

Planning and Delivering Outreach to Vulnerable Populations

Outreach Planning Guide
Fall Workshop #3

Saskatoon, Saskatchewan
November 2, 2010

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Table of Contents

| | Page |
|--------------------------------------|------|
| Introduction | 2 |
| Workshop Agenda | 2 |
| The Saskatoon Workshop..... | 3 |
| Tools to Support Implementation..... | 3 |
| Workshop Feedback | 4 |

Appendices:

Appendix A: Participant List

Introduction

Five one-day workshops were planned for the fall of 2010 and one workshop was planned for February 2011. These workshops were designed to introduce the Outreach Planning Guide and implementation tools; obtain stories to draw upon some of the experiential knowledge and expertise within the group to strengthen the content of the Guide and to solicit input from workshop participants related to next steps with respect to the development of tools to support outreach activities.

The objectives of these workshops:

1. Introduce the Outreach Planning Model and Guide
2. Work through tools to facilitate use of the model
3. Provide a venue for the exchange of local and national expertise
4. Identify gaps and needs that have not yet been addressed

Workshop Agenda

Using the agenda outlined below, all six workshops were designed to follow a similar format that included highlighting each step of the Outreach Planning Guide via a mini-lecture and showcasing four separate tools to support implementation. After each mini-lecture, the participants were given the opportunity to apply the model by sharing real life experiences by working through table top exercises and guided questions. Participants were then asked to brainstorm and prioritize additional tools to support implementation of the guide.

Breakfast

Welcome and Housekeeping

The Outreach Planning Guide Project

Step 1: Know your population

Break

Step 2: Design your outreach program

Lunch

Step 3: Deliver services

Step 4: Measure the results

Break

Tools to support implementation

Next steps and feedback

The Saskatoon Workshop

In total, 16 people participated in the workshop that was held in Saskatoon, Saskatchewan on November 2, 2010. The participants included individuals involved in planning and managing outreach programs; managers in local/regional public health units as well as managers from community-based groups and frontline workers.

During the workshop, participants were encouraged to tell their “stories” to promote sharing of local and national expertise and to provide an opportunity to apply a systematic approach to planning and delivering outreach programs as outlined in the Guide.

Tools to Support Implementation

Participants were asked to individually and collectively brainstorm a list of tools to support implementation. These priorities were then sorted into themes using an affinity process and then rank ordered using a nominal group process. The results from these two exercises are summarized in the table below.

| Topic | Prioritization Score |
|--|----------------------|
| <p>Information Sharing</p> <ul style="list-style-type: none"> • Website with links to other groups and links to contact lists (so you can send and receive info) (135) • List of provincial resources; including experts and key people (40) • Forum to share information / support (15) • Evidence supporting electronic records • Sharing space; internet exchange of information • National resources (clearing house) • What challenges people have faced and what they did • What other people are doing | 190 |
| <p>Tool Box for Outreach Services</p> <ul style="list-style-type: none"> • National indicators (inventory i.e outreach, partnerships) (60) • List of Evaluation tools / methods for different purposes (35) • Mini Presentation tool kit (30) • Tools to help (how to) to support peer to peer relationships (20) • Template – Needs Assessment (25) • Partnership agreement template • Safety policies • Data security • Train-the-trainer for the guide • Tool box (basic forms) how to start developing outreach programs • Section on troubles shooting / common questions • Evidence supporting electronic records | 170 |

| Topic | Prioritization Score |
|--|----------------------|
| Data Base <ul style="list-style-type: none"> National data bases (e.g. CF. Cancer) (25) Database of info about what to do with special populations (promising practices) Evidence data base Point of service touch screen | 25 |
| Take an actual / real successful outreach program and have it as an example to follow (including successes / failures (not re-inventing the wheel)) | 45 |
| Guide – How to support employees from client base - those with “lived experience” | 5 |
| Standardized HIV care plans -related to outreach brief encounters | 5 |

Workshop Feedback

The following is a summary of the feedback that was received. Please note that comments are included in the language they were made.

1. This workshop was relevant to my needs

16 responses

| Response option | # of responses |
|----------------------------|----------------|
| Strongly Agree | 11 |
| Agree | 5 |
| Neither agree nor disagree | 0 |
| Disagree | 0 |
| Strongly disagree | 0 |

2. This workshop has improved my knowledge and understanding related to outreach programming

16 responses

| Response option | # of responses |
|----------------------------|----------------|
| Strongly Agree | 13 |
| Agree | 2 |
| Neither agree nor disagree | 1 |
| Disagree | 0 |
| Strongly disagree | 0 |

3. There should be more workshops related to improving outreach programming

16 responses

| Response option | # of responses |
|----------------------------|----------------|
| Strongly Agree | 14 |
| Agree | 2 |
| Neither agree nor disagree | 0 |
| Disagree | 0 |
| Strongly disagree | 0 |

The responses to the following 4 questions have been themed.

1. What was the most successful and/or useful aspect of the workshop?

Comments related to the content, structure and facilitation of the workshop

Content related

- Looking at project logic models
- What is going to assist me at work is the steps I learned how to implement and develop a logic model for my program
- It may not be the most useful, but the info for policies and procedures I'm sure will help me write policies and procedures for my worksite
- The workbook
- The guide and tools
- Excellent participants packages - made things easier to follow
- Easy to understand info.

Structure and facilitation

- That it was a working workshops vs. solely info sharing. Ability to work through the process.
- The practical way of delivery, it allowed me to network with others while still learning the process
- Working through the guide.
- I enjoyed the table tool; it was a great way to break down the Outreach Planning Guide. It was a good way to work with others feedback, thoughts, etc. Many great views on starting an exchange or thought's for new ideas for your own programs.

Small group work at tables

- Also the roundtable exchange of info was very interesting and educating.
- The group discussion was useful.
- Small group work where we shared experiences.
- I enjoyed the interactive group work.

Number and mix of participants

- Small and intimate numbers and room

- Mixing the groups to get different perspectives from rural/urban, frontline/management, veteran/junior experience.
- The broad experiences of the group and the sharing was greatly appreciated

Facilitation

- Nice to have 4 facilitators, kept questions flowing - didn't have to wait for person to come to table because they were already there.
- Energetic knowledgeable facilitators.

Other

- Wasn't juvenile about icebreakers.

Comments related to the networking and sharing of stories in small group work

Networking

- Networking
- The practical way of delivery, it allowed me to network with others while still learning the process
- Re-connecting with program staff from other health regions
- Networking with other professionals and becoming more familiar with some of the outreach programs that are out there
- Networking -sharing of ideas, programs, successes, etc.

Sharing with others

- Group conversation with strangers.
- Also the roundtable exchange of info was very interesting and educating.
- I enjoyed the table tool, it was a great way to break down the Outreach Planning Guide. It was a good way to work with others feedback, thoughts, etc. Many great views on starting an exchange or thoughts for new ideas for your own programs.
- The group discussion was useful. The broad experiences of the group and the sharing was greatly appreciated.
- Small group work where we shared experiences. Hearing about successes in other groups.
- Sharing initiatives
- Networking with other professionals and becoming more familiar with some of the outreach programs that are out there
- Networking -sharing of ideas, programs, successes, etc.
- Ideas from fellow participants. Hearing about successes/failures from other programs. Ideas to engage clients.
- Information sharing.
- Exchanging info with other "like" organizations

Other

- Putting the ways we work into an organized plan of action. Exchanging info with other "like" organizations

2. What would you recommend be changed?

More time and opportunity to share what participants are doing with the larger group

- More discussion on what others are doing in their programs
- Allow a section of time for programs to share one or more strategy (tool) that they would like to share with the other programs. So others might use these ideas.
- Many programs with similar mandates were present. A planned sharing time of new/upcoming initiatives would have been valuable, e.g. newsletters, van designs, info sheets, needle drop box design/placement, reports, stats, databases.
- Maybe a few hours for established outreach programs to share what works in their respective units.
- More time to spend with other Outreach teams, to cross share stories, tools trends etc. It would be nice if the National Collaborating Centre had a web page with links to other Outreach Centres- emails, contacts etc. Sahte trends on the street, drugs.
- Show and tell - displays of programs/services/resources , etc
- Show and tell would be great

More detailed information on specific topics

- Specific training about logic models. Program performance indicator template (for N.E.P., Street nursing)

Including more participants from an organization or agency

- Having others at the workshop that I work with would be very beneficial

Using examples to illustrate steps

- A sample of a program that was developed using the enclosed tool could be included.

Nothing

- Happy with info presented. Could we get a list of email addresses of participants, so we can continue to network, share, go to the frontline experts.
- N/A
- Nothing - room great, facilitators great, participants great. Nothing I would like to see changed.
- Nothing- nice flow. Loved jump drive idea

3. What supports would help you to use the model and guide?

Databases

National database for programming information

- National database to collect outreach data: Demographics, needle exchange, referrals, education and counselling.

National contact database

- Contacts that I have made here at the workshop
- Contact organizations and their information e.g. naming the organizations e.g. Nine Circles provides HIV testing with no personal information

- Could we get a list of email addresses of participants, so we can continue to network, share, go to the frontline experts.
- It would be nice if the National Collaborating Centre had a web page with links to other Outreach Centres- emails, contacts etc. Sahte trends on the street, drugs.

List/inventory of performance indicators that could be used in evaluation

- A "cookbook" of outreach indicators.
- Program performance indicator template (for N.E.P., Street nursing)

Workshops and training for staff -or trainers to train staff

- The guide - train the trainers
- NCCID support in the workplace for all staff (i.e. training around this guide)

Web-based tool

- An interactive website
- It would be nice if the National Collaborating Centre had a web page with links to other Outreach Centres- emails, contacts etc. Sahte trends on the street, drugs.

Contact person for model/guide

- Contact person for questions on model.
- I think being able to contact you after leaving today would help me.

Toolbox/Outreach programming "starter-kit"

- Variety of supporting tools, templates, resources for each step of the model (i.e. even a list of websites etc).

Examples of implanting tool/use of model in practice

- A sample of a program that was developed using the enclosed tool could be included

Other

- The time to spend with the staff to properly implement it. Have used the logic model but time to practice using it would be helpful.
- Commonly asked question section for model/troubleshoot section
- National recommendations - standardized for Canada
- It would have been great to meet yearly, with people doing the much of the same work with the same goals better health of our high risk client
- A bit more detail in the guide would be helpful

4. General comments

About the workshop

- Great workshop
- Really good/great workshop - helpful. I can think of numerous ways to use this information.
- One of the most useful workshops I have been to for outreach to "at risk" clients. It would have been nice to request the host city to bring their outreach van.
- Very informative, lots of participation. Was a relaxed atmosphere - good job.

- "Great work" working with other Outreach programs is the link we are missing. We are all working to the same goal. Sharing the tools has been great.
 - Overall the workshop was excellent
 - Great job
 - Great day
-
- Bringing more people from my community to see the roll out. I wasn't fully prepared to take the model and be the "ambassador" for my community, was sprung on me

About the guide

- I think the Outreach Planning Guide is a great tool and model. It makes you think about your own exchange/outreach centre and how as teams we are working together. It also has many new looks on Harm Reduction at different levels, in our province as well as others.

Venue and food

- The venue was great
- Decaf coffee

Appendix A: Participant list

| Name | Organization | Province |
|--------------------|---|--------------|
| Marlene Allen | Nurse Manager Sexual Health/HIV/Hep C Clinic Prince Albert Parkland Health Region | Saskatchewan |
| Idella Barr | Sexual Health Authority Prairie North Regional Health Authority | Saskatchewan |
| Melanie Beal | Community Health Nurse La Ronge Public Health /Mamawetan Churchill River Health Region | Saskatchewan |
| Leslie Brooks | CDC nurse Northern Intertribal Health Authority (NITHA) | Saskatchewan |
| David Carriere | Community Outreach Worker Street Connections | Manitoba |
| Pam deBruin | Disease Control Nurse Clinician Saskatoon Health Region | Saskatchewan |
| Jennifer Eaglesham | Public Health Nurse Winnipeg Regional Health Authority | Manitoba |
| Clarence Frenchman | SHARP Nurse Coordinator Saskatoon Tribal Council | Saskatchewan |
| Sandy Gibson | Positive Living Program Manager Saskatoon Health Region, Positive Living Program | Saskatchewan |
| Bev Hill | Regional Care Advocate NorMan Regional Health Authority | Manitoba |
| Lynn Johnson | Program Manager Saskatoon Tribal Council | Saskatchewan |
| Nicole Kimball | STI/HIV Outreach Nurse Nine Circles Community Health Centre | Manitoba |
| Janice Lowry | Nurse-in-Charge Pinaymootang Health Centre | Manitoba |
| Rachelle MacDonald | Public Health Nurse Burntwood Regional Health Authority | Manitoba |
| Laurie Nelson | Community Health Worker Regina Qu'Appelle Health Region, Street Project | Saskatchewan |
| Nicole White | Executive Director AIDS Saskatoon | Saskatchewan |