



JO DAVIESS COUNTY HEALTH DEPARTMENT

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Jo Daviess County Board of Health
Client Care Committee Meeting Minutes
November 3, 2009, 6:30 pm

Client Care Committee Members present: Laura Dwinnells Duerr, Brian Gephardt, and Board President Jim Lander

Member absent: Karen Scheele

The meeting was called to order at 6:30 pm. Candace Crossley, Quality Assurance Auditor, was introduced. Since not all the members had brought the quality assurance reports with them, the notebooks for 2009 with that information was presented. Candace encouraged the committee to take a few minutes and review the audits that were in the notebook, as well as the consumer satisfaction surveys that were in another notebook in the library. These forms are now in electronic format and e-mailed to the committee every quarter.

Candace explained that the audits are either done monthly or based on grant required time frames. Some programs may be only audited annually due to the low number of services involved. Candace works with each program to devise an appropriate consumer satisfaction form and is working on the revised form for Environmental Health. The returns in that department have been minimal, but the staff will make a concerted effort to hand them out and have the form available on the Health Department website so individuals could e-mail the responses back.

Brian Gephart noted that if you keep the form short, more people will complete it. Jim Lander noted that research shows that if you limit the multiple options to check to 5, It is not as overwhelming to the respondent. The committee likes receiving the information quarterly and thought meeting to discuss the reports annually was adequate.

Candace encouraged them to make suggestions on the process or call if they have questions.

The meeting adjourned at 7:15 pm with a motion by Jim Lander and seconded by Laura Dwinnells Duerr.