

# Health Resources and Services Administration Bureau of Clinician Recruitment Service National Health Service Corps Participant Satisfaction Survey

**Survey to be administered via the Web. Instructions and headings in BOLD and question numbers will not be seen by the respondents.**

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## Survey Introduction

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The National Health Service Corps (NHSC) is committed to continuous performance improvement. As part of this effort, we are requesting feedback on your experiences with the NHSC.

The survey is hosted via a secure server and your responses will remain **strictly confidential and anonymous**. This survey is authorized by Office of Management and Budget Control No. 1090-0007.

The survey will take approximately 10 minutes to complete. Thank you in advance for completing the survey.

Please click on the “Next” button below to begin.

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## Introduction

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INTRO1 Which of the following best describes you? (Select one)

- 1 NHSC scholar/student
- 2 NHSC loan repayment clinician
- 3 None of the above (**TERMINATE**)

INTRO2 Are you a... (Select one)

- 1 Physician
- 2 Physician Assistant
- 3 Dentist
- 4 Nurse Practitioner
- 5 Nurse Midwife
- 6 Social Worker
- 7 Mental and Behavioral Health
- 8 Site Administrator

- 9 Site Human Resources Staff
- 10 Other (please specify)

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Retention

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RET1 Did you complete your service obligation prior to October 1, 2009?

- 1 Yes (**Will be defined as Group 2 – not actively serving**) (**CONTINUE WITH Retention Qs**)
- 2 No (**Will be defined as Group 1 – current and actively serving**) (**SKIP TO RET12**)

RET2 On what date did you complete your service obligation with the NHSC?

**[NOTE: Drop down box for month and year selection]**

RET3 Are you still providing direct patient care at the NHSC site where you fulfilled your NHSC service obligation?

- 1 Yes (**Continue to RET4**)
- 2 No (**Skip to RET5**)

RET4 How long do you plan to remain at this site?

- 1 Next 1-3 months
- 2 3-6 months
- 3 6 months to 1 year
- 4 1 year to 2 years
- 5 2-5 years
- 6 More than 5 years

RET5 **[ONLY IF RET3=NO]** For what reasons have you decided to leave this site?

- 1 Financial considerations/salary
- 2 Lack of distance learning opportunities
- 3 Too isolated
- 4 Long hours/no balance of personal and professional life
- 5 Started a family
- 6 Spouse/family was unhappy
- 7 Other family considerations

- 8 Joined private practice in a non-health professional shortage area
- 9 Change of career
- 10 Problems with employer/site
- 11 Didn't like the community
- 12 Didn't like the lifestyle
- 13 Lack of resources to do my job well
- 14 School district and children's educational needs
- 15 Cost of living
- 16 Lack of employer efforts around retention
- 17 Other, please specify

RET6 **[ONLY IF RET3=NO]** Have you chosen to provide direct patient care in any NHSC-approved site after fulfilling your service obligation with the NHSC program?

- 1 Yes **(Continue to RET7)**
- 2 No **(Skip to RET8)**

RET7 **[ONLY IF RET6=YES]** How long have you been practicing at your current NHSC-approved site?

- 1 1-3 months
- 2 3-6 months
- 3 6 months to 1 year
- 4 1 year to 2 years
- 5 More than 2 years

RET8 **[ONLY IF RET6=NO]** Have you chosen to provide direct patient care in any health professional shortage designation area after fulfilling your NHSC service obligation?

- 1 Yes **(Continue to RET9)**
- 2 No **(Skip to RET10)**

RET9 **[ONLY IF RET8=YES]** How long have you been practicing at your current health professional designation area site?

- 1 1-3 months
- 2 3-6 months
- 3 6 months to 1 year
- 4 1 year to 2 years

5 More than 2 years

RET10 **[ONLY IF RET8=NO]** For what reasons did you not remain practicing in a health professional shortage area? (Select all that apply)

- 1 Financial considerations/salary
- 2 Lack of distance learning opportunities
- 3 Too isolated
- 4 Long hours/no balance of personal and professional life
- 5 Started a family
- 6 Spouse/family was unhappy
- 7 Other family considerations
- 8 Joined private practice in a non-health professional shortage area
- 9 Change of career
- 10 Problems with employer/site
- 11 Didn't like the community
- 12 Didn't like the lifestyle
- 13 Lack of resources to do my job well
- 14 School district and children's educational needs
- 15 Cost of living
- 16 Lack of employer efforts around retention
- 17 Other, please specify

RET11 **[ONLY IF RET8=NO]** What would have increased your likelihood of providing direct patient care in a health professional shortage area? (Select all that apply)

- 1 Better salary
- 2 Better experience at site
- 3 Distance learning opportunities
- 4 Better community support
- 5 Tele-medicine
- 6 More balanced schedule/hours
- 7 Spouse and employment opportunities
- 8 Family wanted to stay in community
- 9 School district
- 10 Cost of living

- 11 Closer to extended family/parents and siblings
- 12 Employer efforts around retention
- 13 Greater resources to help me do my job well
- 14 Other, please specify

RET12 **[ASK ONLY OF GROUP 1 RESPONDENTS]** Do you plan to remain at your current site after you have fulfilled your NHSC service obligation?

- 1 Yes
- 2 No

RET13 **[ASK ONLY OF GROUP 1 RESPONDENTS]** How long do you plan to remain at this site?

- 1 Next 1-3 months
- 2 3-6 months
- 3 6 months to 1 year
- 4 1 year to 2 years
- 5 2-5 years
- 6 More than 5 years

RET14 **[ASK ONLY OF GROUP 1 RESPONDENTS]** Which of the following have the strongest influence on your decision whether to continue to provide health services in health professional shortage areas after your service obligation is complete? (Select all that apply)

- 1 Experience with NHSC customer service
- 2 Corps membership benefits
- 3 Sense of community within NHSC
- 4 Relationship with current employer
- 5 Current site experience
- 6 Commitment to underserved communities
- 7 Salary
- 8 Becoming part of the community; able to put down “roots”
- 9 Other (please specify)

RET15 **[ASK ONLY OF GROUP 1 RESPONDENTS]** Please rank the following factors in order of their likelihood to influence you to continue providing health services in health professional shortage areas after your service obligation is complete. (Rank in order: 1=Most influence, 10=Least influence)

- 1 Training and continuing education credits
- 2 Experience with NHSC customer service

- 3 Corps membership benefits
- 4 Sense of community within NHSC
- 5 Mentoring
- 6 Relationship with current employer
- 7 Current site experience
- 8 Commitment to underserved communities
- 9 Proactive and regular contact from the Corps with you
- 10 Becoming part of the community; able to put down “roots”
- 11 Other (please specify)

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Recruitment [ASK OF ALL RESPONDENTS]

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Q1\_1 How did you first hear about the NHSC program? (Select one)

- 1 NHSC Ambassador
- 2 Current NHSC Member
- 3 NHSC alumnus
- 4 NHSC Website
- 5 NHSC Literature/Materials
- 6 Site Administrator or Site Staff
- 7 Office of Rural Health or other State Practice Placement Office
- 8 AHEC (Area Health Education Center)
- 9 Exhibit at a professional meeting
- 10 Through the SEARCH program
- 11 Through faculty of your training programs
- 12 Other (please specify)

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Information/Communication [ASK OF ALL RESPONDENTS]

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Please think about the communications you last received from the NHSC. Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate...

- Q2\_1 The timeliness of the communications
- Q2\_2 The relevance of the information provided to your inquiry
- Q2\_3 Received enough detail to meet your needs
- Q2\_4 Your ease of understanding the information communicated
- Q2\_5 The organization of the information provided

Q2\_6 The helpfulness of information in guiding your decision-making

Q2\_7 Ideally, how would you like to receive future communications from the NHSC? (Select all that apply)

- 1 Electronic Newsletters
- 2 Hard Copy Newsletters
- 3 Email updates
- 4 Postal Mail
- 5 Website updates
- 6 Group Conference Calls
- 7 Webinars
- 8 Facebook
- 9 Text Messaging
- 10 PDFs
- 11 Jump/Flash Drive
- 12 Fax
- 13 Other, please specify

Q2\_8 How often would you like to receive communications from the NHSC?

- 1 More than once per month
- 2 Monthly
- 3 Quarterly
- 4 Twice per year
- 5 Yearly or less often

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NHSC Website [ASK OF ALL RESPONDENTS]

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Q3\_1 Have you visited the NHSC website during the past year?

- 1 Yes
- 2 No (**skip to Q4\_1**)

Please think about your experiences while visiting the NHSC website. Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate...

Q3\_2 The ease of navigation

Q3\_3 The overall site design

Q3\_4 The relevance of search results

Q3\_5 Ability to find the information needed

Q3\_6 Do you have any suggestions for improving the website? **(Capture open-ended response)**

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Customer Service **[This section asked only of Group 1 respondents]**

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Q4\_1 Have you contacted NHSC during the past 12 months?

- 1 Yes
- 2 No **(skip to Q5\_1)**

Q4\_2 In the past 12 months, how have you contacted the NHSC? (Select all that apply)

- 1 Telephone
- 2 E-mail
- 3 E-fax
- 4 Through the Web site
- 5 In person at a conference
- 6 Other (please specify)

Q4\_3 What was your reason for your most recent contact with the NHSC?

- 1 Information request
- 2 Application question
- 3 Question about placement
- 4 Request for site change
- 5 Request for technical assistance
- 6 Other (please specify)

Q4\_4 Approximately how long did it take for the NHSC to first respond to, or acknowledge, your initial contact?

- 1 Within 24 hours
- 2 Within 48 hours
- 3 Within 3-4 days
- 4 Within 1 week
- 5 Within 1 month
- 6 Within a few months
- 7 They have never responded to my initial contact



Q4\_5 Ideally, how long should the NHSC have taken to first respond to, or acknowledge, your initial contact?

- 1 No more than 24 hours
- 2 No more than 48 hours
- 3 No more than 3-4 days
- 4 No more than 1 week
- 5 No more than 1 month

Please think about your experiences with NHSC customer service during the past year. Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate...

Q4\_6 Ease of reaching a NHSC representative

Q4\_7 Courteousness of the NHSC representative

Q4\_8 Knowledge of the NHSC representative

Q4\_9 Timeliness of the representative's response to your inquiry or concern

Q4\_10 Relevance of the information provided by the NHSC representative

Q4\_11 Level of service provided by the NHSC representative

Q4\_12 Was the NHSC representative able to resolve your issue?

- 1 Yes **(skip to Q5\_1)**
- 2 No

Q4\_13 If the NHSC representative was not able to resolve your issue, did they refer you elsewhere for further assistance?

- 1 Yes
- 2 No

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Site Experience [ASK OF ALL RESPONDENTS]

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Q6\_1 Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate your overall experience at the site where you have fulfilled/are fulfilling your service obligation with the NHSC.

Q6\_2 Please explain the reason for the rating you provided of your overall experience at the site where you have fulfilled/are fulfilling your service obligation with the NHSC. **(Capture open-ended response)**

Q6\_3 **[ASK ONLY OF GROUP 1 RESPONDENTS]** Do you plan to leave your current site once your service obligation is complete?

- 1 Yes
- 2 No

Q6\_4 **(If Q6\_3=YES)** What might encourage you to remain at your current site? **(Capture open-ended response)**

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ACSI Benchmark Questions [ASK OF ALL RESPONDENTS]

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Q6\_1 Please consider all of the experiences you have had with the NHSC program. Using a 10-point scale on which 1 means *Very Dissatisfied* and 10 means *Very Satisfied*, how satisfied are you with the NHSC program?

Q6\_2 Using a 10-point scale on which 1 means *Falls Short of Your Expectations* and 10 means *Exceeds Your Expectations*, to what extent has the NHSC program fallen short of or exceeded your expectations?

Q6\_3 Imagine an ideal scholarship and loan repayment program. How well do you think the NHSC compares with that ideal program? Please use a 10-point scale on which 1 means *Not Very Close to Ideal*, and 10 means *Very Close to Ideal*.

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Outcome Measures/Retention [ASK OF ALL RESPONDENTS]

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Q7 **[ASK ONLY OF GROUP 1]** On a scale from 1 to 10 where 1 means *Not at All Likely* and 10 means *Very Likely*, how likely are you to remain in the National Health Service Corps after your service obligation is complete?

**[ASK ONLY OF GROUP 1]** On a scale from 1 to 10 where 1 means *Not at All Likely* and 10 means *Very Likely*, how likely are you to continue to provide health services in health professional shortage areas after your service obligation is completed?

Q8 **(If Q7>=7)** What has contributed to the likelihood that you will continue to serve in a health professional shortage area after your service obligation is complete? **(Capture open-ended response)**

Q9 **(If Q7<7)** What would increase your likelihood to continue to serve in a health professional shortage area after your service obligation is complete? **(Capture open-ended response)**

Q10 On a scale from 1 to 10 where 1 means *Completely Disagree* and 10 means *Completely Agree*, to what extent do you agree that the National Health Service Corps is delivering a meaningful experience to its members?

Q12 On a scale from 1 to 10 where 1 means *Not at All Likely* and 10 means *Very Likely*, how likely are you to recommend the National Health Service Corps to someone else?

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Demographics [ASK OF ALL RESPONDENTS]

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DEM1 What is your gender? (Select one)

- 1 Male
- 2 Female

DEM2 What is your age? (Select one)

- 1 18-24
- 2 25-34
- 3 35-44
- 4 45-54
- 5 55-64
- 6 65 and over

DEM3 What is your race/ethnicity? (Select one)

- 1 White
- 2 Non-White Hispanic
- 3 Black or African American
- 4 American Indian or Alaskan native
- 5 Asian Indian
- 6 Chinese
- 7 Filipino
- 8 Japanese
- 9 Korean
- 10 Vietnamese
- 11 Native Hawaiian
- 12 Guamanian or Chamorro
- 13 Samoan
- 14 Other
- 15 Prefer not to say

DEM4 Are you currently serving or practicing, or have you served or practiced, in an underserved area that is within 200 miles of where you grew up? (Select one)

- 1 Yes
- 2 No

DEM5 Are you currently serving or practicing, or have you served or practiced, in an underserved area that is within 200 miles of where you completed your clinical training? (Select one)

- 1 Yes
- 2 No

DEM6 Which of the following best describes where you are currently serving or practicing? (Select one)

- 1 Urban
- 2 Rural
- 3 Frontier

*Thank you for your time. The Health Resources and Services Administration's National Health Service corps appreciates your input!*