

# Visitors' Evaluation of a Nursing College's Health Consultation Service Activities for Citizens

**Yamaoka E<sup>1</sup>, Hishinuma M<sup>1</sup>, Ishikawa M<sup>1</sup>, Yamada M<sup>1</sup>, Emiko O<sup>1</sup>, Yoshida C<sup>1</sup>, Takahashi K<sup>1</sup>, Okubo N<sup>2</sup>, Uchida C<sup>1</sup>, Indo K<sup>1</sup>, Sato K<sup>1</sup>, Fujita J<sup>1</sup>, Sato N<sup>1</sup>.**

<sup>1</sup>: St. Luke's College of Nursing, Tokyo, Japan. <sup>2</sup>: The Graduate University of Japan Traditional Medicine and Science, Tokyo, Japan.



## Introduction :

In 2004 St. Luke's College of Nursing opened a health information service center. The center's purpose is to provide services for citizens for obtaining and using appropriate health information to protect and promote their own health activity. The service center provides free consultation with help from professional health volunteers.

## Purpose:

The purpose of this study is to evaluate the health consultation service based on visitors' satisfaction with consultation and their behavioral change after consultation.

## Methods:

The postal questionnaire survey was conducted between May 2008 and January 2009. Participants were visitors who had received consultation services at the service center and had agreed to respond the study questionnaire. A questionnaire written on a postcard was handed to each participant after the consultation and after completing the questionnaire it was mailed back. The questionnaire contained 1) demographic information, 2) ten closed questions asking about behavioral change, knowledge improvement, and psychological change, 3) satisfaction level (1 to 10 point score, 10 is the highest level of satisfaction), and visitors' intention to revisit or not to revisit the service center. The study was approved by the Research Ethics Committee of St. Luke's College of Nursing.

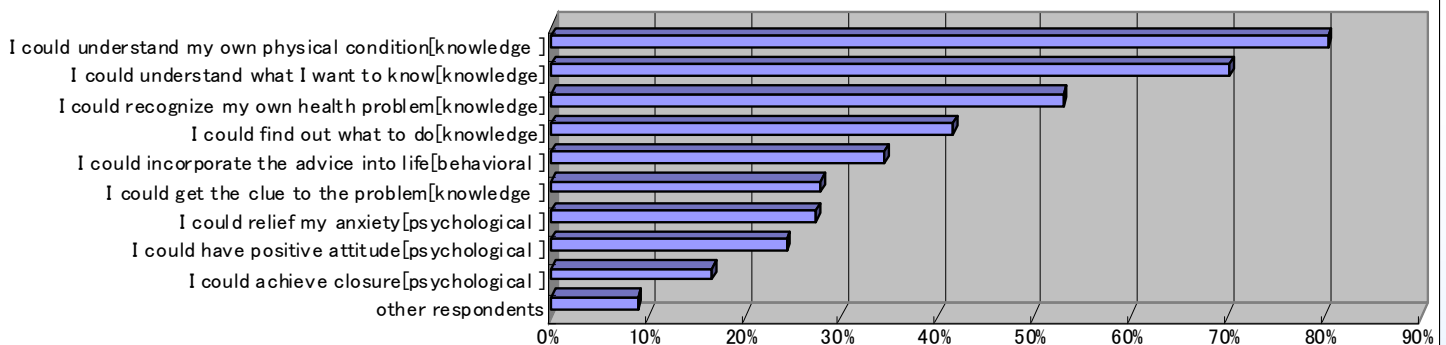
## Results: Table 1

Respondents 168 (76.0% response rate)
:Male 34 (20.2%) Female 128 (76.2%)
:Mean age of 61.9 years (range from 19 to 88 years)

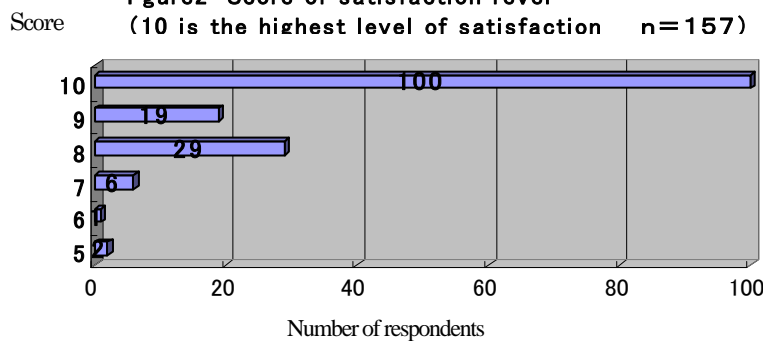
## Table 2

Number of visits	
:One-time	113 (67.3%)
:More than once	46 (27.4%)

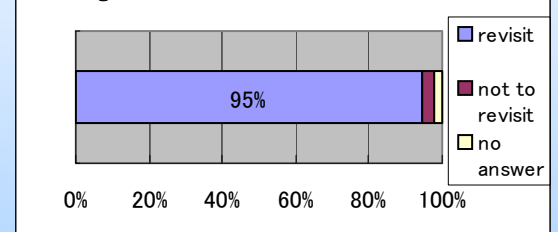
**Figure1 Changes in visitor's attitude and behavior(n=168)**



**Figure2 Score of satisfaction level (10 is the highest level of satisfaction n=157)**



**Figure3 Intention to revisit(n=168)**



## Discussion:

The findings of high response rate, high satisfaction rate and high percentage of visitors' intention to revisit the service center indicated positive evaluation of the health consultation service activities. The result that 80.4% of respondents checked [I could understand my own physical condition] was considered that the consultation service was a unique opportunity for visitors to review and become aware of their own health. The results of the survey suggested that the consultation service activities supported citizens in promoting their own health activities and thus considered to meet the purpose of the health information service center.