

Evaluating STI Express Services: Satisfaction of Express Compared to Non-Express Patients in the United States, 2019

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Background

STI clinics urgently need to increase access to testing and treatment while minimizing the impact on staff and systems. STI express services, which refer to triage-based STI testing without a full clinical examination, have been implemented to increase patient volume and gain efficiencies. We examined patient satisfaction comparing express to non-express patients visiting 7 STI clinic systems participating in a multi-jurisdiction data collaborative.

Methods

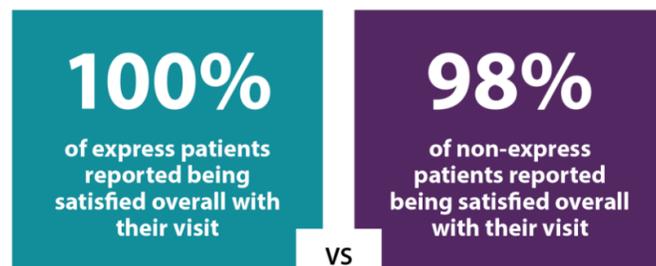
Purpose: Evaluate the association between receipt of express service and agreement with each satisfaction indicator of interest

- Patient satisfaction surveys distributed to 606 express and 743 non-express patients from September to December 2019
- Anonymous, paper-based, offered in English and Spanish
- Satisfaction assessed on 5-point Likert scale
- Responses collapsed into binary measure for analysis (agree versus no opinion/disagree)
- Binominal regression used to obtain odds ratios (ORs) and 95% confidence intervals (CIs), adjusted for site location

Results

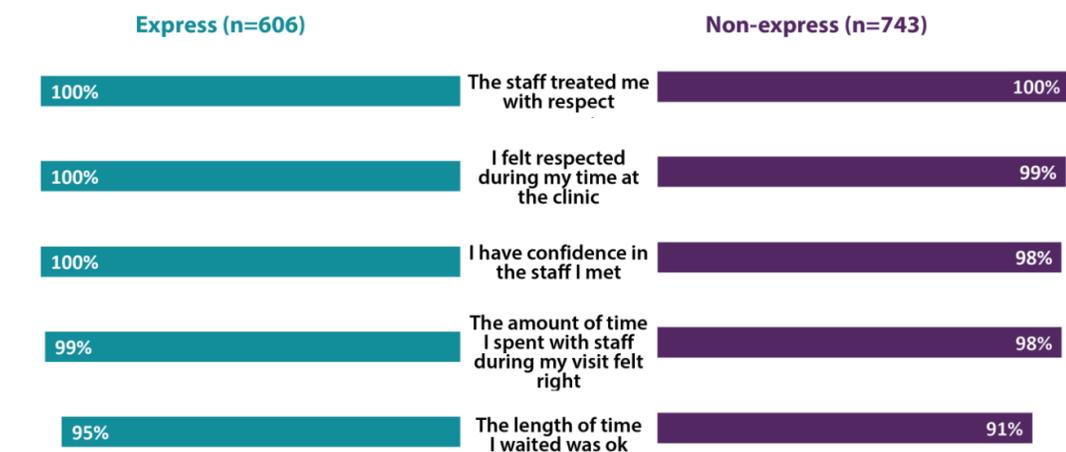
While both express and non-express patients report high levels of satisfaction with STI services, we found **EXPRESS patients had higher satisfaction with patient visits and waiting time during visits.**

Nearly all express and non-express patients were satisfied with their visits

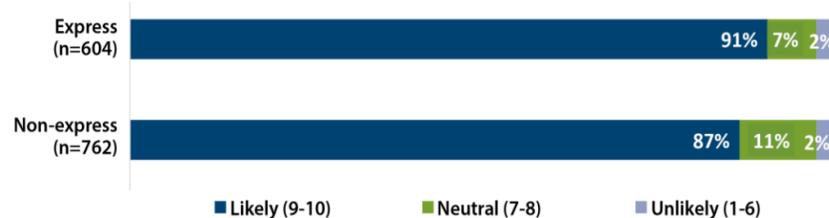


Express patients had a higher odds of agreeing that the length of time they waited was ok, compared to non-express patients, when adjusted for site location (aOR: 1.97, 95% CI: 1.24-3.12, p=0.004).

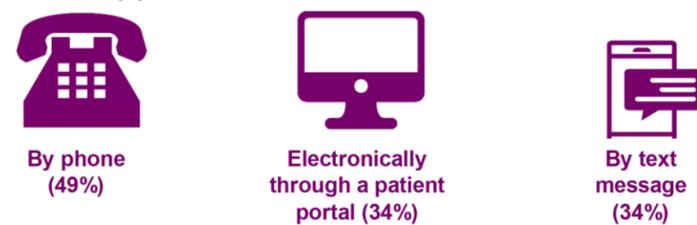
Most express and non-express patients were satisfied with clinic staff and wait times



A higher proportion of express patients would recommend the clinic to a friend than non-express patients

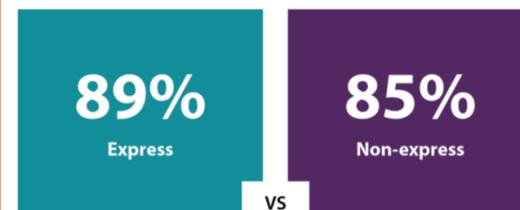


Nearly half of patients reported that they prefer to receive testing results by phone



Preferences did not differ by demographic characteristics, including age, N=391

Net promoter scores



When asked to rate how likely they were to recommend testing at the clinic to a friend, the net promoter score for express patients was 4% higher than among non-express patients.

Top 5 patient considerations when choosing a clinic to receive testing



Conclusions

- Most express and non-express patients reported high satisfaction with their visits.
- Express patients were more likely to recommend the clinic to a friend than non-express patients.
- Express patients had a higher odds of agreeing that the length of time they waited was ok, compared to non-express patients.

Recommendations:

- Strive to reduce appointment and wait time.
- Offer longer clinic hours, if possible.

Affiliates / Partners



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