

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.

Survey Introduction

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 15minutes to complete. Thank you in advance for completing the survey.

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

Introduction

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. Primary Care - Physician (MD, DO)
2. Primary Care - Physician Assistant
3. Primary Care - Nurse Practitioner
4. Primary Care - Certified Nurse Midwife
5. Primary Care - Psychiatric Nurse Specialist
6. Oral Health - Dentist (DDS, DMD)
7. Oral Health - Dental Hygienist
8. Mental/Behavioral Health - Health Service Clinical Psychologist
9. Mental/Behavioral Health – Licensed Clinical Social Worker
10. Mental/Behavioral Health - Licensed Professional Counselor

11. Mental/Behavioral Health - Marriage and Family Therapist

Retention

RET1. _____ Did you complete your service obligation prior to October 1, 2011?

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 RET19)**

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 RET6)

RET4. _____ -How did you become aware of the job your currently hold?

1. NHSC Job Opportunities Web Site
2. Internet Search
3. Outside Recruiter
4. Current employee at the site
5. Friend or family member
6. School or clinical rotation/residency program
7. State recruitment web site
8. NHSC Regional Office
9. State Primary Care Office
10. State Primary Care Association
11. Other, please specify

RET5. _____ How long do you plan to remain at this 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

RET6. _____ How long were you at your site before you applied for NHSC 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

RET 7. _____ Did the opportunity to apply for NHSC loan repayment influence your decision to choose your site?

1. Yes
2. No

RET8. _____ **[ONLY IF RET3=YES]**What influenced your decision to remain at the site? [Select all that apply.]

1. Salary
2. Opportunities for advancement
3. Distance learning opportunities
4. Resources to help me do my job well
5. Experience at site
6. Site operation/direction closely aligned with personal goals
7. Tele-medicine
8. Balanced schedule/hours
9. Community support
10. School district
11. Spouse employment opportunities
12. Family wanted to stay in community
13. Close to extended family/parents and siblings
14. Cost of living
15. Other, please specify
16. _____

~~1—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 11 being least.

1. Financial considerations
2. Lack of opportunity for advancement
3. Lack of distance learning opportunities
4. Lack of resources to do my job well
5. Site operation/direction did not align with personal goals
6. Problems with employer/site
7. Didn't like the community and/or lifestyle
8. Long hours/no balance of personal and professional life
9. Family considerations
10. Change of career
11. Other, please specify

RET10. _____ **[If RET9=6]** Please describe the problem you were having with your employer or at the site. (Capture open-end response)

RET11. _____ **[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 RET12)**
2. No **(Skip to RET13)**

RET12. _____ **[ONLY IF RET11=YES]** How long have you been practicing at your current NHSC-approved site?

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

RET13. _____ **[ONLY IF RET11=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 RET14)**
2. No **(Skip to RET15)**

RET14. _____ **[ONLY IF RET13=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

RET15. _____ **[ONLY IF RET13=NO]** For what reasons did you not remain practicing in a health professional shortage area? (Select all that apply)

1. Financial considerations
2. Lack of opportunity for advancement
3. Lack of distance learning opportunities
4. Lack of resources to do my job well
5. Site operation/direction did not align with personal goals
6. Problems with employer/site
7. Didn't like the community and/or lifestyle
8. Long hours/no balance of personal and professional life
9. Family considerations
10. Change of career

11. Other, please specify

12.

~~i. 11 Other, please specify~~

RET16. _____ **[If RET15=6]** Please describe the problem you were having with your employer or at the site. (Capture open-end response)

RET17. _____ **[ONLY IF RET13=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 opportunities for advancement
3. Better distance learning opportunities
4. Greater resources to help me do my job well
5. Better experience at site
6. Site operation/direction more closely aligned with personal goals
7. Tele-medicine
8. More balanced schedule/hours
9. Better community support
10. School district
11. Spouse employment opportunities
12. If family wanted to stay in community
13. Closer to extended family/parents and siblings
14. Cost of living
15. Other, please specify

RET18. _____ **[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

RET19. _____ **[ONLY IF RET18=YES][ASK ONLY OF GROUP 1 RESPONDENTS]** How long do you plan to remain at this site *after* you have fulfilled your NHSC service obligation?

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

RET20. _____ **[ASK ONLY OF GROUP 1 RESPONDENTS]** How long were you at your site before you applied to the NHSC Loan Repayment Program?

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

RET21. **[ASK ONLY OF GROUP 1 RESPONDENTS]** Did the opportunity to apply to the NHSC Loan Repayment Program influence your decision to choose your site?

1. ~~1~~-Yes
2. ~~2~~-No

RET22. (If ~~RET21~~RET18=~~2~~YES)) **[ASK ONLY OF GROUP 1 RESPONDENTS]** What most influenced your decision to remain at the site? [Select all that apply.]

1. Salary
2. Opportunities for advancement
3. Distance learning opportunities
4. Resources to help me do my job well
5. Experience at site
6. Site operation/direction closely aligned with personal goals
7. Tele-medicine
8. Balanced schedule/hours
9. Community support
10. School district
11. Spouse employment opportunities
12. Family wanted to stay in community
13. Close to extended family/parents and siblings
14. Cost of living
15. Availability of loan repayment financial support
16. Other, please specify

RET23. **[ASK ONLY OF GROUP 1 RESPONDENTS]** How did you become aware of the job you currently hold?

1. NHSC Job Opportunities Web Site
2. Internet Search
3. Outside Recruiter

4. Employee at the site
5. Friend of family member
6. School or clinical rotation/residency program
7. State recruitment web site
8. NHSC Regional Office
9. ~~NHSC Regional Office~~
10. ~~State Primary Care Office~~
11. State Primary Care Association
12. Other, please specify

RET24. _____ **[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. Relationship with current employer
2. Commitment to underserved communities
3. Current site experience
4. Becoming part of the community; able to put down “roots”
5. Corps membership benefits
6. Sense of community within NHSC
7. Experience with NHSC
8. Salary
9. Other (please specify)

RET25. _____ **[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. Corps membership benefits
3. Sense of community within NHSC
4. Proactive and regular contact from the Corps
5. Current site experience
6. Relationship with current employer
7. Mentoring
8. Commitment to underserved communities

9. Becoming part of the community; able to put down “roots”
10. Other (please specify)

Recruitment [ASK OF ALL RESPONDENTS]

Q1_1. How did you first hear about the NHSC program? (Select one)

1. Site Administrator or Site Staff
2. Faculty of your training programs
3. Colleague
4. Current employer
5. Family member or friend
6. Outside Recruiter
7. Current NHSC Member
8. NHSC alumnus
9. Internet search
10. NHSC Website

11. NHSC Literature
12. Professional Association
13. Primary Care Office (PCO)
14. Primary Care Association (PCA)
15. NHSC Regional Office
16. Social Media (e.g., Facebook, etc.)
17. Exhibit at a professional meeting
18. Other (please specify)

Customer Service Portal[ASK OF ALL RESPONDENTS]

Q2_1. Q2.1 — Have you used the Customer Service Portal?

1. Yes
2. No (Skip to Q3_1)

Q2_2. ~~Q2.2~~

What additional feature, if any, would you like to see added to the Customer Service Portal?
(Capture open-ended response)

Please think about your experiences using the Customer Service Portal. Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate.

Q2_3. ~~Q2.3~~ The ease of navigation

Q2_4. ~~Q2.4~~ Ability to find the information needed

Q2_5. ~~Q2.5~~ Your ease of understanding the information communicated

Q2_6. ~~Q2.6~~ The organization of the information provided

Q2_7. ~~Q2.7~~ The usefulness of conducting business through the NHSC Portal

Information/Communication[ASK OF ALL RESPONDENTS]

Q3_1. ~~Q3.1~~ 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
3. Customer Service Portal
4. Website
5. Group Conference Calls
6. Webinars
7. Facebook/Twitter
8. Text messaging
9. 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...

Q3_2. ~~Q3.2~~ The timeliness of the communications

Q3_3. ~~Q3.3~~ The relevance of the information provided to your inquiry

Q3_4. ~~Q3.4~~ Received enough detail to meet your needs

Q3_5. ~~Q3.5~~ Your ease of understanding the information communicated

Q3_6. ~~Q3.6~~ The organization of the information provided

Q3_7. ~~Q3.7~~ The helpfulness of information in guiding your decision-making

Q3_8. ~~Q3_8~~—The frequency of receiving information

Q3_9. ~~Q3_9~~ Ideally, how would you like to receive future communications from the NHSC? (Select all that apply)

1. Electronic Newsletters
2. Email
3. Customer Service Portal
4. Website
5. Group Conference Calls
6. Webinars
7. Facebook/Twitter
8. Text Messaging
9. Other, please specify

Q3_10. ~~Q3_10~~ How often would you like to receive communications from the NHSC?

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

NHSC Website[ASK OF ALL RESPONDENTS]

Q4_1. ~~Q4_1~~—Have you visited the NHSC website within the last six months?

1. Yes
2. No (**skip to Q5_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...

Q4_2. ~~Q4_2~~—The ease of navigation

Q4_3. ~~Q4_3~~—The usefulness of the information provided

Q4_4. ~~Q4_4~~—The relevance of search results

Q4_5. ~~Q4_5~~—Ability to find the information needed

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

Q5_1. ~~Q5_1~~—Have you contacted NHSC during the past 12 months?

1. Yes
2. No (**skip to Q6_1**)

Q5_2. ~~Q5_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. Customer Service Portal
5. In person at a conference
6. Facebook
7. Other, please specify

Q5_3. ~~Q5_3~~ (**Ask if Q5.2 = 1**)—Who did you contact by telephone? (Select all that apply)

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

Q5_4. ~~Q5_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)

Q5_5. ~~Q5_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

Q5_6. ~~Q5_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

~~Q5_7.~~ ~~Q5_7~~ Was the NHSC representative able to resolve your issue?

1. Yes
2. No (**skip to Q5_8**)

Q5_8. ~~Q5_8~~ What was the issue you had called about? (Capture Open Ended Response)

Q5_9. ~~Q5_9~~ How long did it take for the NHSC to resolve your issue/situation (Ask only if Q5_7=1)?

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

Q5_10. ~~Q5_10~~ 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...

Q5_11. ~~Q5_11~~ Ease of reaching a NHSC representative

Q5_12. ~~Q5_12~~ Courteousness of the NHSC representative

- Q5_13. ~~Q5_13~~ Knowledge of the NHSC representative
- Q5_14. ~~Q5_14~~ Timeliness of the representative's response to your inquiry or concern
- Q5_15. ~~Q5_15~~ Relevance of the information provided by the NHSC representative
- Q5_16. ~~Q5_16~~ Level of service provided by the NHSC representative
- Q5_17. ~~Q5_17~~ (If Q5_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
- Q5_18. ~~Q5_18~~ (If Q5_17=Yes) Where did the NHSC representative refer you to? (Capture open-ended response)

Site Experience [ASK OF ALL RESPONDENTS]

- Q6_1. ~~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. ~~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)**

Regional Offices

- Q7_1. ~~Q7_1~~ Have you interacted with the NHSC Regional Offices in the past 12 months?
1. Yes
 2. No (Skip to Q7.3)
- ~~Q7_2~~ ~~Q7.2~~ 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.
- Q7_3. ~~Q7.3~~ Are you aware the NHSC conducts site visits to NHSC-approved sites?
1. Yes
 2. No
- ~~Q7_4~~ ~~Q7.4~~ Has your site received a site visit?
1. Yes
 2. No

3. Don't know

ACSI Benchmark Questions [ASK OF ALL RESPONDENTS]

- Q8_1. Q8_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?
- Q8_2. Q8_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?
- Q8_3. Q8_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*.

Outcome Measures/Retention [ASK OF ALL RESPONDENTS]

- Q9. 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 remain at your National Health Service Corps site after your service obligation is complete?
- Q10. Q10[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?
- Q11. Q11
- Q12. Q12 (If Q10 >= 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? (Select all that apply)
1. Salary
 2. Opportunities for advancement
 3. Distance learning opportunities
 4. Resources to help me do my job well
 5. Experience at site
 6. Site operation/direction closely aligned with personal goals
 7. Tele-medicine
 8. Balanced schedule/hours
 9. Community support
 10. School district
 11. Spouse employment opportunities
 12. Family wanted to stay in community

13. Close to extended family/parents and siblings
14. Cost of living
15. Other, please specify

Q12. **Q12**

(If Q10<7) What would increase your likelihood to continue to serve in a health professional shortage area after your service obligation is complete?

1. Salary
2. Opportunities for advancement
3. Distance learning opportunities
4. Resources to help me do my job well
5. Experience at site
6. Site operation/direction closely aligned with personal goals
7. Tele-medicine
8. Balanced schedule/hours
9. Community support
10. School district
11. Spouse employment opportunities
12. Family wanted to stay in community
13. Close to extended family/parents and siblings
14. Cost of living
15. Other, please specify

Q13. **Q13** 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?

Q14. **Q14**—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?

Demographics [ASK OF ALL RESPONDENTS]

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._____ Do you fluently speak a language other than English?

1. Yes
2. No

DEM5._____ (If DEM4=1) Please specify the language(s), other than English that you speak fluently

DEM6._____ 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

DEM7. _____ —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

DEM-8. _____ From the list below, please select the option that best describes the type of NHSC site you are located at:

1. Federally Qualified Health Centers (FQHC)
2. FQHC Look-Alike
3. Rural Health Clinic
4. Hospital Affiliated Primary Care Out-Patient Clinic
5. Indian Health Service, Tribal Clinic, or Urban Indian Health Clinic
6. Correctional Facility
7. Private Practice (Solo/Group)
8. Community Mental Health Facility
9. Community Outpatient Facility
10. Critical Access Hospital
11. Free Clinic
12. Immigration and Customs Enforcement (ICE) Health Service Corps
13. Mobile Unit
14. School-based Health Program
15. State and County Department of Health Clinic

DEM 9. _____ How large is your organization (patients seen per year)?

1. 1-2,500 patients
2. 2,501-5,000 patients
3. 5,001-7,5000 patients
4. 7,501-10,000 patients
5. Over 10,000 patients

DEM10. _____ Which of the following best describes where you are currently practicing? (Select one)

1. Urban
2. Rural
3. Frontier

DEM11. _____ From the drop-down box below, please select the state where you are currently practicing?

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