

# Stratifying Satisfaction Rates Pre and Post Community Health Fair Events in Diverse Communities of Chattanooga, TN

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## Introduction

Health Equity is when each person has the ability to attain his or her full health potential no matter their background or economic status (Centers for Disease Control and Prevention, 2022). Health knowledge deficit occurs when a person has not received accurate information.

### Topic

- Health knowledge deficit contributes to misunderstanding of health illnesses and interventions.

### Problem

- Purpose: To look at the impact of Community outreach programs on health knowledge deficit and satisfaction rates for minority communities in Chattanooga, TN

### Team

- Program director, Program advisor, Community Health Navigators, Data Assistant, Program Evaluator

### Aim

- To stratify Health Fair satisfaction rates between zip codes containing diverse minority communities in Chattanooga, TN.

	Orchard Knob Health Fair N=36	Purpose Point Health Fair N=44
Q1-pre	%	%
Yes	86	91
No	14	9
Q1-post		
Yes	97	100
No	3	0
Q2-pre		
Yes	44	25
No	56	75
Q2-post		
Yes	97	11
No	3	86
Q3-pre		
Yes	88	93
No	11	7
Q3-post		
Yes	100	95
No	0	2
Q4-pre		
Yes	86	95
No	14	5
Q4-post		
Yes	100	98
No	0	2
Q5-pre		
Yes	92	81
No	6	19
Q5-post		
Yes	100	84
No	0	16
Q6-pre		
Yes	89	81
No	11	19
Q6-post		
Yes	100	100
No	0	0

Table 1. Satisfaction rates by questions and Health Fair location.

## Methods

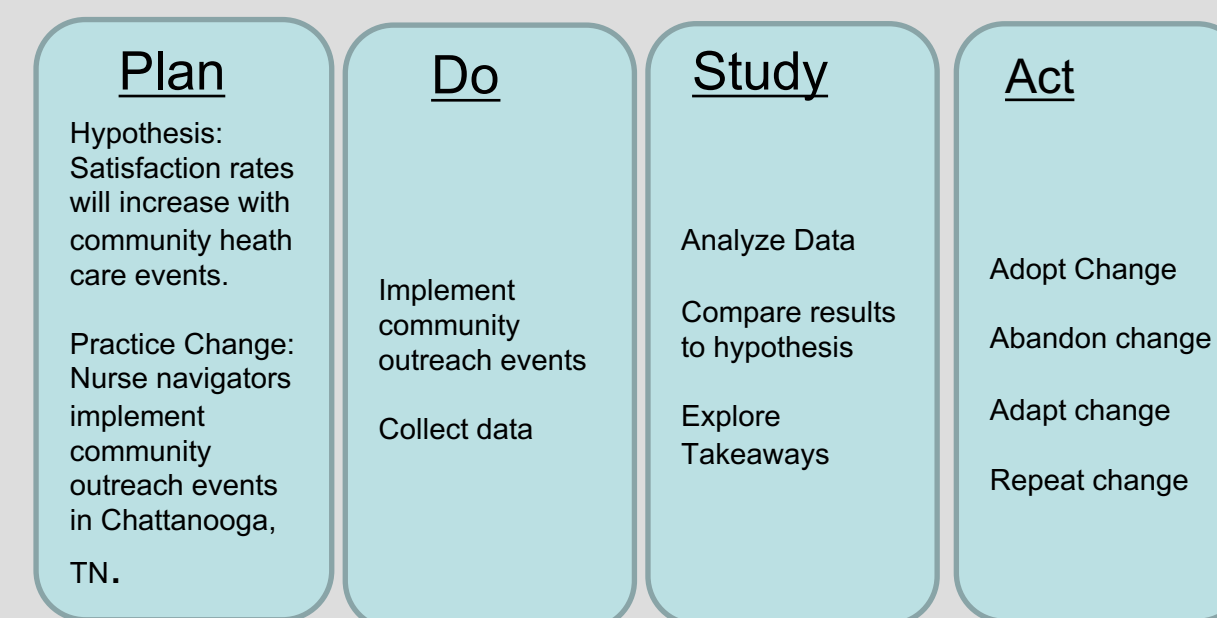
- Data Collection: Pre and Post surveys distributed by Community Health navigators at different community health fair events.
- Measure: Satisfaction rates and frequencies per question
- Data Analysis: Descriptive statistics

### PDSA Cycle

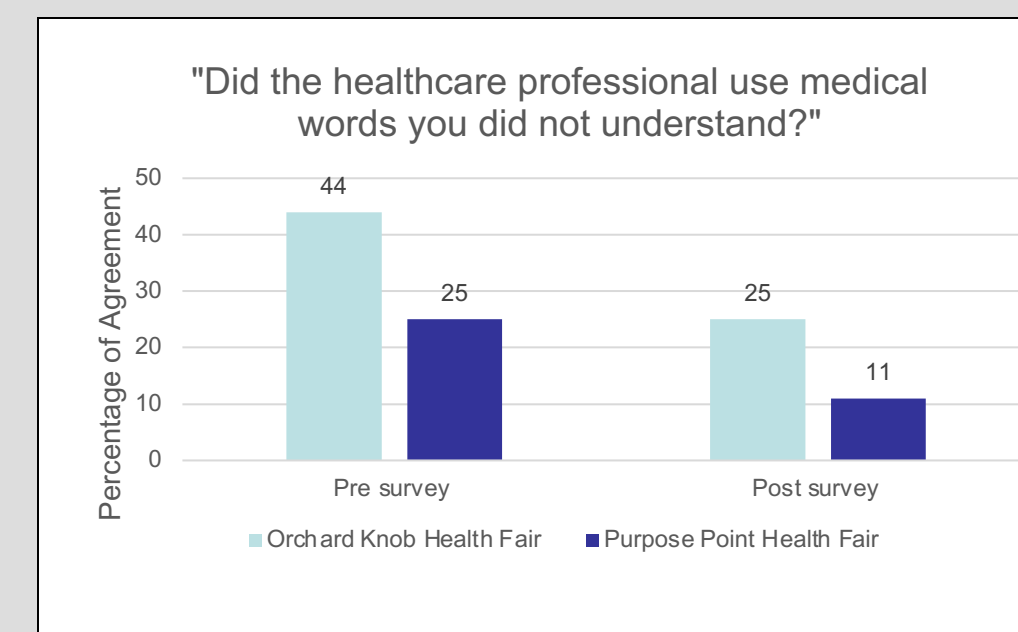
- Collect data from study team lead.
- Determine descriptive analysis by site and compare between sites
- Determine implications of performance between sites to better improve satisfaction scores.

### Measures

- Frequency data



Figure\_1.PDSA cycle



Figure\_2. Satisfaction rates compared per site for question "did the healthcare professional use medical words you did not understand?"

## Results

- Orchard Knob Health (OKH) Fair percent satisfaction increased from 88% to 100% for the survey question "did the healthcare professional feel warm and friendly."
- Orchard Knob Health (OKH)Fair percent satisfaction increased from 88% to 100% for the survey questions "Did the healthcare professional listen carefully to you. Whereas Purpose Point Heath (PPH) Fair had a smaller increase of 93% to 95%.
- OKH percent satisfaction increased from 92% to 100% for the question did the healthcare professional encourage you to ask questions. PPH satisfaction rates increased from 81% to 84%
- PPH percent satisfaction increased from 81% to 100% for the question did the healthcare professional answer all your questions to your satisfaction. OKH increased from 89% to 100%.

## Implications for Practice

### Conclusion

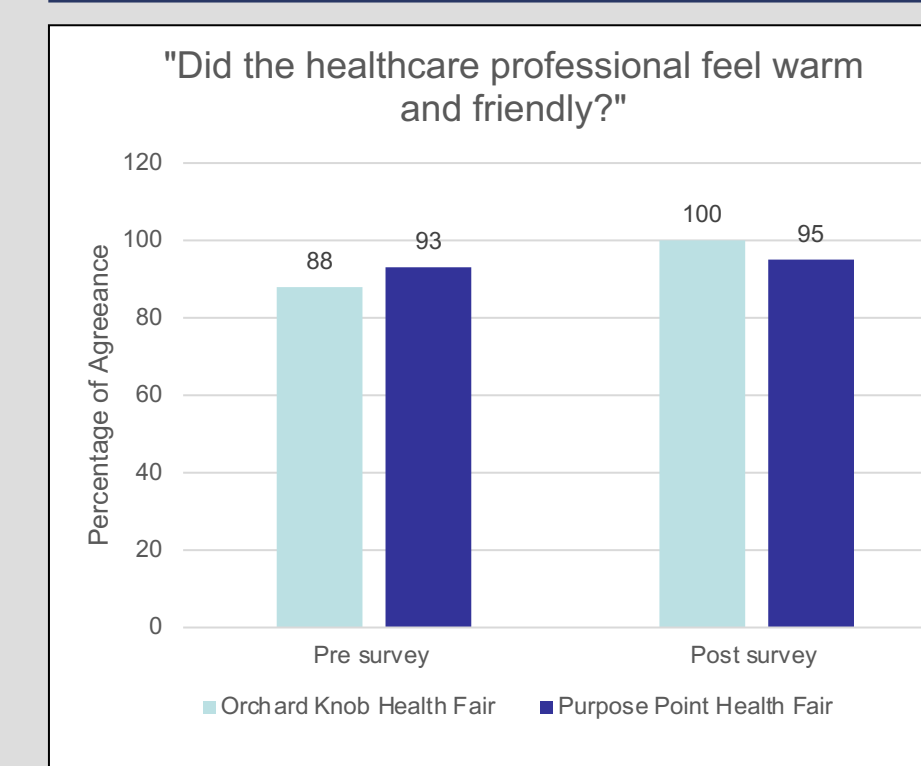
- Health fair events yielded increased satisfaction with health professionals.
- Both sites had improved scores with pre and post survey questions.
- Health fair events may contribute to increased trust between people of these diverse communities and health care professionals.

### Study limitations

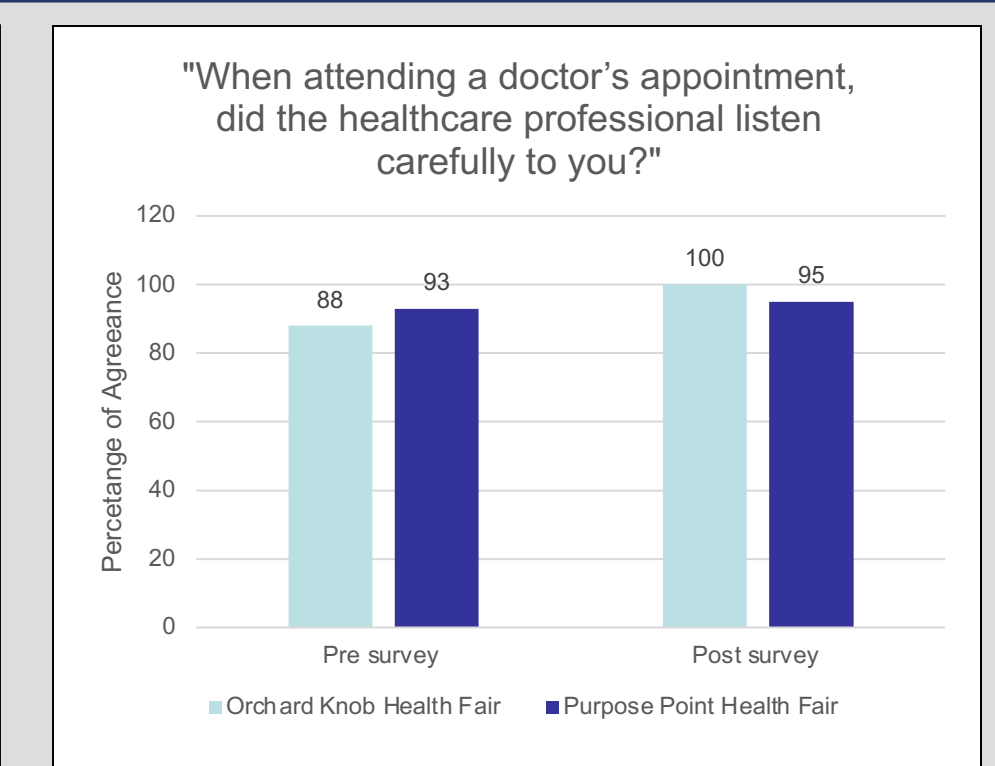
- Sample size between both sites
- Data was collected for only two health fairs.
- Survey bias

### Implications for the future

- Expand the comparison with future health event sites to see which performs better.
- Determine if different zip codes have an impact on longevity and how these health events may impact patients of these communities.



Figure\_3. Satisfaction rates compared per site for question "did the healthcare professional feel warm and friendly?"



Figure\_2. Satisfaction rates compared per site for question "when attending a doctor's appointment did the healthcare professional listen carefully to you?"

## References

