The purpose of this investigation was to compare satisfaction of school health delivery among parents/guardians experiencing two different health delivery models.

Clinical Questions

1. Does parent/guardian satisfaction differ between school health delivery models?
2. Is there a difference in satisfaction with care between parents who have a child with a chronic condition and those who do not have a child with a chronic condition?

Methods

1. IRB Approval from Thomas Jefferson University
2. A descriptive, comparative pilot study
3. Two School Health Delivery Models were compared. School #1 had a full time Pediatric Nurse Practitioner (PNP). School #2 had a full time Licensed Practical Nurse (LPN).
4. Both were urban charter schools with similar demographic characteristics.
5. Six question Likert survey with comment section and cover letter was distributed to all parents and guardians in both buildings.
6. Surveys were translated into Spanish.
7. To ensure confidentiality, no names appeared on surveys. Participant names were written on raffle tickets. Raffle ticket numbers were transcribed onto the surveys. Envelopes with adhesive were provided for survey return.
8. Raffle tickets were an incentive for participation as they were used for a prize drawing.
9. Surveys were returned in envelopes to the school office and were placed in a sealed box.
10. Statistical Analyses used SPSSx2 and included: independent t-tests, ANOVA, frequencies, and chi square.

Results and Conclusions

There was an overall high level of satisfaction with school health delivery in both schools. This reflects positively on the LPN and the PNP. It also suggests that parent satisfaction was comparable across service models.

Overall measurement of satisfaction between parents/guardians whose students have a chronic condition and those whose children do not have a chronic condition revealed no significant differences.

Frequencies of chronic conditions are indicative of a student population needing health care during the school day.

There are several possible reasons why overall high levels of satisfaction were reported beyond the expertise of the individual nurses.

1. Both schools had full time nursing coverage in their building.
2. Parents may not perceive the benefit of a more highly trained practitioner.
3. Limited studies exist comparing different models of school health delivery.
4. Determining strengths and weaknesses of school health delivery models provides meaningful criteria for model selection.

Implications and Recommendations

1. As new school health models emerge, this survey tool can be used to continue to learn about parent/guardian perceptions of care. Results can be applied on both the micro and macro levels.
2. The overall level of satisfaction has cost-benefit implications as nurses with more advanced training retain higher salaries.
3. Benefits of any model cannot be determined in the absence of additional outcome data.
4. The percentage of students reported to have a chronic condition reinforced the need for continued study on how best to deliver quality school health care.

As parental satisfaction with school health delivery vary by school health delivery model?