

Introduction

The Health-e-Schools school-based telemedicine program began providing care at 3 schools in the fall of 2011. Since its inception, it has grown to provide care at 33 schools in four school districts. Since the fall of 2014 we have sent a satisfaction survey to the parents of all students and to all adults seen through the program. Results of the returned surveys are reviewed on a rolling basis and presented to the staff and board at least biannually to facilitate improvement efforts.

Methods

Within two weeks of a visit a survey was sent to adult patients (faculty, staff or school administration) or to the parent/guardian on record for a minor patient. The surveys all ask for the school where care was furnished, but leave the patient or parent name optional.

If an email address has been furnished in the enrollment information, the request for feedback is sent as an email from SurveyMonkey with a generic, embedded link from lacey.jones@crhi.org. If no email address is available, a paper survey (2-sided, one page) is sent to the furnished address, with an enclosed pre-addressed, stamped envelope (SASE). If an emailed survey bounces, a paper version is sent. When paper surveys are returned, their responses are recorded in the same instance of SurveyMonkey as those completed from the electronic mail prompt.

Exceptions:

- 1) When a patient has been seen very recently, subsequent survey is not sent.
- 2) When siblings are seen on the same date of service, only one will be sent.
- 3) When no home address is available.

Results

Response Rates

	Total Encounters	Sent via SurveyMonkey	Completed via SurveyMonkey	Sent paper	Received Paper	Survey Monkey Response Rate	Paper Response Rate	Overall Response Rate
Parent/Guardian	432	58	12	343	43	21%	13%	14%
Adult	266	54	14	197	25	26%	13%	16%

Respondent characteristics

- Adult respondents are all school employees at the Health-e-Schools sites and almost all have state health insurance
- The copay rate for all insured patients is the same as a visit to their PCP
- Same day appointments are scheduled to accommodate patient schedules
- Parent survey responses had a higher percent of private insurance than our overall patient population.

Conclusions

Quality of care is perceived to be as good or better than care that would be provided during an in-person encounter in a traditional setting.

The convenience of the school-based setting is repeated frequently in comments, highlighting how it saves time for the parents as well as the students. Increased presence at school is linked to better performance for students. Ability to stay at work is an important factor in economic stability for families that we serve.

As with any optional satisfaction survey, the participants self-select. In particular for the Adult Patients, responders will only say nice things out of politeness or desire to keep the Health-e-Schools service in their school. Among the Parent/Guardian survey recipients, there is a concern for lack of literacy, lack of access to a computer, infrequent email access, not recognizing the sender of the email and therefore not opening the message, and the possibility that the parent who received the survey was not involved in the student's care on the date of service.

Limitations

We cannot account for multiple responses from the same household, for example a teacher and her own child who are both seen would receive both surveys.

Only a single attempt is made to send a survey.

During the 2015-16 school year, the responsibility for sending surveys changed hands between three employees, some of whom may not have been timely or consistent in sending and reporting.

Next Steps

To improve response rate, we will send more surveys electronically to the extent possible. We should be aware of who the sender is and send reminder emails for incomplete surveys. At the time of service, the providers could mention that a Survey will be sent. Since fall 2016, we have an electronic health record with a patient portal. The surveys can be pushed out from the portal, to improve cohesiveness with the visit and connection to the program however we have had limited enrollment (<10%) in the portal to date.

Parent / Guardian Surveys for Minor Patients

Questions

Do you feel that you and/or your child/children has benefitted from having Health-e-Schools located at your school? (Y/N) If YES, please tell us how:
How satisfied were you with Health-e-Schools telemedicine service?
___ Very Satisfied ___ Satisfied ___ Somewhat satisfied
___ Somewhat dissatisfied ___ Dissatisfied ___ Very Dissatisfied

Where you comfortable with your child receiving health care in the school setting? (Y/N)

Did using Health-e-Schools telemedicine services keep your child from missing school? (Y/N)

Were you able to remain at work/other obligation for your child's medical visit with Health-e-Schools? (Y/N)

When your child received services from Health-e-Schools, did you receive a phone call or written communication about the visit? (Y/N)

If Health-e-Schools telemedicine services had not been available, what would you have done with your child?

- ___ Allowed my child to stay home until he/she got better.
- ___ Allowed my child to go to school until he/she got better.
- ___ Taken him/her to the doctor.
- ___ Taken him/her to the emergency room.
- ___ Other.

If you answered other please explain:

How do you usually pay for medical services for your child?

- ___ Self-pay ___ Private Insurance ___ Medicaid
- ___ NC Health Choice ___ I do not know how I would have paid for visit ___ Other

Does your child have a regular doctor they go to for routine visits and illnesses? (Y/N)

Has your child been taken to the emergency room in the past two years? ___ No ___ Once in the past two years ___ 2-4 times in the past two years ___ More than 4 times in the past two years

How would you describe the quality of service received from Health-e-Schools compared to the quality of service that you would have received at another healthcare facility?

- ___ Better ___ Just as good ___ Not as good

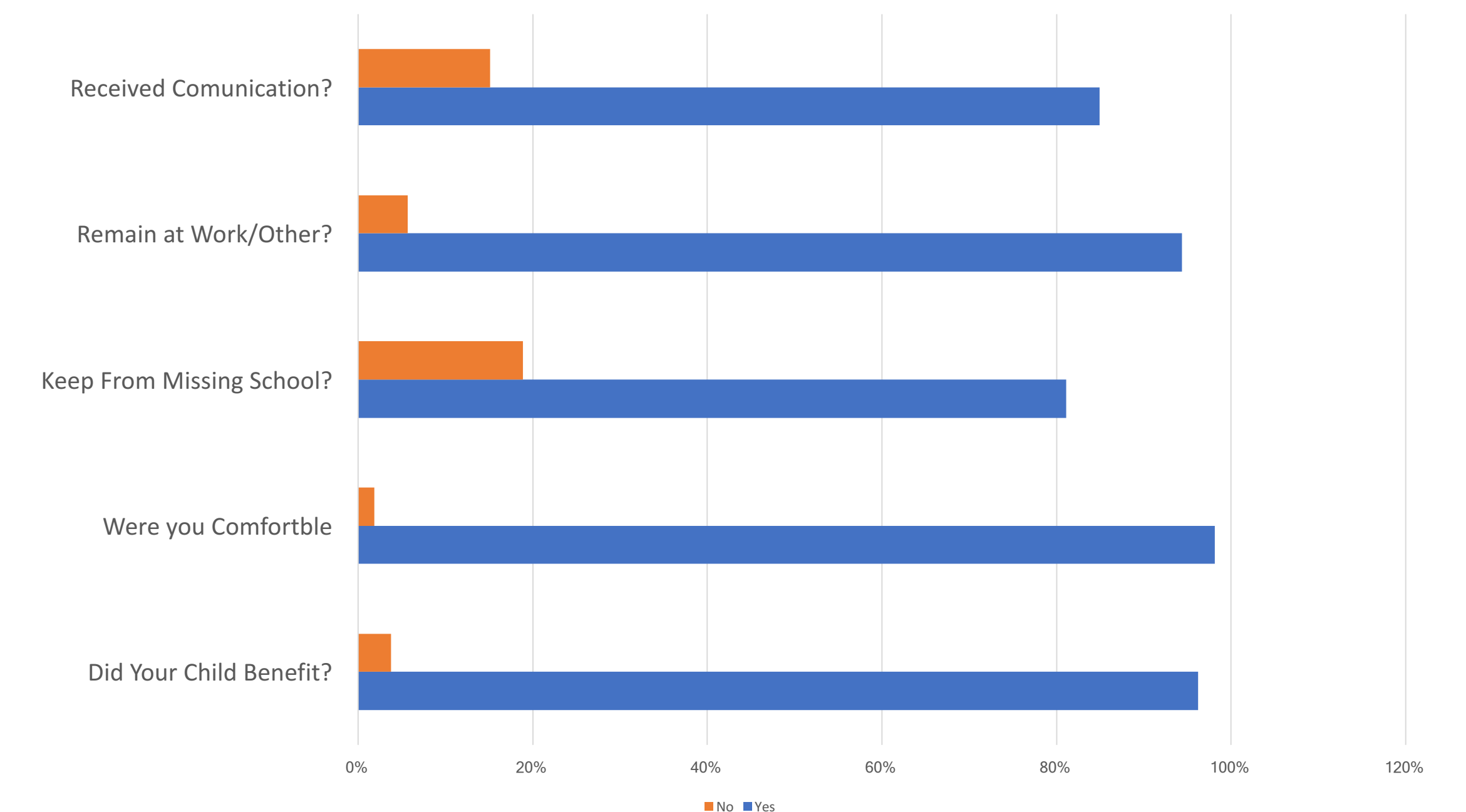
Why?

Whose idea was it that Health-e-Schools see your child for their most recent visit?

- ___ You/Parent/Guardian
- ___ School Nurse
- ___ Other school staff (Who? _____)
- ___ Referred from another doctor (Who? _____)
- ___ Referred from the Emergency Room

Please provide any additional feedback regarding your child's visit(s) with Health-e-Schools. (Suggestions for improvement, ways to improve access or make it easier for you or your child, concerns that you may have, etc.)

Parent/Guardian Responses (n=55)



My child was seen quickly and I was given great advice about how to handle her reactions in the future. The Nurse Practitioner called me and paperwork was quickly sent without me asking for it, so that I could have meds at school and easily on hand for her if she were to need them.

I have no way to travel and am unable to drive so she was able to see a Dr. with this program.

It is very helpful to working parents to save time. This way I don't have to take him to doctor's office exposing him to no telling what.

94% of parents rate Health-e-Schools care as "Just As Good" or "Better" than the care they would receive in another healthcare setting. (n=50)

Surveys for Adult Patients

Questions

Did you receive the care you needed from the healthcare provider? (Y/N)

Did you feel comfortable talking to the school nurse and the healthcare provider? (Y/N)

Were the school nurse and healthcare provider friendly, professional and courteous to you? (Y/N)

Did the appointment keep you from your classes and/or work too long? (Y/N)

How satisfied were you with Health-e-Schools telemedicine services?

- ___ Very Satisfied ___ Satisfied ___ Somewhat satisfied
- ___ Somewhat dissatisfied ___ Dissatisfied ___ Very Dissatisfied

How do you usually pay for medical services?

- ___ Self-pay ___ Private Insurance ___ Medicaid
- ___ Medicare ___ I do not know how I would have paid for visit ___ Other

Do you have a healthcare provider that you go to for regular visits and illnesses? (Y/N)

Who referred you to Health-e-Schools telemedicine services?

- ___ Self-Referral
- ___ School Nurse
- ___ Other school staff (Who? _____)
- ___ Referred from another doctor (Who? _____)
- ___ Referred from the Emergency Room

We appreciate any advice or comments you have for us. Please tell us what you think about Health-e-Schools.

Responses (n=39)

	Yes	No
Received needed care?	100%	0%
Did you feel comfortable?	100%	0%
Friendly, Professional & Courteous?	100%	0%
Did you miss class or work?	0%	100%

It's not always convenient to get an appointment with my regular doctor because of my work schedule, so its really nice to have the option of seeing a provider on-site.

Very excited for this program as a teacher. I was able to have my visit and continue to teach. It is very convenient!