

2017 Family Survey Report from August Vaccine Events



Immunization
Collaboration
of Tarrant County

Be Wise--Immunize!SM

It's an Act of Love!

ICTC Evaluation Team

ICTC

- Anita Colbert
Immunization Outreach Supervisor, Tarrant County Public Health
- Terri Andrews
Chair, Immunization Collaboration of Tarrant County

Cook Children's, Center for Children's Health

- Becki Hale
Coordinator, Child Health Evaluation
- Marilyn Nappier
Director, Child Health Evaluation

Our Task

The Center for Children's Health volunteered to help develop the family survey

Evaluated the process currently used at August Vaccine Events.

Grew out of ICTC Results-Based Accountability Strategic Plan:
How well are we doing?
Is anyone better off?

Developed a survey for parents – 6 questions
(English and Spanish)

Methodology

- ✓ Use the 10 minute waiting period after vaccines are given
- ✓ Surveys in English and Spanish were provided for each site
- ✓ Sample size was determined to be do-able by both parties and was a representative sample.

Surveys Administered August 2017



	Locations					
	Back to School Round Up	Campus West 6 Stones (5 days)	North Texas Wellness Fair	La Gran Plaza (11 days)	Family Life Center Arlington (6 days)	Total
Total Number of Survey Respondents	95	148	100	247	260	850

Percent Surveyed **19%**


Finding: Percent of survey respondents was the highest response rate to date, increasing 12% since the initial year in 2013.

Question 1

Did you see a flyer about this event?

	2013	2014	2015	2016	2017
Yes	71%	68%	69%	70%	68%
No	27%	31%	30%	28%	29%
I Don't Know	2%	1%	1%	2%	3%

Example of flyer



Immunization Collaboration of Tarrant County

2015 Immunization Events

<p>Hispanic Wellness Fair Saturday, August 1, 2015 9:00 a.m. - 2:00 p.m. Forest Hill Civic & Convention Center 5901 Walnut Street - Forest Hill, TX 76140 <small>**New Location**</small></p>	<p>Tarrant County Back to School RoundUp Thursday, August 20, 2015 8:00 a.m. to 2:00 p.m. Will Rogers Memorial Center 3400 Burnett Tandy Dr., Fort Worth, TX 76107 <small>**Children must pre-register. Call 2-1-1</small></p>	
<p>Campus West - 6 Stones 209 North Industrial Blvd. Bedford, TX 76021 Room 100 Monday, August 3, 2015 12:00 p.m. - 6:00 p.m. Tuesday - Friday August 4 - 7, 2015 9:00 a.m. - 6:00 p.m. <small>**NO Saturday this location**</small></p>	<p>Family Life Center North Entrance 1901 North Davis Drive Arlington, TX 76012 (Corner North Davis & Rd. to Six Flags Dr.) Monday, August 10, 2015 12:00 p.m. - 6:00 p.m. Tuesday - Friday August 11 - 14, 2015 9:00 a.m. - 6:00 p.m. Saturday, August 15, 2015 9:00 a.m. - 2:00 p.m.</p>	<p>La Gran Plaza 4200 South Freeway, Fort Worth, TX 76115 See www.ic2homs.org for location Monday, August 17, 2015 12:00 p.m. - 6:00 p.m. Tuesday - Friday August 18 - 21, 2015 9:00 a.m. - 6:00 p.m. Saturday, August 22, 2015 9:00 a.m. - 2:00 p.m. Monday - Friday August 24 - 28, 2015 9:00 a.m. - 6:00 p.m.</p>

Cost: \$15 per child (children 0-18 years) **** NO DEBIT or CREDIT CARDS****
 CASH or CHECK or CHIP or MEDICAID Accepted
 Children under 2 receive free diapers with immunizations
****Remember to Bring your Child's Immunization Records!***
****Important Note** If your child has private insurance that covers vaccines call the child's health provider for needed vaccines.**

* Several doses may be needed to complete your child's immunization series. The immunization coordinator at the event you attend will tell you if and when your child will need an additional dose. Please follow-up with your pediatrician or primary care physician to complete your child's immunization series.	* To view the immunization schedule recommended by the Centers for Disease Control, go to www.cdc.gov or call the free CDC Immunization Hotline at 1-800-232-2522 (English) or 1-800-232-0223 (Spanish).
---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Provided by: Arton Carter Foundation, Cook's Children's, Dubose Family Foundation, First Grandmother's Club, Frost, Ronald McDonald House, Charles, Rotary Fort Worth-SW, Tarrant County Public Health, Tarrant County Medical Society, Alliance Foundation, Texas Medical Association Foundation, The Sid Richardson Foundation and Woodhaven National Bank.

For information call **317-232-4443** (recorded information only) or call **2-1-1**
 P.O. Box 100192, Fort Worth, TX 76116, www.ic2homs.org or facebook.com

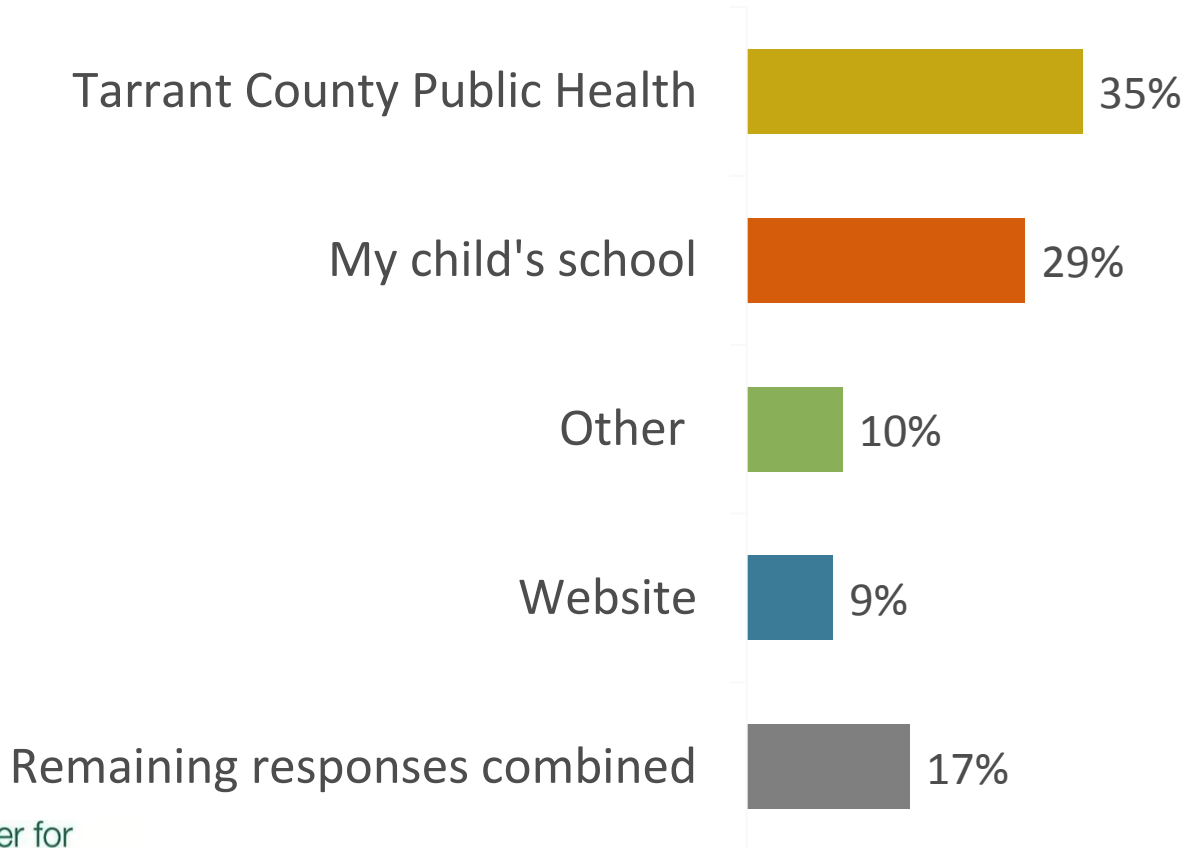
Be Wise - Immunize is a service mark and project of the Texas Medical Association and TMA Alliance. Funded by TMA Foundation.

2013 N = 313
 2014 N = 499
 2015 N = 571
 2016 N = 655
 2017 N = 825

Question 2

Where did you get information about this event?

2017 results



Question 3

Have you ever attended a “Be Wise – Immunize” (Yellow Bee) event that helps prepare your child for school?

	2013	2014	2015	2016	2017
Yes	23%	19%	25%	25%	22%
No	76%	78%	72%	72%	76%
I Don't Know	1%	2%	3%	3%	2%

2013 N = 315

2014 N = 501

2015 N = 570

2016 N = 669

2017 N = 844

Question 4

Where do you usually get vaccines (shots) for your child or children?

	2013	2014	2015	2016	2017
Medical facility (ex. doctor's office, CVS minute clinic)	54%	54%	55%	57%	58%
Tarrant County Public Health	31%	28%	24%	27%	26%
An immunization event like today	15%	17%	21%	16%	16%

2013 N = 313

2014 N = 487

2015 N = 559

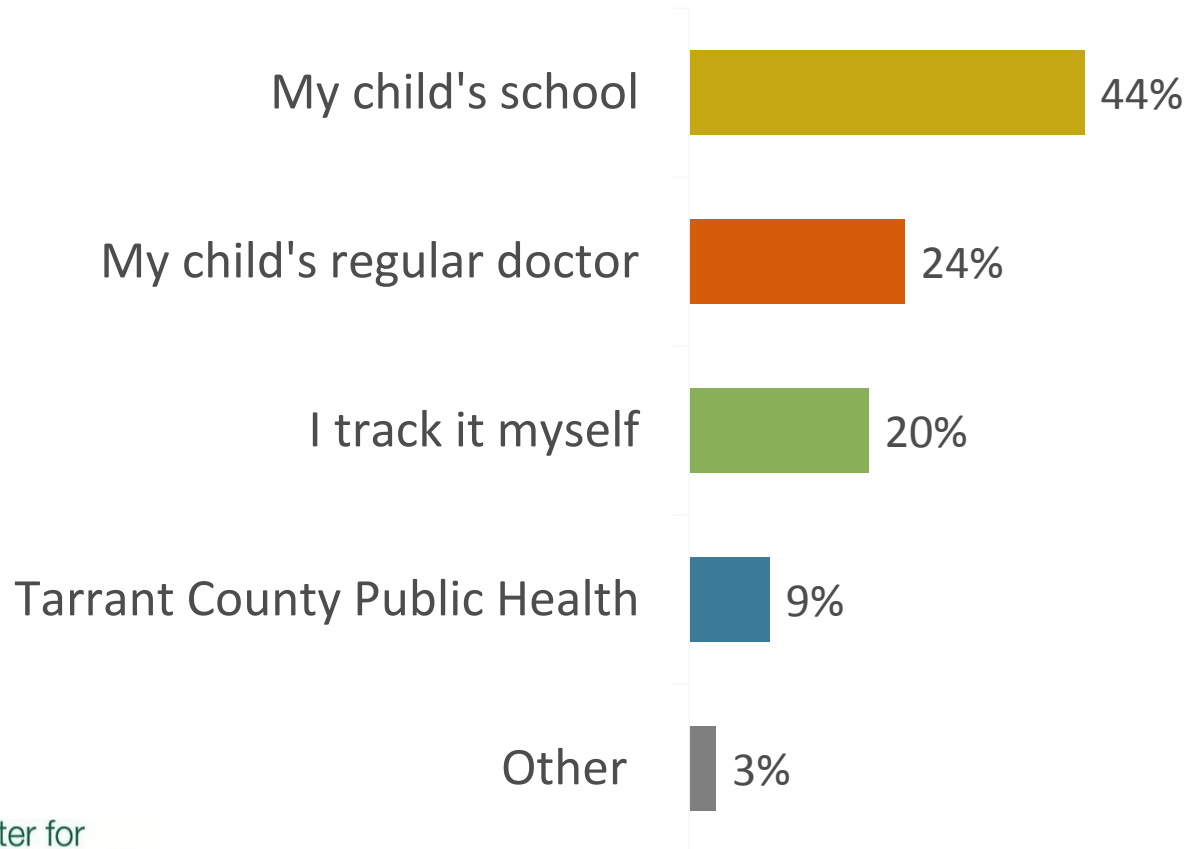
2016 N = 660

2017 N = 834

Question 5

Who helps you decide when your child needs shots?

2017 results



Vaccine Knowledge/Vaccine Availability

Strongly Agree and Agree

Questions 6a and 6b

	2013	2014	2015	2016	2017
Vaccines will prevent my child from catching certain diseases	91%	86%	89%	90%	89%
It would be difficult to receive vaccines for my child if this event was not offered	74%	67%	74%	67%	74%

2013 N = 306 - 307

2014 N = 478 - 480

2015 N = 564

2016 N = 661 - 664

2017 N = 822 - 825

Customer Service

Strongly Agree and Agree

Questions 6c through 6f

	2013	2014	2015	2016	2017
Registration forms were easy to understand	93%	95%	95%	94%	96%
Treated with kindness	96%	96%	96%	97%	98%
Treated with respect	96%	96%	96%	97%	98%
Received services I came for today	96%	97%	97%	97%	98%

2013 N = 307 - 309

2014 N = 476 - 482

2015 N = 562 - 565

2016 N = 661 - 663

2017 N = 825 - 829

Continued in 2017





Back to
School
Round-Up

“I love this event.”

“You don't wait long periods of time in the heat.
You get in faster. It's more organized.”

“The staff are very helpful and caring.”




Campus
West
6 Stones

“Never been to a better place where very nicely treated and fast service. Thank you all. God Bless.”

“Everyone was very nice and everything went quick.”

“I never been to an event with polite, organized staff before. Each staff was friendly, smiling, great people and volunteers. Thank you for your services.”



North Texas
Wellness
Fair

“Really friendly people, great service and very professional staff - thank you!”

“This event was extremely helpful and affordable. Wonderful service to the community. I'm very thankful for this event.”

“Perhaps publicize event in Euless' "Playbook" community magazine and also on the HEB schools website for increased visibility.”



La Gran
Plaza

“Well organized and good nurses.”

“Every team member was easily identifiable and very cautious and helpful.”

“All of the workers were excellent.”

“Loved the fact you guys held this event on a Saturday.”



“I loved the lady that did the shots.”

“The process was easy and no stress, the people were nice and kind, very friendly. The best!!”

“Everyone was very kind, patient and understanding. Our nurse was exceptional.”

Suggestions



- ✓ Continue survey and report for tracking measures related to the strategic plan
- ✓ Continue to use feedback from comments to identify training opportunities for volunteers and process improvement
- ✓ Continue doing the great work that you're doing!

Questions?

Thank you!

