

Health Planning: A Tale of Two Era's

The Era of Paper **Paper**

Chapter 1: Planning Council Requests for Data and Information



Chapter 2: Paper-Based Client Satisfaction



Chapter 3: Paper-Based Needs Assessment



The Era of
the Web

The Era of the Web **Web**

Chapter 1: Real-Time Web-Based Access



Chapter 2: Web-Based Client Satisfaction



Chapter 3: Web-Based Needs Assessment



Hennepin County / Minnesota's Comprehensive Needs Assessment Web-Audio Surveys



Traditional Needs Assessment Process

1 Survey administered to consumer.



2 Surveys collated.



3 Surveys manually entered and validated.



6 Reports distributed and presented. Data is out of date.



5 Thick, static paper report printed.



4 Data coded and analyzed.



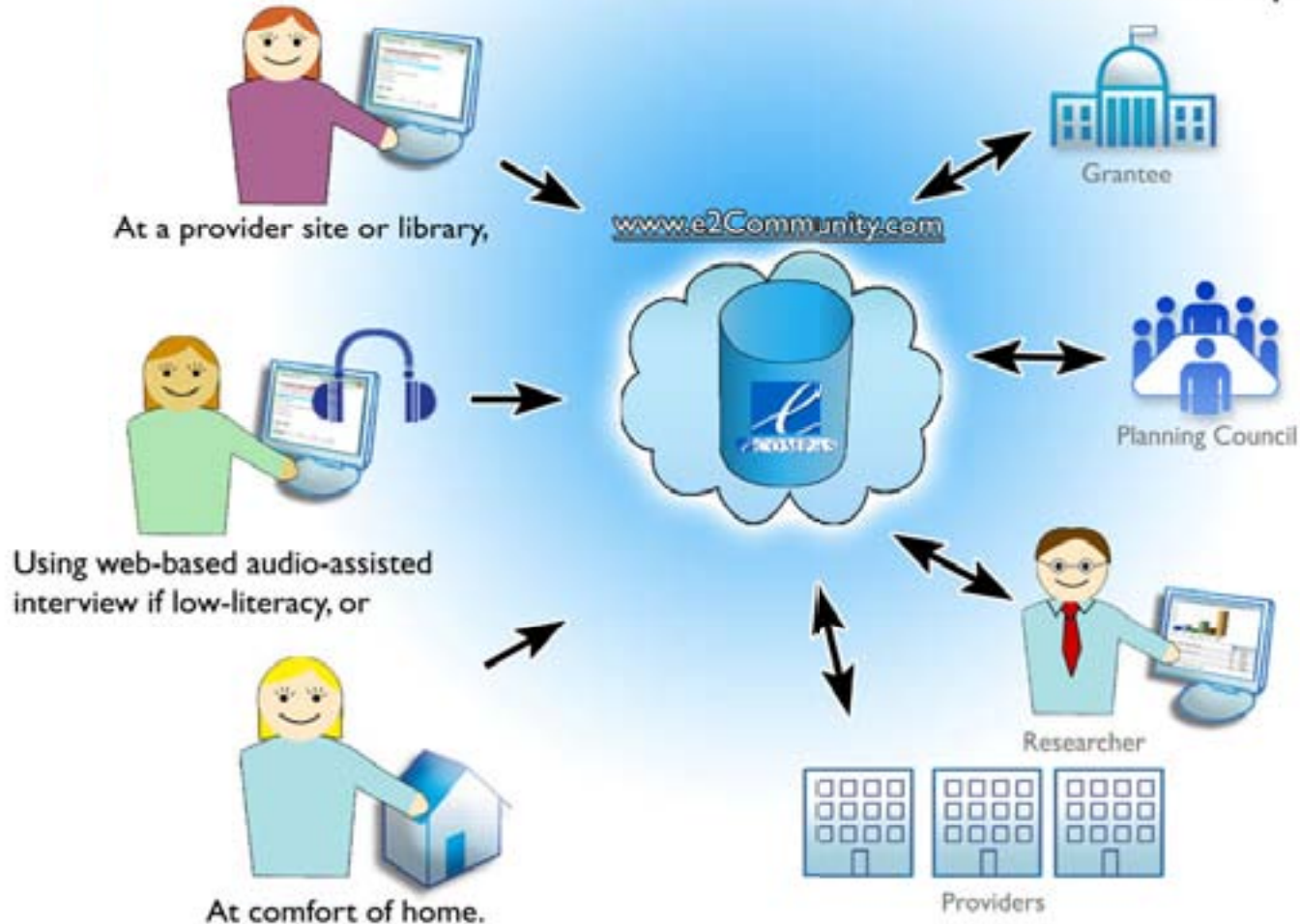
Problem Statement

1. Too much time spent managing paperwork
2. Delay from data collection to action
3. Validating surveys a challenge
4. Cost savings and efficiencies needed
5. Static paper report is not interactive
 - Requests for additional analysis involve additional cycles of analysis and reporting

Our Vision

1 Consumers fill out surveys whenever and wherever they want...

2 All stakeholders have real-time graphical access to data appropriate to their needs from any location.



Vision

1. Have a fully Web Based system that was multi-lingual and audio-assisted self interview (ACASI) with no software to install or manage.
2. Save paper and the time spent managing it
3. Allow consumers to self-interview at comfort of home or provider site
4. Utilize netbooks for efficient outreach efforts in collecting completed surveys
5. Realize cost-savings

Vision

6. Have real-time access to data
7. Use real-time access to see gaps in data collection so we can target outreach efforts are targeted to needed populations
8. Allow consumers redeem incentives through an incentive code automatically generated at survey completion
9. Allow incentives to be distributed in person, or mailed to consumer.
10. Utilize Visual Analytics to make data more actionable in real-time for better planning, decision making, and grant applications.

Vision Accomplished?

Yes!

With some unanticipated benefits too...

How did we do it?

1. Attended the 2008 HRSA AGM Meeting and saw a presentation on “Innovative Planning Bodies Technology” presented by the Bergen-Passaic TGA, City of Paterson
2. Collaborated with the Bergen-Passaic TGA on revised needs assessment instrument.
3. Contracted with RDE Systems, LLC makers of eCOMPAS and the e2 Community Platform
4. Utilized the e2 Comprehensive Needs Assessment Module that Paterson New Jersey pioneered and presented
5. RDE adapted software to Minnesota’s unique needs and vision.

How did we do it?

6. RDE walked us through the process.
7. RDE produced a pilot site for us to pilot with a focus group of consumers, the planning council, and staff.
8. Revisions were made to the system.
9. With minimal training, our staff completed Spanish translations and voice-overs with no special equipment using the systems web-based admin module.
10. System was launched smoothly.
11. System continued to be enhanced with ideas that RDE had (free of charge).

Social Marketing

Minnesota HIV Services Planning Council 2010 Comprehensive Needs Assessment

Are you HIV positive?

Do you live in Minnesota or Pierce or
St. Croix Counties in Wisconsin?

The Minnesota HIV Services Planning Council is pleased to announce the launch of the 2010 Comprehensive Needs Assessment of Minnesotans living with HIV disease. The results of the needs assessment are used to assist the Council in the biennial prioritization of services and the annual allocation of Ryan White funds to service areas and activities. Your help is needed to determine which services are most important to your care and treatment and to determine if there are gaps or barriers in the HIV services delivery system in Minnesota.

To participate in the survey, simply log on to <http://mhspc.e2community.com/> any time after March 15 and enter your answers anonymously online. The survey does not ask for your name nor any other identifying information. Your responses are anonymous and confidential. For your assistance, you will be awarded a \$10 gift card to Target, Cub Foods or Wal-Mart. Your gift card may be claimed in person at various AIDS Service Organizations or by mail. You must complete the entire survey to receive your gift card.

Planning Council staff and volunteers will be at various AIDS Service Organizations with laptops to assist you in completing the survey online. For dates and locations, more information about receiving your gift card, or assistance in completing the survey, please call 612.596.7894 or 888.638.3224.

<http://mhspc.e2community.com/>
Log on today and make sure your voice is heard!

Now is the time to make sure your voice is heard. Please take advantage of this opportunity to tell us what you need and what problems you may have in accessing HIV services in Minnesota.

Minnesota HIV Services Planning Council
612.596.7894 or 888.638.3224
www.mnhivplanningcouncil.org



Minnesota HIV Services Planning Council 2010 Comprehensive Needs Assessment

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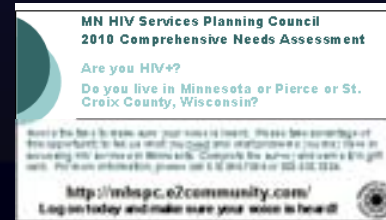
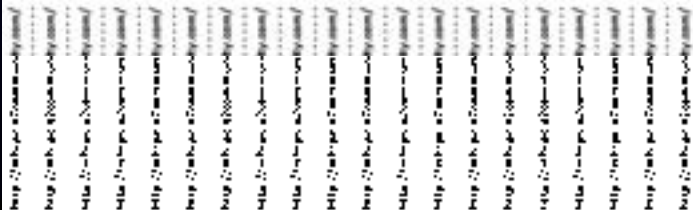
MN HIV Services Planning Council 2010 Comprehensive Needs Assessment

Are you HIV+?

Do you live in Minnesota or Pierce or St. Croix County, Wisconsin?

Now is the time to make sure your voice is heard. Please take advantage of this opportunity to tell us what you need and what problems you may have in accessing HIV services in Minnesota. Log on today and make sure your voice is heard.

<http://mhspc.e2community.com/>
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Brief Demo

Scenario: Survey Editing

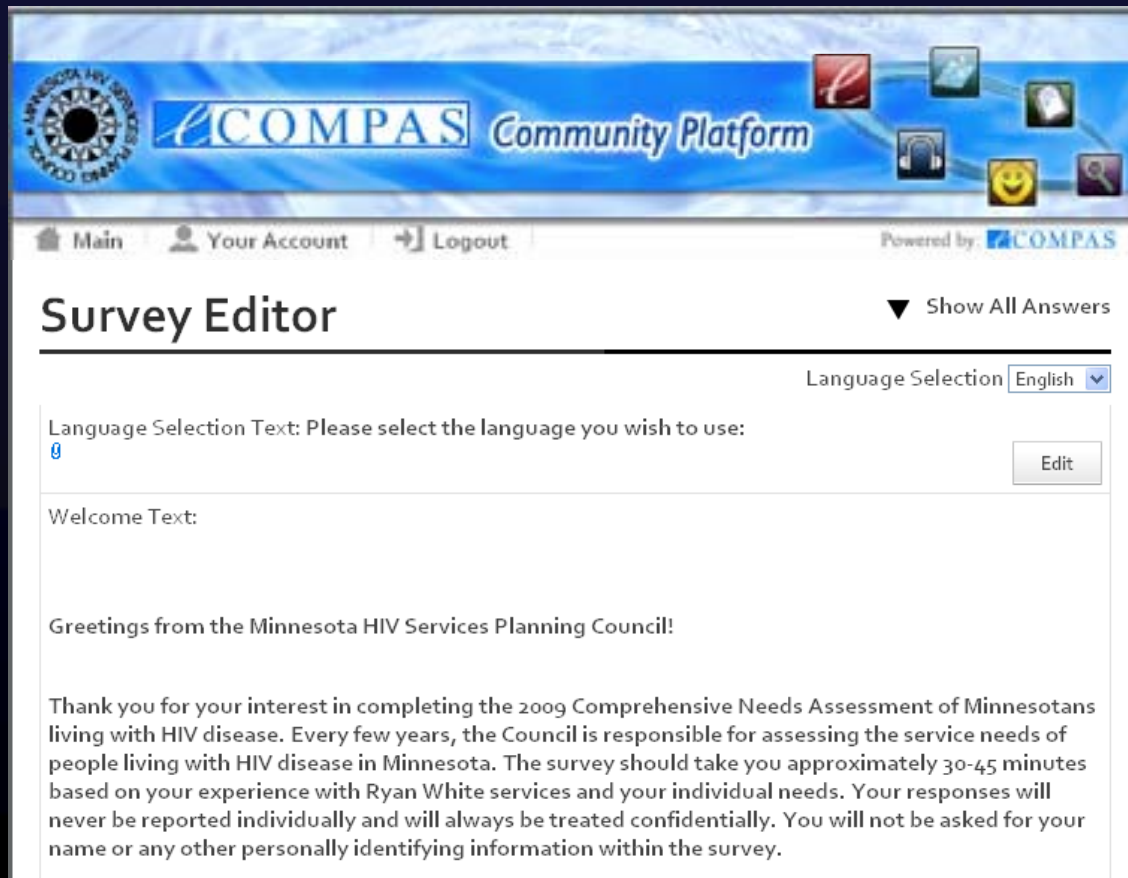
Survey Editing

- The Ability to Edit the Survey is Available from the Reports Menu.



Survey Editing

- The Survey Editor Allows Users to Edit Question Text & Sound Files in Any of the Available Languages.



The screenshot displays the COMPAS Community Platform interface. At the top, there is a blue banner with the COMPAS logo and the text "COMPAS Community Platform". Below the banner, a navigation bar includes links for "Main", "Your Account", and "Logout", along with the text "Powered by COMPAS". The main content area is titled "Survey Editor" and features a "Show All Answers" dropdown menu. A "Language Selection" dropdown menu is set to "English". Below this, there is a text field for "Language Selection Text: Please select the language you wish to use:" with a blue "0" character and an "Edit" button. The "Welcome Text:" section contains the following text: "Greetings from the Minnesota HIV Services Planning Council!" and "Thank you for your interest in completing the 2009 Comprehensive Needs Assessment of Minnesotans living with HIV disease. Every few years, the Council is responsible for assessing the service needs of people living with HIV disease in Minnesota. The survey should take you approximately 30-45 minutes based on your experience with Ryan White services and your individual needs. Your responses will never be reported individually and will always be treated confidentially. You will not be asked for your name or any other personally identifying information within the survey."

Survey Editing

- Question and Answer Text may be Edited in this Dialog.
- Use the Edit Voice buttons to Record, Remove, or Upload Sound to the Survey.

Question 13. [🔊](#)

In what type of facility were you most recently incarcerated?

[Save Text](#)

[Cancel Text](#)

[Edit Question Voice](#)

Text: a. [🔊](#) [Edit Answer Voice](#)

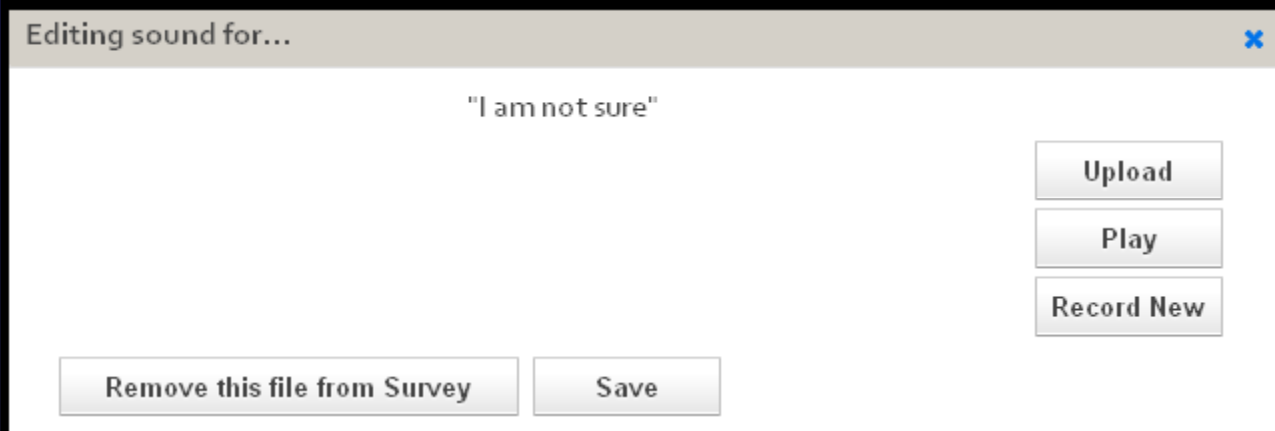
Text: b. [🔊](#) [Edit Answer Voice](#)

Text: c. [🔊](#) [Edit Answer Voice](#)

Text: d. [🔊](#) [Edit Answer Voice](#)

Text: e. [🔊](#) [Edit Answer Voice](#)

Survey Editing



Challenges and Solutions

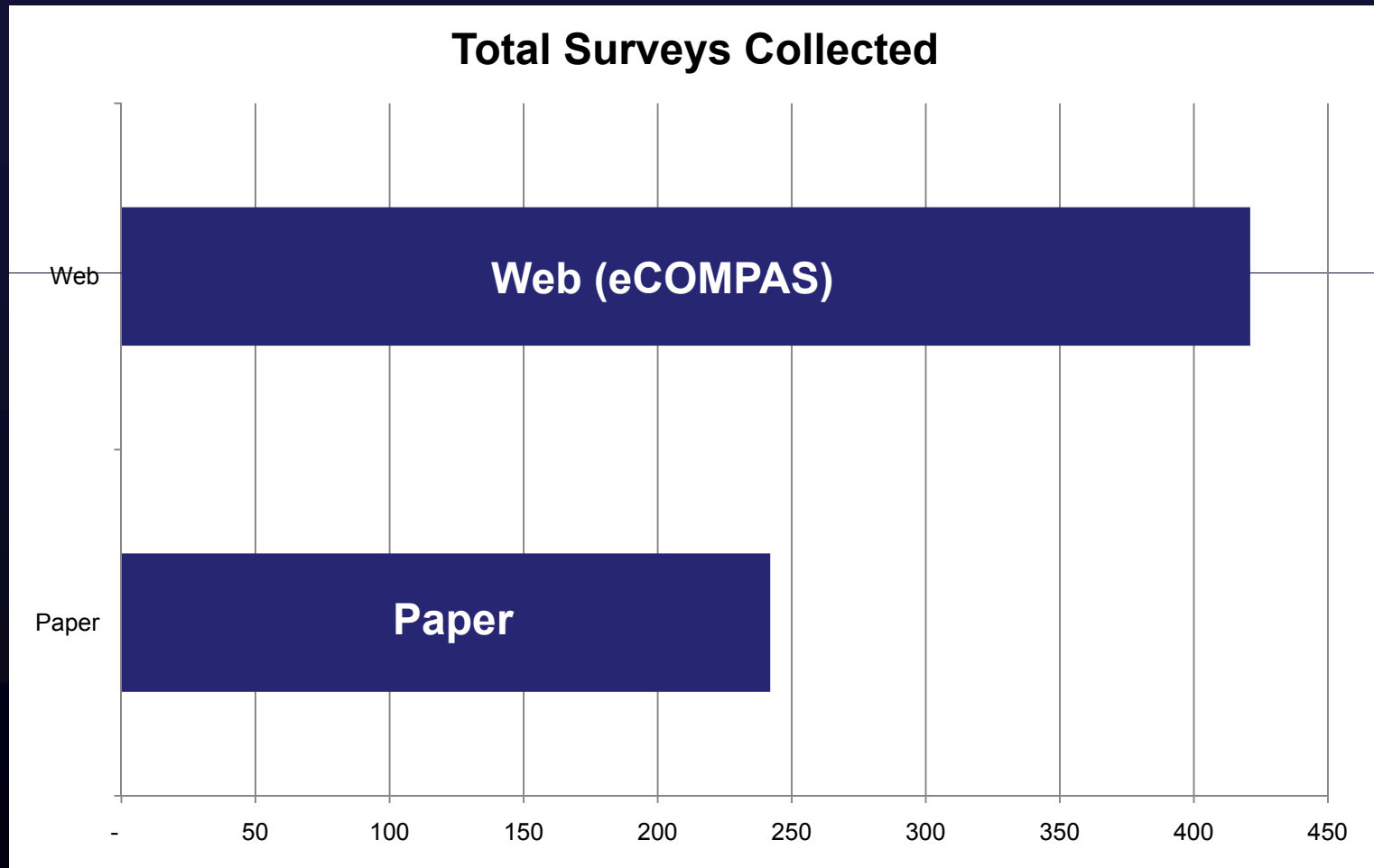
- **First experience conducting a web-based needs assessment**
 - Complex 39-page survey (skip logic, reading level)
 - RDE Systems and having the Paterson model certainly made it easier!
 - Take your time in developing survey instrument and get feedback

Challenges and Solutions

- **Reaching specific populations to ensure reflectiveness of epi data**
 - Monitor daily
 - Medical Case Manager training
 - Conduct marketing
 - Engage service providers early
 - Utilize consumers

Results

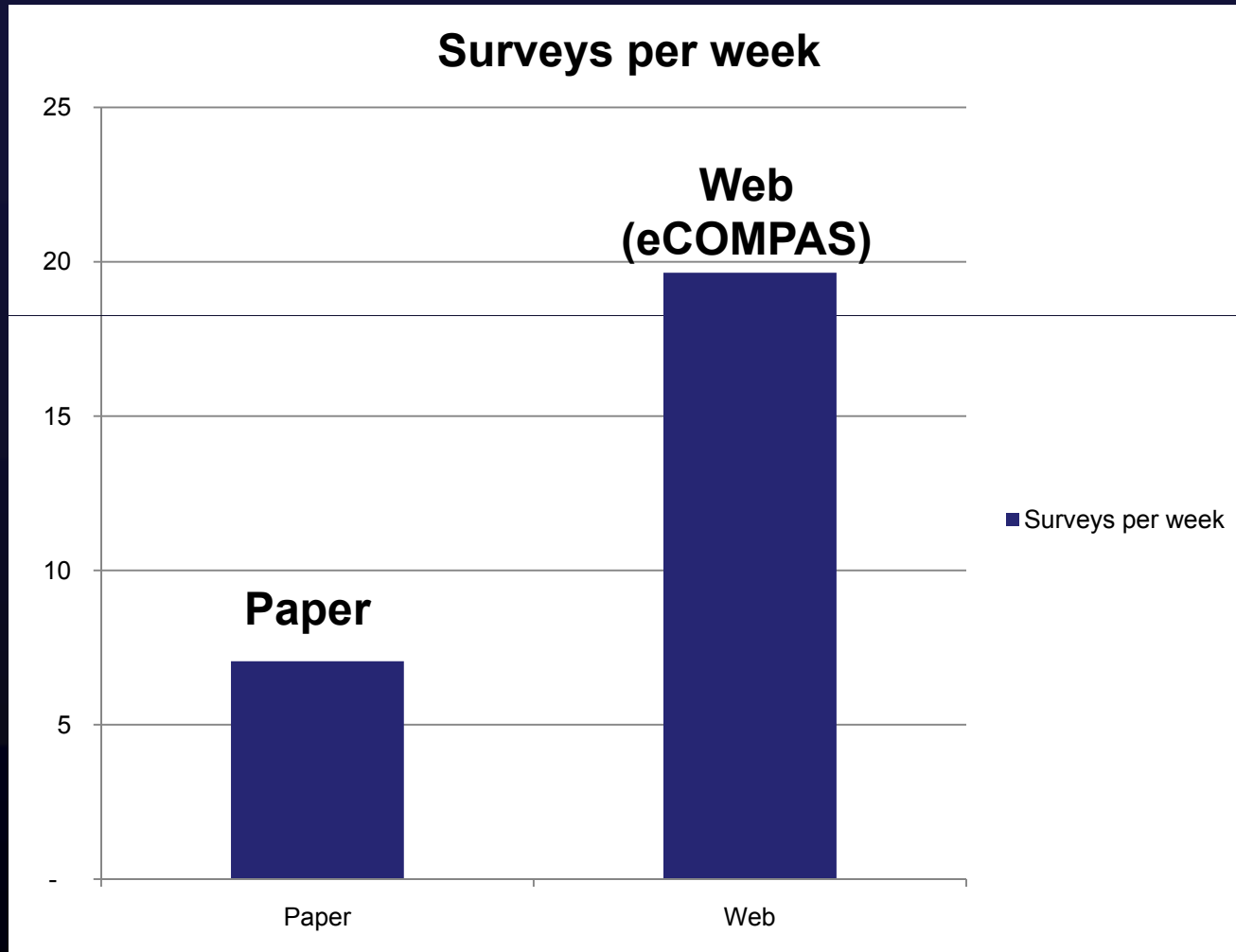
MHSPC Success Stories



Number of surveys completed

- 2003 (paper) = 242 (8 months)
- 2010 (web-based) = 421 to date (5 months with a goal of 500 surveys)

MHSPC Success Stories

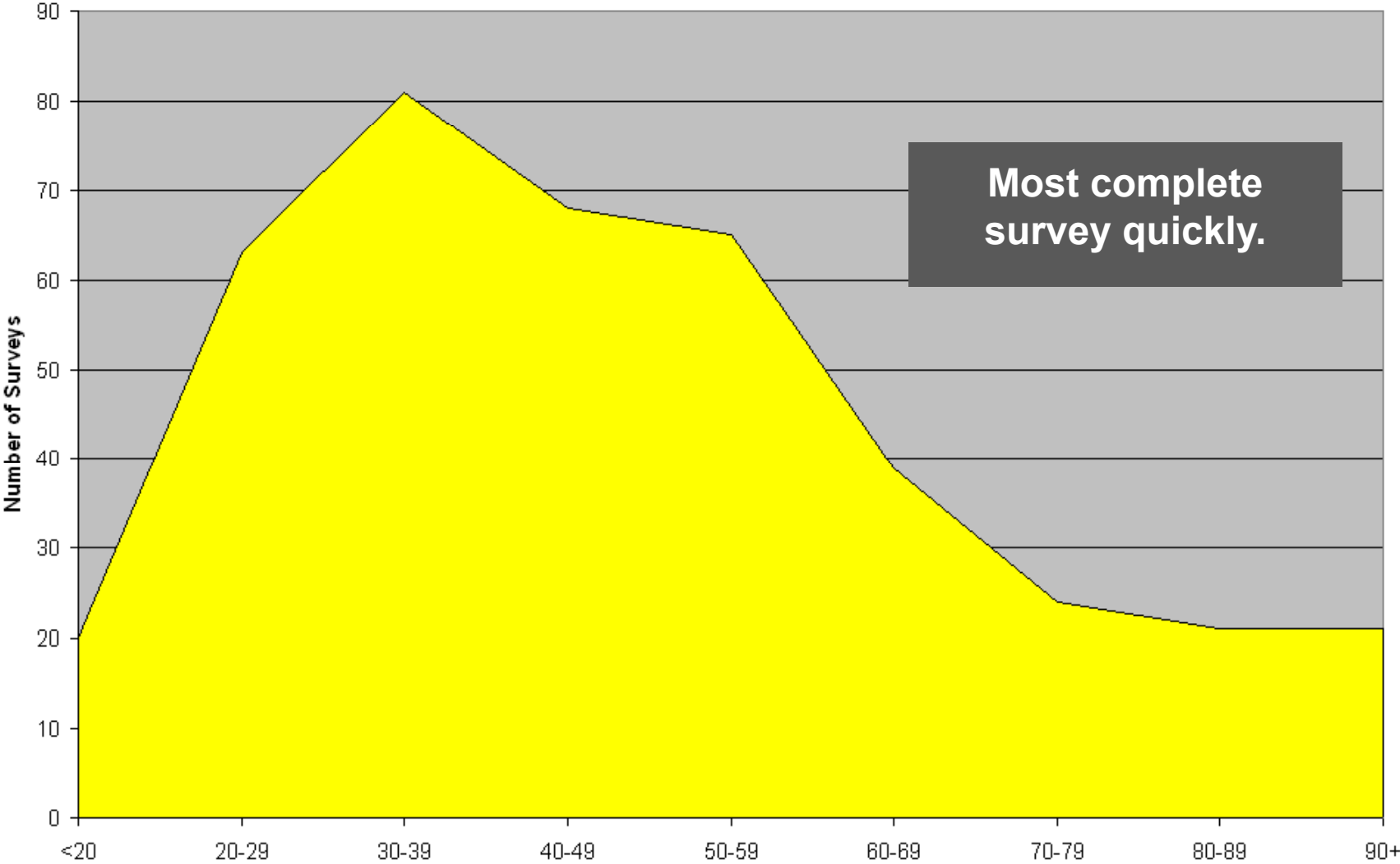


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Survey Completion Time Distribution

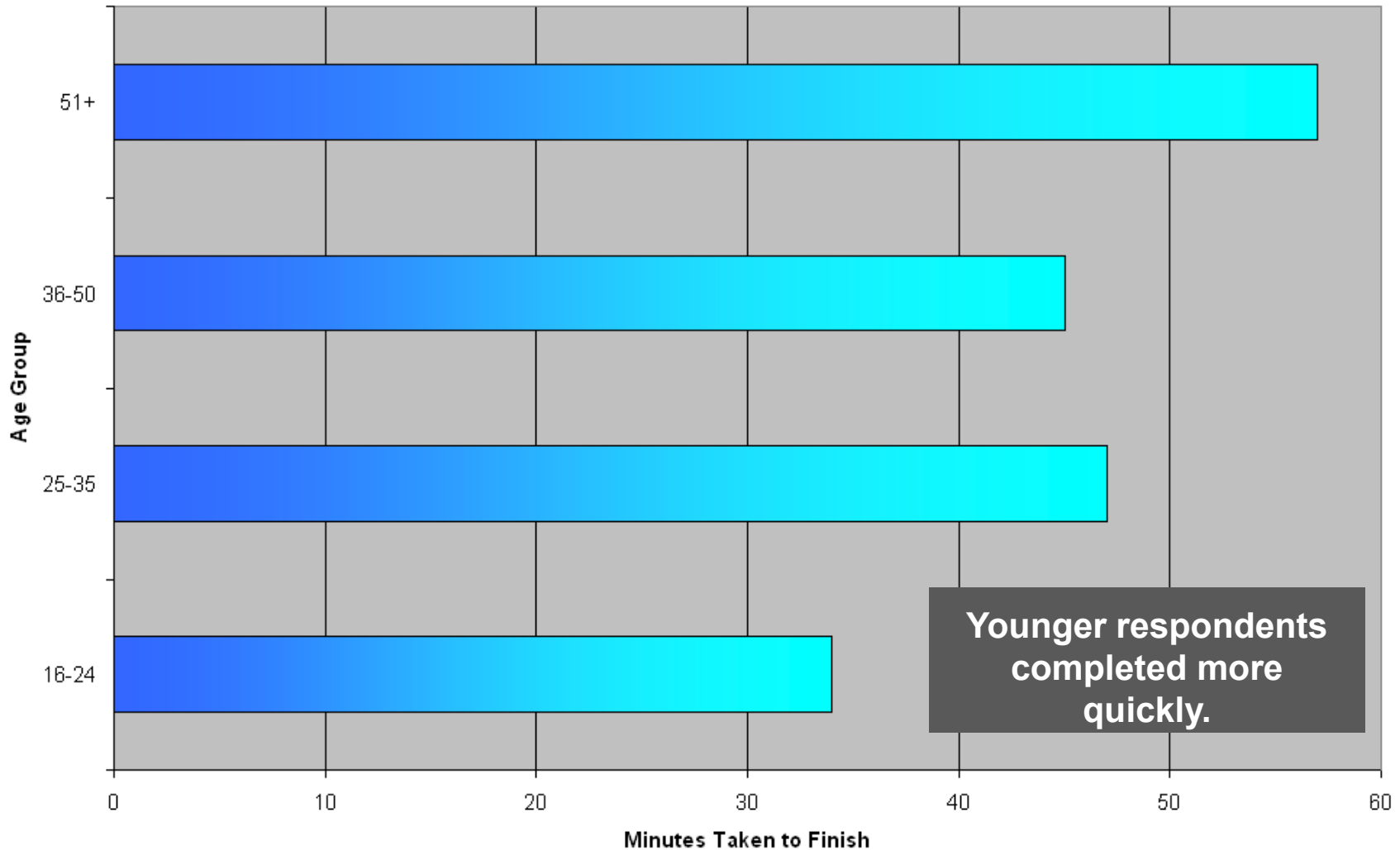
Minutes Taken to Complete Survey



Most complete survey quickly.

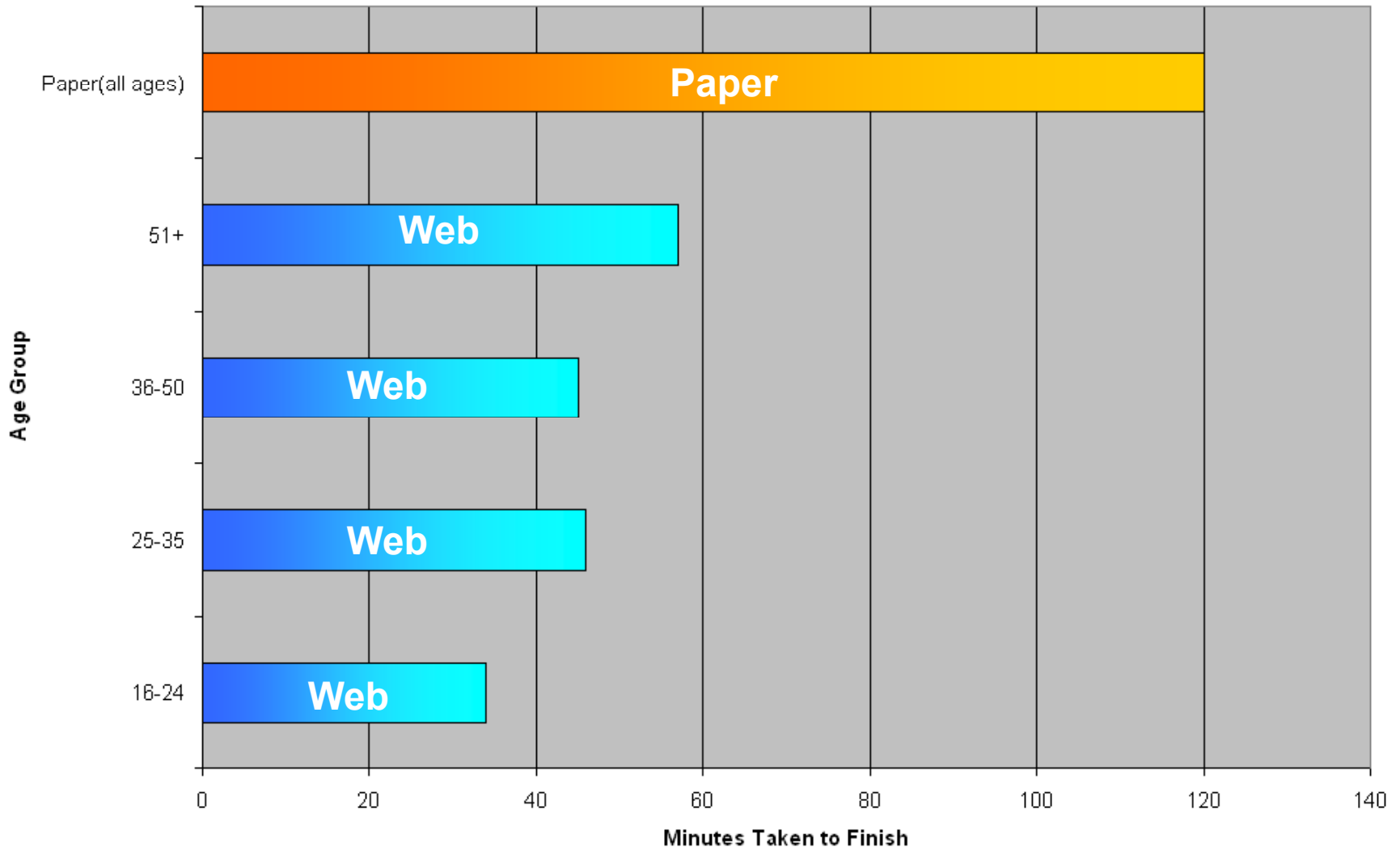
How do younger consumers fare?

Survey Completion Time by Age Group



Compared to 2003, big difference!

Survey Completion Time by Age Group



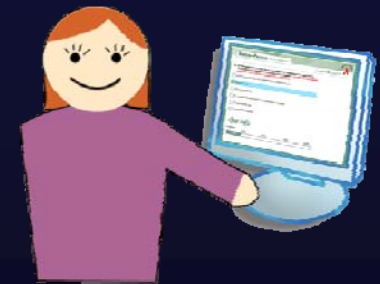
Innovative Use of Inexpensive Netbooks

Before Netbooks and eCOMPAS



2003: Survey required
6 interviewers to conduct
face-to-face interviews

After Netbooks and eCOMPAS



2010: Majority of respondents (69%)
did so from a private/public computer.

The remaining 21% participated in a
session led by 1 of 6 volunteer
(consumer) ambassadors

Unanticipated Benefit:

Needed to do translation only once on the web.

Instead of needing a translator for each consumer who needed it.



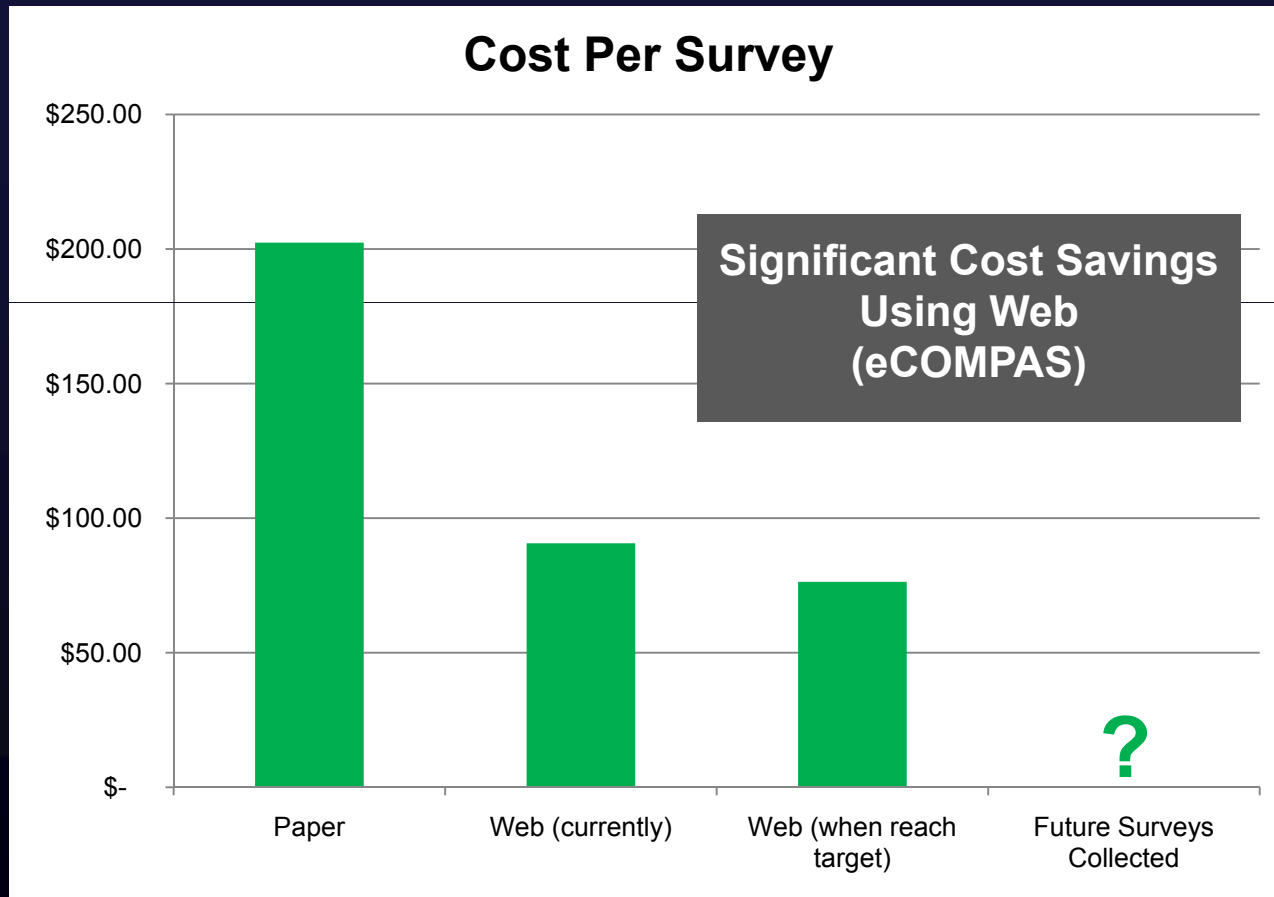
Projected 1,000 Hours of Staff Time Saved



MHSPC Success Stories

- **Improved Prioritization and Allocations processes**
 - The Mental Health Training Story
 - The Grant Story
 - The Committee Meeting Story

MHSPC Cost Savings Analysis



Cost:

- 2003 (paper) = \$48,980 (\$202.40 per completed survey)
- 2010 (web) = \$38,162 (\$90.65 per completed survey **and dropping**)

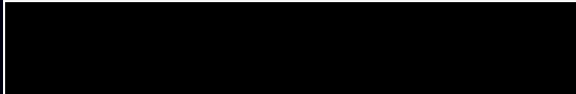
**15,000 pages of paper saved
so far...**

A close-up photograph of a vibrant green leaf with a ladybug perched on its edge. The background is solid black. Two white speech bubbles with black outlines contain the text 'Thanks!'. One speech bubble is positioned to the right of the ladybug, and the other is positioned below the leaf.

Thanks!

Thanks!

Lessons Learned

1. Networking and collaborating with colleagues is a rewarding experience.
2. User friendly systems make the world of difference and the e2 Web Survey system is very easy to use.
3. It's important to work with a technology partner who can work well with others and who are "user friendly" and not too techie for us.
4. Target your outreach to hard to reach populations early on to increase success.
5.  Think outside the box!

A nighttime aerial photograph of a city, likely Passaic, New Jersey. The scene is filled with illuminated buildings, including a prominent white building with a 'Banknorth' sign on its roof. A large, dark church steeple is visible on the left side. The city lights create a warm, golden glow against the dark sky.

Bergen-Passaic TGA:

Pioneer in Web Tools for Health Planning

Health Planning and Community Resources

1. Rolling Web-Based Needs Assessment for Out-of-Care Populations
2. Client Satisfaction Surveys
3. Online Resource Guide
4. Real-Time Integration with Client Level Data System

Rolling Needs Assessment for Out-of-Care Populations

Rolling Needs Assessment for Out-of-Care Populations

Completed Surveys

Phase 2: Web-Based Rolling Approach (ongoing)

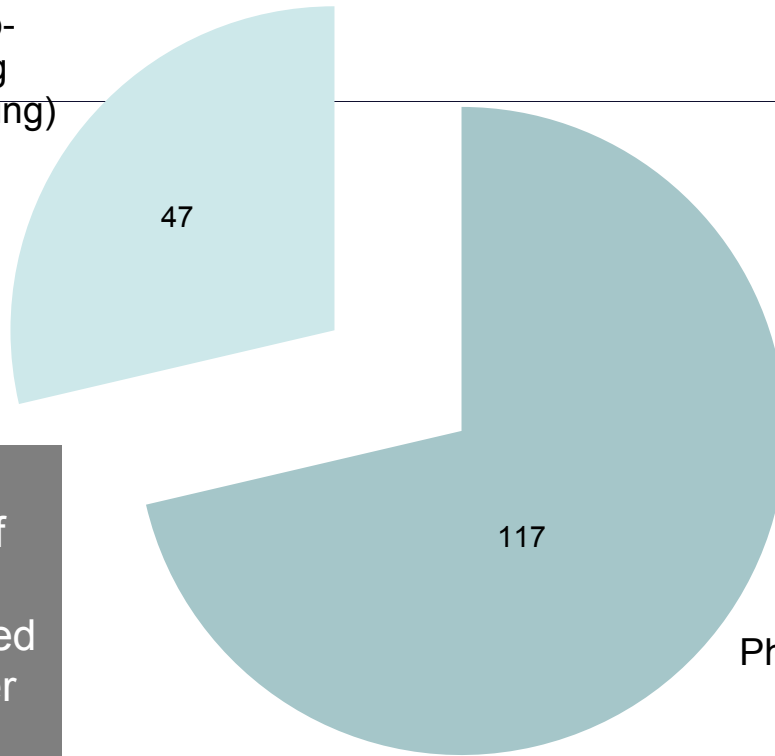
47

117

Phase 1: Traditional Field Worker Approach

A significant amount of surveys have been collected without the need and cost for field worker teams.

Pulse on community need



Web-Based Client Satisfaction Surveys

--- k e y ---



STRONGLY
AGREE

FUERTEMENTE
ESTE DE
ACUERDO



AGREE

ESTAR DE
ACUERDO



SOMETIMES
AGREE

A VECES ESTE
DE ACUERDO



DISAGREE

DISCREPAR



STRONGLY
DISAGREE

FUERTEMENTE
DISCREPAR



NOT
APPLICABLE

NO APLICABLE

- 1.1. I feel comfortable talking to my case manager.
Siento hablar c?modo con mi encargado del caso.



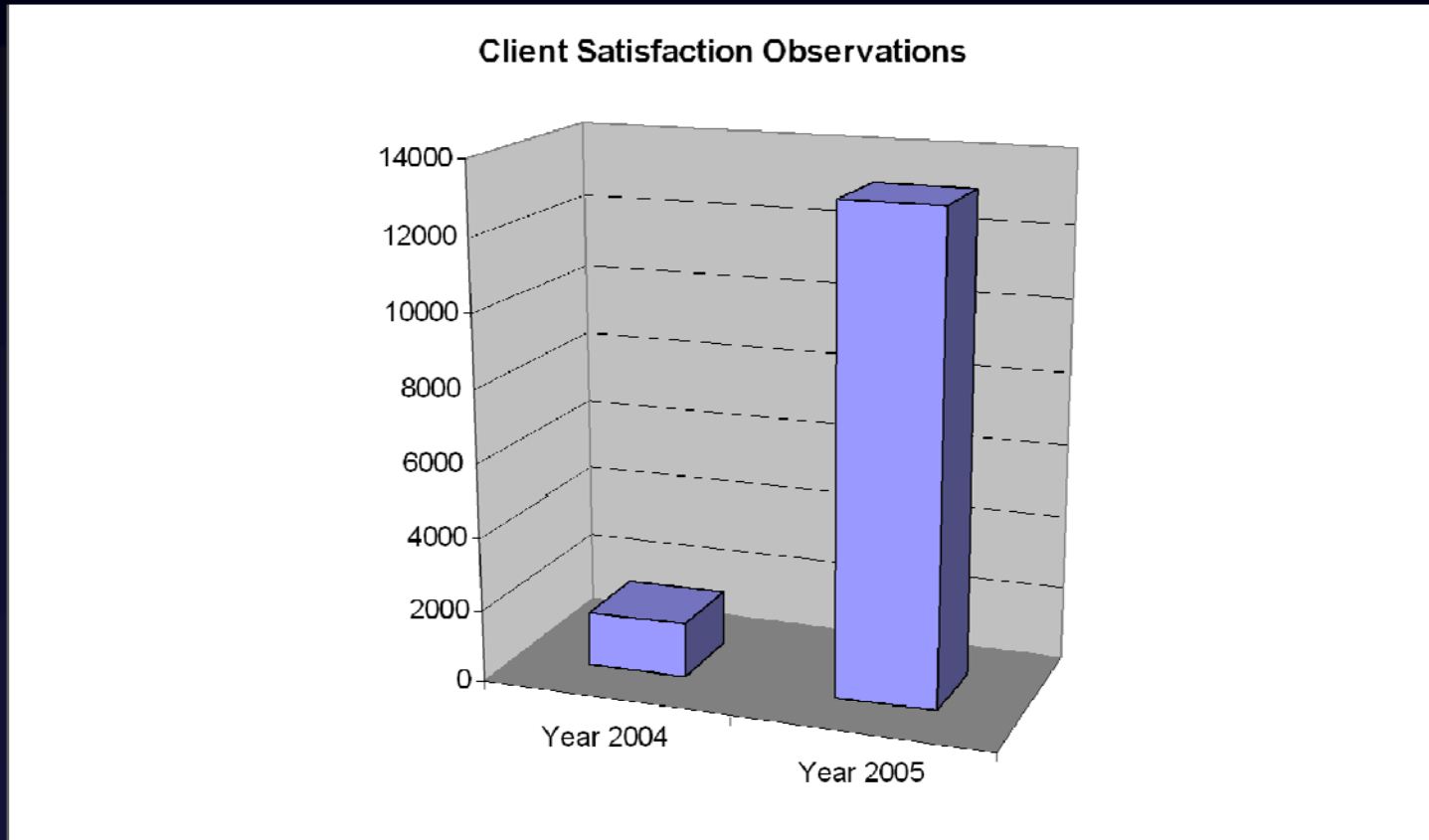
- 1.2. I am able to tell my case manager about things that I need.
Puedo decir a mi encargado del caso sobre cosas que necesite.



- 1.3. I am able to tell my case manager about things that get in the way of my care.
Soy capaz de decir ami encargato del casa acerca de las cosas que me molestan.



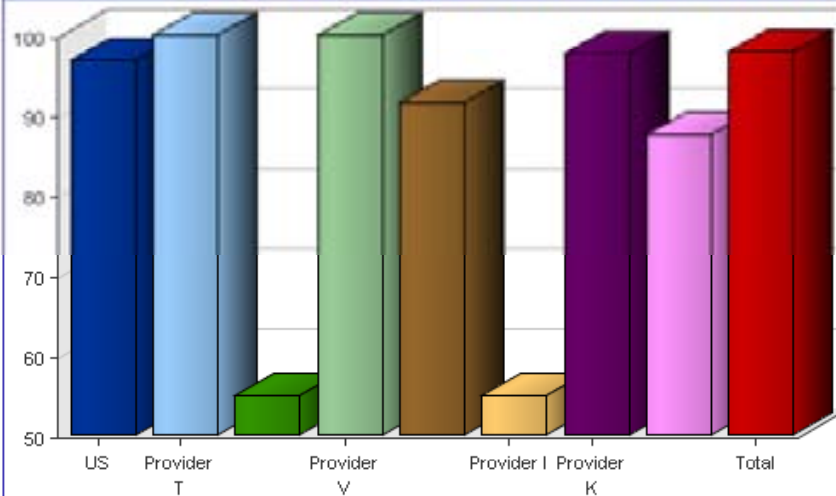
Comparison of Number of Observations



We were expecting response rates to drop in moving from paper-based to web-based surveys. Instead going web-based produced a surprising increase in response rates for a primarily urban, disadvantaged population, making internet access barriers a myth.

Case Management

I am able to tell my case manager about things that I need. Show



	Index	
	Count	Score
US	56	96.88
Provider T	85	100.00
Provider P	N/R	N/R
Provider V	10	100.00
Provider C	9	91.67
Provider I	N/R	N/R
Provider K	23	97.83
Provider M	6	87.50
Total	189	98.02

I am able to tell my case manager about things that get in the way of my care. Show




Online Community Resource Guide

"The smart alternative to paper-based outcomes management"

COMPAS

ELECTRONIC COMPREHENSIVE OUTCOMES MEASUREMENT PROGRAM FOR AIDS/HIV SERVICES



Want to limit the agencies shown? Click [here](#).

1. St. Mary's Hospital [\[Top\]](#)

350 Boulevard
Passaic, N.J. 07055

Priscilla Moschella, EIP Clinic, Medical Case Manager
☎ (973) 594-7808
☎ (973) 594-7809
📍 [Click Here to Contact this Agency](#)

Services

- Substance Abuse - Group
- HH (Home Health) Paraprofessional
- Other Services

Filters

Filters ✕

Show sites that offer this service:

Clinical Case Management ▼

Show sites within: 10 miles ▼


From this location:

220 Scoles Ave
Clifton, NJ
07932

submit

Directions (cont.)

Directions



220 Scales Ave, Clifton, NJ 07012

1.9 mi (about 6 mins)

1. Head southeast on Scales Ave toward Ellsworth St 0.5 mi
2. Turn left at Bloomfield Ave 0.1 mi
3. Continue onto Broadway/Passaic County 622 1.1 mi
4. Turn left at Gregory Ave 0.1 mi
5. Slight right at Myrtle Ave 285 ft
6. Turn right at Howe Ave 82 ft
Destination will be on the right

121 Howe Ave, Passaic, NJ 07055

Agency Editor

Select Site to Edit

Bergen County Department of Health Services ▼

Add New Site

Remove This Site

General Information

Name	<input type="text" value="Paterson Ryan White"/>
Address	<input type="text" value="125 Ellison Street, 1st Floor"/>
City	<input type="text" value="Paterson"/>
State	<input type="text" value="NJ"/>
Zip	<input type="text" value="07505"/>

Agency Editor (cont.)

After you have completed entering the site's location information, please click on the button below to find the site on the map.

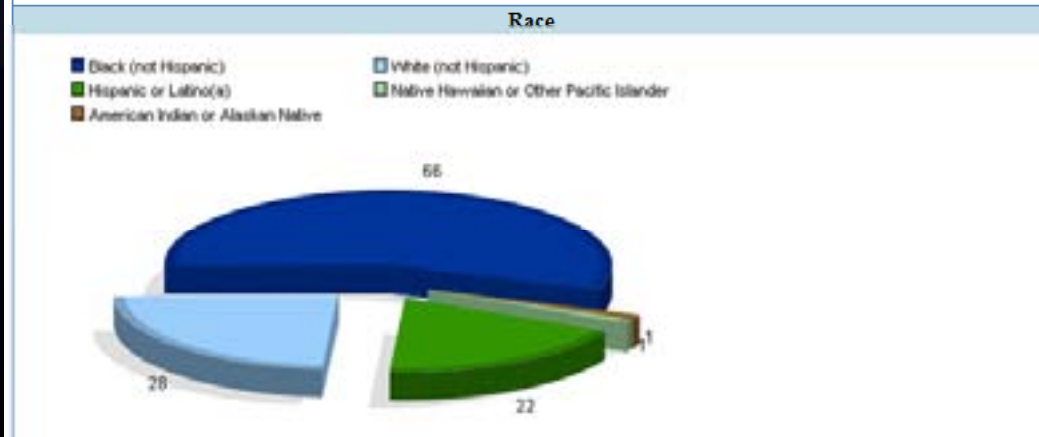
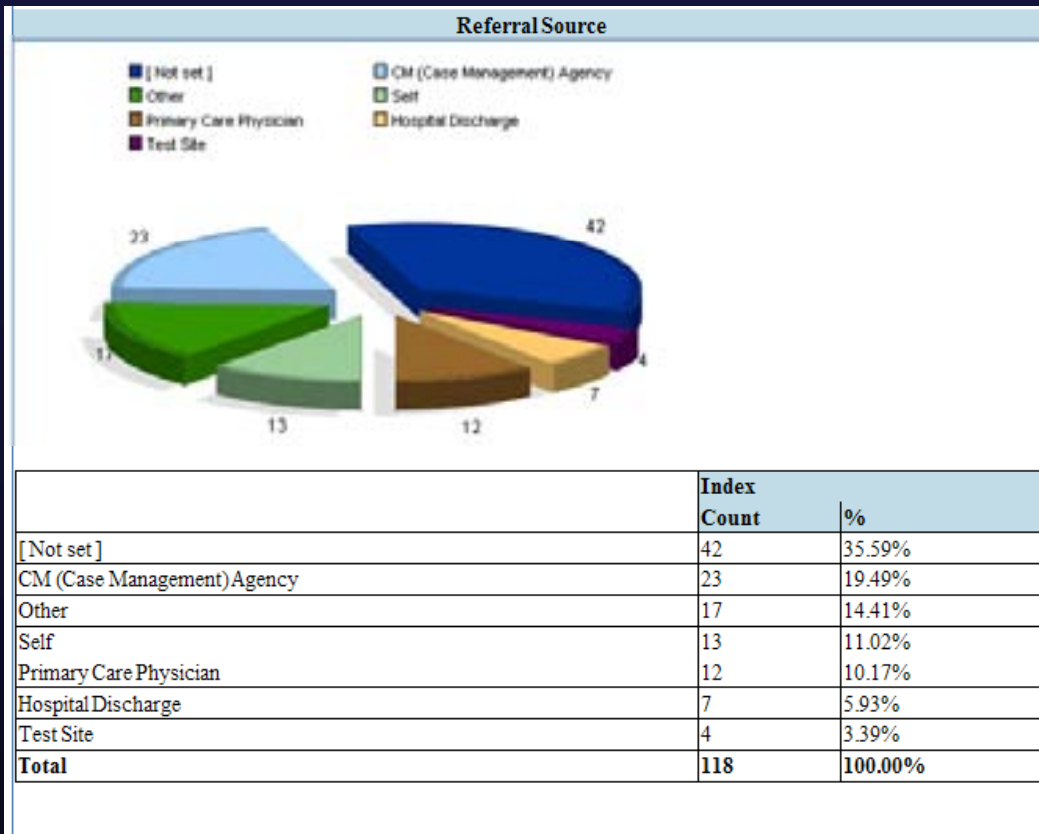
Find this location on the map!



If you are not satisfied with the site's location on the map, please re-enter it's location information and try again.

Real-Time Integration with Web-Based
Client Level Data System
(eCOMPAS)

Aggregate Info Accessible to Planning Council in Real-Time



eCOMPAS Real-Time Graphical Reporting System

1. Select Service Category and Perspective:

Provider Outcomes / Case Management

2. Show:

Questions/Providers - "How am I doing for each indicator of this service category, compared to other Providers?"

Show Text Values (for this agency only)

3. Break Down Answers By:

Age Group (0/18/55)

Only Show Records Where The Following Is True

Answer to: Gender is Male

AND

- Gender
- ReasonNotHAART
- Client Status
- Referral Source
- Race
- Hispanic Region of Origin
- Sexual Orientation
- HIV Status
- Transmission Modes
- Employment Status
- Primary Insurance
- Care Giver Support
- Usual Source of Primary Care

From Date:

Select: August 2008

Show recs

Zoom into

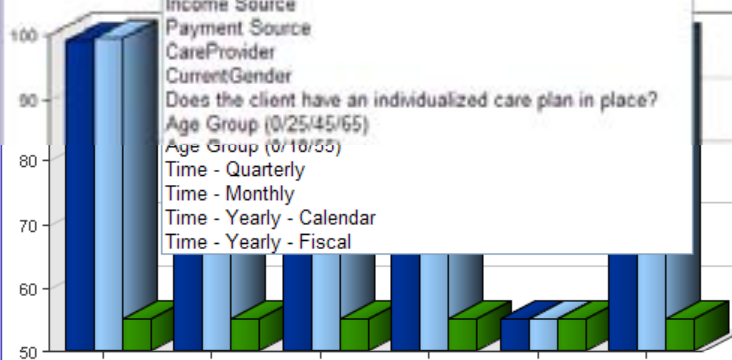
Submit

Anonymous info

to Excel
My Favorite Reports
Favorite Reports

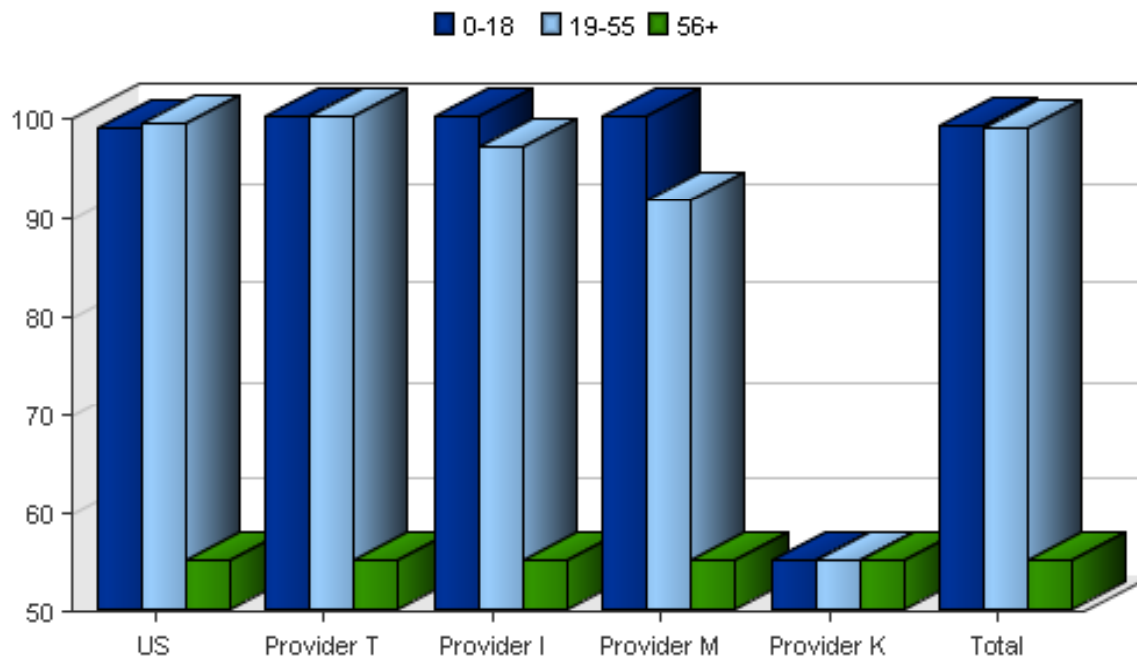
De

nt
receiving a service Show



Case Management

Demonstrated an understanding of barriers to receiving a service Show



	0-18		19-55		56+	
	Count	Score	Count	Score	Count	Score
US	185	98.92	319	99.37	N/R	N/R
Provider T	5	100.00	8	100.00	N/R	N/R
Provider I	20	100.00	33	96.97	N/R	N/R
Provider M	18	100.00	12	91.67	N/R	N/R
Provider K	N/R	N/R	N/R	N/R	N/R	N/R
Total	228	99.12	372	98.92	N/R	N/R

**115,000 pages of paper saved
so far...**

A close-up photograph of a vibrant green leaf with a ladybug perched on its edge. The background is solid black. Two white speech bubbles with black outlines contain the text 'Thanks!'. One speech bubble is positioned to the right of the ladybug, and the other is positioned below the leaf.

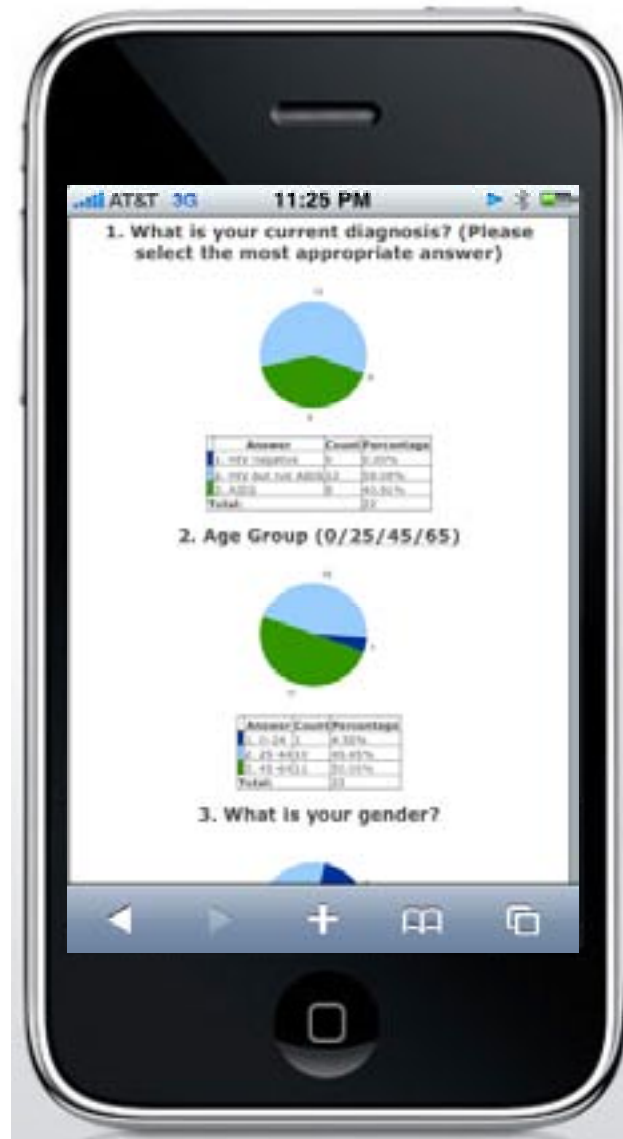
Thanks!

Thanks!

Future possibilities...



Future possibilities...



Practical Lessons for Replication

1. Find a few **key champions** on the planning body, grantee, and quality team.
2. Try for a **web-based architecture** to minimize management and maintenance headaches and costs.
3. Choose a systems partner and consultant who operates on a **human factors-centered approach** (not technical approach) and has experience with surveying special populations.
4. Use **social marketing** to break stereotypes and reduce fears. Be creative (e.g., “computer class scholarship”)
5. **Just do it.** Don’t be paralyzed with logistics.

How did we accomplish this?



One bite at a time.

Q&A

Thank you for your time!

