- AH AH =Adult Health
- CH CH = Child Health
- EH EH = Environmental Health
- FP FP = Family Planning
- GC GC = General Clinic
- MH MH = Maternal Health
- WIC WIC = Women, Infants, Children

					(D (D	?											
		АН	Above Average	Average	Below Average	N/A		otal ssions =	5	Av	erage Rat	ing	Pe	rcent by	Questior	۱	
		Point Value >>>	3	2	1	0	3	2	1	0	Total	Aver	3	2	1	0	Sum
? No.	? Code																
		Ease of getting service:															
Q1	APPT	Ability to get an appointment	4				1:	. 0	0	C	12	2.40	80%	0%	0%	0%	80%
Q2	OPER	Hours Health Department is open	3	2			9	4	0	C	13	2.60	60%	40%	0%	0%	100%
Q3	LOC	Convenience of location	3	2			9	4	0	C	13	2.60	60%	40%	0%	0%	100%
Q4	CALL	Prompt return on calls	3	1		1		2	0	C) 11	2.20	60%	20%	0%	20%	100%
		Waiting:															
Q5	TIME	Served in a timely manner	1	4				8	0	C) 11	2.20	20%	80%	0%	0%	100%
		Staff:															
Q6	HELP	Friendly and helpful to you	5				1:	0	0	C) 15	3.00	100%	0%	0%	0%	100%
Q7	ANS	Answers your questions	3	2			9	4	0	C) 13	2.60	60%	40%	0%	0%	100%
		Facility:															
Q8	NEAT	Neat and clean building	5				1:	0	0	C) 15	3.00	100%	0%	0%	0%	100%
Q9	PRIV	Comfortable and protects your privacy	5				1	0	0	C) 15	3.00	100%	0%	0%	0%	100%
Q10	RATE	How would you rate our overall service?	4			1	1:	. 0	0	C	12	2.40	80%	0%	0%	20%	100%
Q11	RECOM	Recommend to others 1 =Yes, 2 =No	5	= YES	NO =		1:	i					100%			0%	100%
Q12	SERV	Outstanding Service?	Enter on "Staff	+'s" Sheet			123	22	0	C	130	26.00					
Q13	ADD	Additional comments	Enter on Comn	nents Sheet				Totals	and Ov	/erall =	2.60	87%	72%	22%	0%	4%	

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wic – women, ii	nants, children															
СН		Above	O Average	Below	N/A	To		2	Ave	erage Ra	ting	Pe	rcent by	Questio	n	1
CH		Average	ů, s	Average		Submis		-			-					
	Point Value >>>	3	2	1	0	3	2	1	0	Total	Aver	3	2	1	0	Sum
Ease of getting serv	vice:	1														
Ability to get an ap		2				6	0	0	0	6	1.20	40%	0%	0%	0%	40%
Hours Health Dep	artment is open	2				6	0	0	0	6	1.20	40%	0%	0%	0%	40%
Convenience of lo	ocation	2				6	0	0	0	6	1.20	40%	0%	0%	0%	40%
Prompt return on	calls	2				6	0	0	0	6	1.20	40%	0%	0%	0%	40%
Waiting:]														
Served in a timely	manner	2				6	0	0	0	6	1.20	40%	0%	0%	0%	40%
Staff:]														
Friendly and helpf	ul to you	2				6	0	0	0	6	1.20	40%	0%	0%	0%	40%
Answers your que	stions	2				6	0	0	0	6	1.20	40%	0%	0%	0%	40%
Facility:																
Neat and clean bu		2				6	0	0	0		1.20	40%	0%	0%	0%	40%
Comfortable and p	protects your privacy	2				6	0	0	0	6	1.20	40%	0%	0%	0%	40%
How would you rate	our overall service?	2				6	0	0	0	6	1.20	40%	0%	0%	0%	40%
Recommend to ot	hers 1 =Yes, 2 =No	2	= YES	NO =		6						40%			0%	40%
Outstanding Servi	ce?	Enter on "Staff	+'s" Sheet			66	0	0	0	60	12.00					
Additional comme	nts	Enter on Comr	nents Sheet				Totals	and Ov	erall =	3.00	100%	40%	0%	0%	0%	

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EH	Above Average	Average	Below Average	N/A	Tot Submiss		11	Ave	erage Ra	ting	Pe	rcent by	Questio	n	
Point Value >>	»> <u>3</u>	2	1	0	3	2	1	0	Total	Aver	3	2	1	0	Sum
Ease of getting service:															
Ability to get an appointment	5	2	1	3	0	0	0	0	0		500%	200%	100%	300%	1100%
Hours Health Department is open	3	8	0	0	0	0	0	0			300%	800%	0%	0%	1100%
Convenience of location	5	5	1	0	0	0	0	0		0.00	500%	500%	100%	0%	1100%
Prompt return on calls	4	6	1	0	0	0	0	0	0	0.00	400%	600%	100%	0%	1100%
Waiting:	_		4			<u>^</u>	<u>^</u>	•	0	0.00	5000/	4000/	4000/	4000/	44000/
Served in a timely manner	5	4	1	1	0	0	0	0	0	0.00	500%	400%	100%	100%	1100%
Staff:	7	3	4	0	0	0	0	0	0	0.00	700%	300%	100%	0%	1100%
Friendly and helpful to you	6	3	1	0	0	0	0	0		0.00	600%	300% 400%	100%	0%	
Answers your questions Facility:	0	4	1	0	0	0	0	0	0	0.00	000 /8	400 /8	100 %	0 /8	1100 /6
Neat and clean building	7	3	0	1	0	0	0	0	0	0.00	700%	300%	0%	100%	1100%
Comfortable and protects your privacy	6	3	0	2	0	0	0	0		0.00	600%	300%	0%	200%	1100%
		Ŭ	Ŭ	-	Ŭ	0	0	Ŭ	0	0.00	00070	00070	070	20070	110070
How would you rate our overall service?	7	3	1	0	0	0	0	0	0	0.00	700%	300%	100%	0%	1100%
Recommend to others 1 =Yes, 2 =No		= YES	NO =	0							1100%			0%	1100%
Outstanding Service?	Enter on "Staff				0	0	0	0	0	0.00					
Additional comments	Enter on Com					Totals	and Ov	erall =			550%	410%	70%	70%	

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wic – women, iniants, children															
				?											
FP	Above Average	Average	Below Average	N/A	Tot Submiss		26	Ave	erage Ra	ting	Pe	ercent by	Questio	n	
Point Value >>	> 3	2	1	0	3	2	1	0	Total	Aver	3	2	1	0	Sum
Ease of getting service:															
Ability to get an appointment	14	11			0	0	0	0	0	0.00	1400%	1100%	0%	0%	2500%
Hours Health Department is open	13	13			0	0	0	0	0	0.00	1300%	1300%	0%	0%	2600%
Convenience of location	17	8			0	0	0	0		0.00	1700%	800%	0%	0%	2500%
Prompt return on calls	11	8	1	3	0	0	0	0	0	0.00	1100%	800%	100%	300%	2300%
Waiting:															
Served in a timely manner	12	7	5		0	0	0	0	0	0.00	1200%	700%	500%	0%	2400%
Staff:															
Friendly and helpful to you	21	4			0	0	0	0		0.00	2100%	400%	0%	0%	
Answers your questions	20	4			0	0	0	0	0	0.00	2000%	400%	0%	0%	2400%
Facility:															
Neat and clean building	21	3			0	0	0	0		0.00	2100%	300%	0%	0%	
Comfortable and protects your privacy	20	4			0	0	0	0	0	0.00	2000%	400%	0%	0%	2400%
How would you rate our overall service?	15	5			0	0	0	0	0	0.00	1500%	500%	0%	0%	2000%
Recommend to others 1 =Yes, 2 =No	24	= YES	NO =		0						2400%			0%	2400%
Outstanding Service?	Enter on "Staff	+'s" Sheet			0	0	0	0	0	0.00					
Additional comments	Enter on Comr	ments Sheet				Totals	and Ov	erall =	0.00	0%	1640%	670%	60%	30%	

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GC	Above Average	Average		Below N/A Average		al sions =	24	Ave	erage Ra	ting	Pe	ercent by	Questio	n	
Point Value >	»>> <u>3</u>	2	1	0	3	2	1	0	Total	Aver	3	2	1	0	Sum
Ease of getting service:															
Ability to get an appointment	20	3		1	0	0	0	0	0	0.00	2000%	300%	0%	100%	2400%
Hours Health Department is open	19	5			0	0	0	0	0	0.00	1900%	500%	0%	0%	2400%
Convenience of location	17	7			0	0	0	0	0	0.00	1700%	700%	0%	0%	2400%
Prompt return on calls	12	10		1	0	0	0	0	0	0.00	1200%	1000%	0%	100%	2300%
Waiting:															
Served in a timely manner	17	7			0	0	0	0	0	0.00	1700%	700%	0%	0%	2400%
Staff:															
Friendly and helpful to you	20	4			0	0	0	0	0	0.00	2000%	400%	0%	0%	2400%
Answers your questions	20	4			0	0	0	0	0	0.00	2000%	400%	0%	0%	2400%
Facility:															
Neat and clean building	21	3			0	0	0	0	0	0.00	2100%	300%	0%	0%	2400%
Comfortable and protects your privacy	20	4			0	0	0	0	0	0.00	2000%	400%	0%	0%	2400%
How would you rate our overall service?	17	4		3	0	0	0	0	0	0.00	1700%	400%	0%	300%	2400%
Recommend to others 1 =Yes, 2 =No	23	= YES	NO =	0	0						2300%			0%	2300%
Outstanding Service?	Enter on "Sta	ff +'s" Sheet			0	0	0	0	0	0.00					
Additional comments	Enter on Com					Totals	and Ov	erall =	0.00		1830%	510%	0%	50%	

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МН		Above Average	ê ê Average	Below Average	N/A	al sions =	15	Ave	erage Ra	ting	Pe	n				
	Point Value >>>	3	2	1	0	3	2	1	0	Total	Aver	3	2	1	0	Sum
Ease of getting s	service:]														
Ability to get an	n appointment	7	6			0	0	0	0	0	0.00	700%	600%	0%	0%	1300%
Hours Health E	Department is open	6	8			0	0	0	0	0	0.00	600%	800%	0%	0%	1400%
Convenience of	of location	7	7			0	0	0	0	0	0.00	700%	700%	0%	0%	1400%
Prompt return	on calls	6	8			0	0	0	0	0	0.00	600%	800%	0%	0%	1400%
Waiting:																
Served in a tim	nely manner	7	7			0	0	0	0	0	0.00	700%	700%	0%	0%	1400%
Staff:																
Friendly and he	elpful to you	11	4			0	0	0	0	0	0.00	1100%	400%	0%	0%	1500%
Answers your of	questions	9	6			0	0	0	0	0	0.00	900%	600%	0%	0%	1500%
Facility:																
Neat and clear		11	4			0	0	0	0		0.00	1100%	400%	0%	0%	1500%
Comfortable ar	nd protects your privacy	10	5			0	0	0	0	0	0.00	1000%	500%	0%	0%	1500%
How would you r	rate our overall service?	7	7			0	0	0	0	0	0.00	700%	700%	0%	0%	1400%
Recommend to	o others 1 =Yes, 2 =No	14	= YES	NO =		0						1400%			0%	1400%
Outstanding Se	ervice?	Enter on "Staff	+'s" Sheet			0	0	0	0	0	0.00					
Additional com		Enter on Comr	nents Sheet				Totals	and Ov	erall =	0.00	0%	810%	620%	0%	0%	

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			0 0	() () ()	?												
WIC		Above Average	Average	Below Average	N/A	Tot Submiss		_{is =} 19		erage Ra	ting	Percent by Que			uestion		
	Point Value >>>	3	2	1	0	3	2	1	0	Total	Aver	3	2	1	0	Sum	
Ease of getting se]															
Ability to get an		14	5			42	10	0	0	52	10.40	280%	100%	0%	0%	380%	
	epartment is open	11	7		1	33	14	0	0	47	9.40	220%	140%	0%	20%	380%	
Convenience of		13	5		_	39	10	0	0	49	9.80	260%	100%	0%	0%	360%	
Prompt return o	on calls	11	3		5	33	6	0	0	39	7.80	220%	60%	0%	100%	380%	
Waiting:		45	4			45	8	0	0	53	40.00	300%	80%	00/	0%	2000/	
Served in a time	ely manner	15	4			45	8	0	0	53	10.60	300%	80%	0%	0%	380%	
Staff: Friendly and hel		16	3			48	6	0	0	54	10.80	320%	60%	0%	0%	380%	
Answers your qu		14	4		1	40	8	0	0	50	10.00	280%	80%	0%	20%	380%	
Facility:	destions	14	4			42	0	0	0	50	10.00	20078	00 /8	0 78	2078	30070	
Neat and clean	huilding	15	4			45	8	0	0	53	10.60	300%	80%	0%	0%	380%	
	d protects your privacy	15	4			45	8	0	0	53	10.60	300%	80%	0%	0%	380%	
	· · · ·					10	Ũ	0	0	00	10.00	00070	0070	070	070	0007	
How would you ra	ate our overall service?	15	1		2	45	2	0	0	47	9.40	300%	20%	0%	40%	360%	
Recommend to	others 1 =Yes, 2 =No	18	= YES	NO =		54						360%			0%	360%	
Outstanding Ser		Enter on "Staff				471	80	0	0	497	99.40	20070			070	00070	
Additional comm		Enter on Comr						and Ov	erall =	2.62	87%	278%	80%	0%	18%		