



2014 Onslow County Health Department Community Survey Results

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The trusted provider of high quality, integrated services ensuring success for our community by building better lives.

Community Survey Summary

From August 2014 to November 2014, the Onslow County Health Department (OCHD) collected surveys from 90 residents during its annual Community Survey. The four survey questions focused on usage of the Health Department by community residents and the hours of operation.

Highlights from the survey:

- Close to half of the respondents indicated they have never used Health Department services.
- The majority of those who do not use the Health Department do not because they have a doctor.
- 3/4 of respondents feel that the Health Department hours of operation are just right.
- An overwhelming majority of respondents feel that they would utilize the Health Department more often if they knew more about the services provided there.

Survey Questions:

Q1: How often do you visit or utilize Service(s) provided by the Onslow County Health Department to include the Environmental Health Office?

Q2: If you checked you have not used the Health Department in 2 or more years or have never used the Health Department, please tell us why?

Q3: The Health Department hours are Mon, Tue, Wed, & Fri from 8:00AM to 5:00PM and on Thursday 8:00AM – 8:00PM. The Environmental Health Office hours are Mon - Fri 8:00AM to 5:00PM. How do you feel about these hours of operation?

Q4: What are some things that would make you more likely to visit the Onslow County Health Department?

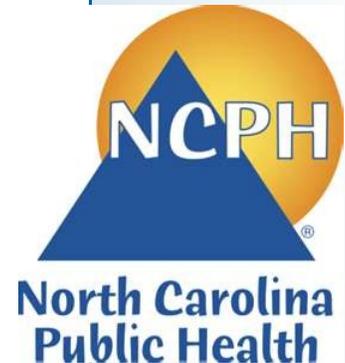
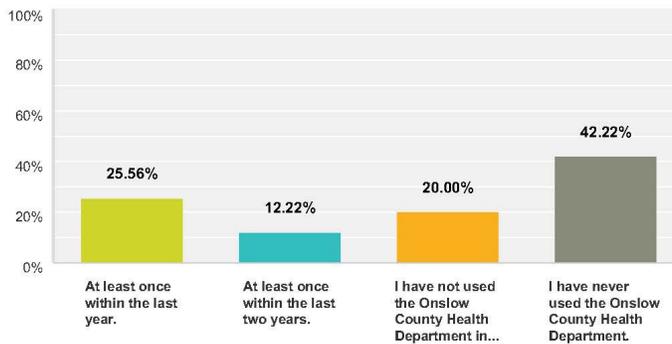


Whitney Jezek Nurse Manager from Health Promotions provide public health information to the community at an outreach on board Camp Lejeune.

2014 Community Survey, Onslow County Health Department

Q1 How often do you visit or utilize service(s) provided by the Onslow County Health Department to include the Environmental Health Office?

Answered: 90 Skipped: 0



Answer Choices	Responses
At least once within the last year.	25.56% 23
At least once within the last two years.	12.22% 11
I have not used the Onslow County Health Department in over 2 or more years.	20.00% 18
I have never used the Onslow County Health Department.	42.22% 38
Total	90



The County Health Department and Department of Social Services combine forces and provide the public information at this year's Pink Heals event. The Health Department display pictured above provided education on women's health issues, including cancer, preventive screenings, and women's health services provided at the Health Department.

While it was no surprise that the majority of respondents say that they do not use the health department because they have an established doctor, the answers to this question did highlight areas where OCHD can make a future impact.

The Onslow County Health Department was curious to know why people do not utilize their local public health services.

Action Items from Q2:

- A small fraction of respondents indicated that they have not heard good things about the health department or were not happy about services received in the past. Through visibility in the community and through continued excellent customer service at the facility, OCHD can make an impact on this issue. This plan can also play a role in education of the 14% who said that they do not need the services available at OCHD.
- 2% of respondents explained that they do not come to OCHD because of transportation issues. While the facility is on the bus route and this is advertised on the OCHD website, transportation remains a barrier in the community for many services. Onslow County should continue to explore options.

Public Health can grow in Onslow County by educating younger residents on available resources, programs, and clinics. Those between 17 and 25 could benefit by knowing about confidential services, the family planning clinic, the STD clinic, the immunizations clinic, and the educational resources available at OCHD.

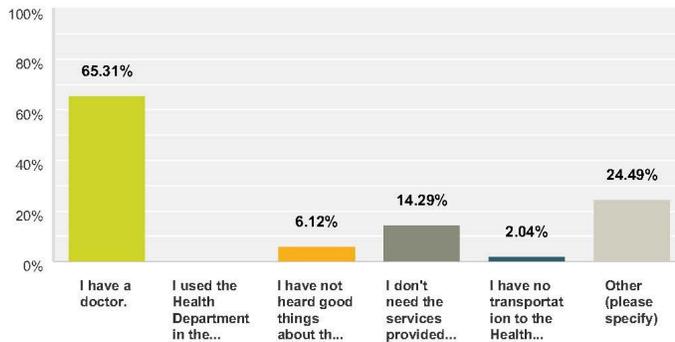


Carissa Showers, Nutrition Director, Onslow County Health Department, shares information about proper nutrition and Health Department services with a Coastal Carolina Community College student.

2014 Community Survey, Onslow County Health Department

Q2 If you checked you have not used the Health Department in 2 or more years or have never used the Health Department, please tell us why?

Answered: 49 Skipped: 41



Answer Choices	Responses
I have a doctor.	65.31% 32
I used the Health Department in the past, but I was not happy about the services I received.	0.00% 0
I have not heard good things about the Health Department.	6.12% 3
I don't need the services provided by the Health Department or Environmental Health.	14.29% 7
I have no transportation to the Health Department.	2.04% 1
Other (please specify)	24.49% 12
Total Respondents: 49	



Participation in community events continues to be an effective way to spread the public health message, whether through colorful, message T-shirts or interactive displays.



Q3 asked respondents about the hours of operation of the Health Department. Responses to this question were of particular importance to see if when OCHD is open (or not open) provides a barrier to care or an inconvenience that keeps people from utilizing the resources and services.

It appears that OCHD's hours are fine as 3 of every 4 respondents indicated that the hours are "just right."

There were three other groups that thought that the Health Department should be open on weekends (almost 12%) or should have more extended hours (over 8%) or should open earlier (just over 1%).

For this survey, OCHD used technologies rather new to local public health. A QR code was printed on posters displayed at the Health Department, OCHD website, Twitter and at events throughout the community.

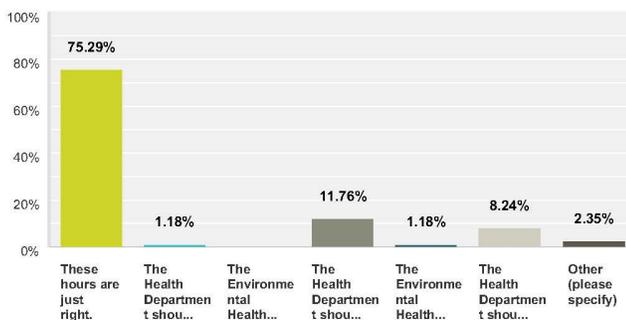


Above Health Department Staff Member Jeff Sieber looks for residents to participate in the community survey at a local community event.

2014 Community Survey, Onslow County Health Department

Q3 The Health Department hours are Mon, Tue, Wed, & Fri from 8:00AM to 5:00PM and on Thursday 8:00AM – 8:00PM. The Environmental Health Office hours are Mon - Fri 8:00AM to 5:00PM. How do you feel about these hours of operation?

Answered: 85 Skipped: 5



Answer Choices	Responses
These hours are just right.	75.29% 64
The Health Department should be open earlier than 8:00AM.	1.18% 1
The Environmental Health Office should be open earlier than 8:00AM	0.00% 0
The Health Department should be open on weekends.	11.76% 10
The Environmental Health Office should be open on weekends.	1.18% 1
The Health Department should have more extended evening hours.	8.24% 7
Other (please specify)	2.35% 2
Total	85



One benefit of an enhanced and wide-reaching educational campaign to give information to the community about the Health Department could be that the 28% of respondents who indicated that there is nothing that would make them more likely to visit the Onslow County Health Department might see a value to themselves, their family, their friends, or their neighbors participating in this resource. In the future, even if these respondents do not visit the Health Department, through learning more about OCHD, they may be willing to recommend OCHD to someone else.

OCHD Health Promotion staff provide information about the Community Health Assessment at a local community outreach



Q4 responses also provided the Onslow County Health Department with an important mission....to educate the community about public health, its role in the community, and the services offered at the Health Department.

Over half of the respondents stated that they would be more likely to visit the Health Department if they knew more information about it.

This gives the Health Department a direction in which to set goals to expand the number of participants in our programs, clinics, and classes. OCHD can accomplish this by educating the public through social media, traditional media, the website, outreaches, and community presentations and through continually giving excellent customer services, which will encourage "word of mouth" advertising.

Take Our Short 2014 Community Survey and you may win a Onslow County Health Department Emergency preparedness bag



<https://www.surveymonkey.com/s/SURVEY10M>



QR Code English



Take Survey to possibly Win this prize



QR Code Spanish

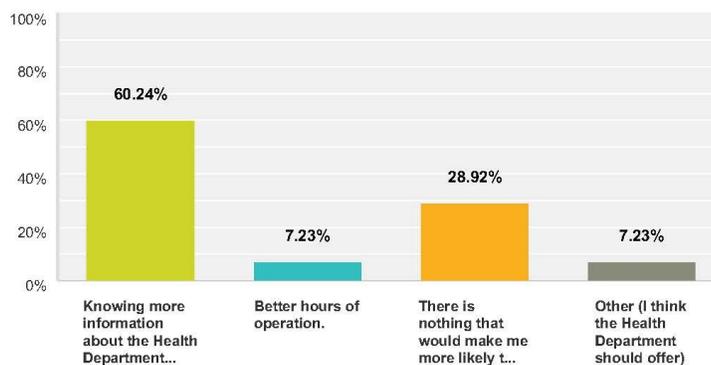
During the course of the community survey everyone was given the chance to take part in a drawing to win this Health Department emergency kit.



2014 Community Survey, Onslow County Health Department

Q4 What are some things that would make you more likely to visit the Onslow County Health Department?

Answered: 83 Skipped: 7



Public Health
Prevent. Promote. Protect.

Answer Choices	Responses
Knowing more information about the Health Department services.	60.24% 50
Better hours of operation.	7.23% 6
There is nothing that would make me more likely to visit the Health Department.	28.92% 24
Other (I think the Health Department should offer)	7.23% 6
Total Respondents: 83	