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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)

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