Parent Satisfaction & Child Success: An Assessment of Client/Provider Rapport-Building in a School-Readiness Intervention Program

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Method of Analysis

Qualitative analyses identified dominant themes across clients’ responses to a satisfaction survey. Anonymous surveys were mailed annually with postage paid envelopes to all families who participated in the intervention program. Data was analyzed from n=94 clients participating from years 2013-2015 (a response rate of 10%).

Results & Implications

On an 18-item, 3-point agreement Likert scale, guardians’ most frequent response to program satisfaction statements was agree, ranging from 92.6%-98.9%.

Items included perception that child health was improved, family culture was respected, the family benefited from the program and parent confidence was built.

Additionally, over 95% felt better about managing parenting responsibilities, protecting their child(ren) from accidents, doing things to help their child(ren) learn, and addressing their child(ren)’s health, development, and behavioral concerns.

Demographics

- Mom completed survey 76.6%
- Received monthly visit 77.7%
- Reported nurse at visit 45%
- Time in program ≥ 4 years 33%

Selected Statements: Evidence of Rapport-Building

“[I appreciate] the close friendship that has evolved over the years of trust and encouragement...”

“I feel like they care about me and my family individually and we are not just ‘another case’”.

“I have built a great relationship with my family case manager. I trust what she has to share...”

Discussion

Clients were asked to discuss what they dis/liked about CHIP’s services and offer feedback for program improvement. Rapport with service providers was a prevalent theme, the presence of which may offer insight regarding CHIP’s success and longevity with families. Future research will include analysis of both qualitative and quantitative data to determine the potential impact of rapport-building for families’ longer-term economic stability and their children’s scholastic success.

References