












1. How often have you received services from us?

		Response Percent	Response Count
First time		5.3%	1
Occasionally		31.6%	6
<b>Monthly</b>		<b>42.1%</b>	<b>8</b>
Weekly		15.8%	3
Twice a week		0.0%	0
Daily		5.3%	1
<b>answered question</b>			<b>19</b>
<b>skipped question</b>			<b>0</b>

2. It is easy to communicate with us (phone, email, internet, other) about your needs.

		Response Percent	Response Count
Strongly Disagree		0.0%	0
Disagree		5.3%	1
Agree		15.8%	3
<b>Strongly Agree</b>		<b>73.7%</b>	<b>14</b>
Does not apply		5.3%	1
Comments:			4
<b>answered question</b>			<b>19</b>
<b>skipped question</b>			<b>0</b>

### 3. Our staff are courteous and helpful.




		Response Percent	Response Count
Strongly Disagree		0.0%	0
Disagree		0.0%	0
Agree		10.5%	2
<b>Strongly Agree</b>		<b>89.5%</b>	<b>17</b>

Comments: 4

answered question 19

skipped question 0

### 4. You received the services you needed.




		Response Percent	Response Count
Strongly Disagree		0.0%	0
Disagree		5.3%	1
Agree		36.8%	7
<b>Strongly Agree</b>		<b>57.9%</b>	<b>11</b>

Comments: 2

answered question 19

skipped question 0

### 5. You received services in a timely way.

		Response Percent	Response Count
Strongly Disagree		0.0%	0
Disagree		5.3%	1
Agree		36.8%	7
<b>Strongly Agree</b>		<b>57.9%</b>	<b>11</b>

Comments: 3

answered question 19

skipped question 0



### 6. What is the best thing about the services you received?

	Response Count
	13
answered question	13
skipped question	6


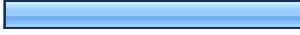

### 7. What is one thing we could improve?

	Response Count
	9
answered question	9
skipped question	10



## 8. Gender:

		Response Percent	Response Count
Male		22.2%	4
Female		77.8%	14
answered question			18
skipped question			1

## 9. Age:

		Response Percent	Response Count
less than 21 yrs		0.0%	0
21-35 yrs		22.2%	4
36-50 yrs		44.4%	8
greater than 50 yrs		33.3%	6
answered question			18
skipped question			1

## 10. Race/ethnicity:

		Response Percent	Response Count
Asian		5.9%	1
Black/African-American		0.0%	0
Hispanic/Latino		0.0%	0
Native American		0.0%	0
<b>White</b>		<b>100.0%</b>	<b>17</b>
Other		0.0%	0
	Other		0
	<b>answered question</b>		<b>17</b>
	<b>skipped question</b>		<b>2</b>

## Q2. It is easy to communicate with us (phone, email, internet, other) about your needs.

1	Staff are often not available to receive calls regarding exposure reports. Most often need to leave voice mails.	Oct 3, 2011 8:55 AM
2	Stephanie gets back to me very quickly with an thorough answer and I really enjoy working with such a competent nurse who has such fantastic communication skills.	Sep 21, 2011 9:33 AM
3	Chuck and Jeff are great to work with	Sep 20, 2011 7:53 AM
4	All forms of communication are open and I appreciate that very, very much	Sep 20, 2011 6:49 AM

## Q3. Our staff are courteous and helpful.

1	The staff member went out of her way to show me around the facility.	Sep 26, 2011 3:40 PM
2	Stephanie is always very helpful I don't think she ever has a bad day she's always in an excellent mood and accomodating as she can be.	Sep 21, 2011 9:33 AM
3	Chuck and Jeff are great to work with	Sep 20, 2011 7:53 AM
4	Service is always with a smile and maybe even a dirty joke! kidding	Sep 20, 2011 6:49 AM

## Q4. You received the services you needed.

1	I get the information I need every day and quickly as she can contact the State	Sep 21, 2011 9:33 AM
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**Q4. You received the services you needed.**

she relays the information to me and I can then pass the info on to the rest of our team.

2 My contact continually goes above and beyond what is required Sep 20, 2011 6:49 AM

**Q5. You received services in a timely way.**

1 As soon as Stephanie has the relevant info she immediately sends it too me! Sep 21, 2011 9:33 AM

2 Many times DHH will find out about new clients even before CDPHE does Sep 20, 2011 6:49 AM

3 Always in a tmely manner. Sep 19, 2011 10:19 AM

**Q6. What is the best thing about the services you received?**

1 Staff are very knowledgeable about epi/surveillance and preparedness Oct 3, 2011 8:55 AM

2 Cooperative partnerships, understanding and flexibility, and timely guidance and assistance Sep 28, 2011 8:31 AM

3 The intiative the staff member took in helping to explain the program as a whole, not jus the part I was interested in. Sep 26, 2011 3:40 PM

4 Jeff Eggert, Chuck Smedley, and the gang are great. Sep 23, 2011 10:32 AM

5 It's fast and she's very detail minded so I get the entire story which is important to me. I love that she is so personable. If she thinks it might be a little while for an answer she lets me know that right away too. Sep 21, 2011 9:33 AM

6 I have been able to strengthen the ties between Denver Emergency Management and Denver Public Health by attending Health Coalition Meetings and other Public Health related meetings. We have partnered to better understand what resources our area hospitals have in case of emergency. Sep 20, 2011 9:01 AM

7 We have a great relationship with Chuck and Jeff. It is reassuring to know that we can get assistance with a simple phone call or email. Thank you. Sep 20, 2011 8:00 AM

8 PH planning and preparedness, working together has improved our abilities Sep 20, 2011 7:53 AM

9 The interaction I have with DHH staff Sep 20, 2011 6:49 AM

10 Great staff on the EPR team. Very helpful, informed, and willing to offer information and assistance. Sep 19, 2011 1:28 PM

11 Professional interaction and problem solving Sep 19, 2011 11:25 AM

12 The staff has always been willing to share experiences and work together to address a common problem. Sep 19, 2011 10:19 AM

**Q6. What is the best thing about the services you received?**

13	Courteousness, and going the extra mile.	Sep 19, 2011 9:33 AM
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**Q7. What is one thing we could improve?**

1	Epi/surveillance staff are not available to quickly resopnd to exposure calls. Need to be either paged off site or leave a voice mail.	Oct 3, 2011 8:55 AM
2	More staff support to allow your folks more of an opportunity to assume leadership roles in City government roles	Sep 28, 2011 8:31 AM
3	Nothing from my interaction.	Sep 26, 2011 3:40 PM
4	Maybe her pay? Just keep doing a great job and keep those lines of communication open.	Sep 21, 2011 9:33 AM
5	N/A	Sep 20, 2011 9:01 AM
6	just keep on the path we are on	Sep 20, 2011 7:53 AM
7	None that I can think of.	Sep 19, 2011 1:28 PM
8	Nothing, keep up the good work.	Sep 19, 2011 10:19 AM
9	N/A	Sep 19, 2011 9:33 AM