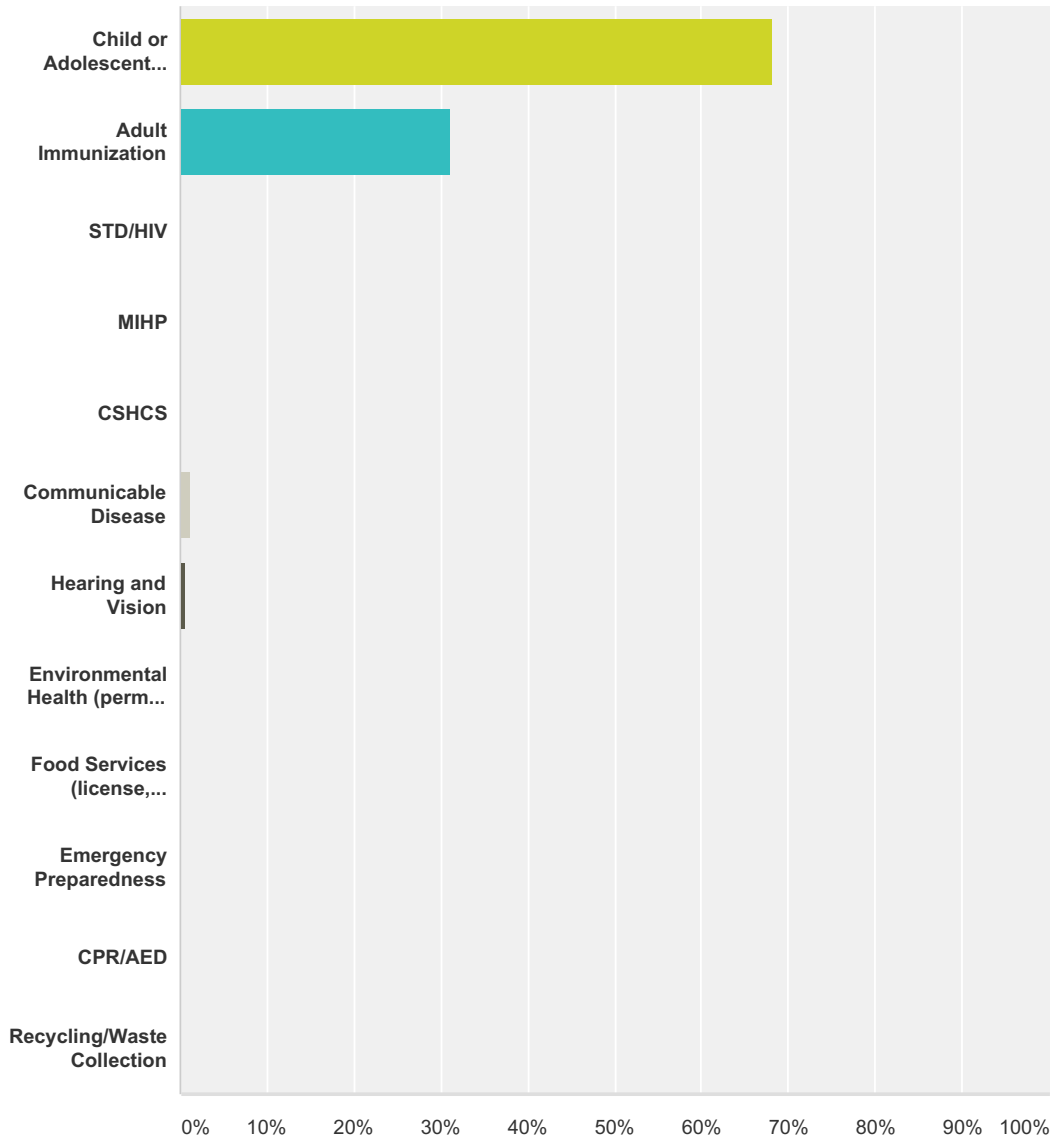


Q1 During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)

Answered: 151 Skipped: 10



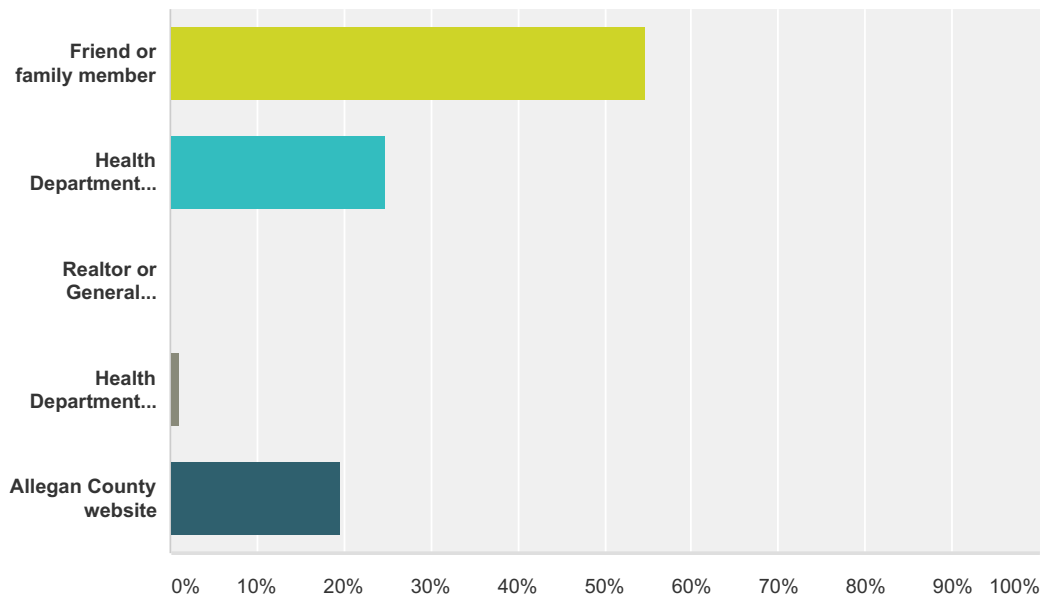
Answer Choices	Responses
Child or Adolescent Immunization	68.21% 103
Adult Immunization	31.13% 47
STD/HIV	0.00% 0
MIHP	0.00% 0
CSHCS	0.00% 0

Immunization Allegan County Health Department 2014

Communicable Disease	1.32%	2
Hearing and Vision	0.66%	1
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	0.00%	0
Recycling/Waste Collection	0.00%	0
Total Respondents: 151		

Q2 Where did you learn about our available services?

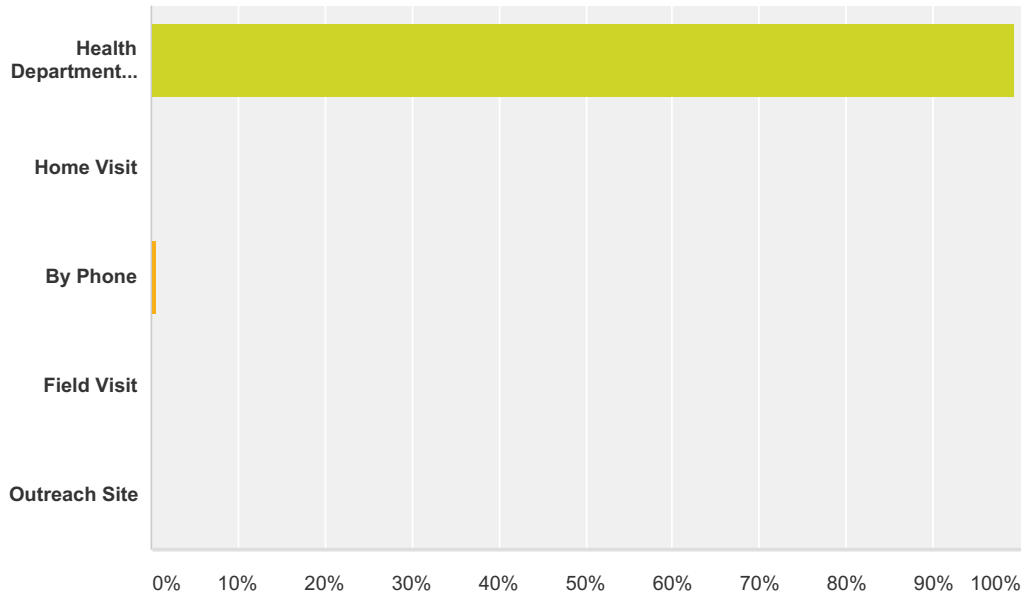
Answered: 97 Skipped: 64



Answer Choices	Responses
Friend or family member	54.64% 53
Health Department Staff member or Local Government Staff/Agency	24.74% 24
Realtor or General Contractor	0.00% 0
Health Department brochure or flyer	1.03% 1
Allegan County website	19.59% 19
Total	97

Q3 Where did you receive your service(s)?

Answered: 157 Skipped: 4

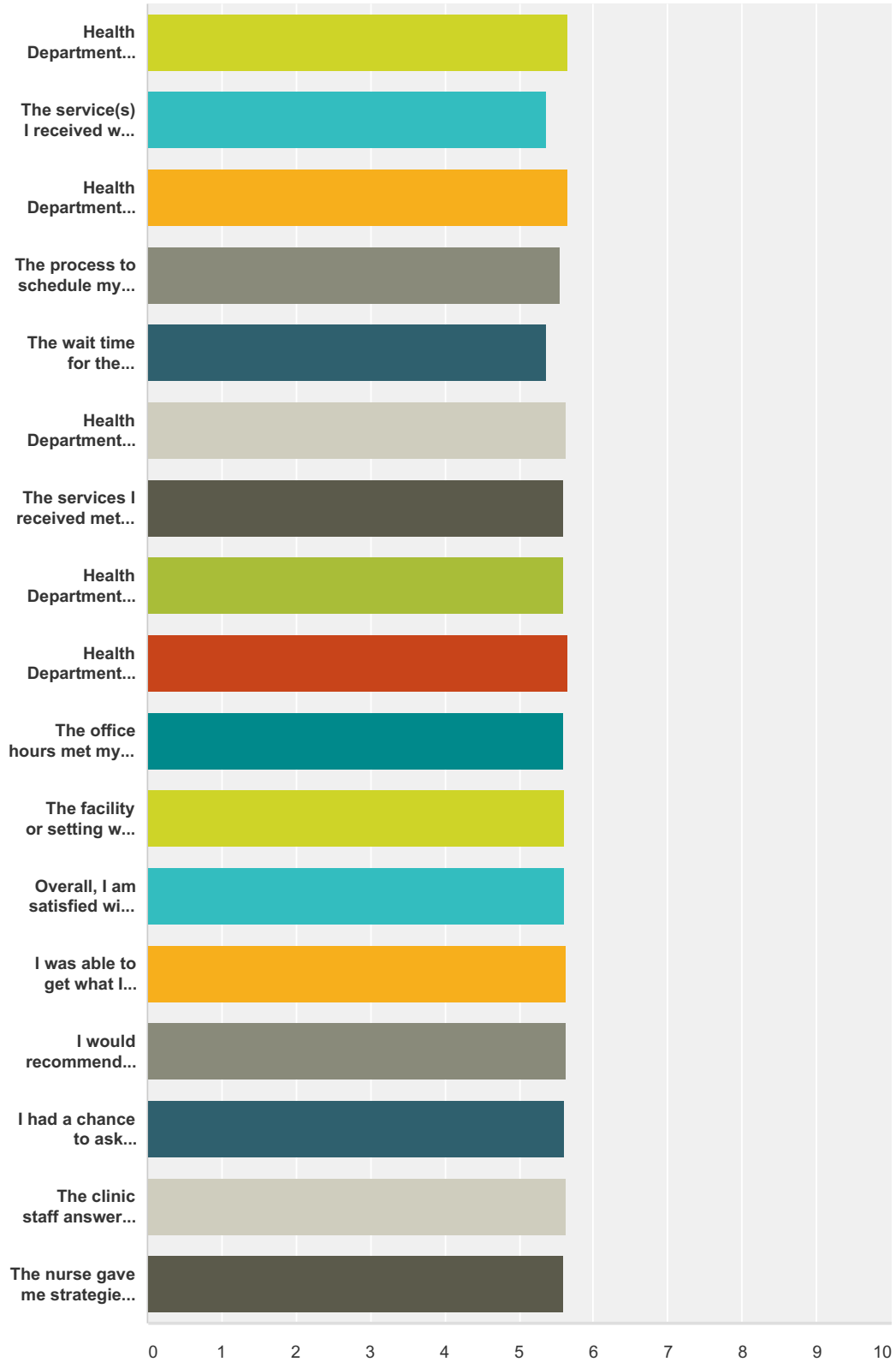


Answer Choices	Responses	
Health Department Office	99.36%	156
Home Visit	0.00%	0
By Phone	0.64%	1
Field Visit	0.00%	0
Outreach Site	0.00%	0
Total		157

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: 159 Skipped: 2

Immunization Allegan County Health Department 2014



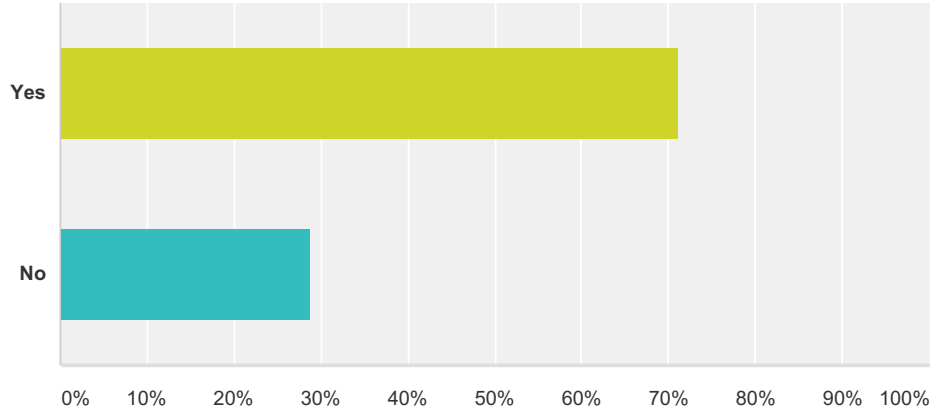
	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Total	Weighted Average
Health Department Staff were friendly.	3.77% 6	0.00% 0	0.00% 0	0.63% 1	13.84% 22	81.76% 130	159	5.66

Immunization Allegan County Health Department 2014

The service(s) I received were delivered promptly.	3.82% 6	0.64% 1	2.55% 4	7.01% 11	19.75% 31	66.24% 104	157	5.37
Health Department staff were respectful.	3.80% 6	0.00% 0	0.00% 0	0.63% 1	13.92% 22	81.65% 129	158	5.66
The process to schedule my appointment/visit was convenient and helpful.	3.77% 6	0.63% 1	0.00% 0	4.40% 7	14.47% 23	76.73% 122	159	5.55
The wait time for the service(s) I received was appropriate.	4.40% 7	0.63% 1	1.26% 2	7.55% 12	20.75% 33	65.41% 104	159	5.36
Health Department Staff was helpful.	3.16% 5	0.00% 0	0.63% 1	1.27% 2	17.09% 27	77.85% 123	158	5.63
The services I received met my social, cultural, and/or special needs.	3.23% 5	0.00% 0	0.65% 1	1.29% 2	20.65% 32	74.19% 115	155	5.59
Health Department Staff took the time to listen to my concerns.	3.25% 5	0.00% 0	0.65% 1	0.65% 1	21.43% 33	74.03% 114	154	5.59
Health Department staff understood my needs.	2.56% 4	0.00% 0	0.00% 0	1.28% 2	19.87% 31	76.28% 119	156	5.65
The office hours met my needs.	2.55% 4	0.00% 0	0.00% 0	3.82% 6	19.75% 31	73.89% 116	157	5.60
The facility or setting was comfortable for receiving services.	2.53% 4	0.00% 0	0.00% 0	1.27% 2	23.42% 37	72.78% 115	158	5.61
Overall, I am satisfied with the service(s) I received today.	2.56% 4	0.00% 0	0.00% 0	1.92% 3	21.15% 33	74.36% 116	156	5.62
I was able to get what I needed from Allegan County Health Department today.	2.53% 4	0.00% 0	0.00% 0	1.27% 2	22.15% 35	74.05% 117	158	5.63
I would recommend Allegan County Health Department to my friends and family.	2.55% 4	0.00% 0	0.00% 0	2.55% 4	19.11% 30	75.80% 119	157	5.63
I had a chance to ask questions during my visit to the clinic.	2.61% 4	0.00% 0	0.00% 0	2.61% 4	19.61% 30	75.16% 115	153	5.62
The clinic staff answered my questions completely.	2.61% 4	0.00% 0	0.00% 0	1.31% 2	20.26% 31	75.82% 116	153	5.64
The nurse gave me strategies or techniques to reduce pain and promote comfort.	2.76% 4	0.00% 0	0.00% 0	2.07% 3	23.45% 34	71.72% 104	145	5.59

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

Answered: 139 Skipped: 22



Answer Choices	Responses
Yes	71.22% 99
No	28.78% 40
Total	139

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

Answered: 109 Skipped: 52

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

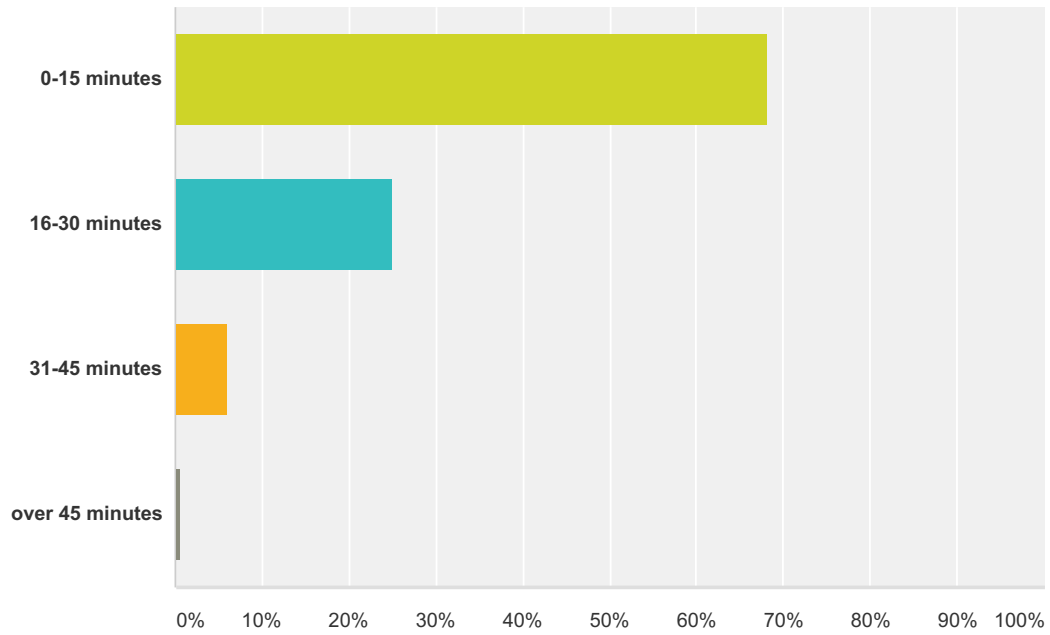
Answered: 111 Skipped: 50

Q8 What can we do to improve?

Answered: 57 Skipped: 104

Q9 What was your wait time until you were called in to see the nurse?

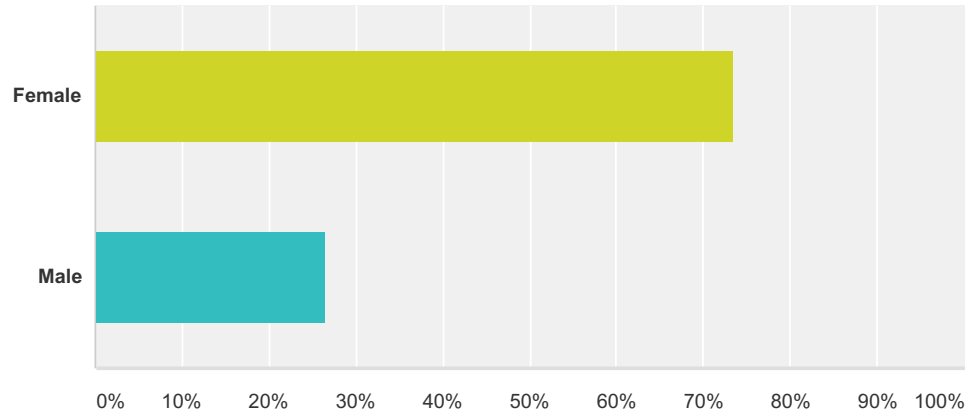
Answered: 148 Skipped: 13



Answer Choices	Responses	
0-15 minutes	68.24%	101
16-30 minutes	25.00%	37
31-45 minutes	6.08%	9
over 45 minutes	0.68%	1
Total		148

Q10 What is your gender?

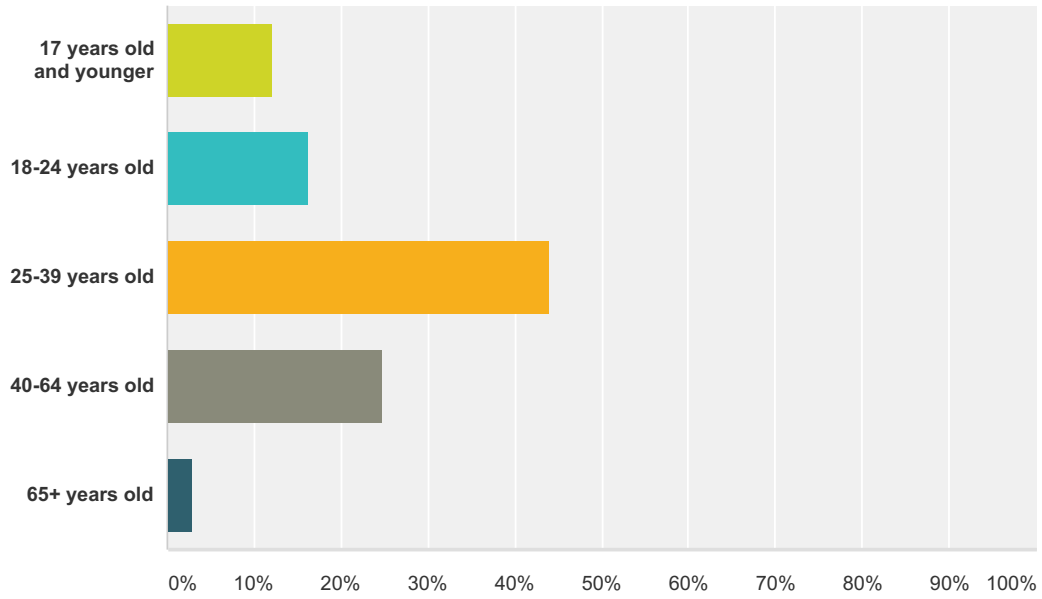
Answered: 143 Skipped: 18



Answer Choices	Responses	
Female	73.43%	105
Male	26.57%	38
Total		143

Q11 What age group are you in?

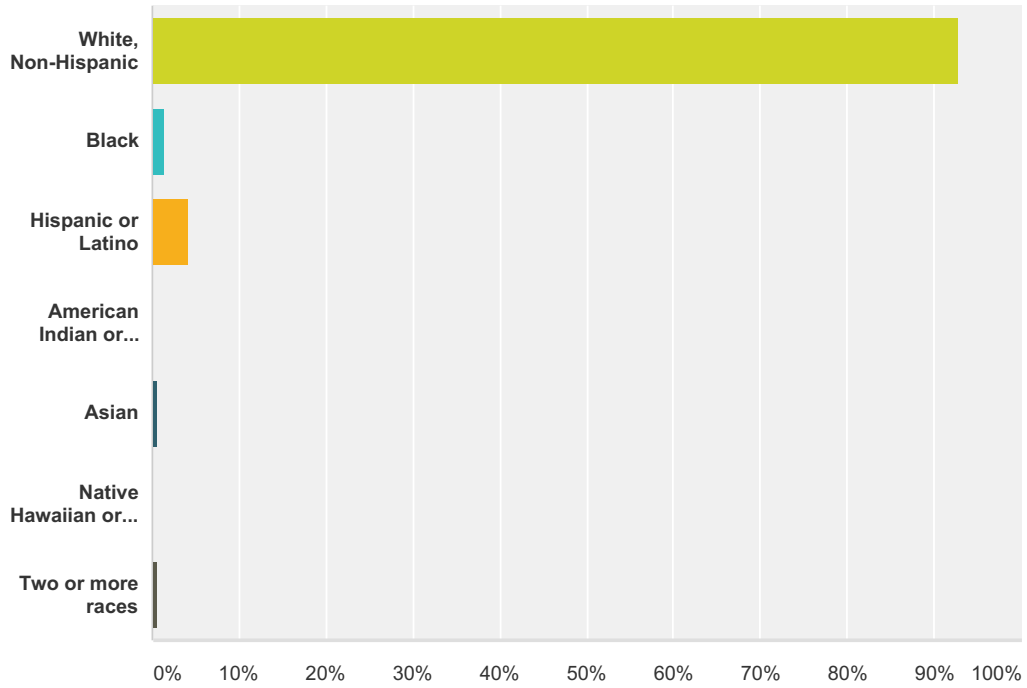
Answered: 141 Skipped: 20



Answer Choices	Responses	
17 years old and younger	12.06%	17
18-24 years old	16.31%	23
25-39 years old	43.97%	62
40-64 years old	24.82%	35
65+ years old	2.84%	4
Total		141

Q12 What race do you associate with?

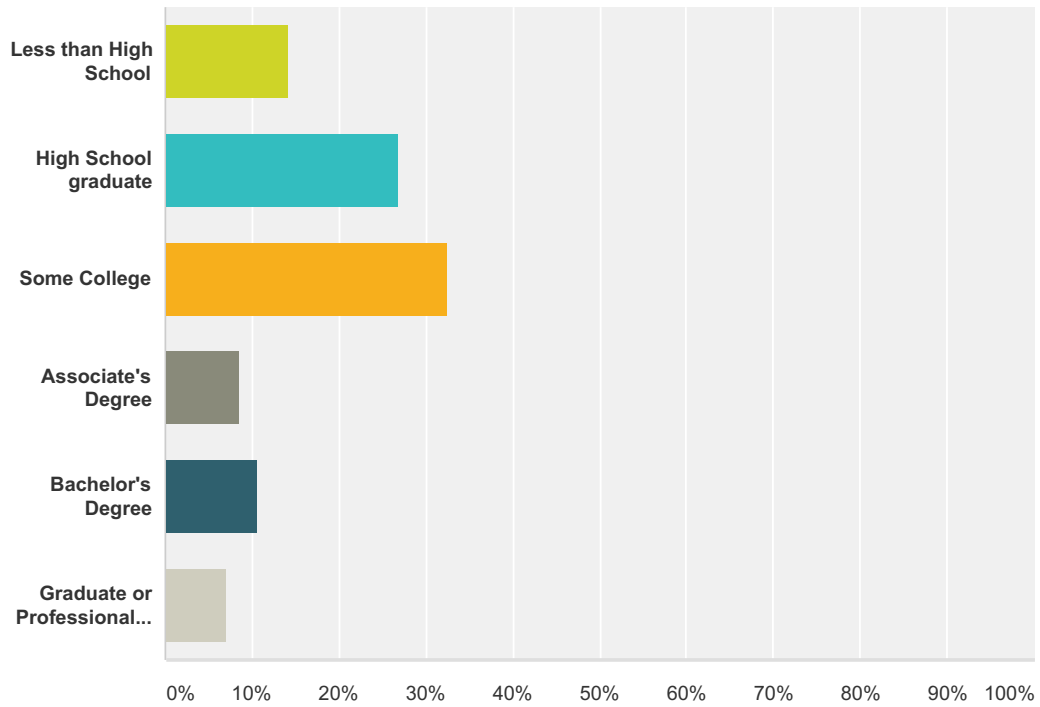
Answered: 142 Skipped: 19



Answer Choices	Responses
White, Non-Hispanic	92.96% 132
Black	1.41% 2
Hispanic or Latino	4.23% 6
American Indian or Alaska Native	0.00% 0
Asian	0.70% 1
Native Hawaiian or Other Pacific Islander	0.00% 0
Two or more races	0.70% 1
Total	142

Q13 What is the highest level of education you completed?

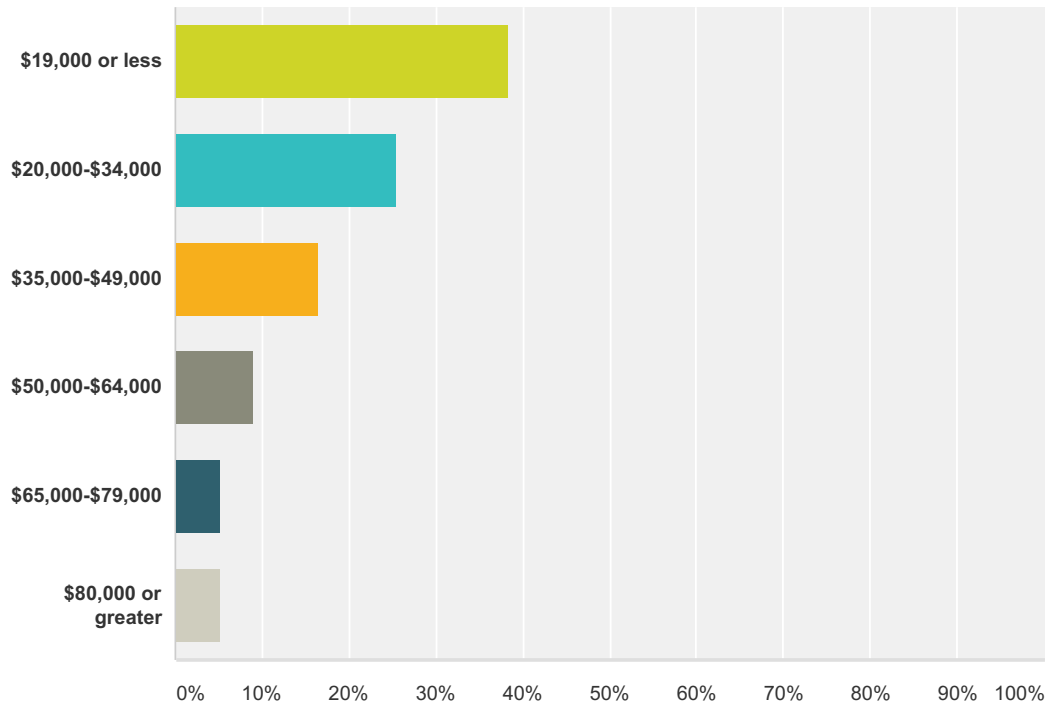
Answered: 141 Skipped: 20



Answer Choices	Responses	Count
Less than High School	14.18%	20
High School graduate	26.95%	38
Some College	32.62%	46
Associate's Degree	8.51%	12
Bachelor's Degree	10.64%	15
Graduate or Professional Degree	7.09%	10
Total		141

Q14 What is household income range are you in?

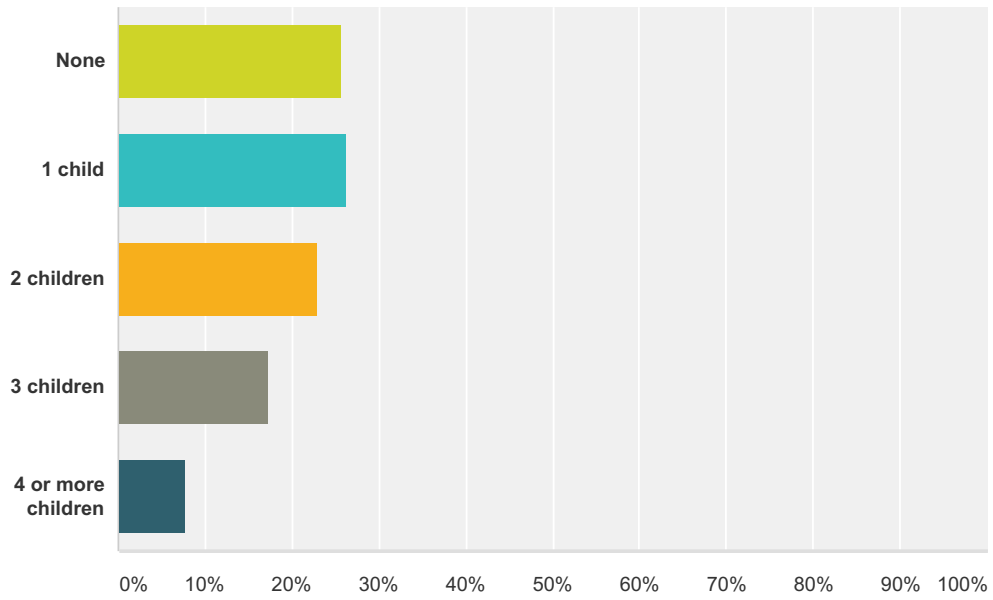
Answered: 133 Skipped: 28



Answer Choices	Responses	
\$19,000 or less	38.35%	51
\$20,000-\$34,000	25.56%	34
\$35,000-\$49,000	16.54%	22
\$50,000-\$64,000	9.02%	12
\$65,000-\$79,000	5.26%	7
\$80,000 or greater	5.26%	7
Total		133

Q15 How many children under the age of 18 live in your household?

Answered: 144 Skipped: 17



Answer Choices	Responses
None	25.69% 37
1 child	26.39% 38
2 children	22.92% 33
3 children	17.36% 25
4 or more children	7.64% 11
Total	144