

HRSA Technical Assistance Webinar 104

Data Collection and Performance Measures

for AHEC Health Professions Student Rotations Programming

Presented by:

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US. Department of Health and Human Services (HHS)
Health Resources and Services Administration (HRSA)
Bureau of Health Professions (BHPr)
Division of Public Health and Interdisciplinary
Education (DPHIE)
Area Health Education Center (AHEC) Branch
AHEC Training and Consultation Center (A-TrACC)

Centers joining us today

- ▶ Paula Overfelt
 - Center Director, Northwest Missouri AHEC
- ▶ Michelle Mollick
 - Center Director, Northeast Missouri AHEC

Official Disclaimer

- ▶ We are NOT suggesting changes to your AHEC data system or process
- ▶ Describing the Missouri AHEC system
- ▶ Please use this information as a “buffet”
 - Take pieces that apply to you and your state
- ▶ Focus is on clinical training
 - Can apply to other areas such as recruitment or continuing education

Background

- ▶ The ATSU–KCOM AHEC is 1 of 3 program offices in Missouri
- ▶ 7 centers total
- ▶ Data entry
 - Centralized for 4 of the 7 centers
 - Decentralized for the other 3 centers
 - Combination of both
- ▶ ATSU–KCOM prepares data reports for
 - All three program office federal applications/reports
 - Centers–specific data requests

Journey to current system

- ▶ Proprietary database system
- ▶ Waited for another AHEC to complete development of their system for sale
- ▶ Took advantage of ATSU procurement process to identify potential vendor
 - Same vendor since 1990s
- ▶ Reporting requirements change yearly
- ▶ More than one system

What we learned

- ▶ Internal vs. external software development
- ▶ Institutional IT understanding and support
- ▶ Commitment
- ▶ People, systems, and processes change
- ▶ Good data
 - Requires resources
 - Dependent on good people, systems, and processes

Data Collection Strategies

- ▶ Data forms
 - Statewide
 - Recently revised these for ease of use and consistency with our database
- ▶ Data entry manual
 - Statewide
 - Newer version coming soon
 - Helps get data into system, even with employee turnover
- ▶ Excel spreadsheets
 - Specific to ATSU-KCOM AHEC for entry and tracking
 - Participant data forms vs. data summaries from related database

Data Collection Strategies (cont.)

- ▶ **Difficult-to-get data**
 - Build relationships with offices/departments that gather necessary data
 - Some “dogging/coercion” involved
- ▶ **Interdisciplinary programs**
 - Students from other disciplines
 - Students from other schools
 - Center perspective
- ▶ **Minimum data set**
 - NAO looking at longer term tracking data
 - Provides template for information to be gathered (and how it related to HRSA required information)

Strategies for Outcomes

- ▶ Short-term outcomes are easier to get from the database
- ▶ Long-term outcomes are more dependent on database, regional staff, and social media
- ▶ Build relationships–Examples:
 - Continually use centers, social media, licensure records, registration, etc.
 - ATSU Alumni Office–post graduation contact information
 - Clinical Educational Affairs Office–residency match
 - ATSU Grants Office–surveys of graduates, data for some of the Outcomes Protocols
 - Other comments

Assessing Data Accuracy

- ▶ Monthly audits
 - Easy-to-see format
 - Ensure quality of data
- ▶ Statewide data summary
 - Encourages dissemination of consistent information to partners, funders and others
- ▶ Creates accountability
 - Reminds all of programmatic and reporting responsibilities/expectations/duties
- ▶ Improves the year-end reporting process
 - Decreases missing data at grant time

Challenges and Successes

- ▶ Data entry and outcomes always a challenge
- ▶ Funding is always an issue
 - From activities to employees
- ▶ Centralized vs. decentralized
 - Pros and cons for each
 - Program office “manages” data
- ▶ Keep the lines of communication open
 - Between centers and program offices
 - Resource for others
 - Make data a priority

Strategies for Integrating “Great Stories”

- ▶ Centers and Program Offices write up stories and save them in a central location for various reports
 - Examples–network drive, jump drive, three ring binders, etc.
- ▶ Samples
 - Pipeline, database report
 - El Campo Meltdown, newspaper story
 - Student Evaluations, video clips

Thank you for your time!

- ▶ Any other questions/comments?

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HRSA Grantee Technical Assistance
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