

# Registration/Evaluation/Reporting Guidelines – **Read this First!!**

## AHEC Project for the Behavioral/Mental Health of Veterans/Service Members & Families (VMH) Civilian Health Professionals Continuing Education (CE) Offerings

### OUTCOMES

Our expected outcomes for this project include:

- Civilian health professionals' **increased knowledge** of mental/behavioral health issues and military culture of veterans/service members and their families.
- Civilian health professionals' **improved practice** as relates to mental/behavioral health issues of veterans/service members and their families.
- **Increase access to culturally competent care** for veterans/service members and their families

### REQUIRED DATA COLLECTION & REPORTING COMPONENTS

To achieve and evaluate our success toward the desired Outcomes identified above, 4 standard components must be addressed in each CE offering. These are processes in:

1. Registration Requirements
2. CE Learning Objectives to be Included
3. Post Event Participant Evaluation
4. Follow-up Email/phone CE Participant Evaluation completed within 30 days of the offering.

#### 1. Registration Requirements

A sample registration form has been provided that includes fields needed for this project reporting and evaluation process and other HRSA Performance Measures required data. The following data elements included on the form **MUST** be collected from each participant and reported in the aggregate:

- Zip Code (preferably work/practice location)
- Employment Setting
- Health Profession Discipline
- Intent to Apply Training toward Employment or Professional Requirements.

For the Follow-up Evaluation Process, you will also need to collect from each participant at registration their email address and phone number. It is suggested that you include in your registration form this statement:

*Within in the next month you may receive a request to complete a very brief survey to assess the effectiveness of this offering in integrating key concepts into your professional practice.*

This helps set the participants' expectation for their change in practice and will facilitate follow-up evaluation processes.

#### 2. CE Learning Objectives to be Included

Each CE offering will include the objectives listed below as a minimum. The CE speakers/learning facilitators should be required to address these 3 standard objectives.

##### Required Learning Objectives

Upon completion of this CE offering the participant will:

- Apply military cultural competency to the care of veterans/service members and their families. (Change in Practice)
- Identify veterans/service members and their families in the population served/cared for. (Change in Practice)
- Discuss mental/behavioral health issues of veterans/service members and their families. (Knowledge)

These additional objectives are optional and should be included when appropriate based on the needs/interests of the audience, expertise of speakers, resources available, etc.

##### Optional Learning Objectives

Upon completion of this CE offering the participant will:

- Discuss signs and symptoms of Post traumatic Stress Disorder (PTSD). (Knowledge)
- Discuss signs and symptoms of Traumatic Brain Injury (TBI). (Knowledge)

- Enroll in War Within database (<http://warwithin.org/fhp.php>), if a primary care and/or behavioral health professional. (Change in Practice)
- Accept TRICARE (Military Health Care Insurance), if a primary care and/or behavioral health professional. (Change in Practice)

### 3. Post Event Participant Evaluation

Include the questions in the Participant Evaluation Form provided in your CE evaluation administered at the immediate completion of the CE offering. In order to have reliable standard project evaluation across the nation, please do not alter these questions in any way. Questions 1-5 should be used for every CE offering as they evaluate the required learning objectives. Questions 6-10 should be used if the corresponding optional learning objectives were included.

### 4. Follow-up Email/phone CE Participant Evaluation

Within 2 weeks to 30 days of the offering, complete a **brief follow-up survey (3 to 8 questions)** with a **random sample of 2% of the CE participants for each offering (minimum of 1 completed follow-up evaluation for groups smaller than 75)**. A script with the survey questions is provided below. Questions 1-3 should be asked of all follow-up survey participants. Questions 4-8 should be asked when appropriate for the optional learning objectives included in the CE. Here are the suggested steps for conducting the follow-up evaluation.

#### 1<sup>st</sup> Email

- Compile a list of all participants with email addresses and phone numbers.
- Initially target a number of participants larger than the 2% you need.  
Example: 100 CE Participants Total.  $2\% = 2$ .  
You **need 2 completed follow-up surveys** to meet the requirement. So you may want to **target 6** for the initial email follow-up to make sure you get 2 responses.
- Random Selection – there are a number of different ways to conduct a random sampling. The following is an example.

**Random Selection Example** *100 participants total; desire 6 selected randomly.*

- number the units in the population from 1 to N  
*Our example – 1-100*
- decide on the n (sample size) that you want or need  
*Our example - 6 (we suggest you target 6 to make sure you get 2)*
- $N/n$  (total population/sample size) = k (interval size)  
*Our example -  $100/6 = 17$  (16.6 rounded to 17)*
- randomly select an integer between 1 to k  
*Our example – open a book with your eyes closed and start with the page number you opened. My book opened to page 147 so I'll start with the number 47*
- then take every kth unit  
*Our example – start with the 47<sup>th</sup> name and then select every 17<sup>th</sup> name to get the 6 names you desire.*
- when you get to the end of the list of names go back to #1 and continue counting to complete the selection of the desired # of names.  
*Our example –selecting every 17<sup>th</sup> name will yield names #64, 91, 8, 25, 42 and 59.*
- Reference - <http://www.socialresearchmethods.net/kb/sampprob.php>

- Within 2 weeks after the CE offering email the random sample the email message provided by A-TrACC below. You should request responses in a short period of time (2 working days is suggested).
- Gather the email responses for reporting in the required VMH CE Report.

#### 2<sup>nd</sup> Follow-up Call if Needed

- If you do not receive email responses that meet the required 2% completed follow-ups, then you will need to conduct enough phone follow-ups until you do. These phone follow-up calls should be to the same participants from within your random selection process.

The A-TrACC provided script for the follow-up phone calls follows. If you need further information contact the A-TrACC staff at 409-772-7884 or [info@atracc.org](mailto:info@atracc.org).

**Email/Phone Script**

Thank you for your attendance to the recent continuing education (CE) offering that addressed mental/behavioral needs of veterans/service members and their families. We are in the process of evaluating the effectiveness of the CE offering as part of our national federally funded initiative. Your responses will be kept private to the extent allowed by law. Data will be reported in the aggregate only. Please respond to the few items below as indicated.

1. At the CE offering, I made a commitment to improve something. Yes \_\_\_ No \_\_\_  
If 'Yes' please identify the area/activity you committed to change. \_\_\_\_\_  
As relates to the change you identified have you:  
Begun to implement? \_\_\_ Planning to implement? \_\_\_ Decided not to implement? \_\_\_
  
2. I will ask my patients/clients if they or any close family members have served or are serving in the military.  
Begun to implement? \_\_\_ Planning to implement? \_\_\_ Decided not to implement? \_\_\_
  
3. If I have begun to implement asking my patients/clients if they or any close family members have served or are serving in the military, I do so:  
Always Usually About half the time Seldom Never  
\_\_\_ \_\_\_ \_\_\_ \_\_\_ \_\_\_
  
4. I will assess veteran/service member patients or clients for signs and symptoms of Traumatic Brain Injury.  
Begun to implement? \_\_\_ Planning to implement? \_\_\_ Decided not to implement? \_\_\_
  
5. When I am concerned about PTSD, I will ask: Have you ever had any experience that was so frightening, horrible, or upsetting that, in the past month, you have had nightmares about it or thought about it when you did not want to?  
Begun to implement? \_\_\_ Planning to implement? \_\_\_ Decided not to implement? \_\_\_
  
6. I will refer patients/clients to the PTSD resource: <http://www.ptsd.va.gov>  
Begun to implement? \_\_\_ Planning to implement? \_\_\_ Decided not to implement? \_\_\_

**For Licensed Primary Care and Behavioral Health Professionals ONLY**

7. I will enroll in the searchable online directory of health providers willing to serve the needs of service members that is maintained by the War Within database (<http://warwithin.org/fhp.php>).  
Yes? \_\_\_ No? \_\_\_ Already enrolled? \_\_\_
  
8. I am a TRICARE (Military Health Care Insurance) Provider.  
Yes? \_\_\_ No? \_\_\_ Already enrolled? \_\_\_

Thank you for providing this information. We appreciate your interest in improving the care of veterans, service members, and their families.

*Public Burden Statement: An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number. The OMB control number for this project is 0915-0352. Public reporting burden for this collection of information is estimated to average .3 hours per response, including the time for reviewing instructions, searching existing data sources, and completing and reviewing the collection of information. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden, to HRSA Reports Clearance Officer, 5600 Fishers Lane, Room 10-29, Rockville, Maryland, 20857. Expiration date (7/31/2015).*