

**National Advisory Council on the
National Health Service Corps (NHSC) Meeting**

NHSC Satisfaction Surveys

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2015 NHSC Participant Satisfaction Survey

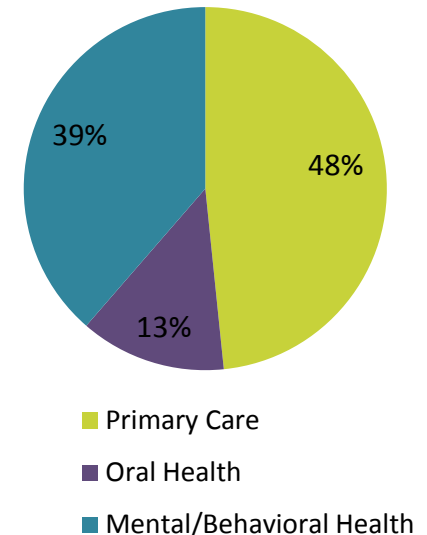
Survey Methodology

- Annual survey since 2010
- 2015 survey sent to 14,817
- Overall response rate was 26%

Current Status	Response Rate	% of Respondents
Scholars	37%	11%
In Service	34%	65%
Alumni	14%	24%

Program	Response Rate	% of Respondents
LRP	24%	82%
SP	33%	14%
S2S LRP	39%	4%

Respondents by Profession Type
N=3,744



Customer Satisfaction Index = 79

2015 NHSC Participant Satisfaction Survey

Retention Rate

- NHSC Alumni who are...
 1. *At the same site where NHSC obligation was fulfilled*
 2. *In same area where NHSC obligation was fulfilled (but different site)*
 3. *In another site and shortage designation/area*
- Retention Rate = 87% (up from 86% in 2014)

Top Reasons for Remaining or Leaving Site

Reasons for Staying	% Most Influential	Reasons for Leaving	% Most Influential
Experience at Site*	67%	Financial Considerations*	52%
Work/Life Balance	64%	Site Operations	49%
Salary	54%	Problems with Employer/Site	41%

* Top Ranked

2015 NHSC Participant Satisfaction Survey

Projected Retention

- In Service NHSC Participants who plan...
- *To remain at current site after NHSC obligation is fulfilled*

Plan to Remain	
Yes	63%
No	11%
Don't know	27%

Top Reasons to Remain or Leave Site

Reasons to Stay	% Most Influential	Reasons to Leave	% Most Influential
Commitment to Underserved*	67%	Financial Considerations*	59%
Salary	62%	Site Operations	56%
Work/Life Balance	57%	Problems with Employer/Site	50%

* Top Ranked

2015 NHSC Site Satisfaction Survey

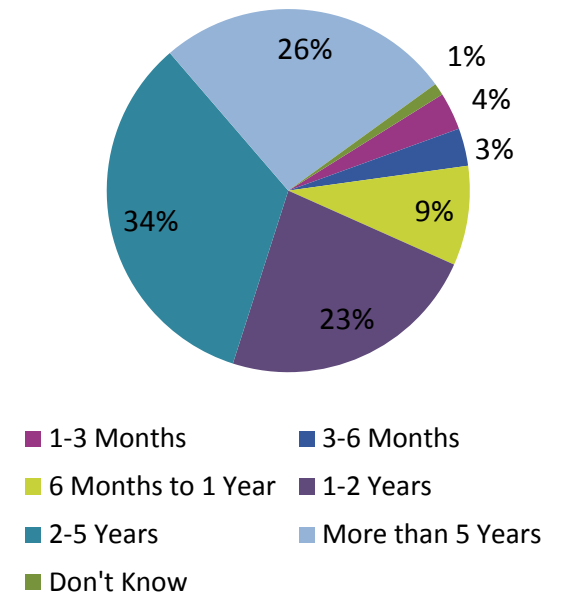
Survey Methodology

- Last survey fielded in 2011; survey tool revamped
- 2015 survey sent to 7,135
- Overall response rate was 16%

Site Role(s)	% of Respondents
Recruiter	89%
Personnel	92%
Administrator	87%

Top Site Types	% of Respondents
FQHC	30%
CMHF	21%
RHC	20%

How Long Site has been
NHSC-Approved
N=1,105



Customer Satisfaction Index = 79

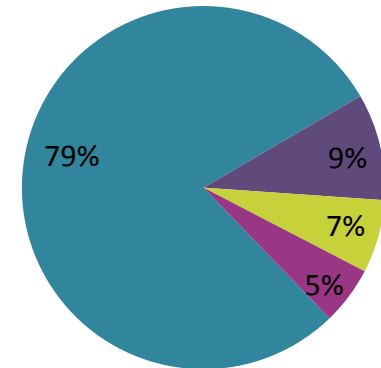
2015 NHSC Site Satisfaction Survey

Recruitment and Retention Tools

Tool	Have	Use
Recruitment Plan	68%	93%
Retention Plan	66%	94%

NHSC Jobs Center as Recruitment Tool	
Heard of NHSC Jobs Center	82%
Posted Vacancy in Past Year	56%
Contacted by Providers Based on Posting	86%
Interviewed Providers (1-6+)	80%
Successfully Recruited Providers	94%

Utilization of
NHSC Program
N=1,105



- Currently Employ NHSC Clinician
- Have Employed NHSC Clinician
- Have Never Employed NHSC Clinician
- Don't Know

2015 NHSC Site Satisfaction Survey

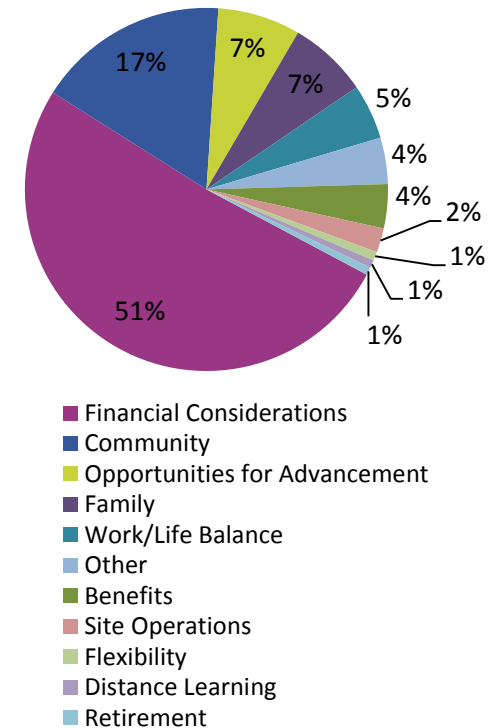
NHSC-Approved Disciplines Hardest to Recruit

Discipline	% Most Difficult
MD/DO*	74%
NP	50%
LCSW	32%

Disciplines (NHSC- and non-NHSC-Approved) Required to Operate Most Efficiently

Discipline	% Most Required
NP	53%
MD/DO*	50%
LCSW	40%
LPC	28%
RN	27%

Perceived Challenges to Retaining NHSC Clinicians
N=1,018



* Top Ranked

Questions
