

A stylized, colorful illustration of a landscape. The foreground features rolling green hills with dark brown soil patches. On the left, there is a green tree, a purple flower, and an orange flower. A small red bird is flying in the sky above the tree. The background consists of layered, wavy blue bands representing a sky or water. The overall style is flat and modern.

The Survey Squad

Consumer and Community Input Surveys



DARE COUNTY

Manteo, North Carolina

The Dare County Department of Public Health



- Our Building
- Our Logo



Our Health Department



Our Mission: The Dare County Department of Public Health serves to assure healthy people and healthy communities.

The Dare County Department of Public Health



Our Vision: Establish Dare County as the healthiest county in North Carolina through trusted, innovative leadership and community collaboration.



OUR TEAM

Introducing The Survey Squad
and some of our favorite things!



Jami Brown, Clerical Support Specialist loves the Steelers and her 12 year old son, Warren (maybe not in that order).



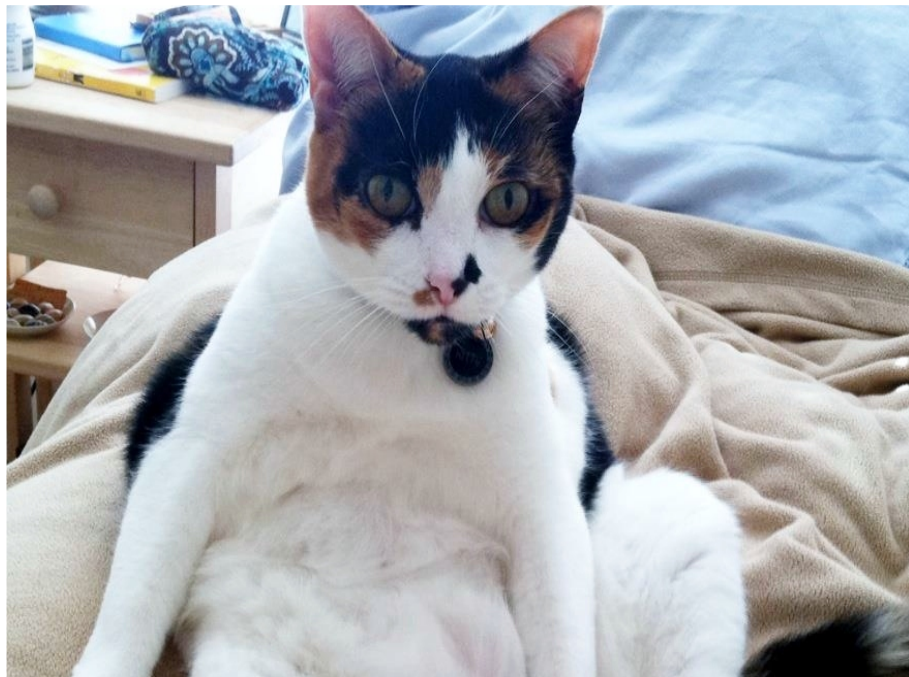
Josh Coltrain, Environmental Health Specialist loves his beach boys, Carson 3 and Archer 17 months. Carson and Archer love the beach, their lollipops, and their daddy.



Wendy Hall, Communicable Disease/TB Nurse and Family Planning Program Coordinator loves long job titles and long walks on the beach!



Casey Morris and her hubby love their plott hound, Raja. Raja is 5 years old and 65 lbs. Their only child for the time being. Raja takes Casey for walks daily.

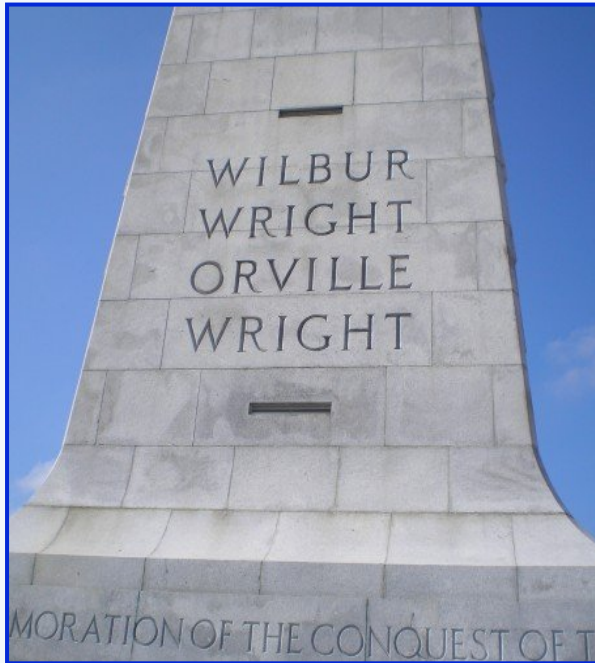


Anna Schafer, Public Health Education Specialist loves her Kitty a.k.a Princess Pig (14 years old but still a baby piggy)



Laura Willingham, Public Health Education and Awareness Coordinator loves her owl and lizard a.k.a Shiloh (3) and Leyton (1).

Our Aim Statement



We aim to improve our clinic consumer and community survey tools and data collection process (Phase 1) by August 2013, and develop a data analyses process and implementation of improvements based on quality feedback from our consumers and community (Phase 2) by January 2014. This is important because it will help us continually improve the services we provide to assure they meet the needs of our community. We will utilize QI methods and tools to understand our current process and identify ways to improve.

Gemba Walk

Community Input Surveys:

- There is a lot of people, materials, places, and waiting involved in the current process.
- There is no ownership of the process and task and positions do not match up ideally.
- There is so much room for improvement and this is demonstrated in the return rate of 5%.

Patient Input Surveys:

- Surveys are completed at checkout after the appointment and patient is ready to leave.
- Patients are not putting a lot of effort into the surveys and therefore the feedback is not quality.



Lessons Learned

- We picked two different surveys with two different processes so we are doing many things twice.
- We needed to break our project up into phases because it was bigger than we realized at the beginning.
- How much room there is for improvement especially with the Community Survey.
- The importance of established roles and continuous quality improvement to maintain improvements.



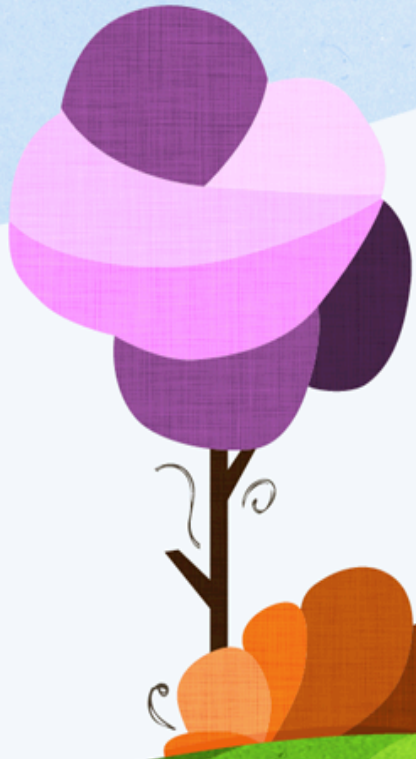
Team Song: “I can’t get No Satisfaction”

- We found staff were not satisfied with our current survey tool or process!
- We also were not getting quality feedback on satisfaction from our patients or community.

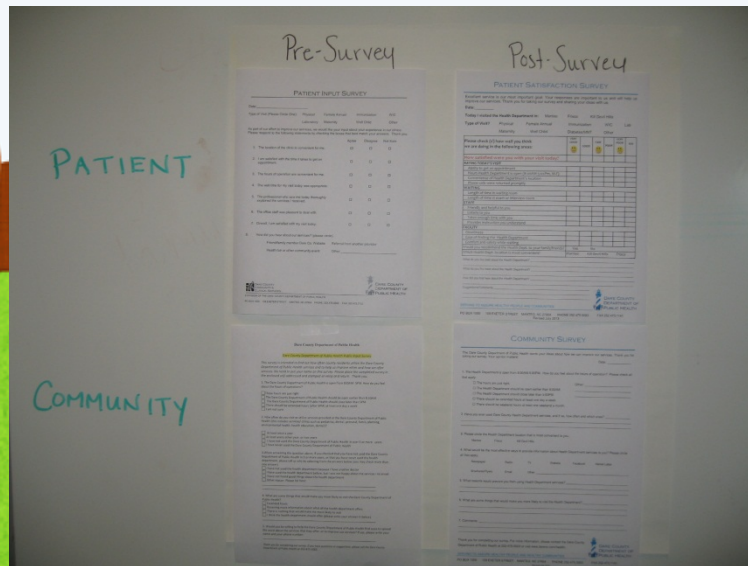
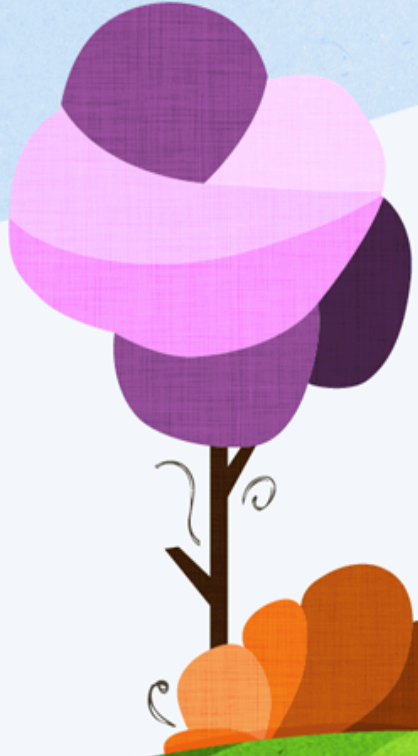


Project Measures

Measure	Operational Definition	Baseline	Goal
Staff satisfaction with current surveys and processes	The opinion of clinic and HEO staff regarding satisfaction of the current process for collecting feedback from our patients and our community.	Patient: 28% of staff were satisfied with current process	40%
		Community: 15% of staff were satisfied with current process	40%
Staff familiarity with current surveys and processes	The opinion of clinic and HEO staff regarding familiarity of the current process for collecting feedback from our patients and our community.	Patient: 54% of staff were familiar with the current process	60%
		Community: 22% of staff were familiar with the current process	60%
Increase the number of consumer surveys completed	The number of physical Patient Input Surveys completed.	35	70
Increase the number of community surveys completed	The number of physical Community Input Surveys completed.	5	25
Increase the response rate of our community surveys	The number of Community Input Surveys completed compared to the number of surveys administered.	5%	50%



Kaizen Results



Key Improvements & Kaizen Results



- Patient Satisfaction Survey
- Community Survey
- Patient Survey Process
- Community Survey Process
- Consumer & Community Policy & Procedure
- Data analyzing and sharing process
- Process for Implementing changes from survey data
- Identifying Roles and Responsibilities

Lessons Learned



- We picked two different surveys with two different processes so we are doing many things twice.
- We needed to break our project up into phases because it was bigger than we realized at the beginning.
- How much room there is for improvement especially with the Community Survey.
- The importance of established roles and continuous quality improvement to maintain improvements.
- It is key that our team stay together through the implementation of this project's first cycle to help support its success.

Future Plans

- Conduct Community Surveys in August 2013
- Conduct Patient Surveys in September 2013
- Support the implementation of the project
- Identify future QI projects from the data collected

