

Student Satisfaction Survey 2009

Background

The Connecticut Association of School Based Health Centers, Inc. (CASBHC) was formed in 1994 and serves as the voice of school based health care in Connecticut. The Association represents School Based Health Centers (SBHCs) in nineteen communities in more than seventy-five schools.

The Method

The Association recognized the need to collect and utilize data that could illustrate the impact of SBHC services and care on student health. CASBHC wanted information that could assess student-identified behavior change in addition to demographic data, number of visits, and top diagnoses. Although SBHCs perform patient satisfaction assessments as part of traditional quality assurance plans, this survey was designed to collect information on the role and impact of the SBHC in the health care of the user.

The survey was distributed randomly to users of the SBHC's services at the time that they came for an appointment. When the surveys were collected, they were sent to the CASBHC office and were aggregated into the data that is presented in this report.

The Purpose

The purpose of the survey was to collect data on the impact of the SBHC on the user's health care.

The Sample

The sample was composed of students in grades 6 -12, ages 11 – 19. The number of respondents was 1005 students in 28 schools in fifteen communities, representing a sample size of 5% of all users of services. Surveys were completed by students using SBHC services during the month of May and first week of June, 2009. Seventeen of nineteen communities with SBHCs (89%) administered the survey and reported the results.

Findings

• Of the 1005 respondents, 327 (33%) students were male, 632 (64%) students were female, and 33 (3%) students did not answer. Student visits to the SBHC were to: Nurse Practitioner (65%), Social Worker (29%), Dental Hygienist (2%), Dentist (1%), Other (3%). (Dental services are provided in 5 of 19 communities).

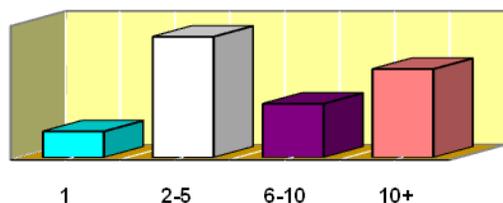
• In response to the question, "How would you rate the care you received at the Health Center today?":

- 778 of 992 students responded, and rated the care they received as **"Excellent."** (78%)
- 174 students rated the care they received as **"Good."** (18%)
- 30 students rated the care they received as **"Ok."** (3%)
- 1 student rated the care they received as **"Poor."** (<1%)
- 9 students **did not answer** the question. (<1%)



Satisfaction With SBHC Services

Number of Individual Student Visits to SBHC



• Each student was asked to estimate their annual number of visits to their SBHC.

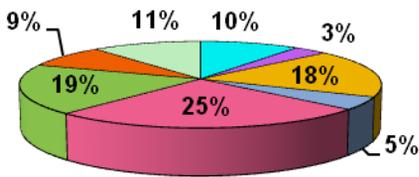
- 88 Students said that it was their 1st visit
- 407 Students said they had made between 2-5 visits
- 181 Students estimated 6-10 visits
- 298 Students estimated 10+ annual visits

Impact on Student Health Behaviors

One of the most important findings of this survey was the impact that SBHC services and staff had on student health behaviors. The students reported that they have learned new health behaviors as a result of their visits to the SBHCs, and most significantly, have changed some of their behaviors after visiting the SBHCs and interacting with the staff. For example, when responding to “I’ve learned that some things I do may cause my health problems, 77% were able to say, “Yes, that is true”. In terms of prevention, the fact that 81% stated that “I have learned some new health habits through my visit here” illustrates the impact the SBHC can have on positive health behaviors. The responses to the questions are illustrated below.

Health Behavior Questions	Yes
I have learned some new health habits through my visit(s) here	81%
I have changed some of my behaviors by coming to the Health Center	70%
I've learned that some things I do may cause my health problems	77%
I have learned how to take care of my teeth and gums **	51%
I have learned how to better manage my problems	81%
Using the Health Center has improved my overall health	78%
Coming here has been helpful to me	92%

**Few SBHC sites have dental services; oral health education initiated in additional sites in the spring of 2009



- 25% Wouldn't know what to do/done nothing
- 19% Try to find a community provider
- 18% Would have gone home/stayed out of school
- 11% Didn't answer question
- 10% Would go to school nurse
- 9% Would have gotten worse without SBHC
- 5% Talked to a friend or adult
- 3% Called home/get medicine/talked to school

Accessibility of Services in the School Based Health Center

Students were asked, “If the Health Center was not here in school, what would you have done today about your health problem?” Of the 981 students that wrote a response, 25% stated that “they didn’t know what they would do without the health center”, or “they would have done nothing about their health problem”. 18% of the students would have gone home, or would have stayed home from school, while 19% responded that they would try to find a provider in the community. Significantly, 9% of the students stated that their health problem would have gotten worse without access to their SBHC, commenting that they “would have suffered through it”, they “would get in fights” or “would have stayed in school in pain”.

Conclusions

This survey illustrates that students in schools use School Based Health Centers for their healthcare. Without the presence of an SBHC in their school, initiation of treatment for a health problem would have been delayed in many cases. Delaying or forgoing treatment can have a substantial impact on health, especially for behavioral health problems leading to poor academic functioning and truancy.

Most significantly, this survey demonstrates that children who use SBHCs and receive health education and health services take the initiative to change behaviors to improve their health and well-being. The positive responses indicated in the table above illustrate the students’ capacity to change old behaviors and improve their overall health as a result of the comprehensive, accessible care provided to them through their School Based Health Centers.

For more information, contact CASBHC at info@ctschoolhealth.org, or call 203-230-9976

Connecticut Association of School Based Health Centers

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