

Health Resources and Services Administration Bureau of Clinician Recruitment Service National Health Service Corps Partner 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 15 minutes to complete. Thank you in advance for completing the survey.

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

Introduction Questions

Throughout the following survey, we will frequently refer to the term “NHSC Partner”. A “NHSC Partner” is someone/organization that supports the NHSC program mission to recruit and retain primary care clinicians to serve underserved communities.

INTRO1 As a NHSC partner, what is your primary role? (Select one)

- 1 Approved NHSC site
- 2 Ambassador
- 3 NHSC alumni
- 4 Work for a State Primary Care Association
- 5 Work for a State Primary Care Office
- 6 Other (please specify)

INTRO2 How long have you been a NHSC partner/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

INTRO3. 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 Center (RHC)
- 4 Hospital Affiliated Primary Care Out-Patient Clinic
- 5 Indian Health Service, Tribal Clinic, and Urban Indian Health Clinic (ITCU)
- 6 Correctional Facility
- 7 Private Practice (Solo/Group)
- 8 Other Health Facility

Ambassador Program (Only if INTRO1=2)

Q1_1 Which of the following activities do you participate in as an Ambassador? (Select all that apply)

- 9 Provide presentations to prospective members
- 10 Distribute materials
- 11 Host one-on-one meetings with applicants
- 12 Answer questions from members via e-mail
- 13 Mentor
- 14 Other (please specify)

Other Partners (Only if INTRO1 is not Ambassador)

Q2_1 Have you promoted NHSC to anyone in the past 12 months? (Select one)

- 1 Yes (please specify to whom)
- 2 No

Q2_2 (If Q2_1=Yes) How have you promoted NHSC in the past 12 months? (Select all that apply)

- 1 Verbally provided recommendation
- 2 Provided NHSC website link
- 3 Provided NHSC materials
- 4 Other (please specify)

Q2_3 (If INTRO1=2) Are you still providing health services in health professional shortage areas?

- 1 Yes
- 2 No

Q2_4 (If Q2_3=No) Why did you choose not to continue providing health services in health professional shortage areas after your service obligation was completed?

- 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

Training/Orientation

Q3_1 Did the NHSC provide you with any training to aid you in your current role?

- 1 Yes
- 2 No (Skip to Q4_1)

Please consider the training provided to you by NHSC. Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate...

Q3_2 The relevance of topics covered

Q3_3 The usefulness of information provided during training

Q3_4 The instructor's knowledge of subject matter

Q3_5 The timeliness of training

Q3_6 The materials provided at the training

Q3_7 In what other subject or topic areas might you be interested in receiving training from NHSC to assist you in your role as a partner? **(Capture open-ended response)**

NHSC Support

Q4.1 Which of the following types of support are you receiving from the NHSC to aid you in your role as an NHSC partner? Select all that apply

- 1 Information
- 2 Training/Workshops
- 3 Training materials/tools
- 4 Online materials (websites, etc.)
- 5 Other materials or literature
- 6 One-on-one support and/or technical assistance
- 7 Other, please specify

Q4_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 to aid your role.

Q4_3 In thinking about the types of support already available (Information, training/workshops, etc.), are there similar types of support NHSC could also offer to aid your role? **(Capture open-ended response)**

Q4_4 Do you know how to contact NHSC with any questions or concerns you may have?

- 1 Yes
- 2 No **(Skip to Q5_1)**

Q4_5 Have you contacted NHSC in the past 12 months with any questions or concerns?

- 1 Yes
- 2 No **(Skip to Q5_1)**

Q4_6 When you last contacted NHSC, how did you do so? (Select one)

- 1 Telephone
- 2 E-mail
- 3 E-fax
- 4 In person
- 5 Facebook

- 6 Online customer service portal
- 7 Other, please specify

Q4_7 (If Q4.6 = 1) Who did you contact by telephone? (Select all that apply)

- 1 NHSC Regional Office
- 2 NHSC Call Center
- 3 NHSC Analyst at headquarters

Q4_8 (If Q4.6 = 2) Who did you contact via e-mail? (Select all that apply)

- 1 Generic email (e.g., gethelp@HRSA.gov)
- 2 Regional Office

Please think about your experiences with the NHSC representative you had contact with most recently. Using a scale from 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate...

Q4_9 Ease of reaching a NHSC representative

Q4_10 Courteousness of NHSC representative

Q4_11 Knowledge of NHSC representative

Q4_12 Timeliness of the NHSC representative's response to your inquiry or concern

Q4_13 Relevance of the information provided by the NHSC representative

Q4_14 Level of service provided by the NHSC representative

Information/Communication

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...

Q5_1 The timeliness of the communications

Q5_2 The relevance of the information provided to your inquiry

Q5_3 The sufficiency of detail to meet your needs

Q5_4 Your ease of understanding the information communicated

Q5_5 The organization of the information provided

Q5_6 The format in which the information was provided

Q5_7 The helpfulness of information in guiding your decision-making

Q5_8 Ideally, how would you like to receive future communications from the NHSC? (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 Text Messaging
- 9 Fax
- 10 Other, please specify

Q5_9 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
- 8 I have never contacted the NHSC (**Skip to Q5_13**)

Q5_10 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_11 How long did it take for the NHSC to resolve your issue/situation (**Ask only if Q5_9=1-6**)?

- 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 never resolved my issue/situation

Q5_12 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

Q5_13 How often would you like to receive communications from the NHSC? (Select one)

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

Regional Offices

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 transaction (site application, recertification of site, etc.)
- 2 Assistance with NHSC site visits
- 3 Recruiting NHSC clinicians to my area
- 4 Retaining NHSC clinicians in my area
- 5 Connections to NHSC providers in my area
- 6 Other, please specify

Q6.4 Are you aware there are NHSC Regional Offices available to provide support?

- 1 Yes
- 2 No

Q6.5. Are you aware the NHSC conducts site visits to NHSC-approved sites?

- 1 Yes
- 2 No

Q6_6 Has your site received a site visit?

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

ACSI Benchmark Questions

Q7_1 Please consider all of the experiences you have had with the NHSC program as a partner. 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*.

Outcome Measures

Q8 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?

Q9 On a scale from 1 to 10 where 1 means *Completely Disagree* and 10 means *Completely Agree*, to what extent do you agree that you have made a difference by promoting the NHSC?

Q10 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 promoting NHSC as a partner?

Q11 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?

Retention (Only if INTRO1=1)

The following questions are intended to help us assess the needs of NHSC approved sites so that we can better serve you in your recruitment and retention efforts.

Q12. Of the following disciplines, which are the hardest to fill? Choose up to five.

- 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

Q13. [For each selected in Q12] How long does it take to recruit for this discipline?

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

Q14. Does your site have a recruitment and/or retention plan?

- 1 Recruitment plan
- 2 Retention plan
- 3 Both
- 4 Neither

Q15. On a scale from 1 to 10 where 1 means Not Very Important and 10 means Very Important, how important do you think it is that the clinicians are happy at their sites?

Q16. How long do you expect clinicians to remain working at their service site after they have completed their NHSC service obligation completion?

- 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
- 6 I do not expect them to remain after their obligation is complete

Q17. How are you working to retain NHSC clinicians? **Select all that apply**

- 1 Offering salary above the local average for similar positions
- 2 Offering additional fringe benefits
- 3 Providing a flexible work environment
- 4 Paying for continuing education
- 5 Proving malpractice coverage
- 6 Providing a pension plan
- 7 Including NHSC clinician in key practice decisions
- 8 Offering NHSC clinician leadership roles at the site
- 9 Including NHSC clinician development of the site policies and procedures
- 10 Other, please specify

Q18. In order to help retain NHSC clinicians at sites past the completion of their service obligation, what types of support do you need from the NHSC program that you are not current receiving? **(Capture open-end response)**

Q19. What are the challenges in retaining NHSC clinicians at sites past the completion of their service obligation? Please rank responses from 1 being most challenging to 10 being least challenging.

- 1 Flexibility
- 2 Work/life balance
- 3 Pension
- 4 Benefits
- 5 Provision of adequate support staff and facilities
- 6 Ability to practice using special skills or areas of expertise/interest
- 7 Other, please specify

Demographics

DEM1 What is your gender?

- 1 Male
- 2 Female

DEM2 What is your age?

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

DEM3 Which of the following best describes your location? (Select one)

- 1 Urban
- 2 Rural
- 3 Frontier

DEM4 How large is your organization (patients seen per year) **(Only asked if INTRO1=1)?**

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

DEM5. From the drop-down box below, please select the state where you are currently practicing?

DEM6 Using a scale of 1 to 10, where 1 means *Does not Meet Needs* and 10 means *Fully Meets Needs*, how well do the primary care disciplines currently available through the National Health Service Corps Loan Repayment Program meet the needs of your facility? **(Only asked if INTRO1=1)**

Current Disciplines Supported by NHSC:

Primary Care

- Physician (MD, DO) (family medicine, obstetrics/gynecology, general internal medicine, geriatrics, general pediatrics, general psychiatry)
- Physician Assistant (adult, family, pediatrics, psychiatric/mental health, geriatrics and women's health)
- Nursing
 - o Nurse Practitioner (adult, family, pediatric, psychiatric/mental health, geriatrics and women's health)

- Certified Nurse Midwife
- Psychiatric Nurse Specialist

Oral Health

- Dentist (DDS, DMD)
- Dental Hygienist

Mental/Behavioral Health

- Health Service Clinical Psychologist
- Licensed Clinical Social Worker
- Licensed Professional Counselor
- Marriage and Family Therapist

DEM7 Outside of disciplines that are already offered, which of the following primary care clinicians would your practice like to recruit using the National Health Service Corps Loan Repayment Program as a tool? (Choose up to 5) **(Only asked if INTRO1=1)**

1. Chiropractors
2. Clinical Laboratory Technologists
3. Diabetes Health Educators
4. Dietitians/Nutritionists
5. General Surgeons
6. General Practitioner Physicians
7. Occupational Therapists
8. Optometrists
9. Pharmacists
10. Pharmacy Technicians
11. Physical Therapists
12. Podiatrists
13. Preventive Medicine Physicians
14. Radiologic Technologists and Technicians
15. Registered Nurses
16. Respiratory Therapists
17. Speech Language Pathologists
18. Substance Abuse Counselors
19. Other, please specify

Thank you for your time. The National Health Service Corps greatly appreciates your input!