

2011 Survey of Administrators of Organizations with NHSC Clinicians

We are surveying Executive Directors or Administrators of organizations staffed by National Health Service Corps (NHSC) clinicians to better understand how NHSC clinicians are perceived. We are especially interested in better understanding how to retain NHSC clinicians in their service practices after their service contracts with the NHSC are completed, and the factors that promote or hinder retention.

This survey is *explicitly and exclusively for organizations that had at least **one NHSC clinician** (e.g., physician, nurse practitioner, dentist, dental hygienist, psychologist) on staff as of September 1, 2010.*

If your organization did NOT have at least one NHSC clinician on staff on this date, please check this box and return the questionnaire in the enclosed postage-paid envelope.

- We had no NHSC clinicians on September 1, 2010

All others please complete the questionnaire. Thank You!

Use of identifiers and Reporting Burden

The information you provide will not be revealed to the NHSC or others in any way that can be linked to you, your community or practice. All information you provide will be handled anonymously and reported in aggregate. The identification number shown on this page only allows us to keep track of the questionnaires as they are returned.

Public reporting burden for this collection of information is estimated to average 9 minutes. The OMB control number for this project is XXX, expiration XX.

ABOUT YOU and YOUR ORGANIZATION

1. Please make any corrections to the name, title and address of the CEO of the organization:

Name:

Job Title:

NHSC Practice Organization Name:

NHSC Practice Site Address:

- b. If you (the person completing this survey) are NOT the person named above, what is your job title? _____

2. How many years have you been working for this organization? _____ years

3. This organization is . . . (*select one*)

1. private, non-profit 2. private, for-profit 3. public (federal, state, county, city)

4. Which of the categories best describe the Organization? (*check all that apply*)

1	BOP	Bureau of Prisons
2	CG	County Government
3	CHD	County Health Department
4	CMH	Community /Migration Health Center
5	DDS	Dental
6	GPP	Group/Private Practice
7	HOS	Hospital
8	ICE	Immigration and Customs Enforcement
9	IHS	Indian Health Service
10	LAL	FQHC Look-a-Like
11	LG	Local Government
12	MHD	City/Municipal Health Dept
13	MSA	Mental Health/Substance Abuse
14	MVH	Migrant Voucher
15	NUR	Nursing Home
16	OTH	Other
17	PC	Professional Corporation
18	PNP	Private Non-Profit Corp
19	PRH	Private Hospital
20	PRN	Prison
21	PU	Private University
22	RHC	Rural Health Clinic
23	SHD	State Health Department
24	SU	State University
25	TRI	Compacted Indian Tribe
26	UNV	University
27	VAN	Mobile Van

5. How many clinical service sites does your organization have?
(include all whether open full or part-time) _____ sites

6. Please estimate the percentages of your organization’s patients (all sites) that fall into the following categories. (*totals may be more or less than 100%.*)

a. Medicaid Covered	_____ %	e. Non-English speakers	_____ %
b. Medicare Covered	_____ %	f. Migrant/Seasonal farmworkers	_____ %
c. Uninsured	_____ %	g. Homeless	_____ %
d. On sliding fee scale	_____ %	h. Substance abuse patients	_____ %

ABOUT YOUR ORGANIZATION’S EXPERIENCES WITH THE NHSC

7. In about what year did your organization hire its first NHSC clinician (at any of its clinical sites)?

Year: _____

8. About how many NHSC and non-NHSC clinicians in each of the following disciplines have worked in your organization since 2000? (*estimates are OK here*)

Clinician Type	Number of NHSC Loan Repayment Participants	Number of NHSC Scholarship Participants	Number of non-NHSC Clinicians
1. Physicians			
2. Physician Assistants			
3. Nurse Practitioners			
4. Nurse Midwives			
5. Dentists			
6. Dental Hygienists			
7. Mental Health (all disciplines)			

9. How much do you agree or disagree with the following statements about the compensation of your current and recent NHSC clinician(s)? (*circle one response for each statement*)

Statement	Strongly Agree		Neutral		Strongly Disagree	Don't Know
a. Our NHSC clinician(s) currently earn somewhat less than their non-NHSC clinical peers in our organization with the same experience and training.	1	2	3	4	5	X
b. Our NHSC clinicians are generally just as satisfied with their salary levels and benefit packages as their non-NHSC clinical peers in our organization.	1	2	3	4	5	X
c. NHSC clinicians require a higher salary to be retained (after their NHSC service contract is over) than non-NHSC clinical peers in our organization.	1	2	3	4	5	X

10. Based on your experience as an administrator, please rate how NHSC clinicians at your organization have compared with non-NHSC clinicians on the following attributes: *(circle one number on each line)*

Attributes of Clinicians	NHSC & non-NHSC are the same					No basis to generalize; I can't rate
	NHSC clinicians do much <u>better</u>				NHSC clinicians do much <u>worse</u>	
a. Overall fit with the organization	+2	+1	0	-1	2	X
b. Concordance with the organizational mission	+2	+1	0	-1	-2	X
c. Breadth of skills	+2	+1	0	-1	-2	X
d. Quality of care provided by clinician	+2	+1	0	-1	-2	X
e. Quality of interaction with clinician staff	+2	+1	0	-1	-2	X
f. Quality of interaction with support staff	+2	+1	0	-1	-2	X
g. Quality of interaction with health and social service providers outside our organization	+2	+1	0	-1	-2	
h. Willingness to carry their own weight	+2	+1	0	-1	-2	X
i. Willingness to be flexible in terms of scheduling	+2	+1	0	-1	-2	
j. Willingness to help the organization when called upon	+2	+1	0	-1	-2	X
k. Cultural competence/sensitivity	+2	+1	0	-1	-2	
l. Ability to speak with non-English speaking patients	+2	+1	0	-1	-2	
m. Their satisfaction with work at this setting	+2	+1	0	-1	-2	X
n. Integration into the life of the local community	+2	+1	0	-1	-2	X
o. Integration of family into local community	+2	+1	0	-1	-2	X
p. Retention for 5 or more years	+2	+1	0	-1	-2	X
q. Other (<i>specify</i>)	+2	+1	0	-1	-2	X
r. Other (<i>specify</i>)	+2	+1	0	-1	-2	X

11. How much do you agree or disagree with the following statements about retention of NHSC clinicians in your organization beyond their NHSC service commitment term? (circle one number on each line)

Statement	Strongly Agree		Neutral		Strongly Disagree	Don't Know
a. On average, recruiting <u>non</u> -NHSC clinicians is easier than recruiting NHSC clinicians	1	2	3	4	5	X
b. The availability of <i>locum tenens</i> is a key factor in the retention of NHSC clinicians at our organization	1	2	3	4	5	X
c. It is easier to retain NHSC loan repayors than NHSC scholars at our organization	1	2	3	4	5	X
d. Retention of NHSC physicians is more of a problem for our organization than retention of non-NHSC physicians	1	2	3	4	5	X
e. Retention of PAs, NPs and midwives who are in the NHSC is more of a problem at our organization than retention of individuals not in the NHSC in these disciplines	1	2	3	4	5	X
f. Retention of NHSC mental health practitioners (e.g., psychologists, clinical social workers) is more of a problem at our organization than retention of non-NHSC mental health clinicians	1	2	3	4	5	X
g. Retention of NHSC dentists is more of a problem at our organization than retention of non-NHSC dentists	1	2	3	4	5	X
h. From the very outset, when NHSC clinicians start working in our organization most already plan to leave after their service obligation is complete	1	2	3	4	5	X
i. The management style at our clinic has had a positive impact on retention of NHSC clinicians beyond their obligation	1	2	3	4	5	X
j. The use of a “recruitment” bonus at the end of the NHSC service period helps keep NHSC clinicians beyond their obligation	1	2	3	4	5	X
k. Unsatisfactory adjustment of NHSC clinicians’ families to our community is a problem for NHSC clinician retention	1	2	3	4	5	X
l. Allowing NHSC clinicians to teach helps or could help keep them beyond their obligation						
m. If we could offer 25% higher salaries we would do much better retaining NHSC clinicians beyond their obligations	1	2	3	4	5	X
n. There is not much that our organization can do to improve the retention of our NHSC clinicians	1	2	3	4	5	X
o. NHSC clinicians in our organization have as much opportunity to teach if they want to as our non-NHSC clinicians	1	2	3	4	5	X
p. Our organization’s patients do not know which of our clinicians are serving in the NHSC	1	2	3	4	5	X
q. Our organization’s staff do not know which of our clinicians are serving in the NHSC	1	2	3	4	5	X
r. The NHSC national office could do more to help us retain our NHSC clinicians	1	2	3	4	5	X
s. Our DHHS regional office could do more to help us retain our NHSC clinicians	1	2	3	4	5	X
t. Our state Primary Care Organization could do more to help us retain our NHSC clinicians	1	2	3	4	5	X

12. What can the NHSC do to make it more likely that its clinicians will remain in their service sites after their NHSC service obligations have been completed? Specific suggestions are welcome.

13. Other than retention, what can the NHSC leadership and staff do to make the NHSC better meet the needs of practices and organizations like yours where NHSC clinicians serve? Specific suggestions are welcome.

14. What can state and local organizations (e.g., primary care offices, state public health depts., etc.) do to help retain NHSC clinicians in practices and organizations like yours? Specific suggestions are welcome.

- Thank you for completing this questionnaire.
If you would like a copy of the study results please check the box.*