

**NPHPSP USER CALL SERIES  
THOUGHTS AND REFLECTIONS ON SUCCESSFULLY FACILITATING THE  
NPHPSP ASSESSMENT PROCESS  
August 18<sup>th</sup>, 2009 at 2:00 PM ET**

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**Links to Presentation:**

Click [here](#) to access the presentation slides

Click [here](#) to access the presentation audio, including live meeting slides

**Introduction: Jennifer McKeever (National Network of Public Health Institutes)**

Jennifer welcomed the participants to the NPHPSP User Call Series and provided users with a brief overview of Microsoft Live Meeting features as well as multiple ways they can access the presentation slides and ask questions.

**Thoughts and Reflections on Successfully Facilitating the NPHPSP Assessment Process:**

Laurie Call, the Director of the Illinois Public Health Institute's Center for Community Capacity, shared her thoughts on preparation, techniques, training, and materials that are needed to successfully facilitate the NPHPSP Assessment. Laurie has over 18 years experience in training and instructional design and drew upon her recent experience with facilitating the NPHPSP State Instrument in Illinois.

**Questions:**

**Q:** The planning and preparation you've put into this process is really great, can you describe the time and person commitment that went into it?

**A:** I can provide the Project Manager's workplan and Gantt chart to help clarify this process if that would be helpful. Feel free to contact Jennifer McKeever at NNPHI or you can contact me directly to obtain this information (see presentation slides for Laurie's contact information).

**Q:** You used public health students to be notetakers in this process. The person asking this question has heard a recommendation that one should use public health professionals to be notetakers due to their experience in the field. Did you have any issues based on the level of experience of your notetakers and would you recommend more experienced notetakers?

**A:** The notetakers only need to capture the key discussion points because the people who were interpreting the notes afterwards did have the experience to understand those nuances. As for the students, these were all MPH students who did have a general level of understanding of public health. There were times that our project manager did go back and ask the students clarifying questions on their notes, but we didn't find any problems with this process. Actually, my own caution would be that using more experienced public health professionals could be a bit problematic as they may insert their own bias or opinions into it. Our notetakers were fairly objective.

**Q:** You had mentioned that you had used experienced facilitators throughout the process. Were these also facilitators who had experience in public health specifically?

**A:** Most of them did have experience in the public health. All of our facilitators were great, and actually the one that did not have experience was one of the best. It actually worked both ways.

**Q:** You mentioned when you were planning the meetings, you had to plan for the unexpected. Were there any specific strategies you used to do that?

**A:** I'm always thinking worst-case scenario when it comes to planning things. We thought through all the, "what happens if..." and "what do we do if..." questions. Also, a team that has attended and hosted a lot of these events can put their heads together and really come up with the various types of things that you need to prepare for, just to have a backup plan.