



Florida Department of Health 2009-2010 H1N1 Pandemic Response Satisfaction Surveys

As part of the Florida Department of Health 2009-2010 H1N1 pandemic response, the Incident Management Team recommended a survey be conducted to help the department evaluate and measure how well we met customer needs in responding to the 2009-2010 H1N1 influenza pandemic. Emails or letters were sent to partners and healthcare providers who participated in the response or who received information from the department. The emails and letters included a link to either an electronic Customer or Partner Satisfaction Survey.

H1N1 Customer Satisfaction Survey – Designed for local public health and healthcare entities involved in the department's H1N1 response activities including:

- County Health Departments
- Emergency Medical Services
- Hospitals
- Laboratories
- Pharmacies
- Private Healthcare Providers
- Universities/Colleges (Health Centers/Clinics)

H1N1 Partner Satisfaction Survey – Designed for organizations the department worked with in planning the response including:

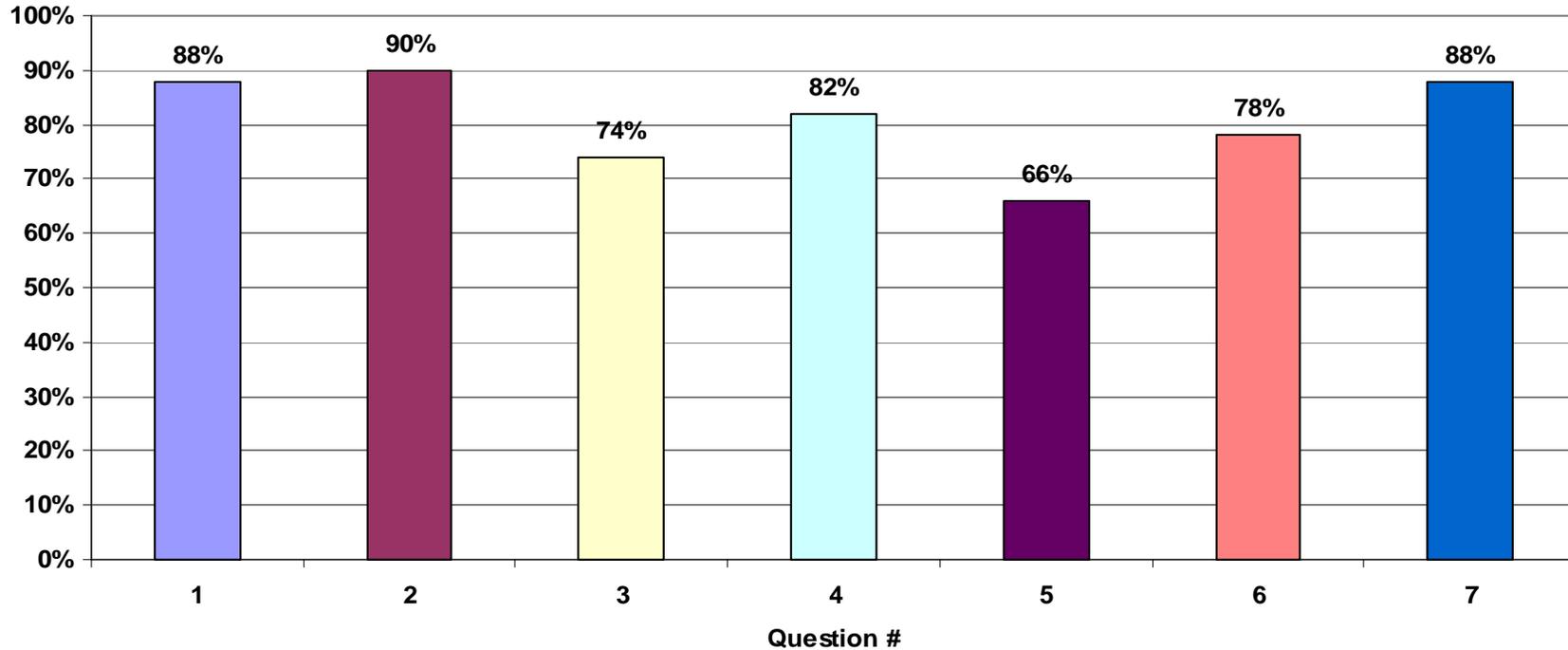
- Emergency Management Agencies
- County Commissions
- State Agencies
- Healthcare Associations
- School Boards
- Department of Education (K-12)

Data and lessons learned from the surveys are being used to improve future pandemic planning and response.

The following pages contain the statewide overview of survey results. For more information on the survey contact Lynne Drawdy at lynne_drawdy@doh.state.fl.us.

**Overview of H1N1 Customer Survey Results – State View
October 2010
506 Responses**

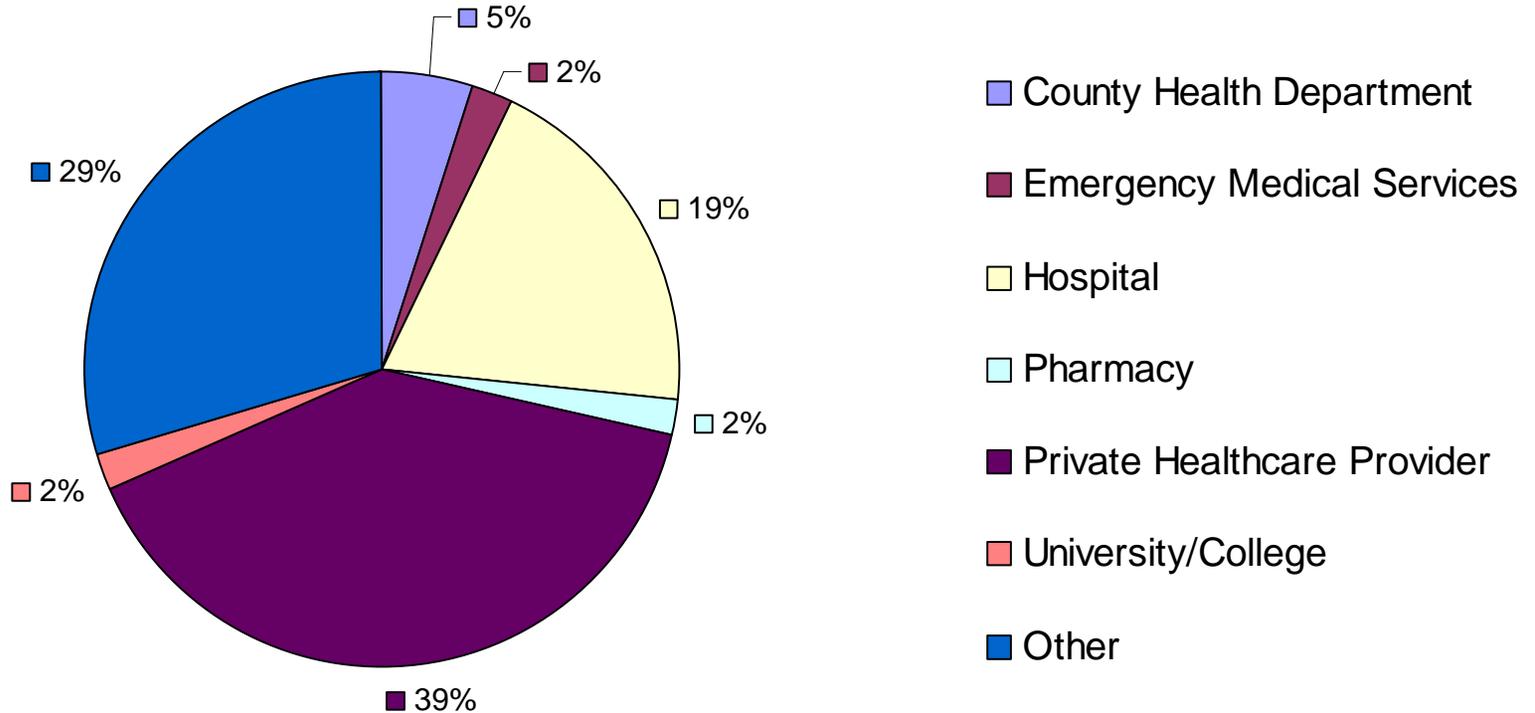
Percent H1N1 Satisfaction -- Strongly Agree/Agree



Question Legend:

1. Information and guidance provided by the Department of Health for planning and response were timely and helpful
2. The Department of Health was responsive to my questions or requests for assistance
3. Laboratory guidance, testing, and reporting were timely and accurate
4. Needed personal protective equipment (PPE) was readily available, either commercially or through the Department of Health
5. Distribution of vaccine and supplies was well coordinated
6. Distribution of antivirals was well coordinated
7. Clinical and public health guidelines provided by the Department of Health were timely and helpful
8. Overall, the response to the H1N1 outbreak was effective

Percent Response by Organization Type



Key Strength Themes:

- Availability and delivery of vaccine
- Consistent communication and response to inquiries
- Coordination and cooperation among all partners
- CHD staff responsiveness
- Guidance, information and training
- Website
- Florida SHOTS

Key Opportunities for Improvement Themes:

- Vaccine production lagged in early stages of event
- Laboratory surge inadequate
- For profit organizations received vaccine before healthcare providers
- Inconsistency in PPE guidelines
- Need improved coordination with hospitals
- Need to improve public information to increase vaccination rate
- Registration / ordering system changes caused delays
- Instructions regarding unused vaccines were unclear and not timely

OVERVIEW OF H1N1 CUSTOMER SURVEY RESULTS - BY TYPE OF ORGANIZATION

Type of Organization (Responding):	# Responses	% Satisfaction (Strongly Agree/Agree Responses)							
		1. Information and guidance provided by the Department of Health for planning and response were timely and helpful.	2. The Department of Health was responsive to my questions or requests for assistance.	3. Laboratory guidance, testing, and reporting were timely and accurate.	4. Needed personal protective equipment (PPE) was readily available, either commercially or through the Department of Health.	5. Distribution of vaccine and supplies was well coordinated.	6. Distribution of antivirals was well coordinated.	7. Clinical and public health guidelines provided by the Department of Health were timely and helpful.	8. Overall, the response to the H1N1 outbreak was effective.
County Health Department	23	78%	86%	88%	67%	83%	67%	87%	100%
Emergency Medical Services	10	90%	90%	67%	86%	80%	86%	80%	90%
Hospital	95	85%	88%	65%	56%	77%	61%	77%	83%
Other	148	90%	91%	76%	83%	85%	66%	89%	86%
Pharmacy	9	89%	89%	86%	71%	89%	89%	89%	89%
Private Healthcare Provider	199	90%	91%	81%	76%	82%	77%	90%	90%
University/ College	9	89%	89%	89%	71%	89%	78%	89%	89%

Notes:

- Some responses did not contain organization type response
- Some responses included multiple counties
- Other includes entities such as federally qualified Community Health Centers, Hospice, etc

OVERVIEW OF H1N1 CUSTOMER SURVEY RESULTS BY COUNTY

County	# Responses	% Satisfaction (Strongly Agree/Agree Responses)							
		1. Information and guidance provided by the Department of Health for planning and response were timely and helpful.	2. The Department of Health was responsive to my questions or requests for assistance.	3. Laboratory guidance, testing, and reporting were timely and accurate.	4. Needed personal protective equipment (PPE) was readily available, either commercially or through the Department of Health.	5. Distribution of vaccine and supplies was well coordinated.	6. Distribution of antivirals was well coordinated.	7. Clinical and public health guidelines provided by the Department of Health were timely and helpful.	8. Overall, the response to the H1N1 outbreak was effective.
Alachua	10	80%	78%	67%	75%	80%	60%	80%	90%
Baker	3	100%	100%	67%	67%	100%	67%	100%	100%
Brevard	18	88%	88%	80%	73%	89%	78%	82%	89%
Broward	33	88%	84%	71%	88%	70%	63%	76%	79%
Charlotte	9	100%	89%	67%	67%	100%	86%	100%	89%
Citrus	4	75%	75%	100%	75%	75%	0%	75%	100%
Clay	6	67%	100%	60%	20%	67%	80%	80%	67%
Collier	9	100%	100%	100%	86%	67%	71%	100%	78%
Columbia	4	100%	100%	100%	75%	100%	75%	100%	100%
Duval	21	86%	89%	71%	59%	71%	44%	90%	76%
Escambia	4	100%	100%	75%	100%	67%	100%	75%	75%
Flagler	3	100%	100%	100%	33%	67%	67%	100%	67%
Hernando	6	100%	100%	100%	0%	100%	67%	100%	83%
Highlands	4	100%	100%	100%	75%	100%	67%	100%	100%
Hillsborough	24	92%	92%	61%	68%	75%	56%	92%	88%
Indian River	7	86%	83%	75%	75%	86%	75%	50%	71%
Lake	10	100%	100%	100%	83%	100%	50%	90%	100%
Lee	25	92%	88%	71%	70%	92%	72%	96%	96%
Leon	7	100%	100%	60%	75%	71%	40%	100%	86%

County	# Responses	% Satisfaction (Strongly Agree/Agree Responses)							
		1. Information and guidance provided by the Department of Health for planning and response were timely and helpful.	2. The Department of Health was responsive to my questions or requests for assistance.	3. Laboratory guidance, testing, and reporting were timely and accurate.	4. Needed personal protective equipment (PPE) was readily available, either commercially or through the Department of Health.	5. Distribution of vaccine and supplies was well coordinated.	6. Distribution of antivirals was well coordinated.	7. Clinical and public health guidelines provided by the Department of Health were timely and helpful.	8. Overall, the response to the H1N1 outbreak was effective.
Manatee	11	73%	82%	50%	71%	82%	50%	91%	82%
Marion	8	88%	88%	100%	100%	88%	100%	88%	75%
Martin	9	67%	63%	50%	43%	67%	33%	56%	56%
Miami-Dade	38	95%	97%	70%	68%	86%	65%	78%	87%
Monroe	5	100%	100%	100%	80%	100%	100%	100%	100%
Okaloosa	6	100%	100%	60%	100%	83%	100%	67%	83%
Okeechobee	3	100%	67%	67%	67%	67%	67%	67%	67%
Orange	11	82%	80%	71%	75%	82%	71%	91%	100%
Palm Beach	52	78%	80%	57%	71%	71%	59%	74%	81%
Pasco	10	90%	80%	67%	83%	80%	67%	80%	90%
Pinellas	27	78%	88%	68%	68%	67%	58%	85%	85%
Polk	13	100%	100%	89%	89%	92%	78%	100%	100%
Putnam	7	86%	86%	86%	80%	100%	71%	71%	100%
Santa Rosa	9	100%	100%	100%	100%	89%	57%	89%	89%
Sarasota	6	100%	100%	80%	80%	83%	60%	100%	100%
Seminole	11	80%	82%	86%	83%	82%	50%	100%	100%
St. Johns	6	100%	100%	80%	100%	83%	75%	100%	100%
St. Lucie	8	100%	86%	83%	63%	88%	67%	75%	75%
Sumter	3	100%	100%	N/A	100%	100%	100%	100%	100%

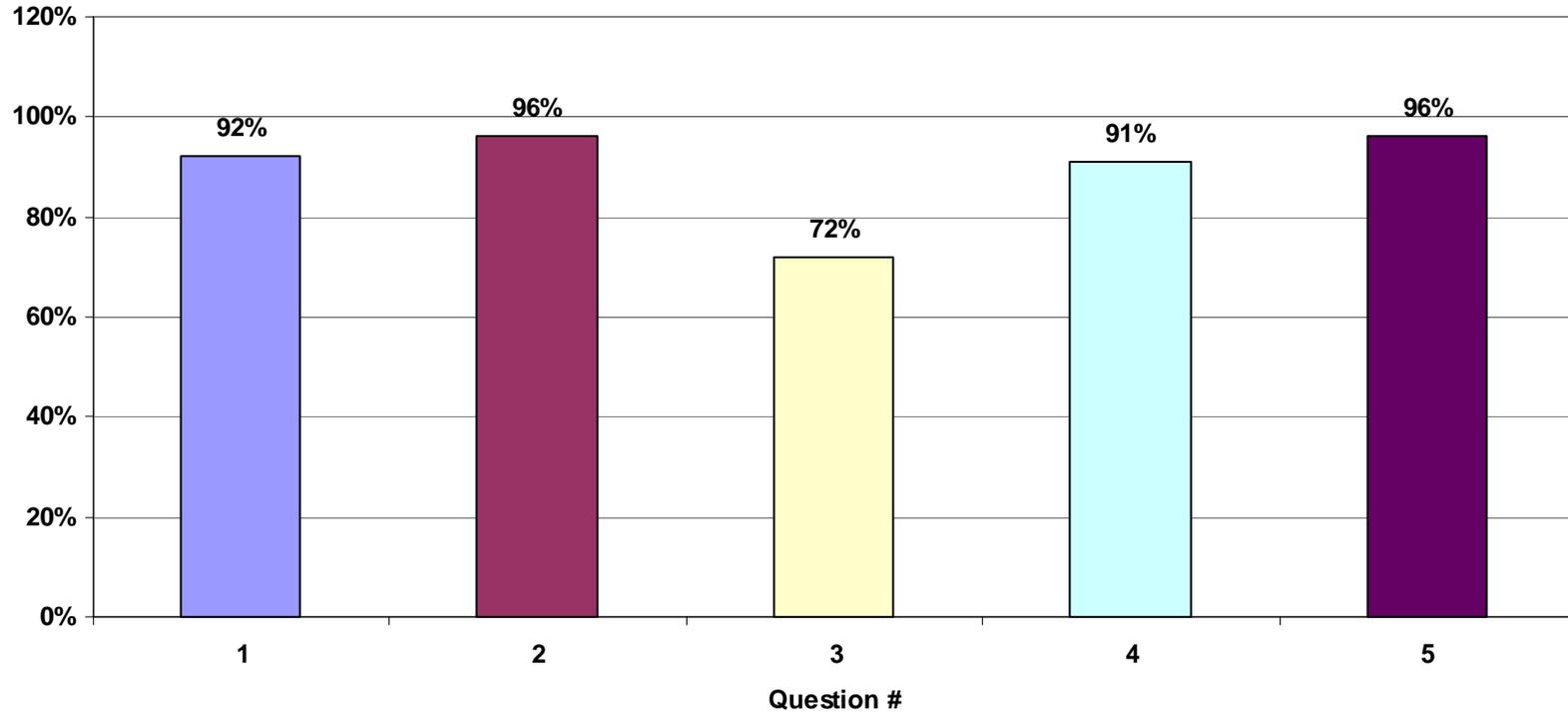
County	# Responses	% Satisfaction (Strongly Agree/Agree Responses)							
		1. Information and guidance provided by the Department of Health for planning and response were timely and helpful.	2. The Department of Health was responsive to my questions or requests for assistance.	3. Laboratory guidance, testing, and reporting were timely and accurate.	4. Needed personal protective equipment (PPE) was readily available, either commercially or through the Department of Health.	5. Distribution of vaccine and supplies was well coordinated.	6. Distribution of antivirals was well coordinated.	7. Clinical and public health guidelines provided by the Department of Health were timely and helpful.	8. Overall, the response to the H1N1 outbreak was effective.
Suwannee	3	100%	100%	100%	100%	67%	0%	100%	100%
Volusia	12	100%	100%	80%	89%	92%	75%	100%	100%

Notes:

- Counties with less than three responses are not included in county overview
- Some respondents did not specify county
- Some responses included multiple counties

**Overview of H1N1 Partner Survey Results – State View
October, 2010
121 Responses**

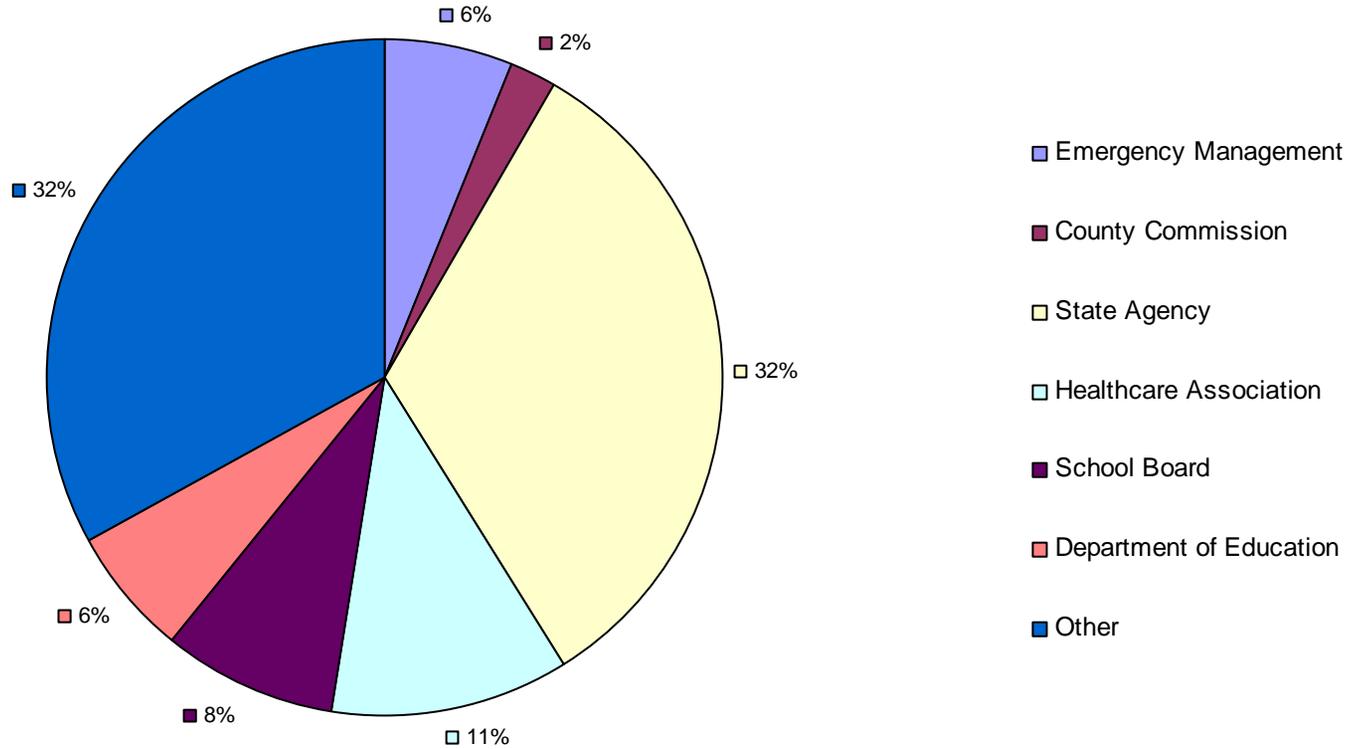
Percent Partner Satisfaction – Strongly Agree/Agree



Question Legend:

1. Information and guidance provided to my organization by the Department of Health for planning and response were timely and helpful
2. My organization was kept informed about planning and response activities
3. The Department of Health used my organization's input in making decisions
4. The Department of Health was responsive to my organization's questions or requests for assistance
5. Overall, the response to the H1N1 outbreak was effective

Percent Response by Organization Type



Key Strength Themes:

- Communication & cooperation between public health/schools
- Vaccine distribution
- Public awareness campaign
- Use of Incident Command System
- Large PODS
- Hotlines/Website

Key Opportunities for Improvement Themes:

- Delay in receipt of vaccine
- Increase public awareness re importance of vaccinations
- Education/resources needed earlier
- Coordination of communication (reduce redundancy/confusion)

OVERVIEW OF H1N1 PARTNER SURVEY RESULTS - BY TYPE OF ORGANIZATION

Type of Organization (Responding)	# Responses	% Strongly Agree/Agree Responses				
		1. Information and guidance provided to my organization by the Department of Health for planning and response were timely and helpful	2. My organization was kept informed about planning and response activities	3. The Department of Health used my organization's input in making decisions	4. The Department of Health was responsive to my organization's questions or requests for assistance	5. Overall, the response to the H1N1 outbreak was effective
County Commission	3	100%	100%	67%	100%	100%
Department of Education (K-12)	7	100%	100%	100%	100%	100%
Emergency Management	7	100%	100%	100%	100%	100%
Healthcare Association	13	100%	100%	67%	100%	100%
Other Organizations	39	92%	92%	70%	85%	95%
School Board	10	100%	100%	90%	100%	100%
State Agency	39	81%	95%	59%	87%	92%

Note:

- 2% of responses did not list organization type
- Other includes entities such as professional associations, public safety organizations, and rehabilitation facilities