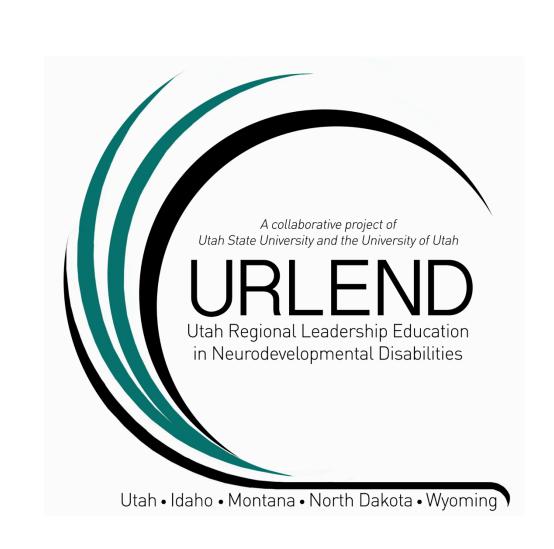# Utah Regional LEND: Trainee Comprehensive Program Evaluation, Suggestions & Lessons Learned

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Background/Purpose

- Program evaluation in LEND programs is a necessary component for the purpose of both grant reporting and continuous program improvement

- Utah Regional LEND (URLEND) is a multi-site /multi-state LEND program:
  - core faculty within URLEND recognized the need for a more comprehensive approach to evaluate the training program to include the trainee perspective

- The purpose of this poster presentation is to:
  - describe the process by which a URLEND trainee worked with faculty to create, administer, and compile results from the trainee program evaluation
  - highlight selected components of the process and tools used
  - discuss survey techniques in a multi-site LEND program

- Target audience:
  - MCHB training program directors, faculty and staff

Process for URLEND Comprehensive Trainee Program Evaluation

- URLEND assignments and responsibilities for trainees were outlined and discussed by program directors, faculty, and *the* trainee completing the evaluation within URLEND, via formal meetings (in person and email)
- Previous evaluation methods were discussed and assessed for improvements in data collection
- A plan for trainee evaluation was developed and comprised of the following:
  - Didactic seminars
  - Leadership projects
  - Clinical experiences
  - South Main parent seminar presentations
  - Parent directed consultations
  - Legislative activities
  - Family mentorship experiences
  - Overall URLEND experience
- Qualitative and quantitative questions were utilized and administered within each topic area
- Topic areas in the core components of URLEND which guided discussions for program improvements included:
  - Didactic seminars
  - Clinical experiences
  - Leadership project
- Additional categories, major assignments and projects, were included and were helpful for individual faculty to guide changes in projects and assignments which they supervised
- Qualtrics was utilized to administer the survey to each URLEND trainee
- 97% of URLEND trainees completed the evaluation survey
- Limitations included all trainees completing the same survey with no option of N/A, and a single trainee interpreting the evaluation results
- Qualitative and quantitative results were summarized and shared with all faculty and staff of URLEND

Year End Trainee Survey:

DIDACTIC CLASSES
- To what extent did the didactic experience contribute to your leadership development?
- Out of the didactic *seminar strand topics* which did you find the most important for the development of your leadership? Drag and drop your choices in the boxes.
- For the most important *seminar strand topics* briefly describe why you made these selections?
- For the least important seminar strand topics briefly describe why you made these selections?

LEADERSHIP PROJECT
- Which leadership project did you work on?
- To what extent did the leadership project experience contribute to your leadership development?
- Did the leadership project increase your skills, knowledge, and capacity while working within a team environment?
  - Why or why not?
- Did your leadership project enhance your ability to work in a collaborative manner?
  - Why or why not?
- Did your faculty give you feedback in a timely manner?
- By the end of the year, did you feel comfortable discussing your leadership project with someone outside the LEND environment?
- Are there topics that you would suggest for future leadership projects?
- If so, what would you recommend?
- Any other feedback/comments/suggestions on the leadership project process?

CLINICAL EXPERIENCES
- To what extent did the clinical experiences contribute to your leadership development?
- Which two clinical site visits served to enhance your leadership skills most?
  - How?
- As a result of clinical experiences did your knowledge in collaborative interdisciplinary care improve?
  - How?
- As a result of clinical experiences did your knowledge in family/patient centered care improve?
  - How?
- Do you have a suggestion for future sites?
  - Please list possible future sites.
- Any other feedback/comments/suggestions on clinical experiences?

SOUTH MAIN PARENT SEMINAR (SMPS) PRESENTATIONS
- To what extent did the SMPS contribute to your leadership development?
- What did you find most beneficial about the SMPS experience?
- What improvements would you suggest to the SMPS experience?
- How will the SMPS help you be a better leader in your future?
- Was the follow-up phone call after your experience helpful?
  - Why or why not?

PARENT DIRECTED CONSULTATIONS (PDC)
- To what extent did the PDCs contribute to your leadership development?
- How many PDCs did you participate in this year?
- What did you learn from the PDC experience?
- Any other feedback/comments/suggestions on PDCs?

LEGISLATIVE ACTIVITIES
- To what extent did the legislative activities contribute to your leadership development?
- Did the legislative activities further your knowledge in the legislative process?
- To what extent will you actively participate in the legislative process in the future?
- How will the legislative activities help you be a better leader in your future?
- Any other feedback/comments/suggestions on the legislative assignments/activities?

FAMILY MENTORSHIP
- Did you participate in a family mentorship experience this year?
  - If yes, how much time did you spend with your family mentors?
  - If yes, did you set it up yourself?
  - If no, why not?
- To what extent did the Family Mentorship experience contribute to your leadership development?
- What was most meaningful about your family mentorship experience?
- How could the family mentorship experience be improved or expanded to achieve the goals of the assignment?
- How will the family mentorship help you be a better leader in your future?
- Any other feedback/comments/suggestions on the family mentorship experience?

OVERALL URLEND EXPERIENCE
- To what extent did the URLEND experience contribute to your leadership development?
- Do you feel as though the URLEND experience has helped you become a better leader in your field?
  - Why or why not?
- Do you feel as though the URLEND experience has helped you become a better leader in disabilities care?
  - Why or why not?
- Would you recommend the URLEND program to others?
  - Why or why not?
- Did you regularly converse with your faculty mentor?
- Do you feel this mentorship will benefit you in the future?
  - Why or why not?
- Did you utilize the URLEND listserv?
  - Why or why not?
- Did you utilize the AUCD website?
  - Why or why not?
- What did you enjoy most about participating in URLEND?
- What do you feel can be improved within URLEND?
- How will you remain connected to URLEND?
- Any final feedback on the URLEND experience?

Lessons Learned

- Directors, faculty, staff, and trainees, located at different sites, necessitated efficient online communication:
  - utilizing an online survey system was critical in moving the project forward given challenges with time and distance
  - ongoing survey planning meetings took place as needed onsite and bi-monthly via email

- In developing the trainee evaluation plan, URLEND faculty recognized the importance of utilizing the following:
  - *specific questions* to help guide program improvements
  - *inclusion of evaluation of major projects and assignments*, in addition to URLEND core components, to support a more comprehensive evaluation
  - *online survey tactics* to reach trainees across sites
  - *compilation of results into a summery report* to provide a more approachable review of results for all faculty members
  - *formal discussion of results* during the year-end faculty meeting to help guide program change
  - *being open to program change*, upon review of results, to allow for continuous improvement
  - inclusion of evaluation from *each stakeholder's perspective*