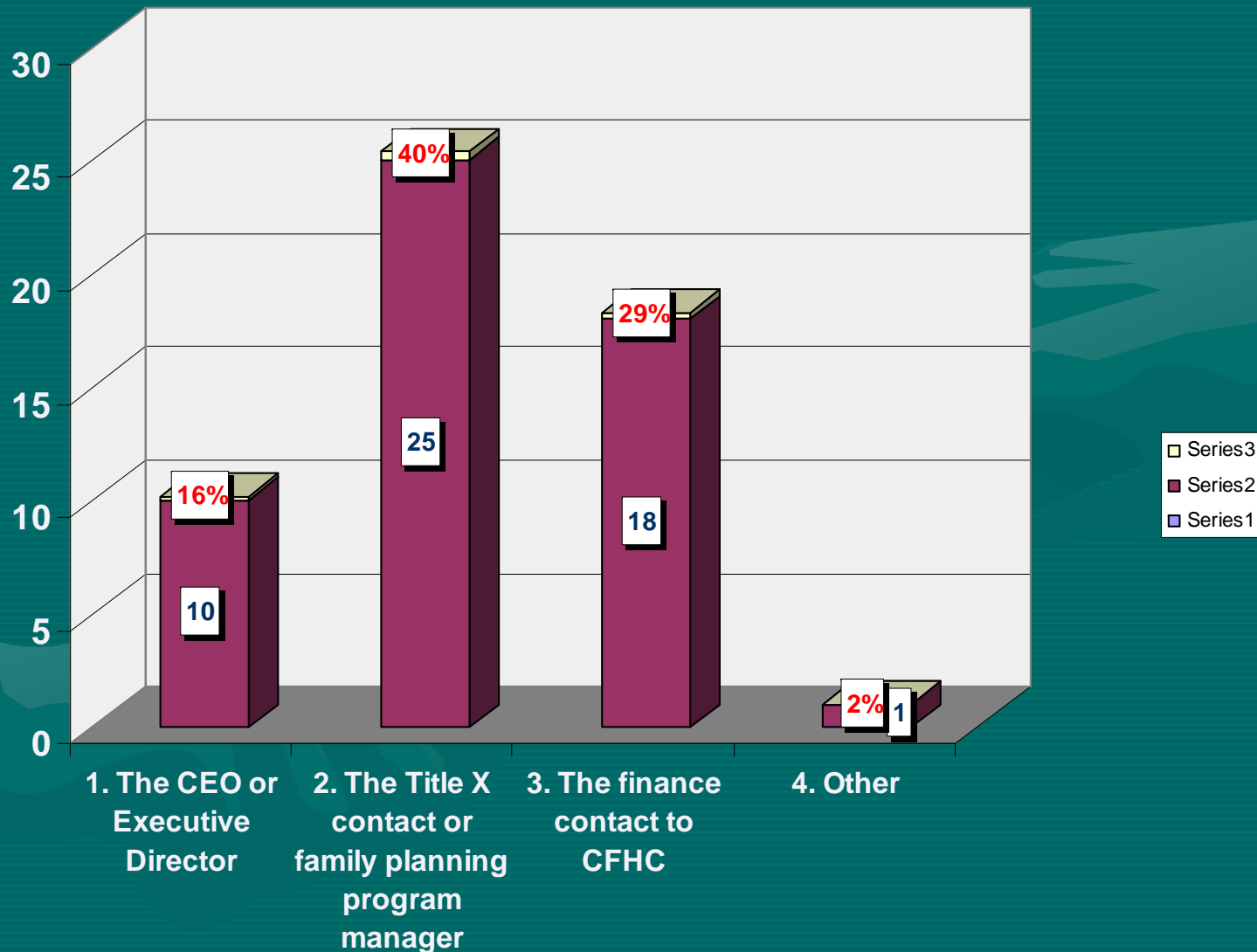


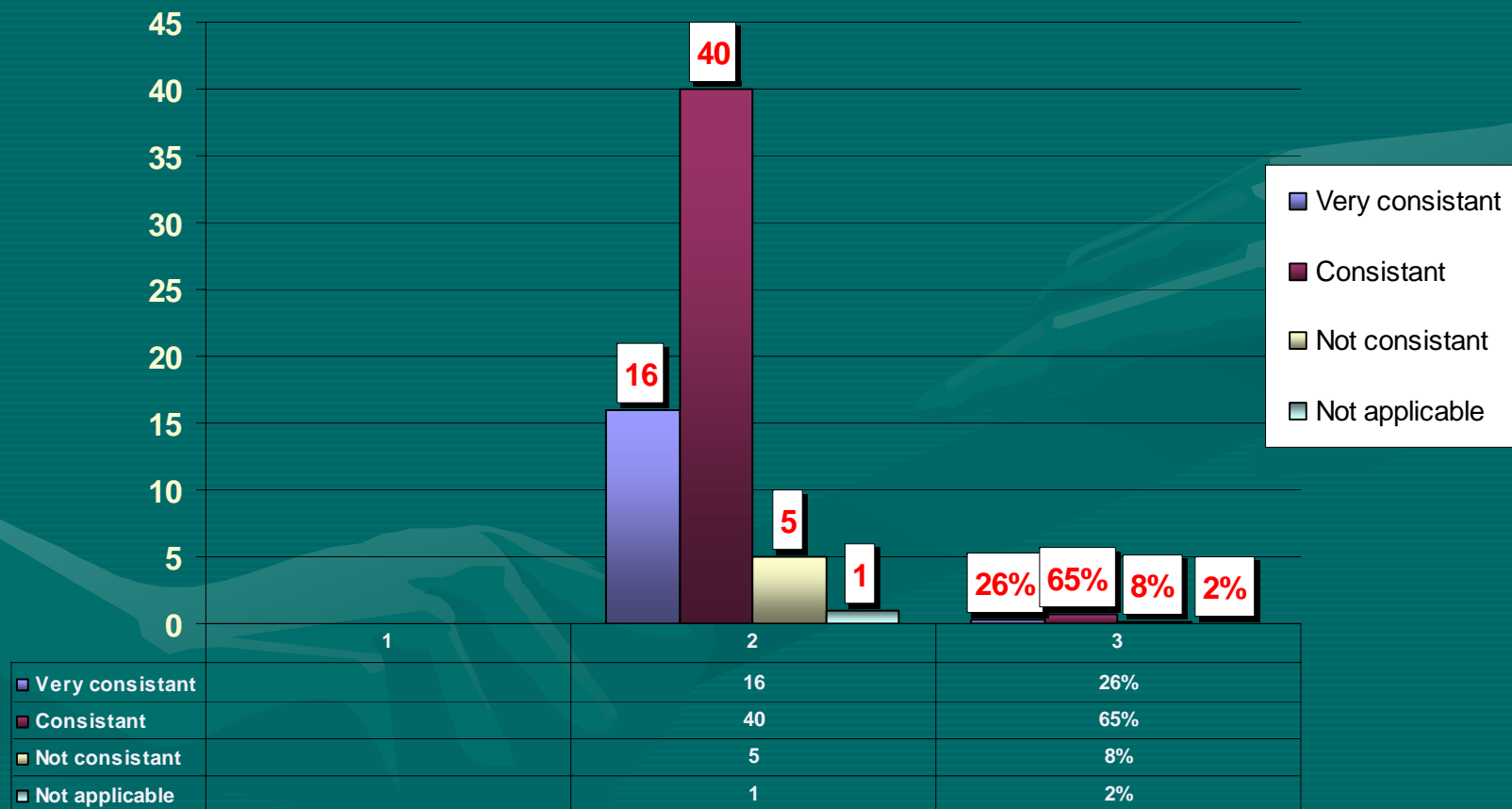
CFHC Customer Service Survey 2007



Which best describes your position in your organization in relationship to CFHC?



How consistent in message are the communications that you receive from different divisions within CFHC?



Area Managers

Over 90% said that.

- Area Managers responded quickly to phone and emails
- Area Managers are thorough in their explanations and successful in troubleshooting problems



Finance

Over 90% said that.

- Finance staff responded quickly to phone and emails
- Finance staff are thorough in their explanations and successful in troubleshooting problems



Refunding

Over 90% said that.



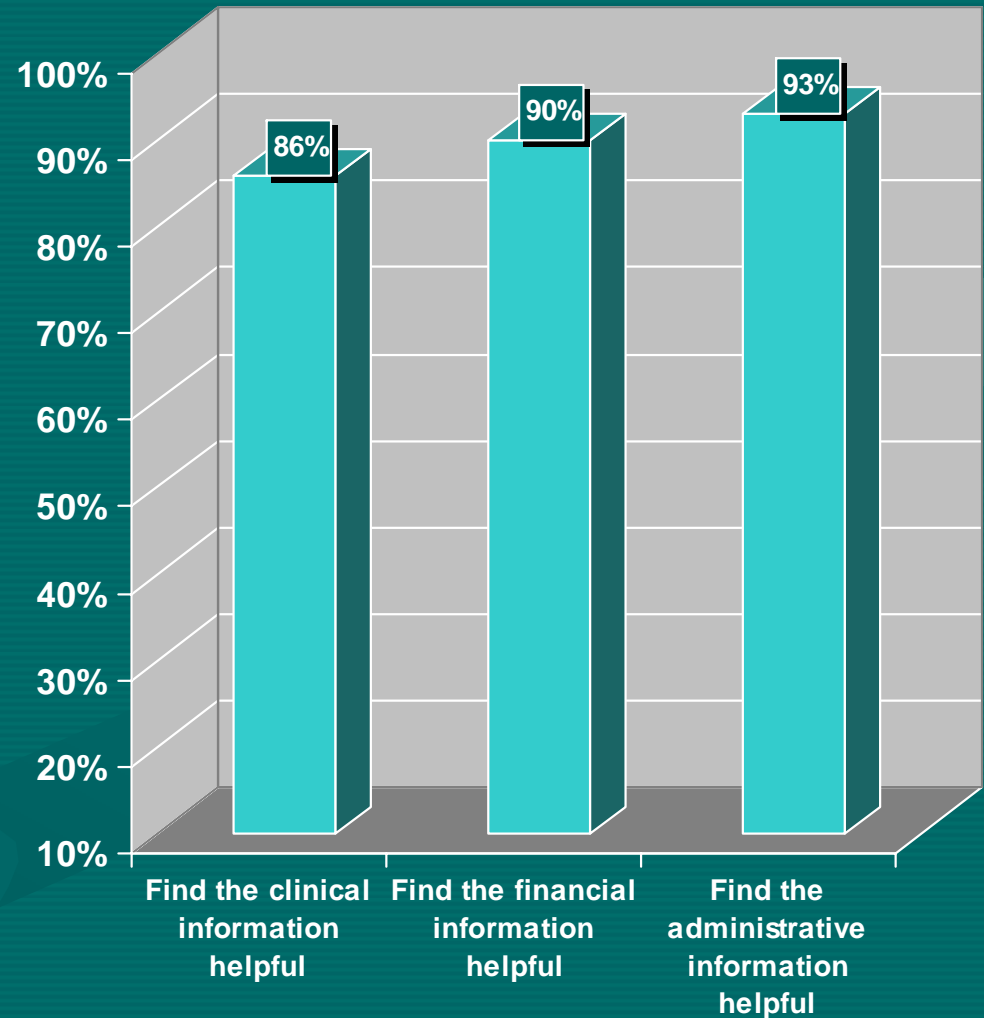
- Over 90% who attended workshops found them helpful
- 30% had a problem with the SPR submission after the SOW (there was a split on preference of when to submit the SPR either before or after the refunding application)

Refunding issues on budget and finance

- 30% requested more training
- 55% requested that issues be handled in the refunding workshops
- 30% do not understand cost allocation methodology (12% do not think it is important at all)
- 34% do not understand the budget by site reasoning

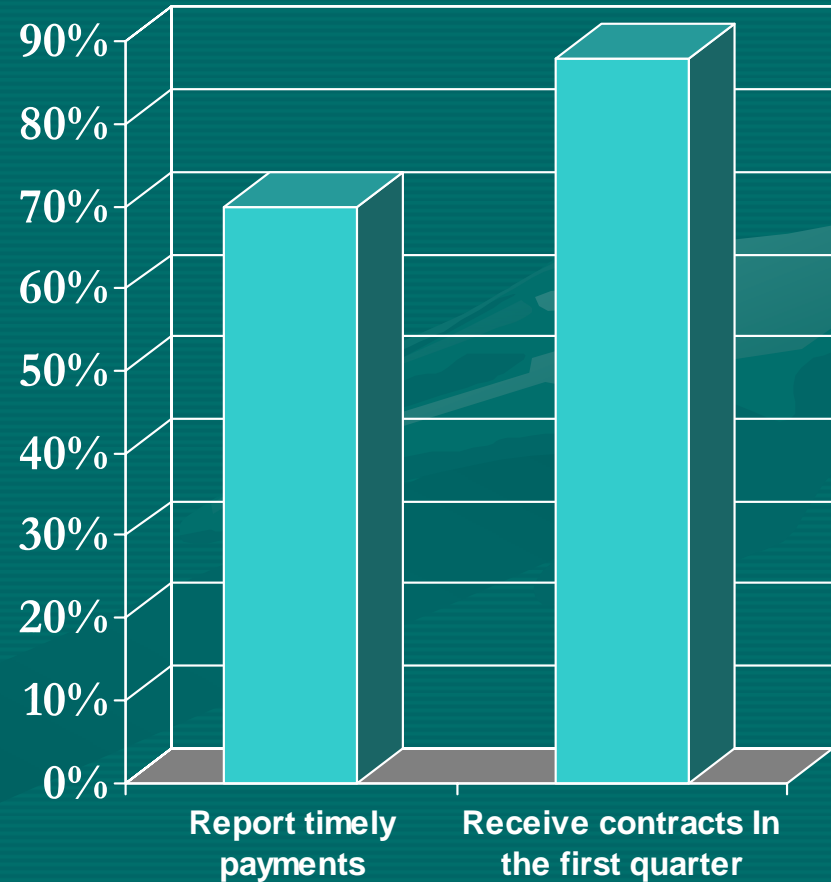
Site Visits

- 86% find the clinical information helpful
- 90% find the financial information helpful
- 93% find the administrative information helpful



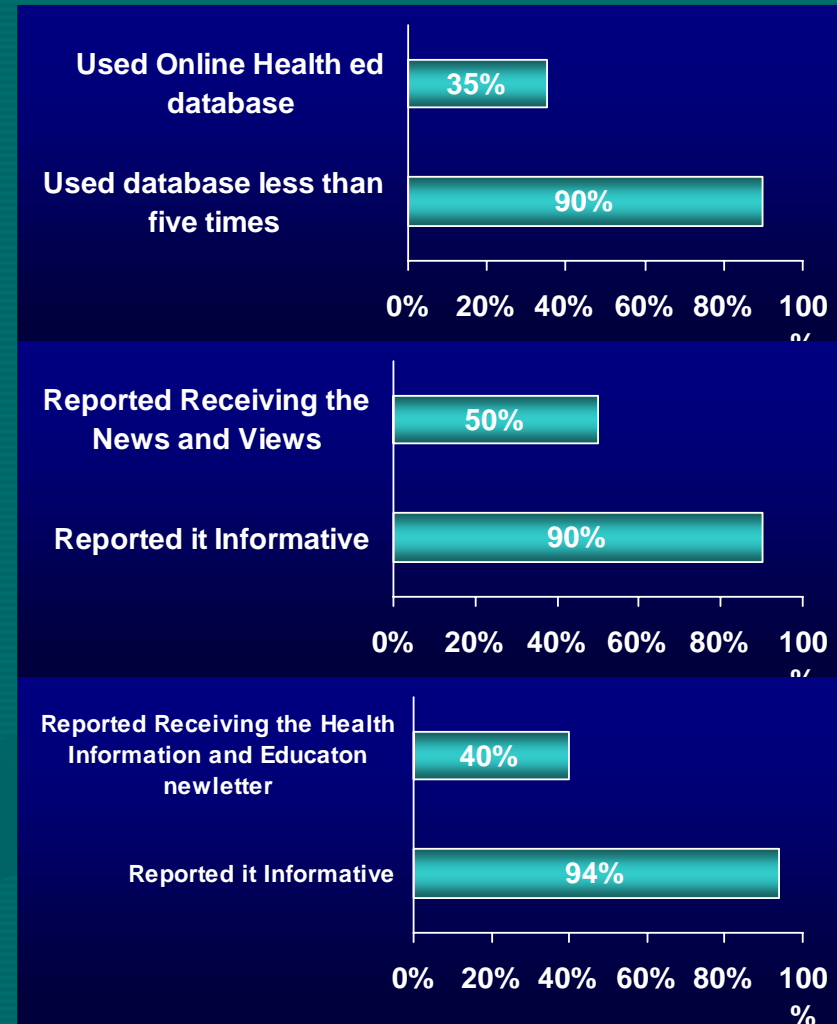
Grants Management

- 70% report timely payments
- 88% receive contracts in the first quarter



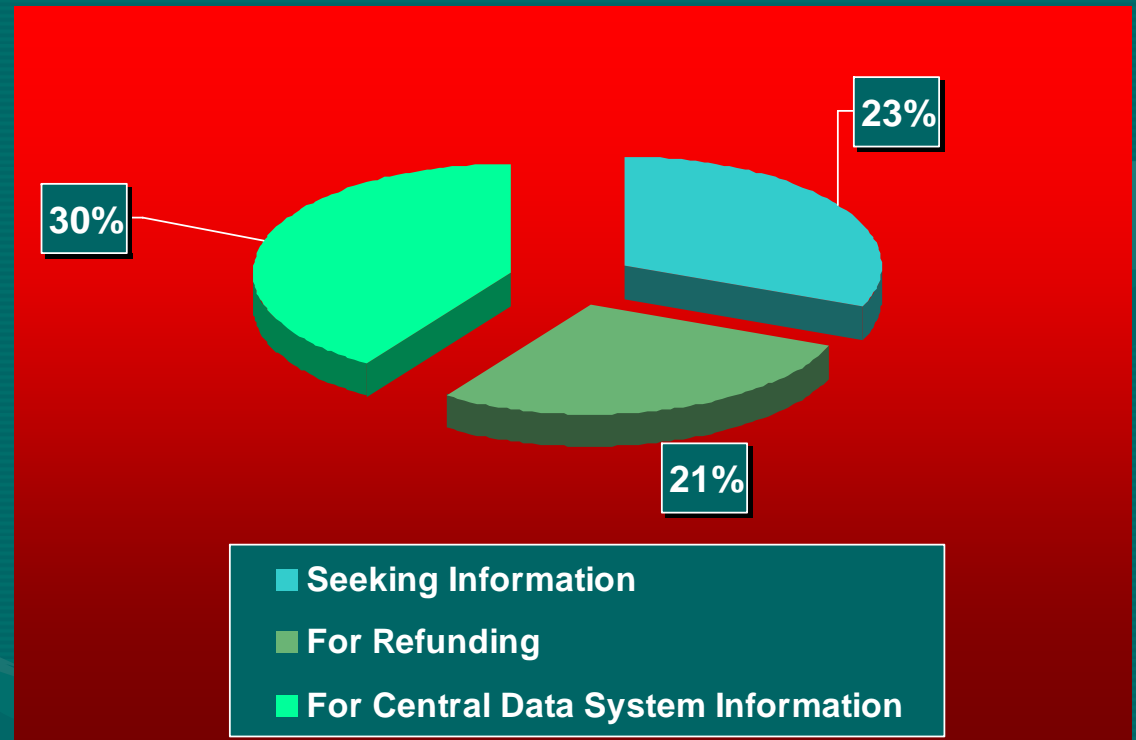
On line Information

- Only 35% used the on line health ed materials database (Of those, 91% used the database less than five times)
- 50% reported receiving the *News and Views* of which 90% reported it informative
- 40% reported receiving the Health Information and Education newsletter and 94% found it informative



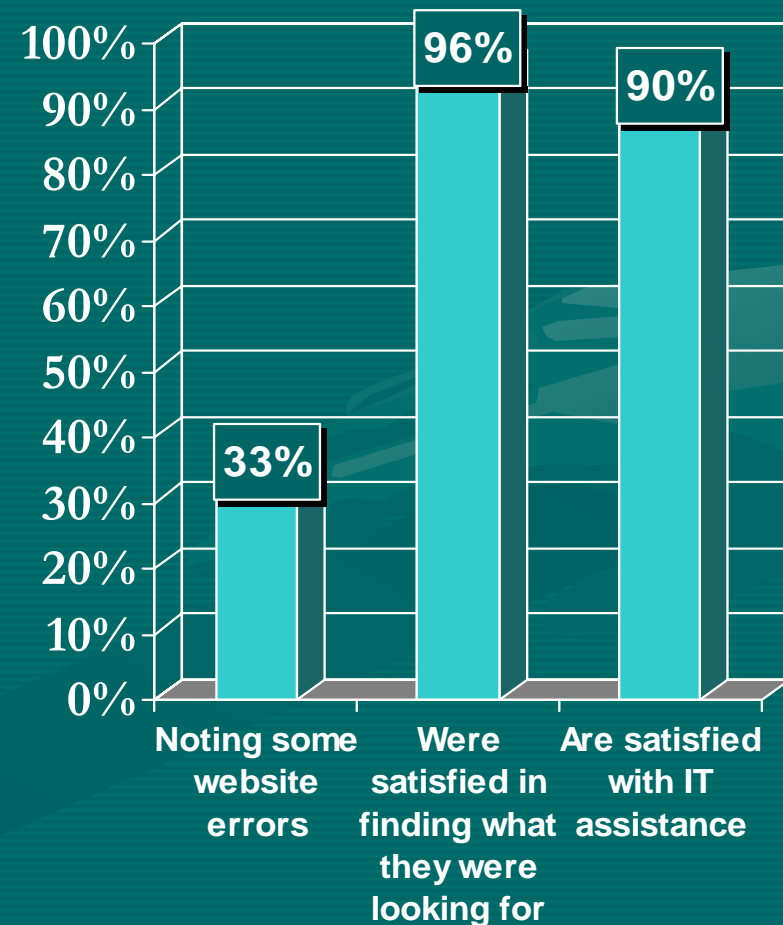
Website

- Approximately 60% view the site monthly
- 23% seeking information
- 21% for refunding
- 30% for Central Data System information



Website

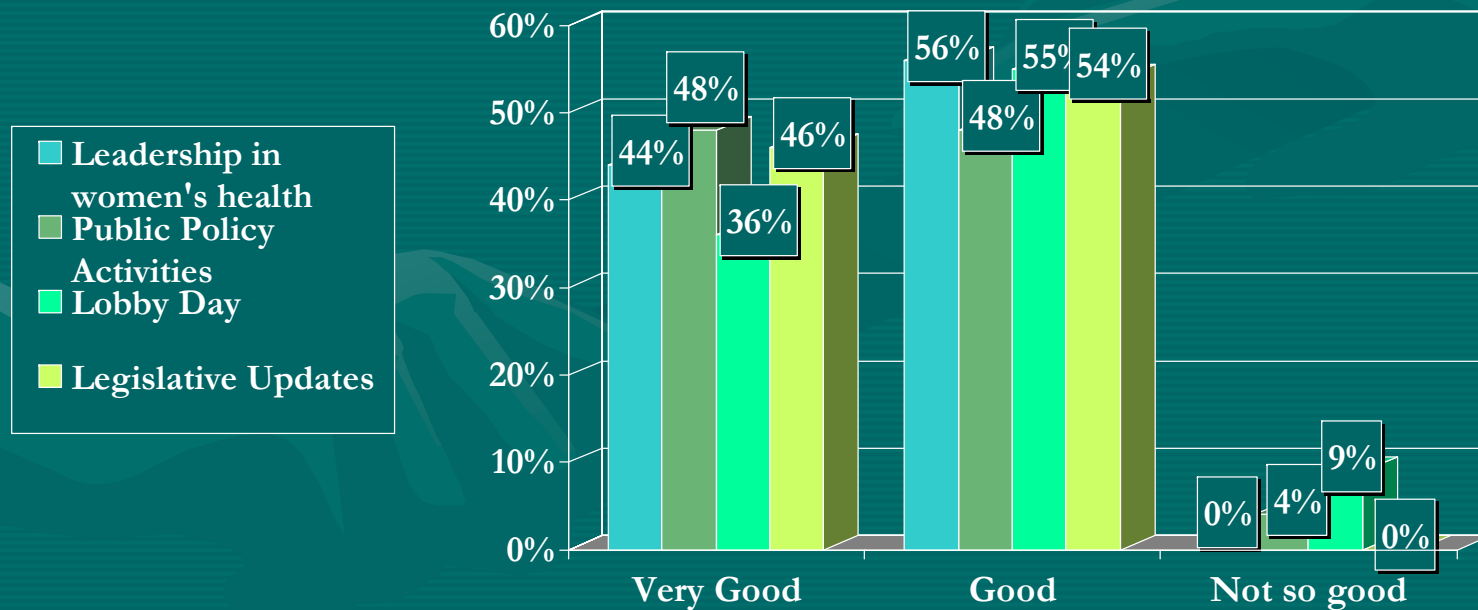
- 33% noting some website errors ☹️
- 96% were satisfied in finding what they were looking for 😊
- When working with IT staff, 90% are pleased with the assistance 😊



Public Policy

- 42% of the respondents interact with the Public Policy staff

	Very Good	Good	Not so good
Leadership in women's health	44%	56%	0%
Public Policy Activities	48%	48%	4%
Lobby Day	36%	55%	9%
Legislative Updates	46%	54%	0%



CFHC Homework

- Assess need for specific finance training
- Recruit more input on Refunding processes
- Clarify needs of the agency before the site visits
- Improve timeliness of payments
- Promote e-health educational materials
- Improve distribution of newsletters
- Keep websites updated and reduce the number of errors

Next Steps

- The Customer Service Survey will be conducted every year in September and compared to prior year
- Your input is critical to ensure CFHC provides you with a quality partnership.

THANK YOU ALL!

