

PHIG Recipient TTA Focus Group Sampling Strategy (June 2024)

Overview: The Texas Health Institute (THI), in partnership with the Public Health Infrastructure's National Evaluation Team (NET) and the Centers for Disease Control and Prevention (CDC), is conducting a process evaluation of CDC's Training and Technical Assistance (TTA) program. Focus Groups are crucial for systematically capturing perspectives on the TTA delivery process and obtaining insights into its effectiveness.

This focus group aims to address the TTA Process Evaluation Topic # 3 (User Feedback) and the evaluation question: What feedback do recipients have about the TTA process? THI plans to conduct this initial focus group in June, share preliminary results during the August webinar, and a final report in September 2024. The purpose of outlining the sampling method within this document is to ensure transparency and comprehensiveness in the Recipient Focus Group sampling approach.

Purposive Sampling Strategy: Participants are selected based on their status as recipients of TTA provision, their knowledge and experience in TTA processes and implementation, and to ensure adequate representation geographically and of different TTA types.

Criteria for Participant Selection:

Participants must:

- Be affiliated with a PHIG recipient,
- Have had a TTA request submitted in PHIVE closed/fulfilled between December 1, 2023, and May 31, 2024.

Participants may:

- Have volunteered through the QR code interest survey during the Reverse Site Visit (RSV).

Participants must not:

- Have participated in a previous recipient focus group with THI.

Note: No more than 2 participants in the focus group may be from the same health department.

Sampling Frame: Includes PHIG recipients from varying geographic locations, ensuring a diverse range of perspectives from different regions. Efforts will be made to ensure representation based on the strategies addressed by the TTA provided to them, i.e., workforce development, foundational capabilities, and data modernization. If initial sampling methods are not representative of the health departments' size and capabilities, smaller, local health departments will be targeted, ensuring a comprehensive and inclusive approach.

Sample Size Determination: One group of 8-10 recipients.

Recruitment Methods: Participants are recruited via QR code interest survey (administered during the 2024 RSV), word-of-mouth recruitment, and nomination by National Partners, POs, NNPHI, etc., who will provide information about the purpose and voluntary nature of participation.

Informed Consent Process: Participants provide verbal informed consent at the beginning of each interview session, ensuring they understand the purpose of the interview and confidentiality measures.

PHIG Recipient TTA Focus Group Interview Guide

Focus Group Objectives:

- Collect information to help answer evaluation question #3 from the TTA process evaluation workplan, “What feedback do recipients have about the TTA process?”
- Formalize feedback from recipients regarding training and technical assistance (TTA) delivery.
- Integrate feedback provided into bimonthly CQI process and overall evaluation plan.

INSTRUCTIONS FOR FACILITATORS

- Do not forget to record and save the recording. You will be sending the recording to THI for transcription.
 - We strongly recommend using two (2) or more recording devices in case of device failure or poor audio quality.
- Make sure all participants have an opportunity to share.

WELCOME, PROJECT INTRO, & RECORDING

Welcome

Good (morning/afternoon/evening) and welcome to our group. My name is _____ and I would like to thank you all for taking the time to be here with us.

Introduction of Project

We are working with the PHIG National Evaluation Team to better understand experiences with training and technical assistance delivery. The purpose of this group is to receive feedback on the training and technical assistance process including experiences with technical assistance providers, quality of the processes delivered, and engagement with the national partners. Your thoughts and comments today will help us streamline processes, improve the virtual engagement system, and accurately report grant recipient experiences with training and technical assistance.

Confidentiality

You are invited to answer the following questions as honestly as possible. If there is something that you share and want it to be de-identified, please let us know. If there are questions you do not wish to answer, you are not required to do so. Your responses to the following questions will be summarized in a report and no participants will be identified in the final report. Please do not share what is said in this focus group with anyone outside of the group. Just so you know, the non-identifying reports will be shared with the CDC and other relevant stakeholders such as NNPHI, PHAB and ASTHO.

Recording

With your consent, this focus group will be recorded. The recording and transcript will only be available to staff from the Texas Health Institute for the purpose of analyzing and understanding your responses. The recording will be destroyed after the report is written.

Ground Rules

Before we begin, I would like to give you some more information about how today's discussion will work.

1. Please do not share anything discussed in today's session with anyone outside of this group.
2. To ensure we have time for everyone who wants to provide feedback to do so, without interruption, we ask that you please mute yourselves if you are not speaking. You may also utilize the "raise hand" function, or similar, on the web conferencing platform.
3. Sometimes I may ask one person to talk first and come to another person after so that we can hear what everyone wants to say.

There are no right or wrong answers nor questions so please feel empowered to share freely and honestly. Your participation is entirely voluntary, and you may choose to skip any question that you do not wish to answer or can leave at any time and for any reason. We are interested in what you think and have to say, so please be honest.

This conversation will last approximately 75 minutes. Before we begin our discussion, are there any questions?

Consent

Do you consent to be recorded? (Yes or No)

[Yes confirmation needed from each participant before proceeding]

[BEGIN RECORDING]

BEGINNING & PARTICIPANT INTRODUCTIONS

To start, please tell us your first name, which health department you work for, and how your role interacts with the TTA process.

COMPONENT A STRATEGY ASSESSMENT

Understanding TTA topics

1. What is your current understanding of the types of TTA that can be requested from national partners?
2. How can national partners help improve understanding of the types of TTA that can be requested?

TTA PROCESS FEEDBACK

3. Tell me a little bit about your experience with TTA (successes, challenges):
 - Submitting a TA request?
 - Initial communication/engagement with your national partner?
 - Process from opening through closing/fulfilling of the request with your national partner?
 - Probes: Communication, responsiveness, timeliness, feedback on the partner(s) providing TTA
4. What recommendations do you have for improving the TTA process?

TTA OUTPUTS

5. What specific aspect(s) of training and technical assistance, if any, have helped build or strengthen your organization's workforce?
6. What specific aspect(s) of training and technical assistance, if any, have helped build or strengthen your organization's systems and processes?
7. What specific aspect(s) of training and technical assistance, if any, have helped build, strengthen, or modernize your organization's data infrastructure?
8. Are there other ways training and technical assistance has helped your health department?
9. How, if at all, has your health department implemented the TTA provided?
 - a. If no, why not?
10. Are there any specific aspect(s) of training and technical assistance that have not been helpful in implementing the PHIG grant?

PHIVE SYSTEM

Changing topics a bit to focusing on the PHIVE system...

11. What has your health department's experience been with the TTA process using the PHIVE system?
12. Are you aware of the PHIVE satisfaction survey at the close of a TTA request?
 - a. Have you completed a PHIVE satisfaction survey?
 - b. If no, why not?
13. Do you have any other feedback about the TTA process with PHIVE system?

CLOSING

14. Is there anything else you want to share with us regarding training and technical assistance delivery?

CQI QUESTIONS

The following questions are intended to help us improve our data collection methodologies for future focus groups.

1. How do you feel about the format of this small focus group to collect feedback on the questions we have asked you?
 - a. Probe: would it be better to interview a larger group? Individual interview? Etc.
2. How do you feel about the frequency of semi-annual focus groups?
 - a. Probe: would it be better to have these more or less frequently?

3. What questions or topics should we add, that might be insightful or valuable to meet the intended goals of receiving feedback on the training and technical assistance process?
 - a. Probe: What did you think about how the focus group questions were structured?
4. Should we reorganize any of the questions or topics to flow more naturally?
5. What suggestions do you have for improving the overall focus group experience for future participants?

Thank you for your time today! We really appreciate everything you shared with us, and we want to thank you for your participation. Please remember – everything shared here today is confidential. We want to respect everyone's privacy.