

# 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 15 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 Other (please specify)

Retention

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RET1 Did you complete your service obligation prior to October 1, 2010?

- 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 RET16**)

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
- 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. How long were you at your site before you started receiving your loan repayment?

- 1 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

RET6. Did your scholarship or loan repayments influence your decision to remain at the site?

- 1 Yes
- 2 No

RET7. (If RET6=No) What did influence your decision to remain at the site? Capture open-end response

RET8. How did you become aware of the job your currently hold? Capture open-end response

1. NHSC Job Opportunities List
2. NHSC Geospatial Warehouse List of NHSC approved sites
3. NHSC Regional Office
4. NHSC Ambassador
5. School or clinical rotation/residency program
6. State recruitment site
7. State Primary Care Office
8. Personal contact at the site
9. Other, please specify

RET9 **[ONLY IF RET3=NO]** For what reasons have you decided to leave this site? Rank the following with 1 as being the most important and 14 being least.

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

RET10 **[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 RET11**)
- 2 No (**Skip to RET12**)

RET11 **[ONLY IF RET10=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 2-5 years
- 6 More than 5 years

RET12 **[ONLY IF RET10=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 RET13**)
- 2 No (**Skip to RET14**)

RET13 **[ONLY IF RET12=YES]** How long have you been practicing at your current health professional shortage designation area site?

- 1 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 **[ONLY IF RET12=NO]** For what reasons did you not remain practicing in a health professional shortage area? (Select all that apply)

- 1 Financial considerations/salary/cost of living
- 2 Lack of distance learning opportunities
- 3 Too isolated
- 4 Long hours/no balance of personal and professional life
- 5 Started a family/ School district and children's educational needs
- 6 Spouse/family was unhappy
- 7 Other family considerations
- 8 Change of career
- 9 Problems with employer/site

- 10 Didn't like the community/lifestyle
- 11 Lack of resources to do my job well
- 12 Lack of employer efforts around retention
- 13 Other, please specify

RET15 **[ONLY IF RET12=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 Site operation/direction closely aligned with personal goals
- 4 Distance learning opportunities
- 5 Better community support
- 6 Tele-medicine
- 7 More balanced schedule/hours
- 8 Spouse and employment opportunities
- 9 Family wanted to stay in community
- 10 School district
- 11 Cost of living
- 12 Closer to extended family/parents and siblings
- 13 Employer efforts around retention
- 14 Greater resources to help me do my job well
- 15 Other, please specify

RET16 **[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

RET17 **[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

RET18. **[ASK ONLY OF GROUP 1 RESPONDENTS]** How long were you at your site before you started receiving your loan repayment?

- 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

RET19. **[ASK ONLY OF GROUP 1 RESPONDENTS]** Did your scholarship or loan repayments influence your decision to remain at the site?

- 1 Yes
- 2 No

RET20. (If RET19=2) **[ASK ONLY OF GROUP 1 RESPONDENTS]** What did influence your decision to remain at the site? Capture open-end response.

RET21. **[ASK ONLY OF GROUP 1 RESPONDENTS]** How did you become aware of the job you currently hold?

- 1 NHSC Job Opportunities List
- 2 School or residency program
- 3 State recruitment site
- 4 NHSC Ambassador
- 5 State Primary Care Office
- 6 Personal contact at the site
- 7 Classified ad from the site
- 8 Other, please specify

RET22 **[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)

RET23 **[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, 11=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 with you from the Corps
- 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 Primary Care Office (PCO)
- 7 Primary Care Association (PCA)
- 8 Regional Offices
- 9 Social Media (e.g., Facebook, etc.)
- 10 Site Administrator or Site Staff

- 11 Office of Rural Health or other State Practice Placement Office
- 12 AHEC (Area Health Education Center)
- 13 Exhibit at a professional meeting
- 14 Through the SEARCH program
- 15 Through faculty of your training programs
- 16 Other (please specify)

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Information/Communication [ASK OF ALL RESPONDENTS]

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Q2.1 Which of the following types of NHSC communications were most beneficial in keeping you up to date in the last 12 months? Select all that apply.

- 1 Electronic Newsletters
- 2 Email updates
- 3 Postal mail
- 4 Website updates
- 5 Group Conference Calls
- 6 Webinars
- 7 Facebook
- 8 Other, please specify

Please think about these communications you received from the NHSC in the last 12 months. Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate...

Q2.2 The timeliness of the communications

Q2.3 The relevance of the information provided to your inquiry

Q2.4 Received enough detail to meet your needs

Q2.5 Your ease of understanding the information communicated

Q2.6 The organization of the information provided

Q2.7 The helpfulness of information in guiding your decision-making

Q2.8 The frequency of receiving information

Q2.9 Ideally, how would you like to receive future communications from the NHSC? (Select all that apply)

- 1 Electronic Newsletters
- 2 Online customer service portal
- 3 Email updates

- 4 Postal mail
- 5 Website updates
- 6 Group Conference Calls
- 7 Webinars
- 8 Facebook
- 9 Other, please specify

Q2\_10 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

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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 Facebook
- 7 Other, please specify

Q4.3 (If Q4.2 = 1) Who did you contact by telephone? (Select all that apply)

1. Regional Office
2. Call Center
3. Analyst at headquarters

Q4\_4 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\_5 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\_6 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

Q4\_7 Was the NHSC representative able to resolve your issue?

- 1 Yes (**skip to Q4\_9**)
- 2 No

Q4.8 How long did it take for the NHSC to resolve your issue/situation (Ask only if Q4\_4=1-6)?

- 6 Within 24 hours
- 7 Within 48 hours
- 8 Within 3-4 days
- 9 Within 1 week
- 10 Within 1 month
- 11 Within a few months

Q4.9 Ideally, what is your expectation for how long it should have taken the NHSC to resolve your issue/situation?

- 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\_10 Ease of reaching a NHSC representative

Q4\_11 Courteousness of the NHSC representative

Q4\_12 Knowledge of the NHSC representative

Q4\_13 Timeliness of the representative's response to your inquiry or concern

Q4\_14 Relevance of the information provided by the NHSC representative

Q4\_15 Level of service provided by the NHSC representative

Q4\_16 (If Q4\_7=No) If the NHSC representative was not able to resolve your issue, did they refer you elsewhere for further assistance?

- 1 Yes
- 2 No

Q4\_17. Where did the NHSC representative refer you to? (Capture open-ended response)

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Site Experience [ASK OF ALL RESPONDENTS]

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Q5\_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.

Q5\_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)**

Q5\_3 **(If Q5\_3=YES)** What might encourage you to remain at your current site? **(Capture open-ended response)**

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Regional Offices

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Q6.1 Have you interacted with the NHSC Regional Offices in the past 12 months?

- 1 Yes
- 2 No (Skip to Q6.4)

Q6.2 Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate the level of support provided by the NHSC Regional Offices.

Q6.3 What other types of support would you like the NHSC Regional Offices to provide?

- 1 Assistance with NHSC transactions (six month verification, site change, time away from site, etc)
- 2 Support in dealing with issues at my site
- 3 Connections to resources in my site
- 4 Connections to other Corps members in the area
- 5 Other, please specify

Q6.4 (If Q6.3=2) Please specify the type of site issue you would like support with. Capture open-end response

Q6.5 (If Q6.3=3) Please specify the type of resources in which you are looking to be connected. Capture open-end response

Q6.6 Are you aware there are NHSC Regional Offices available to provide support?

- 1 Yes
- 2 No

Q6.7. Are you aware the NHSC conducts site visits to NHSC-approved sites?

- 1 Yes
- 2 No

Q6.8. Has your site received a site visit?

- 1 Yes
- 2 No
- 3 Don't know

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ACSI Benchmark Questions [ASK OF ALL RESPONDENTS]

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Q7\_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?

Q7\_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?

Q7\_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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Q8 **[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?

Q9 **[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?

Q10 **(If Q7A $\geq$ 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)**

Q11 **(If Q7A $<$ 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)**

Q12 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?

Q13 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 practicing or have you 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 practicing or have you 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 practicing? (Select one)

1 Urban

2 Rural

3 Frontier

DEM7. From the drop-down box below, please select the state where you are currently practicing?

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