

**ARRA-FUNDED NATIONAL HEALTH
SERVICE CORPS AND STATE LOAN
REPAYMENT PROGRAMS
FINAL SURVEY RESULTS**

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The Missouri Primary Care Office (MPCO), in support of the retention of the American Recovery and Reinvestment Act (ARRA) National Health Service Corps (NHSC) and Missouri’s State Loan Repayment Program (SLRP) healthcare providers who are providing services to the medically underserved populations in Missouri, contracted with the Department of Health Management and Informatics, School of Medicine, University of Missouri, to assist in conducting, analyzing, and interpreting surveys of participants in the two programs. The following report provides an analysis of the surveys conducted between July 17 and November 20, 2012.

The two surveys administered were based on the surveys prepared by the Cecil G. Sheps Center for Health Services Research. SurveyMonkey was used to conduct the surveys, with intended respondents sent e-mails from MPCO on July 17, 2012, inviting them to access the survey through a secure link. The link for the survey of the National Health Service Corps (NHSC) was sent to 176 individuals identified as candidates, and the link for the survey of the State Loan Repayment Program (SLRP) was sent to 23 individuals. The recipients of the surveys were individuals who were identified by the National Health Service Corps as ARRA-funded clinicians between 2009 and 2011. By November 20, 2012, responses had been received from 94 NHSC participants (53.4% response rate) and 16 SLRP participants (69.6% response rate). When responding to the surveys, not all participants answered all questions; thus, the number of responses to individual survey questions will vary.

Of the 94 NHSC respondents, 17 mistakenly indicated that they had received funding from NHSC, but not during the relevant period for the survey of 2009, 2010, and 2011, and were directed to end the survey. Of the 16 SLRP respondents, 4 mistakenly indicated they had received funding from SLRP, but not during the relevant period for the survey, and were directed to end the survey, and so only 77 NHSC and 12 SLRP respondents answered some or all of the remaining survey questions.

Table 1 provides information on the primary specialty/discipline of the respondents. Primary care physician was the largest category for the NHSC respondents, with 26.0%, while primary care nurse practitioners were by far the largest category for the SLRP, with 66.7%.

Table 1: What Is Your Primary Specialty/Discipline?				
Specialty Discipline	NHSC		SLRP	
	Number	Percent	Number	Percent
Primary Care Physician (MD or DO)	20	26.0	2	16.7
Dentist (DDS or DMD)	8	10.4	1	8.3
Primary Care Certified Nurse Practitioner (NP)	13	16.9	8	66.7
Certified Nurse Midwife (CNM)	2	2.6	0	0.0
Primary Care Physician Assistant (PA)	1	1.3	0	0.0
Registered Dental Hygienist (RDH)	0	0.0	0	0.0
Health Services Psychologist (HSP)	10	13.0	0	0.0
Licensed Clinical Social Worker (LCSW)	10	13.0	1	8.3
Psychiatric Nurse Specialist (PSN)	0	0.0	0	0.0
Marriage and Family Therapist (MFT)	0	0.0	0	0.0
Licensed Professional Counselor (LPC)	13	16.9	0	0.0
Dietitian	0	0.0	0	0.0
Total	77	100.1	12	100.0

Note: Total percent may not equal 100.0 due to rounding.

The NHSC respondents were asked in which NHSC scholarship program they were participating. Of the 36 who answered the question, 52.8% indicated medicine, 11.1% indicated dentistry, 30.6% indicated nurse practitioner, 2.8% indicated certified nurse midwife, and 2.8% indicated physician assistant.

To obtain some background information regarding training and experiences prior to NHSC or SLRP services, respondents were asked about their predominant living location prior to entering college. Table 2 provides the responses received; as indicated Missouri was the predominant location.

Table 2: In what state did you live most of your years before college?				
State	NHSC		SLRP	
	Number	Percent	Number	Percent
Arkansas	5	6.5	0	0.0
California	2	2.6	0	0.0
Florida	1	1.3	0	0.0
Illinois	5	6.5	0	0.0
Indiana	1	1.3	0	0.0
Kansas	4	5.2	0	0.0
Louisiana	2	2.6	0	0.0
Michigan	3	3.9	0	0.0
Minnesota	1	1.3	0	0.0
Missouri	43	55.8	7	58.3
Montana	0	0.0	1	8.3
Nebraska	0	0.0	1	8.3
New Hampshire	2	2.6	0	0.0
Oklahoma	1	1.3	0	0.0
Oregon	1	1.3	0	0.0
Pennsylvania	1	1.3	0	0.0
South Dakota	0	0.0	1	8.3
Texas	2	2.6	2	16.7
No one place	3	3.9	0	0.0
Total	77	100.0	12	99.9

Note: Total percent may not equal 100.0 due to rounding.

Respondents were also asked about the predominant type of community they lived in prior to entering college. Table 3 provides the responses to this, with small town or rural rating highest.

Table 3: What type of community was this?				
Type of Community	NHSC		SLRP	
	Number	Percent	Number	Percent
Urban	13	16.9	2	16.7
Suburban	22	28.6	2	16.7
Small town or rural	38	49.4	7	58.3
No principal place	4	5.2	1	8.3
Total	77	100.1	12	100.0

Note: Total percent may not equal 100.0 due to rounding.

The respondents were then asked about the state in which they graduated from professional school. Table 4 provides a summary of the responses. Missouri ranked highest as site of professional school.

Table 4: In which state did you graduate from professional school?				
State	NHSC		SLRP	
	Number	Percent	Number	Percent
Alabama	1	1.3	0	0.0
Arkansas	1	1.3	0	0.0
Arizona	1	1.3	0	0.0
Georgia	1	1.3	0	0.0
Iowa	1	1.3	2	16.7
Illinois	3	3.9	0	0.0
Kansas	3	3.9	0	0.0
Louisiana	1	1.3	0	0.0
Maryland	1	1.3	0	0.0
Missouri	55	71.4	7	58.3
Nebraska	2	2.6	1	8.3
New Jersey	1	1.3	0	0.0
New York	1	1.3	0	0.0
Tennessee	3	3.9	0	0.0
Texas	0	0.0	2	16.7
Virginia	1	1.3	0	0.0
Washington	1	1.3	0	0.0
Total	77	100.0	12	100.0

Note: Total percent may not equal 100.0 due to rounding.

Next, the respondents were asked about their year of graduation from professional school. Table 5 provides the responses, indicating the majority graduated after 2003.

Table 5: In what year did you graduate from professional school?				
Year of Graduation	NHSC		SLRP	
	Number	Percent	Number	Percent
1987	1	1.3	0	0.0
1990	2	2.6	0	0.0
1996	1	1.3	0	0.0
1997	2	2.6	0	0.0
1998	3	3.9	0	0.0
1999	1	1.3	0	0.0
2000	3	3.9	0	0.0
2001	3	3.9	0	0.0
2002	3	3.9	1	8.3
2003	7	9.1	0	0.0
2004	11	14.3	0	0.0
2005	5	6.5	0	0.0
2006	10	13.0	2	16.7
2007	10	13.0	1	8.3
2008	6	7.8	4	33.3
2009	4	5.2	3	25.0
2010	5	6.5	1	8.3
Total	77	100.1	12	99.9

Note: Total percent may not equal 100.0 due to rounding.

Respondents were then asked about the state in which they completed their residency, indicating location of last residency if they completed more than one. Since some professions do not complete

residencies, only 40 NHSC and 4 SLRP respondents replied to this question. Table 6 provides the data, with Missouri rating highest as location.

Table 6: In which state did you complete your residency?				
State	NHSC		SLRP	
	Number	Percent	Number	Percent
Washington DC	1	2.5	0	0.0
Florida	1	2.5	0	0.0
Illinois	2	5.0	0	0.0
Kansas	1	2.5	0	0.0
Louisiana	3	7.5	0	0.0
Missouri	28	70.0	4	100.0
Ohio	1	2.5	0	0.0
Pennsylvania	1	2.5	0	0.0
South Carolina	1	2.5	0	0.0
Texas	1	2.5	0	0.0
Total	40	100.0	4	100.0

Note: Total percent may not equal 100.0 due to rounding.

Table 7 provides the data regarding the year in which their residency was completed. If more than one was completed, the year reflects the latest residency. Since some professions do not complete residencies, 35 NHSC and 4 SLRP respondents replied to this question.

Table 7: In what year did you complete your residency?				
Year of Residency	NHSC		SLRP	
	Number	Percent	Number	Percent
1993	1	2.9	0	0.0
1999	1	2.9	0	0.0
2002	1	2.9	0	0.0
2003	3	8.6	0	0.0
2004	3	8.6	0	0.0
2005	2	5.7	0	0.0
2006	6	17.1	0	0.0
2007	5	14.3	1	25.0
2008	1	2.9	0	0.0
2009	5	14.3	3	75.0
2010	6	17.1	0	0.0
2012	1	2.9	0	0.0
Total	35	100.2	4	100.0

Note: Total percent may not equal 100.0 due to rounding.

Respondents were asked if they had received any formal training experiences with medically underserved populations during their professional training and if so, where did they receive such training. Respondents were asked to check all that applied, and so the responses are greater than total number of respondents to the question. Table 8 provides responses, with 25.7% of NHSC respondents and 8.3% of SLRP respondents indicating they had had no formal training with medically underserved populations during their professional training. The values in the table are based on the number of responses, not the number of unique respondents.

Table 8: Did you have any formal training experiences with medically underserved populations during your professional training and if so, where?

Formal Training	NHSC		SLRP	
	Number	Percent	Number	Percent
No	19	25.7	1	8.3
Yes, as student	47	63.5	10	83.3
Yes, during residency or fellowship	22	29.7	0	0.0
Yes, during advanced training	8	10.8	1	8.3
Total	96	100.0	12	99.9

Note: Total percent may not equal 100.0 due to rounding.

Respondents were then asked about how many weeks, cumulatively, were spent in the training experiences with medically underserved populations. The responses are collapsed into categories rather than reported on a continuous scale. Table 9 provides a summary of the responses.

Table 9: How many weeks, cumulatively, were spent in these training experiences?

Number of Weeks	NHSC		SLRP	
	Number	Percent	Number	Percent
<10	11	21.2	1	10.0
10 – 20	13	25.0	2	20.0
21 – 30	7	13.5	3	30.0
31 – 40	2	3.8	2	20.0
41 – 52	9	17.3	2	20.0
>52	10	19.2	0	0.0
Total	52	100.0	10	100.0

Note: Total percent may not equal 100.0 due to rounding.

Respondents were asked if they participated in the Student/Resident Experiences and Rotations in Community Health (SEARCH) Program as a student. Of the 74 NHSC respondents to this question, 8 (10.8%) responded yes and 66 (89.2%) responded no, they had not participated. Of the 12 SLRP respondents, 1 (8.3%) responded yes and 11 (91.7%) responded no.

Next, the respondents were asked about how much exposure they had to certain settings or providers. They were asked to respond to each setting. As indicated by the average amount of exposure, the respondents had more exposure to rural health care than to the other types of settings or NHSC clinicians. Table 10 provides responses to the question first for the National Health Service Corps responses and then for the State Loan Repayment Program responses.

Table 10: During your training, how much exposure did you have to the following?

National Health Service Corps Responses						
Exposure to Setting	(1) None	(2)	(3) Moderate Exposure	(4)	(5) Extensive Exposure	Average Exposure
Community and/or migrant health center	26	17	20	4	7	2.31
Rural health care	9	20	21	7	17	3.04
Inner city health care for the poor	28	15	14	7	10	2.41
Past and/or current NHSC clinicians	42	15	14	2	1	1.72

State Loan Repayment Program Responses						
Exposure to Setting	(1) None	(2)	(3) Moderate Exposure	(4)	(5) Extensive Exposure	Average Exposure
Community and/or migrant health center	1	2	3	4	2	3.33
Rural health care	1	2	2	5	2	3.42
Inner city health care for the poor	3	2	1	6	0	2.83
Past and/or current NHSC clinicians	6	3	3	0	0	1.75

Respondents were then asked to approximate their total educational debt upon completion of training. The responses are collapsed into categories rather than provided individually. Table 11 provides the data from respondents. The average educational debt for NCHS respondents was \$111,230 and for SLRP respondents, it was \$103,333.

Table 11: What was your approximate total educational debt when you completed your training?				
Amount of Debt	NHSC		SLRP	
	Number	Percent	Number	Percent
\$40,000 or less	10	13.5	3	25.0
\$40,001 - \$80,000	24	32.4	4	33.3
\$80,001 - \$120,000	13	17.6	2	16.7
\$120,001 - \$160,000	8	10.8	0	0.0
\$160,001 - \$200,000	12	16.2	1	8.3
Greater than \$200,000	7	9.5	2	16.7
Total	74	100.0	12	100.0

Note: Total percent may not equal 100.0 due to rounding.

The next set of questions asked the respondents about joining either the National Health Service Corps (NHSC) or the State Loan Repayment Program (SLRP) and about selecting their first practice site. The first question asked if they were still in training. Only four (5.4%) NHSC respondents answered yes they were still in training. The State Loan Repayment Program is not available to individuals in training.

The respondents were then asked the month and year in which they began their repayment program service. Table 12 provides the responses to this question.

Table 12: In what month and year did you begin your loan repayment program service?				
Month and Year	NHSC		SLRP	
	Number	Percent	Number	Percent
June 2007	1	1.4	0	0.0
August 2008	1	1.4	0	0.0
October 2008	1	1.4	0	0.0
January 2009	1	1.4	1	9.1
February 2009	0	0.0	1	9.1
March 2009	1	1.4	0	0.0
April 2009	2	2.9	0	0.0
August 2009	1	1.4	1	9.1
September 2009	5	7.2	0	0.0
October 2009	1	1.4	0	0.0
November 2009	0	0.0	1	9.1
December 2009	1	1.4	2	18.2
January 2010	2	2.9	1	9.1

Table 12: In what month and year did you begin your loan repayment program service?				
Month and Year	NHSC		SLRP	
	Number	Percent	Number	Percent
February 2010	2	2.9	0	0.0
March 2010	2	2.9	1	9.1
April 2010	5	7.2	0	0.0
May 2010	8	11.6	0	0.0
August 2010	3	4.3	0	0.0
September 2010	1	1.4	0	0.0
November 2010	1	1.4	1	9.1
December 2010	13	18.8	0	0.0
January 2011	6	8.7	0	0.0
March 2011	2	2.9	2	18.2
April 2011	1	1.4	0	0.0
July 2011	2	2.9	0	0.0
August 2011	3	4.3	0	0.0
September 2011	2	2.9	0	0.0
January 2012	1	1.4	0	0.0
Total	69	99.2	11	100.1

Note: Total percent may not equal 100.0 due to rounding.

Next, respondents were asked about their reasons for applying to the program. As the responses indicate, assistance in paying off educational debt was very important, but the desire to provide care to an underserved population or area was also important.

Table 13: How much do you agree or disagree with the statements about your reasons for apply to your program?						
National Health Service Corps Responses						
Reason for Applying	(1) Strongly Disagree	(2)	(3) Neutral	(4)	(5) Strongly Agree	Average Agreement
I needed financial assistance to pay off educational debt.	7	2	6	10	44	4.19
I wanted to provide care to an underserved population or area	3	3	3	19	41	4.33
State Loan Repayment Program Responses						
Reason for Applying	(1) Strongly Disagree	(2)	(3) Neutral	(4)	(5) Strongly Agree	Average Agreement
I needed financial assistance to pay off educational debt.	1	1	0	1	8	4.27
I wanted to provide care to an underserved population or area	2	0	1	2	6	3.91

The respondents were asked for the location of their first practice/site where they began working as part of their Program. Table 14 provides information on the name of the practice/site, its city, its state, its zip code and the month and year in which the respondent began practicing there. All except one of the NHSC respondents indicated the practice site was located in Missouri; the one non-Missouri site was in Arkansas. All of the SLRP sites were in Missouri.

Table 14: Where was your first practice/site and when did you begin working there? NHSC

Location	City	State	Zip	Month	Year
Access Family Care	Joplin	MO	64801	March	2010
Adelman and Associates	Versailles	MO	65084	September	2006
AIDS Project of the Ozarks	Springfield	MO	65804	May	2006
Associated Medical Arts	Montgomery City	MO	63361	November	2006
Associated Medical Arts	Montgomery City	MO	63361	July	2009
Associated Medical Arts	Montgomery City	MO	63361	August	2010
Baby and Child Associates	Kansas City	MO	64131	August	2010
BJC Behavioral Health	Farmington	MO	63640	July	2004
Burton Creek Rural Clinic	West Plains	MO	65775	August	2007
Burton Creek Rural Clinic	West Plains	MO	65775	October	2009
Burton Creek Rural Clinic	West Plains	MO	65775	October	2009
Butterfield Pediatrics/ Citizens Memorial Hospital	Bolivar	MO	65613	September	2004
Center for Resolutions, LLC	Springfield	MO	65807	August	2006
College Skyline Center	Joplin	MO	64801	October	2008
College Skyline Center, LLC	Joplin	MO	64801	July	2005
Community Mental Health Consultants, Inc.	Harrisonville	MO	64701	January	2008
Cox Family Medicine Associates	Springfield	MO	65807	August	2007
Cox Health	Springfield	MO	65802	May	2007
Cox Health - Steeplechase	Springfield	MO	65804	August	2008
Cox Health Systems- Steeplechase	Springfield	MO	65804	August	2006
Cox Health Center Nixa	Nixa	MO	65714	June	2009
Family Care Health Centers	St. Louis	MO	63111	July	2010
Family Guidance/NW Health	St. Joseph	MO	64504	March	2009
Family Medical Care Center	Springfield	MO	65802	July	2010
Farmington Correctional Center/MOSOP	Farmington	MO	63640	December	2009
Good Samaritan Boys Ranch	Brighton	MO	65617	March	2009
Grace Hill Health Centers	Saint Louis	MO	63104	January	2009
Healthy Living Institute	Higginsville	MO	64037	November	2005
Healthy Living Institute	Higginsville	MO	643037	September	2005
High Street Clinic	Butler	MO	64730	August	2010
Humansville Family Medical Center	Humansville	MO		September	2009
Jordan Valley Community Health Center	Springfield	MO	65806	November	2005
Jordan Valley Community Health Center	Springfield	MO	65806	August	2010
Medical Arts Clinic/BJCMG	Farmington	MO	63640	August	1999
MedStop One	Cape Girardeau	MO	63701	April	2010
Midwest Behavioral Health	Troy	MO		October	2010

Table 14: Where was your first practice/site and when did you begin working there? NHSC

Location	City	State	Zip	Month	Year
Missouri Delta Medical Services Smith Street Clinic	Sikeston	MO	63801	January	2011
Missouri Highlands Health Care	Ellington	MO	63638	August	2010
Missouri Highlands Health Care	Eminence	MO	65466	October	2008
New Beginnings Counseling	Lebanon	MO	65536	April	2010
New Beginnings Counseling	Lebanon	MO	65536	April	2010
Northwest Behavioral Health Consultants	Chillicothe	MO	64601	September	2009
Northwest Behavioral Health Consultants	Chillicothe	MO	64601	September	2009
Nursery St Family Care Clinic	Butler	MO	64730	August	2010
Offices of Dr. Frisbie and Dr. Gerhart	Joplin	MO	64804	June	2007
Ozark Center	Joplin	MO	64804	January	2003
Ozarks Community Hospital	Springfield	MO	65803	July	2007
Ozarks Medical Center Behavioral Healthcare	West Plains	MO	65775	October	2006
Ozarks Medical Center Behavioral Healthcare	West Plains	MO	65775	October	2007
Pathways Community Health	Rolla	MO	65401	November	2003
Quincy Medical Group, LaBelle Affiliate	LaBelle	MO	63447	May	2009
Salt River Dental Center	Kahoka	MO	63445	July	2007
Samuel U Rodgers	Kansas City	MO	64108	March	2000
SEMO Health Network	Kennett	MO	63857	July	2010
Social Welfare Board of Buchanan County	St. Joseph	MO	64503	July	2010
Southern Missouri Community Health Center	West Plains	MO	65775	July	2009
Southwest Medical Associates	Hermann	MO	65041	July	2007
St. John's Clinic Pediatrics - Nixa	Nixa	MO	65714	July	2010
Steeplechase Family Physicians	Springfield	MO	65804	July	2003
Swope Health Services	Kansas City	MO	64130	April	2010
Swope Health Services	Kansas City	MO	64130	December	2009
Swope Health Services	Kansas City	MO	64130	July	2009
Swope Health Services	Kansas City	MO	64130	August	1998
TCMH Mountain Grove Clinic	Mountain Grove	MO	65711	February	2011
The Relationship Center	Springfield	MO	65809	October	2008
Vista Health Care	Barling	AR	72923	August	2008
Western Missouri Medical Center	Warrensburg	MO	64093	February	1999
Western Missouri Medical Center	Warrensburg	MO	64093	February	1999
Wrdcc	St Joseph	MO	64506	June	2008

Table 14: Where was your first practice/site and when did you begin working there? SLRP					
Location	City	State	Zip	Month	Year
Citizens Memorial Hospital	Bolivar	MO	65613	December	2009
Community Hospital Fairfax	Fairfax	MO	64446	August	2005
Family Health Center of Boone County	Columbia	MO	65203	June	2009
Ferrell Duncan Clinic Cox South	Springfield	MO		December	2008
Golden Valley Medical	Windsor	MO	65360	August	2008
Golden Valley Medical - Warsaw	Warsaw	MO	65355	September	2009
Mercy Hospital	Washington	MO	63090	August	2011
Mexico Pediatric Services	Mexico	MO	65265	July	2008
Mexico Pediatric Services	Mexico	MO	65265	July	2008
Midtown Family Medical Clinic	Cape Girardeau	MO	63701	August	2007
Southeast Missouri Mental Health Center	Farmington	MO	63640	March	2004

The respondents were also asked if they were already working in this practice/site when they applied for the Program. Only 7 (10.3%) of the 68 NHSC respondents indicated “no”—they were not already working in the practice/site. Only 2 (18.2%) of the 11 SLRP respondents indicated “no”—they were not already working in the practice/site when they applied to the program.

For the respondents who were already working in this practice/site, they were asked about how many months they had worked there before applying to the program. Table 15 provides the responses, summarized into categories of lengths of time.

Table 15: How many months had you worked there before applying for the Program?				
Amount of Time	NHSC		SLRP	
	Number	Percent	Number	Percent
< 3 Months	13	20.6	1	11.1
3 – 6 Months	7	11.1	2	22.2
7 – 12 Months	7	11.1	3	33.3
13- 24 Months	10	15.9	1	11.1
25 - 36 Months	7	11.1	1	11.1
37 – 48 Months	4	6.3	1	11.1
More than 48 Months	15	23.8	0	0.0
Total	63	99.9	9	99.9

Note: Total percent may not equal 100.0 due to rounding.

Respondents were also asked if they knew the practice/site might be eligible for the Program when they decided to work in the practice. Of the 66 NHSC respondents, 37 (56.1%) indicated yes, they knew it might be eligible and 5 (55.6%) of the 9 SLRP indicated yes. Respondents were also asked where they would have likely worked if they had not participated in the NHSC or the SLRP. They were asked to check all that applied, so the responses given are larger than the number of unique respondents to the question. Table 16 provides the answers provided by the respondents. For the NHSC respondents who indicated “other,” the locations indicated were: in a hospital, in a suburban area private practice, in same or private practice, and in a city practice; for the SLRP respondent answering “other,” the location was in private practice.

Alternative Location	NHSC		SLRP	
	Number	Percent	Number	Percent
In the same practice	47	51.6	6	54.5
In a rural practice	20	22.0	4	36.4
In an inner city practice	4	4.4	0	0.0
In an underserved area	12	13.2	0	0.0
In a community or migrant health center	4	4.4	0	0.0
Other	4	4.4	1	9.1
Total	91	100.0	11	100.0

Note: Total percent may not equal 100.0 due to rounding.

Next, the respondents were asked how important certain factors were to them and/or their family in choosing the place to work. They were also asked whether or not the practice/site met their expectations. The responses are provided in Table 17.

National Health Service Corps Responses						
Factor	(1) Very Important	(2)	(3) Somewhat Important	(4)	(5) Not Important	Met Needs
Working with a specific socioeconomic or ethnic population	9	11	28	7	13	No = 4
Working at a specific, known site that you already had in mind	23	12	17	8	8	No = 5
Working in a specific area (e.g., near family or in a particular state)	36	12	13	2	5	No = 5
Having ready access to specific activities like fishing, hiking, fine dining, or theater	5	13	24	17	9	No = 12
State Loan Repayment Program Responses						
Factor	(1) Very Important	(2)	(3) Somewhat Important	(4)	(5) Not Important	Met Needs
Working with a specific socioeconomic or ethnic population	0	4	3	0	4	No = 2
Working at a specific, known site that you already had in mind	2	6	3	0	0	No = 1
Working in a specific area (e.g., near family or in a particular state)	7	2	1	1	0	No = 1
Having ready access to specific activities like fishing, hiking, fine dining, or theater	0	4	3	3	1	No = 3

The next section of the survey asked respondents about their first service site. The respondents were asked about the type of setting they were in for their first practice/site. Table 18 provides the responses provided. When “other” was indicated by NHSC respondents, the following types of settings were listed: behavioral health private practice, residency training program, rural independent practice, independent private practice option (PPO), FQHC, a rural mental health center, private counseling office, and community private practice.

Table 18: Which of the following best describes your first practice/site?				
Location	NHSC		SLRP	
	Number	Percent	Number	Percent
Community or migrant health center	13	19.1	1	9.1
Rural health center	22	32.4	5	45.4
Other primary care practice	9	13.2	1	9.1
Indian Health Service (IHS) site	0	0.0	0	0.0
Tribal site	0	0.0	0	0.0
Prison	2	2.9	0	0.0
City or county health department	0	0.0	0	0.0
Dental practice—group or private	0	0.0	0	0.0
Behavioral health or substance abuse facility	8	11.8	0	0.0
Nursing home	0	0.0	0	0.0
University-based clinic or service	0	0.0	0	0.0
Hospital-based clinic or service	6	8.8	4	36.4
Other (specify)	8	11.8	0	0.0
Total	68	100.0	11	100.0

Note: Total percent may not equal 100.0 due to rounding.

Next, the respondents were asked approximately how many patient/client visits or encounters they had on a typical day in all settings (e.g., office and hospital). The approximate number of visits per day is provided in range of days in Table 19.

Table 19: Which of the following best describes your first practice/site?				
Range of Visits	NHSC		SLRP	
	Number	Percent	Number	Percent
<5 visits per day	1	1.5	0	0.0
5 – 10 visits per day	26	38.8	2	18.2
11 – 15 visits per day	6	9.0	2	18.2
16 – 20 visits per day	17	25.4	5	45.4
>20 visits per day	17	25.4	2	18.2
Total	67	100.1	11	100.0

Note: Total percent may not equal 100.0 due to rounding.

In their first practice/site, respondents were asked approximately how many weekday evenings and weekend days, on average, they were on call (non-scheduled clinic hours). Table 20 presents responses.

Table 20: Approximately, how many weekday evenings and weekend days, on average were you on call?				
Number of Evenings and Weekends	NHSC		SLRP	
	Number	Percent	Number	Percent
0	25	36.8	7	63.6
1	2	2.9	0	0.0
2	13	19.1	2	18.2
3	1	1.5	0	0.0
4	9	13.2	0	0.0
5	3	4.4	2	18.2
6	4	5.9	0	0.0
7	11	16.2	0	0.0
Total	68	100.0	11	100.0

Note: Total percent may not equal 100.0 due to rounding.

Next, respondents were asked how much they agreed or disagreed with a number of statements about their first practice/site experience while serving in the Program. There were 67 respondents from the NHSC and 10 from the SLRP. The answers are provided in Table 21. As the responses indicated, most respondents felt they had a very positive experience in their first practice within the Program.

Table 21: How much do you agree or disagree with the following statements about your work in your first practice/site while serving in the Program?					
NHSC					
Statement	(1) Strongly Disagree	(2)	(3) Neutral	(4)	(5) Strongly Agree
I had a good clinical back-up from more senior and/or supervising clinicians in my practice	8	3	11	12	33
I was able to provide the full range of services for which I was trained and wished to perform	6	6	5	15	35
The practice had an effective administrator	10	4	13	13	27
Work rarely encroached upon my personal time	10	12	23	12	10
I felt a strong personal connection to my patients	5	1	10	18	33
I felt I was doing important work in this practice	5	0	6	13	43
I felt a sense of belonging to the community where I worked	6	5	7	20	29
I felt appreciated by NHSC staff for my work	5	6	17	14	25
Overall, I was pleased with my work	4	3	4	15	41
Overall, I was satisfied with my practice	6	1	7	17	36
SLRP					
Statement	(1) Strongly Disagree	(2)	(3) Neutral	(4)	(5) Strongly Agree
I had a good clinical back-up from more senior and/or supervising clinicians in my practice	1	0	2	3	4
I was able to provide the full range of services for which I was trained and wished to perform	1	3	0	3	3
The practice had an effective administrator	2	0	0	5	3
Work rarely encroached upon my personal time	1	0	3	4	2
I felt a strong personal connection to my patients	1	0	0	6	3
I felt I was doing important work in this practice	1	0	0	3	6
I felt a sense of belonging to the community where I worked	1	1	0	3	5
I felt appreciated by NHSC staff for my work	0	0	4	4	2
Overall, I was pleased with my work	1	0	0	5	4
Overall, I was satisfied with my practice	0	1	1	5	3

The respondents were then asked how satisfied they were with certain aspects of their first Program practice/site experience. The responses from 67 NHSC participants and 10 SLRP participants are provided in Table 22.

Table 22: How satisfied were you with the following aspects of your first Program practice/site during the years you were serving in the Program?					
NHSC					
Statement	(1) Very Dissatisfied	(2)	(3) Neutral	(4)	(5) Very Satisfied
Your relationship with the practice administrator	7	3	11	14	32
Financial stability of the site/practice organization	4	8	11	17	27
Physical conditions of the healthcare facility	4	5	7	22	29
Your salary or income from your practice	4	12	11	21	19
Availability of cross coverage to allow you to leave town	4	5	11	14	33
Mission and goals of the practice	3	3	3	19	39
Your access to specialist consultations for your patients	9	7	5	23	23
Support by other clinicians working at the site	4	4	6	15	38
The contacts and other support you received from NHSC staff	6	4	17	21	19
SLRP					
Statement	(1) Very Dissatisfied	(2)	(3) Neutral	(4)	(5) Very Satisfied
Your relationship with the practice administrator	1	0	3	4	2
Financial stability of the site/practice organization	1	0	4	4	1
Physical conditions of the healthcare facility	1	0	4	2	3
Your salary or income from your practice	0	1	4	5	0
Availability of cross coverage to allow you to leave town	0	1	1	4	4
Mission and goals of the practice	0	1	2	4	3
Your access to specialist consultations for your patients	0	2	1	4	3
Support by other clinicians working at the site	1	0	1	6	2
The contacts and other support you received from NHSC staff	0	0	6	2	2

Next, the respondents were asked about their annual salary or income when they began working in their first practice/site and then about their most recent or last annual salary or income in that practice. There were 67 NHSC responses and 10 SLRP responses. The income is provided in ranges in Table 23.

Table 23: What was your annual salary or income when you began working in your first practice/site and then your most recent or last salary or income in this practice?

Annual Salary	NHSC				SLRP			
	Start	Percent	Recent	Percent	Start	Percent	Recent	Percent
<\$25,000	4	6.0	2	3.0	0	0.0	0	0.0
\$25,001 - \$40,000	13	19.4	8	11.9	1	10.0	1	10.0
\$40,001 - \$60,000	11	16.4	13	19.4	1	10.0	0	0.0
\$60,001 - \$80,000	12	17.9	8	11.9	6	60.0	3	30.0
\$80,001 - \$100,000	6	9.0	10	14.9	0	0.0	4	40.0
>\$100,000	21	31.3	26	38.8	2	20.0	2	20.0
Total	67	100.0	67	99.9	10	100.0	10	100.0

Note: Total percent may not equal 100.0 due to rounding.

Of the 67 NHSC respondents, 37, or 55.2 percent, indicated that they taught students at their first practice/site when they were serving in the NHSC. Of the 10 SLRP respondents, 7 indicated that they had taught students at their first practice/site when serving in the SLRP.

The respondents were then asked how much they agreed or disagreed with statements about the community where they lived in their first practice/site. The responses are provided in Table 24.

Table 24: How much do you agree or disagree with each of the following statements about the community where you lived while working in your first Program practice/site and serving in the Program?

Factor	NHSC					
	(1) Strongly Disagree	(2)	(3) Neutral	(4)	(5) Strongly Agree	Not Applic- able
My spouse/partner was happy in the community	2	1	6	10	28	20
Satisfactory professional opportunities for my spouse/partner were available in the community	6	1	8	5	26	21
My children were happy in the community	1	1	3	5	31	26
Satisfactory educational opportunities for my children were available in the community	2	1	5	10	25	24
My family was concerned about personal safety in the community	38	10	2	2	5	10
SLRP						
My spouse/partner was happy in the community	1	1	0	0	6	2
Satisfactory professional opportunities for my spouse/partner were available in the community	1	1	3	1	2	2
My children were happy in the community	0	1	1	0	6	2
Satisfactory educational opportunities for my children were available in the community	0	1	1	1	4	3
My family was concerned about personal safety in the community	5	3	0	0	0	2

The next section of the survey dealt with job changes and future plans. The first question asked respondents if they had completed their initial two-year Program contract/term with service. Of the NHSC respondents, 35 (52.2%) indicated yes and of the 10 SLRP respondents, 70.0% responded yes. For those that responded yes, they were asked when they completed their initial two year contract. Table 25 provides responses to the question.

Table 25: In what month and year did you complete your initial two-year contract?				
Month and Year Completed	NHSC		SLRP	
	Number	Percent	Number	Percent
May 2010	1	2.9	0	0.0
September 2010	1	2.9	0	0.0
October 2010	1	2.9	0	0.0
December 2010	0	0.0	1	14.3
February 2011	1	2.9	1	14.3
March 2011	1	2.9	0	0.0
April 2011	2	5.7	0	0.0
May 2011	1	2.9	0	0.0
June 2011	1	2.9	0	0.0
July 2011	1	2.9	0	0.0
September 2011	1	2.9	0	0.0
October 2011	2	5.7	1	14.3
December 2011	0	0.0	2	28.5
January 2012	1	2.9	1	14.3
February	1	2.9	0	0.0
March 2012	1	2.9	1	14.3
April 2012	4	11.4	0	0.0
May 2012	5	14.3	0	0.0
June 2012	2	5.7	0	0.0
July 2012	1	2.9	0	0.0
September 2012	2	5.7	0	0.0
October 2012	1	2.9	0	0.0
December 2012	2	5.7	0	0.0
March 2013	1	2.9	0	0.0
August 2013	1	2.9	0	0.0
Total	35	100.6	7	100.0

Note: Total percent may not equal 100.0 due to rounding.

For the 35 NHSC respondents who answered no, they had not completed their initial NHSC Loan Repayment contract, 34 (97.1%) indicated they were now serving their initial NHSC Loan Repayment contract and 1 respondent indicated that his/her employer terminated his/her contract. The two SLRP respondents who had not completed their initial contract indicated they were now serving their initial contract.

Respondents were asked if they had applied for one or more extension Program contracts to extend their service. Of the NHSC respondents, 21 (31.3%) indicated they had signed an extension contract and of the SLRP respondents, two indicated they had signed an extension contract. Table 26 provides information on the month and year when the extension obligation will be completed. Of the three NHSC individuals whose current contract expires in July and August 2012, they have applied and are awaiting approval for an extension.

Table 26: In what month and year did (or will) you complete your last extension contract?				
Month and Year Completed	NHSC		SLRP	
	Number	Percent	Number	Percent
June 2011	1	4.8	0	0.0
October 2011	1	4.8	0	0.0
February 2012	1	4.8	0	0.0
May 2012	1	4.8	0	0.0
July 2012 (awaiting extension approval)	2	9.5	0	0.0
August 2012 (awaiting extension approval)	1	4.8	1	50.00
September 2012	5	23.8	0	0.0
October 2012	1	4.8	0	0.0
January 2013	1	4.8	0	0.0
February 2013	1	4.8	0	0.0
March 2013	2	9.5	0	0.0
April 2013	2	9.5	0	0.0
May 2013	1	4.8	0	0.0
October 2013	1	4.8	1	50.0
Total	21	100.3	2	100.0

Note: Total percent may not equal 100.0 due to rounding.

Of the NHSC respondents, 59 (88.1%) indicated they were still working in the same practice where they first served in the NHSC. Of the 8 (11.9%) that were not in the same practice, two left their first practice site in September 2010, one left in December 2011, two left in March 2012, one left in May, one left in June 2012, and one left in July 2012. All 10 of the SLRP as still working in the same practice location. All SLRP respondents indicated they had not changed locations from their first practice/site.

Some respondents seemed to have misread the question and included their NHSC practice in the answers as previous positions. All current and previous positions were reported as clinical work, except one indicated not practicing. Table 27 lists the locations of the current and previous positions.

Table 27: Where are these current and previous positions?			
<i>Current:</i>			
	City	State	Zip
	Kansas City	MO	64108
	Saint Louis	MO	63033
	Van Buren	MO	63965
	Wentzville	MO	63385
	Lynchburg (2 respondents)	VA	24501
<i>1st previous:</i>			
	City	State	Zip
	Mountain Grove	MO	65711
	Troy	MO	
	Windsor (2 respondents)	MO	65360
<i>2nd previous:</i>			
	City	State	Zip
	Higginsville	MO	64037

Of the respondents who reported current positions above, all indicated that their organization focuses on care for the underserved. Of the four respondents who reported 1st previous position, three indicated that the organization focused on care for the underserved, and the respondent who reported a 2nd previous position also indicated the organization focused on care for the underserved.

NHSC respondents were then asked about the sources of insurance coverage (Medicaid, Medicare, private insurance, uninsured, and other) of the patients. Four respondents provided approximate proportions, as show in Table 28. No SLRP participants responded to this question.

NHSC Respondent	Medicaid	Medicare	Private Insurance	Uninsured
1	100%	0%	0%	0%
2	75%	10%	5%	10%
3	20%	10%	10%	60%
4	80%	5%	3%	12%
5	5%	20%	70%	5%

Respondents were asked to provide information on their future career plans: 1) in their current practice/site; 2) in the current community; 3) in rural practice, and 4) in medically underserved population areas. Table 29 provides a summary of the information provided.

Remain in your current practice/site?	NHSC		SLRP	
	Number	Percent	Number	Percent
0 – 5 years	33	50.0	4	40.0
6 – 10 years	7	10.6	5	50.0
11 – 15 years	5	7.6	0	0.0
16 – 20 years	3	4.5	0	0.0
21 or more years	13	19.7	1	10.0
Not sure	5	7.6	0	.0
Total	66	100.0	10	100.0
Remain practicing in your current community?	NHSC		SLRP	
	Number	Percent	Number	Percent
0 – 5 years	24	36.4	2	20.0
6 – 10 years	10	15.2	3	30.0
11 – 15 years	8	12.1	1	10.0
16 – 20 years	3	4.5	1	10.0
21 or more years	17	25.8	3	30.0
Not sure	4	6.1	0	0.0
Total	66	100.1	10	100.0
Remain in rural practice?	NHSC		SLRP	
	Number	Percent	Number	Percent
0 – 5 years	17	25.8	1	10.0
6 – 10 years	8	12.1	2	20.0
11 – 15 years	6	9.1	1	10.0
16 – 20 years	6	9.1	1	10.0
21 or more years	17	25.8	2	20.0
Not sure	4	6.1	3	30.0
Not applicable	8	12.1	0	0.0
Total	66	100.1	10	100.0

Table 29: How many years do you think you will:				
Continue practicing with a medically underserved population?	NHSC		SLRP	
	Number	Percent	Number	Percent
0 – 5 years	11	16.7	2	20.0
6 – 10 years	13	19.7	1	10.0
11 – 15 years	6	9.1	1	10.0
16 – 20 years	7	10.6	2	20.0
21 or more years	25	37.9	2	20.0
Not sure	4	6.1	2	20.0
Total	66	100.1	10	100.0

Note: Total percent may not equal 100.0 due to rounding.

Background information was asked of the respondents to provide some context for the responses. Of the 70 NHSC respondents, 22 (31.4%) were male and 48 were female; of the 10 SLRP respondents, 4 were male and 6 were female. Only 2 (2.9%) of the 68 NHSC respondents and none of the SLRP respondents indicated they were of Hispanic origin. Table 30 provides ranges for the year of birth of respondents. Table 31 provides information on the race of the respondents.

Table 30: In what year were you born?				
Year of birth	NHSC		SLRP	
	Number	Percent	Number	Percent
Before 1961	12	17.4	0	0.0
1961 – 1970	12	17.4	4	40.0
1971 – 1975	10	14.5	1	10.0
1976 – 1980	25	36.2	4	40.0
1981 and later	10	14.5	1	10.0
Total	69	100.0	10	100.0

Note: Total percent may not equal 100.0 due to rounding.

Table 31: What race are you?				
Race	NHSC		SLRP	
	Number	Percent	Number	Percent
White	57	81.4	9	100.0
Asian	3	4.3	0	0.0
Black or African American	7	10.0	0	0.0
Native Hawaiian or other Pacific Islander	0	0.0	0	0.0
American Indian or Alaskan Native	0	0.0	0	0.0
Other	3	4.3	0	0.0
Total	67	100.0	9	100.0

Note: Total percent may not equal 100.0 due to rounding.

Of the 68 NHSC respondents, 18 (26.5%) indicated they were not married at any point while working in their first practice site as did 4 of the 10 SLRP respondents. Of the respondents who answered yes, they were married while working in their first practice site, questions were asked about the background of their spouse. Table 32 provides information on the state in which their spouse lived when growing up, and Table 33 provides information on the type of community in which their spouse grew up.

Table 32: In what state did your spouse live growing up?				
State	NHSC		SLRP	
	Number	Percent	Number	Percent
Arkansas	3	5.9	0	0.0
Colorado	1	2.0	0	0.0
Florida	1	2.0	0	0.0
Hawaii	1	2.0	0	0.0
Idaho	0	0.0	1	14.3
Illinois	5	9.8	0	0.0
Kansas	1	2.0	0	0.0
Kentucky	1	2.0	0	0.0
Louisiana	2	3.9	0	0.0
Massachusetts	1	2.0	0	0.0
Missouri	27	52.9	5	71.4
Montana	0	0.0	1	14.3
Nebraska	2	3.9	0	0.0
Oklahoma	2	3.9	0	0.0
Oregon	1	2.0	0	0.0
Tennessee	1	2.0	0	0.0
Mexico	1	2.0	0	0.0
No one place	1	2.0	0	0.0
Total	51	100.3	7	100.0

Note: Total percent may not equal 100.0 due to rounding.

Table 33: What type of community was this				
Type of Community	NHSC		SLRP	
	Number	Percent	Number	Percent
Urban	8	15.1	1	14.3
Suburban	14	26.4	1	14.3
Small town or rural	29	54.7	5	71.4
No principal place	2	3.8	0	0.0
Total	53	100.0	7	100.0

Note: Total percent may not equal 100.0 due to rounding.

The final section of the survey asked the respondents to evaluate their experience with the National Health Service Corps or the State Loan Repayment Program and to provide recommendations for ways to improve the two programs. The respondents were asked to rate, on a scale of 1 to 10 with 1 being very dissatisfied and 10 being very satisfied, considering all of the experiences they have had with the Program, how satisfied were they with the Program. The average score provided by the 70 NHSC respondents was 8.91 and the average score provided by the 10 SLRP respondents was 9.40. The responses are provided in Table 34.

The respondents were also asked the extent to which the Programs fell short of or exceeded their expectations. The average score provided on this question by the 70 NHSC respondents was 7.74 and the average score provided by the 10 SLRP respondents was 8.00. The responses to this question are provided in Table 35.

Table 34: How satisfied are you with your experiences with the Program?				
Level of Satisfaction	NHSC		SLRP	
	Number	Percent	Number	Percent
1 (Very Dissatisfied)	0	0.0	0	0.0
2	0	0.0	0	0.0
3	0	0.0	0	0.0
4	2	2.9	0	0.0
5 (Neutral)	0	0.0	0	0.0
6 (Neutral)	1	1.4	0	0.0
7	5	7.1	1	10.0
8	15	21.4	1	10.0
9	15	21.4	1	10.0
10 (Very satisfied)	32	45.7	7	70.0
Total	70	99.9	10	100.0

Note: Total percent may not equal 100.0 due to rounding.

Table 35: To what extent did the Program fall short of or exceed your expectations?				
Expectations	NHSC		SLRP	
	Number	Percent	Number	Percent
1 (Feel well short)	0	0.0	0	0.0
2	0	0.0	0	0.0
3	3	4.3	0	0.0
4	3	4.3	0	0.0
5 (Met my expectations)	1	1.4	0	0.0
6 (Met my expectations)	14	20.0	4	40.0
7	5	7.1	0	0.0
8	17	24.3	1	10.0
9	9	12.9	2	20.0
10 (Far exceeded expectations)	18	25.7	3	30.0
Total	70	100.0	10	100.0

Note: Total percent may not equal 100.0 due to rounding.

On the 70 NHSC respondents, 21 (30.0%) indicated that their organizations do not have an electronic medical record (EMR). Of the 49 NHSC respondents indicating their organization had an EMR, only 6 (12.2%) indicated they did not use it. Of the 10 SLRP respondents, 4 indicated that their organizations do not have an electronic medical record, and of those that did have an EMR, all use it.

Two open-ended questions were asked of respondents. The first question involved what the Program leadership and staff could do to make the Program a better program for its clinicians. The unedited responses are provided below.

Table 36: What can the Program Leadership and staff do to make the Program a better program for its clinicians?
NHSC Respondents
NHSC is a great program. My dissatisfaction is a result of a poor employer.
Continue to have procedures in place that allow applicants to speak to real people about procedures.
I recently discovered that we are not eligible for the NHSC loan repayment. I wish the NHSC would continue to provide this loan repayment program for current clinicians at our site who are not currently in the program. On average, we receive less income than many other agencies in our community and this would allow for those who have received the loan repayment to be more financially stable. I know it has been an extreme hardship for

Table 36: What can the Program Leadership and staff do to make the Program a better program for its clinicians?
them to pay student loans and they were hoping for repayment to provide for their families.
Less bureaucratic to participate
Many times I had to resubmit forms in my application process. Very frustrating. After acceptance everything went smooth.
More classes that apply to dentistry at NHSC conference
Offer bonuses for years served
My application process was EXTREMELY difficult. deadline dates moved constantly (always forward without my notification) the contact people really didn't have the information to help me know when to apply, my application was constantly delayed, my application first round information was lost and I was denied, i was never notified it was incomplete, countless phone calls did not discover that it was incomplete, it took 1.5 years, approx 50 phone calls and emails to finally put through a completed application for my first round. The new process for my reapplication was much better, however. It still was a lot of hurry up and wait with always moving deadlines and dates for approval and so forth.
Most on changes already implemented -- mainly need to ease application process and add people to the program year round. Like the part time option.
better streamlining of communication, more sense of who is in charge of what, less redundant paperwork
Keep up the good work. The NHSC has helped me significantly over the years and I am grateful.
make more funds available
Offer more sites for employment.
Better communication via email
I felt the program was user friendly. I have no concerns.
Offer health insurance to private practice clinicians
application process was very frustrating. I had to resubmit forms several times
in my case I really wanted to continue loan repayment and to continue to work in my clinic, but the compensation was not adequate. When it came time to renegotiate my contract with my clinic I was also required to renew my NHSC loan. It was very difficult to negotiate and keep my options open. While negotiating my contract with clinic, I would have to met all stipulations of my NHSC loan. In particular, this would require me to use my previous loan repayment money for intended use rather than use as a cushion in case a transition away from clinic and NHSC is needed. A clearly defined grace period for declining contract would be beneficial. Another option is to be able to re-apply for extension but not have repaid loan, just a date that proof of payment that coincides with declining extension option. Basically this would make it easier to plan for another year of NHSC yet keep other options open.
Keep better tabs on sites. Check how they treat their non-nhsc employees.
I am very satisfied with the program
Allow days spent at trainings/conferences to count towards the minimum days required to be at the site
Be truthful
Give a higher compensation for medical doctors than mid levels. Their loans are typically higher and take much longer to pay off.
CHANGE MY ADDRESS -- MY OFFICE GOT DESTROYED BY THE TORNADO IN MAY, 2011 AND I AM STILL BATTLING TO GET IT CHANGED!!
Fix the portal.
I have found it difficult to communicate and know who to communicate to when I have questions.
Improve communication. NHSC is a great program and one I would recommend to others. At times though, it seems the left hand does not know what the right is doing. For instance, communications sometimes are sent to the wrong provider or not sent at all. Navigating who to call for what issue can also be baffling.
Offer Maternity and Paternity leave at no cost to the clinicians.
It needs to be easier to communicate with NHSC leadership. I have tried through various avenues to contact a person and it is often difficult to receive an answer.

Table 36: What can the Program Leadership and staff do to make the Program a better program for its clinicians?
Be truthful. Explain ways to improve vs, shutting places down
Efficient organization
nothing, it's fabulous
The online portal helps, but when there is a problem it seems like no one knows the answer. They had to "escalate" my problem to many levels
It is more involved with activities offered than when my wife was involved.
Strengthen the administrative abilities of the community health centers. Train the supervisors about the advantages of mentoring in a positive way.
Be in closer contact with the sites we work at. I feel like the co I work at is unstable, and I don't feel like my job is secure at times. It is understaffed and there is lack of organization.
I saw a lot of training or talk online about primary care, but little or nothing about mental health, which I understand is a very significant part of NHSC outreach.
More focus on providing technical assistance to adding psychologists to primary care hospitals and clinics.
Continue to offer support and training opportunities. Also, it would be nice to have a site visit at the beginning of service, rather than the end.
Provide more educational CEU opportunities for LPC'S.
SLRP
Advertise more to local medical students and residents
Nothing. I am very pleased and grateful to have the financial assistance to pay back my loans

The last question asked what the Programs could do to make it more likely that their alumni would continue to serve need populations. The unedited responses are provided in Table 37.

Table 37: What can the Programs do to make it more likely that its alumni would continue to serve needy populations.
NHSC
Increase the number of approved sites, make residential and civil commitment facilities approved sites, as they serve an increasingly underserved population with regard to Sex offenders.
Continue to educate the community about other NHSC facilities and job opportunities in other areas.
I recently discovered that we are not eligible for the NHSC loan repayment. I wish the NHSC would continue to provide this loan repayment program for current clinicians at our site who are not currently in the program. On average we receive less income than many other agencies in our community and this would allow for those who have received the loan repayment to be more financially stable. I know it has been an extreme hardship for them to pay student loans and they were hoping for repayment to provide for their families.
Less bureaucracy
Increase award amount for subsequent years.
choose doctors who actually want to practice in rural america/inner city america. you can't make people stay who only are in the program for the money. you will never retain those folks. essentially the ones who stay probably would have without the money, like myself. I am thankful for the loan payment, however.
Pay us an ongoing stipend? Offer a free (paid to go) CME every year we continue at our practice cite?
continuing benefits of some kind
Offer more sites. Educate employers as to the benefits of having NHSC.
I wish I knew.
Offer health insurance to private practice clinicians
advocate for higher reimbursement rates.
make it easier for private clinics to be approved NHSC sites (at least part time)
Have More regular and supportive contact with alumni. Extend grants for continuing education.
Provide health insurance

Continue to supplement income after student loans have been payed off.
Do what you are doing now.
Help us get some tax credits!! I run a private practice in a rural area and enjoy my work. Myself and my spouse are the only two practicing psychologists in six counties! Because of the primary payer source (Medicaid) my income potential has a very definite ceiling. Since I am self-employed, I am taxed to the teeth. And, we are just busy enough that we have to have office staff help us. Of course, I have to pay their taxes too. I'm not against paying taxes, but at some point, with cost of living increasing and having a child, there will be a tipping point where I can no longer afford to live in this community. A tax break would help. Otherwise, I'm afraid we will have to leave one of these days, unless Medicaid increases its reimbursements significantly, which I do not expect will happen.
Offer incentives to stay; perhaps if you take on x number of loan repayment clinicians then the government will grant your practice x amount of dollars, towards retention and growing a practice.
allow a portion or percentage of loan repayment to be used to maintain a practice
Completed service benefits
I don't have an answer to that
nothing
CE opportunities. Offering more value to the loan repayment awardees. Better access to mentors that are close to our own age.
Not sure at this point
Maybe advocate with insurance providers, Medicaid, and Medicare for recognition, consideration in authorizations, and reimbursement.
More support for standards requiring large hospitals and primary clinics to have psychologists to serve the needs of the poor more adequately.
Accept more clinicians.
Provide more educational CEU opportunities for LPC'S.
SLRP
Continue to offer loan repayment
Unknown
Offer more loan repayment money after the initial contract is served
After loans are paid off, provide a monetary stipend on top of the salary paid by the site to make it more competitive from a monetary standpoint

Appendix A contains a copy of the survey administered to the National Health Service Corps participants. Appendix B contains a copy of the survey administered to the State Loan Repayment Program.

Appendix A: 2012 Survey of Recent ARRA NHSC Loan Repayment Participants

This questionnaire is intended for clinicians of all disciplines who received funding from the National Health Service Corps (NHSC) during 2009, 2010, or 2011. In turn, fully trained health professionals or scholars in training will provide *culturally competent, interdisciplinary health services to underserved populations*. If you did not serve in the NHSC at any time during the three year period of 2009 - 2011, please check the appropriate box below and thank you.

- I was never in the NHSC—you have the wrong person
- I received funding from the NHSC, but at no point in 2009, 2010, or 2011

Any explanation/elaboration? _____

All others please complete the questionnaire. Thank You!

I. TRAINING AND EXPERIENCES PRIOR TO NHSC SERVICE

1a. NHSC Loan Repayment Program:

What is your primary specialty/discipline? (check one)

- a. Primary Care Physician (MD or DO)
- b. Dentist (DDS or DMD)
- c. Primary Care Certified Nurse Practitioner (NP)
- d. Certified Nurse Midwife (CNM)
- e. Primary Care Physician Assistant (PA)
- f. Registered Dental Hygienist (RDH)
- g. Health Services Psychologist (HSP)
- h. Licensed Clinical Social Worker (LCSW)
- i. Psychiatric Nurse Specialist (PSN)
- j. Marriage and Family Therapist (MFT)
- k. Licensed Professional Counselor (LPC)

1b. NHSC Scholarship Program

- a. Medicine (MD or DO)
- b. Dentistry (DDS or DMD)
- c. Nurse Practitioner (NP)
- d. Certified Nurse Midwife (CNM)
- e. Physician Assistant (PA)

2a. In what state did you live most of your years before college? State: _____ or check if no one place

2b. What type of community was this? (check one)

- a. urban
- b. suburban
- c. small town or rural
- d. N.A., no principal place

2c. In which state did you graduate from professional school (e.g., medical, dental school)?

State: _____

2d. In what year did you graduate from professional school (e.g., medical, dental school)?

Year of graduation: _____

For physicians and others who completed a residency:

2e. In which state did you complete your residency? *If more than one residency, report the location of the last residency.*

State: _____

2f. In what year did you complete your residency? *If more than one residency, report the year of completion of the last residency.*

Year of residency completion: _____

3a. Did you have any formal training experiences with medically underserved populations during your professional training? *(check all that apply)*

- No → If “no”, go to question 3c
- Yes, as student
- Yes, during residency or fellowship
- Yes, during advanced training

3b. How many weeks, cumulatively, were spent in these experiences? _____ weeks

3c. Did you participate in the Student/Resident Experiences and Rotations in Community Health (SEARCH) Program as a student?

- Yes
- No

3d. During your training, how much exposure did you have to:
(check one number on each line)

	None		Moderate Exposure		Extensive Exposure
	1	2	3	4	5
1. community and/or migrant health centers?	<input type="checkbox"/>				
2. rural health care?	<input type="checkbox"/>				
3. inner city health care for the poor?	<input type="checkbox"/>				
4. past and/or current NHSC clinicians?	<input type="checkbox"/>				

4. What was your approximate total educational debt when you completed your training? \$ _____

II. JOINING THE NHSC AND SELECTING YOUR FIRST NHSC SERVICE SITE

5. Are you a NHSC Scholar who is still in training?

- Yes *If yes, please go to question 24.*
- No *If no, please continue with question 5a.*

5a. When did you begin your Loan Repayment Program service?

Month: _____ Year: _____

5b. How much do you agree or disagree with the statements below about your reasons for applying to the NHSC Loan Repayment Program. *(check one response for each question.)*

	Strongly Disagree		Neutral		Strongly Agree
	1	2	3	4	5
a. I needed financial assistance to pay off educational debt.	<input type="checkbox"/>				
b. I wanted to provide care to an underserved population or area.	<input type="checkbox"/>				

6. Where was your first practice/site where you began working as part of the NHSC Loan Repayment Program?

a. Practice/Organization name: _____

b. City: _____ State: _____ Zip: _____

7. When did you begin working in this practice/site? Month: _____ Year: _____

8a. Were you already working in this practice/site when you applied for NHSC Loan Repayment?

- No *please go to question 9*
- Yes *please go to question 8b*

8b. About how many months had you worked there before *applying* for loan repayment? _____ months

8c. When you decided to work in this practice, did you know it be might eligible for NHSC loan repayment?

- Yes
- No

9. Where would you likely have worked if you had not participated in the NHSC Loan Repayment Program?
(*check all that apply*)

- a. in the same practice
- b. in a rural practice
- c. in an inner city practice
- d. in an underserved area
- e. in a community or migrant health center
- f. other (*specify*): _____

10. How important to you and/or your family were each of the following considerations when choosing to work in your first NHSC practice/site? Did the practice and community you chose meet your needs?
(*check responses for "importance" and "need met" on each line*)

	<u>Importance</u>					Was need met at your first NHSC practice?	
	Very important	Somewhat important	Not important			Yes	No
	1	2	3	4	5		
a. Working with a specific socioeconomic or ethnic population	<input type="checkbox"/>	<input type="checkbox"/>					
b. Working at a specific, known site that you already had in mind	<input type="checkbox"/>	<input type="checkbox"/>					
c. Working in a specific area (e.g., near family or in a particular state)	<input type="checkbox"/>	<input type="checkbox"/>					
d. Having ready access to specific activities like fishing, hiking, fine dining, or theater	<input type="checkbox"/>	<input type="checkbox"/>					

III. ABOUT YOUR FIRST NHSC SERVICE SITE

11. Which one of the following best describes your first NHSC practice/site? (*check one letter*)

- a. community or migrant health center
- b. rural health center
- c. other primary care practice
- d. Indian Health Service (IHS) site
- e. tribal site
- f. prison
- g. city or county health department
- h. dental practice—group or private
- i. behavioral health or substance abuse facility
- j. nursing home
- k. university-based clinic or service
- l. hospital-based clinic or service
- m. Other (*specify*): _____

12. Approximately, how many patient/client visits or encounters did you have on a typical day in all settings (e.g., office & hospital)? _____ total visits per day

13. Approximately, how many weekday evenings and weekend days on average per week were you on call (apart from scheduled clinic hours)? _____ days and nights (*maximum = 7*)

14. How much do you agree or disagree with the following statements about your work in your first NHSC practice/site while you were serving in the NHSC? (*indicate one number on each line*)

	Strongly Disagree		Neutral		Strongly Agree
	1	2	3	4	5
a. I had good clinical back-up from more senior and/or supervising clinicians at my practice.	<input type="checkbox"/>				
b. I was able to provide the full range of services for which I was trained and wished to perform.	<input type="checkbox"/>				
c. The practice had an effective administrator.	<input type="checkbox"/>				
d. Work rarely encroached upon my personal time.	<input type="checkbox"/>				
e. I felt a strong personal connection to my patients.	<input type="checkbox"/>				
f. I felt I was doing important work in this practice.	<input type="checkbox"/>				
g. I felt a sense of belonging to the community where I worked.	<input type="checkbox"/>				
h. I felt appreciated by NHSC staff for my work.	<input type="checkbox"/>				
i. Overall, I was pleased with my work.	<input type="checkbox"/>				
j. Overall, I was satisfied with my practice.	<input type="checkbox"/>				

15. How satisfied were you with the following aspects of your first NHSC practice/site during the years you were serving in the NHSC? (*check one box on each line*)

	Very Dissatisfied		Neutral		Very Satisfied
	1	2	3	4	5
a. your relationship with the practice administrator	<input type="checkbox"/>				
b. financial stability of the site / practice organization	<input type="checkbox"/>				
c. physical condition of the healthcare facility	<input type="checkbox"/>				
d. your salary or income from your practice	<input type="checkbox"/>				
e. availability of cross coverage to allow you to leave town	<input type="checkbox"/>				
f. mission and goals of the practice	<input type="checkbox"/>				
g. your access to specialist consultations for your patients	<input type="checkbox"/>				
h. support by other clinicians working at the site	<input type="checkbox"/>				
i. the contacts and other support I received from NHSC staff	<input type="checkbox"/>				

16a. What was your annual salary or income when you began working in your first NHSC practice/site? \$ _____

16b. What was your most recent or last annual salary or income in this practice? \$ _____

17. Did you teach students at your first NHSC practice/site when you were serving in the NHSC?

- Yes
- No

18. How much do you agree or disagree with each of the following statements about the community where you lived while working in your first NHSC practice/site and serving in the NHSC?
(Check one box corresponding with a number on each line, or check the box under "Not Applicable" if you didn't have a spouse/partner or didn't have children)

	Strongly Disagree	Neutral			Strongly Agree	Not Applicable
	1	2	3	4	5	
a. My spouse/partner was happy in the community.	<input type="checkbox"/>					
b. Satisfactory professional opportunities for my spouse/partner were available in the community.	<input type="checkbox"/>					
c. My children were happy in the community.	<input type="checkbox"/>					
d. Satisfactory educational opportunities for my children were available in the community.	<input type="checkbox"/>					
e. My family was concerned about personal safety in the community.	<input type="checkbox"/>					

IV. JOB CHANGES AND YOUR FUTURE

19. Did you complete your initial two-year NHSC Loan Repayment Program contract/term with service?
(check 19a or 19b below)

19a. Yes → If yes, when did you complete that initial two-year contract? Month: _____ Year: _____

19b. No → If no, what happened with your initial NHSC Loan Repayment contract obligation? *(check one response)*

- I am now serving my initial NHSC Loan Repayment contract
- I am now in deferment for my initial NHSC contract
- I paid the required amounts to buy out part or all of my initial NHSC contract
- The NHSC now considers me in default
- Other *Specify:* _____

20. Did you *apply* for one or more extension Loan Repayment contracts to extend your NHSC service?
(check one response)

- No *Please go to question 21*
- Yes, I applied, but I wasn't granted an extension
- Yes, I applied and was offered an extension contract, but decided not to take the offer
- Yes, I signed an extension contract → If you signed an extension contract, when did or will you complete your last extension contract?
 Month _____ Year _____

21. Are you still working in the same practice where you first served in the NHSC?

- Yes → *Please go to question 23.*
- No → If no, when did you leave your first NHSC site? Month _____ Year _____

22a. Please list all positions where you have worked for six months or longer since leaving your first NHSC practice site. Include periods of clinical and non-clinical work, as well as periods of training and when you did not work. List current position first, then others going backward in time.

Start Date		End Date		Position			City/Town	State	Zip (if known)	This organization focuses on care for underserved?	
Month	Year	Month	Year	Clinical	Other	Specify*				Yes	No
___	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	➔ ___	_____	_____	_____	Yes	No
___	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	➔ ___	_____	_____	_____	Yes	No
___	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	➔ ___	_____	_____	_____	Yes	No
___	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	➔ ___	_____	_____	_____	Yes	No

* Please note appropriate number in the lines above, if the response is "Other":

1. non-clinical work
2. in training
3. teaching
4. other work
5. not working
6. retired

22b. If you are now in clinical practice, approximately what proportions of the patients are covered under:

1. Medicaid _____%
2. Medicare _____%
3. Private insurance _____%
4. Uninsured _____%
5. Other _____%

23. The following questions are about your current career plans. Respond on each line with a single year estimate if able, otherwise indicate a range of years. Check "NA" when not applicable.

Looking ahead, how many more years do you think you will:

	<u>Single year estimate</u>		<u>Range of years estimate</u>	
a. remain in your current practice/site?	_____	OR	_____ to _____	
b. remain practicing in your current community?	_____	OR	_____ to _____	
c. remain in rural practice?	_____	OR	_____ to _____	<input type="checkbox"/> NA
d. continue practicing with a medically underserved population?	_____	OR	_____ to _____	<input type="checkbox"/> NA

V. YOUR BACKGROUND AND FAMILY

24. Year of birth: _____

25. Your gender: Male Female

26. Are you of Hispanic origin? Yes No

27. Race: White Asian Black or African American Native Hawaiian or other Pacific Islander
 American Indian or Alaska Native Other: _____

28a. Were you married at any point while working in your first NHSC practice site?

- No → If no, please go to question 29a below.
- Yes → Please answer questions 28b and 28c below

28b. In what state did your spouse live growing up? State: _____ or check if no principal state

28c. In what type of community did your spouse grow up? (check one appropriate response)

- urban suburban small town or rural Not applicable, no principal place

VI. YOUR EVALUATIONS AND RECOMMENDATIONS

29a. Considering all of the experiences you have had with the NHSC program, how satisfied were you with the NHSC program? (check one box corresponding to applicable number)

1	2	3	4	5		6	7	8	9	10
Very Dissatisfied				Neutral						Very Satisfied
<input type="checkbox"/>		<input type="checkbox"/>								

29b. To what extent did the NHSC program fall short of or exceed your expectations?

1	2	3	4	5		6	7	8	9	10
Fell Well Short				Met My Expectations						Far Exceeded Expectations
<input type="checkbox"/>		<input type="checkbox"/>								

30a. Does your organization have an electronic medical record (EMR)?

- No → please go to question 31.
 Yes →

30b. If yes, do you use the electronic medical record (EMR)?

- No Yes

31. What can the NHSC leadership and staff do to make the NHSC a better program for its clinicians?

32. What can the NHSC do to make it more likely that its alumni would continue to serve needy populations?

THANK YOU for completing this questionnaire!

Appendix B: 2012 Survey of Recent ARRA SLRP Loan Repayment Participants

This questionnaire is intended for clinicians of all disciplines who received funding from the State Loan Repayment Program (SLRP) during 2009, 2010, or 2011. In turn, fully trained health professionals will provide *culturally competent, interdisciplinary health services to underserved populations*. *If you did not serve in the SLRP at any time during the three year period of 2009 – 2011, please check the appropriate box below and thank you.*

- I was never in the SLRP—you have the wrong person
 - I received funding from SLRP, but at no point in 2009, 2010, 2011
- Any explanation/elaboration? _____
- _____

All others please complete the questionnaire. Thank You!

I. TRAINING AND EXPERIENCES PRIOR TO SLRP SERVICE

1. What is your primary specialty/discipline? (check one)

- a. Primary Care Physician (MD or DO)
- b. Psychologist
- c. Dentist (DDS or DMD)
- d. Licensed Clinical Social Worker (LCSW)
- e. Licensed Professional Counselor(LPC)
- f. Dietician
- g. Nurse Practitioner (NP)

2a. In what state did you live most of your years before college? State: _____ or check if no one place

2b. What type of community was this? (check one)

- a. urban
- b. suburban
- c. small town or rural
- d. N.A., no principal place

2c. In which state did you graduate from professional school (e.g., medical, dental school)?

State: _____

2d. In what year did you graduate from professional school (e.g., medical, dental school)?

Year of graduation: _____

For physicians and others who completed a residency:

2e. In which state did you complete your residency? *If more than one residency, report the location of the last residency.*

State: _____

2f. In what year did you complete your residency? *If more than one residency, report the year of completion of the last residency.*

Year of graduation: _____

3a. Did you have any formal training experiences with medically underserved populations during your professional training? (check all that apply)

- No → If “no”, go to question 3c
- Yes, as student
- Yes, during residency or fellowship
- Yes, during advanced training

3b. How many weeks, cumulatively, were spent in these experiences? _____ weeks

3c. Did you participate in the Student/Resident Experiences and Rotations in Community Health (SEARCH) Program as a student?

- Yes
- No

3d. During your training, how much exposure did you have to:

(check one number on each line)

	None		Moderate Exposure		Extensive Exposure
	1	2	3	4	5
1. community and/or migrant health centers?	<input type="checkbox"/>				
2. rural health care?	<input type="checkbox"/>				
3. inner city health care for the poor?	<input type="checkbox"/>				
4. past and/or current SLRP clinicians?	<input type="checkbox"/>				

4. What was your approximate total educational debt when you completed your training? \$ _____

II. JOINING THE SLRP AND SELECTING YOUR FIRST SLRP SERVICE SITE

5a. When did you begin your Loan Repayment Program service? Month: _____ Year: _____

5b. How much do you agree or disagree with the statements below about your reasons for applying to the SLRP Loan Repayment Program. (check one response for each question.)

	Strongly Disagree	Neutral	Strongly Agree
c. I needed financial assistance to pay off educational debt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d. I wanted to provide care to an underserved population or area.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. Where was your first practice/site where you began working as part of the SLRP Loan Repayment Program?

a. Practice/Organization name: _____

b. City: _____ State: _____ Zip: _____

7. When did you begin working in this practice/site? Month: _____ Year: _____

8a. Were you already working in this practice/site when you applied for SLRP Loan Repayment?

- No Please go to question 9
- Yes Please go to question 8b

8b. About how many months had you worked there before *applying* for loan repayment? _____ months

8c. When you decided to work in this practice, did you know it be might eligible for SLRP loan repayment?

- Yes
- No

9. Where would you likely have worked if you had not participated in the SLRP Loan Repayment Program? (check all that apply)

- a. in the same practice
- d. in an underserved area

- b. in a rural practice
- c. in an inner city practice
- e. in a community or migrant health center
- f. other (*specify*): _____

10. How important to you and/or your family were each of the following considerations when choosing to work in your first SLRP practice/site? Did the practice and community you chose meet your needs?
(check responses for "importance" and "need met" on each line)

	<u>Importance</u>					Was need met at your first SLRP practice?	
	Very important	Somewhat important		Not important		Yes	No
	1	2	3	4	5		
a. Working with a specific socioeconomic or ethnic population	<input type="checkbox"/>	<input type="checkbox"/>					
b. Working at a specific, known site that you already had in mind	<input type="checkbox"/>	<input type="checkbox"/>					
c. Working in a specific area (e.g., near family or in a particular state)	<input type="checkbox"/>	<input type="checkbox"/>					
d. Having ready access to specific activities like fishing, hiking, fine dining, or theater	<input type="checkbox"/>	<input type="checkbox"/>					

III. ABOUT YOUR FIRST SLRP SERVICE SITE

11. Which one of the following best describes your first SLRP practice/site? (*check one letter*)

- a. community or migrant health center
- b. rural health center
- c. other primary care practice
- d. Indian Health Service (IHS) site
- e. tribal site
- f. prison
- g. city or county health department
- h. dental practice—group or private
- i. behavioral health or substance abuse facility
- j. nursing home
- k. university based clinic or service
- l. hospital based clinic or service
- m. Other (*specify*): _____

12. Approximately, how many patient/client visits or encounters did you have on a typical day in all settings (e.g., office & hospital)? _____ total visits per day

13. Approximately, how many weekday evenings and weekend days on average per week were you on call (apart from scheduled clinic hours)? _____ days and nights (*maximum = 7*)

14. How much do you agree or disagree with the following statements about your work in your first SLRP practice/site while you were serving in the SLRP? (*indicate one number on each line*)

	Strongly Disagree	Neutral		Strongly Agree	
	1	2	3	4	5
a. I had good clinical back-up from more senior and/or supervising clinicians at my practice.	<input type="checkbox"/>				
b. I was able to provide the full range of services for which I was trained and wished to perform.	<input type="checkbox"/>				
c. The practice had an effective administrator.	<input type="checkbox"/>				
d. Work rarely encroached upon my personal time.	<input type="checkbox"/>				
e. I felt a strong personal connection to my patients.	<input type="checkbox"/>				

- f. I felt I was doing important work in this practice.
- g. I felt a sense of belonging to the community where I worked.
- h. I felt appreciated by SLRP staff for my work.
- i. Overall, I was pleased with my work.
- j. Overall, I was satisfied with my practice.

15. How satisfied were you with the following aspects of your first SLRP practice/site during the years you were serving in the SLRP? *(check one box on each line)*

	Very Dissatisfied		Neutral		Very Satisfied
	1	2	3	4	5
a. your relationship with the practice administrator	<input type="checkbox"/>				
b. financial stability of the site / practice organization	<input type="checkbox"/>				
c. physical condition of the healthcare facility	<input type="checkbox"/>				
d. your salary or income from your practice	<input type="checkbox"/>				
e. availability of cross coverage to allow you to leave town	<input type="checkbox"/>				
f. mission and goals of the practice	<input type="checkbox"/>				
g. your access to specialist consultations for your patients	<input type="checkbox"/>				
h. support by other clinicians working at the site	<input type="checkbox"/>				
i. the contacts and other support I received from SLRP staff	<input type="checkbox"/>				

16a. What was your annual salary or income when you began working in your first SLRP practice/site? \$ _____

16b. What was your most recent or last annual salary or income in this practice? \$ _____

17. Did you teach students at your first SLRP practice/site when you were serving in the SLRP?

- Yes No

18. How much do you agree or disagree with each of the following statements about the community where you lived while working in your first SLRP practice/site and serving in the SLRP?

(Check one box corresponding with a number on each line, or check the box under "Not Applicable" if you didn't have a spouse/partner or didn't have children)

	Strongly Disagree		Neutral		Strongly Agree		Not Applicable
	1	2	3	4	5		
a. My spouse/partner was happy in the community.	<input type="checkbox"/>		<input type="checkbox"/>				
b. Satisfactory professional opportunities for my spouse/partner were available in the community.	<input type="checkbox"/>		<input type="checkbox"/>				
c. My children were happy in the community.	<input type="checkbox"/>		<input type="checkbox"/>				
d. Satisfactory educational opportunities for my children were available in the community.	<input type="checkbox"/>		<input type="checkbox"/>				
e. My family was concerned about personal safety in the community.	<input type="checkbox"/>		<input type="checkbox"/>				

IV. JOB CHANGES AND YOUR FUTURE

19. Did you complete your initial two-year SLRP Loan Repayment Program contract/term with service?
(check 19a or 19b below)

19a. Yes → If yes, when did you complete that initial two-year contract? Month: _____ Year: _____

19b. No → If no, what happened with your initial SLRP Loan Repayment contract obligation? (check one response)

- I am now serving my initial SLRP Loan Repayment contract
- I am now in deferment for my initial SLRP contract
- I paid the required amounts to buy out part or all of my initial SLRP contract
- The SLRP now considers me in default
- Other Specify: _____

20. Did you apply for one or more extension Loan Repayment contracts to extend your SLRP service?
(check one response)

- No
- Yes, I applied, but I wasn't granted an extension
- Yes, I applied and was offered an extension contract, but decided not to take the offer
- Yes, I signed an extension contract → If you signed an extension contract, when did or will you complete your last extension contract?
Month _____ Year _____

21. Are you still working in the same practice where you first served in the SLRP?

- Yes → Please go to question 23 below.
- No → If no, when did you leave your first SLRP site? Month _____ Year _____

22a. Please list all positions where you have worked for six months or longer since leaving your first SLRP practice site. Include periods of clinical and non-clinical work, as well as periods of training and when you did not work. List current position first, then others going backward in time.

Start Date		End Date		Position			City/Town	State	Zip (if known)	This organization focuses on care for underserved?	
Month	Year	Month	Year	Clinical	Other	Specify*				Yes	No
___	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	➤ ___	_____	_____	_____	Yes	No
___	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	➤ ___	_____	_____	_____	Yes	No
___	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	➤ ___	_____	_____	_____	Yes	No
___	___	___	___	<input type="checkbox"/>	<input type="checkbox"/>	➤ ___	_____	_____	_____	Yes	No

*Please note appropriate number in the lines above, if the response is "Other":

1. non-clinical work
2. in training
3. teaching
4. other work
5. not working
6. retired

22b. If you are now in clinical practice, approximately what proportions of the patients are covered under:

1. Medicaid _____%
2. Medicare _____%
3. Private insurance _____%
4. Uninsured _____%
5. Other _____%

23. The following questions are about your current career plans. Respond on each line with a single year estimate if able, otherwise indicate a range of years. Check "NA" when not applicable.

Looking ahead, how many more years do you think you will:

	<u>Single year estimate</u>		<u>Range of years estimate</u>	
a. remain in your current practice/site?	_____	OR	_____ to _____	
b. remain practicing in your current community?	_____	OR	_____ to _____	
c. remain in rural practice?	_____	OR	_____ to _____	<input type="checkbox"/> NA
d. continue practicing with a medically underserved population?	_____	OR	_____ to _____	<input type="checkbox"/> NA

V. YOUR BACKGROUND AND FAMILY

24. Year of birth: _____

25. Your gender: Male Female

26. Are you of Hispanic origin? Yes No

27. Race: White Asian Black or African American Native Hawaiian or other Pacific Islander
 American Indian or Alaska Native Other: _____

28a. Were you married at any point while working in your first SLRP practice site?

- No → If no, please go to question 29a below.
- Yes → Please answer questions 28b and 28c below

28b. In what state did your spouse live growing up? State: _____ or check if no principal state

28c. In what type of community did your spouse grow up? (check one appropriate response)

- urban suburban small town or rural Not applicable, no principal place

VI. YOUR EVALUATIONS AND RECOMMENDATIONS

29a. Considering all of the experiences you have had with the SLRP program, how satisfied were you with the SLRP program? (check one box corresponding to applicable number)

1	2	3	4	5		6	7	8	9	10
Very Dissatisfied				Neutral						Very Satisfied
<input type="checkbox"/>		<input type="checkbox"/>								

29b. To what extent did the SLRP program fall short of or exceed your expectations? (check one box corresponding to applicable number)

1	2	3	4	5		6	7	8	9	10
Fell Well Short				Met My Expectations						Far Exceeded Expectations
<input type="checkbox"/>		<input type="checkbox"/>								

30a. Does your organization have an electronic medical record (EMR)?

No → please go to question 31.

Yes →

30b. If yes, do you use the electronic medical record (EMR)?

No Yes

31. What can the SLRP leadership and staff do to make the SLRP a better program for its clinicians?

32. What can the SLRP do to make it more likely that its alumni would continue to serve needy populations?

THANK YOU for completing this questionnaire!