



Pennsylvania Department of Health,
Bureau of Communicable Diseases, Division of Immunizations

**Pennsylvania Vaccines for Children (PA VFC)
2014 Program Satisfaction Survey Report**

Final Report
November 25, 2014
Wayne Fleming
Public Health Program Administrator

EXECUTIVE SUMMARY

The “Executive Summary” is an abridged report of the findings resulting from the “2014 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 September 11, 2014, a total of 1,519 provider enrollment data was extracted from the VACMAN system. Of the total, 1,511 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 8 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 545 PA VFC providers completed surveys online or through mailed hardcopy surveys. The 545 completed surveys represented a response rate of 36 % with 541 or 99 % completed online and 4 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 545 completed surveys indicated the following:

- Ninety-six percent of providers indicated they agreed or strongly agreed that overall they were satisfied with the PA VFC program.
- Providers expressed a 96 % level of satisfaction with the condition of vaccine upon arrival.
- Ninety-two 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 93% being satisfied to very satisfied.

- Eighty-five percent of respondents indicated that they were satisfied to very satisfied with the provider enrollment and recertification process.
- Ninety-six percent of respondents indicated that they were satisfied to very satisfied with information contained in the PA VFC Quarterly Newsletter.
- Providers indicated that 99% had Internet access in their offices but only 62% had dedicated office e-mail accounts.
- Ninety-six percent of respondents indicated they currently use Pennsylvania Statewide Immunization Information System (PA-SIIS).
- High satisfaction was expressed with the following forms of PA VFC communications; E-mail updates at 95% and Website at 85%.
- Overall, 90% of respondents agreed or strongly agreed with the statement that quality assurance nurse consultant site visits are beneficial.

The following are areas of potential program improvement:

- Twenty-eight percent of respondents indicated they didn't know how to order immunization-related educational materials from PA VFC.
- Fifty-nine percent indicated satisfaction with onsite PA-SIIS training and in contrast to 76% of providers indicated they were satisfied to very satisfied with PA-SIIS online training, 77 percent with PA-SIIS Help Desk.
- Providers indicated that a 61% satisfaction with PA-SIIS access to Child Immunization records and 61% satisfaction with PA-SIIS generated reports.
- Respondents indicated a low level of satisfaction with the following forms of communications, Toll Free Outgoing Message Line 38%, Fax updates 55%. The low rate can probably be explained in some question by respondents indicating at a high rate that they "Don't Know" how to rate their satisfaction with communications (Toll Free Outgoing Message Line 60%, Fax update 43%).

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

Q1

PA VFC PROVIDER SITE INFORMATION

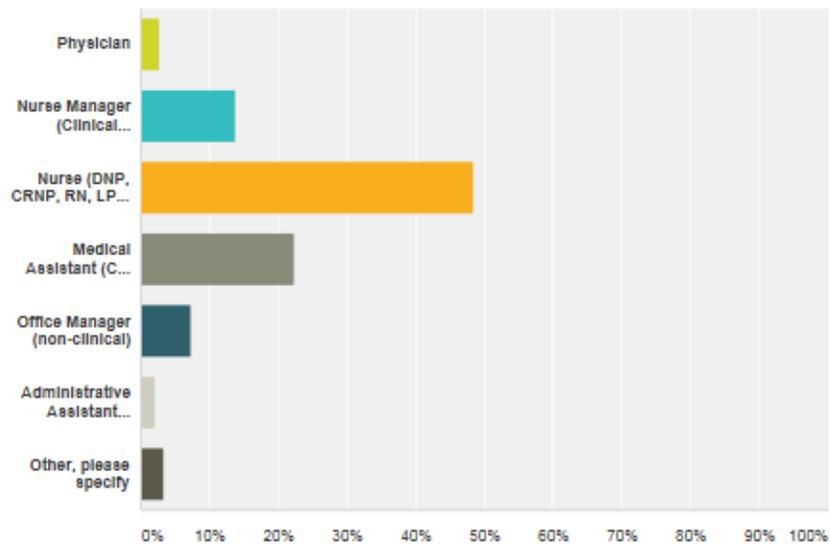
Answered: 542 Skipped: 3

Answer Choices	Responses	Responses
Name of Office Practice	Responses	100.00% 542
PIN	Responses	97.23% 527
County	Responses	99.63% 540
Name of person completing form	Responses	99.82% 541
Email address of person completing form	Responses	97.60% 529

Q2

Title of person completing form:

Answered: 544 Skipped: 1

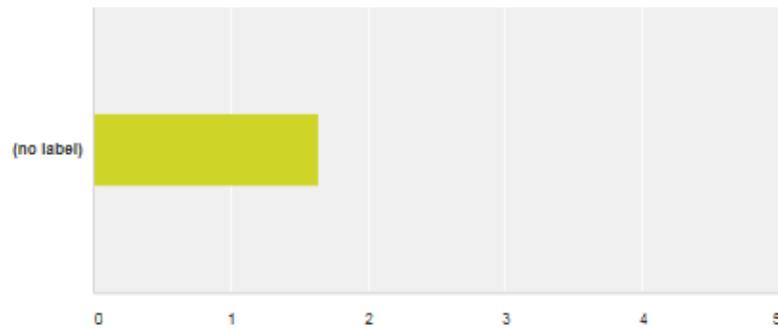


Answer Choices	Responses	
Physician	2.76%	15
Nurse Manager (Clinical Manager/Supvr, etc.)	13.79%	75
Nurse (DNP, CRNP, RN, LPN, etc.)	48.53%	264
Medical Assistant (CMA, etc.)	22.24%	121
Office Manager (non-clinical)	7.35%	40
Administrative Assistant (Clerk Typist)	2.02%	11
Other, please specify	Responses	3.31% 18
Total	544	

Q3

Overall, I am satisfied with the PA VFC Program.

Answered: 544 Skipped: 1

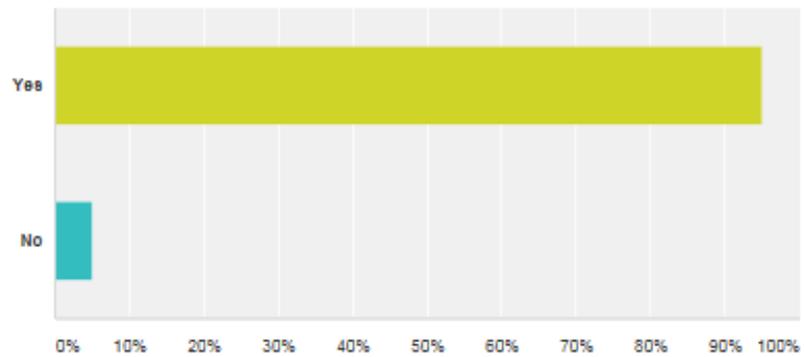


	Strongly Agree	Agree	Neutral/Don't know	Disagree	Strongly Disagree	Total	Average Rating
(no label)	42.65% 232	53.49% 291	2.21% 12	0.92% 5	0.74% 4	544	1.64

Q4

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

Answered: 544 Skipped: 1

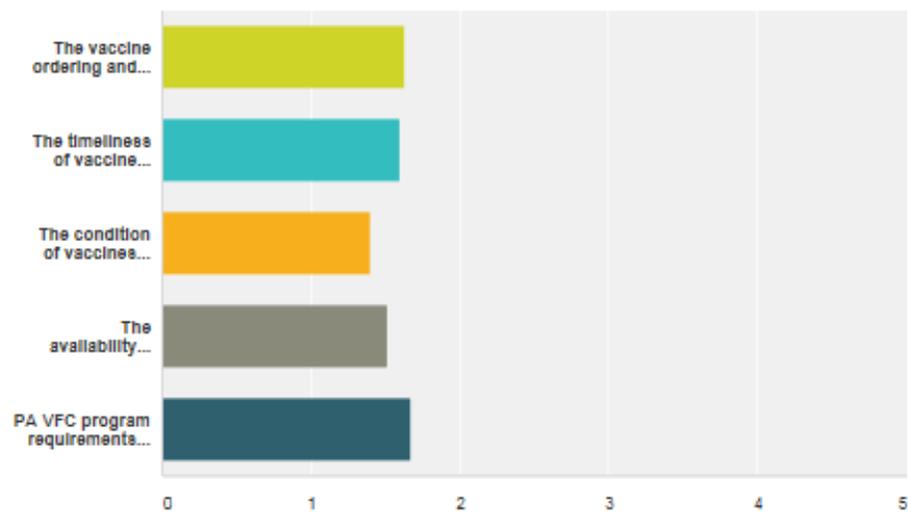


Answer Choices	Responses
Yes	95.04% 517
No	4.96% 27
Total	544

Q5

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

Answered: 544 Skipped: 1

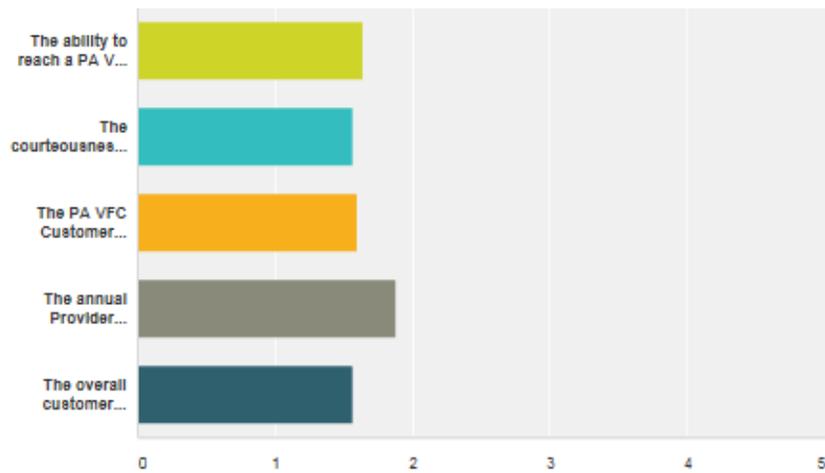


	Very Satisfied	Satisfied	Neutral/Don't know	Dissatisfied	Very Dissatisfied	Total	Average Rating
The vaccine ordering and distribution process	46.89% 254	47.24% 257	2.76% 15	2.57% 14	0.74% 4	544	1.63
The timeliness of vaccine deliveries	45.96% 250	50.00% 272	2.21% 12	1.84% 10	0.00% 0	544	1.60
The condition of vaccines upon arrival	61.76% 336	37.32% 203	0.18% 1	0.55% 3	0.18% 1	544	1.40
The availability of requested vaccines	52.21% 284	45.40% 247	1.47% 8	0.92% 5	0.00% 0	544	1.51
PA VFC program requirements regarding proper vaccine storage and handling	45.77% 249	46.51% 253	3.68% 20	3.31% 18	0.74% 4	544	1.67

Q6

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:

Answered: 544 Skipped: 1

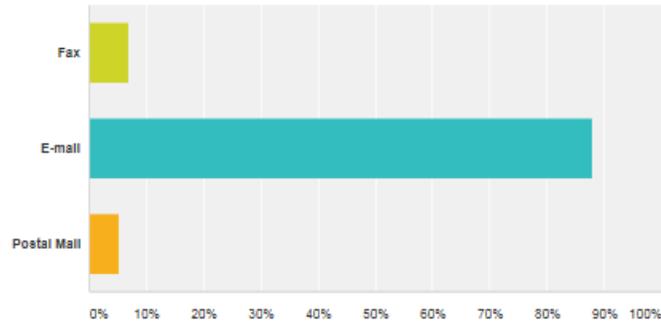


	Very Satisfied	Satisfied	Neutral/Don't know	Dissatisfied	Very Dissatisfied	Total	Average Rating
The ability to reach a PA VFC Customer Service Rep. on the telephone	47.61% 259	41.54% 226	9.74% 53	1.10% 6	0.00% 0	544	1.64
The courteousness and professionalism of the PA VFC Customer Service Rep.	54.23% 295	36.21% 197	8.46% 46	0.92% 5	0.18% 1	544	1.57
The PA VFC Customer Service Rep's ability to understand and remedy my problem	51.65% 281	37.50% 204	10.11% 55	0.55% 3	0.18% 1	544	1.60
The annual Provider Enrollment and Recertification process	32.54% 177	52.57% 286	9.93% 54	4.60% 25	0.37% 2	544	1.88
The overall customer service provided by the PA VFC staff	51.65% 281	40.99% 223	6.25% 34	0.92% 5	0.18% 1	544	1.57

Q7

How would you prefer to receive timely PA VFC updates?

Answered: 544 Skipped: 1

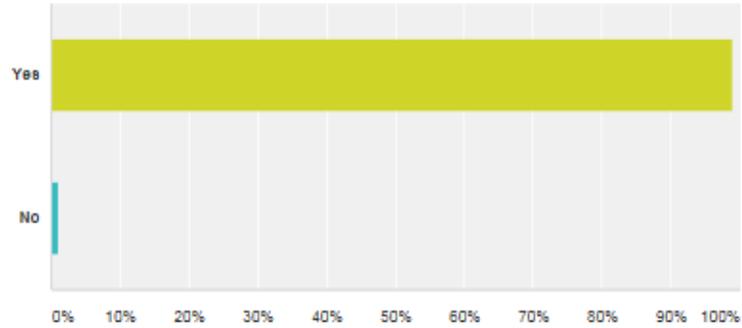


Answer Choices	Responses
Fax	6.99% 38
E-mail	87.87% 478
Postal Mail	5.15% 28
Total	544

Q8

Do you have Internet access in your office?

Answered: 544 Skipped: 1

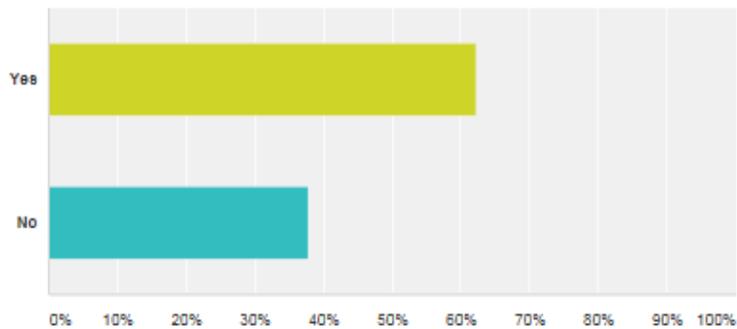


Answer Choices	Responses	Count
Yes	98.90%	538
No	1.10%	6
Total		544

Q9

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

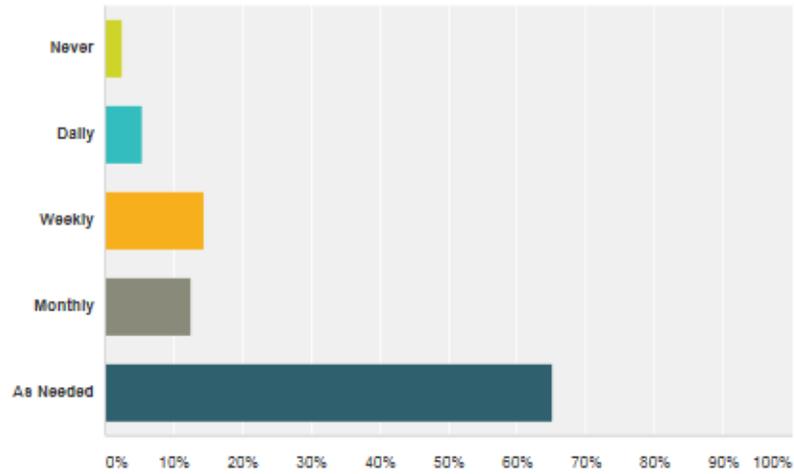
Answered: 544 Skipped: 1



Answer Choices	Responses	Count
Yes	62.32%	339
No	37.68%	205
Total		544

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

Answered: 544 Skipped: 1

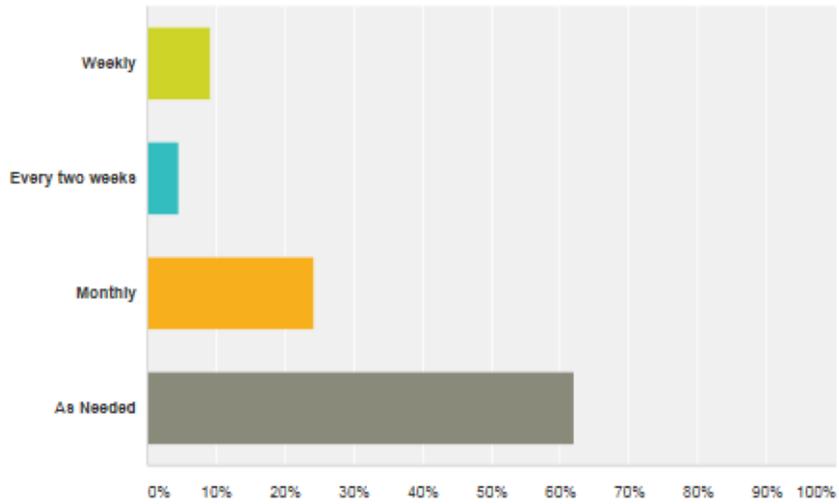


Answer Choices	Responses	
Never	2.57%	14
Daily	5.51%	30
Weekly	14.34%	78
Monthly	12.50%	68
As Needed	65.07%	354
Total		544

Q11

How often would you like to receive updates from the PA VFC program?

Answered: 544 Skipped: 1

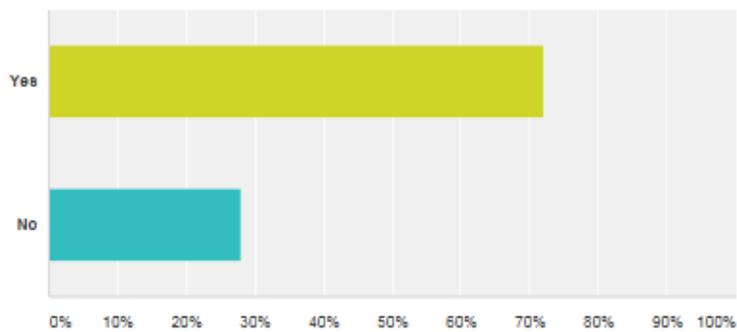


Answer Choices	Responses
Weekly	9.19% 50
Every two weeks	4.60% 25
Monthly	24.26% 132
As Needed	61.95% 337
Total	544

Q12

Do you know how to order immunization-related educational materials from PA VFC?

Answered: 544 Skipped: 1

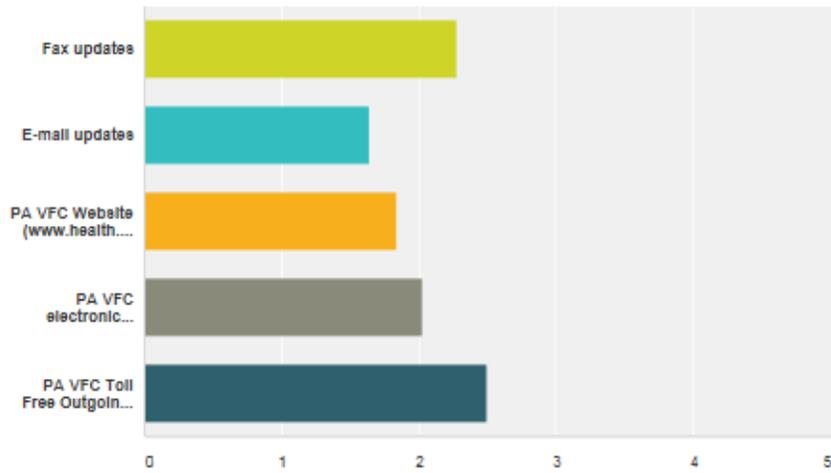


Answer Choices	Responses
Yes	72.06% 392
No	27.94% 152
Total	544

Q13

The following questions are to determine how satisfied you are with the following forms of PA VFC Communication? Overall, how satisfied are you with:

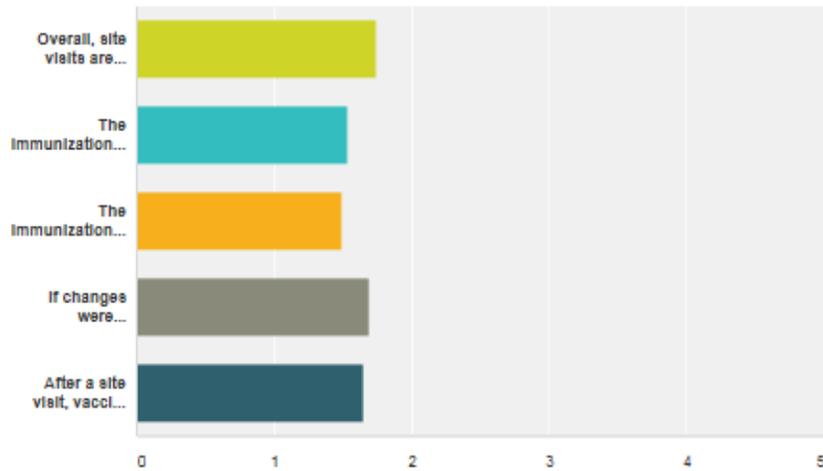
Answered: 544 Skipped: 1



	Very Satisfied	Satisfied	Neutral/Don't know	Dissatisfied	Very Dissatisfied	Total	Average Rating
Fax updates	18.75% 102	36.21% 197	43.38% 236	1.29% 7	0.37% 2	544	2.28
E-mail updates	41.54% 226	53.13% 289	4.96% 27	0.18% 1	0.18% 1	544	1.64
PA VFC Website (www.health.pa.us/vfc)	33.09% 180	52.39% 285	12.68% 69	1.29% 7	0.55% 3	544	1.84
PA VFC electronic provider updates	28.68% 156	40.81% 222	30.15% 164	0.18% 1	0.18% 1	544	2.02
PA VFC Toll Free Outgoing Message line	14.71% 80	23.53% 128	60.48% 329	0.55% 3	0.74% 4	544	2.49

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

Answered: 544 Skipped: 1



	Strongly Agree	Agree	Neutral/Don't know	Disagree	Strongly Disagree	Total	Average Rating
Overall, site visits are beneficial	38.60% 210	51.47% 280	7.35% 40	2.02% 11	0.55% 3	544	1.74
The Immunization Nurse Consultant was courteous during his/her visit	54.41% 296	38.97% 212	5.51% 30	0.92% 5	0.18% 1	544	1.53
The Immunization Nurse Consultant was knowledgeable	56.62% 308	38.05% 207	4.96% 27	0.18% 1	0.18% 1	544	1.49
If changes were recommended by the Immunization Nurse Consultant, I feel that they benefited my Immunization practice	46.88% 255	40.63% 221	9.38% 51	2.39% 13	0.74% 4	544	1.69
After a site visit, vaccine staff have a better understanding of proper vaccine storage and handling procedures	46.32% 252	44.12% 240	7.90% 43	1.29% 7	0.37% 2	544	1.65

Q15

Please provide any additional comments concerning the PA VFC Program below.

Answered: 104 Skipped: 441

I am very pleased with the VFC program. The site visits are always beneficial and VFC staff is courteous and knowledgeable. Great Job!

10/29/2014 9:13 AM

THE SITE pa siis FOR ORDERING/ RECEIVED/ USED VACCINE STILL NOT EASY TO NAVIGATE. HARD TIME TO CORRECT VACCINES USED/RECEIVED

10/16/2014 4:53 PM

Beth Smith was very helpful.

10/15/2014 10:59 AM

Wish we were able to receive[again] more adult vaccines, especially Influenza Vaccine

10/14/2014 4:42 PM

We are thankful to the VFC Program for our community it has help those that do not have insurance

10/14/2014 11:32 AM

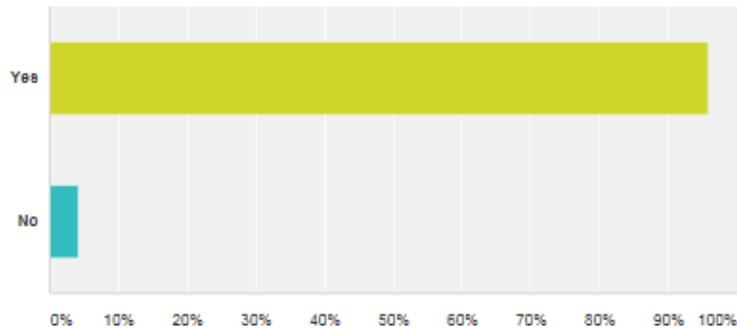
My one problem in the electronic transfer of vaccines is the fact that the uploading into siis inventory is according to the number of vaccine in each box causing the same lot number on several lines. I then have to perform line consolidation to clean up my inventory list.

10/9/2014 7:38 PM

Q16

Does your practice currently use PA-SIIS Vaccine Online Ordering?

Answered: 544 Skipped: 1

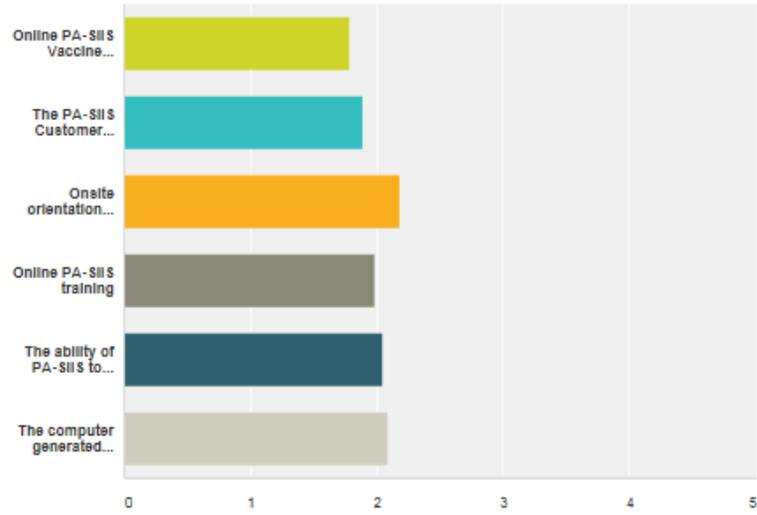


Answer Choices	Responses
Yes	95.77% 521
No	4.23% 23
Total	544

Q17

The following questions are to determine how satisfied you are with PA-SIIS Vaccine Online Ordering. Overall, how satisfied are you with:

Answered: 521 Skipped: 24



	Very Satisfied	Satisfied	Neutral/Don't know	Dissatisfied	Very Dissatisfied	Total	Average Rating
Online PA-SII \$ Vaccine Ordering 1-877-774-4748	40.88% 213	42.61% 222	13.24% 69	3.26% 17	0.00% 0	521	1.79
The PA-SII \$ Customer Service Rep's ability to understand and remedy my problem	37.04% 193	39.73% 207	20.92% 109	2.11% 11	0.19% 1	521	1.89
Onsite orientation training for staff provided by PA-SII \$ staff	26.87% 140	32.44% 169	37.04% 193	2.88% 15	0.77% 4	521	2.18
Online PA-SII \$ training	30.71% 160	45.49% 237	19.58% 102	3.65% 19	0.58% 3	521	1.98
The ability of PA-SII \$ to provide immediate access to a child's immunization record	35.70% 186	29.17% 152	30.90% 161	3.26% 17	0.96% 5	521	2.05
The computer generated reports of a child's immunization history and status accepted by schools, daycare, camps, etc. that are available in PA-SII \$	33.40% 174	27.45% 143	36.08% 188	2.50% 13	0.58% 3	521	2.09