

Increasing the assessment process form question response rate among MN Council for HIV/AIDS Care and Prevention Members

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November 2018

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AIM STATEMENT

By July 2018, simplify the assessment process form to increase the question response rate from 96% to 100% among MN Council for HIV/AIDS Care and Prevention Members.

PLAN

Problem/Situation: The Ryan White Program provides staffing for the Minnesota Council for HIV/AIDS Care and Prevention which plans for the HIV prevention and service needs of people at risk for or living with HIV/AIDS in Minnesota. Ryan White grant federal legislation requires that the council assess the Hennepin County (HC) Ryan White Program annually on how providers are selected and paid so funds are made available where they are most needed.

Historically, the assessment instrument has not been updated. The Needs Assessment and Evaluation Committee of the council found that while every member completed the assessment, there was not 100% response rate for every question. The assessment was also asking for more information than was federally required making the instrument long and confusing. In July 2017, after the completion of the 2017 assessment and an overall question response rate of 96%, the committee and HC staff began discussion regarding updating the assessment. It was determined to update the assessment instrument with the primary goal of getting a 100% response rate to every question.

Through brainstorming and group discussion, the committee decided to 1.) Formalize the instrument with federal requirements and 2.) Review questions, ensuring questions were comprehensible and provided all information needed for members to make a clear, honest, data-driven response.

DO

Key Action Steps: To update and simplify the assessment, committee members:

1. Researched best practices and reviewed the assessments employed by four similar sized jurisdictions.
2. Revised the assessment to align with legislative requirements and language.
3. Omitted questions that were not requirements of the legislation.
4. Reviewed the updated the assessment for plain language and readability.
5. Piloted the updated assessment, which now included a glossary of terms, dates and time frames, and links to expenditure data so council members didn't have to refer to old documents to find needed information.

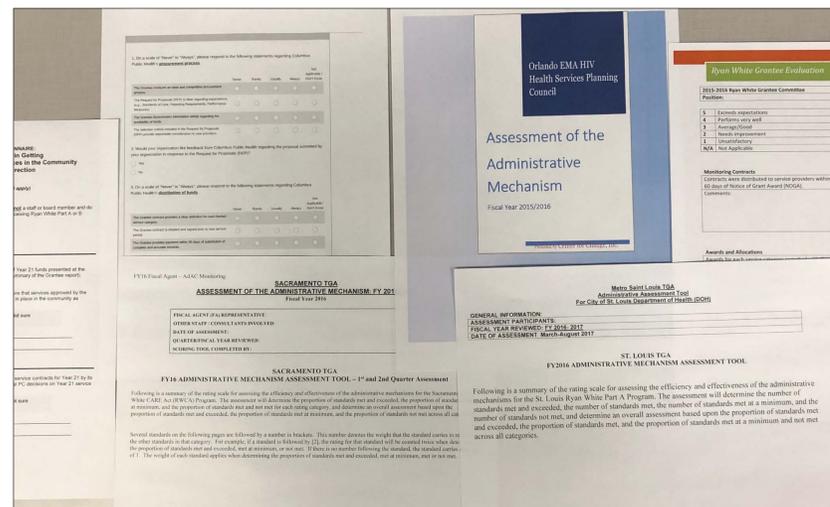
CHECK

Results/Outcomes: In July 2018, the updated assessment form was administered with the council. While all 27 members (100%) filled out the form, not all questions were completed. The response rate increased from 96.7% in 2017 to 98.7% in 2018.

After the 2018 assessment was completed, the committee debriefed and brainstormed next steps to reach the goal of a 100% response rate. Prior to the implementation of the 2019 assessment, the committee plans to:

- Evaluate assessment comments.
- Combine two questions that are asking similar information.
- Review and edit the timeline to collect provider data first so members can view when completing assessment.

BEST PRACTICE ANALYSIS



ACT

Lessons Learned/ Future Plans: Beyond the steps stated above, the committee also plans to:

- Review assessment introduction letter sent to providers and members to guarantee expectations are clear.
- Train members on filling out the assessment.

The goal remains to receive a 100% question response rate from all council members.