

# Dr. Robert E. Appleby School Based Health Centers

## Student Satisfaction Survey 2012

### The Purpose

To collect data on the impact of the School Based Health Centers 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 **94** students in 4 schools in Norwalk, representing a sample size of **9%** of unduplicated users of services. Surveys were completed by students using SBHC services between the months of April and May 2012. Before proceeding to report the findings, it is important to note that Nathan Hale Middle School ONLY provides mental health services. This may slightly impact the overall results.

### Findings

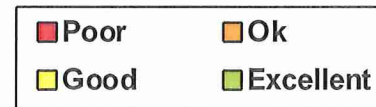
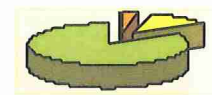
- ✚ Of the **94** respondents, **28 (30%)** students were male, **61 (65%)** students were female, and **5 (5%)** students did not answer. Student visits to the SBHC were to:
  - Nurse Practitioner/Physician Assistant (**44% - 58% not including NHMS**)
  - Social Worker (**50%**)
  - Doctor (**5%**)
  - Other (**1%**)

- ✚ In response to the question, "How would you rate the care you received today?"

\* 90 of the 94 students responded

- **75 students (87.5%)** rated the care they received as "Excellent"
- **12 students (11.0%)** rated the care they received as "Good"
- **3 students (1.4%)** rated the care they received as "Okay"
- **0 students (0%)** rated the care they received as "Poor"
- **4 students (4%)** of students **did not answer** the question.

Satisfaction With SBHC Services

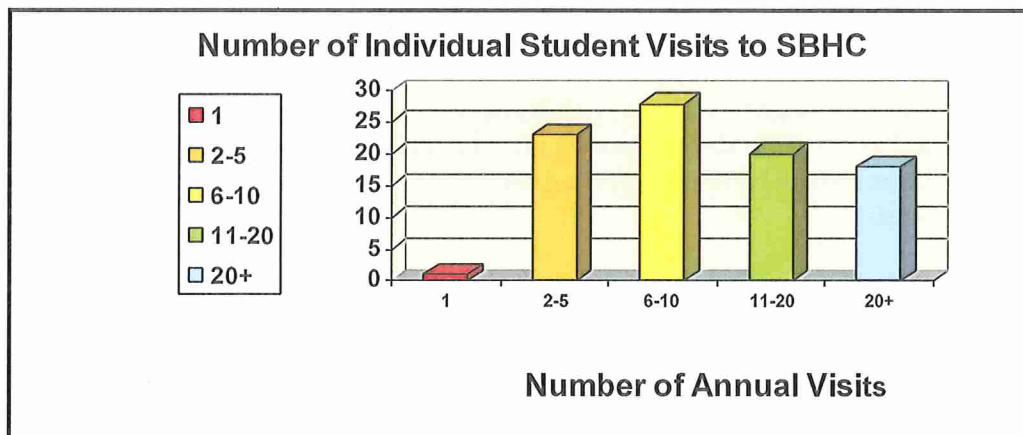


### Number of Student Visits

- ✚ Each student was asked to estimate their **annual number of visits** to their SBHC:

\***89** students answered the question

- **1** student said it was his/her 1<sup>st</sup> visit
- **23** students said they had made between 2-5 visits
- **28** students said they had made between 6-10 visits
- **20** students estimated 11-20 visits
- **18** students estimated 20+ annual visits



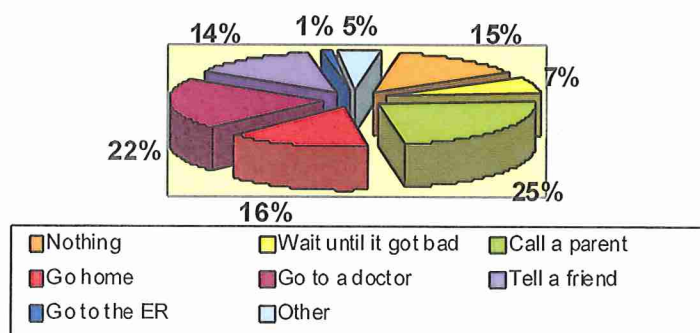
## Impact on Student Health Behaviors

✚ 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 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,” 78% were able to say, “Yes, that is true.” In terms of prevention, the fact that 74% 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 visits here.	74%
I have changed some of my behaviors as a result of coming to the health center.	80%
I have learned that some of the things I do may cause my health problems.	78%
I have learned how to better manage my health issues/ problems.	84%
My grades have improved since I have been coming to the health center.	56%
I have missed less school since coming to the health center.	53%
I have learned how to take care of my teeth and gums.*	54%

\*Norwalk’s SBHC sites do not provide dental services but offer oral health education and referral to dental providers.

### 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 about the need that brought you in today?” Of the 94 students who wrote a response, 15% stated “they would have done nothing about their health problem,” 16% would have gone home, 25% of the students would have called their parents, while 22% of students would have tried to find a community doctor. Significantly, 7% of students stated that their health problem would have gotten worse without access to their SBHC, commenting that they “would have waited until it got bad.”

### Conclusions

This survey illustrates that students in Norwalk schools use School Based Health Centers for their healthcare. Without the presence of a 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 importantly, 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.