



Pennsylvania Vaccines for Children (PA VFC) 2011 Program Satisfaction Survey Report

Final Report
May 9, 2011
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EXECUTIVE SUMMARY

The “Executive Summary” is an abridged report of the findings resulting from the “2011 Pennsylvania Vaccines for Children (PA VFC) Program Satisfaction Survey”. Measuring program satisfaction of enrolled PA VFC Providers offers another indicator of the PA VFC Program progress toward achieving its goal of providing maximum immunization coverage to VFC-eligible children and eliminating the occurrence of vaccine preventable diseases in Pennsylvania.

On March 22, 2011, a total of 1,576 provider enrollment data was extracted from the VACMAN system. Of the total, 1,423 providers had email addresses on file and were subsequently sent emails containing the survey web link and information on how to complete the survey online. Fifty-nine emails were returned as undeliverable resulting in hardcopies of the survey being mailed to those providers. The remaining 153 providers without emails on file received mailed hardcopy surveys with a cover letter explaining the purpose of the survey and the option of completing the survey online. The mailings included a self addressed return envelope.

A total of 543 PA VFC providers completed surveys online or through mailed hardcopy surveys. The 543 completed surveys represented a response rate of 34.5 percent with 420 or 77 percent completed online and 123 or 23 percent completed through hardcopy surveys.

The survey tool is part of the PA VFC Program’s continuous improvement process in which survey responses are collected and methodically analyzed for the purpose of enhancing the PA VFC Program. Feedback obtained from respondents will be used to improve service delivery in identified program areas. The program satisfaction survey covered five core business functions critically important to the PA VFC Program’s mission. The five core business functions identified as having a significant effect upon provider satisfaction are: Vaccine ordering and shipping, Customer Service/Provider Inquiries, Information Dissemination and Exchange, Quality Assurance, and Pennsylvania Statewide Immunization Information System (PA-SIIS).

Satisfaction surveys have been known to increase provider retention by demonstrating the programs concern for provider’s opinion. The PA VFC Program Satisfaction Survey will remain a part of the program’s continuous improvement process and will be conducted on an annual basis.

Principal findings from the 543 completed surveys indicated the following:

- Ninety-eight percent of providers indicated they agreed or strongly agreed that overall they were satisfied with the PA VFC program.
- Providers expressed a 99 percent level of satisfaction with the condition of vaccine upon arrival.
- Ninety-nine percent of respondents indicated they agreed or strongly agreed with their satisfaction with requirements regarding proper vaccine storage and handling.
- Ninety-four percent of providers indicated they agreed or strongly agreed with their satisfaction with “The vaccine ordering and distribution process”.
- The overall customer service satisfaction indicated by respondents was 97 percent being satisfied to very satisfied.

- Ninety percent of respondents indicated that they were satisfied to very satisfied with the provider enrollment and recertification process.
- Ninety-two percent of respondents indicated that they were satisfied to very satisfied with information contained in the PA VFC Quarterly Newsletter.
- Providers indicated that 94 percent had Internet access in their offices but only 55 percent had dedicated office e-mail accounts.
- Eighty-two percent of the respondents indicated that they would be willing to access a PA Department of Health website to order PA VFC vaccine online.
- Fifty-nine percent of providers responding to the survey indicated that they would prefer to receive timely PA VFC updates via email verses 22 percent via fax and 19 percent via postal mail.

The following are areas of potential program improvement:

- Twenty-seven percent of respondents indicated they didn't know how to order immunization-related educational materials from PA VFC.
- Thirty-six percent of respondents indicated they currently use Pennsylvania Statewide Immunization Information System (PA-SIIS). Sixty-eight percent of providers indicated they were satisfied to very satisfied with PA-SIIS online training, 77 percent with PA-SIIS Help Desk and 79 percent with onsite PA-SIIS training.
- Respondents indicated a low level of satisfaction with the following forms of communications, Toll Free Outgoing Message Line 43 percent, Fax updates 69 percent, PA VFC Website at 75 percent and E-mail updates 77 percent. The low rate can probably be explained by respondents indicating at a high rate that they "Don't Know" how to rate their satisfaction with communications (Toll Free Outgoing Message Line 55 percent, Fax update 27 percent, PA VFC Website 21 percent, E-mail updates 22 percent).
- Overall, 86 percent of respondents agreed or strongly agreed with the statement that quality assurance nurse consultant site visits are beneficial.








The PA VFC Program Satisfaction Survey is the PA VFC programs first comprehensive satisfaction survey; as a result a direct comparison to past PA VFC survey results is not possible.

For a more detailed table presentation of the survey results please see Attachment I.

Survey Results





1. PA VFC PROVIDER SITE INFORMATION
543 Responses

2. Title of person completing form:



Physician		20	4%
Nurse		245	45%
Physician Assistant		3	1%
Office Manager		73	13%
Administrative Assistant		3	1%
VFC Coordinator		62	11%
Other, please specify		137	25%
Total		543	100%

PA VFC PROGRAM SATISFACTION & CUSTOMER SERVICE

3. Overall, I am satisfied with the PA VFC Program.

1 Strongly Agree		255	47%
2 Agree		277	51%
3 Disagree		5	1%
4 Strongly Disagree		6	1%
Total		543	100%

4. Do you know how to contact your PA VFC Nursing Consultant?

Yes		471	87%
No		72	13%
Total		543	100%

5. The following questions are to determine how well the new vaccine ordering and shipping system is working. Overall, how satisfied are you with:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
The vaccine ordering and distribution process	208 38%	304 56%	20 4%	6 1%	5 1%
The timeliness of vaccine deliveries	210 39%	297 55%	26 5%	3 1%	7 1%
The condition of vaccines upon arrival	345 64%	194 36%	0 0%	0 0%	4 1%
The availability of combination vaccines (e.g. Pentacel, Pediarix)	281 52%	226 42%	4 1%	0 0%	32 6%
PA VFC program requirements regarding proper vaccine storage and handling	288 53%	249 46%	4 1%	1 0%	1 0%

6. The following questions are to determine how satisfied you are with the customer service provided by the PA VFC Program? Overall, how satisfied are you with:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
The ability to reach a PA VFC Customer Service Rep. on the telephone	214 39%	285 52%	12 2%	4 1%	28 5%
The courtesy and professionalism of the PA VFC Customer Service Rep.	272 50%	239 44%	8 1%	0 0%	24 4%
The PA VFC Customer Service Rep's ability to understand and remedy my problem	243 45%	258 48%	13 2%	2 0%	27 5%
The annual Provider Enrollment and Recertification process	157 29%	331 61%	32 6%	2 0%	21 4%
The overall customer service provided by the PA VFC staff	246 45%	281 52%	4 1%	0 0%	12 2%

PA VFC INFORMATION DISSEMINATION & EXCHANGE

7. How would you prefer to receive timely PA VFC updates?

Fax		119	22%
E-mail		320	59%
Postal Mail		104	19%
Total		543	100%

8. Do you have Internet access in your office?

Yes		510	94%
No		33	6%
Total		543	100%

9. Does your office have a dedicated office e-mail account (i.e. an e-mail account used only for office purposes)?

Yes		301	55%
No		242	45%
Total		543	100%

10. How often do you access the PA VFC website (www.health.pa.us/vfc) ?

Never		84	15%
Daily		17	3%
Weekly		28	5%
Monthly		31	6%
As Needed		383	71%
Total		543	100%

11. How often would you like to receive updates from the PA VFC program?			
Weekly		32	6%
Every two weeks		22	4%
Monthly		140	26%
As Needed		349	64%
Total		543	100%

12. Do you know how to order immunization-related educational materials from PA VFC?			
Yes		399	73%
No		144	27%
Total		543	100%

13. Would you be willing to access a PA Department of Health website to order PA VFC vaccine online?			
Yes		446	82%
No		97	18%
Total		543	100%

14. The following questions are to determine how satisfied you are with the following forms of PA VFC Communication? Overall, how satisfied are you with:					
Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
	Fax updates	102 19%	273 50%	17 3%	7 1%
E-mail updates	150 28%	265 49%	8 1%	0 0%	120 22%
PA VFC Website (www.health.pa.us/vfc)	149 27%	262 48%	14 3%	2 0%	116 21%
PA VFC Quarterly Newsletter Information	169 31%	331 61%	6 1%	1 0%	36 7%
PA VFC Toll Free Outgoing Message Line	80 15%	154 28%	9 2%	4 1%	296 55%



QUALITY ASSURANCE SITE VISITS

15. Please rate how much your office agrees or disagrees with the following statements about site visits.

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Strongly Agree	Agree	Disagree	Strongly Disagree	Don't Know
Overall, site visits are beneficial	144 27%	322 59%	36 7%	3 1%	38 7%
The Immunization Nurse Consultant was courteous during his/her visit	254 47%	233 43%	8 1%	0 0%	48 9%
The Immunization Nurse Consultant was knowledgeable	259 48%	228 42%	6 1%	1 0%	49 9%
If changes were recommended by the Immunization Nurse Consultant, I feel that they benefited my immunization practice	211 39%	255 47%	16 3%	1 0%	60 11%
After a site visit, vaccine staff have a better understanding of proper vaccine storage and handling procedures	187 34%	271 50%	36 7%	4 1%	45 8%

PENNSYLVANIA STATEWIDE IMMUNIZATION INFORMATION SYSTEM (PA-SIIS) www.health.state.pa.us/pa-siis or phone 1-877-774-4748

16. Does your practice currently use PA-SIIS?

Yes		198	36%
No		345	64%
Total		543	100%

17. The following questions are to determine how satisfied you are with the following benefits/incentives of PA-SIIS? Overall, how satisfied are you with:

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't Know
The ability of PA-SIIS to identify patients who are overdue or will soon be due for immunizations	47 24%	98 49%	4 2%	1 1%	48 24%
The ability of PA-SIIS to update patient demographic and immunization information in the registry	66 33%	107 54%	5 3%	1 1%	19 10%
The ability of PA-SIIS to provide immediate access to a child's immunization record	111 56%	75 38%	2 1%	0 0%	10 5%
The computer generated reports of a child's immunization history and status accepted by schools, daycare, camps, etc. that are available in PA-SIIS	98 49%	78 39%	2 1%	0 0%	20 10%
Onsite orientation training for staff provided by PA-SIIS staff	65 33%	91 46%	6 3%	0 0%	36 18%
Online PA-SIIS training	54 27%	81 41%	6 3%	1 1%	56 28%
PA-SIIS Help Desk at 1-877-774-4748	55 33%	87 44%	1 1%	0 0%	45 23%

18. Please provide any additional comments here.

44 Responses