



School-Based Health Center Client Survey Data Collection Protocol

The School Based Health Alliance’s (the Alliance) National Quality Initiative (NQI), encourages school-based health centers (SBHCs) to collect standardized data that demonstrate the uniqueness and value-add of the SBHC model to healthcare and education systems. One of these standardized data collection tools is a **client experience of care survey**. The Alliance created the *SBHC Client Survey* to capture feedback from clients on their experiences with the SBHC, including satisfaction with and perceived benefits of services. The following protocol provides guidance on how to administer the *SBHC Client Survey* to SBHC clients.

Who should take the survey and when?	<ul style="list-style-type: none"> ▪ Front desk staff and/or providers can distribute surveys after SBHC visits, either in the waiting area or in the exam room. ▪ Invite all SBHC clients to take the survey regardless of visit type (e.g., drop-in/first aid, medical and mental health clients). Ask a variety of clients to take the survey, including those who only use the health center once, as well as frequent clients. Implement a protocol so clients are not asked to complete the survey more than once during the survey fielding period. ▪ The survey is designed for students in grades 5 and above. ▪ Surveys are available in Spanish, if needed.
What should clients know before completing the survey?	<ul style="list-style-type: none"> ▪ Instruct clients that participation is voluntary and declining to participate will not influence their receipt of services. ▪ Instruct clients not to write their names on the survey to keep responses confidential. ▪ Let clients know that the survey should take less than five minutes to complete.
How do we administer the surveys?	<ul style="list-style-type: none"> ▪ Ask clients to complete surveys either using paper/pencil or electronically on designated computers, laptops, or tablets. Regardless of method, clients should be provided with a confidential space to complete the survey. ▪ The Alliance can provide a unique online survey link for each SBHC program to collect electronic surveys, upon request. Contact research@sbh4all.org to request an online survey link. ▪ Administer surveys during a designated time period (e.g., last two months of school or one week per month throughout the school year). ▪ Aim to collect surveys from 50% of more of clients who visit the SBHC during the designated data collection period. A minimum of 30 surveys should be collected for meaningful results. ▪ The survey includes a cover sheet that explains the purpose, voluntary nature, and how information will be used. This form can be revised to include SBHC contact information or logos, however the general content should remain the same.

	<ul style="list-style-type: none"> ▪ The Alliance does not require parent/guardian consent for survey participation because the survey is anonymous and data will be analyzed in the aggregate and used by SBHC programs to drive quality improvement. However, sample parent/guardian consent forms can be provided if needed by your SBHC or school. ▪ The Alliance will not provide incentives. However, you are welcome to provide your own incentives to compensate clients for time spent completing the survey.
<p>How will data be analyzed and findings shared?</p>	<ul style="list-style-type: none"> • Store completed surveys in a confidential space (e.g., locked cabinet in the SBHC) until data are entered. • The Alliance can provide a unique online survey link for data entering paper surveys. If data are entered into the online survey link, the Alliance can produce a summary report for your SBHC.
<p>What if we have an existing client survey or want to ask other questions?</p>	<ul style="list-style-type: none"> ▪ The <i>SBHC Client Survey</i> is brief and can be added to an existing survey. Alternatively, if you have an existing survey, you can administer the <i>SBHC Client Survey</i> during a different time period. ▪ You are welcome to add questions to the end of the <i>SBHC Client Survey</i> if there are other topic areas you would like to ask clients about.
<p>Why should I use the Alliance's SBHC Client Survey?</p>	<ul style="list-style-type: none"> • This survey can provide useful information for quality improvement. It can also fulfill Patient Center Medical Home recognition requirements of patient experience surveys.

For questions or more information, please contact: research@sbh4all.org.