years old	28.21%	44
65+ years old	0.64%	1
<b>Total</b>		<b>156</b>

### Q11 What race do you associate with?

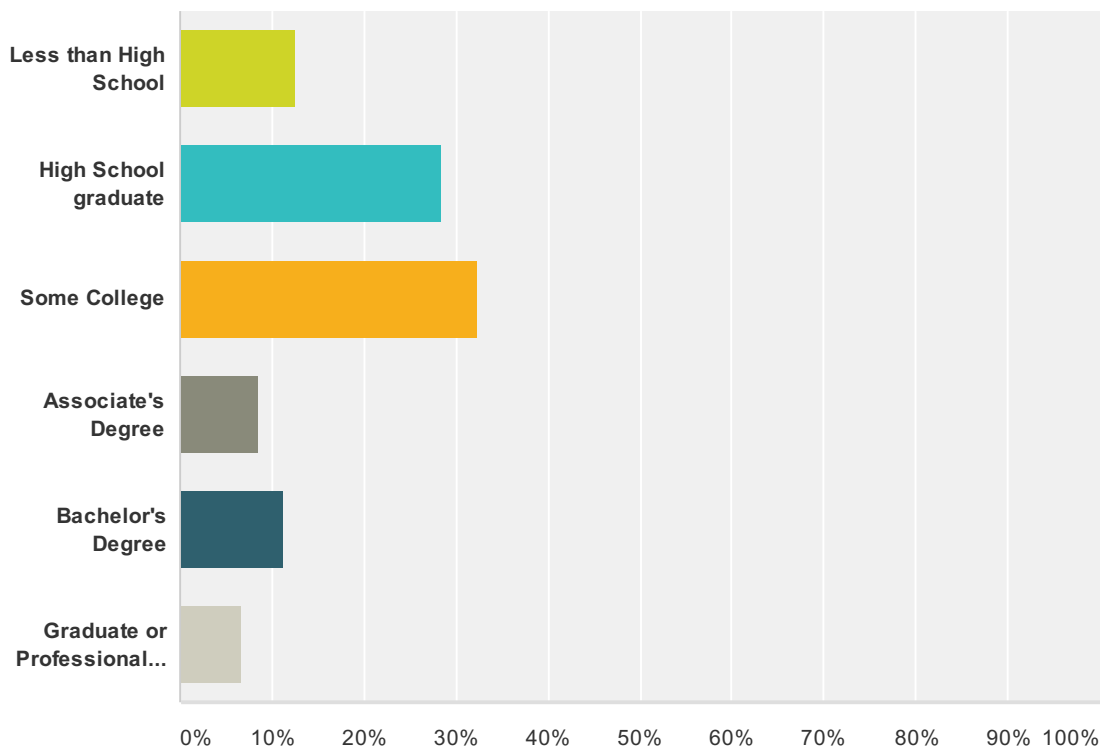
Answered: 151 Skipped: 20



Answer Choices	Responses	
White, Non-Hispanic	93.38%	141
Black	1.32%	2
Hispanic or Latino	3.97%	6
American Indian or Alaska Native	0.66%	1
Asian	0.00%	0
Native Hawaiian or Other Pacific Islander	0.00%	0
Two or more races	0.66%	1
<b>Total</b>		<b>151</b>

### Q12 What is the highest level of education you completed?

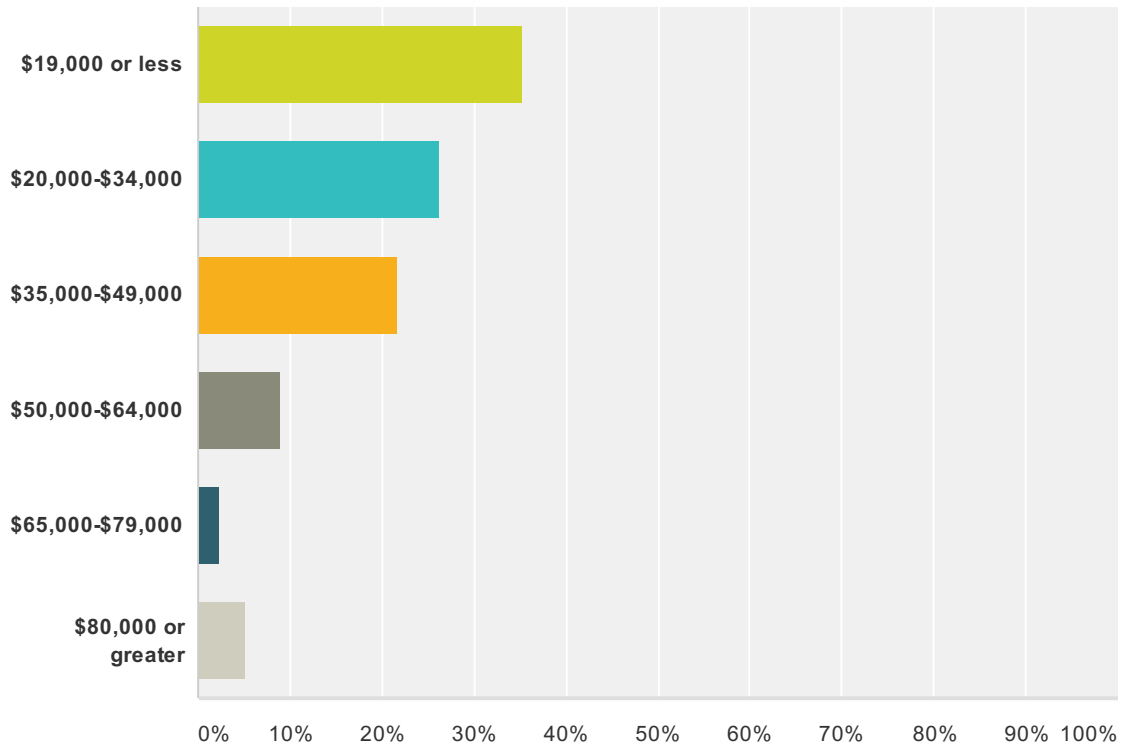
Answered: 151 Skipped: 20



Answer Choices	Responses
Less than High School	12.58% 19
High School graduate	28.48% 43
Some College	32.45% 49
Associate's Degree	8.61% 13
Bachelor's Degree	11.26% 17
Graduate or Professional Degree	6.62% 10
<b>Total</b>	<b>151</b>

### Q13 What is household income range are you in?

Answered: 133 Skipped: 38

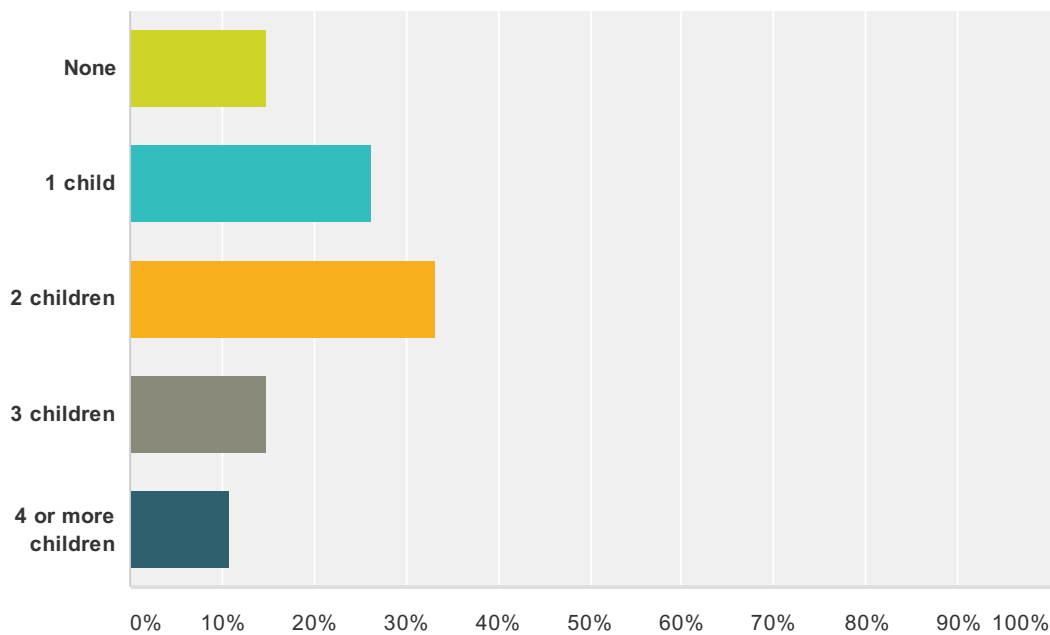


Answer Choices	Responses	
\$19,000 or less	35.34%	47
\$20,000-\$34,000	26.32%	35
\$35,000-\$49,000	21.80%	29
\$50,000-\$64,000	9.02%	12
\$65,000-\$79,000	2.26%	3
\$80,000 or greater	5.26%	7
<b>Total</b>		<b>133</b>



### Q14 How many children under the age of 18 live in your household?

Answered: 148 Skipped: 23



Answer Choices	Responses	
None	14.86%	22
1 child	26.35%	39
2 children	33.11%	49
3 children	14.86%	22
4 or more children	10.81%	16
<b>Total</b>		<b>148</b>