APPENDIX B

BRAINSTORMING MISDIRECTED PHONE CALLS

JUNE 25, 2008

Customer Service Issues

- Improper screening of calls
- Number of calls
- People don’t listen to voicemails
- Staff not always timely in getting back to people who leave messages
- Staff not listening to questions
- Staff feeling of too much to do and just want to move calls
- Human error – dialing error
- Specific person not available
- As an agency, we don’t emphasize customer service
- Impatience of staff answering calls
- Easier to transfer call than to see if an individual is available

Staff Issues: Knowledge/Education

- Staff have lack of knowledge re: services
- Knowledge of staff of where call goes
- Lack of knowledge of specific division functions
- Support staff doesn’t know other division
- Ambivalence as to where the calls go
- Schedule changes without notice
- Keep information updated among divisions
- Staff tend to learn only what they do (silo)
- Not knowing where people are, so call sent to VM

Number of Available Staff

- Time to analyze per call
- Front desk too busy (send call to whoever comes to mind)
- Agency doesn’t always have a “voice” available
- Lunch coverage
- Agency doesn’t always have a “voice” available
- Availability of staff (off-site)
- Multi-tasking of phone screeners
- No one devoted strictly to screening calls

Customer/Caller Issues

- Customers want immediate response
- Caller expectations – immediate answer
- People want a person
- Impatience of caller
- Caller does not clearly identify issue
- Callers don’t articulate the problem

System Issues

- Phone system bounces calls
- Phone system inadequate
- Different entry points
- No centralized intake point
- Inconsistent agency procedures

Misdirected Phone Calls
APPENDIX C

Customer Satisfaction Quality Improvement Survey

What would you do with these calls?

1) My neighbors’ septic system is emptying into my yard – can you help?

2) My doctor tells me I tested positive for salmonella and that I needed to report it to you. He says I may have gotten it from eating food.

3) There are rats in the dumpster of my apartment building.

4) I am a diabetic and I have no insurance – I need my insulin and I have no money.

5) I am supposed to have a nurse visit at my house today– I don’t remember her name but can you let her know I won’t be there?

6) Several people in my neighborhood have been diagnosed with cancer – who can I talk to?

7) I need someone from the health department to come and pick up a dead squirrel. I think it might have had rabies.

8) A city official calls and asks who they should talk to about a house with a strange odor and the resident won’t answer the door.

9) How do you determine where to transfer a telephone call? What information do you ask the client?

10) What do you do with calls that ask about services you know this agency does not provide?

11) If the call is about a complaint do you ask what political subdivision the complaint is located in?
## APPENDIX D
### Telephone Transfer Guide

**Summit County Health District**
1100 Graham Road Circle  
Stow, Ohio 44224  
330-923-4891 or toll free 1-877-687-0002

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>PHONE NUMBER</th>
<th>FAX</th>
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<tbody>
<tr>
<td><strong>ACCESS TO CARE</strong></td>
<td>330-315-0209</td>
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<tr>
<td><strong>BIRTH &amp; DEATH RECORDS</strong></td>
<td>330-926-5617</td>
<td>330-923-7656</td>
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<tr>
<td>CLINIC</td>
<td>330-926-5713</td>
<td>330-926-9712</td>
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<tr>
<td>• Child Health Physicals, Healthy Start, Immunizations, Pre-Natal</td>
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<td>COMMUNICABLE DISEASE</td>
<td>330-926-5787</td>
<td>330-923-9713</td>
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<td>• Disease Outbreaks, Positive Tests and Exposures (TB, Salmonella, etc.)</td>
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<tr>
<td>DENTAL</td>
<td>330-926-5657</td>
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<td>• Dental Appointments &amp; Questions</td>
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<tr>
<td>ENVIRONMENTAL HEALTH</td>
<td>330-926-5600</td>
<td>330-923-6436</td>
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<tr>
<td>NURSING</td>
<td>330-926-5700</td>
<td>330-923-6370</td>
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<tr>
<td>• BCMH, Bus Drivers, Flu, Home Visits</td>
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<tr>
<td>PERSONNEL</td>
<td>330-926-5684</td>
<td>330-923-7558</td>
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<td>• Employment Inquiries, Employment Verifications</td>
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<td>PINK RIBBON</td>
<td>330-926-5750</td>
<td>330-945-3473</td>
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<td>• Breast &amp; Cervical Cancer</td>
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<tr>
<td>TELE HEALTH NURSE</td>
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<td>330-923-6370</td>
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<td>• Community Resources, General Medical Questions, Good Neighbor Referrals, Eye Glasses, Lice, No Insurance</td>
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<td>TRAVEL IMMUNIZATIONS</td>
<td>330-926-5756</td>
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<td>• Overseas Immunizations &amp; Questions</td>
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<tr>
<td>WIC</td>
<td>330-926-5726</td>
<td>330-926-9712</td>
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<tr>
<td>• Women Infant Children</td>
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</table>

**Gene Nixon – Health Commissioner:** Direct calls to Michelle Smith ext. 5602  
**Gillian Solem – Nursing Director:** Direct calls to Marjorie Poda ext. 5702  
**Bob Hasenyager – Environmental Director:** Direct calls to Bob H. ext 5632