NORC at the University of Chicago

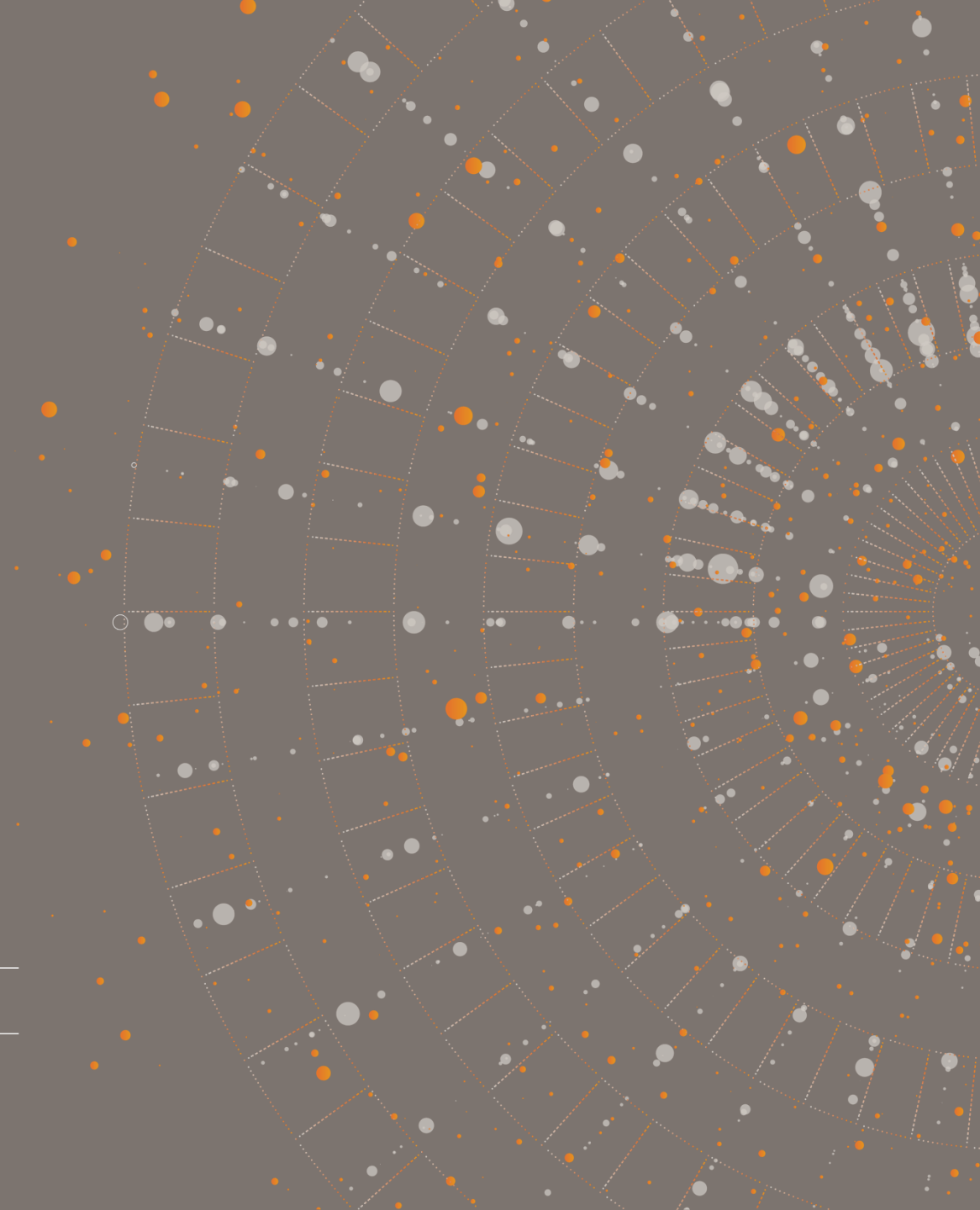# HRSA Provider Resiliency Evaluation

Data Collection Kick-Off

01.18.2024

The NORC Evaluation Team

Agenda

Re-Introduction of the NORC Team

NORC
at the
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Chicago

NORC at the University of Chicago is an objective,
nonpartisan, research organization that delivers insights
and analysis decision-makers trust.

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NORC was contracted by HRSA to conduct an evaluation of their resiliency programs.

- **Multi-methods evaluation of the Health and Public Safety Workforce Resiliency Training Program (U3N), the Promoting Resilience and Mental Health among Health Professional Workforce (U3M) program, and the Health and Public Safety Workforce Resiliency Technical Assistance Center.**
  - Survey of program participants with comparison group
  - Cost and benefit analysis
  - Qualitative interviews with grantee leadership and staff

- **NORC's contract period runs from September 2022 through September 2026.**

Alana Knudson, PhD
Principal Investigator

Britta Anderson, PhD
Project Director

Clare Davidson, MSW
Project Manager

Craig Holden, PhD, MPH, MBA
Cost Benefit Analysis Lead

Julie Gasparac, MPH
Help Desk Lead and Survey Lead

Megan Coffman, PhD
Interview Lead

Evaluation Progress and Goal

NORC and HRSA designed an evaluation to capture data on key outcomes across diverse programs and received OMB approval 1/4/24.

- **Awarded contract** – September 2022
- **Developed evaluation questions** – Fall 2022
- **Designed evaluation** – Winter 2022/2023
- **Pilot tested data collection instruments and gathered feedback** – March 2023
  - Collaboration with the TAC
  - Focus group of awardees
  - Consultation with subject matter experts
  - Cognitive testing with healthcare professionals
- **Submitted OMB package** – May 2023
- **OMB approval** – January 2024
- **Data Collection –** Now!

HRSA's goals for this evaluation are to better understand the impact and implementation across these three programs.

- **Assess programs' efforts to promote resiliency and mental health in the health workforce beyond what is captured in annual performance reporting.**

- **Measure program outcomes across grantees and grant programs.**

- **Align data collection efforts with parallel efforts across HRSA.**

- **Develop recommendations and provide actionable strategies/methodologies programs can use to inform future programming and investment strategies.**

The evaluation may have benefits for you and others regarding new funding opportunities and reduced reporting burden.

- **Provides policymakers with data on the program's effectiveness.**
  - Showing the impact of these programs to support continue funding of resiliency programs.
  - Additional funding for resiliency programs ideally translates into better outcomes for providers, patients, and communities.

- **Adds program-wide context to organization-level evaluations you may be conducting**

- **Enables BHW to not collect individual-level data from you, which reduces the typical reporting burden of the annual performance reports.**

Data Collection Activities

High-Level Provider Resiliency Evaluation Questions

Resiliency Programs

1. What are the perceived changes in outcomes before and after activities, trainings, and/or services? Key outcomes include burnout, resiliency, work environment, support needs, mental health.

2. What are the best practices, innovations, challenges, and lessons learned in implementing the program?

3. What are the overall costs and benefits of the program?

The Technical Assistance Program

1. How effective was the Technical Assistance Center (Workplace Change Collaborative – WCC) with providing support?

2. What are the best practices, innovations, challenges, and lessons learned in implementing technical assistance to the programs?

The evaluation benefits from data across a range of individuals.

1. **Healthcare Workforce Survey**

    - Awardee Training and Services Report

    - Fielding Tracker

2. **Awardee Interviews**

3. **Cost Workbook**

4. **Awardee Survey about the Technical Assistance Center**

The Healthcare Workforce Survey will collect data on the programs' impact and implementation.

- 15-minute web-based survey for all individuals targeted by your HRSA-funded program.

- NORC will field a subset of questions to a **comparison group** of healthcare workers.

The survey will assess:

- Participant experiences
- Perceived changes in key outcomes (burnout, resiliency, work environment, support needs, mental health)
- Perception of organizational support
- Reasons for burnout
- Intent to leave
- Absenteeism
- Perception of physical and mental health
- Impact of COVID-19

The Healthcare Workforce Survey (continued)

What is your role?

- Complete supporting forms that NORC will use to tailor the survey and assess differences between survey responders and non-responders.

- Send email invitations and reminders to your programs' target population.

In response to your concerns regarding sharing participant contact information, we are asking you to send the survey link directly to your programs' target populations.

We will partner with you to ensure the accuracy of the Healthcare Workforce Survey. NORC will provide detailed instructions and is available to assist you in these related survey activities:

- Awardee Training and Services Report

- Defining 'Who to Invite' to complete the survey

- Email survey invitation and reminders

- Complete related Fielding Tracker

The <u>Awardee Training and Services Report</u> confirms and collects the names of your program activities to be used on the Healthcare Workforce Survey.

- This form confirms the program activity name and key information for each grantee program/activity.

- The Healthcare Workforce survey will then reference these program names to ensure survey respondents recognize the activities.

What is your role?

- You will receive a pre-populated form with activities listed from your grant application, progress reports, and annual reports.

- The Awardee Training and Services Report will ask you to confirm, revise, or add details as needed for your program activities.

Table 1. Trainings and Other Grant Activities

Training/Activity/Service/ Other Initiative Name	Participant-Facing Title *(What name can we use on the survey that participants will recognize?)*	Training/Activity/Service/Other Initiative *(please specify)*	Number of times the Training/Activity/Service/Other Initiative was offered this program year.	Average Time Participants Spend on Training/Activity/Service/Other Initiative per offering	Type of Training/Activity/Service/Other Initiative *(e.g., app, toolkit, wellness room, new policy, webinar, etc)*
Example: Training on safety in the workforce	The UW Workplace Safety Training	Training	The training was offered twice during this program year.	The training took 2 hours to complete.	
Example: Wellness toolkit	The NORC Wellness Toolkit	Activity	Available since Feb 2022.	The toolkit took an average of 30 mins to review.	toolkit
Please add any additional training/activity/service/other initiative not already listed in new rows.					

OMB Control Number: 0915-XXXX
Expiration Date: MM/DD/20XX

Introduction & OMB Information   Table 1   +

Workbook Statistics

Give Feedback to Microsoft   — 100% +

The <u>Fielding Tracker</u> will capture Healthcare Workforce Survey outreach information.

- Capture basic information about the emails that you will send for the Healthcare Workforce Survey.

- Help NORC assess whether there are differences between survey responders and non-responders. This analysis will be crucial for planning future programs to help healthcare professionals.

What is your role?

- On the form provide survey fielding information:

  – Number of emails and date sent

  – Number of undeliverable emails

- Capture demographic information on target population

  – Age, race, etc.

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**[Health and Public Safety Workforce Resiliency Training Program (HPSWRTP)/
Promoting Resilience and Mental Health Among Health Professional Workforce (PRMHW)]
The Healthcare Workforce Fielding Tracker**

Organization Name:

Please indicate whether the population that is receiving the survey most closely matches (select one)

Everyone in target population to date (This option is preferred if applicable)	☐
Only those who have participated in one or more activities (to date)	☐
Enter any notes on who received the survey	Please enter notes here

Survey Fielding Information

	Date Sent	Time of Day Sent	Number of Email Addresses Sent To	Number of Bounceback Emails Received	Number in Target Population Without Email Info	Total Number of People in Target Population	Notes
Initial Email Invitation						0	
Reminder 1						0	
Reminder 2						0	
Reminder 3						0	
Last chance 1						0	
Last chance 2						0	

Instructions   **Fielding Tracker**   ⊕

	Target Population Demographics								

Please report the demographics of those that received the survey (this will allow us to determine if responses are representative).
For each demographic variable, individuals should be reported only in one category.

Age	19 and younger	20-29	30-39	40-49	50-59	60 and Over	Not provided	Total	Notes
								0	

Gender	Male	Female	Transgender, non binary, or another gender	Not provided	Total	Notes			
					0				

Race	American Indian or Alaska Native	Asian	Black or African-American	Native Hawaiian or Other Pacific Islander	White	More than One Race	Other	Not Provided	Total	Notes
									0	

Ethnicity	Hispanic or Latina/o	Non-Hispanic or Non-Latina/o	Not provided	Total	Notes
				0	

Type of Primary Discipline/Profession	Number of Workers	Number of Students
Nurse (registered nurse, licensed practical nurse)		
Advance Practice Registered Nurse (nurse practitioner, clinical nurse specialist, nurse anesthetist, and nurse		
Physician		
Medical or other resident		
Physician assistant		
Professional counselor, social worker, or psychologist		
Dentist		
Pharmacist		
Physical therapist, occupational therapist, or speech-language therapist		

Instructions   **Fielding Tracker**   ⊕

The <u>Awardee Survey about the Technical Assistance Center</u> will assess your experiences with and perceptions of the impact of the WCC's technical assistance.

- Asks about program implementation, barriers/challenges, lessons learned, program promotion, sustainability, program impact, and COVID-19 factors.

What is your role?

- Please complete the survey, which will take about 15 minutes (depending on whether you want to consult with colleagues to answer questions).

The Cost Workbook will assess the costs and potential benefits of these programs.

- Capture costs (e.g., personnel; contracted services; facilities; supplies and materials; overhead and administration; etc.) as well as attrition and turnover.

- NORC will pre-populate the workbook with abstracted cost, staffing, and performance data from awardee applications, budget materials, and progress and performance reports.

What is your role?

- Review, verify, and update all information as needed.

Cost Workbook Instructions and Collection Forms

Section C. Labor Allocation

Instructions: In this sheet, please provide information about how the staff and volunteers listed on Sheet B spend their time. If you need to add additional rows for paid employees, contractors, or volunteers, please right-click on the row number for the last row in the table and select "Insert". The first column is pre-populated from Sheet B during [time period reported in Sheet A]. Subsequent columns identify the percentage of intervention time spent on each category of service.

Section C1.

For each paid employee, please report the estimated percent of their time spent on each of the categories of service. Each employee's estimated total should sum to 100% (calculated in the last column) even if they only worked on the intervention project part time.

Table C1. Paid Employee Percent Intervention Time

Employee	Intervention Development	Intervention Delivery	Participant Recruitment	Evaluation and Research	Management and Other HPSWRTP/ PRMHW	% Time allocated (sum to 100%)
Paid Employee 1						0
Paid Employee 2						0
Paid Employee 3						0
Paid Employee 4						0
Paid Employee 5						0
Paid Employee 6						0
Paid Employee 7						0
Paid Employee 8						0
Paid Employee 9						0
Paid Employee 10						0

Cost Workbook Instructions   A. Project Reporting Year   B. Personnel   **C. Labor Allocation**   D. C +

The Qualitative Interviews will gather key data from your perspectives regarding implementation challenges, impact, and lessons learned.

- Ask about program and implementation, barriers/challenges, lessons learned, program promotion, sustainability, program impact, and COVID-19 factors.
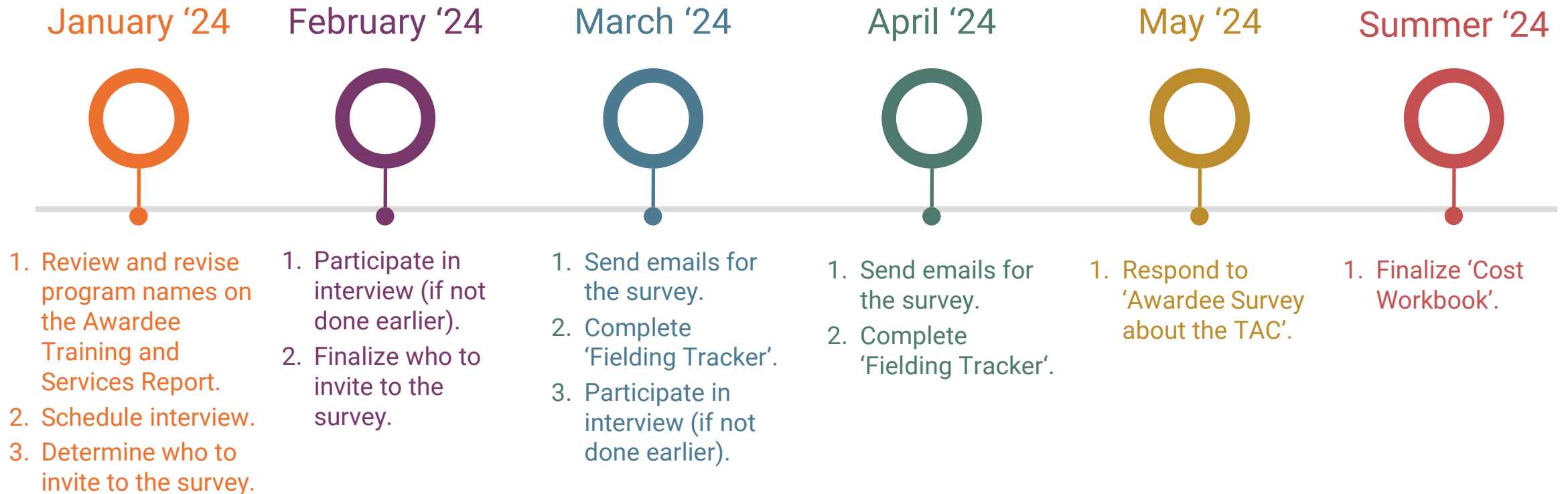
What is your role?

- Please take part in these 60-minute Zoom interviews.

- NORC will reach out to you about scheduling.

Next Steps

The evaluation includes two rounds of data collection: (1) 2024; (2) Early 2025. A high-level overview of the timing for the first round is:

January '24

1. Review and revise program names on the Awardee Training and Services Report.
2. Schedule interview.
3. Determine who to invite to the survey.

February '24

1. Participate in interview (if not done earlier).
2. Finalize who to invite to the survey.

March '24

1. Send emails for the survey.
2. Complete 'Fielding Tracker'.
3. Participate in interview (if not done earlier).

April '24

1. Send emails for the survey.
2. Complete 'Fielding Tracker'.

May '24

1. Respond to 'Awardee Survey about the TAC'.

Summer '24

1. Finalize 'Cost Workbook'.

NORC knows you are busy. We are eager to provide support.

Our evaluation team will be available in multiple ways...

- *Email Communications:* Please keep an eye out for emails from *NORCEval@norc.org* for further communications.

- *Evaluation Support Website:* A website with additional detail and helpful videos detailing evaluation activities. NORC will share the website address via email shortly.

NORC knows you are busy. We are eager to provide support.

Our evaluation team will be available in multiple ways (continued)...

- ***Office Hours:*** NORC will host optional weekly office hours for you or your team to attend at your discretion and have any questions answered.
    - Beginning January 26th.
        - 1st & 3rd Wednesdays (2-3 pm ET): https://norc.zoom.us/j/87540707355
        - 2nd & 4th Fridays (12-1 pm ET): https://norc.zoom.us/j/82069116119

- ***Help Desk:*** Contact NORC at ***NORCEval@norc.org*** or leave a message at **888-201-3291** with any questions about the evaluation and we will be happy to assist.

Below are the Immediate Next Steps for the Evaluation.

Within the next week or so, keep an eye out for emails from *NORCEval@norc.org:*

- *Awardee Training and Services Report:* Review and revise the pre-populated form.

- *Interview Scheduling:* Begin scheduling the 60-minute interview.

- *Who to Invite:* Work with NORC to pinpoint who should receive the Healthcare Workforce Survey emails.

Questions?
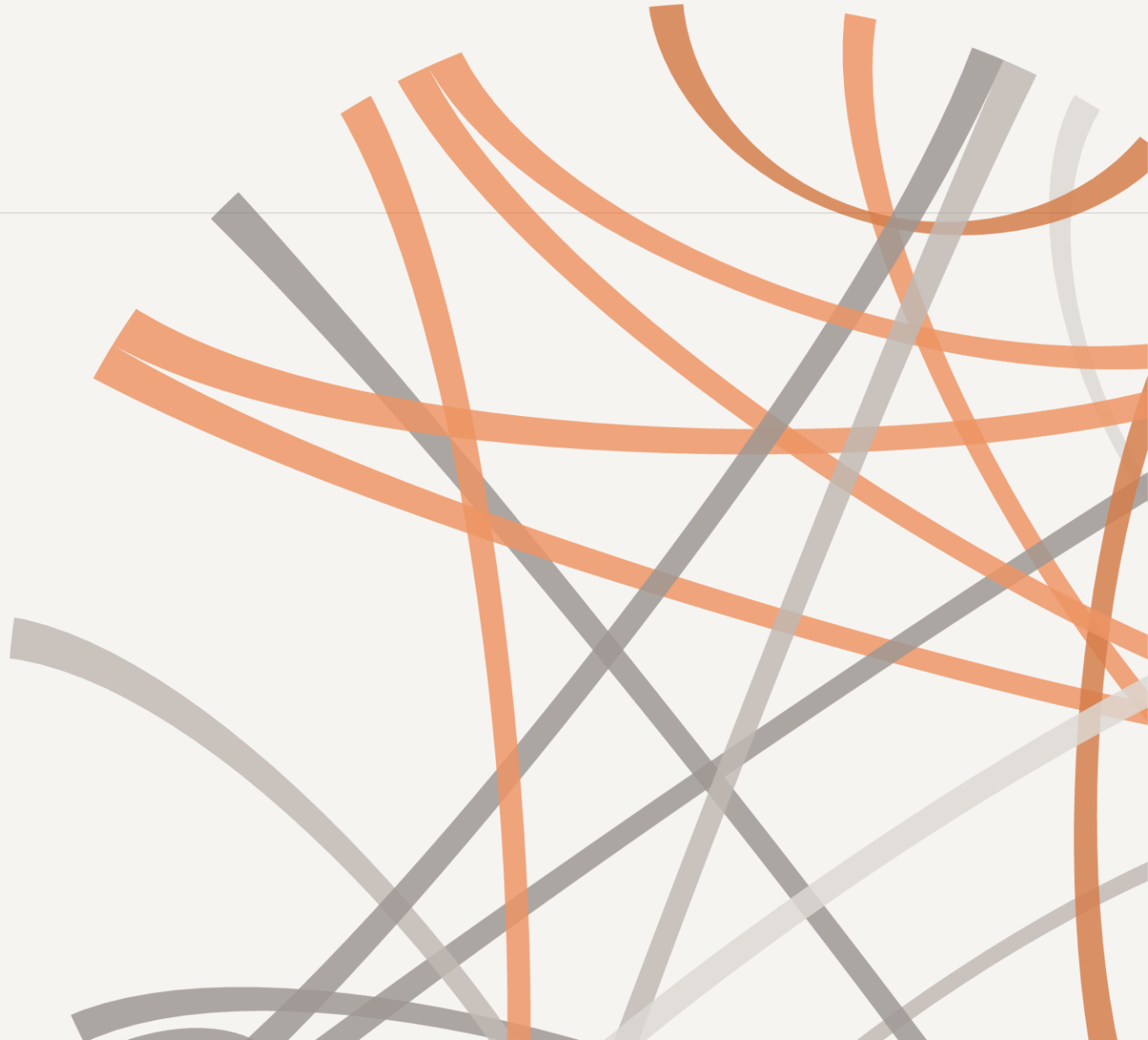
We look forward to working with you.

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