

H1N1 Response - Citizen Satisfaction Survey

Introduction

In over 40 years, the American public has not experienced a pandemic. In the spring of 2009 the H1N1 flu was identified and public health officials quickly began responding to help protect communities from illness and possible death. Since October 2009, nearly 40,000 people in Broome received an H1N1 influenza vaccination.

The Broome County Health Department is collecting feedback on their response to the pandemic through this online survey. The survey takes about 5 minutes to complete.

The first 200 people to complete the survey beginning May 7th, will receive a free pair of tickets to the July 26th game at NYSEG Stadium B-Mets vs. Portland Seadogs. (no purchase necessary, no ticket exchanges, limit 2 pairs per household) Tickets will be mailed to the first 200 individuals that complete the survey.

To be eligible for Mets tickets, please provide the following information in the box below:

Name

Address

City

Zip Code

Phone Number

Demographics & Overall Perceptions

Please answer the following questions based on your opinions and experience related to Broome County's response to the 2009 Influenza Pandemic

* **Please select gender**

Male

Female

* **Please enter your age**

* **Do you have children under the age of 18?**

Yes

No

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*** Are you a full time student?**

Yes

No

*** What type of insurance do you have, if any?**

None (uninsured)

Private

Medicaid/SCHP/Family Health Plus

Medicare

*** Please indicate the range of your total household income**

\$0-\$15,000

\$15,001-\$25,000

\$25,001-\$35,000

\$35,001-\$45,000

\$45,001-\$55,000

\$55,001-\$65,000

\$65,001-\$75,000

\$75,001-\$85,000

\$85,001-\$95,000

\$95,001-\$105,000

\$105,000+

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*** Please select the highest level of education completed**

- No High School
- High School/GED
- Vocational Certificate / Vocational Training
- Some College (no degree)
- Two Year Degree (Associates)
- Four Year Degree (Bachelors)
- Masters/Professional Degree
- Doctorate

*** Please indicate which of the following represents your race**

- Alaska Native
- American Indian
- Asian
- Black (African American)
- Caucasian (White, non-hispanic)
- Hispanic or Latino
- Native Hawaiian / Other Pacific Islander
- Prefer Not to Answer

*** Do you work in the Healthcare Sector/Field?**

- No, I do not work in the healthcare field
- Yes, I am a Doctor
- Yes, I am a Mid-Level Provider (RPA, NP)
- Yes, I am a Nurse (RN, LPN)
- Yes, I am a Nursing Aide or Patient Care Assistant
- Yes, I am a Pharmacist or Pharmacy Technician
- Yes, I am an Administrator
- Yes, I work in ancillary services (billing, coding, dietary, physical therapy)

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* Please indicate whether you Agree or Disagree with the following general statements regarding Broome County's response to the H1N1 Pandemic.

	Agree	Disagree	Don't Know
Organized a sufficient number of H1N1 vaccination clinics.	jn	jn	jn
Kept the public informed through the media (press conferences, interviews, etc.)	jn	jn	jn
Hosted a sufficient number of public information (town hall) sessions	jn	jn	jn
Educated the public about how to protect themselves and others from illness	jn	jn	jn
Worked with local schools and school districts	jn	jn	jn
Facilitated local H1N1 response efforts	jn	jn	jn

Individual H1N1 Vaccination Status

* Did you receive an H1N1 Vaccination?

Yes

No

Reasons H1N1 Vaccine Not Received

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* For the reasons listed below, indicate whether or not they affected your decision.

	True	False
I do not receive vaccines for personal/religious reasons	<input type="radio"/>	<input type="radio"/>
I do not like shots	<input type="radio"/>	<input type="radio"/>
No specific reason, just chose not to receive one	<input type="radio"/>	<input type="radio"/>
I did not know where to get an H1N1 Vaccine	<input type="radio"/>	<input type="radio"/>
I attempted to receive an H1N1 vaccine but was not eligible	<input type="radio"/>	<input type="radio"/>
I attempted to get the vaccine but there was none available	<input type="radio"/>	<input type="radio"/>
By the time I attempted to get the vaccine the pandemic was over	<input type="radio"/>	<input type="radio"/>
I did not believe the H1N1 vaccine was safe	<input type="radio"/>	<input type="radio"/>
I have an allergy or medical condition that makes me ineligible for flu vaccines	<input type="radio"/>	<input type="radio"/>

Other Reason (please list)

* Did you get the seasonal flu vaccine this year?

Yes

No

* How often do you get the seasonal flu vaccine?

Every Year

Most Years

Occasionally

Rarely

I have Never Received a Seasonal Flu Vaccine

* Were you present with anyone else (e.g. spouse, child, parent, friend, etc) when they received THEIR H1N1 Vaccination?

Yes

No

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Vaccination Location

What type of H1N1 vaccine did you receive?

- Injectable (shot)
- Nasal (through the nose)

* Did you get the seasonal flu vaccine this year?

- Yes
- No

* How often do you get the seasonal flu vaccine?

- Every Year
- Most Years
- Occasionally
- Rarely
- I have Never Received a Seasonal Flu Vaccine

* Select the location type of the clinic you attended

- Local School Building (public or non-public)
- Health Department Building (Front Street, Binghamton)
- Housing Complex
- Oakdale Mall (StayHealthy Center)
- Private Medical Practice (Doctor's Office, Nurse Practitioner's Office, etc)
- Hospital
- At Work
- Pharmacy

Other (please specify)

Broome County Clinic

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* Your answer to the last question indicates that you likely attended a clinic operated by the Broome County Health Department. Please rate the following aspects of the clinic you attended.

	Very Poor	Poor	Okay	Good	Very Good
Location/Setting	jn	jn	jn	jn	jn
Parking	jn	jn	jn	jn	jn
Organization of Clinic	jn	jn	jn	jn	jn
Registration Process	jn	jn	jn	jn	jn
Staff Knowledge/Helpfulness	jn	jn	jn	jn	jn
Signage/Directions	jn	jn	jn	jn	jn
Pace of Clinic/Amount of Time	jn	jn	jn	jn	jn

Other (please specify)

* The paperwork I needed to fill out was simple and easy to understand

jn Strongly Disagree

jn Disagree

jn Neither Agree Nor Disagree

jn Agree

jn Strongly Agree

Comments

Please enter any suggestions you have about how we can improve our clinic operations.

Non-Broome County Clinic

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* Your answer to the last question indicates that you likely did not attend a clinic operated by the Broome County Health Department. Please rate the following aspects of the clinic you attended.

	Very Poor	Poor	Okay	Good	Very Good
Location/Setting	jn	jn	jn	jn	jn
Parking	jn	jn	jn	jn	jn
Organization of Clinic	jn	jn	jn	jn	jn
Registration Process	jn	jn	jn	jn	jn
Staff Knowledge/Helpfulness	jn	jn	jn	jn	jn
Signage/Directions	jn	jn	jn	jn	jn
Pace of Clinic/Amount of Time	jn	jn	jn	jn	jn

Other (please specify)

* How much were you charged to receive an H1N1 vaccination?

- jn Free/Covered in full by Insurance
- jn \$1.00-5.00
- jn \$6.00-10.00
- jn \$11,00-15.00
- jn \$16.00-20.00
- jn \$21.00-25.00
- jn \$26.00-30.00
- jn More than \$30.00

H1N1 Information

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* **How did you learn about and/or follow Broome County's Health Department H1N1 activities? (select all that apply)**

- I did not know about/follow the Broome County H1N1 Response
- Internet/Website
- Radio
- Television (newscasts)
- Newspaper
- Direct Mailing
- Community Flier
- Word of Mouth (neighbor/friend/relative)
- My Doctor/Nurse Practitioner
- Other (enter below)

Other (please specify)

* **Did you visit the official Broome County Government Influenza Pandemic Web Page (www.gobroomecounty.com/hd/flu) one or more times since it was launched in May 2009?**

Yes

No

Website Information

* **Please rank the following aspects of the Broome County H1N1 Webpage**

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
The information was clear and accurate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The website was easy to navigate	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information was up to date	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The website provided answers to most of my questions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The website contained helpful links to other resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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* What did you use the Broome County H1N1 website for? (check all the apply)

- General Information (about the Virus/Vaccine)
- Find Clinic Times/Locations
- Download Consent Forms
- Submit Questions/Comments to the Health Department
- Access State/Federal H1N1 Websites
- Sign-up to Follow the Response on Twitter
- Sign-up to Follow the Response on Facebook

Other (please specify)

eQuestion/Answer Follow-Up

* You indicated that you submitted a question/comment to the Broome County Health Department via the H1N1 Website. Please rate the following:

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
It was easy to submit my question/comment using the website	jn	jn	jn	jn	jn
The Health Department responded to me in a timely fashion	jn	jn	jn	jn	jn
The answer I received was accurate/researched	jn	jn	jn	jn	jn
The response I received addressed the question/concern I had	jn	jn	jn	jn	jn
I was offered an opportunity to ask a follow-up question	jn	jn	jn	jn	jn

Comments

H1N1 Hotline

* Did you call the Broome County H1N1 Hotline (778-3331)?

Yes

No

H1N1 Hotline Evaluation

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* Please rate the following statements related to the H1N1 Hotline.

	Strongly Disagree	Disagree	Neither Agree nor Disagree	Agree	Strongly Agree
The recorded message provided answers to my questions	jn	jn	jn	jn	jn
A live person picked up in a timely fashion	jn	jn	jn	jn	jn
The hotline hours (9a-5p) were acceptable	jn	jn	jn	jn	jn
The hotline staff were friendly and helpful	jn	jn	jn	jn	jn

Organizational Assessment

* After observing the response to the 2009 Influenza Pandemic my perception of the following organizations' ability to respond to an emergency is:

	Weakened	Remained the Same	Strengthened
Broome County (at large)	jn	jn	jn
Broome County Health Department	jn	jn	jn
Local Healthcare Facilities (hospitals, clinics)	jn	jn	jn
New York State Department of Health	jn	jn	jn
Centers for Disease Control (CDC)	jn	jn	jn

* After observing the response to the 2009 Influenza Pandemic how confident are you in the following organizations' ability to respond to an emergency

	Very Confident	Confident	Indifferent	Not Confident	Not at All Confident
Broome County (at large)	jn	jn	jn	jn	jn
Broome County Health Department	jn	jn	jn	jn	jn
Local Healthcare Facilities (hospitals, clinics)	jn	jn	jn	jn	jn
New York State Department of Health	jn	jn	jn	jn	jn
Centers for Disease Control (CDC)	jn	jn	jn	jn	jn

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* **Background: During the H1N1 response, most of the vaccination clinics did NOT require pre-registration. If you attended a clinic in the future what pre-registration method, if any, would you prefer?**

No pre-registration, just show up

No preference

Internet-based registration (online form)

Telephone-based registration

* **Are you interested in serving on an H1N1 response focus group?**

Yes

No

Focus Group Contact Information

Please enter your contact information here. It will be kept strictly confidential.

Name:	<input type="text"/>
Address:	<input type="text"/>
Address 2:	<input type="text"/>
City/Town:	<input type="text"/>
State:	<input type="text" value="6"/>
ZIP:	<input type="text"/>
Email Address:	<input type="text"/>
Phone Number:	<input type="text"/>

Final Comments

Please provide any additional comments you have regarding your opinions about Broome County's response to the H1N1 Influenza Pandemic.

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