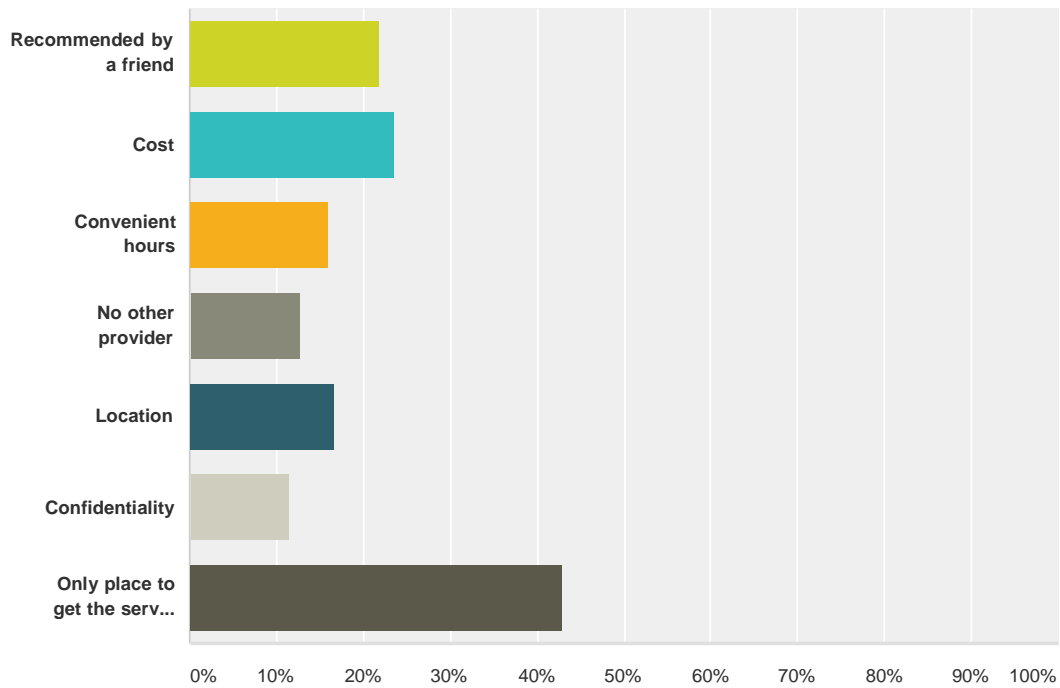


Q1 Why did you come to the health department? (Please check all that apply)

Answered: 174 Skipped: 24



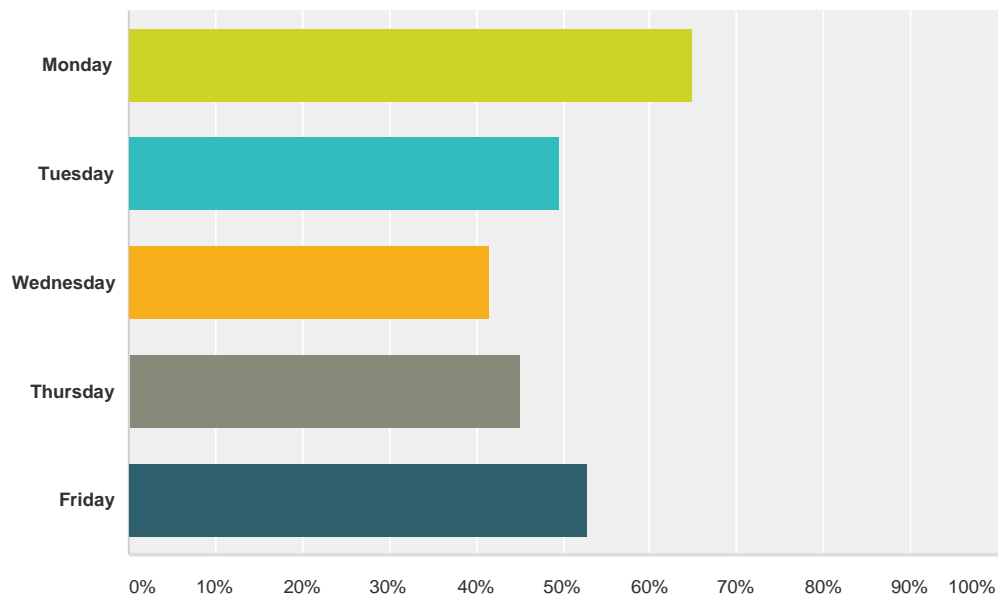
Answer Choices	Responses
Recommended by a friend	21.84% 38
Cost	23.56% 41
Convenient hours	16.09% 28
No other provider	12.64% 22
Location	16.67% 29
Confidentiality	11.49% 20
Only place to get the service needed (ex. WIC)	43.10% 75
Total Respondents: 174	

#	Other (please specify)	Date
1	Pap smear	9/8/2015 8:55 AM
2	Here at the clinic	9/8/2015 8:52 AM
3	Had appointment	9/3/2015 9:02 AM
4	Had appointment	9/3/2015 9:01 AM
5	Had appointment today	9/3/2015 8:59 AM
6	Had appointment today	9/3/2015 8:58 AM
7	Had appointment	9/3/2015 8:57 AM
8	Appointment	9/3/2015 8:56 AM

9	Breast & cervical screening	9/3/2015 8:40 AM
10	SCC recommended	9/3/2015 8:38 AM
11	At low cost for low income family with no medicaid	9/3/2015 8:36 AM
12	Pregnancy medicaid	9/3/2015 8:34 AM
13	Pediatrician was booked up	9/3/2015 8:15 AM
14	To request a TB skin test	9/3/2015 8:11 AM
15	BCCCP Program	9/3/2015 8:05 AM
16	My provider recommended it	8/25/2015 1:48 PM
17	To get full work-up & follow-up	8/25/2015 1:47 PM
18	The clinic I used to go to didn't provide prenatal check-ups	8/25/2015 1:45 PM
19	Immunization appointment	8/25/2015 1:43 PM
20	TB Skin Test	8/25/2015 1:39 PM
21	Custody of (name)	8/25/2015 1:33 PM
22	Family doctor was closed	8/24/2015 1:40 PM
23	PPD skin test	8/24/2015 1:38 PM
24	TB shot	8/24/2015 11:09 AM
25	Urinary infection	8/21/2015 3:41 PM
26	Pick-up WIC	8/21/2015 3:35 PM
27	Visiting the clinic	8/21/2015 3:34 PM
28	Because I need a physical	8/21/2015 3:32 PM
29	Been coming for years	8/20/2015 10:31 AM
30	TB skin test reading	8/19/2015 10:36 AM
31	Parent works here	8/19/2015 10:25 AM
32	The hospital told me to come.	8/19/2015 9:49 AM
33	Good services and nice staff.	8/19/2015 9:48 AM
34	Mom works here	8/19/2015 9:44 AM
35	Always have come to get my TB skin test done here.	8/19/2015 9:40 AM

Q2 What days are better for you? (check all that apply)

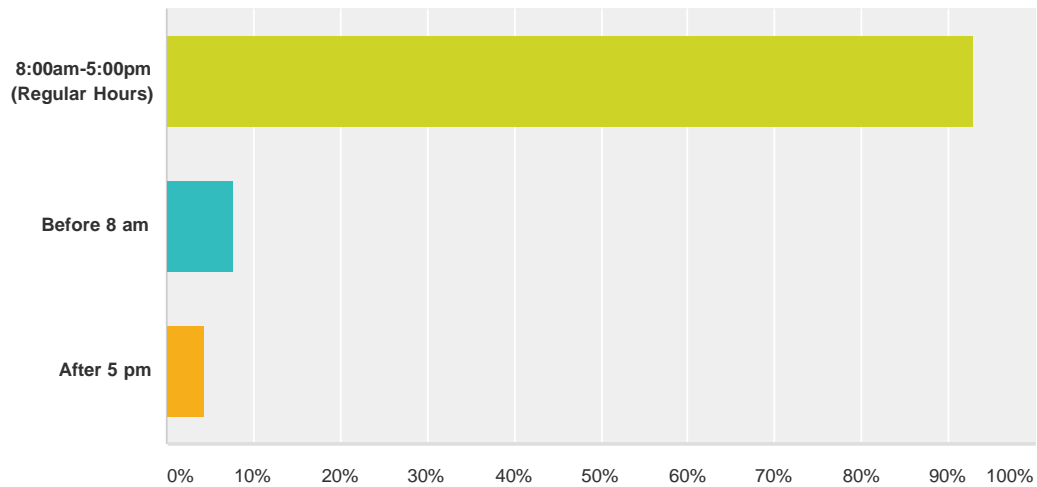
Answered: 197 Skipped: 1



Answer Choices	Responses
Monday	64.97% 128
Tuesday	49.75% 98
Wednesday	41.62% 82
Thursday	45.18% 89
Friday	52.79% 104
Total Respondents: 197	

Q3 What hours are most convenient for you?

Answered: 183 Skipped: 15



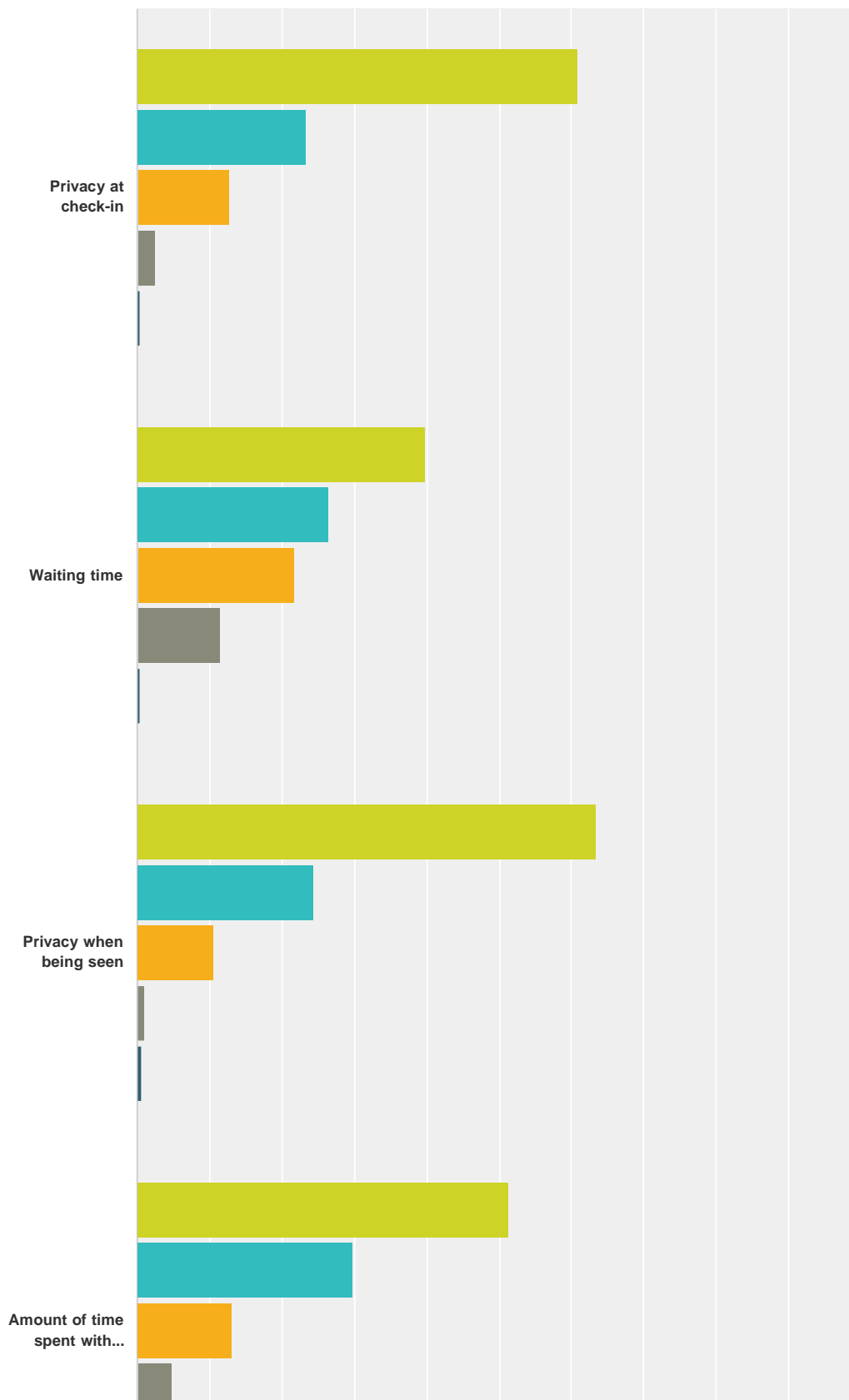
Answer Choices	Responses
8:00am-5:00pm (Regular Hours)	92.90% 170
Before 8 am	7.65% 14
After 5 pm	4.37% 8
Total Respondents: 183	

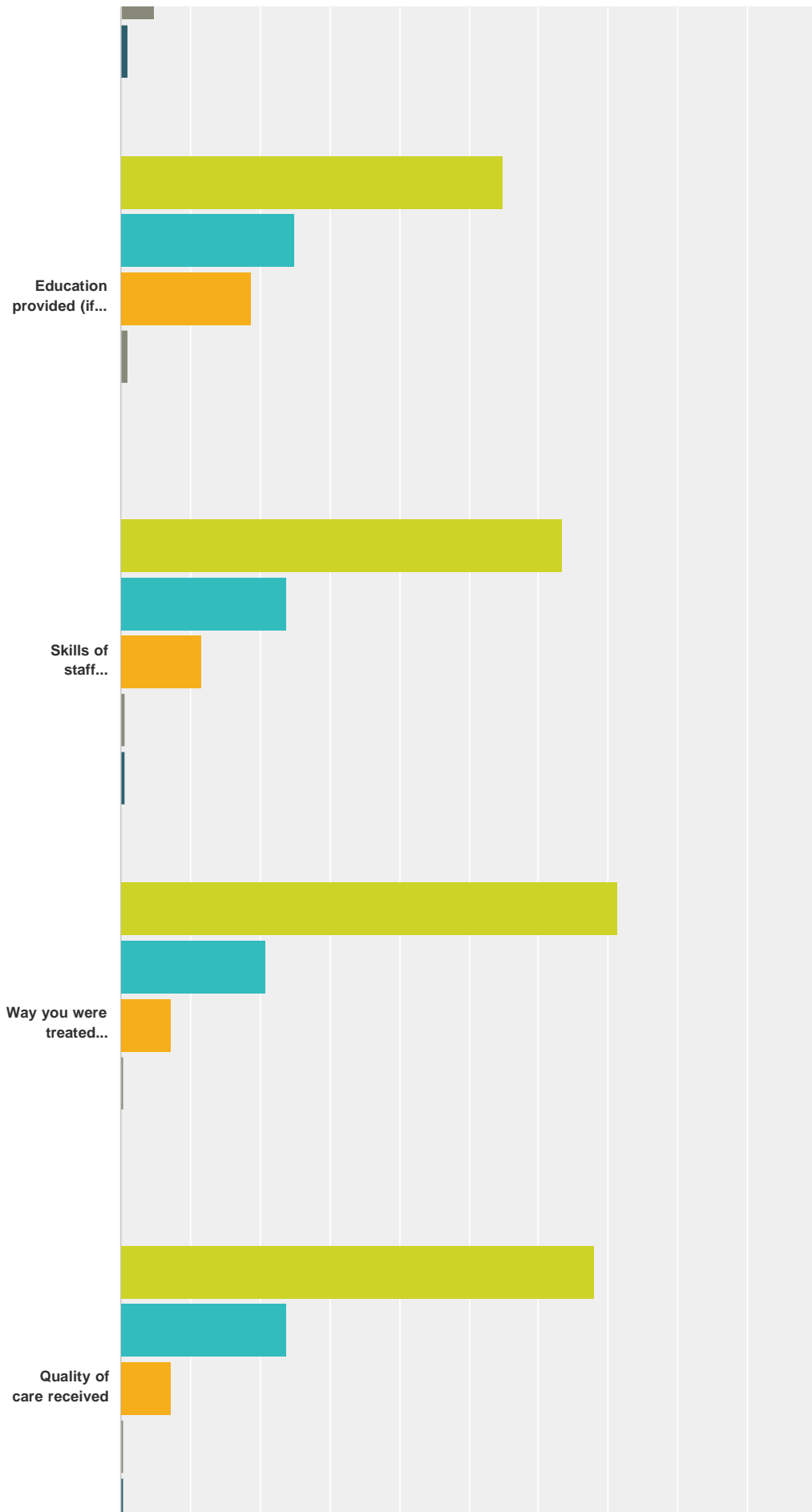
#	Other (please specify)	Date
1	10:30	9/8/2015 8:55 AM
2	3:00pm 5:00pm	9/8/2015 8:53 AM
3	7	9/8/2015 8:52 AM
4	4:00pm	9/8/2015 8:48 AM
5	at any hour	9/8/2015 8:46 AM
6	8:30	9/3/2015 9:01 AM
7	10am	9/3/2015 8:54 AM
8	5:00pm	9/3/2015 8:42 AM
9	4:00	8/25/2015 1:42 PM
10	After 3:00pm	8/25/2015 1:39 PM
11	3:30pm	8/24/2015 4:04 PM
12	4:00	8/24/2015 4:01 PM
13	11	8/24/2015 3:59 PM
14	7:30am	8/24/2015 3:46 PM
15	6pm	8/24/2015 1:40 PM
16	5:30pm/6:00pm	8/21/2015 3:59 PM
17	5:00	8/21/2015 3:41 PM

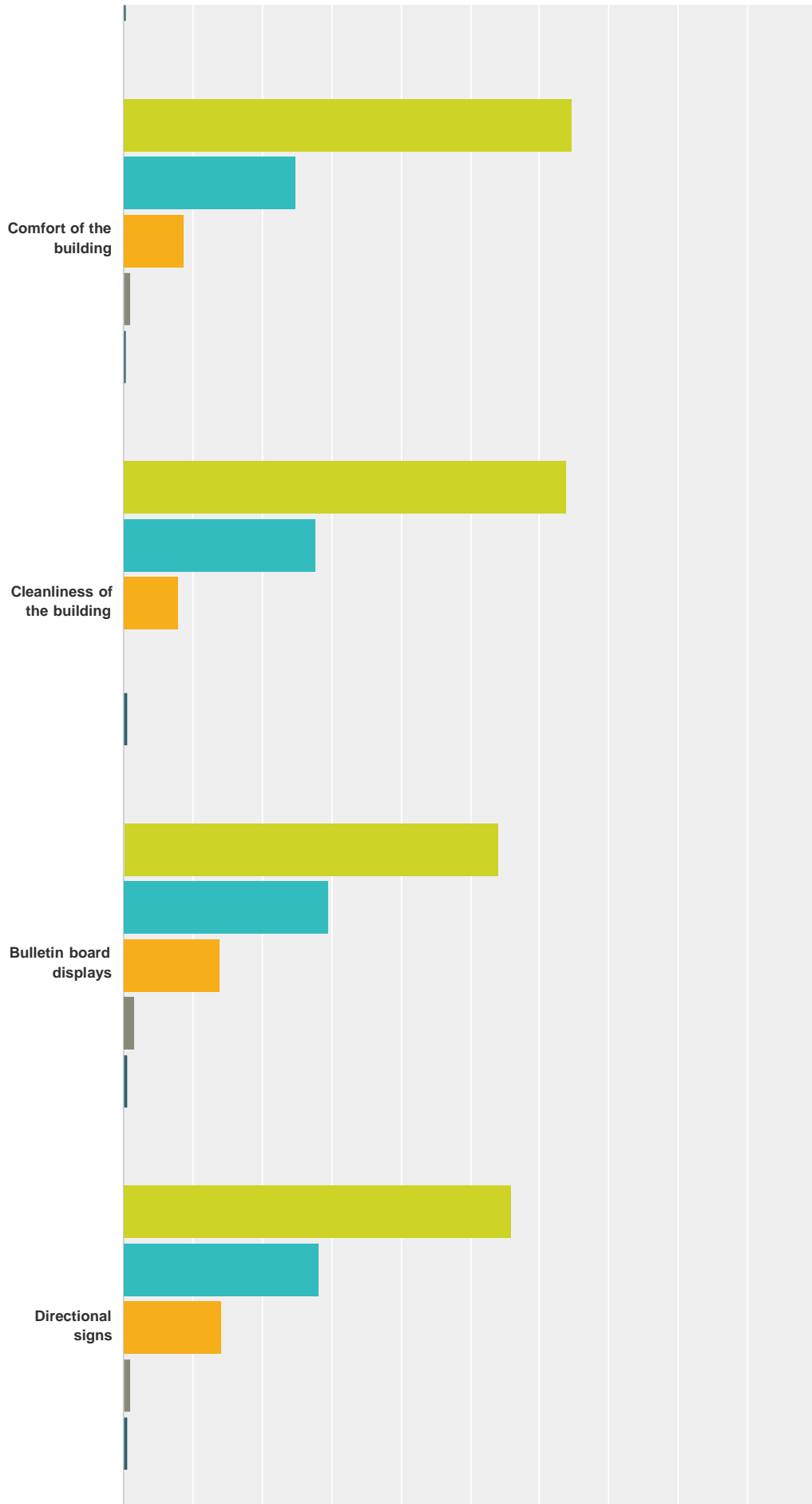
18	Anytime	8/21/2015 3:40 PM
19	3pm	8/21/2015 3:38 PM
20	For me, I would like the same time of appointments	8/21/2015 3:36 PM
21	After 5pm	8/21/2015 3:32 PM
22	8:30am	8/20/2015 11:41 AM
23	3:00	8/20/2015 11:26 AM
24	After 4:30pm	8/20/2015 10:47 AM
25	4:30pm	8/20/2015 10:39 AM
26	7:15	8/20/2015 10:35 AM
27	5:45	8/19/2015 10:33 AM
28	After 1pm	8/19/2015 10:30 AM
29	7pm. Family can bring instead of SAT	8/19/2015 9:52 AM

Q4 How would you rate the following services? (Check one answer for each)

Answered: 198 Skipped: 0







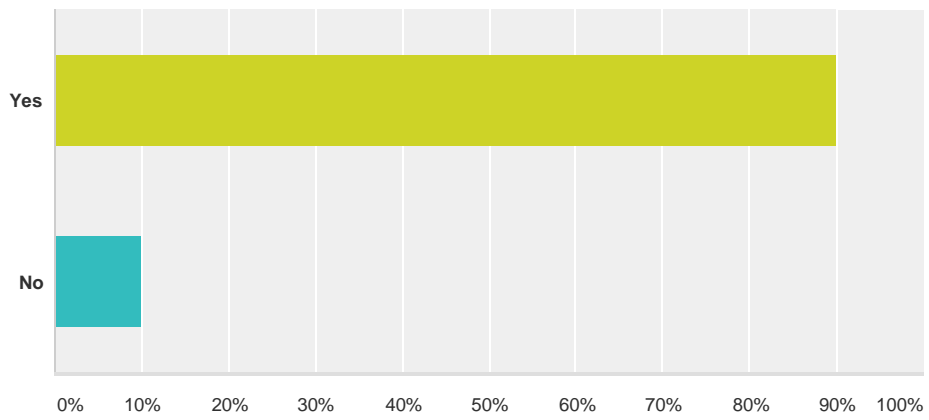
0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

■ Excellent
 ■ Very Good
 ■ Good
 ■ Fair
 ■ Poor

	Excellent	Very Good	Good	Fair	Poor	Total
Privacy at check-in	60.91% 120	23.35% 46	12.69% 25	2.54% 5	0.51% 1	197
Waiting time	39.90% 77	26.42% 51	21.76% 42	11.40% 22	0.52% 1	193
Privacy when being seen	63.49% 120	24.34% 46	10.58% 20	1.06% 2	0.53% 1	189
Amount of time spent with staff during visit	51.31% 98	29.84% 57	13.09% 25	4.71% 9	1.05% 2	191
Education provided (if applicable)	55.00% 99	25.00% 45	18.89% 34	1.11% 2	0.00% 0	180
Skills of staff (thorough, knowledgeable, etc)	63.49% 120	23.81% 45	11.64% 22	0.53% 1	0.53% 1	189
Way you were treated (respectfully, friendly, etc)	71.35% 137	20.83% 40	7.29% 14	0.52% 1	0.00% 0	192
Quality of care received	68.04% 132	23.71% 46	7.22% 14	0.52% 1	0.52% 1	194
Comfort of the building	64.77% 125	24.87% 48	8.81% 17	1.04% 2	0.52% 1	193
Cleanliness of the building	63.87% 122	27.75% 53	7.85% 15	0.00% 0	0.52% 1	191
Bulletin board displays	54.05% 100	29.73% 55	14.05% 26	1.62% 3	0.54% 1	185
Directional signs	55.93% 99	28.25% 50	14.12% 25	1.13% 2	0.56% 1	177

Q5 I had a scheduled appointment for today?

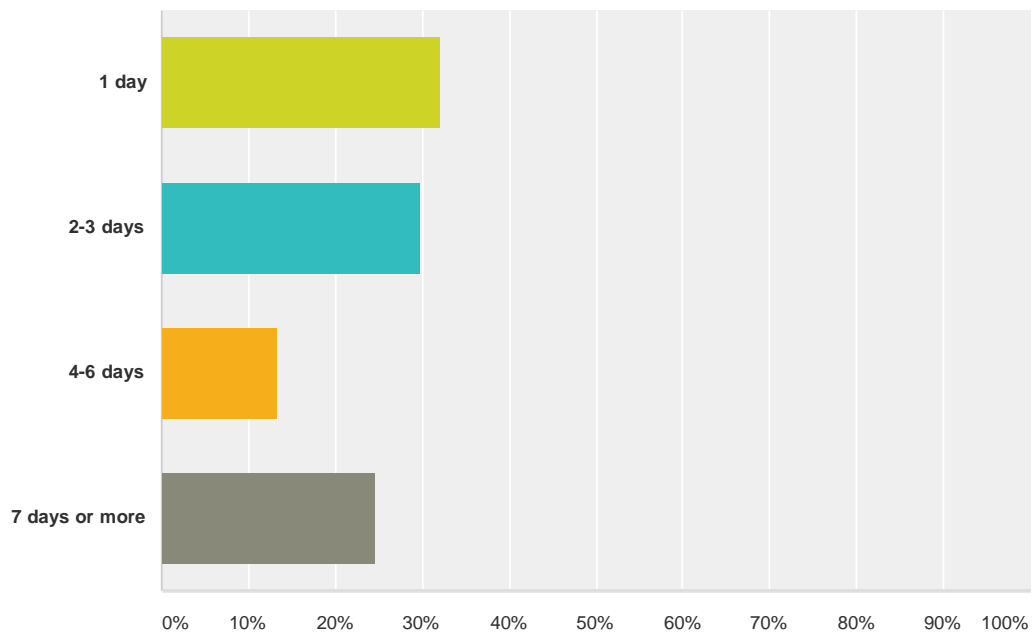
Answered: 174 Skipped: 24



Answer Choices	Responses
Yes	89.66% 156
No	10.34% 18
Total	174

Q6 If by appointment, did you get your appointment within:

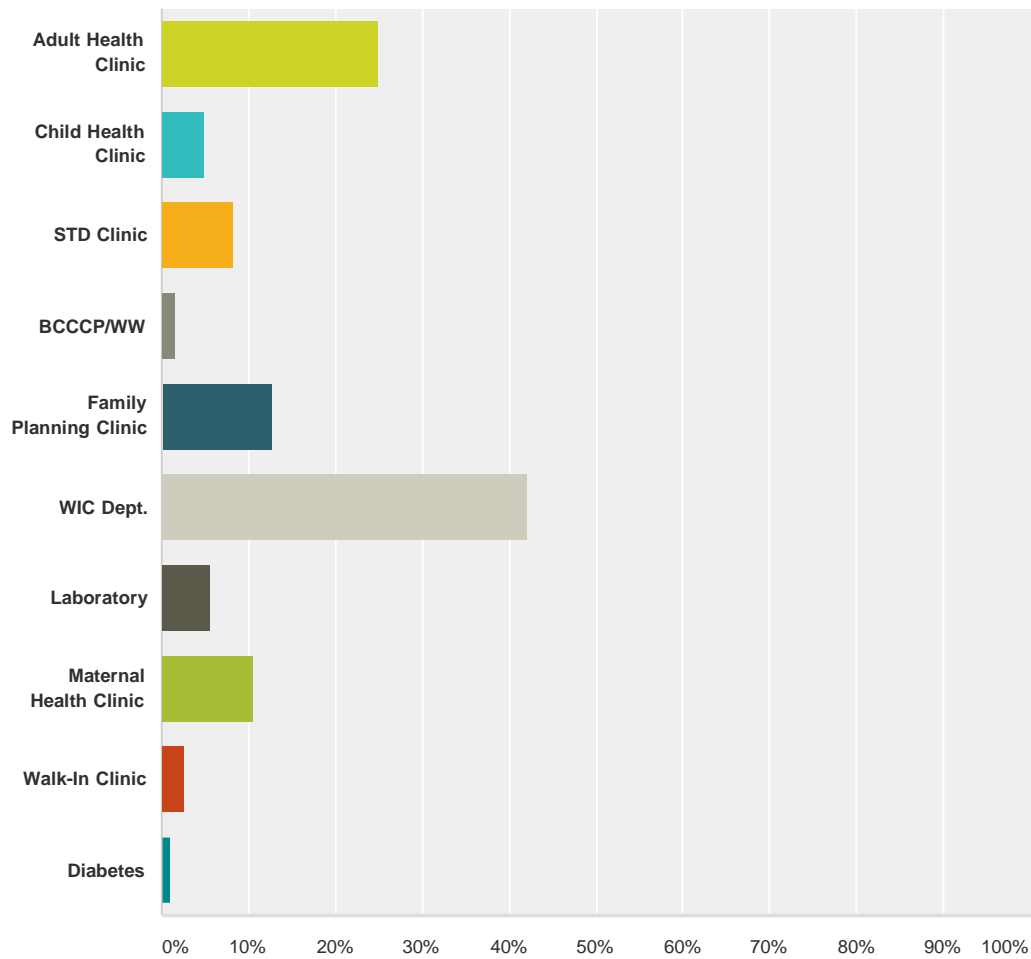
Answered: 134 Skipped: 64



Answer Choices	Responses
1 day	32.09% 43
2-3 days	29.85% 40
4-6 days	13.43% 18
7 days or more	24.63% 33
Total	134

Q7 I was seen in the following areas today (Check all that apply)

Answered: 180 Skipped: 18



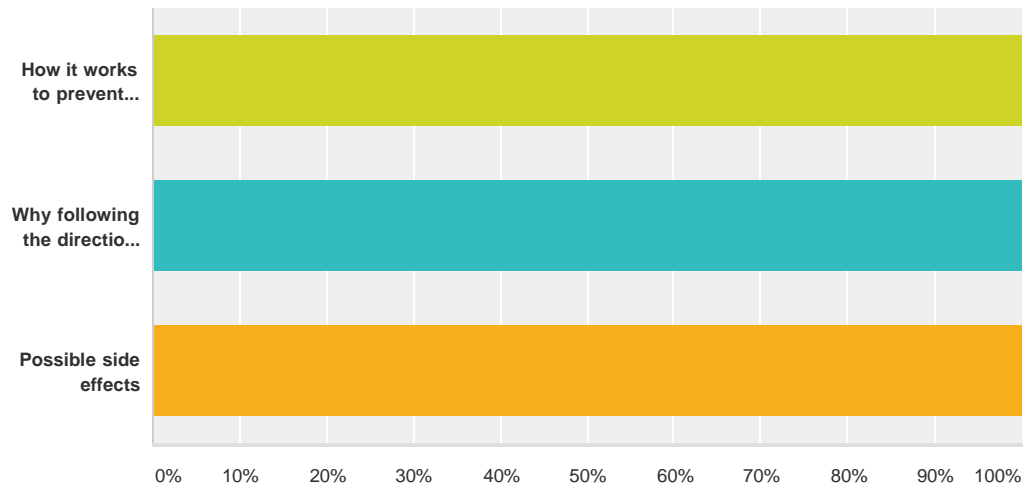
Answer Choices	Responses	Count
Adult Health Clinic	25.00%	45
Child Health Clinic	5.00%	9
STD Clinic	8.33%	15
BCCCP/WW	1.67%	3
Family Planning Clinic	12.78%	23
WIC Dept.	42.22%	76
Laboratory	5.56%	10
Maternal Health Clinic	10.56%	19
Walk-In Clinic	2.78%	5
Diabetes	1.11%	2

Total Respondents: 180

#	Other (please specify)	Date
1	Maternity	9/8/2015 9:02 AM
2	Immunizations	9/3/2015 9:04 AM
3	vaccine	8/25/2015 1:41 PM
4	Medicaid/FS	8/25/2015 1:38 PM
5	TB screening	8/24/2015 1:41 PM
6	prenatal appointment	8/21/2015 3:43 PM
7	Because my child has an appointment	8/21/2015 3:39 PM

Q8 If seen in the Family Planning, do you understand the following information about your chosen birth control method? Select all that apply

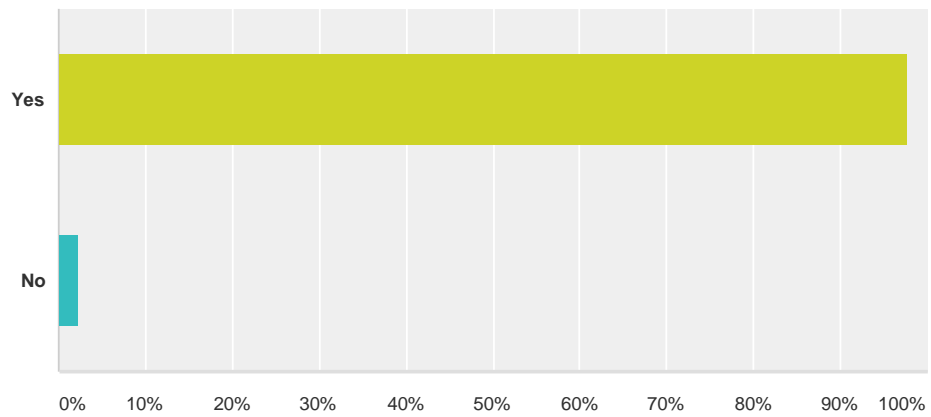
Answered: 1 Skipped: 197



Answer Choices	Responses
How it works to prevent pregnancy	100.00% 1
Why following the directions are important	100.00% 1
Possible side effects	100.00% 1
Total Respondents: 1	

Q9 How it works to prevent pregnancy?

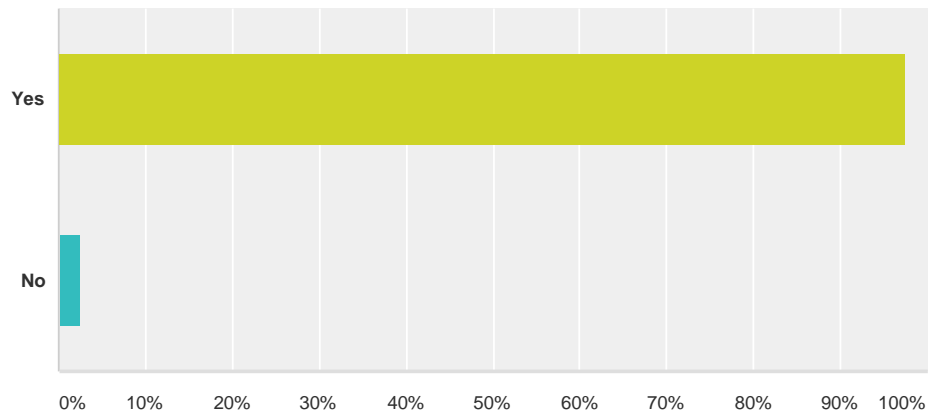
Answered: 42 Skipped: 156



Answer Choices	Responses	
Yes	97.62%	41
No	2.38%	1
Total		42

Q10 Why following the directions are important?

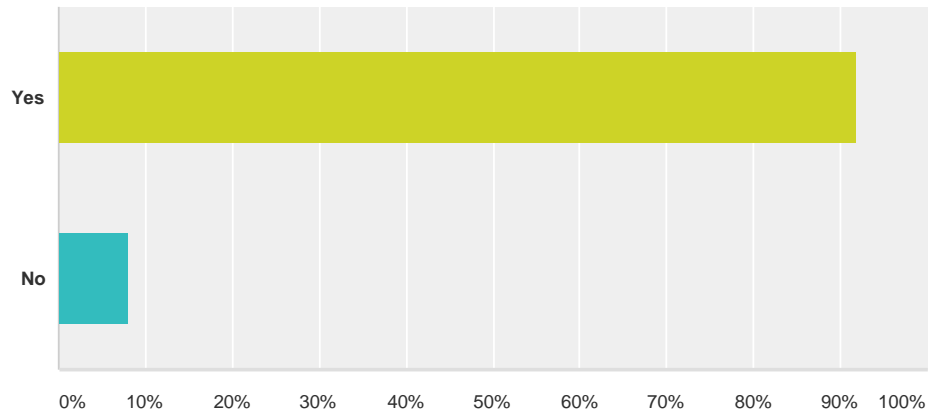
Answered: 41 Skipped: 157



Answer Choices	Responses
Yes	97.56% 40
No	2.44% 1
Total	41

Q11 Possible side effects?

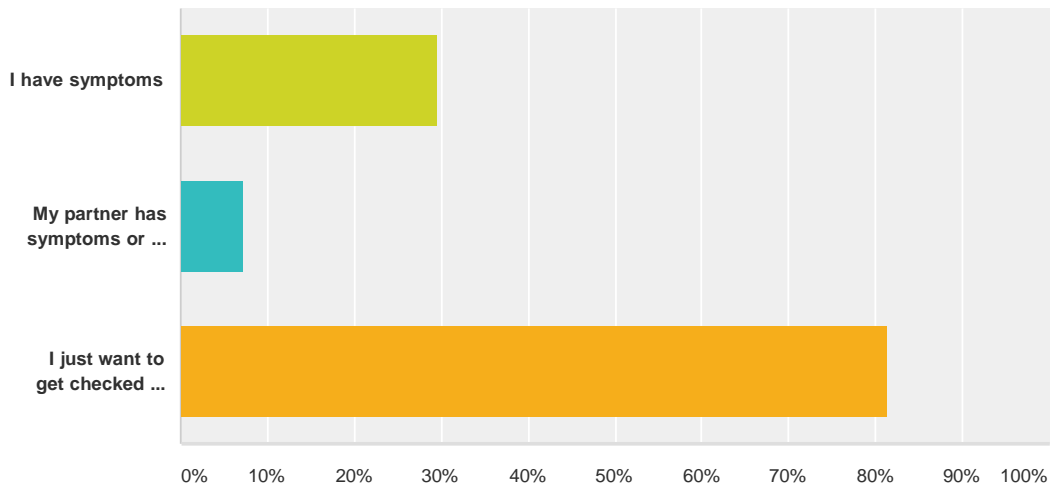
Answered: 37 Skipped: 161



Answer Choices	Responses	
Yes	91.89%	34
No	8.11%	3
Total		37

Q12 If seen in STD clinic, what was the reason?

Answered: 27 Skipped: 171

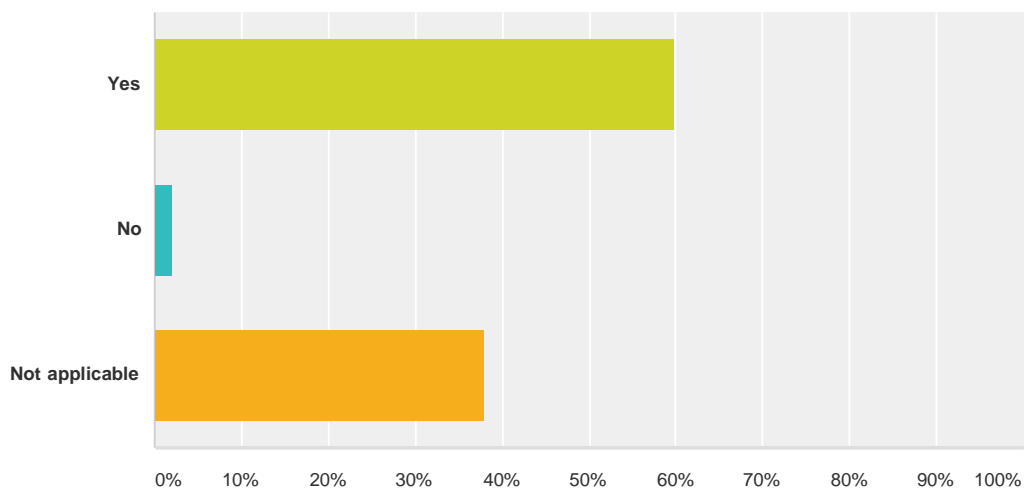


Answer Choices	Responses
I have symptoms	29.63% 8
My partner has symptoms or an infection	7.41% 2
I just want to get checked for infection	81.48% 22
Total Respondents: 27	

#	Other (please specify)	Date
1	A pap smear - I have discharge	9/8/2015 8:56 AM
2	follow-up	8/25/2015 1:48 PM
3	I don't	8/25/2015 1:36 PM
4	To make sure everything is good.	8/21/2015 3:33 PM
5	Neither	8/20/2015 11:40 AM

Q13 Do you understand the explanation about your problem or diagnosis?

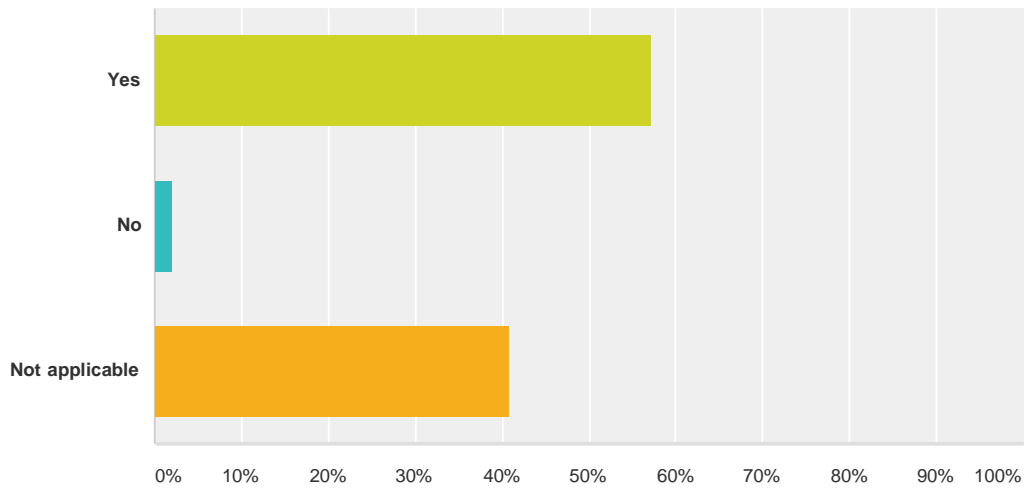
Answered: 50 Skipped: 148



Answer Choices	Responses
Yes	60.00% 30
No	2.00% 1
Not applicable	38.00% 19
Total Respondents: 50	

Q14 Do you understand the treatment given to you?

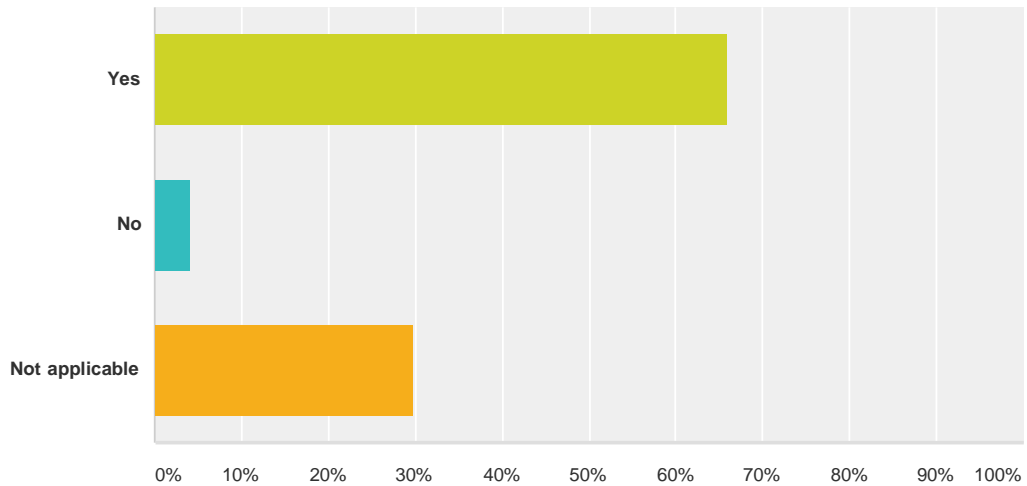
Answered: 49 Skipped: 149



Answer Choices	Responses
Yes	57.14% 28
No	2.04% 1
Not applicable	40.82% 20
Total Respondents: 49	

Q15 Do you understand how to better protect yourself from HIV and other sexually transmitted infections?

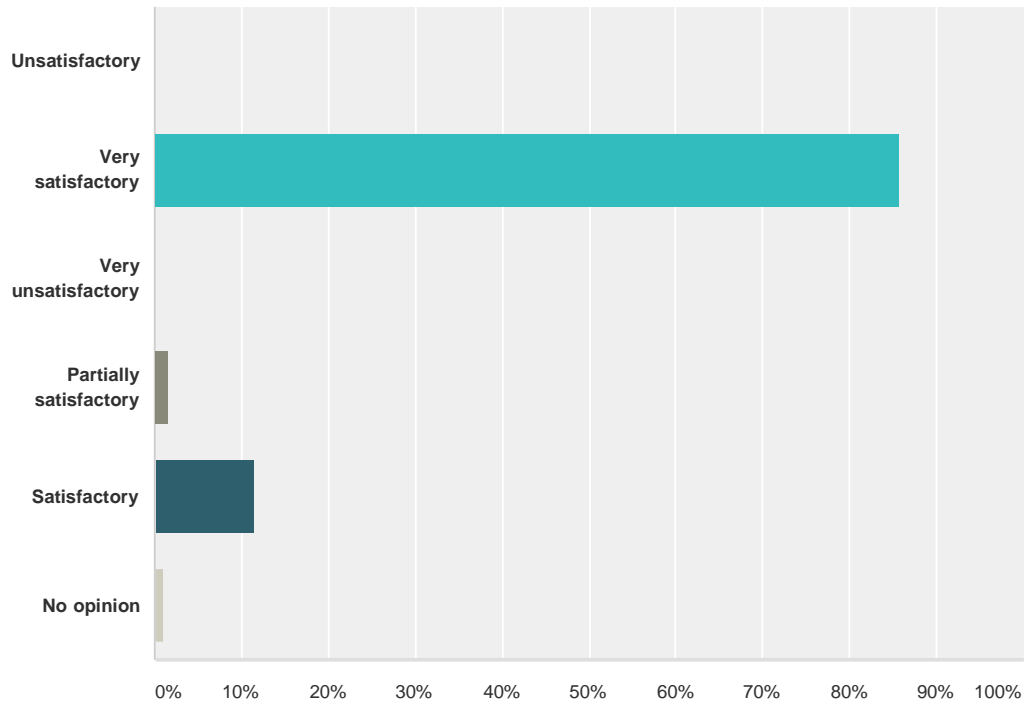
Answered: 47 Skipped: 151



Answer Choices	Responses
Yes	65.96% 31
No	4.26% 2
Not applicable	29.79% 14
Total Respondents: 47	

Q16 How satisfactory was your visit?

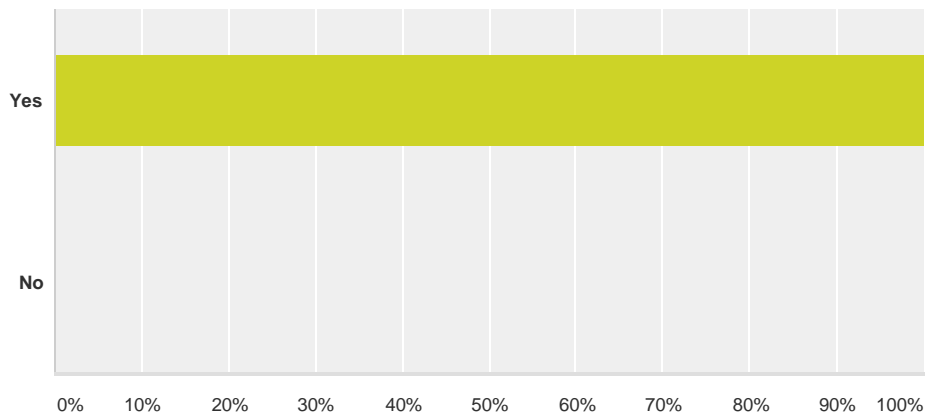
Answered: 182 Skipped: 16



Answer Choices	Responses
Unsatisfactory	0.00% 0
Very satisfactory	85.71% 156
Very unsatisfactory	0.00% 0
Partially satisfactory	1.65% 3
Satisfactory	11.54% 21
No opinion	1.10% 2
Total	182

Q17 Would you recommend this health department to your family or friends?

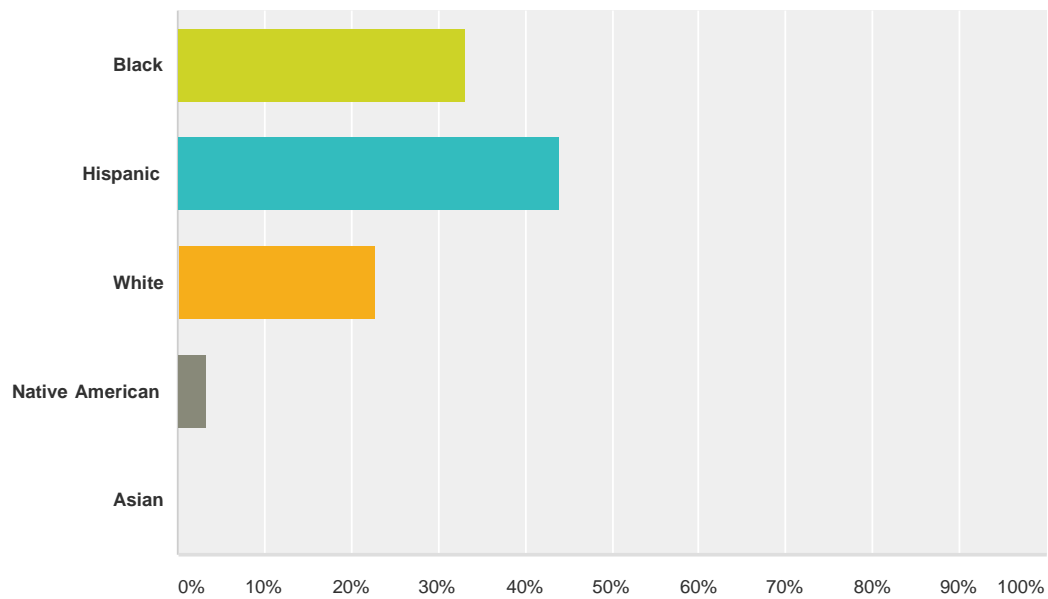
Answered: 184 Skipped: 14



Answer Choices	Responses
Yes	99.46% 183
No	0.54% 1
Total	184

Q18 Which of the following best describes your ethnic background?

Answered: 175 Skipped: 23

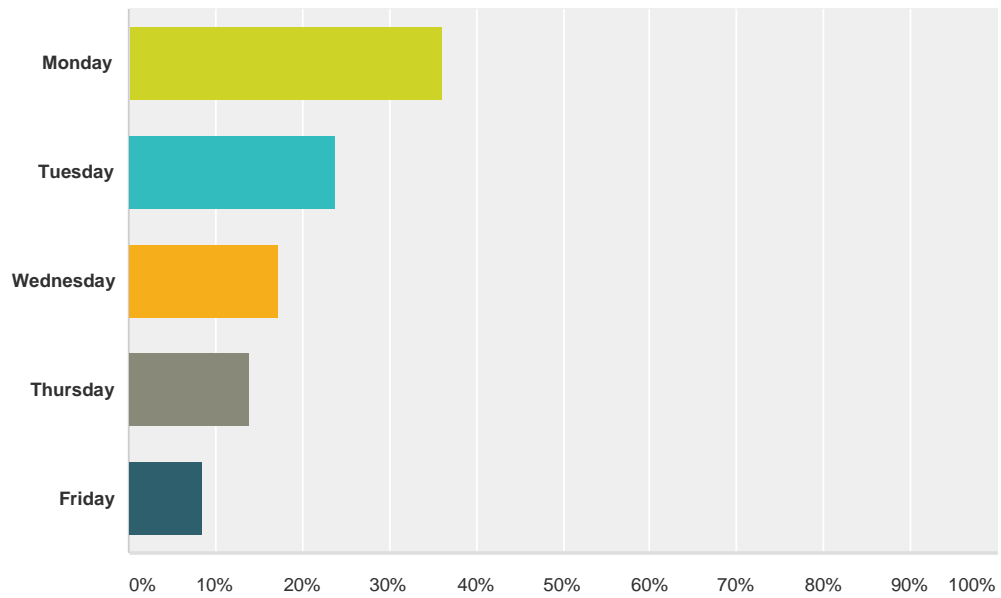


Answer Choices	Responses
Black	33.14% 58
Hispanic	44.00% 77
White	22.86% 40
Native American	3.43% 6
Asian	0.00% 0
Total Respondents: 175	

#	Other (please specify)	Date
	There are no responses.	

Q19 Please check the day of your visit

Answered: 185 Skipped: 13



Answer Choices	Responses
Monday	36.22% 67
Tuesday	23.78% 44
Wednesday	17.30% 32
Thursday	14.05% 26
Friday	8.65% 16
Total	185

Q20 What could have made your visit better/How can we improve our services?

Answered: 85 Skipped: 113

#	Responses	Date
1	A little bit more advice on my ailments/problems.	9/8/2015 9:02 AM
2	Nothing, everything was perfect. Thank you for the service.	9/8/2015 9:00 AM
3	Everything is good.	9/8/2015 8:58 AM
4	The service is excellent.	9/8/2015 8:57 AM
5	Nothing, everything is good.	9/8/2015 8:54 AM
6	Everything is very good.	9/8/2015 8:50 AM
7	All is good. Courteous and nice. Very well experience.	9/8/2015 8:49 AM
8	To me, everything is good. Thank you to those in the WIC department for your time and dedication with us. May God bless you & Jesus loves you.	9/8/2015 8:48 AM
9	You have great kind employees. My only worry are private pay shots being split but the lady didn't mind my wanting only 3-4 at a time.	9/4/2015 3:58 PM
10	Everything was great.	9/4/2015 3:39 PM
11	Everything was great no complaints.	9/4/2015 3:36 PM
12	Everything is good.	9/4/2015 3:34 PM
13	Everything seems fine to me.	9/3/2015 9:02 AM
14	Everything is well.	9/3/2015 9:00 AM
15	Nothing. Everything was ok with the visit today.	9/3/2015 8:47 AM
16	Everything is fine.	9/3/2015 8:45 AM
17	Everything was excellent service.	9/3/2015 8:42 AM
18	Visit was great	9/3/2015 8:40 AM
19	N/A	9/3/2015 8:37 AM
20	N/A	9/3/2015 8:36 AM
21	Satisfied :)	9/3/2015 8:34 AM
22	Everything with my visit was good.	9/3/2015 8:33 AM
23	Nothing, everything was great.	9/3/2015 8:22 AM
24	N/A	9/3/2015 8:19 AM
25	NA	9/3/2015 8:14 AM
26	I see no problems.	9/3/2015 8:11 AM
27	Nothing	9/3/2015 8:07 AM
28	It was good.	8/25/2015 1:49 PM
29	Everything was great.	8/25/2015 1:46 PM
30	Everything is good.	8/25/2015 1:44 PM
31	Less wait time.	8/25/2015 1:37 PM
32	If they made home visits.	8/25/2015 1:36 PM
33	Everyone at DSS always so nice & efficient - have always been treated with care!	8/25/2015 1:34 PM

34	My visit was fine.	8/24/2015 3:56 PM
35	Less waiting time.	8/24/2015 3:55 PM
36	NA	8/24/2015 3:55 PM
37	It would have been nice if I could have been seen a lil faster by me having a appt.	8/24/2015 3:53 PM
38	Nothing	8/24/2015 1:41 PM
39	Everything was alright.	8/24/2015 1:38 PM
40	Have friendlier people in the check-in area.	8/21/2015 4:05 PM
41	The visit was fine.	8/21/2015 4:01 PM
42	No comment	8/21/2015 4:00 PM
43	Everything is good.	8/21/2015 3:54 PM
44	Everything is good with the service/care given to us patients.	8/21/2015 3:53 PM
45	I do not have any comments. Everything is very good.	8/21/2015 3:48 PM
46	Everything is good. Thank you! :)	8/21/2015 3:46 PM
47	Everything seems excellent to me. Thank you.	8/21/2015 3:44 PM
48	Everything is good.	8/21/2015 3:43 PM
49	Nothing	8/21/2015 3:39 PM
50	As for me, everything is good.	8/21/2015 3:34 PM
51	How to go walking or running.	8/21/2015 3:33 PM
52	As for me, I would not change anything. Everyone is always attentive/caring when I have an appointment.	8/21/2015 3:31 PM
53	I have been a client of the WIC Dept. for a long time, and the service and treatment are excellent compared to years ago. Thank you for making things better for us.	8/21/2015 3:28 PM
54	My visit was the best/no improvement is needed.	8/21/2015 8:50 AM
55	Everything was well with my visit.	8/20/2015 11:43 AM
56	Excellent!!!	8/20/2015 11:40 AM
57	Today, everything went smoothly and quickly.	8/20/2015 11:38 AM
58	Everything was good, no changes needed. :)	8/20/2015 11:37 AM
59	NA	8/20/2015 11:33 AM
60	Nothing, everything was fine.	8/20/2015 11:22 AM
61	Nothing to say. Everything excellent.	8/20/2015 11:21 AM
62	To be honest, nothing could have made my visit any better than it always is. I enjoy my visit every time I come and I thank you for your satisfying services. I really appreciate everything! :)	8/20/2015 11:14 AM
63	Nothing.	8/20/2015 11:11 AM
64	NA	8/20/2015 11:10 AM
65	NA	8/20/2015 11:08 AM
66	Nothing. So far, it was a satisfactory visit :)	8/20/2015 10:52 AM
67	Everything was great!	8/20/2015 10:51 AM
68	It was very good.	8/20/2015 10:49 AM
69	Speedy services.	8/20/2015 10:48 AM
70	Everything was fine.	8/20/2015 10:45 AM
71	Although I know the demand is high for services and it really can't be prevented, wait is always long. Maybe add another nutritionist so more clients could be worked at one time.	8/20/2015 10:43 AM
72	Overall, it was very good.	8/20/2015 10:38 AM

73	Nothing.	8/20/2015 10:35 AM
74	Computer system was down. 1 computer system was working properly during visit, even though there was not a long of a wait time.	8/19/2015 10:37 AM
75	Everything was great.	8/19/2015 10:35 AM
76	I am very satisfactory with my visit.	8/19/2015 10:32 AM
77	If I was able to get in and out, had family member to get sick.	8/19/2015 10:31 AM
78	Satisfied	8/19/2015 10:29 AM
79	It was great.	8/19/2015 10:27 AM
80	If appt could be made in accordance with Sampson Area Transportation schedule.	8/19/2015 9:54 AM
81	Nothing, my visit was satisfactory to me.	8/19/2015 9:48 AM
82	Everything went smoothly as it always does.	8/19/2015 9:47 AM
83	Nothing besides the wait time in lobby, everything was good.	8/19/2015 9:42 AM
84	Everything was good did an excellent job.	8/19/2015 9:41 AM
85	I think overall everything was well. I can't think any more possible way than it already is.	8/19/2015 9:23 AM

Q21 Comments

Answered: 51 Skipped: 147

#	Responses	Date
1	Thanks WIC office (Sampson)	9/8/2015 9:00 AM
2	None.	9/8/2015 8:58 AM
3	The services were good and the personnel nice.	9/8/2015 8:54 AM
4	Very happy with the attention and treatment.	9/8/2015 8:51 AM
5	Thank you for understanding.	9/4/2015 3:58 PM
6	No comment.	9/4/2015 3:34 PM
7	Everything is excellent	9/3/2015 9:04 AM
8	None.	9/3/2015 9:02 AM
9	Very pleasant workers.	9/3/2015 8:51 AM
10	Excellent services.	9/3/2015 8:42 AM
11	Nurse very nice! :)	9/3/2015 8:40 AM
12	N/A	9/3/2015 8:37 AM
13	The staff that works in the WIC office are excellent. When we come for an appointment they always make us feel like family.	9/3/2015 8:30 AM
14	Keep up with the great care/work. Everyone is kind and respectful.	9/3/2015 8:22 AM
15	The nurse is a sweetheart. She made me feel comfortable instead of nervous. She's a wonderful nurse. Ms. Becky	9/3/2015 8:19 AM
16	NA	9/3/2015 8:14 AM
17	Overall service was great!	9/3/2015 8:13 AM
18	Everyone was excellent in their areas.	9/3/2015 8:11 AM
19	Great staff & super friendly and knowledgeable! Thanks!	9/3/2015 8:09 AM
20	Everything was very good.	9/3/2015 8:07 AM
21	Thank you for your time and helping me.	8/25/2015 1:38 PM
22	NA	8/24/2015 3:56 PM
23	NA	8/24/2015 3:55 PM
24	Wonderful people here, very nice and understanding. Enjoyed my visit. Thank you for everything.	8/24/2015 3:48 PM
25	You guys do an awesome job! :)	8/24/2015 1:41 PM
26	Enjoy coming, never had a major problem that didn't get taken care of properly. Been coming for 20 years or more.	8/24/2015 11:11 AM
27	Everything was what I expected it to be.	8/21/2015 4:05 PM
28	Every time I come, my visit is always good.	8/21/2015 4:03 PM
29	Michelle was very pleasant and the other nurse as well.	8/21/2015 4:01 PM
30	None	8/21/2015 4:00 PM
31	None	8/21/2015 3:54 PM
32	Thank you for serving us like we deserve.	8/21/2015 3:53 PM
33	No	8/21/2015 3:39 PM
34	As for me, everything is excellent because I am always well treated, and I am always satisfied with my care.	8/21/2015 3:37 PM
35	Everything good. Thank you.	8/21/2015 3:35 PM

36	Everything is good.	8/21/2015 3:33 PM
37	I like how everyone works together every appointment I have and they are very caring. That is very good.	8/21/2015 3:31 PM
38	Everything was very nice.	8/21/2015 8:49 AM
39	Keep up the good work!	8/20/2015 11:38 AM
40	NA	8/20/2015 11:33 AM
41	NA	8/20/2015 11:14 AM
42	NA	8/20/2015 11:10 AM
43	NA	8/20/2015 11:08 AM
44	Very pleasant girls.	8/20/2015 10:45 AM
45	Enjoy the friendliness of the staff of the WIC department. Great personalities, attitudes, and helpfulness.	8/20/2015 10:43 AM
46	Very lovely staff, easy to work with and very open to all questions and concerns.	8/20/2015 10:33 AM
47	Visit was satisfactory	8/19/2015 10:37 AM
48	No comments.	8/19/2015 10:29 AM
49	They always want to have you picked up at 11:00 so best apt would be 9:30-10:00am.	8/19/2015 9:54 AM
50	Very clean room & staff is very friendly.	8/19/2015 9:51 AM
51	NA	8/19/2015 9:48 AM