

# Using The Assessment Tool in a small CHD EH Section

DeSoto County Florida

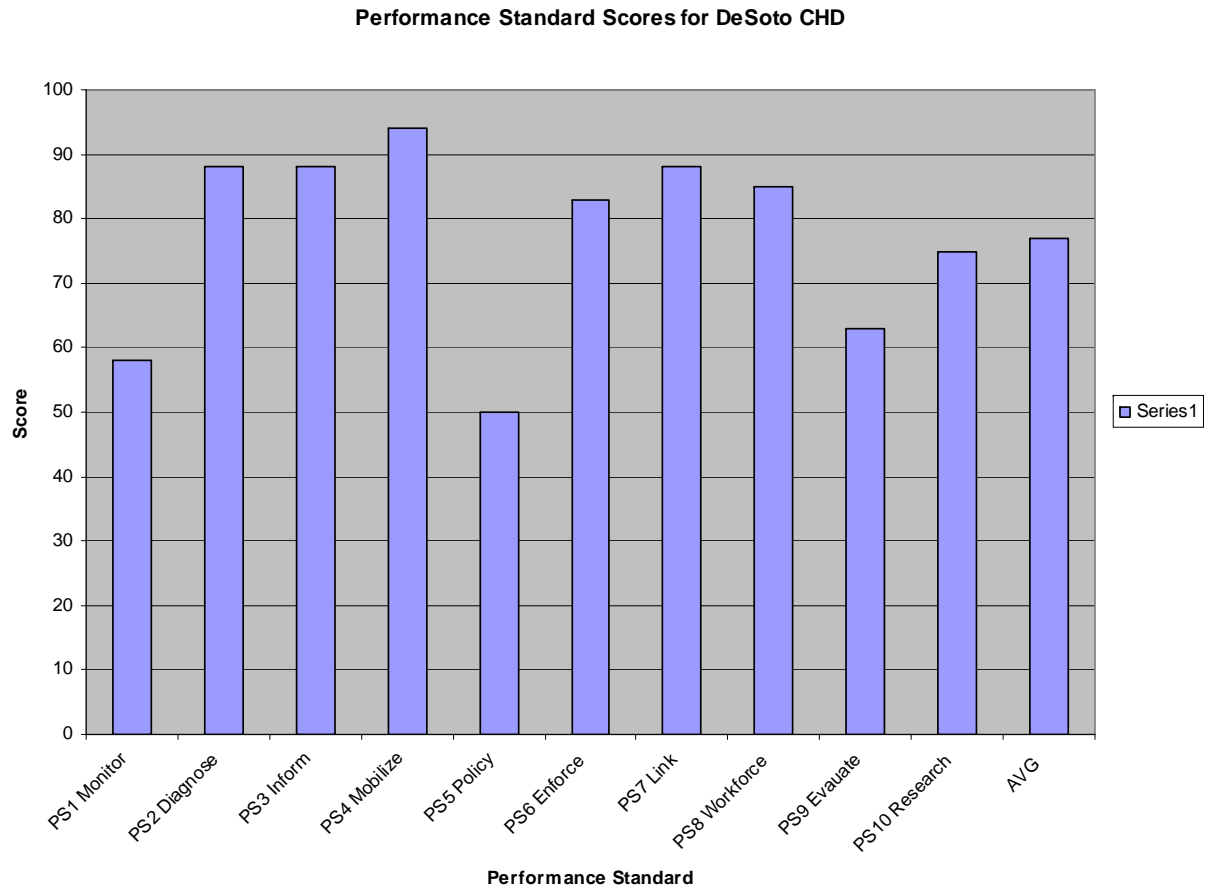
# DeSoto County Florida

- Population: 34,000 Year Round  
60,000 (Sept thru May)
- Environmental Health Staff:  
Administrator, 5 Specialist, 1 Clerk
- Annual EH Budget: \$450,000

# Conducting the Assessment

- Administrator and EH Supervisor
- Reviewed NEPHPS
- Completed the Assessment Tool
- Comments
  - Include staff/stakeholders to improve validity.

# Results



# Performance Gaps Worksheet

## PS 9 Evaluate

- DeSoto County Health Department
- Performance Gaps Worksheet
- **Essential Service of concern:** ES#9
- Evaluate the effectiveness, accessibility and quality of personal and population based environmental health services.
- **Performance gap:**
- 1. Our department does not have a formal process in place that measures the satisfaction of stakeholders and residents with the services of environmental health.
- **Objective:**
  - By March 1, 2008, our department will have a formal process in place to measure the satisfaction of stakeholders and residents with the services of environmental health.
- **Action Step:**
- 1.1.1 Identify person responsible for the task (7/1/07)
- 1.1.2 Contact other departments to determine existing tools and input (7/31/07)
- 1.1.3 Meet with county health department leadership team and environmental health staff for input and recommendations. (8/30/07)
- 1.1.4 Identify survey questions that assess the effectiveness, accessibility, accomplishment, quality and satisfaction of environmental health services (9/15/07).
- 1.1.5 Draft survey and obtain feedback and review from administrator and staff (9/20/07).
- 1.1.6 Conduct survey – meet with stakeholders (10/18/07)
- 1.1.7 Compile results and review, share with staff and administrator (12/31/07)
- 1.1.8 Using results, design a customer satisfaction survey for routine use (1/31/08).
- 1.1.9 Begin distribution of satisfaction survey (3/1/2008).
- **Outcome:**
  - By March 1, 2008, our department will have an effective tool in place to measure the satisfaction rating for environmental health services allowing for modification of programs to improve services.
- **Community Impact:**
- 1.1 Stakeholders, customers and citizens will receive improved environmental health services.
- **Performance gap:**
- 2. Our department does not have a formal process in place that measures the satisfaction of stakeholders and residents with the services of environmental health.
- Objective
- 2.1

On behalf of the DeSoto County Health Department and the entire staff of Environmental Health, we would like to thank you for the opportunity to serve you. Our goal is to provide “*excellent services*” to our customers. Please take a few minutes to complete the following satisfaction survey and let us know how we are doing.

If you would like to speak to someone about the services provided, please call 863-993-4601 ext. 135 or email [desotochd14@doh.state.fl.us](mailto:desotochd14@doh.state.fl.us)

Sincerely,

**Mary Kay Burns, B.S.N., M.B.A.**  
**Administrator**

**Please check which best describes the quality of service we provided to you.**

	Excellent / Strongly Agree	Good / Agree	Poor / Disagree	Unacceptable Strongly Disagree
Environmental Staff are professional and well informed.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental staff is prompt and efficient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental staff is helpful and understanding.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental staff is courteous and attentive.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental staff is fair and balanced.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environmental staff is consistent in interpretation of codes.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The permitting process is thorough and precise.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Please add additional comments to other side**

# NEXT STEPS

## Locally

- Prepare Gap Analysis for All Standards
- Resurvey using all staff and stakeholders

## Statewide

- Introduce NEPHPS to all 67 CHD's
- Use assessment in lieu of program reviews