

HRSA Technical Assistance Webinar 106

Outcome Evaluation of Continuing Education Programming

Presented by:

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Three Rivers Area Health Education Center

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)

Learning Objectives based on Three Rivers AHEC CE Outcome Evaluation:

- Provide background and history of the Georgia Statewide Electronic Reporting System (SERS)
- Describe the roles of the Centers and Program Office regarding SERS and various reporting requirements
- Provide CE database templates and reports
- Describe strategies/tools to collect participant data for HRSA, NAO, State & AHEC outcomes
- Discuss our successes and challenges

Note: All information provided is for informational purposes only and describes the Three Rivers/Georgia Statewide AHEC systems.

Georgia Statewide Electronic Reporting System

- Health Careers Recruitment database
- **Continuing Education database**
- Clinical Training database
- Learning Resources database
- Program Consolidation database

31 independent databases – 5 at each of the 6 centers and 1 at the Program Office

How did we get to this point?

- 15 years ago Denise Kornegay, Program Director, said to Detra Brown, Associate Director: “I know we are social workers...but data will be the way of the future.”
- Word → Word Perfect → Excel → Access
- Blue Ridge AHEC and Clinical Training Database
- Program Office → SERS
- Future: Web-based data system

In the beginning . . .

- SERS development began 2000 and implemented in 2002.
- Email field? Will the Internet still be around in 5 years?
- Is more data necessarily better?
- Who has time to input all of this “stuff”?

CE Database Home Page

Three Rivers AHEC Continuing Education

Columbus, GA

Home Page Quit App

Activity Parameters

Calendar Dates

Year Mon

Begin | | |

End | | |

Three Rivers

Data Capture

Programs Program Types

Prog Suggestions CE Types

Organizations Standard Fee Schedule

Professions Other Charges Fee Schedule

Specialities

Utilities

Change SS#

State Reporting

New Data Transfer

Review Old Transfers

Fee structures

Data can be retrieved using customized dates

Employment facilities of the participants

Disciplines of the participants

Course Participants by Date

Form View NUM

The screenshot shows a web application interface for 'Three Rivers AHEC Continuing Education' in Columbus, GA. The interface is divided into several sections: 'Home Page' with navigation buttons for 'Activity Parameters', 'Calendar Dates', 'State Reporting', 'New Data Transfer', and 'Review Old Transfers'; 'Data Capture' with buttons for 'Programs', 'Prog Suggestions', 'Organizations', 'Professions', 'Specialities', 'Program Types', 'CE Types', 'Standard Fee Schedule', and 'Other Charges Fee Schedule'; and 'Utilities' with a 'Change SS#' button. A 'Course Participants by Date' button is also present. Three callout boxes with blue borders and white text are overlaid on the interface: one pointing to the 'Calendar Dates' section stating 'Data can be retrieved using customized dates', one pointing to the 'Professions' button stating 'Employment facilities of the participants', and one pointing to the 'Standard Fee Schedule' and 'Other Charges Fee Schedule' buttons stating 'Disciplines of the participants'. The bottom of the page shows a 'Form View' label and a 'NUM' label.

CE Program Development

Three Rivers AHEC Continuing Education

Programs

Columbus, GA

Close Form

Program ID	Program Name				
338	HRSA A-TrACC Webinar				
Start Date	End Date	Site Name For Program	Type Loc:	Loc Name:	
3/28/2011	3/28/2011	Three Rivers AHEC	1	Muscogee	
Co-Sponsor 1		Co-Sponsor 2:		Co-Sponsor 3:	
HRSA		Three Rivers			
CoSponsor 4:		CoSponsor 5:		Hours Offered	
				1.0	
Program Type			Invitations Sent	Evaluation Score	
PD				4.5	

Program Title

Fee Schedule		
Fee ID	Fee Description	Fee
1	Complimentary	\$0.00
6	Organization	\$40.00
*	0	

Other Charges		
OC ID	Other Charge Description	Fee
3	Books	\$15.00
1	Tshirt	\$10.00
*	0	

Entered after all program evaluations have been tallied

Refresh Data	Participants	1	Registrants	1	Paid Amount		Correct Post Payment
	Hours Awarded	1	Fees Due	\$15.00	Balance Due		

Record: 1 of 318

CE Program Type

Three Rivers AHEC Continuing Education

Programs
Columbus, GA
Close Form

Program ID	Program Name			
338	HRSA A-TrACC Webinar			
Start Date	End Date	Site Name For Program	Type Loc:	Loc Name:
3/28/2011	3/28/2011	Three Rivers AHEC	1	Muscogee
Co-Sponsor 1		Co-Sponsor 2:	Co-Sponsor 3:	
HRSA		Three Rivers		
CoSponsor 4:		CoSponsor 5:	Hours Offered	Invitations Sent
			1.0	
Program Type			Evaluation Score	
PD			4.5	

OC ID	Other Charge Description	Fee
3	Books	\$15.00
1	Tshirt	\$10.00
*	0	

Also track programs related to Veterans, PTSD, and technology

Next Program	Registration	Individual Participants	Unidentified Participants
Add Program	Payments	Print Receipts	

Refresh Data	Participants	1	Registrants	1	Paid Amount		Correct Post Payment
	Hours Awarded	1	Fees Due	\$15.00	Balance Due		

Record: 1 of 318

Form View NUM

CE Program Registration Page

Three Rivers AHEC Continuing Education

Registration
Columbus, GA
Close Form

Program ID:	SS#:	First Name	Last Name	Profession
338		Yvette	Payton	Continuing Education Coordinator
Organization		Loc Type	Org Location:	New Organization
Three Rivers AHEC		1	Muscogee	
Address		City	State	Postal Code
2022 15th Avenue		Columbus	GA	31901-
County of Residence				
Muscogee				
Phone	Phone Ext	Fax	E-mail	
(706) 507-0894		(706) 507-0896	ypayton@threeriversahec.org	
Fee ID:	Fee Description:	Reg Fee	Oth Chg ID:	Other Charges Descrip
1	Complimentary	\$0.00	3	Books
				Oth Chg:
				\$15.00
				Total Fees
				\$15.00
Memo				Attended:
				Y
				\$'s Paid
				\$0.00
				Amount Due
				\$15.00

System assigns identifier – this is not the participant's SSN

After the conference, this field is completed. "Y" indicates the registered participant attended and generates a profile for the participant for additional data. "N" indicates a no show.

Individual CE Participant's Profile

Three Rivers AHEC Continuing Education

Participant Profile

Columbus, GA

Close Form

Program ID:	SS#	First Name	Last Name	Resid Loc Type	Residence Location
338		Yvette	Payton	3	Alabama
Organization		Loc Type	Org Location:	New Organization	
Three Rivers AHEC		1	Muscogee		
Profession		Speciality	NHSC	Lic Cert Required	Hrs Awarded
Continuing Education Coordinator			N	N	1.0
Student	Teacher:	HOT	HCD		
N	N				
Gender	Age Group	Ethnicity	Other Ethnicity Information		
F	40-49	AfrAm			

Information is vital for our federal and state reporting requirements

Record: 1 of 1

Form View

NUM

CE Program Payment Report

Three Rivers AHEC Continuing Education

Program Payments

Columbus, GA

Close Form

Program ID	Payment ID	Payment Date	Payment Amount	Payment Method	Check Number
338	(AutoNumber)		\$0.00		
New Payment		Payment Applied	\$0.00	Recalc	Payee:
		To Be Applied	\$0.00	Balance	

Select Registrant and Apply Payment

First Name	Last Name	Reg Fee	Other Fee	Total Fees	\$'s Due	
Yvette	Payton	\$0.00	\$15.00	\$15.00	\$15.00	Apply Payment

Record: 1 of 1

Record: 1 of 1

Form View

NUM

Strategies/tools to collect data on participants for HRSA, NAO, State, and AHEC outcomes

- Participant Profile (Collects Outcome 10 Data)
- Evaluation forms
- Data entry
- Housed on server and backed up each night
- Grant writing for additional funding
- Program Office Support
 - ✓ Database technical assistance
 - ✓ Responsibility for consolidating and submitting federal and state reports
 - ✓ Lead in training, guidance, organization, and consistent data collection and reporting
 - ✓ “Queries” for special reports

CE Program Participant Demographics

Continuing Education Program Participants

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For Period 2010-09 Thru 2010-09

CERpt01 Page 1 of 2

		*****Disciplines*****														***** Ethnicity *****					
AHEC Name	From Where	Total Part.	Medicaid Provider /Practice	NHSC Part.	Med	PA	NP	Nurs	CNM	MH	OT	PT	Dent	Other	No Resp	Cauca	Black	Asian	Hisp	Other	No Resp
<i>Our AHEC County</i>																					
Three Rivers	Bibb	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Three Rivers	Canoll	1	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Three Rivers	Chattahoochee	2	0	0	0	0	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0
Three Rivers	Coweta	1	1	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	0	1
Three Rivers	Fayette	4	2	0	0	0	1	3	0	0	0	0	0	0	0	3	0	0	0	0	1
Three Rivers	Harris	9	8	0	0	0	1	7	0	0	0	0	0	1	0	9	0	0	0	0	0
Three Rivers	Jones	2	0	1	0	0	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0
Three Rivers	Macon	1	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Three Rivers	Muscogee	42	29	0	2	0	0	37	0	2	0	0	0	1	0	22	18	0	1	0	1
Three Rivers	Rockdale	2	2	0	0	0	0	2	0	0	0	0	0	0	0	0	2	0	0	0	0
Three Rivers	Troup	2	2	0	0	0	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0
<i>Other AHEC County</i>																					
Three Rivers	Ben Hill	1	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Three Rivers	Berrien	2	2	0	0	0	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0
Three Rivers	Chatham	8	5	0	1	0	0	7	0	0	0	0	0	0	0	2	5	0	0	0	1
Three Rivers	Chattooga	1	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Three Rivers	Clarke	1	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Three Rivers	Clay	1	0	0	0	0	0	1	0	0	0	0	0	0	0	0	0	0	0	1	0
Three Rivers	Cobb	5	4	0	0	0	0	5	0	0	0	0	0	0	0	4	1	0	0	0	0
Three Rivers	Colquitt	1	1	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Three Rivers	Columbia	4	3	0	0	0	0	4	0	0	0	0	0	0	0	4	0	0	0	0	0
Three Rivers	Dekalb	12	10	0	3	0	0	9	0	0	0	0	0	0	0	4	6	0	0	1	1
Three Rivers	Dougherty	2	1	0	0	0	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0
Three Rivers	Douglas	1	0	0	0	0	0	0	0	0	0	0	0	1	0	1	0	0	0	0	0
Three Rivers	Effingham	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Three Rivers	Floyd	7	7	0	2	0	0	5	0	0	0	0	0	0	0	7	0	0	0	0	0
Three Rivers	Fulton	5	5	0	1	0	0	4	0	0	0	0	0	0	0	1	2	0	0	0	2
Three Rivers	Gwinnett	16	13	0	0	0	0	16	0	0	0	0	0	0	0	12	2	0	0	0	2

Page: 1

Ready NUM

CE Program Participant Demographics – Grand Total page

CERpt01 Page 2 of 2		***** Disciplines *****													***** Ethnicity *****						
AHEC Name	From Where	Total Part.	Medicaid Provider Practice	NHSC Part.	Med	PA	NP	Nurs	CNM	MH	OT	PT	Dent	Other	No Resp	Cauca	Black	Asian	Hisp	Other	No Resp
Three Rivers	Florida	2	1	0	0	0	0	2	0	0	0	0	0	0	0	1	1	0	0	0	0
Three Rivers	South Carolina	5	4	0	0	0	0	5	0	0	0	0	0	0	0	3	1	0	0	0	1
	Other State																				
Three Rivers	California	2	1	0	0	0	0	2	0	0	0	0	0	0	0	2	0	0	0	0	0
Three Rivers	Wisconsin	1	0	0	0	0	0	1	0	0	0	0	0	0	0	1	0	0	0	0	0
Three Rivers Total		199	132	1	13	0	3	177	0	2	0	0	0	4	0	140	45	0	2	2	10
Grand Total		199	132	1	13	0	3	177	0	2	0	0	0	4	0	140	45	0	2	2	10

CE Program Participants by Program

Continuing Education Programs

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For Period 2010-09 Thru 2010-09

CERpt02 Page 1 of 1		Total Part.	CME/CE Hours Awarded	Avg Eval Score	License Require Part.	*** Program Category ***				
AHEC Name	Program Title					Environ. mental	Health	Physical Health	Mental Health	Other
<i>Three Rivers</i>	27th Annual GASGNA: Embarking on New	117	1258.00	4.72	117	0	0	0	0	0
<i>Three Rivers</i>	Off To See The Wizard Pediatric Nursing C	82	508.50	4.82	81	0	1	0	0	0
<i>Three Rivers Total</i>		199	1766.50	4.77	198	0	1	0	0	0
Grand Total		199	1766.50	4.77	198	0	1	0	0	0

Based on
Likert scale
with 5
representing
excellent

CE Program Partners

Continuing Education Programs Partnered

For Period 2010-09 Thru 2010-09

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CERpt03 Page 1 of 1

AHEC Name	Program Partner (Collaborated/Co-Sponsored)	Programs Partnered
<i>Three Rivers</i>	Georgia SGNA	1
<i>Three Rivers</i>	Sue Schley Mathews Nursing Fund	1
<i>Three Rivers</i>	Three Rivers AHEC	2
<i>Three Rivers Total</i>		4
Grand Total		4

Strategies/tools to collect short-term, intermediate, and long-term outcomes

- Financial checks and balances
- Monthly benchmark tracking for Center team
- Task streamlining
- Email addresses for marketing and needs assessment
- Georgia Nurses Association CE Requirements
- Data history supports funding and other AHEC strategies

Successes

- Consistent and cohesive data
- Support from Program Office
- 90% Co-sponsors are repeat customers
- Distance Learning grant
- Email database
- Email database updates
- Replacement certificates



Lisa O'Steen, MSN, RN; Clinical Coordinator ADN Program; Columbus Technical College; attended the "Off to See the Wizard" pediatric nursing conference and said, "Three Rivers AHEC is an asset to the Columbus area. The continuing education offerings have been instrumental in maintaining and furthering my nursing education. The seminars focus on current research and best practices in health care. They provide comprehensive programs which relate to all disciplines in health care. They coordinate education offerings, which are convenient and affordable, meeting budget constraints for continuing education. As a Nurse Educator it makes it possible to maintain nursing expertise while meeting academic demands. Kudos to the staff work diligently to procure speakers and content which reflects current issues in health care today. I continue to be impressed with the comprehensive resources and opportunities for all health care professionals and it is always a pleasure to participate."



“Have you ever heard the saying, ‘It can’t be that hard; it looks pretty simple?’ Well, our organization had to find out the hard way the amount of work that goes into organizing a conference – it really is harder than it looks. We decided in order to save the organization some money that we would handle our conference registration and facilitate the CE process. What a huge mistake that was. I still have flashbacks from the conference planning. Once we found out about the AHECs from another group at our hospital. We quickly called to see what services they had to offer. The rest is history – we have been utilizing their services for the past 5 years. With their guidance and assistance, they make the conference planning a piece of cake.”

**Gloria Copeland
Past President GASGNA**



Challenges

- Third party registration reporting
- Rural area participation
- Decline in face-to-face conferences
- Requests for data collection at end of reporting year

Thank you for participating!

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HRSA Grantee Technical Assistance
A-TrACC

