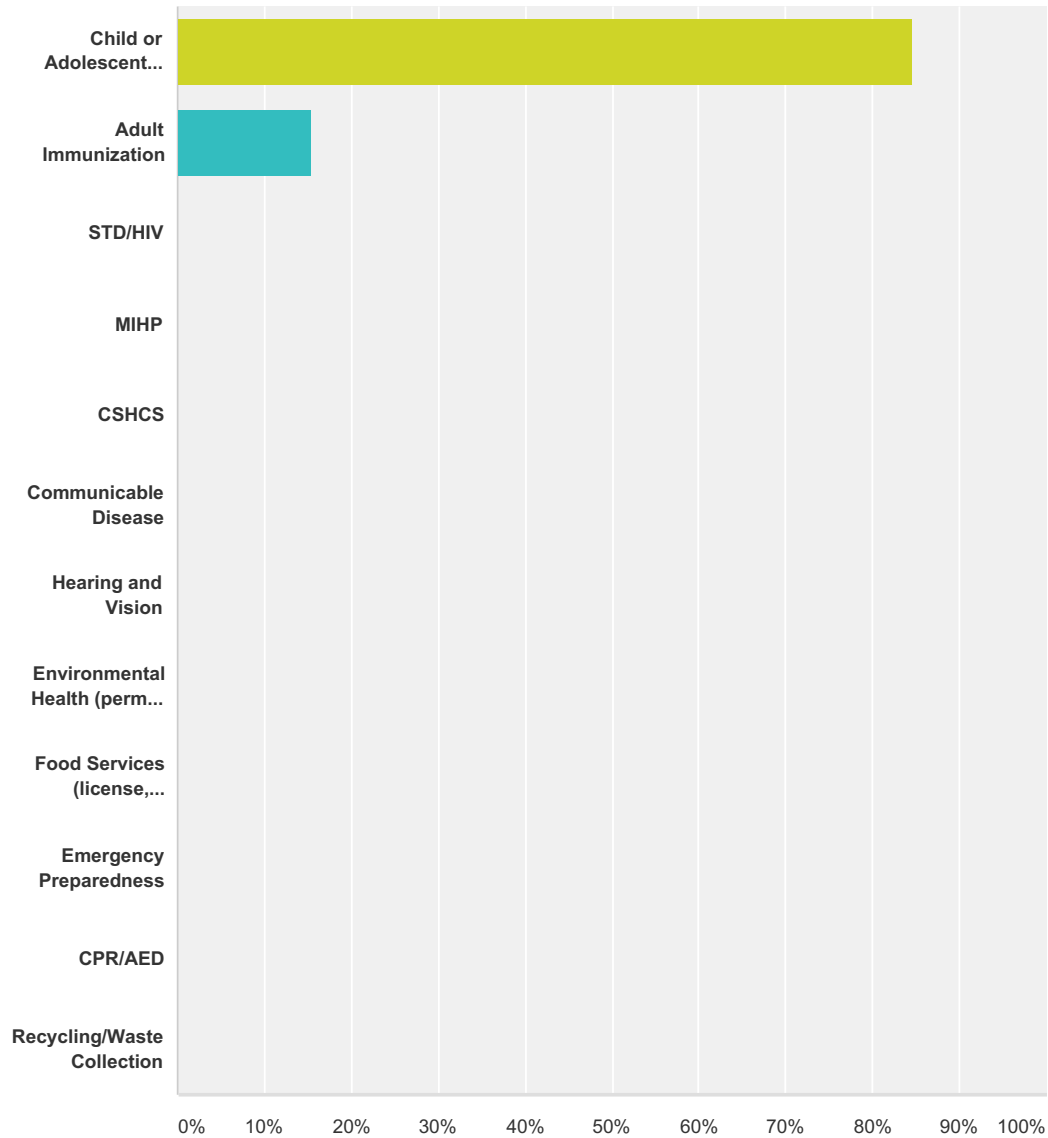


**Q1 During your visit with Allegan County Health Department, what program(s)/service(s) did you receive? (check all that apply)**

Answered: 13 Skipped: 0



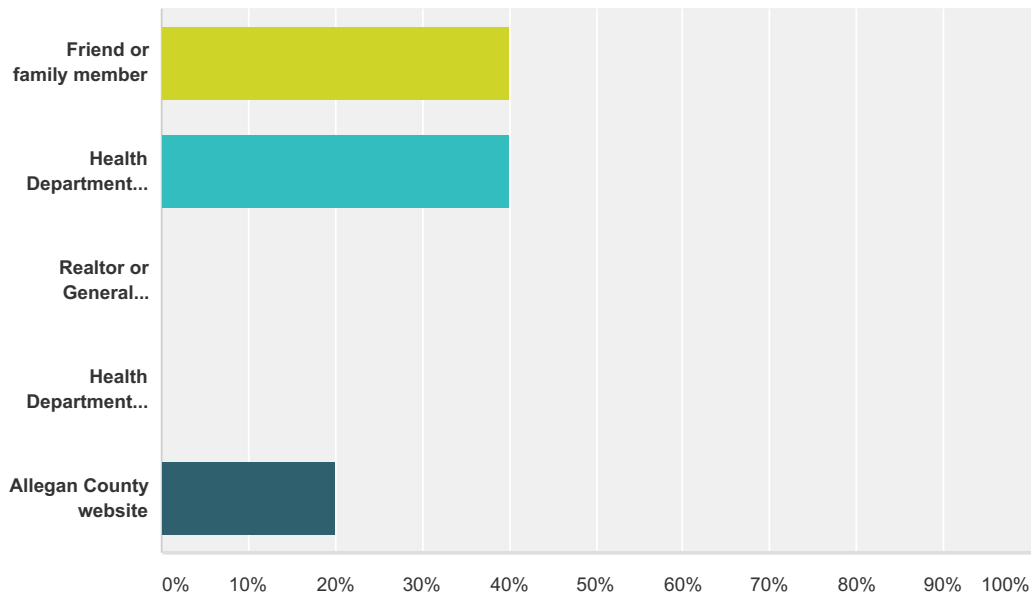
Answer Choices	Responses
Child or Adolescent Immunization	84.62% 11
Adult Immunization	15.38% 2
STD/HIV	0.00% 0
MIHP	0.00% 0
CSHCS	0.00% 0

## Immunization Allegan County Health Department 2015

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	0.00%	0
Recycling/Waste Collection	0.00%	0
<b>Total Respondents: 13</b>		

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

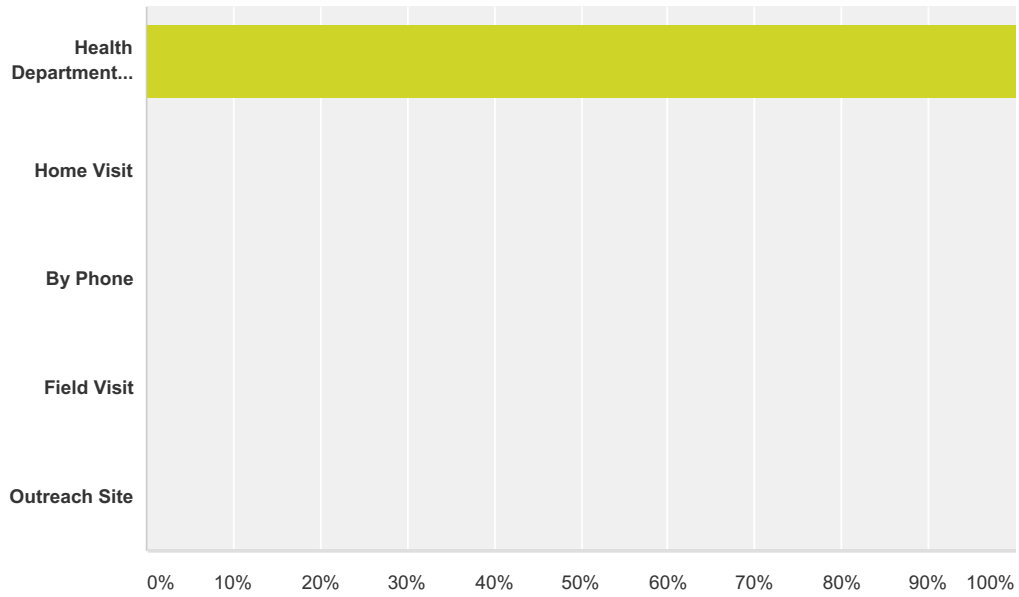
Answered: 10 Skipped: 3



Answer Choices	Responses
Friend or family member	40.00% 4
Health Department Staff member or Local Government Staff/Agency	40.00% 4
Realtor or General Contractor	0.00% 0
Health Department brochure or flyer	0.00% 0
Allegan County website	20.00% 2
<b>Total</b>	<b>10</b>

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

Answered: 13 Skipped: 0

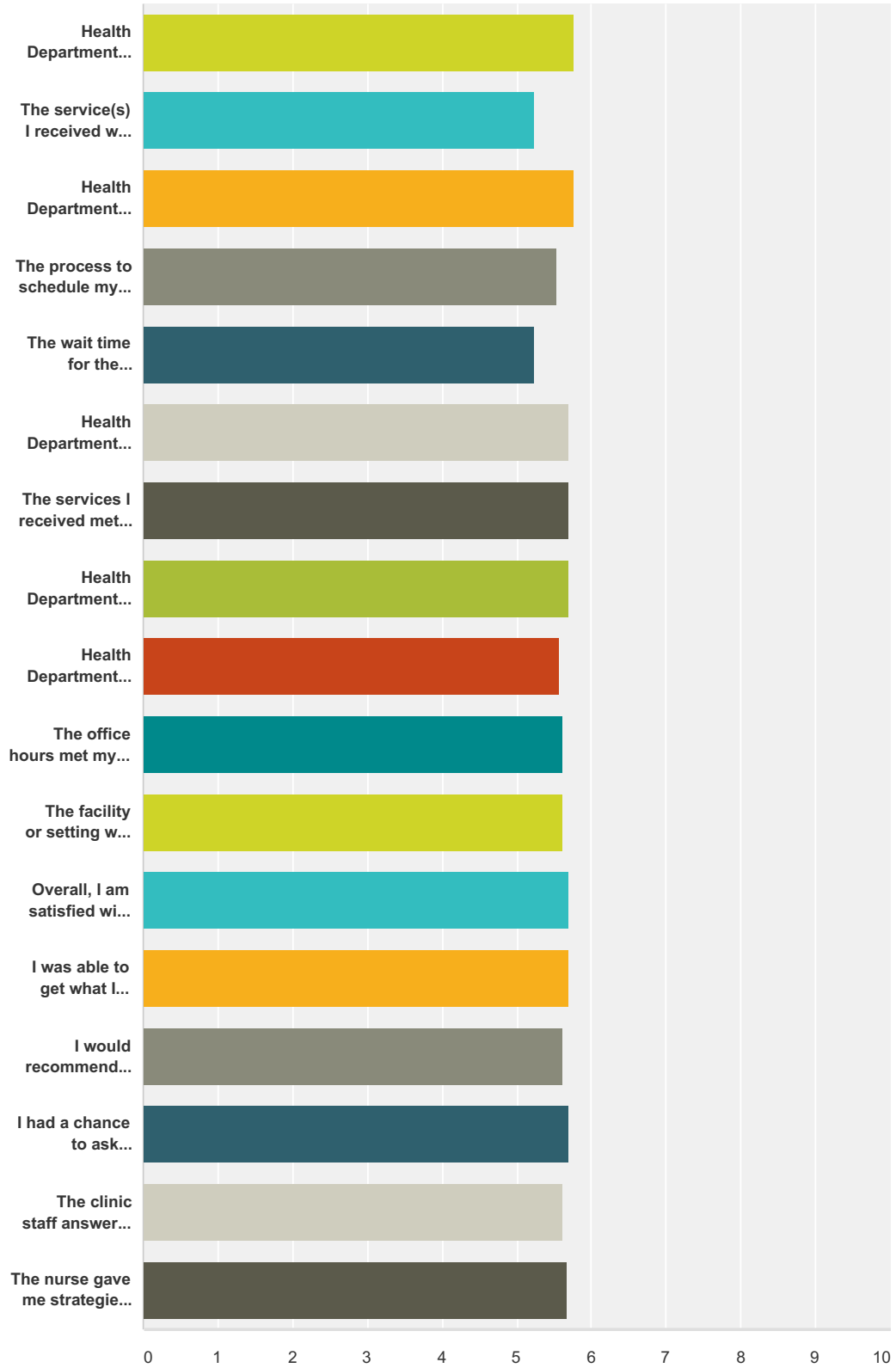


Answer Choices	Responses	Count
Health Department Office	100.00%	13
Home Visit	0.00%	0
By Phone	0.00%	0
Field Visit	0.00%	0
Outreach Site	0.00%	0
<b>Total</b>		<b>13</b>

**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: 13 Skipped: 0

## Immunization Allegan County Health Department 2015



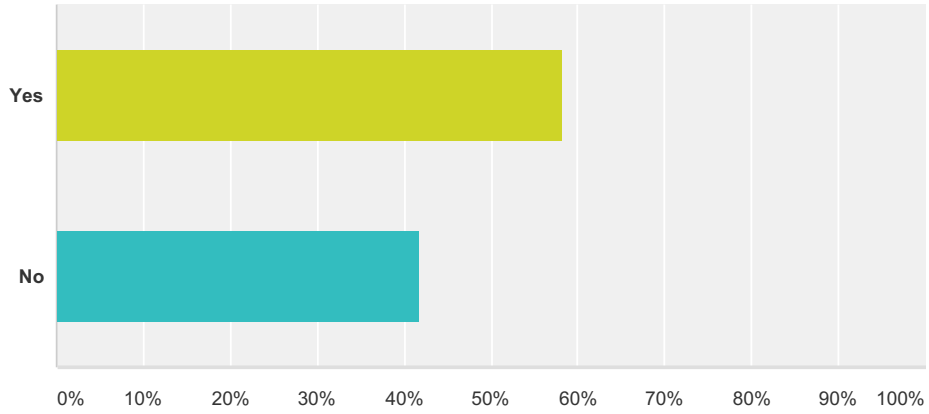
	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree	Total	Weighted Average
Health Department Staff were friendly.	0.00% 0	0.00% 0	0.00% 0	0.00% 0	23.08% 3	76.92% 10	13	5.77

## Immunization Allegan County Health Department 2015

The service(s) I received were delivered promptly.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>23.08%</b> 3	<b>30.77%</b> 4	<b>46.15%</b> 6	13	5.23
Health Department staff were respectful.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>23.08%</b> 3	<b>76.92%</b> 10	13	5.77
The process to schedule my appointment/visit was convenient and helpful.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>7.69%</b> 1	<b>30.77%</b> 4	<b>61.54%</b> 8	13	5.54
The wait time for the service(s) I received was appropriate.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>15.38%</b> 2	<b>46.15%</b> 6	<b>38.46%</b> 5	13	5.23
Health Department Staff was helpful.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>30.77%</b> 4	<b>69.23%</b> 9	13	5.69
The services I received met my social, cultural, and/or special needs.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>7.69%</b> 1	<b>15.38%</b> 2	<b>76.92%</b> 10	13	5.69
Health Department Staff took the time to listen to my concerns.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>30.77%</b> 4	<b>69.23%</b> 9	13	5.69
Health Department staff understood my needs.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>41.67%</b> 5	<b>58.33%</b> 7	12	5.58
The office hours met my needs.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>38.46%</b> 5	<b>61.54%</b> 8	13	5.62
The facility or setting was comfortable for receiving services.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>38.46%</b> 5	<b>61.54%</b> 8	13	5.62
Overall, I am satisfied with the service(s) I received today.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>30.77%</b> 4	<b>69.23%</b> 9	13	5.69
I was able to get what I needed from Allegan County Health Department today.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>30.77%</b> 4	<b>69.23%</b> 9	13	5.69
I would recommend Allegan County Health Department to my friends and family.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>7.69%</b> 1	<b>23.08%</b> 3	<b>69.23%</b> 9	13	5.62
I had a chance to ask questions during my visit to the clinic.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>30.77%</b> 4	<b>69.23%</b> 9	13	5.69
The clinic staff answered my questions completely.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>38.46%</b> 5	<b>61.54%</b> 8	13	5.62
The nurse gave me strategies or techniques to reduce pain and promote comfort.	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>33.33%</b> 4	<b>66.67%</b> 8	12	5.67

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

Answered: 12 Skipped: 1



Answer Choices	Responses	
Yes	58.33%	7
No	41.67%	5
<b>Total</b>		<b>12</b>



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

Answered: 8 Skipped: 5

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

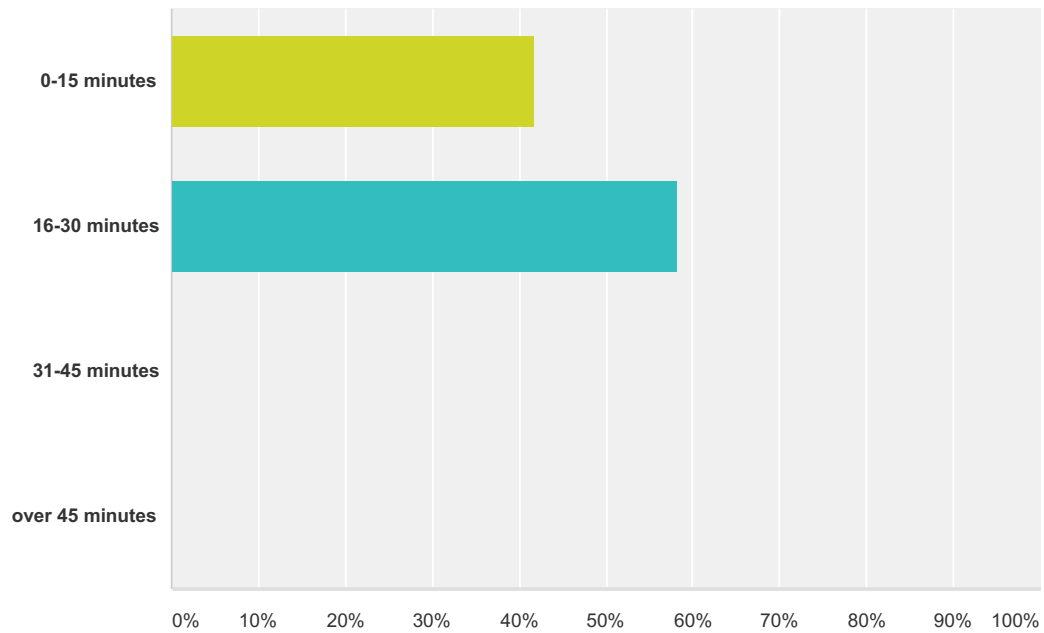
Answered: 10 Skipped: 3

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

Answered: 5 Skipped: 8

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

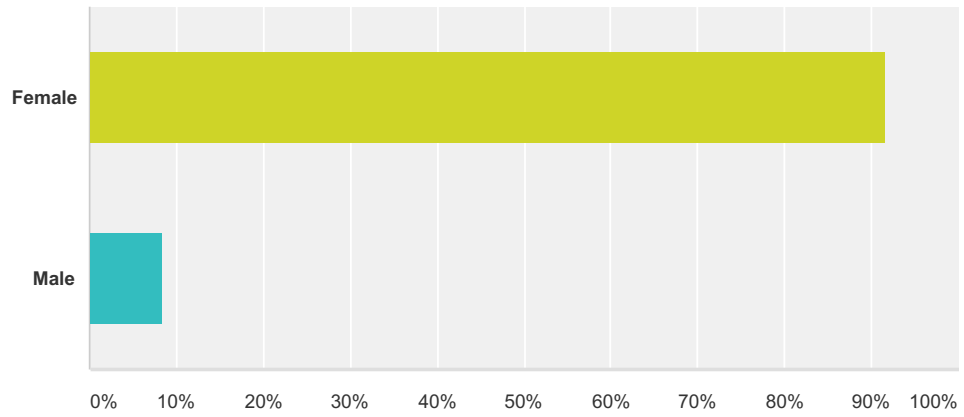
Answered: 12 Skipped: 1



Answer Choices	Responses
0-15 minutes	41.67% 5
16-30 minutes	58.33% 7
31-45 minutes	0.00% 0
over 45 minutes	0.00% 0
<b>Total</b>	<b>12</b>

### Q10 What is your gender?

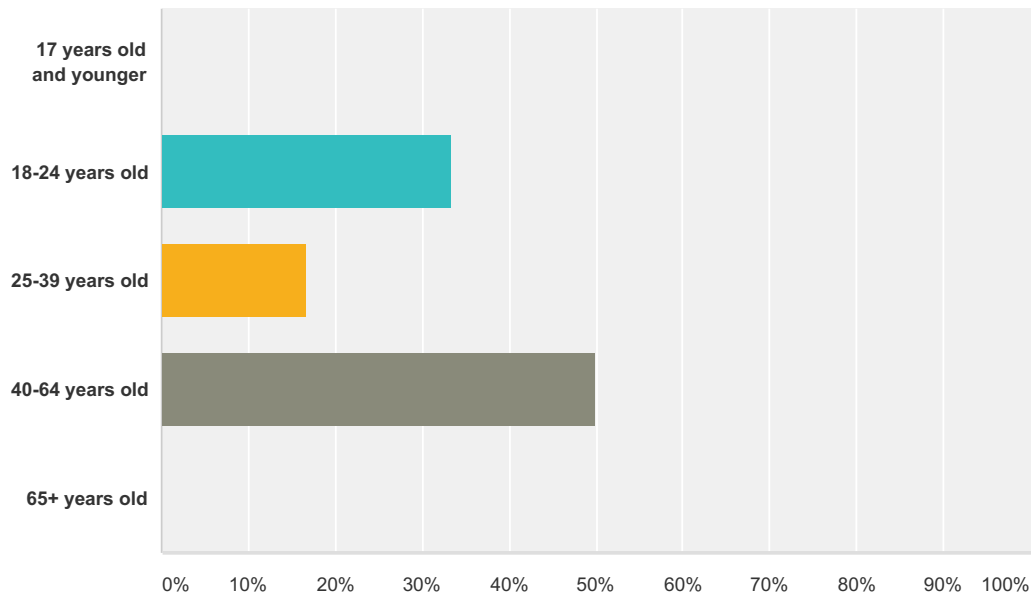
Answered: 12 Skipped: 1



Answer Choices	Responses
Female	91.67% 11
Male	8.33% 1
<b>Total</b>	<b>12</b>

### Q11 What age group are you in?

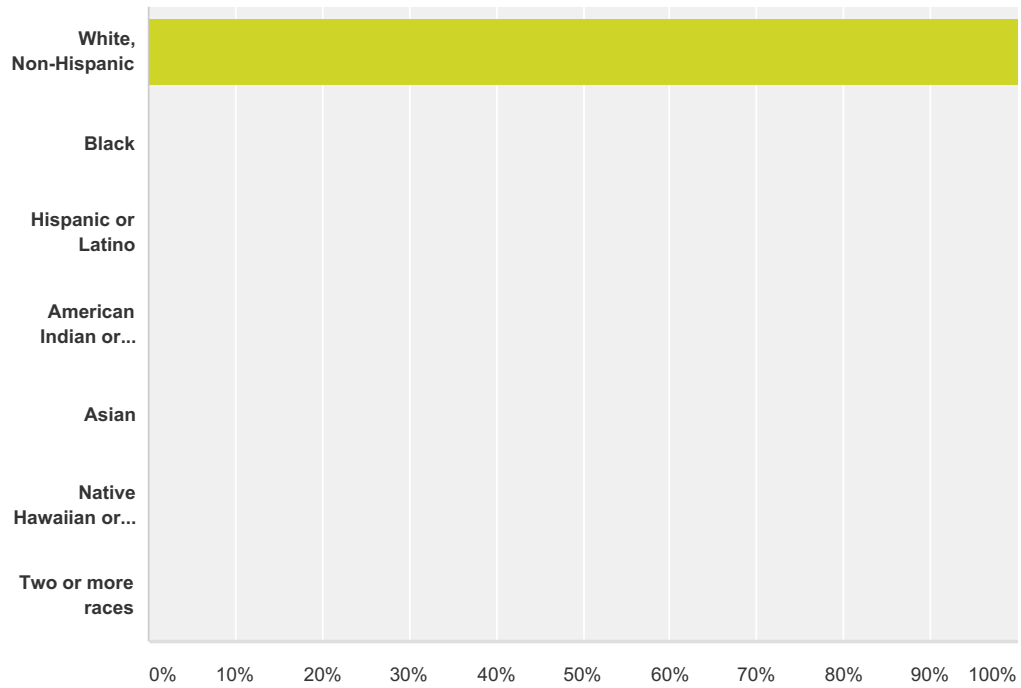
Answered: 6 Skipped: 7



Answer Choices	Responses
17 years old and younger	0.00% 0
18-24 years old	33.33% 2
25-39 years old	16.67% 1
40-64 years old	50.00% 3
65+ years old	0.00% 0
<b>Total</b>	<b>6</b>

### Q12 What race do you associate with?

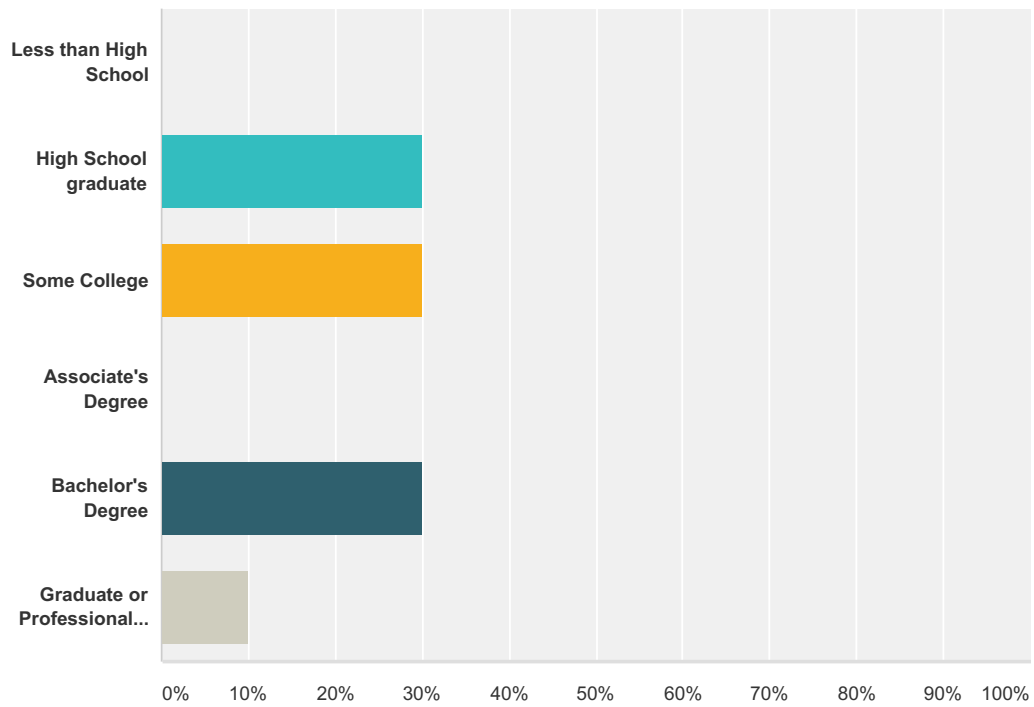
Answered: 9 Skipped: 4



Answer Choices	Responses
White, Non-Hispanic	100.00% 9
Black	0.00% 0
Hispanic or Latino	0.00% 0
American Indian or Alaska Native	0.00% 0
Asian	0.00% 0
Native Hawaiian or Other Pacific Islander	0.00% 0
Two or more races	0.00% 0
<b>Total</b>	<b>9</b>

### Q13 What is the highest level of education you completed?

Answered: 10 Skipped: 3

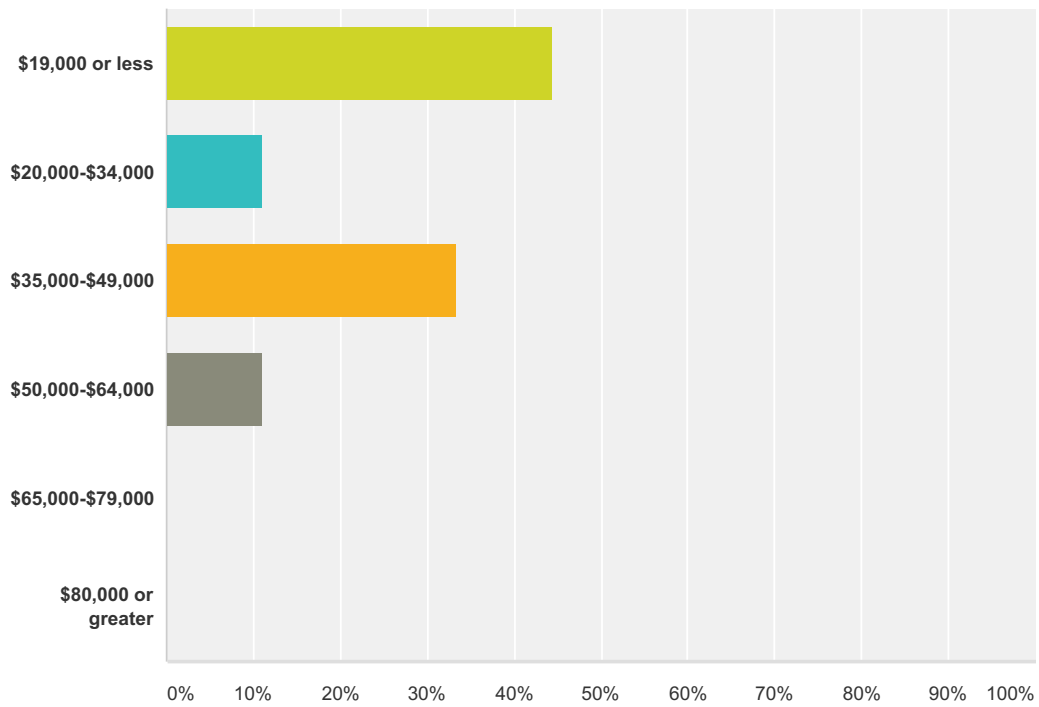


Answer Choices	Responses
Less than High School	0.00% 0
High School graduate	30.00% 3
Some College	30.00% 3
Associate's Degree	0.00% 0
Bachelor's Degree	30.00% 3
Graduate or Professional Degree	10.00% 1
<b>Total</b>	<b>10</b>



### Q14 What is household income range are you in?

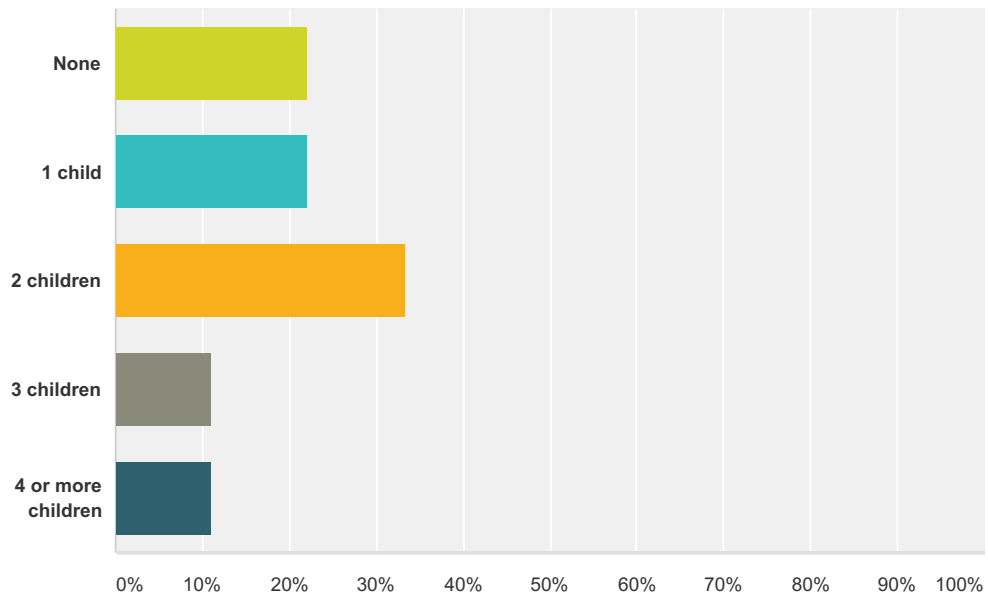
Answered: 9 Skipped: 4



Answer Choices	Responses	
\$19,000 or less	44.44%	4
\$20,000-\$34,000	11.11%	1
\$35,000-\$49,000	33.33%	3
\$50,000-\$64,000	11.11%	1
\$65,000-\$79,000	0.00%	0
\$80,000 or greater	0.00%	0
<b>Total</b>		<b>9</b>

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

Answered: 9 Skipped: 4



Answer Choices	Responses
None	22.22% 2
1 child	22.22% 2
2 children	33.33% 3
3 children	11.11% 1
4 or more children	11.11% 1
<b>Total</b>	<b>9</b>