CLIENT EXPERIENCE AND SATISFACTION IN NURSE-MANAGED HEALTH CENTERS

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Background: Nurse-Managed Health Centers (NMHCs), recently recognized and defined in the Affordability Care Act, have been providing health care to vulnerable populations for over 40 years. Client satisfaction rates in NMHCs have not been widely studied despite client satisfaction with care being a recognized national clinical quality measure.

Purpose & Setting of the Study: The purpose of this study was to evaluate client satisfaction with primary health care services at two Midwestern urban NMHCs.

Sample Description/Population: One hundred twenty-seven individual clients completed a 21-question survey, derived from a previously developed and tested NMHC client satisfaction survey based on HEDIS measures.

Method/Design & Procedure: Descriptive analysis and ranking of across-site quantitative client responses demonstrated high levels of satisfaction for clients receiving individual services. Qualitative thematic content analysis of responses from the surveys' ‘Comment’ section reinforced positive composite client satisfaction levels and revealed NMHC themes of service qualities that were meaningful to the clients.

Results/Outcomes: Consistent with previous research, clients were most satisfied with the respect and courtesy they received from the office staff and clinicians, along with the health care services they received. Nearly 90% of those surveyed indicated intent to return and would refer a friend or relative to the NMHC. The latter are two items have been used to calculate global measures of client satisfaction.

Conclusions/Implications: The results from this client satisfaction study further support the quality of care delivered at NMHCs led by nurses and staffed with interprofessional teams anchored by community health and advanced practice nurses.