

EXECUTIVE SUMMARY

Texas Immunization Customer Satisfaction Survey

Information from the Texas Immunization Customer Satisfaction Survey (TICSS) documents feedback from 759 individuals who completed the survey.

The purpose of TICSS was to obtain feedback from parents, legal guardians, vaccine providers and other professionals who access immunization information and services provided by the Austin-based staff of the Immunization Branch of the Texas Department of State Health Services (DSHS). The Immunization Branch of DSHS will use feedback received from TICSS to improve immunization services in Texas.

To obtain more information on TICSS, please contact Tony Martinez at (512)458-7111 Ext. 3286 or tony.martinez@dshs.state.tx.us.

Characteristics of Survey Respondents:

- 25% were parents or legal guardians;
 - 18% were nurses;
 - 15% were public health employees;
 - 92% were female;
 - 59% were White (Not Hispanic or Latino);
 - 26% were Hispanic or Latino;
 - 11% were African American/Black;
 - 80% had some college education;
 - 535 zip codes in Texas were identified as the zip code of residence;
 - 152 counties in Texas were identified as the county of residence; and
 - 53% work for an organization that provides immunizations.
- ❖ **83% said they are “very satisfied” or “satisfied” with the immunization services provided through the Austin-based staff at DSHS.**

Survey Results Regarding Specific Immunization Services and/or Programs:

Immunization Information Phone Line (1-800-252-9152):

- “Vaccine dosing and scheduling” was the most identified reason for calling;
- 69% said staff were “very prompt” or “prompt” in returning their call; and
- **88% said the information they received was useful to them.**

Immunization Website (www.immunizetexas.com):

- “Vaccine dosing and scheduling” was the most identified reasons respondents identified for accessing the website;
- **86% said the website was “very useful” or “useful;” and**
- Information on “school requirements” and “low-cost or free vaccines” were the most identified services or information needed but not receiving.

Texas Vaccines for Children (TVFC) Program:

- 69% said it was “very easy” or “easy” to comply with record keeping;
- 56% said “strongly agree” or “agree” to – “the availability of free vaccine through TVFC has decreased the number of patients referred to public clinics;”
- 64% said “strongly agree” or “agree” to – “it is easy to order vaccine through TVFC;”
- 51% said “strongly agree” or “agree” to – “vaccines ordered through TVFC arrive in a timely manner;” and
- 79% said they are “very satisfied” or “satisfied” with the TVFC Program.

School & Child Care Compliance Services:

- 84% said the website was “very useful” or “useful;”
- “Immunization requirements” was the most identified reason for accessing the website; and
- 78% said they were “very satisfied” or “satisfied” with the services.

ImmTrac (the Texas Immunization Registry):

- “Looking up/verifying immunizations” was the most cited reason for using ImmTrac;
- 69% of DSHS Health Service Region employees said they are “very satisfied” or “satisfied” with the training sessions offered by the ImmTrac Group;
- 72% of birth registrars said they offer parents the opportunity to “grant” or “deny” consent during the birth registration process 100% of the time;
- “When the patient/student is in the office” was the most cited time healthcare providers said when they use ImmTrac; and
- 80% said their level of satisfaction with ImmTrac was “excellent” or “good.”

Public Information and Training Services:

- 91% said the education material they ordered was “very helpful” or “helpful;”
- 28% said they received their material in two weeks or less; and
- 80% said they are “very satisfied” or “satisfied” regarding the services.

Immunization Contracting Services:

- 90% said they are “very satisfied” or “satisfied” with the services.

TICSS was prepared by the Center for Program Coordination (DSHS).