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MEASURING AND IMPROVING QUALITY: NEW YORK'S INTEGRATED HIV/AIDS AND STD FIELD SERVICES PROGRAM

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Disclosure

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My spouse, significant other, or I have not had any relevant financial relationships during the past 12 months.

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Overview

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- Background
 - ▣ Integration
 - ▣ Staff Responsibilities
 - ▣ Research Implementation Award
- Research Objectives
- Staff Survey
- Focus Groups
- Conclusions and Implications

Integration

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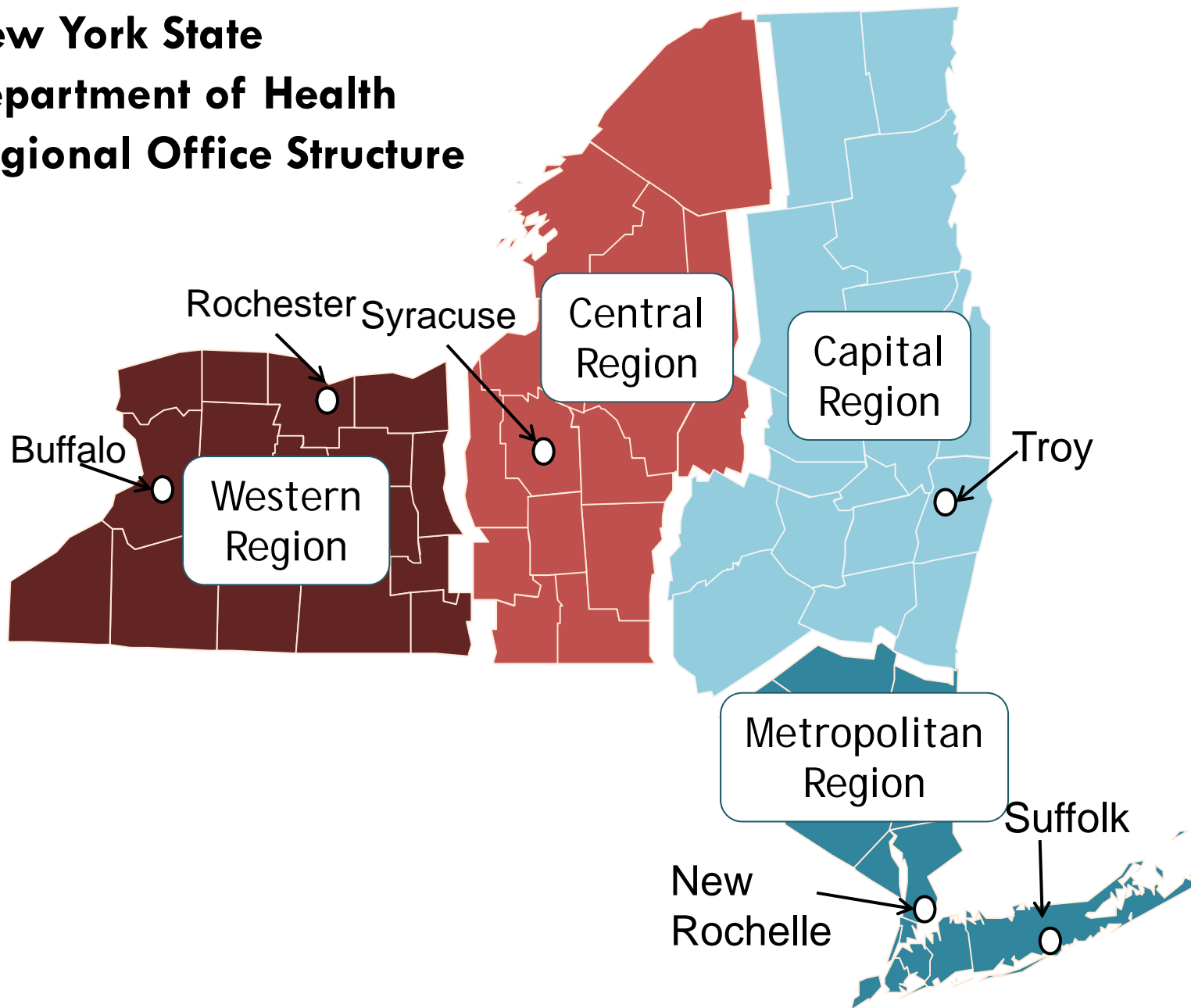
- CDC Program Collaboration and Service Integration Initiative (PCSI)
 - ▣ Program collaboration and service integration is a mechanism for organizing and blending interrelated health issues, activities, and prevention strategies to facilitate comprehensive delivery of services.
- New York State
 - ▣ Implemented integration in April 2010
 - ▣ Goal: combat HIV/AIDS and STDs
 - ▣ Staff cross trained

HIV/STD Staff Responsibilities

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- Pre-integration
 - ▣ STD staff performed contact tracing and partner notification for STDs
 - ▣ HIV staff performed HIV tests in the field and in clinical settings
- Post-integration
 - ▣ Combined staff conduct partner services for STD + HIV
 - ▣ Deliver STD risk reduction and prevention messages
 - ▣ Offer HIV rapid field test and prevention counseling

New York State Department of Health Regional Office Structure



Research Implementation Award

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- NY PHPBRN
- Multi-phase natural experiment
 - ▣ Staff survey
 - ▣ Focus groups
 - ▣ High Volume Provider survey
 - ▣ Economic evaluation

Research Objectives

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- To identify valid, reliable and practice-relevant measures of quality
- To assess quality outcomes related to effectiveness, efficiency and acceptability of the integrated HIV and STD partner services model as perceived by state health department staff

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Staff Survey

Methods

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- Question identification and development
 - ▣ Competencies/ knowledge
 - ▣ Attitudes
 - ▣ Staff perceptions
- Psychometric testing
- Sampling
 - ▣ 52 cross-trained field staff
- Survey Monkey

Analysis

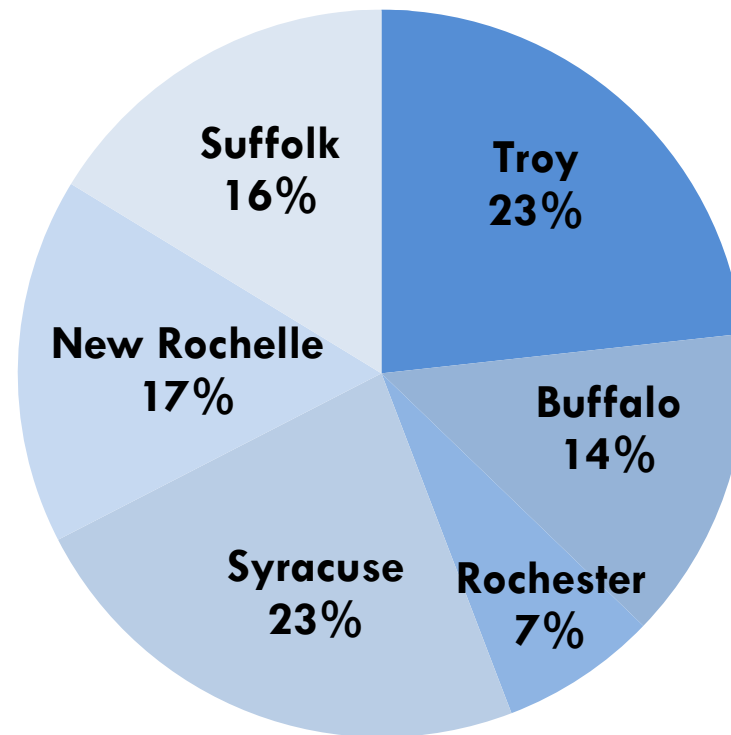
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- SAS 9.2
- Internal consistency
- Significance of job stress and satisfaction before and after integration
- Classification
 - ▣ Job role
 - ▣ Regional location
- Regional differences

Results: Distribution of Responses

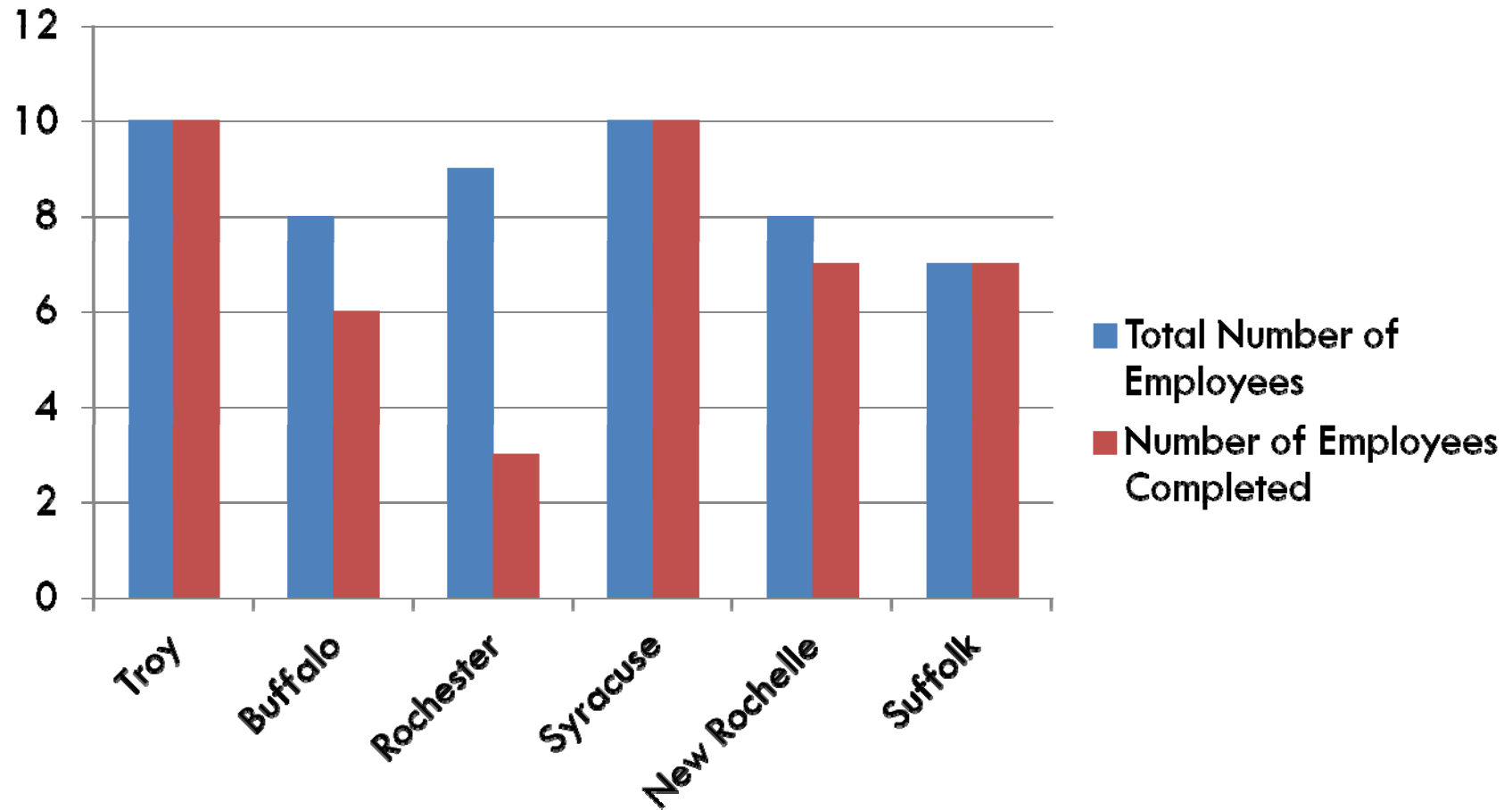
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Respondents by Region (N=44)



Results: Responses By Region

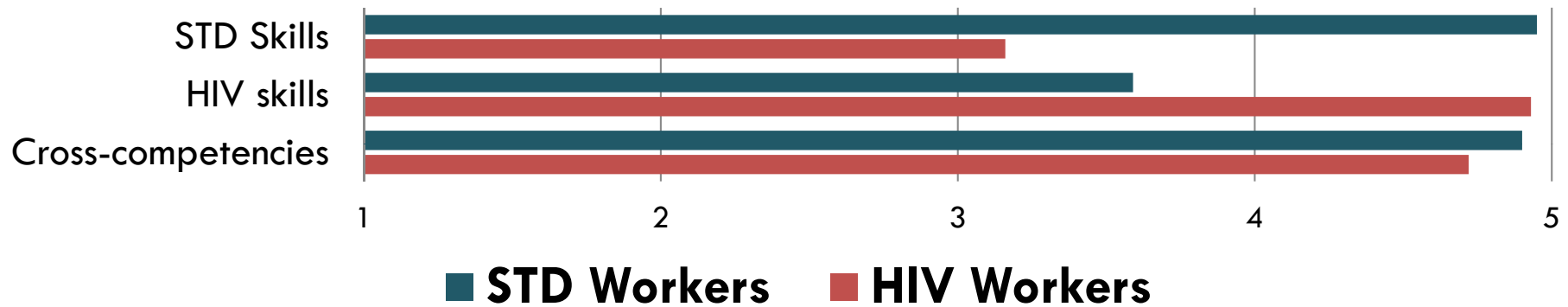
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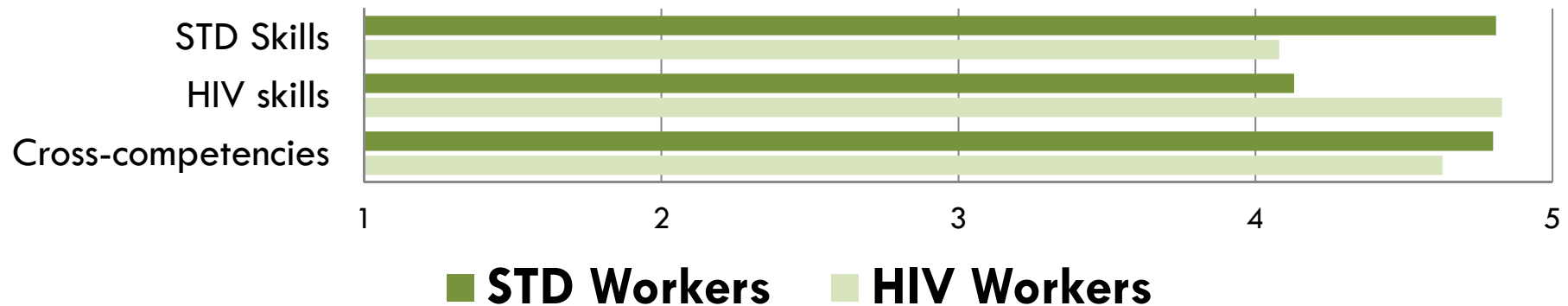
Results: Competency

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Initial Skill Specific Competencies (N=44)



Current Skill-Specific Competencies (N=44)

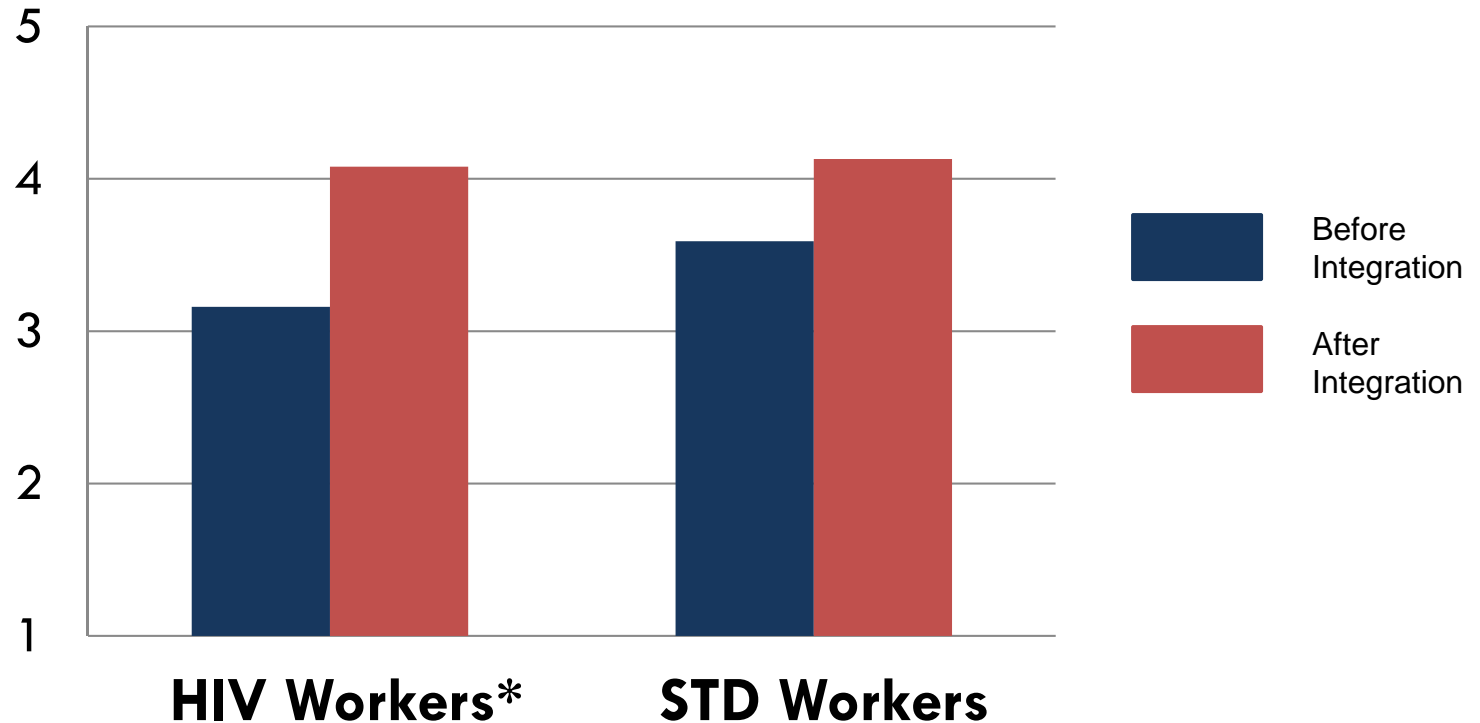


Confidence was rated from 1 – “Not Confident at All” to 5 – “Very Confident”

Results: Competency (Continued)

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Changes in New Skill-Specific Competencies (N=44)



* Indicates significant difference between average skill-specific scores ($P < .01$)

Results: Satisfaction

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Staff Job Satisfaction Indicators

	Before Integration*	After Integration*	Significance of change†
Calm	39.0%	14.6%	P <.0035
Relaxed	40.0%	20.0%	P <.0213
Under control	65.9%	27.5%	P <.0070
Comfortable	63.4%	29.3%	P <.0019
Smooth running	48.8%	22.0%	P <.0001

* Percentage of respondents who answered "Yes," that the word or phrase accurately described their job.
† Significance values based on within-subjects T test

Results: Satisfaction (Continued)

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Staff Job Satisfaction Indicators

	Before Integration*	After Integration*	Significance of change†
Demanding	50.0%	75.6%	P <.0247
Pressured	26.2%	61.0%	P <.0003
Hectic	40.5%	53.7%	P <.0326
Many things stressful	26.8%	57.5%	P <.0043
Pushed	19.5%	47.5%	P <.0098
Irritating	14.3%	35.0%	P <.0417
Nerve-wracking	7.5%	35.0%	P <.0012
Hassled	15.0%	36.6%	P <.0076
More stressful than I'd like	24.4%	51.2%	P <.0043
Overwhelming	12.2%	37.5%	P <.0003

* Percentage of respondents who answered "Yes," that the word or phrase accurately described their job.
† Significance values based on within-subjects T test

Results: Satisfaction (Continued)

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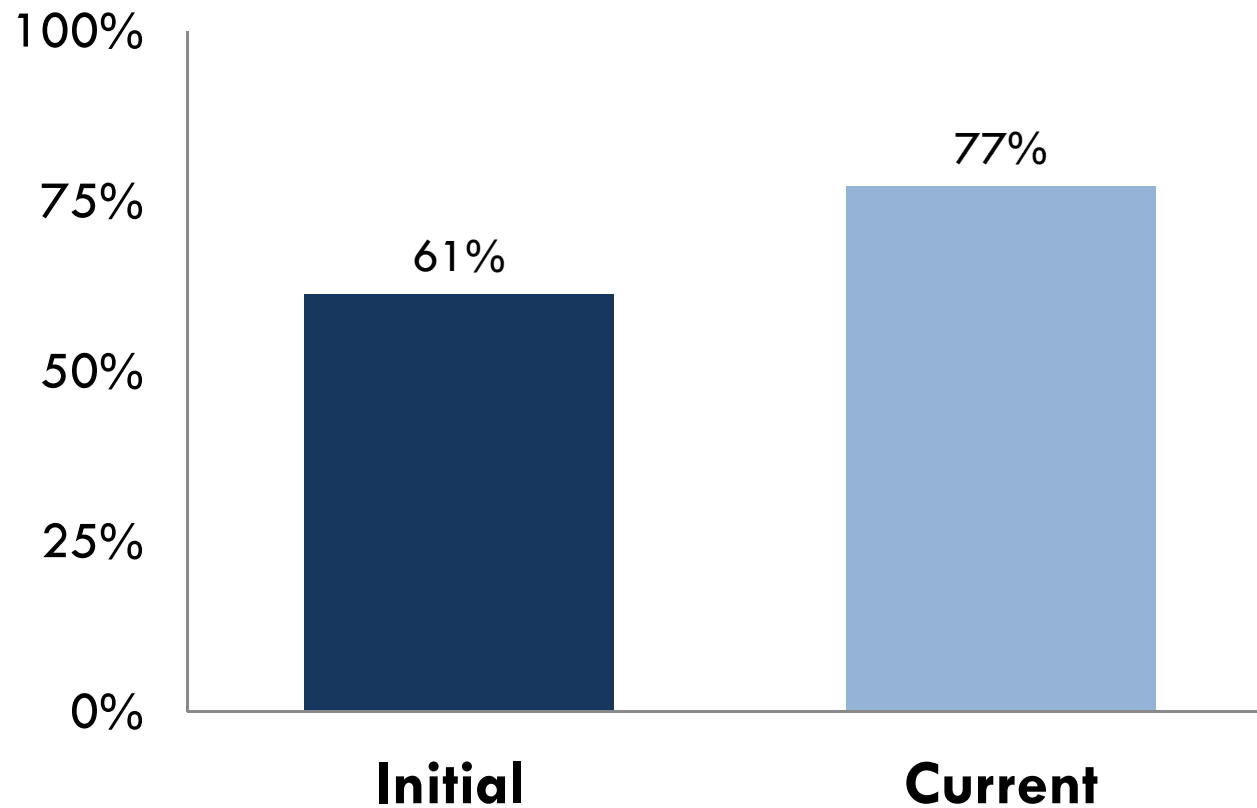
Staff Job Satisfaction Indicators

Average (Mean) Job Stress Change [§]	1.13	0.84	P <.0006 P <.0011 [‡]
<p>[‡] Based on change in mean satisfaction scores pre- and post-integration (Signed-rank test) [§] Based on scores coded 0-1-2, with a higher score indicating LOWER job stress</p>			

Results: Support of Integration

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Initial vs. Current Support of Integration (N=44)



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Focus Groups

Methods and Analysis

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- Focus group guide
 - ▣ Staff
 - ▣ Supervisors
- Sample
- Transcription
- NVivo 9
 - ▣ Themes
 - ▣ Trends

Preliminary Findings

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- Wide range of concerns on integration
 - ▣ Conceptual
 - ▣ Practical
- Field testing
 - ▣ Safety issues
- Difference in perspective
 - ▣ STD
 - ▣ HIV
- Regional differences

Conclusions

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- ❑ Lower job satisfaction and higher levels of stress
- ❑ Improved confidence in job tasks
- ❑ Support for integration
- ❑ Better perceived client outcomes
- ❑ Regional differences

Implications for Programs and Research

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- Little research on the impact of integration on staff
 - ▣ Workforce development
- Lack of integration training materials on integration
 - ▣ Tools to measure staff competencies
- Research on client outcomes needed

Next Steps

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- Complete focus groups
- Conduct survey of high volume providers
- Conduct economic evaluation

Questions, Comments, Suggestions

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