



Connecticut Institute For Communities, Inc. (CIFC)

Danbury High School Based Health Center Student Satisfaction Survey 2015

Purpose

The Connecticut Institute for Communities conducted the Student Satisfaction Survey to evaluate student opinions about the quality of the service they received at the Danbury High School Based Health Center (SBHC) and how it has impacted their overall health.

Sample and Method

The surveys were completed by students who utilized the SBHC from March 30, 2015 to May 29, 2015. The sample was made up of students from grades 9 to 12 and was composed of 67% females and 32% males. (The gender of one student was not noted). There were a total of 93 surveys completed.

Danbury High School used the same survey tool as last year. Surveys in both English and Spanish were placed on clipboards in the waiting room and students were asked to anonymously complete upon completion of their appointment. The surveys were then collected and entered into an online survey tool. Data was then analyzed for this report.

Impact of SBHCs on Student Health and Behaviors

The mission of the School Based Health Center is, "To provide access to high quality, comprehensive physical and behavioral health services while being accessible, confidential, culturally sensitive and developmentally appropriate." The SBHC strives to keep kids in the classroom and learning by keeping them healthy. The data shows the positive impact of the SBHC on the students. Ninety eight percent (98%) of students who took part in the survey stated the SBHC was able to help them with health issues/problems that they came in for. In addition, eighty two percent (82%) of students learned new health habits because of their visit(s). This is an increase from last year's score of 77%. Seventy four percent (74%) of students reported having changed some of their behaviors in some way as a result of going to the health center.

| Cultural Competency Questions | Yes |
|--|------|
| I could clearly understand the information given to me. | 98% |
| Information was given in a language I/my parents understand. | 97% |
| The health center staff respected my culture, values, beliefs, and sexual orientation. | 100% |
| The health center staff made me feel welcome. | 98% |

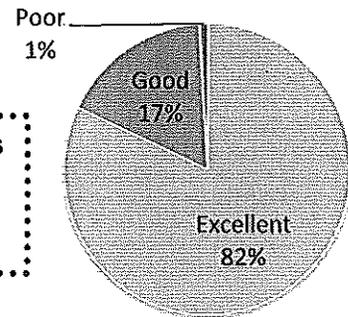
"The School Based Health Center helped me with my problem and become a better person."

-Freshman from Danbury High School

➔ **100% OF STUDENTS SURVEYED WERE SATISFIED
WITH THE SERVICES THEY RECEIVED**

How the students rate care at the School Based Health Centers

- ❖ 76% rated their care as *Excellent*
- ❖ 17% rated their care as *Good*
- ❖ 0% rated their care as *Poor*



| What Type of Health Services did they Receive? | |
|--|----|
| Medical | 53 |
| Behavioral Health | 25 |
| Dental | 18 |
| More than one | 5 |

| The Top 5 Reasons for Students to Visit the School Based Health Centers | |
|---|-----------------------|
| 1 | Illness |
| 2 | Sadness/Depression |
| 3 | Anxiety |
| 4 | Injury |
| 5 | Reproductive Concerns |

Conclusion

The results of this survey not only inform the SBHC staff about user demographics, reasons for student visits and opinions about the quality of care, but also show that the SBHC is an asset for the students and have a positive impact on their overall quality of life.

Through the examination of the data, it is evident that students are making the most of the information received at the SBHC to learn new health habits and change behaviors. Students are also very satisfied with the quality of care received at the School Based Health Center. The students are utilizing the SBHC, not just for medical reasons, but also for behavioral health and dental services. These visits improve their health and if the SBHC was not available, treatment would either be delayed or would not happen at all. Since the treatment is available for these students, it is going to keep them healthier, which leads to less time out of the classroom and promotes higher academic performance.

Why I Like The SBHC*

"I have someone to talk to and vent t. It helps me a lot."

"They give me the help I need and when I need it."

"I like the atmosphere and the welcoming attitude."

"Everyone is nice and welcoming. It is a judgment free space where I don't need to worry."

"All information is clear and concise. The SBHC does their best to make sure I am helped"

"They are great people who are open and easy going. They help me cope with stress and give me advice and reassurance for activities I take part in."

"I feel really comfortable as soon as I walk in and everyone is so nice, I always learn something new every time I come here."

**Student quotations from 2015 Student Satisfaction surveys*

Connecticut Institute for Communities, Inc.
Broadview Middle School: School Based Health Center

Skin Cancer Educational Activity Report
(November 2014 - June 2015)

For the first reporting period of August 2014 through October 2014, The Broadview Middle School: School Based Health Center (SBHC) Advanced Practice Registered Nurse (APRN), Clare Nespoli, reviewed literature offered by the Environmental Protection Agency, as well as, by The American Academy of Dermatology and devised a plan to implement three skin cancer prevention activities to achieve the outcome measure of "A Reduction in Risk for Developing Skin Cancer" which will be demonstrated by at least 75% of program participants reporting an increase in skin cancer prevention and sun safety knowledge.

The three skin cancer prevention activities performed from November 2014 to June 2015 were as follows: an educational bulletin board, five educational sessions taught during health classes, and one-on-one education during annual physical exams.

The first educational activity of a bright, colorful bulletin board entitled, "What is Your Skin Telling You?: I'm Protected! or I'm Damaged!" was created across the hall from the SBHC entrance in February 2015. This bulletin board was visible from February through June 2015. Using age-appropriate "SunWise" educational materials from the U.S. Environmental Protection Agency, the following skin cancer education/prevention points were highlighted: "Skin 101"; "Ultraviolet Radiation"; "Tanning Salons"; "What are the Symptoms of Skin Cancer?"; and "Tips for Protecting Your Skin." The "Tips for Protecting Your Skin" poster included advice to avoid the sun and seek shade from 10 am - 4 pm, to use sunscreen with SPF 30 or higher, and to cover exposed skin with protective clothing/wide-brimmed hats. Brochures entitled, "Protecting Your Skin From The Sun," and "33 Things Everyone Should Know About Skin Cancer" were accessible from the bulletin board. **See Figure 1.**

The second educational activity performed was five skin cancer prevention educational sessions (40 minutes each) taught to one 6th grade, two 7th grade, and two 8th grade health science classes on May 15, 2015. The educational tool utilized was a tri-fold poster board display. **See Figures 2-3.** Samples of broad-spectrum SPF 30 sunscreen and lip balm were distributed to all participating students. In addition, brochures entitled, "Protecting Your Skin From The Sun," and "33 Things Everyone Should Know About Skin Cancer" were distributed. **See Figure 4.** A pre and post test were completed. The pre and post test are identical. **See Figure 5.** The 6th graders (n=20) showed the most improvement with a 27% higher average score from the pre to post test (pre=61%, post=88%). The 7th graders (n=26) demonstrated an improvement of 19% (pre=71%, post=90%). Finally, the 8th graders (n=39) demonstrated the least

improvement with an increase of 17% (pre=69%, post=86%). Overall (n=85), the average improvement from pre to post test was 21% (pre=67%, post=88%). The goal of at least 75% of students demonstrating increased knowledge in skin cancer prevention and sun safety was met, as 85% of students demonstrated a higher post test score.

The third educational activity involved one-on-one discussions regarding skin cancer prevention with students receiving their annual physical exam at the Broadview SBHC (n=5). The need to wear broad-spectrum sunscreen with at least SPF 30 and to reapply sunscreen every 2 hours regardless if it's "Waterproof" was emphasized. In addition, the students were advised to avoid direct sunlight from 10 am - 4 pm, to seek shade, and to wear protective clothing and sunglasses. Lastly, the risks of tanning salons were discussed.

Clare Nespoli, MSN, CPNP
6/12/15