

HSU Student Medical Services QI Re-Study Peer Health Educators in Clinic, Patient Satisfaction Fall 2018

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1. Purpose Statement

College students are at high risk for sexually transmitted infections (STIs) and they are encouraged to get screened regularly. In 2016/2017 academic year, HSU Student Medical Services performed 2,019 screenings for STIs equating to 14% of all visits. In the fall of 2017 we implemented a peer to peer model to provide asymptomatic STI screenings and birth control consults. Evaluation of the program in 2017 showed it was effective and there was a high satisfaction rate among patients who participated in the program. In the fall of 2018 we had a new set of four peer health educators (PHEs) who were trained to provide asymptomatic STI screenings and birth control consults in clinic. The purpose of this re-study is to evaluate patient satisfaction among participants of the PHE program in the fall of 2018 and compare it to the fall of 2017.

2. Performance Goal

The performance goal for the current study is to see at least 90% of student participants being satisfied with the PHE program.

3 & 4 Data Collection Methods

A 6 item evaluation questionnaire was developed (attached) to assess participant's satisfaction with the PHE program. After a visit with a trained peer educator the student participant was provided with an opportunity to complete the anonymous questionnaire. Responses were analyzed using Excel.

5. Data Analysis & Interpretation

Peer educators completed 387 patient visits during the fall 2018 semester. This was significantly higher than the number of visits in the fall 2017 semester (260) (Figure 1). Evaluation questionnaires were completed for 49 visits in the fall 2018 semester.

Of the 49 questionnaire respondents, the majority (71%) reported their visit was for STI screening, followed by HIV screening (41%), birth control consult (31%), and sexual health consult (12%). These numbers are similar to the fall of 2017 (Figure 2). The majority of students expressed satisfaction with the program with 98% stating the peer educator was well versed in the resources and information they were seeking (Figure 3), 100% stating the peer educator addressed all of their questions and concerns (Figure 4), 100% stating the peer educator helped them become more informed (Figure 5), and 100% stating they would see a peer educator for consultations in the future (Figure 6).

Figure 1.
Number of Patient Visits by Peer Educators
fall 2017 and fall 2018

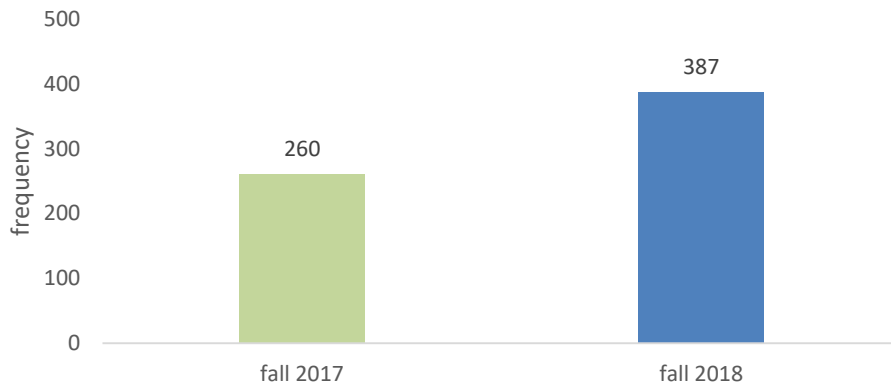


Figure 2.
What was your visit intended for?
fall 2017 (n=123) and fall 2018 (n=49)

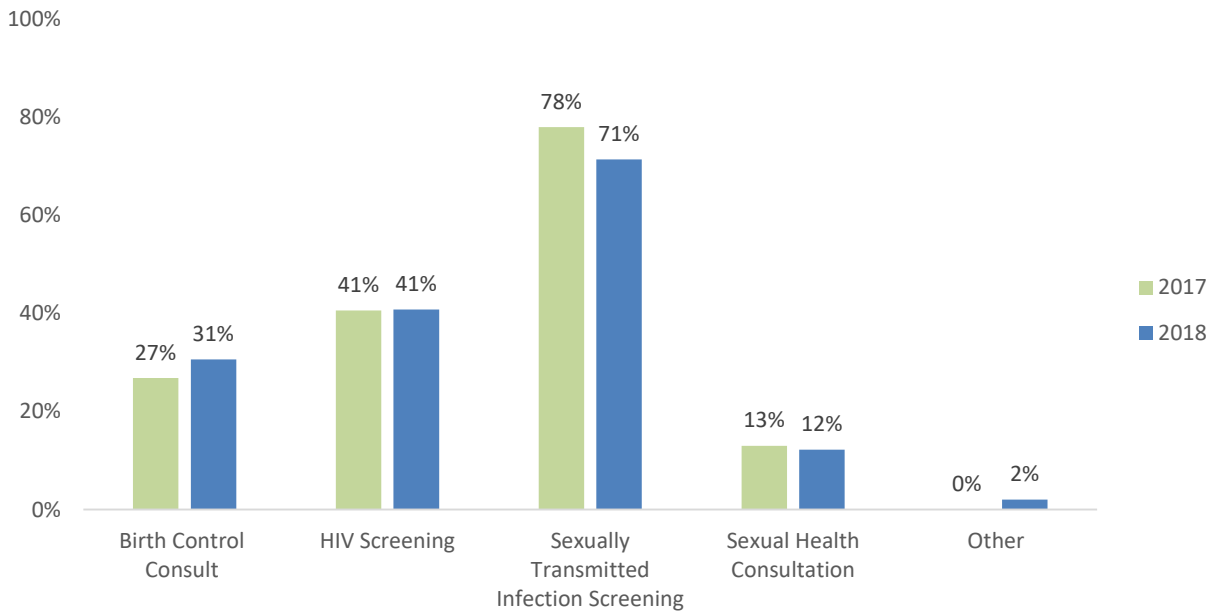


Figure 3.
The Peer Educator was well versed in the resources
and information that you were seeking.
fall 2017 (n=123) and fall 2018 (n=49)

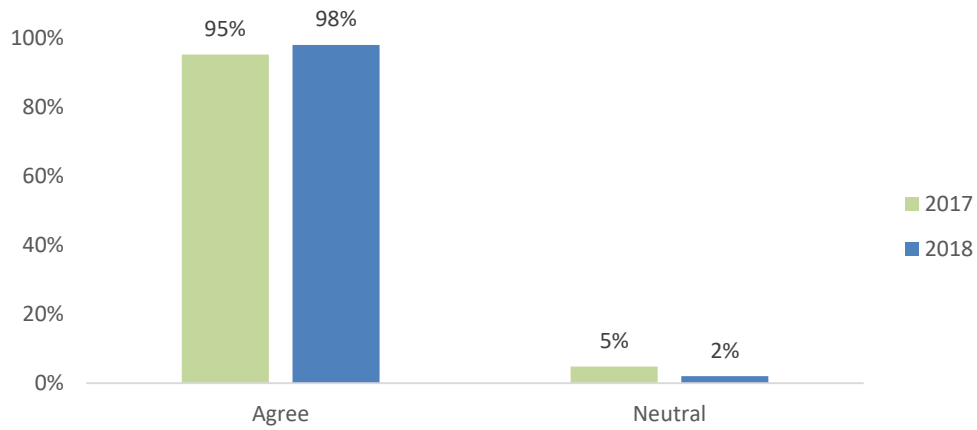


Figure 4.
The Peer Educator addressed all of my questions and
concerns.
fall 2017 (n=123) and fall 2018 (n=49)

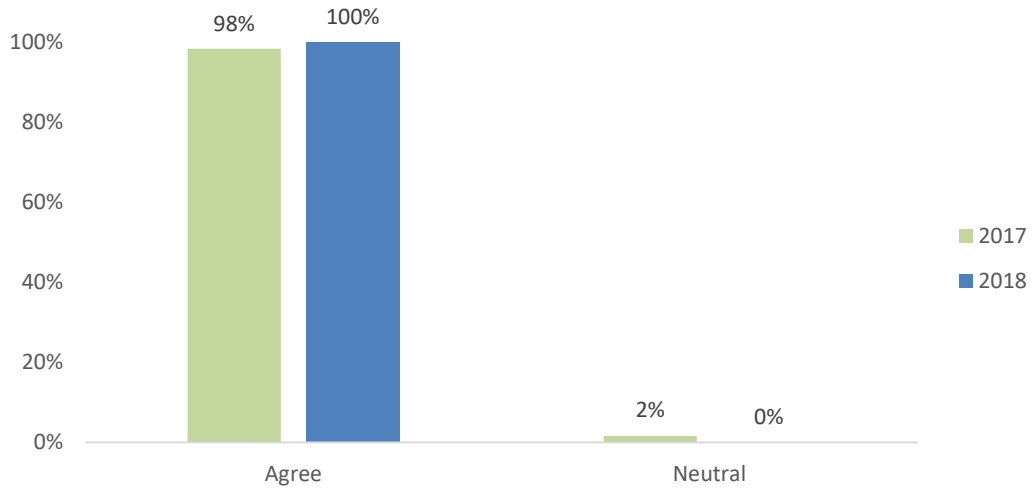


Figure 5.
The Peer Educator helped me to become more informed about the intended topic after my visit
fall 2017 (n=123) and fall 2018 (n=49)

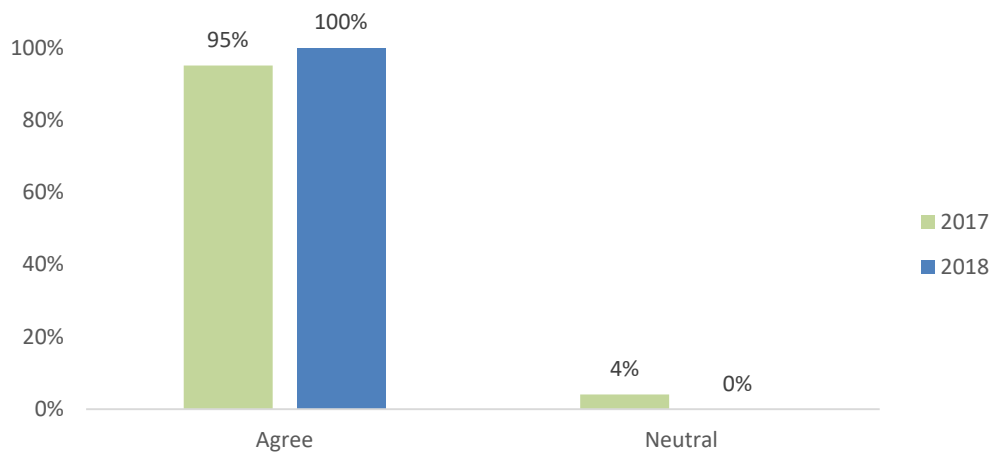
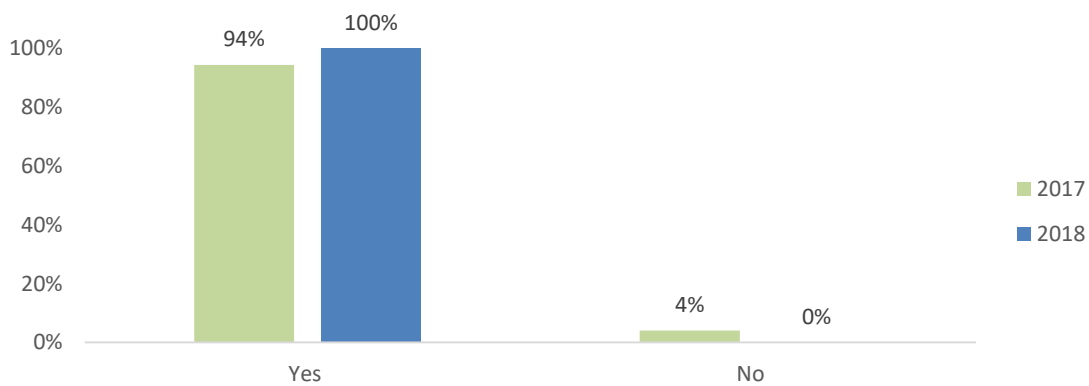


Figure 6.
I would be open to seeing a Peer Educator for consultations in the future.
fall 2017 (n=123) and fall 2018 (n=49)



6. Comparison

We exceeded the performance goal of at least 90% of student participants being satisfied with the PHE program. While the findings from 2017 showed high levels of satisfaction, the numbers got even better in 2018.

7. Implementation

Since this program continues to be successful we plan to continue the program.

8 & 9. Re-Measurement & Implementation of Corrective Actions

We will continue to monitor the effectiveness of this program with periodic re-measurements.

10. Communication

This results of this study will be presented at the QI meeting on 1/17/19 and to the Governing Body on 2/28/19.

Clinical Peer Health Educator Consultation Survey

Effectiveness Survey for Clinical Peer Health Educators

1. What was your visit intended for? Select all that apply

- Birth Control Consultation
- HIV Screening
- Sexually Transmitted Infection Screening
- Sexual Health Consultation
- Nexplanon Consultation
- Other:

For the following questions please rate your agreement with the following statements with 1 being disagree, 2 being neutral, and 3 being agree.

2. The Peer Educator was well versed in the resources and information that you were seeking.

	1	2	3	
Disagree	○	○	○	Agree

3. The Peer Educator addressed all of my questions and concerns.

	1	2	3	
Disagree	○	○	○	Agree

4. The Peer Educator helped me to become more informed about the intended topic after my visit.

	1	2	3	
Disagree	○	○	○	Agree

5. Would you be open to seeing a Peer Educator for consultations in the future.

- yes
- No

6. Any additional information or comments?