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**IMMUNIZATION PROGRAM FEEDBACK ANALYSIS**

This report serves as documentation of client feedback pertaining to the Immunization Program at Public Health Solutions.

Collection of Feedback:

* Client Experience surveys were distributed in both Spanish and English to all clients utilizing the immunization services at PHS.
* Surveys were created using examples from other health departments and evaluated for appropriate health literacy levels.
* Surveys were collected for a period of four weeks during a busy season for immunizations
* Clients were asked to complete the surveys, and we had a return rate of approximately 65%

Analysis of Feedback:

* Survey results were compiled and presented to the Domain Team for PHAB Domain 9
* The majority of respondents were female, and 75% of the respondent surveys were completed on English forms.
* Clients noted immense satisfaction with staff in the front office and with the nurses providing the immunizations
* Clients noted a high wait time for services.

Conclusions:

* More data from Spanish-speaking clients would be helpful, as they make up the majority of our immunizations clients
* Wait time is an issue that could use some attention moving forward
* Our staff is well trained in friendly client-interaction, and now we can focus on more detailed aspects of our service delivery.

Report compiled by:

Domain 9 Team

Accreditation Coordinator

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