NORTHAMPTON COUNTY HEALTH DEPARTMENT
~JACKSON, NORTH CAROLINA

- Northampton County is a small rural county in Eastern North Carolina.
- Our population is approximately 22,000.
- Our bordering counties are Warren, Bertie, Halifax, and Hertford in North Carolina. Virginia borders us to the north.
- Our health department currently has 56 employees.

JACKSON, NC

FUN FACTS ABOUT NORTHAMPTON COUNTY

* Parts of Lake Gaston and Roanoke Rapids Lake are in Northampton County.

* During the Civil War Era, Northampton County was one of the most prosperous counties.

* The Roanoke River that runs through Northampton County is the Rockfish Capital of the world.

* On average Northampton County leads in deer harvesting in North Carolina.

* Home of Hampton Farms Peanuts.

* Big agricultural county.

× Home of Sir Archie. (Barbaro, Cigar, Affirmed, Seattle Slew, Secretariat, Seabiscult, Man O'War - all of them were among Sir Archie's descendants. Of the 11 horses to win the Triple Crown, only Citation, in 1948, did it without Sir Archie's genes somewhere in his DNA.

IMPROVEMENT TEAM MEMBERS

Beth Futrell- QI Coordinator for Home Health
Megan Warren- QI Coordinator/Health Educator II/Preparedness Coordinator
Gloria Vaughan- Patient Relations Representative
Birdie Outland- Lab Manager
Judith Northcott- Clinical Nursing Supervisor

TEAM AIM STATEMENT

- Develop a new survey tool and process to evaluate client satisfaction that is program specific.

GEMBA WALK OBSERVATIONS

- One time a year
- No set month
- Try to get 50-100 surveys
- Surveys given to the front desk
- Missed opportunities(Not given out on Mondays, missed Maternity patients)
- No Environmental Health surveys
- Turned in to lock box in the waiting room
- Megan picks up, tallies results and reports to Management Team for review and discussion
- Reports to the Board of Health by HD

LESSONS LEARNED TO DATE

* We need a set schedule for survey collection
* All programs need to be surveyed
* Need to be able to differentiate program area
* Need to develop a new process for collecting and analyzing results