Training Needs Assessment

New Hampshire

Public Health Laboratories

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Laboratory Director
Background

In 2012, PHL developed a strategic plan to cover the next 5 years of laboratory operation.

Goal: Recruit and retain highly qualified, professional staff at all levels of the laboratory organization.

Strategy: Ensure continuing education, training and professional development opportunities continue to be offered to PHL staff.

Step 1: Conduct a training needs assessment
Project team

Dr. Christine Bean, Lab Director
Jill Power, Quality Manager
Maureen Collopy, Bioterrorism Coordinator
Carol Laurin, Training Manager
Questions:

1. How to create a training needs assessment?
2. What topics to include?
3. What resources were available?
4. How would we roll it out?
Question 1: How to create the training needs assessment?

Decided to base on competencies
Core Competencies from the Council on Linkages
APHL Competency Guidelines For Public Health Professionals

Question 2: What topics to include?

Safety, Ethics, General Lab practices, Q.A. ……

Question 3: What resources do we have available?

ELC grant money to fund assistance with data collection (LEI)
Turning Technologies Turning point software and clickers
Shared services examined in addition to shared testing
Training has been part of NEEPHLD sharing-annual trainings included COOP Planning; Rad Lab Response
NH and NJ led the TNA project for NEEPHLD
Goal to share tool with northeast partners
March 2015  Met with Council on Health Initiatives and partnered with them to help with framework and statistics.

Chose APHL Competencies Document as reference.

Question 4 : How to roll out and gather information?
   Email?
   Special Meetings?
   Staff Meetings?
Process

- Topics selected were Informatics, Communications, Emergency Preparedness, Safety/Security, Ethics, Workforce Development, Management and Leadership, Quality Assurance, General Laboratory Practice, Chemistry, Surveillance, and Microbiology.

- Topics were divided up into 4 waves, each person on the team selected 1 topic from each wave. Questions selected were based on their relevancy to PHL staff competencies.

- Prior to each Wave, the team met to go over the questions to weed out irrelevant questions and untrainable topics.
Selected based on relevance to PHL and whether proficiency would be developed over time as part of employment

Question developed tied to competency level based on assessment of the targeted level of competency for PHL staff

Where significant overlap between subcompetencies from two or more areas, one question was developed
Waves and Topics

Wave 1  Informatics
       Communications
       Emergency Preparedness
       Safety/Security

Wave 2  Ethics
       Workforce Development
       Management
       Quality Assurance

Wave 3  General Lab
       Chemistry
       Surveillance

Wave 4  Microbiology
       Evaluation
**What should be the overall question and answers?**

**QUESTION:** “I rate my confidence in my ability to….”

For example: I rate my confidence in my ability to describe the proper donning and doffing of PPE used in my role.

**ANSWERS:**
- Very Low
- Low
- Medium
- High
- Very High
- N/A (not applicable for current job)

A power point was created with the Turning point software.
PHL Staff Meetings

- April 2015 Wave 1
- May 2015 Wave 2
  - Added job category to questions
- August 2015 Wave 3
- November 2015 Wave 4
  - Included evaluation questions
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* Amounts of staff do not add up due to a technical glitch with the clickers not recording job category.
Highlights of Results

1. Safety and Ethics Questions Scored the Highest.

2. Informatics Questions Scored The Lowest

3. There Was Consensus Between Job Category and Answers to Management, Microbiology, and Chemistry Questions.
Percent Staff Responding "Medium", "Low", "Very Low" Confidence

- Management and Leadership
- Workforce Training
- Informatics
- Communications
- Quality
- Emergency management and Response
- Security/Safety
- Surveillance
- Chemistry
- General Lab
- Ethics

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Next Steps

- Work on Developing Trainings For the Lowest Rated Competencies
- Share tool with NEEPHL Members
- Present at the APHL Annual Meeting 2016