

2018 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

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Chair, Immunization Collaboration of Tarrant County

Cook Children's, Center for Children's Health

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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 2018



	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	79	159	92	260	210	800

Percent Surveyed **16%**


Finding: Percent of survey respondents 9% higher than the initial year in 2013.

Question 1

Did you see a flyer about this event?

	2013	2014	2015	2016	2017	2018
Yes	71%	68%	69%	70%	68%	74%
No	27%	31%	30%	28%	29%	23%
I Don't Know	2%	1%	1%	2%	3%	3%

Example of flyer



Be Wise - Immunize™
It's An Act of Love!

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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.iclchome.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.

<ul style="list-style-type: none"> - 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. 	<ul style="list-style-type: none"> - 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 1-800-232-0233 (Spanish).
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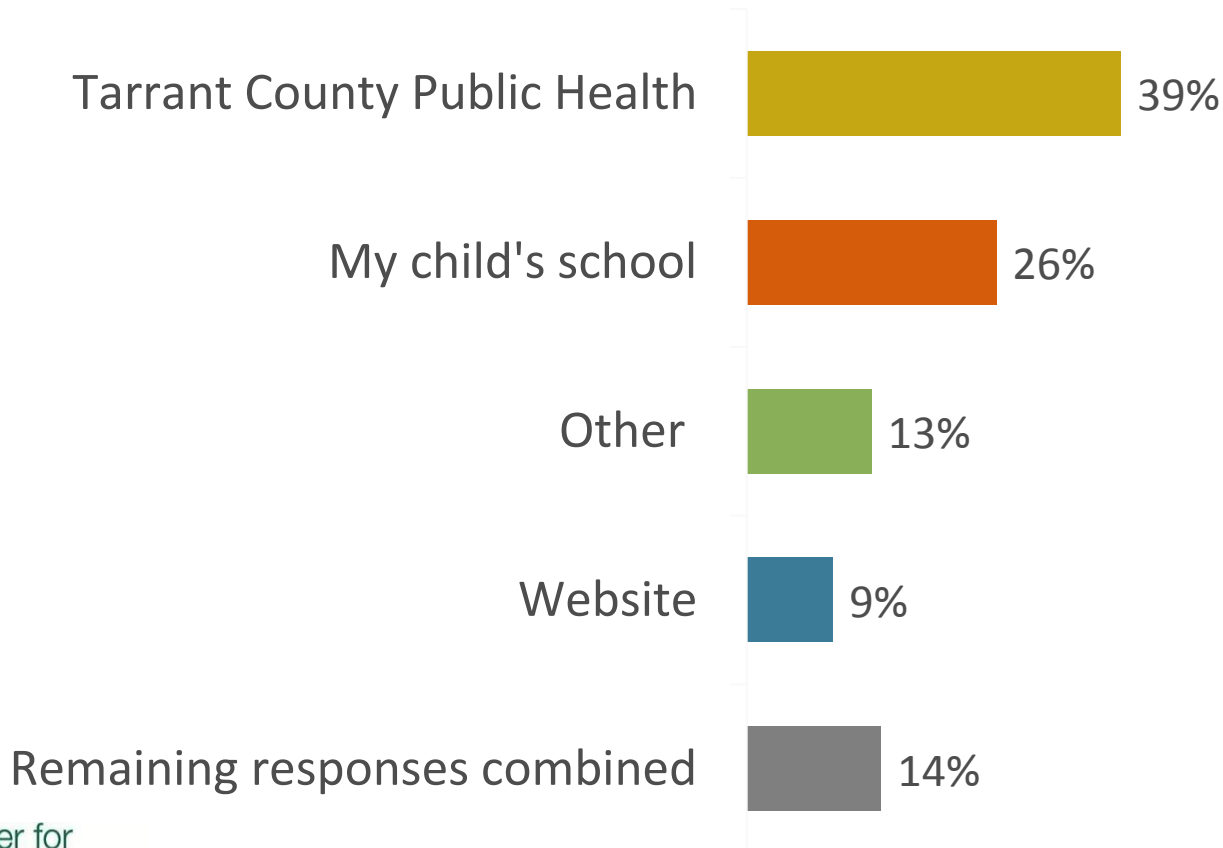
Provided by: Anton Carter Foundation, Cook's Children's, Dubose Family Foundation, First Grandmother's Club, Frost, Ronald McDonald House, Charles, Roney Fort Worth-SW, Tarrant County Public Health, Tarrant County Medical Society Alliance Foundation, Texas Medical Association Foundation, The Sid Richardson Foundation and Woodhaven National Bank.
For information call 214-232-2522 (recorded information only) or call 2-1-1
P.O. Box 100192, Fort Worth, TX 76116. www.iclchome.org or Facebook
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
 2018 N = 790

Question 2

Where did you get information about this event?

2018 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	2018
Yes	23%	19%	25%	25%	22%	21%
No	76%	78%	72%	72%	76%	76%
I Don't Know	1%	2%	3%	3%	2%	3%

2013 N = 315
2014 N = 501
2015 N = 570
2016 N = 669
2017 N = 844
2018 N = 798

Question 4

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

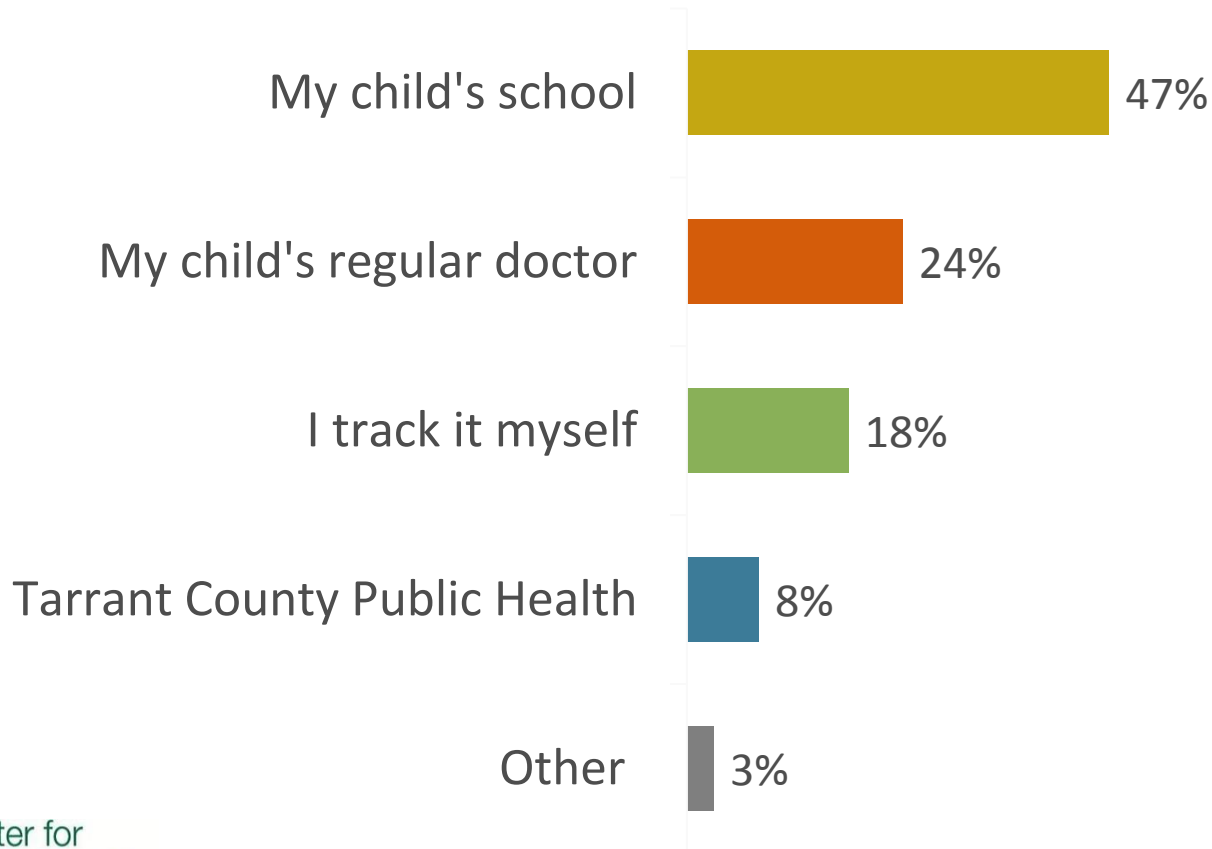
	2013	2014	2015	2016	2017	2018
Medical facility (ex. doctor's office, CVS minute clinic)	54%	54%	55%	57%	58%	58%
Tarrant County Public Health	31%	28%	24%	27%	26%	26%
An immunization event like today	15%	17%	21%	16%	16%	16%

2013 N = 313
2014 N = 487
2015 N = 559
2016 N = 660
2017 N = 834
2018 N = 785

Question 5

Who helps you decide when your child needs shots?

2018 results



Vaccine Knowledge/Vaccine Availability

Strongly Agree and Agree

Questions 6a and 6b

	2013	2014	2015	2016	2017	2018
Vaccines will prevent my child from catching certain diseases	91%	86%	89%	90%	89%	88%
It would be difficult to receive vaccines for my child if this event was not offered	74%	67%	74%	67%	74%	72%

2013 N = 306 - 307
 2014 N = 478 - 480
 2015 N = 564
 2016 N = 661 - 664
 2017 N = 822 - 825
 2018 N = 774

Customer Service

Strongly Agree and Agree

Questions 6c through 6f	2013	2014	2015	2016	2017	2018
Registration forms were easy to understand	93%	95%	95%	94%	96%	95%
Treated with kindness	96%	96%	96%	97%	98%	96%
Treated with respect	96%	96%	96%	97%	98%	96%
Received services I came for today	96%	97%	97%	97%	98%	96%

2013 N = 307 - 309
 2014 N = 476 - 482
 2015 N = 562 - 565
 2016 N = 661 - 663
 2017 N = 825 - 829
 2018 N = 775 - 780

Continued in 2018





Back to
School
Round-Up

“Thank you all for this event.”

“Very professional, patient, kind and good.”

“The nurse that we had today was very sweet, kind and gentle with my child even though they were super busy.”




Campus
West
6 Stones

“I really like how they assist with a lot of kindness and the little time that I have to wait.”

“It's a wonderful place of help for the whole community. Thank you and continue helping!”

“Great job! Time was about a 30 minute wait for everything. Love it!”



North Texas
Wellness
Fair

“The lady that did my child's shots today was awesome.”

“The line was long, but it went by really fast. Everyone was super nice. I don't know how my child would've gotten her vaccines without this event. Thank you!”

“People are amazing and so helpful and friendly cannot say enough good things about this program.”



La Gran
Plaza

“I like that you all communicate in different languages.”

“First time hearing about you guys. Very helpful and needed in the community. Thank you.”

“This event was very helpful and stress free.”

“Volunteers had a great personality and very fast service.”



“It was quick and very organized and affordable. I wish they accepted debit/credit.”

“My child and I had the best experience today. We were very comfortable and my child didn't even realize she was receiving shots it was great!”

“The nurse that gave my child the shots was very kind and nice.”

“Wonderful! The flow and staff were amazing!”

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!

