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

Samantha Ritter, MPH1, Molly Feder, MPH2, Elizabeth Menstell, MPH3, Lindley Barbee, MD4, Chad Hendry, MPH5, Kelly Jamison, MPH6, Oluyomi Obafemi, MD, MPH7, Christopher Ried, MD8, Joanna Shaw-Kalia, MD, FACP9, Marguerite Urban, MD10, Andres Berruti, PhD, MA10, Hilary Reno, MD, PhD11, NACCHO, Washington, DC12, Cardea, Seattle, WA12, University of Washington, Seattle, WA12, Howard Brown Health, Chicago, IL12, New York City Department of Health, NYC, NY12, Denver Public Health, Denver, CO12, Orange County Health Care Agency, Orange County, GA12, Metro Public Health Dept of Nashville/Davidson County, Nashville, TN12, University of Rochester, Rochester, NY12, DSTDP, CDC, Atlanta, GA12

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)
- Binomial 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.

Background

- 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).

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

NACCHO, National Association of County & City Health Officials
CARDEA, Training, Organizational Development and Research
Howard Brown Health
Public Health Seattle & King County
DSTDP, CDC, Division of STD Prevention

Contact Info

Hilary Reno, MD, PhD
CDC Division of STD Prevention
Washington University in St. Louis
nri6@cdc.gov, hreno@wustl.edu

Top 5 patient considerations when choosing a clinic to receive testing

1. High quality care
2. Being treated with respect
3. Confidentiality
4. Wait time
5. Cost

Net promoter scores

- 89% for Express
- 85% for Non-express

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.