

OFFICE OF FACILITIES AND ADMINISTRATIVE SERVICES

# **CUSTOMER SATISFACTION SURVEY OF THE HEALTH UNIT**

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**Targeted Survey Issued During First Quarter Fiscal Year 2014**

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1/8/2014

# **HEALTH UNIT CUSTOMER SURVEY REPORT**

Target Survey Conducted During The First Quarter FY2014

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# HEALTH UNIT CUSTOMER SURVEY REPORT

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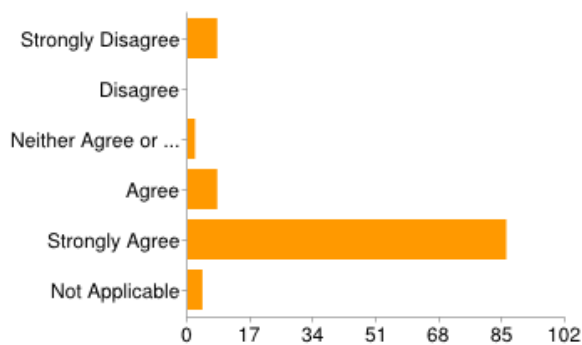
## I. SURVEY TIMELINE AND TARGETED POLLING GROUP

The Office of Facilities and Administrative Services, Administrative Services Division, Occupational Safety, Health and Environmental Branch, conducted a nine question targeted survey seeking feedback on the Health Unit and related program services. During the first quarter of FY-14, 232 surveys were distributed to employees utilizing the Main Interior Building Health Unit, or attending a Health Unit sponsored event. The purpose of the survey was to evaluate the level of customer satisfaction for health unit services, as well as staff performance.

Out of the 232 total surveys issued during this period, 106 surveys were completed resulting in a 45% return rate.

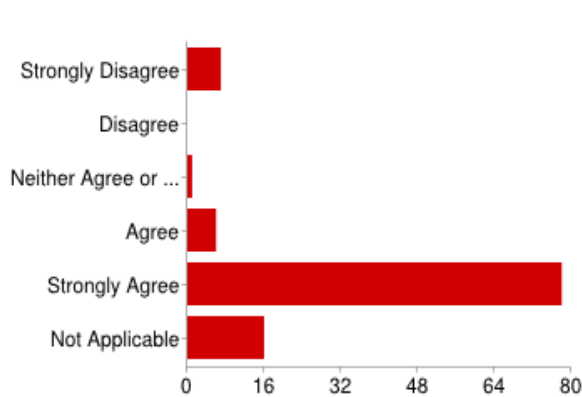
## II. SURVEY RESULTS - The six statements and related customer feedback results were:

### 1. It was easy for me to be seen at the Health Unit.



Strongly Disagree	<b>8</b>	7%
Disagree	<b>0</b>	0%
Neither Agree or Disagree	<b>2</b>	2%
Agree	<b>8</b>	7%
Strongly Agree	<b>86</b>	80%
Not Applicable	<b>4</b>	4%

### 2. My health concern was thoroughly addressed (4 hours or less) by the Health Unit staff



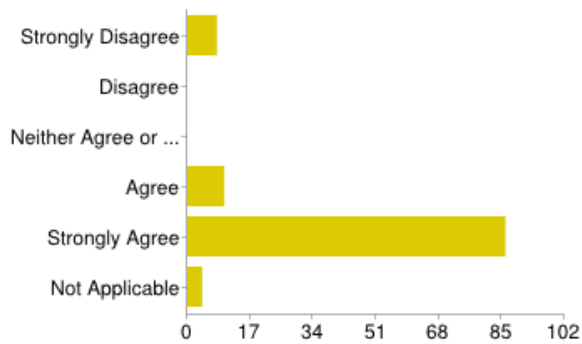
Strongly Disagree	<b>7</b>	6%
Disagree	<b>0</b>	0%
Neither Agree or Disagree	<b>1</b>	1%
Agree	<b>6</b>	6%
Strongly Agree	<b>78</b>	72%
Not Applicable	<b>16</b>	15%

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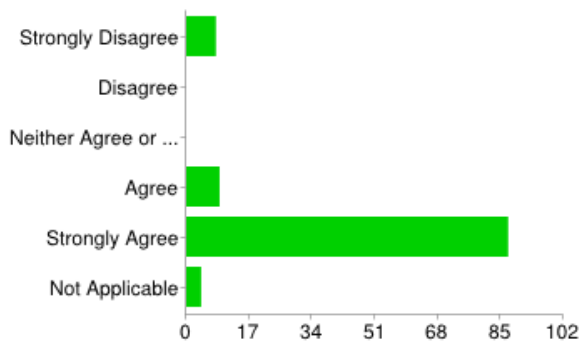
## Survey Results (Continued)

### 3. The Health Unit staff provided the level of communication I expected.



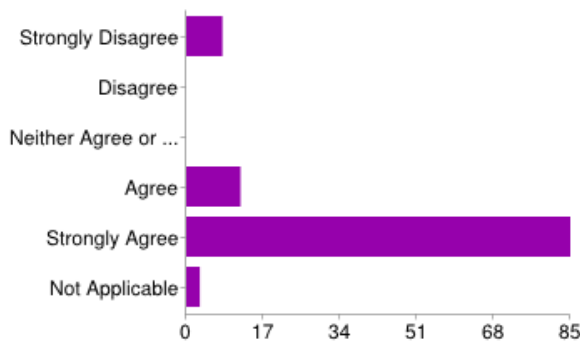
Strongly Disagree	<b>8</b>	<b>7%</b>
Disagree	<b>0</b>	<b>0%</b>
Neither Agree or Disagree	<b>0</b>	<b>0%</b>
Agree	<b>10</b>	<b>9%</b>
Strongly Agree	<b>86</b>	<b>80%</b>
Not Applicable	<b>4</b>	<b>4%</b>

### 4. The Health Unit staff provided a level of professionalism I expected.



Strongly Disagree	<b>8</b>	<b>7%</b>
Disagree	<b>0</b>	<b>0%</b>
Neither Agree or Disagree	<b>0</b>	<b>0%</b>
Agree	<b>9</b>	<b>8%</b>
Strongly Agree	<b>87</b>	<b>81%</b>
Not Applicable	<b>4</b>	<b>4%</b>

### 5. Overall, I am satisfied with the Health Unit service(s) I received.



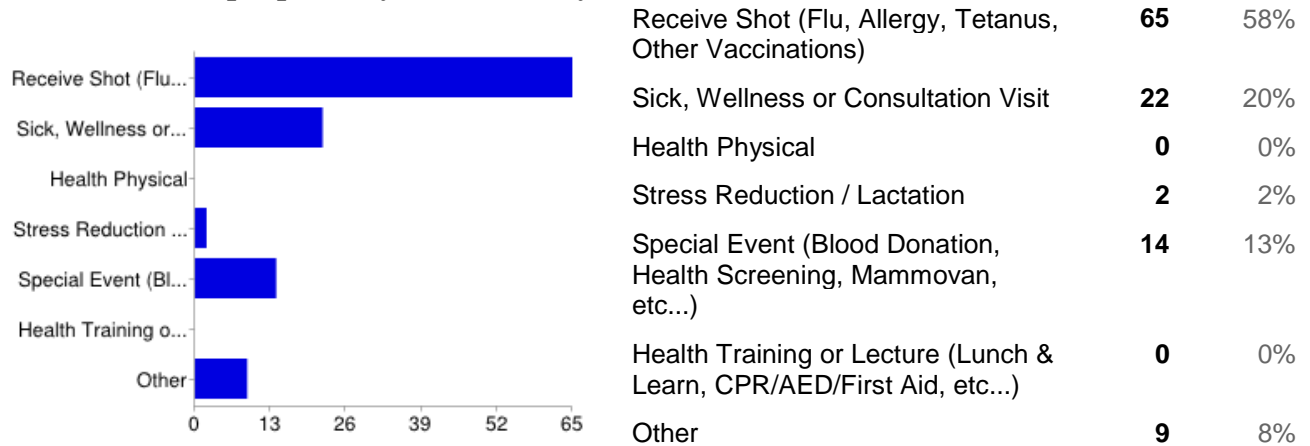
Strongly Disagree	<b>8</b>	<b>7%</b>
Disagree	<b>0</b>	<b>0%</b>
Neither Agree or Disagree	<b>0</b>	<b>0%</b>
Agree	<b>9</b>	<b>8%</b>
Strongly Agree	<b>87</b>	<b>81%</b>
Not Applicable	<b>4</b>	<b>4%</b>

# HEALTH UNIT CUSTOMER SURVEY REPORT

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## Survey Results (Continued)

### 6. What was the purpose of your visit today?



## III. “WHAT YOU SAID” – SURVEY COMMENTS

### 1. What did we do really well?

- *Everything – made me feel at ease*
- *Very short wait. I was in and out for my flu shot*
- *Gave me the right medical attention and med that was required*
- *Welcoming smile*
- *Took the time to explain what medication would best provide relief for my symptoms*
- *Overall good set-up*
- *Timely, pleasant free service!*
- *Provided allergy shots on a dependable schedule by a knowledgeable individual by the name of Barbara Hayden*
- *The Health Unit nurse is excellent. She is thorough, compassionate, patient, knowledgeable and is really seems like she cares about her patients.*
- *Been going to the Health Unit since 1984 and this is the best it has ever been run*
- *The health nurse kindly issued flu shots during the 4 hour shut down period on the first day of the furlough – I was touched by her service and willingness to make sure we were protected for the flu season*
- *Immediately took care of my needs in a professional and courteous manner. My arm that received the shot didn't even hurt.*
- *I get my weekly allergy and B12 shots at the Health Unit. Barbara does more than just give shots. She asks questions and treats me holistically. She is an excellent resource.*
- *Got me the documentation to satisfy my army requirements*

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- *Explained how my symptoms were caused in my body*
- *Accessible – The flu shots were being given outside the cafeteria in the MIB and I walked right up and got one.*
- *Overall, a great trip to the health unit!*
- *It was very easy and convenient to get a flu shot at the health unit. There was no wait and the nurse was very nice and professional.*
- *I walked in to ask about a flu shot and given one immediately after filling out a simple form. The entire visit took 5 minutes and the provider was most kind and informative. A fantastic service and convenience! Thank you!*
- *Addressed my concern by explaining the cause and what to expect next.*
- *Just very convenient to have a Health Unit in the MIB staffed with a knowledgeable and professional nurse.*
- *100% of the time I have ever visited the Health Unit, the nurse has always provided information to help with whatever issue I was there for. For example, I asked to have my blood pressure checked, and it was fine. However, she didn't leave it at just that. She reminded me of the importance of keeping things in perspective and stress reduction techniques, etc. She has always been proactive and also reassuring. I think she is terrific.*
- *I was provided a remedy to the problem immediately. The Health practitioner informed me of what was going on and suggested what procedures to follow should I encounter the same or similar problem in the future. After following instructions, I can say that my problem has been resolved.*
- *Everything! I appreciated the reminder to get my flu shot by seeing your set up in the Bistro.*
- *Barbara Hayden is both caring and knowledgeable. This was not the first time I have sought her help for a serious headache -- I am confident that she helped me get rid of it more quickly than I otherwise would have.*
- *Notification and reminders*
- *The staff was very friendly and the blood donation was relatively painless and fast. Also, no bruising around the needle site.*
- *1. Good location for Blood Donation for central office employees 2. Good communication from Health Unit announcing blood drive*

## 2. What can we do to improve?

- *It would be nice if flu shots could be made available to BLM employees located at M Street office building. This would eliminate the need for employees to travel to the MIB. Not a critical need, but it would be nice. Otherwise, I'm very impressed with the service provided.*
- *Move the DOI health unit to a larger, more private location*
- *It's too bad the Health Unit isn't a little more accessible in terms of needing to take elevator or stairs and has to share space w/conference room*
- *The space in the DOI penthouse is too small, too warm, and there is little privacy. Moving the unit to a different location would help*

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- *She needs much better space and facilities!!!*
- *Quite a bit of paperwork to get an advil*
- *Better location. Perhaps the first floor or basement*
- *Better scheduling for the special event (Glaucoma/ Vision Screening Event) Should be spaced out to allow each person being seen enough time for their assessment with little to no delay*
- *It would be nice if there was a way to get a blood pressure check on a regular basis*
- *Wish there were more programs -- lectures etc. Several years ago, there was a nurse practitioner who was available and able to diagnose and treat minor ailments -- this included providing prescriptions for some basic needs. That isn't available and it should. Having that increases productivity and allows employees not to have to leave the building for addressing some very routine health issues that could -- with a doctor or nurse practitioner.*
- *Additional hours for allergy patients would be welcome, but not absolutely necessary*
- *Provide an assistant to help the Nurse, if and when needed*
- *My bandaid was not actually placed on the site where the needle was inserted, and as a result, my shirt was stained with small blood droplets from the injection site.*
- *Make it easier to schedule blood donation. The way it is I have to go to the web site of the entity that takes the blood and try to navigate around to get it scheduled (have passwords, etc.,) It can be a pain to schedule a blood donation.*

## IV. SURVEY METHODOLOGY

Using standard employee sign-in sheets and event registration rosters, targeted surveys were distributed randomly to employees following their treatment at the Health Unit or participation in a Health Unit event, e.g., blood donation drive, glaucoma/vision screening activity, etc. All surveys were issued so employees could respond anonymously. Employees without an email address were not surveyed. Consideration was given not to survey the same employee repeatedly, which was the case during the weekly allergy shot clinic where the population of employees receiving allergy shots were only surveyed following their initial visit.

## V. ANALYSIS OF SURVEY RESULTS

Results were overwhelmingly favorable across all five-survey statements with an overall satisfaction average rating of 86.4%, of those who responded with either Strongly Agree or Agree. This favorable outcome is further supported by the two questions asking for written feedback. These questions and percentage of responses were:

- *What did we do really well?* (64% of those polled completed this question)
- *What can we do to improve?* (Only 13% of the population responded to this question with suggestions for improvement)

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Seven customers (less than 1%) responded negatively by selecting *Strongly Disagree* to all five statements covering convenience, wait time, communication, professionalism, and overall satisfaction. Further analysis found that of the seven responses only four provided written feedback. Of the four written feedback responses, all were positive, in their own words, to the question asking, “*What did we do really well?*” Their responses were:

- “*Gave me the right medical attention and meds that were required.*”
- “*Customer Service.*” *I also needed a Sharps container and Barbara was nice enough to provide me with one.*”
- “*Everything*”
- “*Very prompt, friendly, welcoming, personalized attention.*”

When asked, “*What can we do to improve?*” there was only one comment out of the seven polled. They stated positively:

- “*I think the Health Unit provides excellent service and I don't see any areas in need of improvement at this time.*”

Based on the positive written responses by these customers, it is conceivable they mistakenly marked the first response labeled *Strongly Disagree* believing they were marking *Strongly Agree*. The survey was written with five response labels listed immediately following each statement. The order of labeling started with *Strongly Disagree* then followed by *Disagree – Neither Agree or Disagree – Agree – Strongly Agree*. Without any supportive written feedback on why *Strongly Disagree* was selected to all five statements, the assumption is that these seven customers may have entered their responses to the initial five statements in error; however, we left their responses the way they were submitted.

Five of the thirteen responses to the question asking, “*What can we do to improve?*” commented negatively on the physical accessibility / size / location of the Health Unit currently situated in the North Penthouse area.

## VI. NEXT STEPS

In response to the survey results and your feedback, we will concentrate our efforts in following program areas:

- **Relocating the Health Unit** - A project plan is under development to look at location options and costs for a new health unit location and physical build-out on the MIB 4<sup>th</sup> Floor, Main Hallway. If funding is approved, as a result, the health unit will no longer share space with any public areas of the building, affording better access, privacy, and spaciousness to visitors.
- **Improving Health Services and Program Management:**
  - ✓ The OFAS nurse will work with the Bureau contacts in the National Capital Area (including BLM) to see if they are interested in on-site flu shot outreach for



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employees at their locations. There may be a cost involved that the Bureaus would have to support.

- ✓ Updating the form for issuance of over-the-counter medicines is underway. The challenge is keeping us in compliance with safe medical care requirements and serving as an accountability/control measure.
  - ✓ When the Glaucoma and Vision screening company comes back on May 14, 2014, we will implement a streamlined registration process and space the appointments better.
  - ✓ In response to a couple of comments regarding staffing and outreach, although a full time assistant is not in the budget, the health unit nurse will continue to use nurse interns to provide some of the flu and blood pressure clinics in 2014. In addition, the nurse will use a DOI Project Search intern for administrative support.
  - ✓ To prevent any client from getting bloodstains on their clothing after a flu shot, the health nurse will just take greater care in placement and potentially switch to a bigger bandaid.
  - ✓ In response to making it easier to schedule blood donations, OFAS will contact the INOVA Blood Services Program Manager to see if there are changes that can make the on-line registration process easier.
- **Managing the “Wellness” Program** - While we cannot bring back the “Wellness Works” program of 2009 that Congress approved, funded, then rescinded funding, we are exploring ways that our 4 hour a week Nurse Practitioner can serve employees. We have ruled out the possibility of writing prescriptions for walk-in care but she will soon be available for one-on-one wellness consultations in several program areas. Program areas under consideration are: smoking cessation, weight loss, chronic disease management, cholesterol screenings, and health risk appraisals.

We thank you to those who took the time to complete the survey. Should you have any questions or need additional information specific to this survey, please contact, the Occupational Safety, Health and Environmental Branch Chief at (202) 501-8693, or e-mail at [Stephen\\_dantoni@ios.doi.gov](mailto:Stephen_dantoni@ios.doi.gov).

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## VII. APPENDIX

### DOI HEALTH UNIT / Customer Survey

Our records indicate that you recently visited the DOI Health Unit or attended a health related event. The Health Unit is managed by the Office of the Secretary, Office of Facilities and Administrative Services (OFAS). As a valuable customer of these services, your feedback related to our performance is very important to us. Therefore, we are asking for your input through this brief survey. Your response will be used to evaluate how well we are doing and help us plan changes and improvements where needed.

Your response to this survey is anonymous. If you would like to be contacted, please mark "Yes" and enter your contact information in the section provided at the end of the survey.

\* Required

#### What was the purpose of your visit today? \*

- Receive Shot (Flu, Allergy, Tetanus, Other Vaccinations)
- Sick, Wellness or Consultation Visit
- Health Physical
- Stress Reduction / Lactation
- Special Event (Blood Donation, Health Screening, Mammogram, etc...)
- Health Training or Lecture (Lunch & Learn, CPR/AED/First Aid, etc...)
- Other:

#### What did we do really well?

#### Please complete the following statements: \*

	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
It was easy for me to be seen at the Health Unit.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My health concern was thoroughly addressed (4 hours or less) by the Health Unit staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Health Unit staff provided the level of communication I expected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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	Strongly Disagree	Disagree	Neither Agree or Disagree	Agree	Strongly Agree	Not Applicable
The Health Unit staff provided a level of professionalism I expected.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall, I am satisfied with the Health Unit service(s) I received.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

## What can we do to improve?

Especially if you selected "Strongly Disagree" in response to an above statement.

### I would like someone to contact me. \*

No

Yes

If yes, please provide your name and phone number.

Never submit passwords through Google Forms.