
CHAPTER 11 Evaluation

An evaluation of the Niagara Region Public Health (NRPH) H1N1 experience was conducted in January 2010 with NRPH employees, Niagara Region employees, and key community stakeholders.

The timing of the evaluation was intentionally selected for the following reasons:

- Allowed time for focus group questions and survey questions to be crafted comprehensively.
- Provided participants with time to process and reflect on the entire experience so that responses were thoughtful and constructive.
- Reduced the likelihood that e-mails and phone calls regarding survey completion and focus group participation would be ignored due to proximity to December vacation.
- Ensured primary H1N1 operations were in final stages, allowing staff to fully participate in this evaluation process.

The goal of the evaluation was to receive feedback from those involved to identify strategies and processes for improvement and to validate those strategies and processes that were successful. The feedback was received through surveys, small group facilitated sessions, and focus groups. This information will be used to inform future planning initiatives around emergent and/or urgent public health issues, such as mass immunization clinics, health hazard response, and pandemic planning.

11.1. EVALUATION METHODOLOGY

NRPH Employees

Feedback was solicited from NRPH employees primarily through an on-line survey, facilitated sessions, and frontline focus groups. Incentives prizes were used to increase employee participation rates for the on-line survey and the frontline focus groups.

The on-line survey was hosted on SelectSurvey.NET on the Your Niagara survey website and consisted of five questions. The survey took approximately 20-30 minutes to complete and was made available to employees from January 4 to 29, 2010, including a one-week extension to increase participation rates. A total of 188 survey responses were received with 122 valid suggestions and comments. The survey questions are included in Appendix 11-A.

Facilitated sessions were held for content specific issues, for discussions of a sensitive or confidential nature, or to accommodate schedules. Facilitated sessions were held with the Incident Management System (IMS) Team, subgroups of the IMS team (Planning, Operations, Logistics, Communications, and Liaison), the Surveillance, Health Assessment, Research, and Evaluation (SHARE) unit, union presidents of ONA 9, CUPE 1757 and CUPE 1287, key EMS employees, those involved in scheduling employees for H1N1 clinics, and a subgroup of individuals involved with communications. Questions were similar in nature and are included in Appendix 11-B. A total of 79 individuals took part in one or more of these sessions.

Three focus group sessions were held for front-line staff that participated in the H1N1 experience. The sessions were facilitated by two of the following people: Senior Epidemiologist, Manager Continuous Quality Improvement and Community Development, Continuous Quality Improvement and Education Specialist, or a Health Promoter. A total of 42 employees attended the focus groups.

Participants of the focus group sessions self selected their own small working group, based on predetermined list of topics that outlined below. Participants were encouraged to ensure that all H1N1 clinic roles were equally represented at each table. Each group selected one person to lead the discussion and one person to document the responses. Flipchart paper and markers were provided for each group.

The sessions were organized in the format of a café style focus group. Five different topics were identified and questions were prepared to guide the discussion. The topics included the following: Communications and Access to Timely Information; Training and Role Clarity/Interrelations of Roles; Scheduling and Flow of Clinic Format and Sites; HR and Health and Safety; and Public Health Response and General Support. Ten minutes were given for discussion at each topic station. Four of the topics used the same questions and the fifth topic was more specific. After ten minutes, the flipchart notes were rotated to the next group to build on the ideas of the previous group. At the end of each session, participants prioritized the four most important solutions that need to be implemented for any of the four topics: Communications and Access to Timely Information; Training and Role Clarity/Interrelations of Roles; Scheduling, Flow of Clinic Format and Sites; and HR and Health and Safety. The session outline is included in Appendix 11-C.

Niagara Region Corporate Staff

Feedback was solicited from Niagara Region employees through an on-line survey or through a facilitated session as members within the IMS framework or a content specific issue. The on-line survey was hosted on SelectSurvey.NET - Your Niagara survey website and consisted of 11 questions. The survey took approximately 20-30 minutes to complete and was made available to Niagara Region employees from February 25 to March 12, 2010. A total of 87 survey responses were received. The survey questions are included in Appendix 11-D.

A facilitated session was held for key members of Human Resources, Corporate Services Department and Corporate Communications, Integrated Planning Department which includes employees from communications, graphics support, and web support. A total of 17 participants attended the two facilitated sessions. Facilities and Health and Safety representatives participated in the Liaison IMS subgroup facilitated session.

Key Community Stakeholders

Feedback was also solicited from each of the external clinic sites, the internal cafeteria contractor, and the volunteers recruited to assist with the H1N1 clinics. An epidemiologist conducted telephone interviews with the key contact from each of the seventeen external clinic sites and the cafeteria contractor. The interview questions are included in Appendix 11-E.

The volunteers were invited to complete an on-line survey. The on-line survey was hosted on SelectSurvey.NET - Your Niagara survey website and consisted of 23 questions. The survey took approximately 20-30 minutes to complete and was made available from February 25 to March 5, 2010. A total of three survey responses were received. The survey questions are included in Appendix 11-F.

Concluding Comments

Staff appreciated the opportunity to share their experience and shape next steps and action plans. The systems and processes allowed for maximum staff engagement, and catered to various learning styles and preferences. The technology used supported timely and accurate reporting of survey data, and ensured that focus group data could be aligned.

H1N1 was truly an “all hands on deck” initiative, and it was important to hear more about the lived experience to ensure that we strengthen future responses. In addition, community partners welcomed the occasion to share their input, and it also provided us with the opportunity to thank them for their important contribution to the H1N1 response in Niagara.

1. Please identify your Division

- Administration
- Chronic Disease and Injury Prevention
- Clinical Services
- Community Development and Surveillance/Medical
- EMS
- Environmental Health
- Family Health
- Other, please specify

2. What role(s) did you work during the H1N1 clinics?*

Please select more than 1 if you worked in multiple roles

- Injector
- Charge Nurse
- Recovery Nurse
- Float Manager
- Phone Line
- Greeter
- Screener
- Greeter Coordinator
- PECS Registration Clerk
- PECS Superuser
- Physician Ordering
- Scheduling
- IT

- Surveillance
- Communications
- Crowd Control
- Announcer
- Special Priority Room Monitor
- Other, please specify

The following questions are about what you feel went well and what recommendations you have for improvement. Please give us constructive feedback.

3. Please identify up to 3 things that you feel went well during the H1N1 clinics*

1.

2.

3.

4. In your opinion, name up to 3 things that you would recommend for improvement during the H1N1 clinics*

1.

2.

3.

5. Please identify potential solutions for your recommendations noted above*

1.

2.

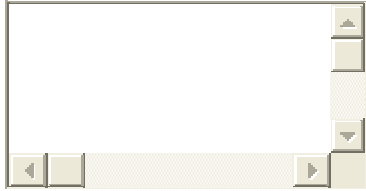
3.

4.

5.

6.

6. Additional Comments



Appendix 11-B. Facilitated Sessions

Focus Group Questions for Specific Internal Groups (Internal to PH - Includes but is not limited to IMS team, IMS subcommittees, SHARE unit, Schedulers, Communications, PECS leads, EMS injectors)

1. Identify the name of the group, group members present and role the group played.
2. What are the first words that come to mind to describe how this group functioned?
3. What did you feel went well?
4. What did we learn from the things that went well?
5. Where and when did we struggle? What did you feel did not go well?
6. What did we learn from the times where we struggled?
7. What are we saying we want to do differently? How can we get there?
8. How did this experience compare to what you expected?

Focus Group Questions for IMS team

1. What are the first words that come to mind to describe how this group functioned?
2. Based on our IMS model, identify the most effective factors in our response.
3. Based on our IMS model, identify the factors that require the most improvement in our response. When and where did we struggle?
4. Identify the solutions which should be taken to address the issues identified for improvement.
5. Prioritize the solutions from most to least important/crucial. What are the key focuses for improvement?
6. From this experience, what are the triggers to inform us to move from planning to the IMS model and vice versa?
7. How can we ensure a smooth transition from planning to the IMS model (based on above)?
8. How did this experience compare to what you expected?

Focus Group Questions for External Groups (External to PH - Includes but is not limited to HR, Corp Communications, IT, Facilities)

1. Identify the name of the group and role the group played.
2. What are the first words that come to mind to describe how this group functioned/the H1N1 experience?
3. What did you feel went well?
4. When did we struggle?
5. What did we learn from the times where we struggled and how can we do things differently?
6. How did this experience compare to what you expected?
7. Other comments?

Focus Group Questions for Union Groups

Identify the name of the group, group members present.

1. What did you feel went well?
2. How responsive was HR/PH to issues?
3. What were the key health and safety issues and how well do you feel they were addressed?
4. Please comment on the training provided (Adequate? What was missing?)
5. Do you feel there was adequate opportunity for your members to be involved in H1N1?
6. What did you feel did not go well?
7. What are the key focuses for improvement?
8. How did this experience compare to what you expected?

Appendix 11-C Focus Group Questions for Front Line Staff

Session background

- Intro (15 minutes)
- Topic discussion (5 topics x 10 minutes=50 minutes)
- Wrap up and Prioritizing (20 minutes)
- 5 minutes to spare with some flexibility at beginning and end – first topic tends to run 15 minutes to give the group time to get acquainted with the process.

Supplies

Name tags

Dots – 2 purposes: 1 to identify the role they played, 4 dots at end to prioritize

Markers

6 flip charts

Questions and topic sheets

Sign in list

What to put on tables: topic list, 2 markers (different at each table helps to track who has done what)

Have each participant sign in. Have them write their name on the name tag and their program. Select as many dots as per the role they played during H1N1. Ask them to select a table to sit at as they walk in and encourage them to make sure that all roles are represented.

Introduce session and format (10 minutes)

- Introduce facilitators
- Today you are here to provide your constructive feedback from the H1N1 experience. There were things that went well, there were some things that didn't go so well and there were some things that were course corrected along the way to address some of the issues. However, we didn't get to hear all of your concerns. So today we would like to hear from you – the good, the bad and the ugly. We want to improve things for you and we want to hear your ideas on how we can do that.
- Share Statistics:
 - In PECS (Public Health): **52,139**
 - In LTC, Hospitals, Clinics and Drs offices: **58,308**
 - % uptake based on reporting for NR: **25%**
 - Under reporting from doctors, hospitals and health clinics therefore sitting somewhere around **35%**
 - **% of the population vaccinated by Municipality**

Municipality	# Doses	% population vaccinated
Fort Erie	2534	8%
Grimsby	2159	9%
Lincoln	1689	7%
Niagara Falls	9019	11%
Niagara-on-the-Lake	1516	10%
Pelham	2028	12%
Port Colborne	2744	14%
St. Catharines	15419	12%
Thorold	2505	13%
Wainfleet	668	10%
Welland	5942	12%
West Lincoln	1030	8%

- Over the last couple of weeks, all staff has had the opportunity to complete the on-line survey. If you have not responded it is available until Friday, January 29, 2010. Also, focus groups have taken place with many of the subgroups in what's called the Incident Management System model – planning group, operations, logistics, communications. It is a relatively new model for us to use. There have also been meetings with corporate partners, like Human Resources and the union presidents. If you know of groups that should be included, please let me know.
- For today's session, you will be working in these small groups and discussing 5 different topics for 10 minutes each – there will be questions at the table to guide your discussion. Four topics have the same questions and the last one is a bit different. After 10 minutes you will receive another topic and will build on the ideas of the previous group so leave room after each question for the other groups to add their feedback. At the end of this session you will prioritize the most important strategies that need to be implemented.

Café topics:

- Communications and Access to Timely Information
- Training and Role Clarity/Interrelations of Roles
- Scheduling, Flow of Clinic Format and Sites
- HR and Health and Safety
- Public Health Response and General Support

Introduction of group (5 minutes)

- Divide staff into 5 groups (or whatever is appropriate for the number of people) – ensure that there is equal distribution of roles played within the groups. If there aren't sufficient people, keep them as one group and write down their comments. The reason for ensuring equal distribution is for people to share their experiences – what may have worked for one group may be equally applicable for another.

-
- In your groups, have each member introduce themselves, describe the role they played, and share your most memorable moment during H1N1?
 - Have each group select a “note taker”.
 - Begin the session and float around and help out as needed.

Café Style Focus Group (10 minutes for each group = 50 minutes)

The following questions will be used for each of the first 4 café topics:

1. What did you feel went well (specify role for each comment if applicable)?
2. What strengths or resources in our current environment do we have that contributed to make things go well?
3. What did you feel did not go well (specify role for each comment if applicable)?
4. What do we need to do differently? What possible solutions can be implemented to address the struggles?
5. What factors in our current environment are challenging to how we work together?

Questions for last café topic:

1. How did this experience compare to what you expected?
2. What did you like most about being involved in the H1N1 experience?
3. What did you like least about being involved in the H1N1 experience?
4. What did you specifically gain from this experience?
5. What positive comments did you hear out in the community regarding the H1N1 experience?
6. What negative comments did you hear out in the community regarding the H1N1 experience?
7. How well did we meet the needs of the community? Of the staff?

Prioritizing and Wrap Up (20 minutes)

What is one take away you got out of today’s session?

Explain next steps:

- a. Strategic Goal for 2010
 - b. Report will be compiled – not sure what that will look like. If you have any ideas around what you would like to receive, please let me know.
 - c. At the very least, we intend on creating a “Solution oriented” document – what can be completed in the short-term, long-term, and what is not in scope/why solutions are not implementable.
 - d. Recommendations and improvements will be reflected in the Pandemic Plan
- On line survey is available until Jan 29, 2010.
 - On your way out, briefly review all the responses for addressing the struggles for the particular topic. If you were in charge what are the top 4 solutions you would implement. You can use your dots anyway you choose, all on one, all in one topic, or varied. Place the dots of the most important solutions we need to implement. The 4 topics include
 - Communications and Access to Timely Information
 - Training and Role Clarity/Interrelations of Roles
 - Scheduling, Flow of Clinic Format and Sites
 - HR and Health and Safety

If you found this session to be valuable, please tell your colleagues. If you didn’t find this valuable, please let me know as I am open to feedback to improve the sessions. Thanks for your feedback!

Public Health is looking for feedback, as a Niagara Region employee, regarding the H1N1 immunization process. We value your opinions and your answers will be used for future planning and operations. All of your entries will be anonymous. We want to know what was done well, what can be improved and your suggestions for any solutions.

We know that information changed on a daily and sometimes hourly basis, and some of that was out of our control. When providing your comments please consider your experience as a Niagara Region employee during the entire H1N1 process - the good, the bad and the ugly.

Thank you for taking the time to complete this survey.

1. What Department do you work in?

- Community Services
- Corporate Services
- Integrated Community Planning
- Public Works
- Other

2. Do you work ONSITE at Regional Headquarters?

- Yes
- No

3. I was kept up to date via e-mail, Niagara Current, Management, etc. regarding impacts to Niagara Region operations and/or my job functions.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

4. If you answered Disagree or Strongly Disagree to Question 1, please explain

5. I felt that during the H1N1 clinics I was able to continue with my regular work.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

6. There was sufficient communication (e.g. Niagara Current, e-mail, management) explaining what was happening with H1N1 within the Corporation.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

7. Do you have any suggestions for communications improvement (e.g. as an active participant responding to H1N1, or as a Niagara Region employee impacted by H1N1 operations)?

8. I felt that if I had any questions, I knew where to find the answers.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

9. I had the necessary support/resources needed to volunteer my time, to work in the H1N1 clinics.

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree
- Not Applicable

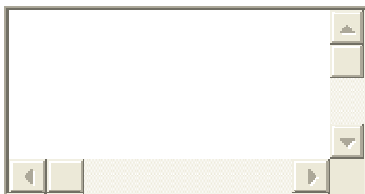
10. Please identify up to 3 things that you feel went well during the H1N1 clinics

1.
2.
3.

11. In your opinion, name up to 3 things that you would recommend for improvement during the H1N1 clinics

1.
2.
3.

12. Additional Comments



Appendix 11-E Community Stakeholders Evaluation Questions

Clinic Sites

1. Identify the site name, location and the dates of the clinic sites.
2. What are the first words that come to mind to describe how the clinics were run?
3. What did you find went well?
4. Were you well informed to host the clinic?
 - a. Did you have the right information or capacity to make decisions?
 - b. If you were not well informed, what information would have been helpful?
5. When did you find things did not go so well?
6. What would you recommend needs to be done differently?
7. Would you be agreeable to hosting a clinic in the future? If not, why not?
8. Do you have anything else you'd like to add or any questions for me?

Cafeteria Contractor

1. What are the first words that come to mind to describe how the clinics were run?
2. What did you find went well?
3. Were you well informed about the clinic?
 - a. Did you have the right information or capacity to make decisions?
 - b. If you were not well informed, what information would have been helpful?
4. When did you find things did not go so well?
5. What would you recommend needs to be done differently?
6. Would you be agreeable to supporting clinics like this in the future? If not, why not?
7. Do you have anything else you'd like to add or any questions for me?

General Information

1. How did you first learn about volunteer opportunities at Niagara Region Public Health (NRPH)?*

Select at least 1.

- From a friend
- Niagara Region website
- Place of worship
- Niagara Region employee
- On TV / Radio
- At work
- Personal experience
- Newspaper ad
- Store front poster
- Other, please specify:

2. In which areas do (did) you volunteer?*

- CFA
- PAA
- Both

3. Considering only the last year, approximately how many hours of your time have you volunteered at NRPH?*

- Less than 3 hours
- 3 - 10 hours
- 11 - 20 hours
- 21 - 30 hours
- 31 - 40 hours

More than 40 hours

4. Is your volunteer activity required or expected by your employer, school, church, or other agency?*

Yes

No

5. How long have you been a volunteer?*

Less than 6 months

6 - 11 months

1 year - Less than 3 years

3 years - Less than 5 years

5 years - Less than 7 years

7 years - 10 years

More than 10 years

Motivations to Volunteer

6. Think about what motivated you to volunteer with NRPH. On a scale from 1 to 6 (with 1 being 'Not at all motivating' and 6 being 'Extremely Motivating'), please rate the following factors on how much they motivated you to volunteer with Public Health:*

	1 (Not at all motivating)	2	3	4	5	6 (Extremely motivating)
I wanted to learn something new	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to make a contribution to my community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to use my skills and/or experiences	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to network with other people	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To fulfill religious obligations or beliefs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I wanted to improve my resume / job	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

opportunities

I wanted to occupy my free time

I wanted to explore my own strengths

7. Please state whether you agree or disagree with the following statements about your volunteer experience at NRPH:*

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
I use my skills and/or abilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am involved in meaningful work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There is a positive climate of teamwork between paid and volunteer activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have the support and guidance I need to accomplish my volunteer activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am satisfied with the variety of presentations / displays / demonstrations available	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
My volunteer job gives me a sense of accomplishment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public Health is an excellent place to volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I would recommend Niagara Region Public Health as a place to volunteer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. In 2009, how did the number of volunteer hours you performed compare to previous years?*

- Less (Please answer Question 9)
- More (Skip to Question 10)
- About the same (Skip to Question 10)

- Not applicable, I have only been volunteering for 1 year or less (Skip to Question 10)

9. If you answered above that you volunteered "Less" this year in comparison to previous years, what was the main reason?

- Did not have the time
- Other responsibilities
- Health problems or physically unable to
- Was not asked
- Other, please specify:

Effectiveness of Volunteer Work

10. Considering your NRPH volunteer experience, please state if you agree or disagree with the following statements:*

	Strongly Disagree	Disagree	Somewhat Disagree	Somewhat Agree	Agree	Strongly Agree
Volunteering increased my self-confidence and/or my interpersonal skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering helped me develop a social network with other volunteers and paid staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering help me develop new job-related skills.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering increased my awareness of community needs.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Volunteering increased my involvement in other opportunities in the community.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Educational Opportunities

11. Have you been offered formal educational opportunities?*

- Yes, and I have taken at least one of them
- Yes, but have not taken them
- No (Skip to Question 15)

12. Were the educational opportunities relevant to your volunteer work?

- Yes
- No
- I don't know

13. Did the education/training provide you with skills that helped you carry out your volunteer responsibilities?

- Yes
- No
- I don't know
- Not applicable (I did not participate in any of the educational opportunities)

14 Please indicate your level of satisfaction with the following:

	Very Dissatisfied	Dissatisfied	Somewhat Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied	Not Applicable (I did not participate in any of the educational opportunities)
The type of educational updates offered over the past year.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The number of	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

education
al updates
offered
over the
past year.

15. In the space provided below, please provide any ideas you have for educational updates for the upcoming year:

Recognition and Retention

16. Please identify your favourite ways to be recognized for your volunteer efforts. (Check all that apply)*

Select at least 1.

- Formal recognition even (e.g., dinner, gala)
- Gift of appreciation (e.g., book, keychain)
- Informal recognition (e.g., verbal thank-you)
- Appreciation note from staff / community
- Educational events
- To be included in decision making regarding the volunteer program
- Holiday cards / Birthday cards
- To be give more responsibility
- A 'Length of Service' Certificate
- Certificate of appreciation
- Nothing. I do not like to be recognized for my efforts
- Other, please specify:

17. What can Public Health do to retain (keep) our volunteers? (Check all that apply)*

- Let volunteers have direct contact with the people requesting their service so the

volunteers can ensure they are meeting the community's needs

- Offer the volunteers a choice in presentations in terms of location, type and audience
- Provide volunteers with position descriptions so the volunteer scope of practice and role is clearly understood
- Provide the volunteers with opportunities for training and / or education
- Provide the volunteers with feedback on their performance
- Other, please specify:

Meetings

18. Think about the meetings that you attended as part of your volunteer experience at NRPH. Please state whether you were satisfied or dissatisfied with the following:*

	Very dissatisfied	Dissatisfied	Somewhat dissatisfied	Somewhat satisfied	Satisfied	Very Satisfied
Time of day the meetings were held	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Length of the meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Location of the meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Agenda of the meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Usefulness of the meetings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Kits and Resources

19. As a volunteer, you have the opportunity to utilize a number of resources. Are you satisfied with the number of resources available?

- Yes
- No. If no, please explain:

20. In the space provided below, please indicate how the presentation kits (e.g., binders on topics, such as CFA Cooking for One or PAA Education on 2 Wheels) could be improved:

Personal Reflection

21. As a volunteer, what has been the MOST rewarding experience for you this year?

22. As a volunteer, what has been the biggest challenge for you this year?

23. Please provide any suggestions on how the program could be improved in the future:

Appendix 11-G. Clinic Staff Participation Survey:

Results from your survey and those completed by will be electronically analyzed. All individual data will be kept confidential. It should take you less than 10 minutes to complete this form.

Mass Vaccination Plan: Staff Evaluation

ALL STAFF

1. My role in H1N1 was (please circle one): Injector, greeter/screener, PECS reception clerks, Charge Nurse, Recovery Nurse, PECS Super-users, Clinic Float Manager, Volunteers other _____
2. I felt comfortable with my role and responsibilities SA A D SD
3. My role and responsibilities were well explained during orientation/training SA A D SD
4. Each day I had access to current fact sheets and information? SA A D SD
5. Did you feel supported in your role?
6. I had enough time to perform the tasks to which I was assigned SA A D SD
7. The overall confidentiality in the clinic was sufficient SA A D SD
8. There was sufficient communication between me and my other colleagues, during the H1N1 clinics SA A D SD
9. There was a smooth transition during the shift change SA A D SD
10. I was able to take breaks and lunch within a reasonable amount of time SA A D SD
11. The food supplied in the clinics was sufficient Y/N
 - a. If no explain
12. I was comfortable enough in my roles and responsibilities to act efficiently Y / N
 - a. If no please explain

NURSING STAFF (Injector, charge nurse, recovery nurse, float manager)

13. The layout of the clinic was easy to administer the vaccine to the maximum number of people possible SA A D SD
14. I had adequate understanding of clinic flow Y/N
 - a. If no please explain
15. I always had access to a continuous flow of supplies (vaccines, needles, swabs, alcohol) Y / N
 - a. If no please explain
16. Do you have any other comments?

RECOVERY NURSES

17. There was privacy to deal with adverse events
18. I felt adequately supported by the Physician Y/N, Charge Nurse Y/N, Float Manager Y/N

PHONE LINE

19. You able to manage the call volume? SA A D SD
20. You had enough support when needed to transfer calls SA A D SD
21. Do you have any comments for improvements?
22. Further training is needed to handle challenging clients SA A D SD
 - a. Please explain

SITE SATISFACTION

23. Was the site clean?
24. Was there enough parking for staff?
25. Was there enough parking for clients
26. Was the building comfortable to work in?

- 27. Was the flow of the clinic sufficient?
- 28. Were there enough supplies to run the clinic?
- 29. Did you feel that the building was accessible for all clients?

We've all learned a lot during the H1N1 experience and there is still more to learn. We want to hear your constructive feedback and insights so that we can improve processes for future events that may require us to redeploy and respond in a similar way. There are two ways in which you can contribute your comments and ideas. You can choose to participate in one or both formats.

1. Beginning Monday, January 4 until Friday, January 22, a brief survey will be available for you to complete. Responses will be kept anonymous. This [link](#) (control + click) will take you to the survey.
2. From Monday, January 18 to Friday, January 29, focus group sessions will be held. Sessions are available for a maximum of 30 participants and minimum of eight. If you are interested in attending a 1.5 hour focus group, please sign up for one of the sessions through your divisional Administrative Assistant:

Clinical Services
 Environmental Health
 Administration
 Chronic Disease and Injury Prevention
 Community Development and Surveillance
 Family Health

Date	Time	Location
Monday, January 18	9-10:30 and 2:30-4:00	Corporate Learning Centre CE 101
Tuesday, January 19	9-10:30	Corporate Learning Centre CE 101
Wednesday, January 20	2:30-4:00	Corporate Learning Centre CE 101
Thursday, January 21	9-10:30 and 2:30-4:00	Niagara Falls Office, Auditorium
Friday, January 22	9-10:30 and 2:30-4:00	Welland Office meeting room
Monday, January 25	2:30-4:00	Corporate Learning Centre CE 101
Tuesday, January 26	9-10:30 and 2:30-4:00	Fort Erie, Auditorium
Wednesday, January 27	9-10:30 and 2:30-4:00	Welland Office meeting room
Thursday, January 28	2:30-4:00	Corporate Learning Centre CE 101
Friday, January 29	9-10:30 and 2:30-4:00	Corporate Learning Centre CE 101

A variety of people will be facilitating the sessions, such as Community Development and Surveillance staff, several Health Promoters, and me. The session sizes at the Campbell East location may be increased depending on the continued use of CE 102 for clinics. The Administrative Assistants will have access to the most up to date schedule.

There will be two random draws for a \$25 gift certificate for Chapters or Tim Horton's – one for those who participate in the survey and one for those that participate in the focus group.

Acronyms

AMOH	Associate Medical Officer of Health
AVE	Adverse Vaccine Events
BIOS	Biological inventory Ordering System
CAO	Chief Administrative Officer
CCAC	Community Care Access Centres
CDC	Centre for Disease Control (Atlanta, USA)
DSBN	District School Board of Niagara
EMO	Emergency Management Ontario
CPIP	Canadian Pandemic Influenza Plan
EOC	Emergency Operations Centre
EMS	Emergency Medical Services
HOC	Health Operations Centre
HCW	Health Care Worker
HPPA	Health Protection and Promotion Act
HR	Human Resources Department
IHN	Important Health Notice
ILI	Influenza-like Illness
IMS	Incident Management System
LTCF	Long Term Care Facility
MOH	Medical Officer of Health
MOHLTC	Ministry of Health and Long-Term Care
NACI	National Advisory Committee on Immunization
NCDSB	Niagara Catholic District School Board
NHS	Niagara Health System
NP	Nasopharyngeal Swabs
NRPH	Niagara Region Public Health
OAHPP	Ontario Agency for Health Protection and Promotion
OGP	Ontario Government Pharmacy
PECS	Protocol for Electronic Clinic Systems
PEOC	Provincial Emergency Operations Center
PHAC	Public Health Agency of Canada
PHN	Public Health Nurse
PIP	Pandemic Influenza Plan
PPE	Personal Protective Equipment
PSA	Public Service Announcement
REOC	Regional Emergency Operations Center
iPHIS	Integrated Public Health Information System
SSOC	Social Services Operations Centre
SSS	Sentinel Surveillance System
VPD	Vaccine Preventable Diseases Program
WHO	World Health Organization