



Student Satisfaction Survey 2012

The Purpose

The Connecticut Association of School Based Health Centers (CASBHC) conducted the Student Satisfaction Survey to assess student perceptions about the impact of the School Based Health Center (SBHC) on their health care.

The Sample and Method

The sample was composed of students in grades 6-12, ages 11-19. The total number of respondents was 1,013 students from 38 schools in 19 communities. The surveys were completed by students that used the SBHC during the month of April and first week of May, 2012.

Eighty SBHCs funded by the Department of Public Health were provided with the same survey tool. Each individual SBHC site randomly distributed the survey to users of the SBHC's services at the time that they came for an appointment during the identified time period. The anonymously completed surveys were sent to the CASBHC office and aggregated into the data presented in this report.

The Findings Shed Light on the Impact on of SBHCs on Student Health Behaviors

Positive health habits developed during adolescence can have a long-term impact on health and wellbeing. More than two-thirds (70%) of students in this survey confirmed that they learned new health habits through their visits to the health center. Two-thirds of respondents acknowledged that they changed some of their behaviors and have learned that some of their own actions cause their health problems. Seventy-five percent (75%) have learned how to better manage their health issues through their visits to the SBHC. These significant percentages confirm the positive impact of the School Based Health Center on student health behaviors. A willingness to change can lead to lifelong health habits.

Several studies have investigated the impact of SBHCs on absenteeism and grades ¹. This CASBHC survey attempted to subjectively measure these variables by asking the students how they thought use of the SBHC impacted their grades and absences. One-third (33%) of students surveyed did see improvement in their grades and school attendance as a result of using the SBHC -- critical factors that impact academic success.

Health Behavior Questions on the Survey Tool	Yes
I have learned how to better manage my health issues/problems.	75%
I have learned some new health habits through my visits to the SBHC.	70%
I have learned that some of the things I do may cause my health problems.	65%
I have changed some of my behaviors as a result of coming to the SBHC.	63%
I have learned how to take care of my teeth and gums.	50%
I missed less school since coming to the health center.	33%
My grades have improved since I have been coming to the SBHC.	32%

WHEN ASKED: "What would you have done about your health problem today if your school did not have a SBHC?" STUDENTS SAID:	
"Called a parent"	25%
"Nothing"	23%
"Gone to a doctor"	23%
"Gone home"	17%
"Waited till it got really bad"	11%
"Asked a friend for help"	11%
"Gone to the emergency room"	4%

STUDENT SATISFACTION

How do students rate School-Based Health Centers?

- 740 of 976 students rated the care they received as "Excellent" (75%)
- 204 students rated the care they received as "Good" (20%)
- 32 students rated the care they received "Okay" (3%)
- 0 students rated the care they received as "Poor" (0%)



Students Satisfied

Survey Demographics

- Of the 1,013 respondents, 283 students were male, 671 students were female; 59 did not specify gender. Student visits to the SBHC were to: Nurse Practitioner 61%; Doctor 7%; Social Worker 28%; Dentist >1%; and Other 4%.
- Each student was asked to estimate his or her annual number of visits to their SBHC. Most students estimated between 2-5 visits (36%). Some students estimated 20+ visits a year (15%).

Conclusions

The Association recognizes the need to collect and utilize data that illustrates 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.

This survey illustrates that students 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 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 by health care professionals.

Why Students Choose SBHCs*

- *"They gave me an appointment when I really needed one –they scheduled me right away."*
- *"It helps me get through life."*
- *"Because it has helped me cope with my mother's death."*
- *"They help me out with my weight and help me believe that I can lose weight."*
- *"Because it has helped me control my asthma better now when I'm sick."*
- *"I think it has enhanced keeping us in school."*

*Select quotes from Study Satisfaction Surveys 2012

Citations:

1. Bruns E, Cosgrove TJ, et al. Impact of School-Based Health Center Use on Academic Outcomes. Journal of Adolescent Health 2009; 1 - 7.

ABOUT CASBHC The Connecticut Association of School Based Health Centers, Inc. (CASBHC) was formed in 1994 and serves as the voice of school-based healthcare in Connecticut. The Association represents School Based Health Centers (SBHCs) in twenty communities in more than eighty schools. For more information, contact CASBHC at assistant@schoolhealth.org, or call 203-230-9976