



# Student Satisfaction Survey Results 2016 - 2017

A REPORT BY THE CONNECTICUT ASSOCIATION  
OF SCHOOL BASED HEALTH CENTERS



# The Connecticut Association of School Based Health Centers

The Connecticut Association of School Based Health Centers is an advocacy and networking organization committed to increasing access to quality health care for all children and adolescents in Connecticut schools.

Our vision is that all children and adolescents are healthy and achieving at their fullest potential.

# About the Student Satisfaction Survey Results

## **The Purpose:**

The Connecticut Association of School Based Health Centers (CASBHC) conducted the Student Satisfaction Survey to assess student perceptions about the impact of the School Based Health Center (SBHC) on their health care.

## **The Sample and Method:**

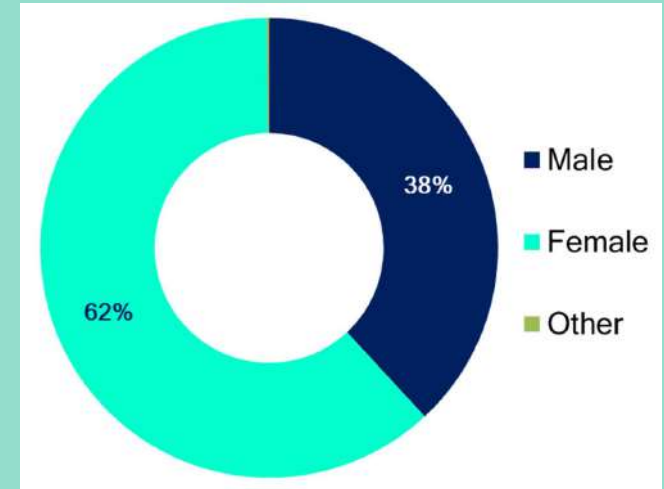
The sample was composed of students in grades 6-12, ages 11-19. The total number of respondents was 1,281 students from 24 SBHCs across the state of Connecticut. The surveys were completed by students that used the SBHC during the months of April and first week of May, 2017. Each SBHC used a core set of survey questions. Some sites added questions, worded them differently, or combined the category of 'other' and 'no answer'. The individual SBHC sites distributed the survey to users of the SBHC's services at the time that they came for an appointment during the identified time period. The aggregated survey results were sent to the CASBHC office and consolidated into the data presented in this report.



# Survey Demographics

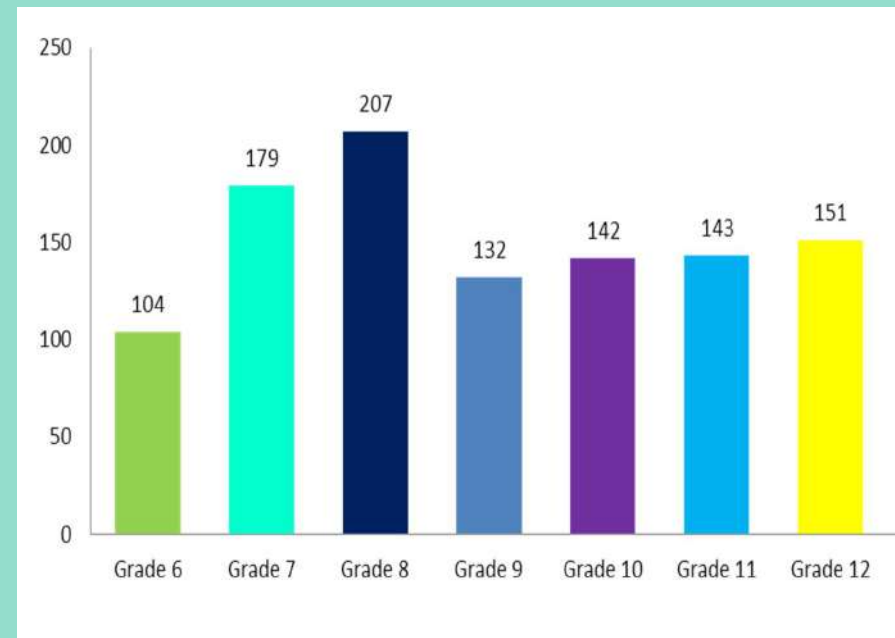
## Gender (N=1,173 respondents to this question)

- 38% (447) students were male
- 62% (724) students were female
- 2 students listed other



## Grade (N=1,058 respondents to this question)

- 104 students were in 6th grade
- 179 students were in 7th grade
- 207 students were in 8th grade
- 132 students were in 9th grade
- 142 students were in 10th grade
- 143 students were in 11th grade
- 151 students were in 12th grade

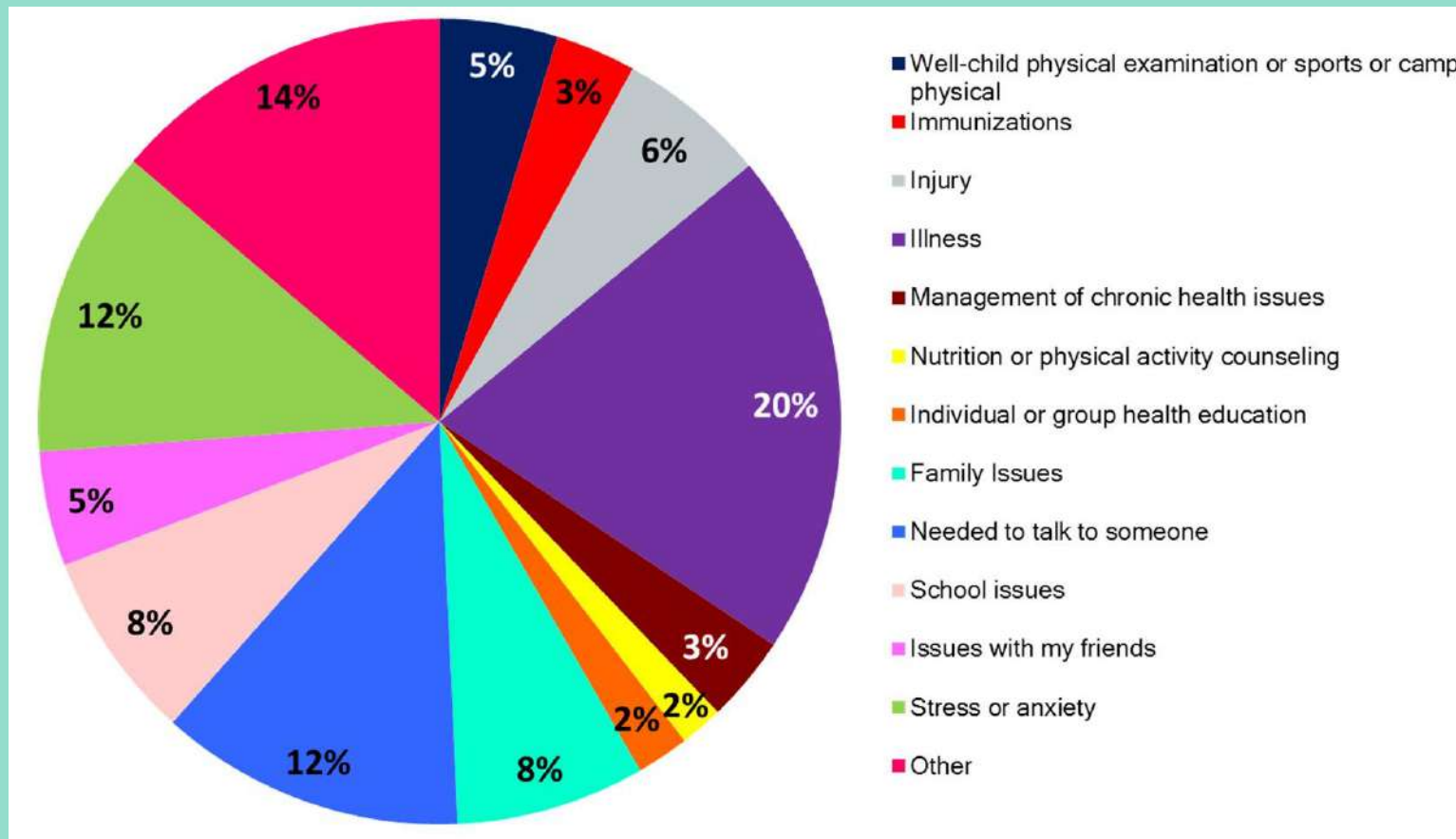


# Reasons for SBHC visits

(N=1,325 respondents to this question) \*students were able to check more than one answer

## Top three reasons

- 269 (20%) students went to the SBHC because of **illness**
- 183 (14%) students reported **other reasons** than what were listed
- 164 (12%) students went to the SBHC because of **stress or anxiety**



# Other reasons for SBHC visits

Headache

Information about my health

Feminine hygiene/ issues

Stomach problems

Life advice

Self esteem

To relax

Allergies

Anger & Depression

Reproductive health/ sexual counseling/ testing

Neck pain

Rash

Pain management

Classroom behavior

Eye problems

Ear infection

Check-ups

Weight management

Medicine

Oral health

Counseling

Teacher advice

Fever

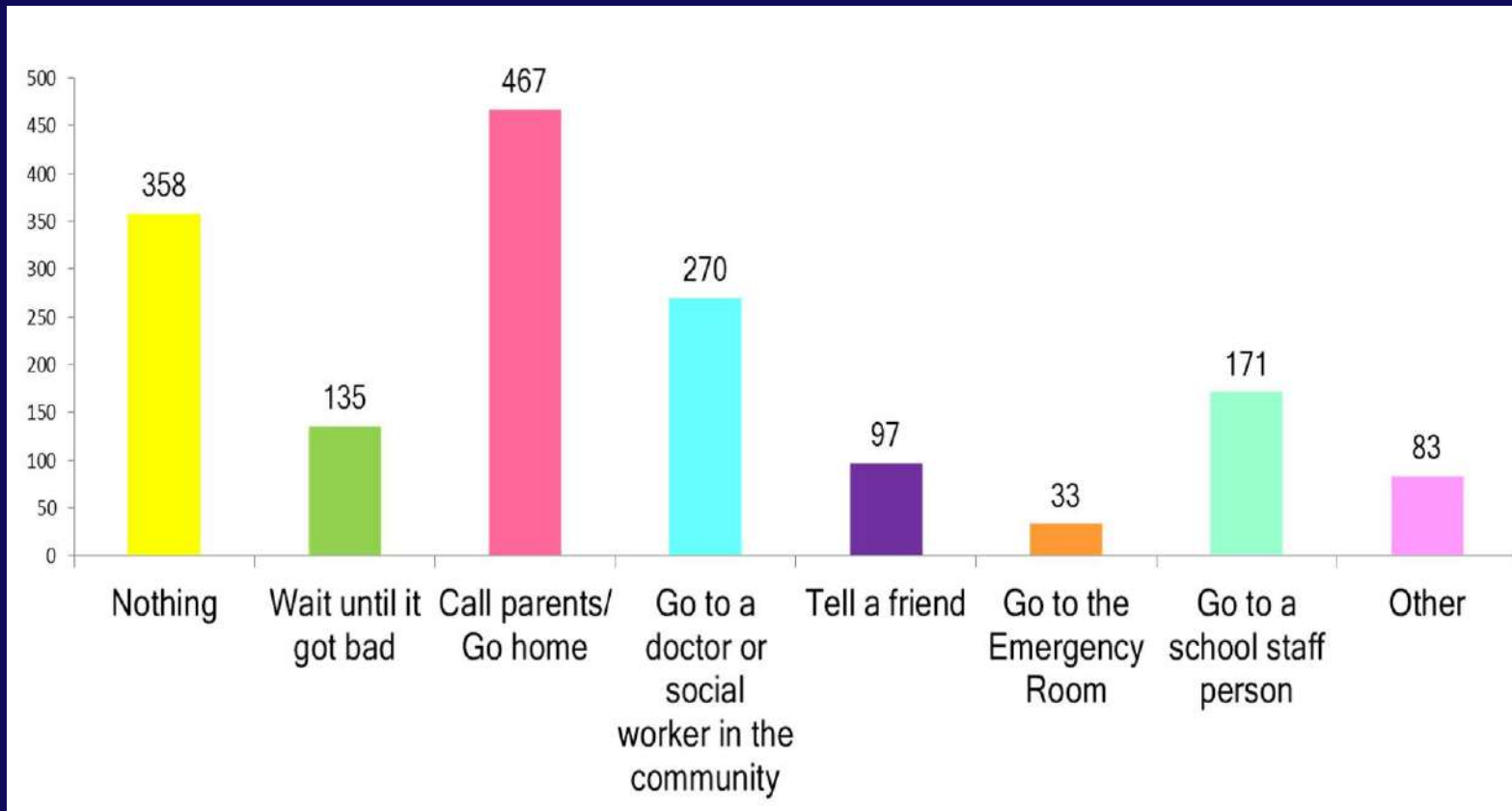
Grades

# What students would have done without the SBHC

(N=1,614 respondents to the question) \*students were able to check more than one answer

## Top three reasons

- 467 students reported they would **call their parents / go home**
- 358 students reported they would do **nothing**
- 270 students reported they would **go to a doctor or social worker in the community**

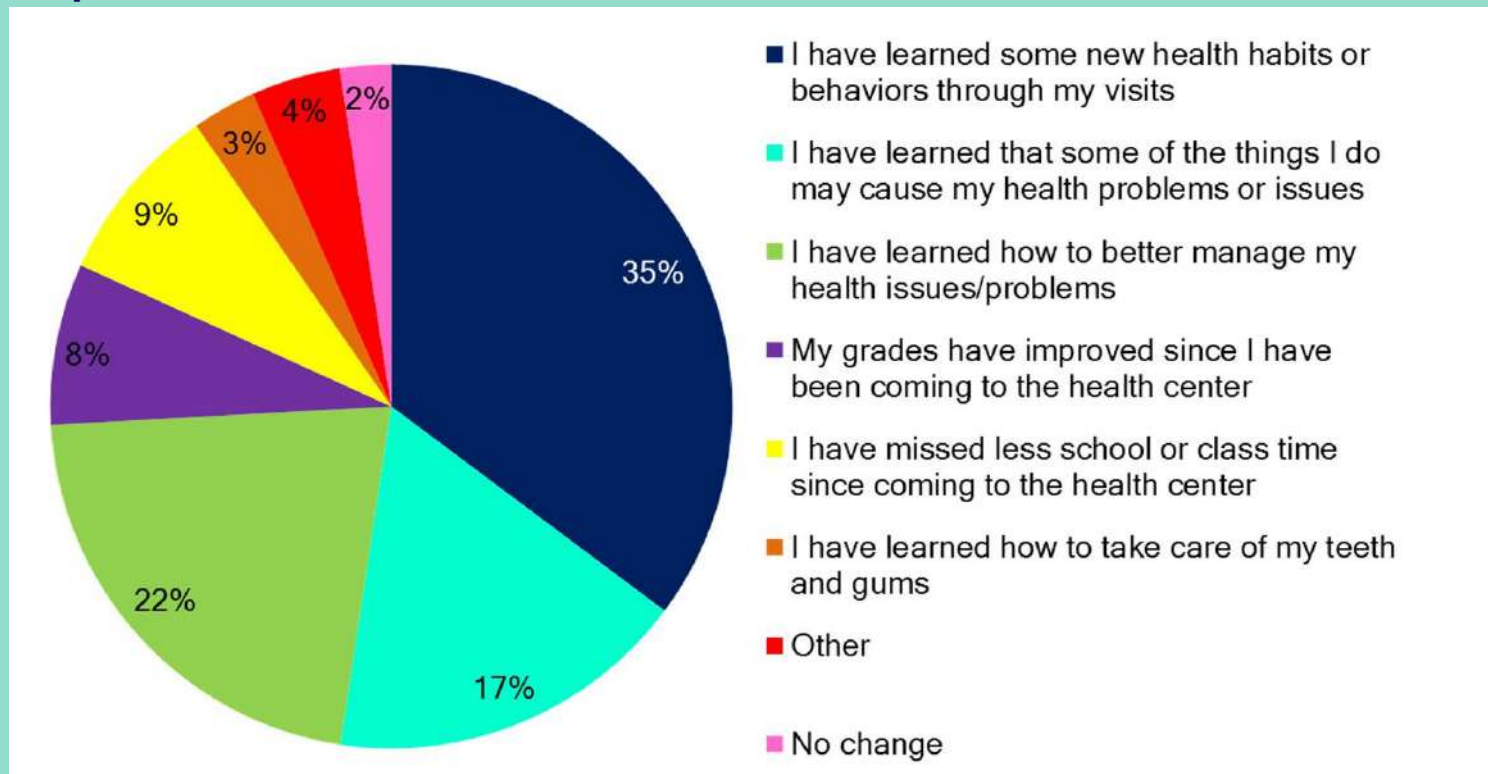


# How the SBHC has impacted students

(N=1,651 respondents to the question) \*students were able to check more than one answer

## Top three reasons

- 581 (35%) students reported that they **learned new health habits or behaviors through their visits to the SBHC**
- 359 (33%) students reported they **learned how to better manage their health issues / problems by coming to the SBHC**
- 284 (17%) students reported they **learned some things they do may cause their health problems or issues**



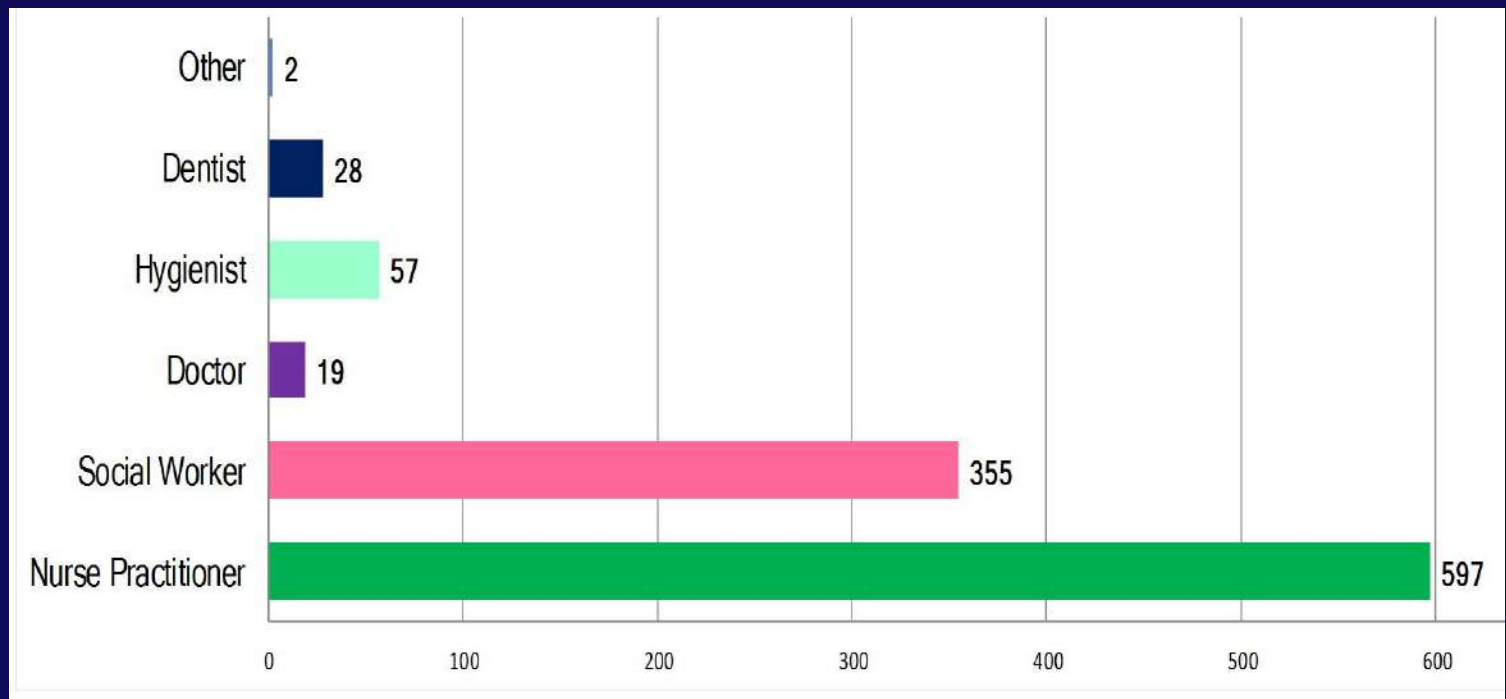


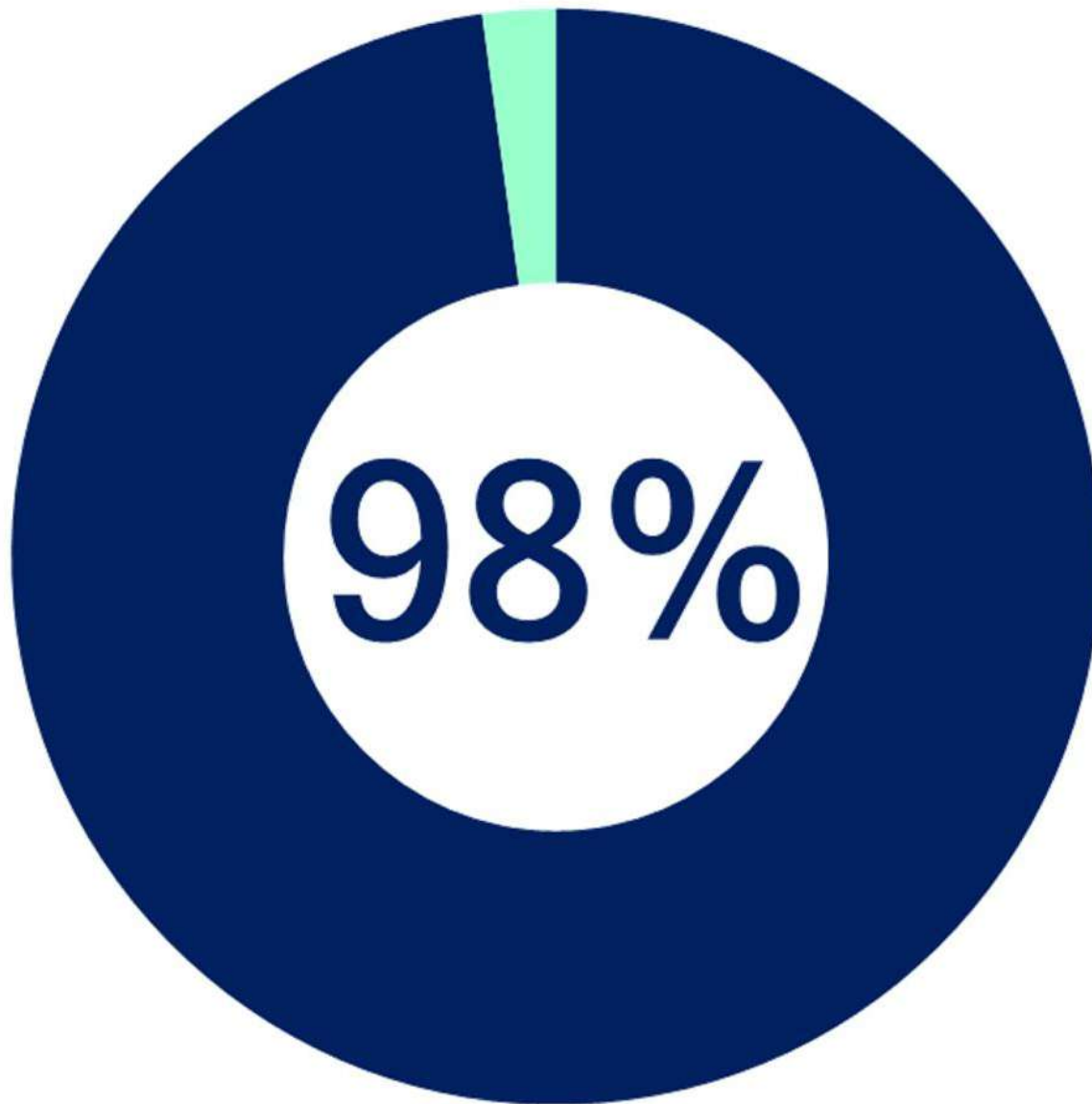
# Who did students see at the SBHC?

(N=1,058 respondents to the question)

## Top three providers seen

- 597 students reported they saw a **Nurse Practitioner**
- 355 students reported they saw a **Social Worker**
- 85 students reported they saw a **Dental Provider**





**Of students rated the care they  
received at the SBHC as  
Excellent/Good**



# If it wasn't for the SBHC I would have...

*"Probably killed myself"*

*"Done bad things"*

*"Waited until I was old enough to  
get help on my own"*

*"Taken care of it on my own"*

*"Gone to another health center"*

*"Probably have gotten suspended  
many times"*

*"Probably would have been sent  
home"*

*"Not been able to play sports"*

*"I don't know"*

**\*Written comments on surveys from students who  
use the SBHC**

# Why do you like the SBHC?

*A Student's Story*

“I was a mental wreck before I started meeting with the staff at the SBHC.

Everyone here is kind and understanding and the world would be a dark, unhealthy (mentally and physically) place without the SBHC. It is a place where people can discuss their problems and learn how to cope with them. The SBHC has saved me, helped me turn myself around and head in the right direction.

This is a safe haven where people can really be themselves and not have to bend to social convention. People are (and people get help for) their true selves in this place without judgment.

The staff at the School Based Health Center are the kindest, most helpful people I have ever known. My anger issues and my sadness have essentially disappeared. People will always have problems and that means people will always need a SBHC to go to for help.”

# What students say about their SBHC

"I feel so relaxed whenever I come here and talk"

"I feel more positive"

"I like coming in and I feel so good after talking"

"I feel less anxious"

"Everything is all good"

"Talking to someone made an impact and brought more positivity into my life"

"I always receive good advice and treatment that helps get me through the day"

"Very helpful"

"They are doing an awesome job here!"

"I really feel safe and welcome"

"Very convenient"

"The APRN is doing a good job"

"It's a good clinic and very helpful"



# Conclusions

The Association collected and utilized data to illustrate the impact of SBHC services and care on student health. CASBHC wanted information that could assess student-identified behavior change in addition to demographic data, visits to provider types, and reasons for visits. This survey was designed to collect information on patient care experience, and the role and impact of the SBHC in the health care of the user.

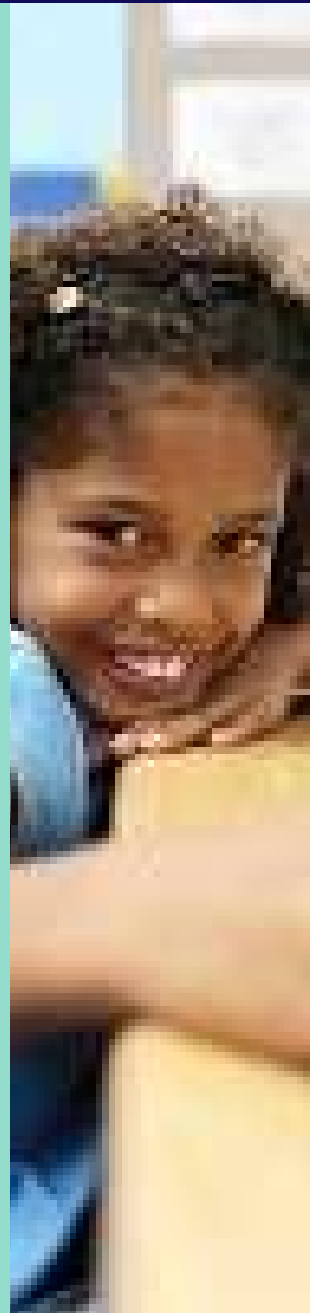
This survey illustrates that students access the integrated care model in the SBHC for multiple healthcare needs. Without the presence of an SBHC in their school, in many cases the initiation of treatment for health problems would have been delayed or ignored. Delaying or forgoing treatment can have a substantial impact on health, particularly for behavioral health problems that contribute to poor academic functioning and may lead to chronic absenteeism.

Most significantly, this survey demonstrates that children who use SBHCs and receive health education and services take the initiative to change behaviors to improve their health and well-being. Overwhelmingly, they rate the care as excellent or good. The responses illustrate the students' capacity to change old behaviors and improve their overall health as a result of the comprehensive, accessible care provided to them through their SBHC by health care professionals.



# Key Points for Advocates and Policymakers

- School Based Health Centers represent a unique healthcare delivery model, proven to effectively engage students that use the medical, behavioral health, and dental services offered in elementary, middle, and high schools throughout the state. Access to these services within the school environment allows students to seek help for their health care needs without delay, addressing health issues early to avoid costly care or hospitalization for issues that can be treated in the primary care setting.
- Students that use SBHCs recognize that they can change their behaviors and improve their health outcomes. They learn how to better manage their health problems and learn new health habits that improve school attendance and grades.
- SBHCs intervene and provide treatment for many serious mental health problems experienced by students -- issues that if left untreated can impact grades, lead to school dropout, and have personal and financial consequences for years to come.





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