

# 2017 Onslow County Health Department Community Survey Report



## Survey Highlights

- ◆ Approximately 4 out of every 5 respondents think that the hours are just right for WIC, OCHD, and Environmental Health
- ◆ 1 in every 3 respondents has never used Health Department Services
- ◆ About half of respondents haven't used the department in two years due to not needing the services provided.
- ◆ 40 percent of respondents had a suggestion to what would make them more likely to utilize the health departments services



From August 2017 to October 2017 the Onslow County Health Department (OCHD) collected surveys from 70 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. The input from the community was valuable in determining if any immediate changes were warranted in the current operating hours of the Health Department. A discussion among the Health Department's Quality Assurance Team determined no current changes would be made, but consideration was given to possible changes in the future based on the operational tempo of the Health Department.

## Survey Questions:

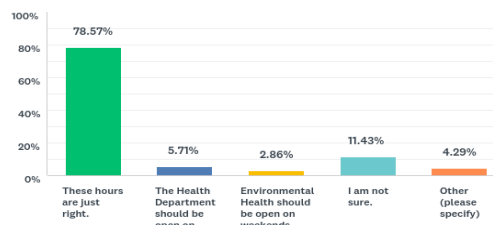
Q1: The Health Department and the Environmental Health are open from 8 to 5 AM Monday through Friday. On Thursday the Health Department stays open later until 8 PM.

Q2: When was the last time you were at the Health Department? This includes WIC and the Environmental Health Office?

Q3: If you have not been to the Health Department in 2 or more years or have never been to the Health Department, please tell us why?

Q4: What would make you more likely to visit the Health Department?

Q1 The Health Department, including WIC, and the Environmental Health are open from 8 to 5 Monday thru Friday. On Thursday the Health Department stays open later until 8 PM



## ANSWER CHOICES—

## RESPONSES—

—These hours are just right. 78.57%55

—The Health Department should be open on weekends. 5.71%4

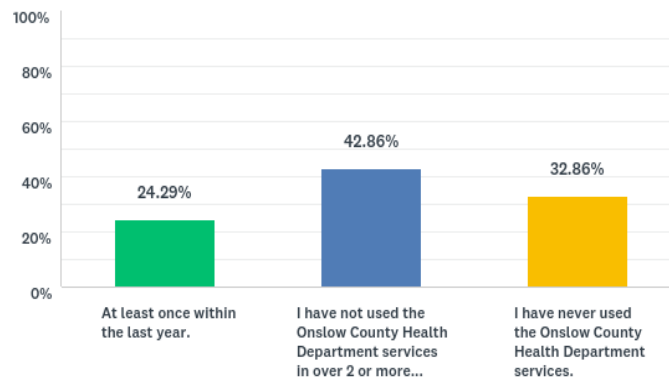
—Environmental Health should be open on weekends and/or have extended evening hours. 2.86%2

—I am not sure. 11.43%8

—Responses Other (please specify) 4.29%3

Total Respondents: 70

Q2 When was the last time you were at the Health Department? This includes WIC and Environmental Health Office?



**ANSWER CHOICES**

**RESPONSES**

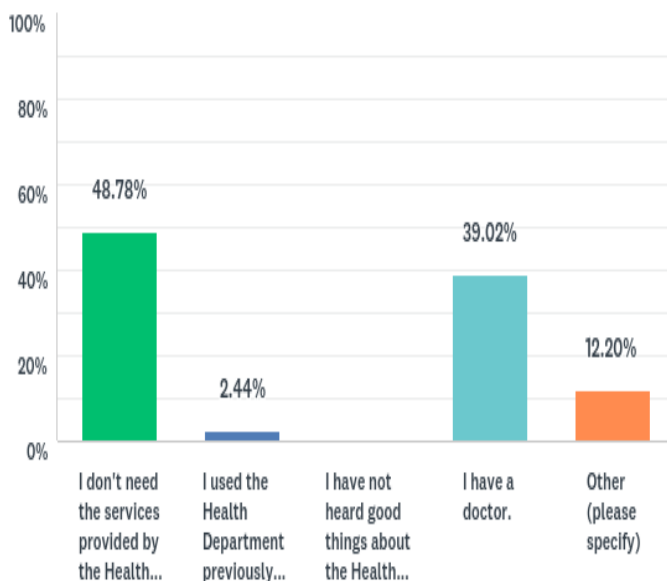
-At least once within the last year.	24.29%17
-I have not used the Onslow County Health Department services in over 2 or more years.	42.86%30
-I have never used the Onslow County Health De-	32.86%23

TOTAL

70

- ◆ 1 out of every 4 respondents has used the Health Department services within the last year
- ◆ About 2 out of every 4 respondents haven't used the health department services in over 2 years
- ◆ 1 in every 3 respondents have never used Health Department Services

### Q3 If you have not been to the Health Department in 2 or more years or have never been to the Health Department, please tell us why?



**ANSWER CHOICES**—

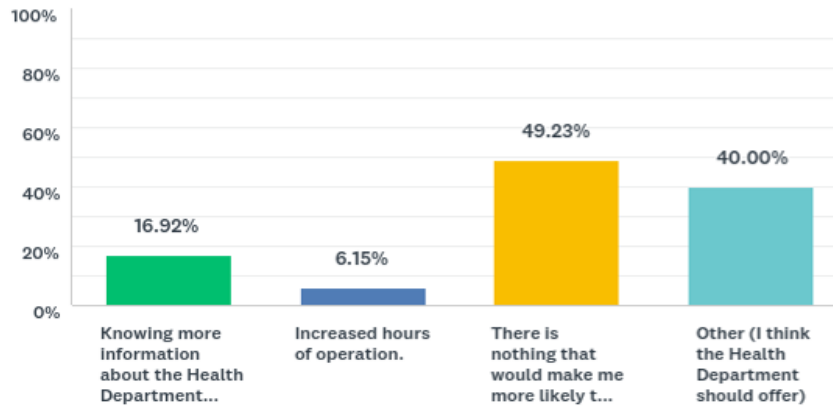
**RESPONSES**—

—I don't need the services provided by the Health Depart-	48.78%20
—I used the Health Department previously, but I was not	2.44%1
—I have not heard good things about the Health Depart-	0.00%0
—I have a doctor.	39.02%16
— <a href="#">Responses</a> Other (please specify)	12.20%5

Total Respondents: 41

Of the respondents who haven't been to the Health Department in 2 or more years or have never been, about 2 out of every 5 said the reason is because they do not have a doctor.

## Q4 What would make you more likely to visit the Health Department?



### ANSWER CHOICES

### RESPONSES

-Knowing more information about the Health Department	16.92%11
-Increased hours of operation.	6.15%4
-There is nothing that would make me more likely to visit the Health Department.	49.23%32
- <u>Responses</u> Other (I think the Health Department should	40.00%26

Total Respondents: 65

- ◆ One out of every 6 respondents said that knowing more information about the Health Department would make them more likely to visit

