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Project Description

The Nurse-Family Partnership (NFP) National Service Office (NSO) explored whether collecting and monitoring non-anonymous, perceptual feedback from NFP clients throughout their participation in the program will help us better meet the needs of families, thus impacting program retention and outcomes.
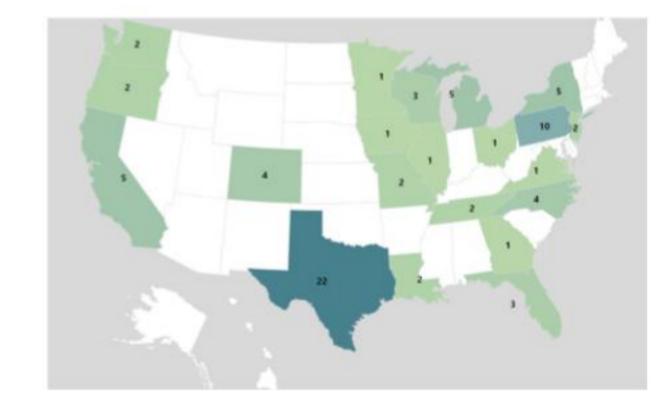
Organization Mission / Geography

❑ NFP is *an evidence-based community health program* that empowers first-time, low-income moms to transform their lives and create better futures for themselves and their babies.

❑ NFP serves over 56,000 families annually in 40 states, Washington D.C, the U.S. Virgin Islands and four tribal nations.

Population Served

❑ NFP pairs first-time, low-income moms with specially trained nurses who visit clients regularly throughout their pregnancy (starting before 28 weeks) and until the child turns two years old.

❑ The median age of NFP clients at enrollment is 22 years old and 80% are unmarried. More than two-thirds (68%) have a high school degree, and approximately 90% are on Medicaid.

❑ Approximately 70% of NFP clients are Black, Indigenous, and people of color (BIPOC)
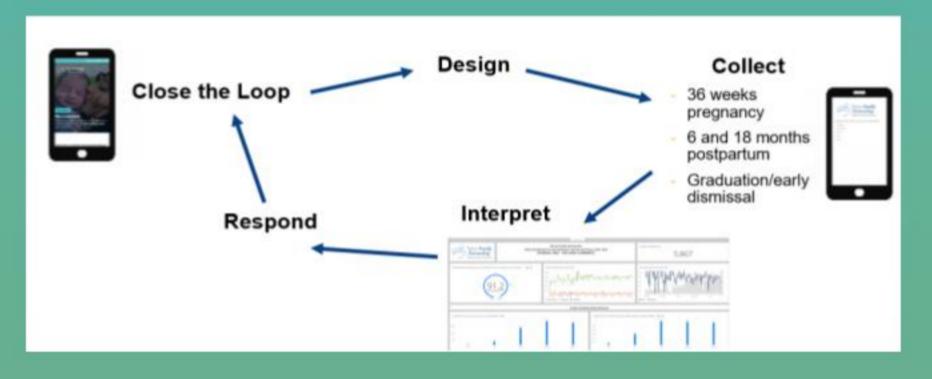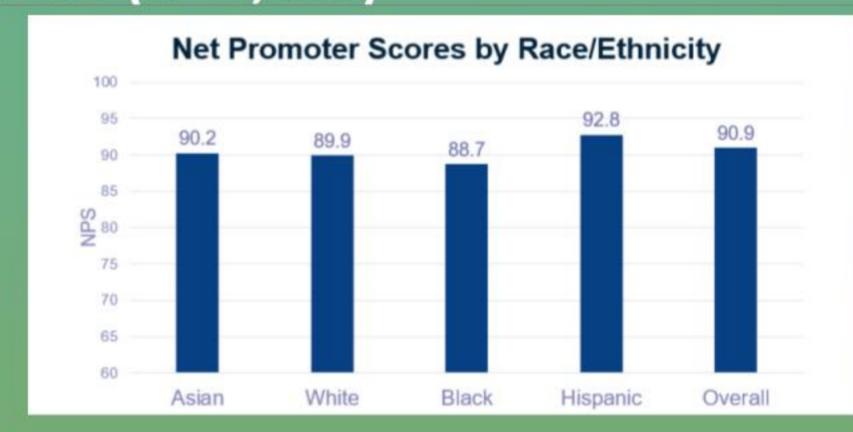
Participating Sites

Research Questions

❑ Does asking for feedback lead to increased client engagement and improved client retention and outcomes?

❑ Does monitoring clients' satisfaction allow the NFP network to make ongoing program improvements to better respond to clients' needs?

❑ Does client/nurse race and/or ethnic concordance impact NFP services or clients' satisfaction?

❑ **Do survey responses about program experience, social isolation and everyday discrimination vary by clients' race/ethnicity?**

Methods

❑ Over three years, the NSO administered satisfaction surveys to a subset of clients at 36 weeks pregnancy, 6 & 18 months postpartum, and dismissal.

❑ Nurses reviewed data in dashboards and used this data to address client feedback.

Results (n= 4,660)

Net Promoter Scores by Race/Ethnicity

Percent who "Strongly Agree" with question about relationship with their nurse:

Feel that your nurse cares about you?   Can go to your nurse if you have a problem?

Key Takeaways

❑ Overall, NPS was 90.9 (out of a scale of -100 to 100) - indicating **clients are overwhelmingly satisfied with the care they receive in NFP**.
  ▪ 90% of clients feel their nurse "always" cares about them.
  ▪ 2/3 of clients felt they could go to their nurse if they had a problem

❑ **One-third to one-half of all respondents indicated that they experienced social isolation**
  ▪ White clients experienced lower rates of social isolation compared to clients from other race/ethnic groups

❑ **Black/African American clients are the most likely to experience acts of discrimination**

❑ Over 40% of all clients who experienced discrimination identified **race, color of skin, and national origin as the main reasons for this discrimination**

❑ **Clients want:**
  ▪ More in-person visits
  ▪ Different ways of communicating with nurses
  ▪ Different ways of receiving information
  ▪ Interaction with other clients, including classes

Implementation /Next Steps

❑ Conduct final analysis in early 2023

❑ Learn from participating sites how they are using & addressing feedback

❑ Plan for sustaining and expanding the project to include more NFP network partners

❑ Use data for program improvement
  ▪ Inform education efforts to reduce implicit bias among nurses by monitoring clients' perspectives