

# 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

# February 2015

## 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

# NEEPHLD LEI Project

- 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?

# APHL Competency Guidelines For Laboratory Professionals





# 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.

# Subcompetencies

- 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

# DEMOGRAPHICS

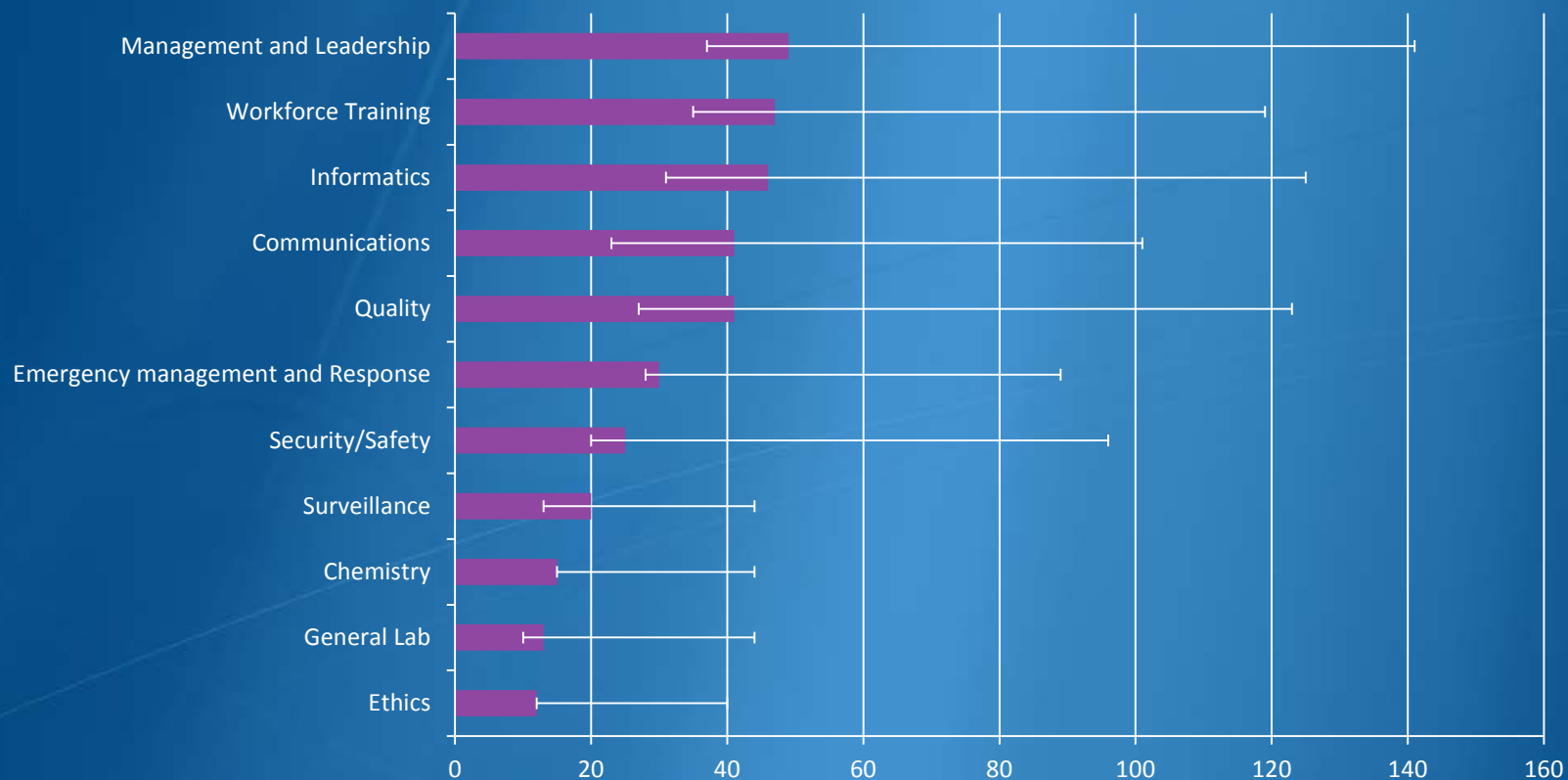
	Questions	Staff		Admin	Support	Tech Sup	Lab Scient	Micro	Tox
				Jobs					
Wave 1	60	40*		Not categorized					
Wave 2	52	29*		4	3	8	7	4	1
Wave 3	30	29*		6	3	7	8	3	1
Wave 4	17	39*		9	4	8	9	2	2

\* 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





# Next Steps

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