

2016 NHSC Participant Satisfaction Survey Results

January 2017

Alexandra Huttinger
Acting Deputy Associate Administrator
Bureau of Health Workforce (BHW)
Health Resources and Services Administration (HRSA)



2016 NHSC Participant Satisfaction Survey

- Annual survey since 2010
- Fielded August 9 – September 8, 2016
- Who was surveyed?
 - Currently serving clinicians – LRP, SP, & S2S
 - Scholars in school or residency
 - Alumni who have completed service in the last 2 years
- Provide data on:
 - Recruitment & retention
 - Site experience
 - Customer service
 - Scholar support
 - Mentoring – *New in 2016*
 - Events – *New in 2016*
 - Population health – *New in 2016*
- Overall CSI Score = 80



Respondent Profile

Overall response rate: 31% (4,719 out of 15,062 potential respondents)

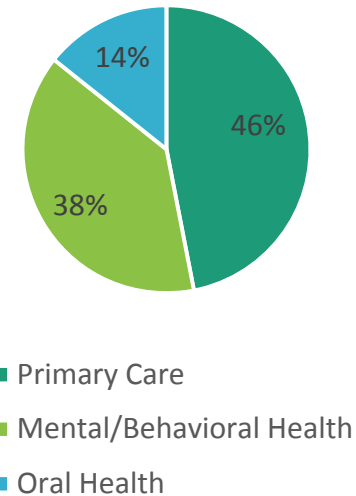
- **By program:**

- NHSC LRP = 85%
- NHSC SP = 11%
- NHSC S2S = 4%

- **By group:**

- In-Service = 68%
- Alumni = 23%
- Current Students = 9%

Discipline Type



- **Roughly three-quarters of completed surveys come from female participants**

- **Majority of all respondents are between 25 and 44 years old (76%)**



Recruitment Top 10: How Did You Hear about NHSC?

1. Colleague (23%)
2. Site administrator or site staff (18%)
3. Faculty of your training program (13%)
4. Family member or friend (10%)
5. NHSC website (9%)
6. Internet search (8%)
7. Current NHSC member (5%)
8. NHSC alumnus (3%)
9. Career counselor (2%)
10. Recruiter/NHSC literature/Association/Exhibit (4 way tie at 1%)



Retention Rate by Program

NHSC short term retention rate in 2016: 88%

- 69% providing care at the NHSC site where they completed their service obligation. (Increase of 4% from 2015)
- 6% providing care at a different NHSC-approved site.
- Another 13% still providing care within a HPSA.

Retention	All Alumni	LRP Alumni	SP Alumni
Same Site	69%	71%	35%
Same HPSA	6%	6%	11%
Another HPSA	13%	13%	21%
TOTAL	88%	89%	68%



Retention: Alumni

- Roughly half of alumni who are no longer at their fulfillment site are still serving underserved populations in the same geographic area.

Chosen to provide patient care in a health professional shortage designation area after fulfilling service obligation	2012	2013	2014	2015	2016
Providing care in shortage area	51%	51%	45%	53%	52%
Not providing care in shortage area	49%	49%	55%	47%	48%
No longer providing patient care at obligation fulfillment site nor another NHSC approved site	41	175	185	249	275

Length of time practicing in current health professional shortage designation area	2012	2013	2014	2015	2016
Less than 1 year	0%	29%	29%	31%	41%
1-2 years	73%	22%	18%	17%	59%
Providing care in shortage area	11	90	84	133	143



Retention Rate by Discipline and Program

Discipline	ALL	LRP	SP
Primary Care	82%	84%	64%
CNM	71%	79%	33%*
NP	88%	87%	100%
MD/DO	85%	89%	67%
PA	73%	76%	56%

Discipline	ALL	LRP	SP
Oral Health	91%	91%	100%
DDS	91%	91%	100%
RDH	92%	92%	--

Discipline	LRP
Behavioral Health	93%
HSP	90%
LPC	93%
LCSW	95%
PNS	100%*
MFT	94%

* Less than 5 respondents.



Retention by Select Demographics and Program

Gender	ALL	LRP	SP
Male	90%	92%	73%
Female	87%	88%	65%

Age	ALL	LRP	SP
25-34	84%	86%	62%
35-44	88%	89%	73%
45-54	91%	91%	67%*
55-64	93%	93%	100%*
65+	94%	93%	--

Race/Ethnicity	ALL	LRP	SP
Minority	90%	91%	77%
White (non Hispanic)	88%	89%	68%
Prefer not to say	84%	86%	40%

* Less than 5 respondents.



Retention By Site Type & Program


Site Type	ALL	LRP	SP
Retained at Same Site	69%	71%	35%
School Based	76%	76%	--
Community Mental Health	79%	79%	--
Community Outpatient	75%	76%	50%*
Hospital Affiliated Outpatient	77%	80%	33%*
Correctional	51%	53%	100%*
RHCs and CAHs	69%	74%	14%
Private Practice	54%	57%	0%*
Tribal	86%	86%	--
FQHC and Look-Alikes	65%	68%	40%
State and County Health Department	90%	89%	--

* Less than 5 respondents.



Projected Retention: In-Service

Plan to remain at current site after obligation is fulfilled	2013	2014	2015	2016
Plan to remain at current site	62%	60%	63%	69%
Do not plan to remain at current site	12%	11%	11%	8%
Don't know	26%	28%	27%	23%
In Service	2,561	1,894	2,418	3,224



Length of time plan to stay at current site after fulfilled obligation	2013	2014	2015	2016
Less than 1 year	2%	2%	2%	1%
1-2 years	15%	14%	16%	8%
2-5 years	28%	28%	28%	17%
More than 5 years	55%	56%	54%	43%
Don't know**	0%	0%	0%	31%
Plan to remain at current site after obligation	1,595	1,138	1,515	2,211



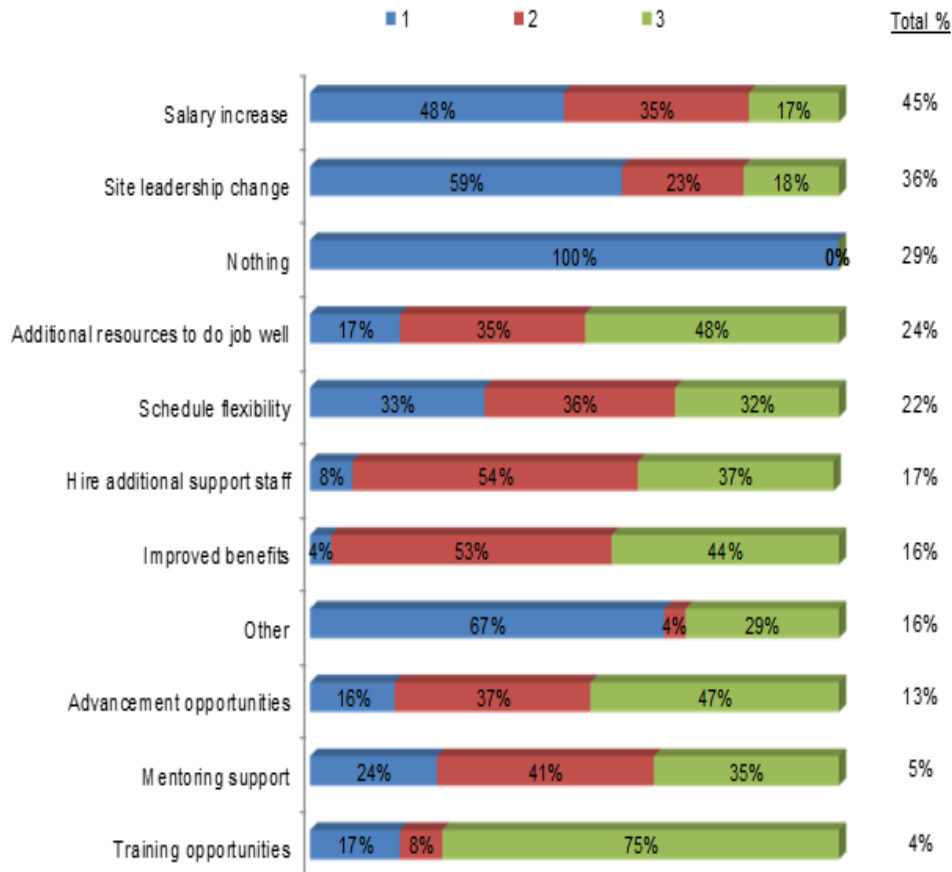
Influences to Remain at Site – NHSC

NHSC Alumni	NHSC In-Service (Future decision)
<ul style="list-style-type: none">• Commitment to underserved communities (72%)• Experience at site (55%)• Balanced schedule (53%)• Salary (52%)• Ability to provide full scope of services (38%)• Peer relationships (34%)• Site operation (29%)	<ul style="list-style-type: none">• Commitment to underserved communities (67%)• Salary (62%)• Availability of loan repayment financial support (60%)• Balanced schedule (54%)• Experience at site (43%)• Site direction closely aligned with personal goals (35%)• Ability to provide full scope of services (34%)

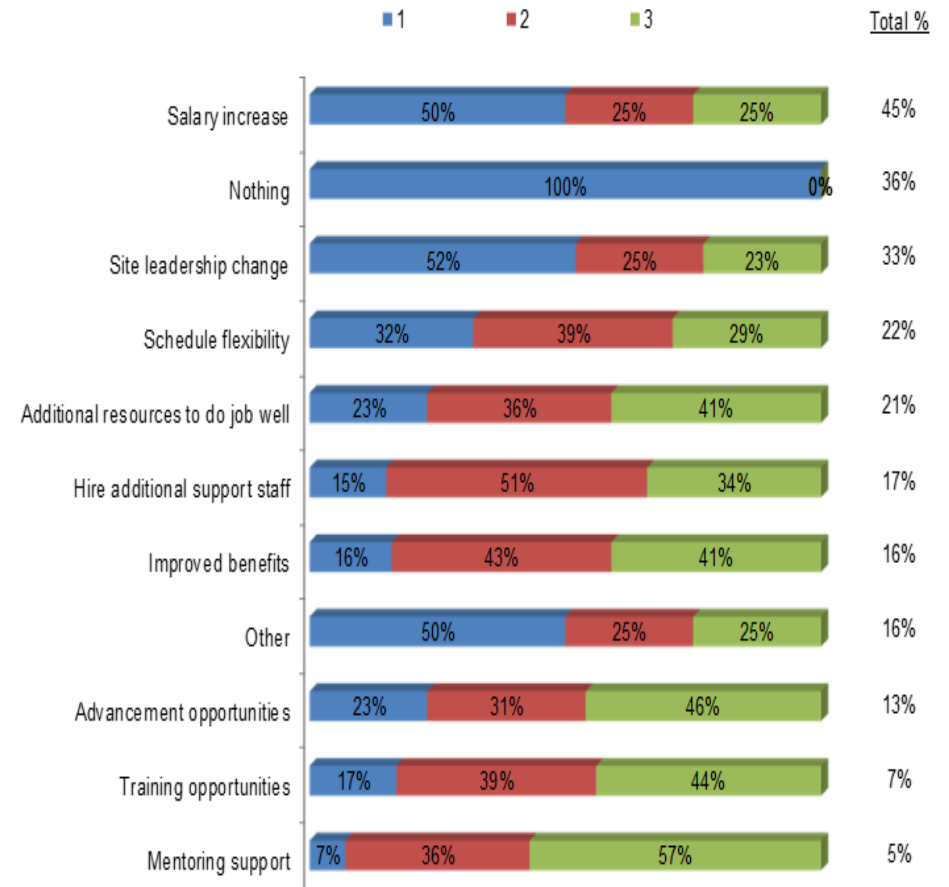


What Could Your Site Do/Have Done to Encourage You to Stay?

NHSC Alumni



NHSC In-Service



Retention: Decision to Leave – External Factors

- A third of alumni respondents (33%) and in-service participants (38%) indicated that there were no external factors that contributed to their decision (or future decision) to leave their site. Additional factors included:

Alumni

- Distance from family (26%)
- Length of commute (23%)
- Did not like the community or lifestyle (16%)

In-Service

- Distance from family (28%)
- Length of commute/ Patient population/ Did not like the community or lifestyle (3 way tie - 19%)



Site Experience

9-10: Very rewarding work and felt prepared for experience

"I feel that I am making a difference in my community. I also feel that my work is valued by my colleagues and patients."

"The site where I completed my obligation was perfect. Patient population was exactly as expected, high number of uninsured... where I was able to feel like I was making a real difference in their lives."

5-8: Heavy workload with positive relationships with co-workers

"They wouldn't let me go down to 4 days per week. It caused me to burnout."

"Work load is heavy at 25 patients per day, would like to have about 18 scheduled per day. Would like more administrative time for charts. Coworkers are great."

"Good place to work, great staff. Very busy schedule with very complex patients."

1-4: Poor leadership and high levels of stress

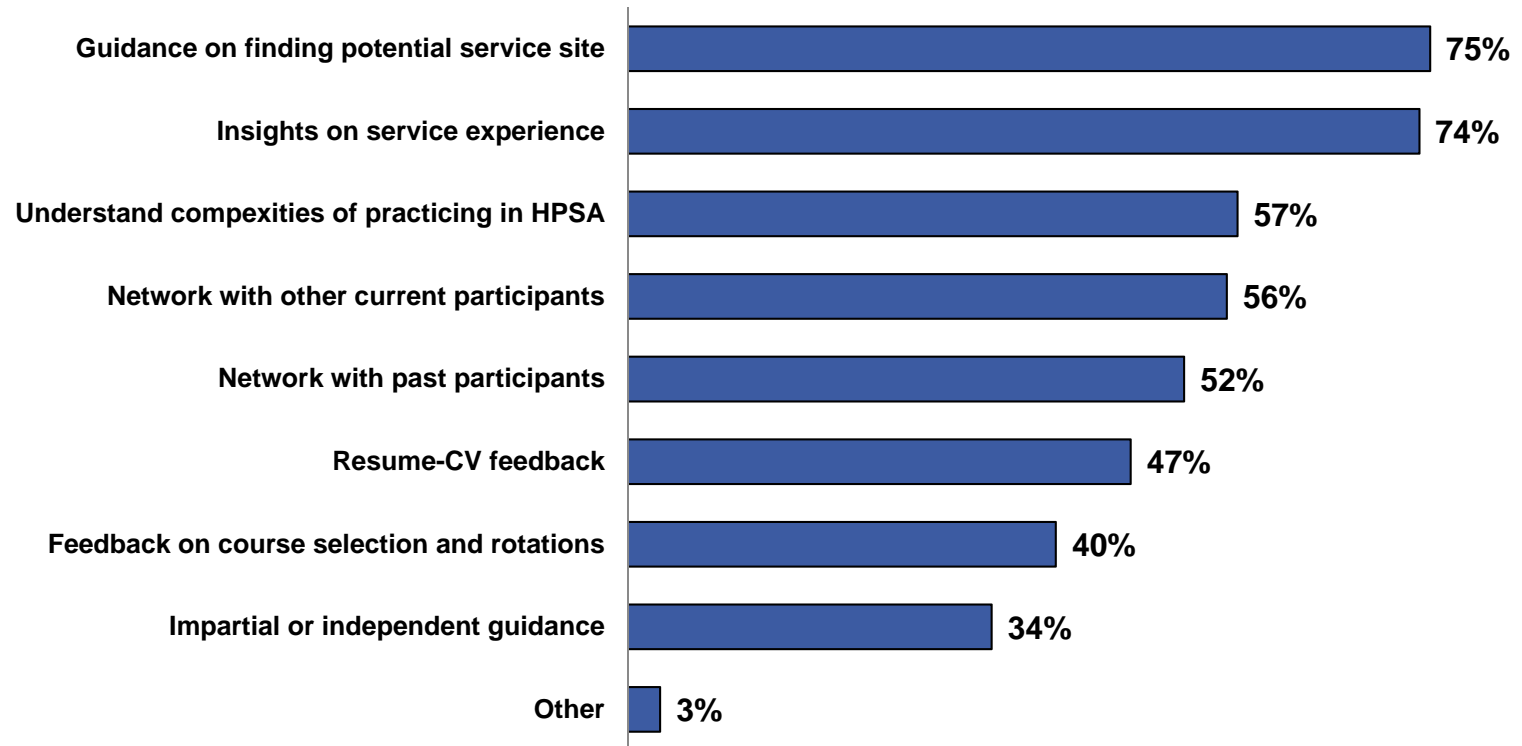
"Lack of Leadership, poor scheduling which overworked providers, poor salary/retirement, felt underappreciated for quality of healthcare provided."

"I am double and triple booked, have no control over my schedule, my patient panel is too large and I am drowning in refill requests, phone notes, lab results."



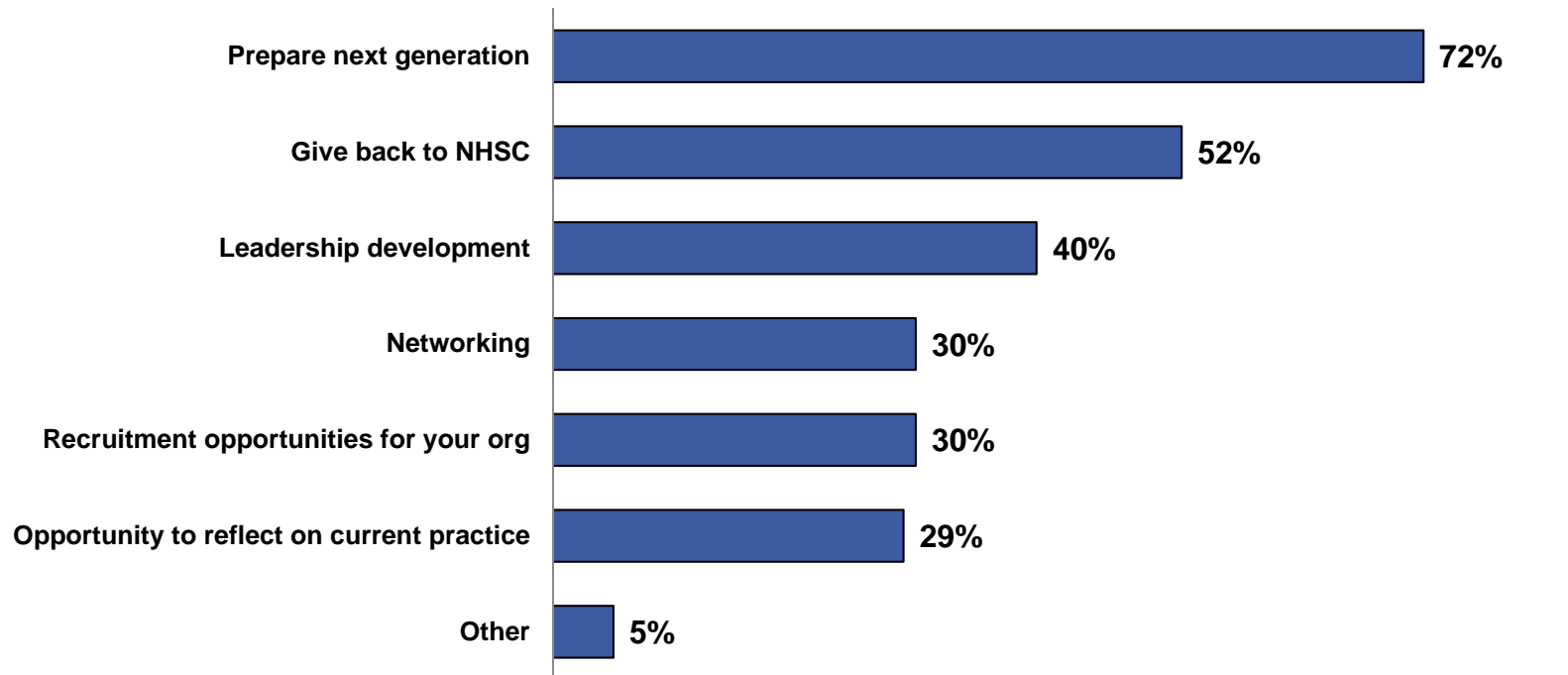
Mentoring – Reasons to Request a Mentor

Current Students



Mentoring – Reasons to Volunteer as a Mentor

In-Service or Alumni



Questions?

