

Needs Assessment and Data Collection Instrument(s)

*Final Version*

Submitted by

in residence at Fairchild AFB, WA

A paper submitted to

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in partial fulfillment of the requirements for ELFH 311

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PROPOSAL TO CONDUCT A NEEDS ASSESSMENT ON MILITARY TREATMENT FACILITY  
APPOINTMENTS

For  
92d Medical Group  
701 Hospital Loop  
Fairchild AFB, WA

## Table of Contents

Introduction and Background .....	1
Nature of the Organization.....	1
Factors Indicating a Knowledge and/or Skill Gap .....	2
Purpose of the Training Needs Assessment.....	3
Data to be Collected.....	3
Importance of Training Need.....	3
Method.....	4
Description of Subjects .....	4
Description of Instrumentation .....	5
Source of instrument .....	5
Design and content of instrument .....	5
Process for pilot test and evaluation of instrument(s).....	5
Data Collection Procedures.....	6
References.....	7
Appendices.....	8
Appendix A. Glossary (optional) .....	n/a
Appendix B. Data Collection Cover Letter.....	9
Appendix C. Data Collection Instrument.....	10

## Introduction and Background

The 92 Air Refueling Wing is home to over 4000 active duty and dependant member and 7000 retirees and beneficiaries in the local area. These members are provided medical care by the 92d Medical Group, which is divided into 3 squadrons. The 92 Aeromedical Dental Squadron provides care for members on flying status and their families; they also provide dental care for all active duty members. The 92d Medical Operations Squadron consists of Physical Therapy, Mental Health, Diagnostic Imaging, Women's Health, Pediatrics, Immunizations, Ambulance Services, and Family Practice. Finally the 92d Medical Support Squadron provides support to these two squadrons through record tracking, equipment maintenance and logistics.

### *Nature of the Organization*

The 92d Medical Operations Squadron is the largest unit within the Medical Group. The bulk of the patient load is going to be on the Family Health Center. The clinic consists of 8 health care providers, 8 nurses, and 8 medical technicians assigned to the providers. Although we do not offer an emergency section, we still offer ambulance services. All facility members are trained and ready to respond to all emergencies that occur. Approximately 150-200 patients are seen daily within the clinic. Appointments are divided into: Acute, 15 minute time with the provider for acute needs, such as injuries and sudden illness, you can often get an acute appointment the same day that you call to make the appointment. Routine, 20 minutes with the provider for follow ups, chronic or ongoing issues, and medication renewals and changes. Wellness appointments are 40 minutes with the provider for physical examinations. Procedure appointments are 40 minutes with the provider for minor procedures such as mole biopsy, cyst

removal, circumcision, and vasectomies. For care that cannot be provided in or facility, the patient may be referred to a downtown organization for advance and specialty care.

In order to obtain medical care by any section, it is required that an appointment be scheduled. This can be accomplished simply by calling the appointment line at 509-247-2361. You can set up an appointment for any section ranging from same day to a month out. All active duty and family members who are new to the base must be enrolled through Tri-Care and Beneficiary Services, who have offices in the main clinic. The only education that beneficiaries receive on making appointments is a brief verbal instruction.

#### *Factors Indicating a Knowledge and/or Skill Gap*

According to MSgt Querido, the civilian administration personnel have identified a training need for would-be patients of the 92d Medical Group. MSgt Querido states “there are far too many patients not properly coordinating their medical appointments on a daily basis which is causing an increase in workload for the person working the front desk.” The front desk person states that they receive phone calls on 247-5661 and patients walking up to the window to schedule appointments for reasons ranging from medication refills to generalized pain. At this point in time, there aren’t plans in place to implement training to the beneficiaries of the 92d Medical Group. Responding to inappropriate requests for appointments causes a strain on the administrative personnel since they are required to check-in the scheduled patients, answer phones, direct patient records to the technician and receive requests from off-base facilities for patient results.

## Purpose of the Training Needs Assessment

The focus of this training needs assessment is to review the 92d Medical Group ability level to inform beneficiaries of the proper process for scheduling an appointment.

### *Data to be Collected*

Our data will be collected through the use of surveys given to patients at the facility to determine if they were given appropriate and adequate instruction on scheduling an appointment. By targeting all the demographics that are legally able to schedule medical appointments, we as a group will truly see if people are unable but willing to properly book appointments or if they are unable and unwilling. The survey will inquire as to what resources and processes the patient used to book their appointment, revealing the training gap to the patients. All patients should be trained when they in-process the clinic through TRICARE, Beneficiary Services, and Healthy Start. If this is not sufficient, additional training or guidance will be necessary.

### *Importance of Training Need*

If it is documented through the survey that there is a knowledge gap, then data will be provided to the Beneficiary Section of the 92d Medical Group. It is imperative that the patients be informed on the proper procedures for making a medical appointment since it creates significantly more work for the administrative personnel working the front desk for Family Health Center. More often than not, the patient usually seeks care at an emergency room or urgent care if they were frustrated with the appointment process. The importance of properly scheduling appointments is crucial in that it costs nearly twice the amount of money to treat a

patient off-base than it would be on base. To turn a profit for the fiscal year, the clinic must see as many patients as possible so that they can remain open next year for the beneficiaries and not be subjected to patients going off-base.

By collecting our data, we will show that the clinic is missing out on several patients each day translating to a large deficit. At the conclusion of this course, we have decided to present our findings to our leadership in hopes of saving lots of money which is what every organization is after.

## Method

### *Description of Subjects*

Our group will target men and women, Active Duty to include officers and enlisted personnel, retirees, dependent spouses and children with military affiliation at least 18 years of age and older. These individuals are empanelled to the Primary Care Clinic where their care is directed by assigned Primary Care Managers. This exact target group includes patients that have elected to go seek care off-base due to lack of training. To ensure our control is not tampered, we will not issue the survey to members of the 92nd Medical Group.

On any given day there are anywhere between five and seven providers working with an average of 16 patients each day. That gives us the chance to collect between 80 and 112 surveys each day. However, we don't anticipate every patient to fill out a survey, but we not only hope, but expect about 25% **percent** of the patients to participate.

### *Description of Instrumentation*

*Source of instrument(s).* Through our combined 15 years of Family Practice experience, we will develop a questionnaire that will focus on the squarely on the patients knowledge of scheduling appointments within the 92d Medical Group. Surveys will be turned into the “appointment survey” box located at the front desk of Family Health Center.

Nolan Lawson has previously served as the Non-Commissioned Officer In Charge (NCOIC) of a Family Practice and brings over six years of clinic and leadership experience. Dennis Watson brings nearly four years of Family Practice clinic experience including time as a medical technician and also as an NCOIC of Ambulance Services. Justin Owens, Ralph Debiase and Christopher Duvalle have a combined five years experience of clinical work which accounts for nearly 90% of the military career.

*Design and content of instrument.* The design of the data collection instrument was an original based on personal experiences and knowledge that we have obtained through our clinic work experience. As mentioned in the survey, it is completely optional and will take about five minutes to answer. The demographics portion asks for gender, age and rank and what your military affiliation is. There are 11 questions with the majority that asks the reader to rate his or her comfort level with what is being asked. There are three good questions that ask for short answer and one question that allows the patient to freely write what they believe needs to be improved so that everyone is aware of how to properly book an appointment within the 92d Medical Group.

*Process for pilot test and evaluation of instrument.* Our survey will first be given to facility members that work in the Family Health Clinic as well as those who work in the

Beneficiary Services office. They will be selected based on their extensive knowledge on this subject. These people will provide feedback on our survey to determine if it is thorough and appropriate. After this test is administered, our survey will be confirmed as a functional data collection instrument. However, if our survey is found to need revising then our group will collectively make the appropriate changes in order to better meet our data collection needs.

#### *Data Collection Procedures*

We will perform our data collection during our business hours of 0730-1630 as patients check in at the front desk. Each patient will be given a survey to complete while they are in the waiting room and received at the front desk. The survey will be optional, but this is the best method to target a large group and expect participation. We can anticipate over 100 surveys to be collected each day for two weeks, however, 25% collection daily from patients is realistic. The data collected will provide information on the knowledge and education of our patients.

## References

Gupta, K. (1999). *A practical guide to needs assessment*. San Francisco: Pfeiffer.

## Appendices

Appendix A- Data Collection Instrument Cover letter

Appendix B- Data Collection Instrument

## Appendix A.

22 September 2008

Dear Subject

We are undergraduate students seeking our Bachelor's degrees in the Department of Workforce Education and Development at Southern Illinois University Carbondale. We are working on a training needs assessment for our WED 381A, *Training Proposal and Report Writing* course.

The purpose of the enclosed survey is to gather data on the number of inappropriately booked medical appointments. In addition, there are a few questions that asks your about your experiences and opinions on making appointments. All patients will have the option to participate when they check in for their appointment by accepting or declining the survey from the desk clerk. You were selected to participate in this study because of your knowledge of the area.

The survey will take 5 to 10 minutes to complete. All of your responses will be kept confidential within reasonable limits. Only people directly involved with this project will have access to the surveys. Completion and return of this survey indicate voluntary consent to participate in this study. Please return completed survey to the box labeled "Appointment Survey" located at the front desk.

Questions about this study can be directed to us or to my supervising professor, Mr. Jason M. Curry, Department of Workforce Education and Development, SIUC at Charleston AFB, jcurry@siu.edu, phone (502) 216-2500.

Thank you for taking the time to assist us in our training needs assessment for our WED 381A, *Training Proposal and Report Writing* course.

*Source:* This cover letter template was derived from a sample on the SIUC Office of Research and Development Administration (ORDA) Web site. [http://www.siu.edu/orda/human/sample\\_cover\\_letter.doc](http://www.siu.edu/orda/human/sample_cover_letter.doc)

## Appendix B.

*Military Treatment Facility Appointment Survey*

The training department at the 92d Medical Group is conducting a training needs assessment regarding patient appointments. The data collected from this survey will be used to prepare training for the administrative staff of the Medical Group so that the patients will be better informed on how to book a much needed medical appointment. Your willingness to participate is desired, but not mandatory.

**Instructions:** This survey will take approximately 5 minutes to complete and is completely anonymous. This survey is comprised of a rating scale and short answer. Once completed, please return to the box marked "Appointment Survey" located at the FHC front desk.

**Demographics:**

**Gender:**\_\_\_\_\_ **Age:**\_\_\_\_\_ **Rank:**\_\_\_\_\_

**Please Circle:** Active Duty      Retired      Dependant Spouse      Dependant Child

**Key:**

1 = Strongly Disagree    2 = Disagree    3 = Somewhat Agree    4 = Agree    5 = Strongly Agree  
N/A= Not Applicable

1. I was well informed on how to schedule a medical appointment here at Fairchild AFB.

1      2      3      4      5      N/A

2. I was provided training on how to schedule a medical appointment here at Fairchild AFB.

1      2      3      4      5      N/A

3. The training provided was properly conveyed to me on how to schedule an appointment.

1      2      3      4      5      N/A

4. The procedures are very clear on how to book an appointment at the 92d Medical Group.

1      2      3      4      5      N/A

5. How many appointments do you normally book in a given 12 month period?

6. Have you ever tried booking an appointment in person?

7. I was comfortable in knowing what the appointment line phone number was.

1 2 3 4 5 N/A

8. I feel comfortable I know how to book an appointment.

1 2 3 4 5 N/A

9. I know that I can only book an appointment via the Appointment line phone number.

1 2 3 4 5 N/A

10. If training was provided, where did it occur?

11. What areas do you feel need to be improved so that all people know how to schedule a medical appointment within the 92d Medical Group?