

**TECHNOLOGY IMPROVEMENT AWARDS
FINAL REPORT OUTLINE**

COVER SHEET

1.	Title of the Project	Distance Learning Program Hardware Purchase
2.	Period of Performance (project start and end dates)	May 1, 2010 – April 30, 2011 (last 3 webinars to be presented in May 2011)
3.	Library Name (if applicable)	N/A
4.	Name of Organization	Northwest Regional Primary Care Association
5.	Organization Address	6512 23 rd Ave. NW Suite 305 Seattle, Wa. 98117
6.	Name, Mailing and E-Mail Addresses, Voice and Fax Numbers, of Person Submitting Report	Eva McGinnis 6512 23 rd Ave. NW Suite 305 Seattle, Wa. (206) 783-3004 #13 (206) 783-4311 (fax)
7.	Date Submitted	May 26, 2011

NARRATIVE DESCRIPTION

1. Executive Summary (200-500 words):

Provide a summary about how funding from this award was used. Include an overview of the new or improved health information service or program that was implemented. Identify the hardware and/or software purchased to support this project.

The goal for this award was to improve NWRPCA's capacity to present conference webcasts and stand-alone webinars to Community Health Center NWRPCA members in remote locations of region X. With the purchase of this equipment we were able to establish a distance-learning Certificate Program: Core Competencies for Chief Financial Officers (and CEOs) for the Community Health Center network in Alaska, Washington, Oregon and Idaho. (We also had participants from Wyoming, N. Dakota, California, Montana.) Six sessions were offered as webinars. The special equipment was first used for live webcasting at the Spring 2010 Conference, where those taking this program could either meet in person with the lead instructor or could join by webinar (which several did). The webinars were all recorded and the course will be repeated in a Learning Management System (Moodle) in the Fall of 2011. It will be a stable offering of our new Learning Connections education and training program.

NWRPCA was able to offer another dozen webinars throughout the year in support of Human Resources staff, the Teaching Health Center model for Community Health Centers who are considering taking on clinical residents to train and a number of other topical webinars from the Spring Conferences in 2010 & 2011. (see list of webinars). All (but one) of these webinars was successfully recorded and will also be a part of the Learning Connection library of online courses, available to members and non-members alike for the foreseeable future.

Another objective was to work with NN/LM staff to incorporate training on NLM's community assessment resources. We did this with a session at the Fall 2010 conference in Denver called "Conducting a Community Needs Assessment" with Dana Abbey, MLS, National Network of Libraries of Medicine's Denver office. It was very well received, though we did not record this one, due to the fact that we did not have any enrollment for it and had to cancel the webcast portion.

NLM's health education resources will be scheduled for a future conference as we work on the best timing for this session.

Hardware Name or Description	Purpose of Equipment
Telos-box kind of equipment – Comrex Bluebox brand	Sends high quality audio over wireless service directly from speaker's microphone
Sound board Kustom KPM4100 100-watt	Sound board that gives the ability to adjust speaker's

Powered Mixer: Sound board (for Telos/phone only)	volume
Plantronics M12LUCM Telephone Headset Amplifier:	Amplifier for the headphones for phone, to minimize ambient noise at conferences and office
Avaya H141N DuoSet Convertible Headset - Noise Cancelling:	Headset that goes with the amplifier
Polycom SoundPoint Audio Teleconferencing System	Quality speaker phone for multiple presenters and to improve the low quality telephone unit that webinar host at NWRPCA now uses
Projector screen - 70x70 TPS-T70 - Matte White Fabric - Square Format Projector Screen	Projector screen that can be used to view webinar power point presentations, videos etc. when presentation involves more than 2 NWRPCA staff
Projector LCD-type	Dedicated projector for webinars at conferences, since there are not enough projectors now to guarantee that one will be available for all speakers.
Patch cables and protective shipping boxes	Some of the equipment may require additional cables that we need to provide and protective shipping boxes. This is an estimate.
1 Handheld Cardioid Dynamic Mic/Transmitter	Microphone for in class participants to transmit their comments during webcasts from conferences
2 Lavelier Microphones	Microphones for instructors at webcasts for better transmission to webinar participants.

2. Information needs:

Identify the main audience(s) that were intended to benefit from the proposed technology improvements. Did this project help to meet their information needs?

The target audiences for our webinars have been: Community and Migrant Health Center CEOs, CFOs and other managers, Human Resources leaders, clinicians, board members and staff who were unable to attend training session in person.

The reaction that we have had from our members has been positive. The following are quotes from CFO online course evaluations regarding information needs:

- “A great way to pass on information quickly without the fuss and muss of setting a meeting venue...this is a wonderful, cost-effective option.”
- “I am really excited as I am a very experienced Finance Director in the non-profit sector and have a good background in the medical environment, as well, but have no idea what is out there in the 330 world that could “bite” us from 330 regulations or other governmental oversight issues.”
- “This class seems to be just what I needed. You cover areas in which I am weak and give extremely valuable hints.”

Also from our annual member education needs survey, there was a increase in the number of respondents who say that they plan to use distance learning as a means of professional development and training for their staff in the next year. This was completed in April 2011.

3. Training:

If training was conducted to new audiences (not already affiliated with the organization), complete the Outreach Activity Data Collection Form for each training event and attach the form(s) to this Final Report. A copy of the form is available at <http://nmlm.gov/pnr/funding/toolkit.html> .

Below, provide a summary of all training events and participants:

Total number of sessions conducted as part of the project	22
Total number of sessions in which half or more than half of participants were from minority populations	N/A
Total number of participants in the project's sessions	243 + spring conference estimated at 15
Breakdown of participants by role Health care or service provider, with a subtotal for public health personnel: ____243__ / ____0__ public health Health sciences library staff member: _____ Public/other library staff member: _____ Member of the general public: _____	

4. Training sites: N/A as all sessions held via webinars

Provide a brief description of the locations where you provided training.

5. Exhibits: N/A

If applicable, list all the exhibits, poster sessions, and/or professional presentations connected with this project. Include the meeting name, dates, location, estimated number of contacts made, demonstrations given and general impressions of success.

6. Evaluation :

Describe whether and how the new or enhanced service accomplished the desired outcomes

originally proposed. Or, if the originally proposed outcomes were not observed, what happened, instead? Include specific data that supports the evaluation results described, and how the data was collected.

User satisfaction was measured with an evaluation survey immediately following each webinar, except for the planning meeting. The survey was in SurveyMonkey and appeared after the last slide and took the participant to the survey. Not everyone completed them, but a significant number did.

Scores averaged between 4.0 – 5.0 on a 5 point scale.

7. Problems or barriers encountered:

Provide details on problems encountered. If you were to start all over again, what, if anything, would you change about the project?

One problem we encountered was the low enrollment in webinars in the fall 2010 conference, which made it impossible to webcast the 7 sessions that we had planned. Thus, we are including the Spring 2011 Conference webcasts. Thank you for giving us that opportunity.

8. Impact:

Include information on the perceived and actual impact of the project on the library or organization. This can include the effect of the project on the library's image, increased utilization of the library, etc.

With the purchase of this equipment, we began to offer higher quality webcasts. We no longer had to rent the equipment for each conference, which saved us hundreds of dollars each time. The professional equipment raised the quality of the webinars by having dedicated microphones and headphones and a way for staff to view recordings later with the screen and projector. This also affected the quality of the recordings, which we are using to establish our online library. This award enabled us to bring together the Learning Connections program at an accelerated rate, with a launch of online courses anticipated in June of 2011. There will be at least a dozen courses and the CFO certificate program. They can all be used as long as the information remains timely. We anticipate that the impact on the users will be to give them vital information to function effectively in their positions.