

Education Satisfaction, Outcomes & Needs Assessments

September 2008

FL Poison Information Center-Tampa

Education Program Satisfaction n = 46 hospital RNs

Assess program content - 98% Very Good, 2% Good

Assess Presentation/teaching methods – Very good 75%, Good 2%, No answer 23%

Education Program Satisfaction n = 20 school nurses

Scale: 5 = excellent, 4 = very good, 3 = good, 2 = fair, 1 = poor

How well informed was instructor = 5.0

How effective were teaching methods = 5.0

How clear and understandable was instructor = 4.95

Please rate accuracy of subject matter = 4.90

Did instructor use time wisely = 4.95

How would you rate instructor in answering questions = 4.95

How effective was the use of handouts, visual aids = 4.95

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Outcome Evaluation from mothers' intent to change behavior n=6

As a result of the poison education program,

100% planned to display magnet or sticker

100% planned to install safety latches

100% planned to move plants to a safer location

100% planned to share prevention info with others.

Needs for future topics: more products dangerous to toddlers, more facts about poison control. Suggestions for improvement: give copies of slides as handouts.

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Needs Assessment from county health departments

Multiple Choice Survey at FL Public Health Association

Question 1: What do you think the FL Poison Information Center (Poison Control) does?

95% said: provide telephone advice after a poisoning

89% said: provide poison prevention lectures

89% said: answer non-emergency questions about poisons

89% said: share statistics about poisoning trends

89% said: maintain websites with poison topic info

82% said: exhibit at health fairs and conferences

30% said: give advice about exterminating pests

18% said: analyze blood and urine tests for poison

12% said: recycle household hazardous waste

6% said: go to homes to collect venomous creatures

Question 2: In what ways could the FL Poison Information Center help you or your staff?

- 100% said: provide CE programs at staff meetings
- 95% said: train CHD health educators about poison prevention
- 89% said: share poisoning statistics for our local area
- 89% said: provide brochures or stickers for clients
- 82% said: participate in health department health fairs

Question 3: What is the preferred method to get Continuing Education?

- 82% said: lectures at CHD staff meetings
- 53% said: online
- 41% said: distance learning via teleconference
- 30% said: a day-long presentation

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Needs Assessment from Pharmacists

Multiple Choice survey at FL Pharmacy Association

Question 1: How often do customers ask you to check for interactions between herbal products and prescription medicine?

- 41% said occasionally
- 33% said rarely
- 18% said frequently
- 8% said never

Comments: "People don't ask because they don't realize there are interactions."
"I don't know much about herbals, so they don't ask."

Question 2: Do you have any difficulties in accessing information about interactions with herbal products?

- 41% said no
- 25% No answer
- 17% said yes, due to lack of time
- 17% said yes, due to lack of resources

Comments: "I feel uncomfortable giving herbal information (two similar comments)." "It's hard to find resources in retail pharmacies (two similar comments)." "No, I have access to a government database." "No, I'm in retail and am a local resource for herbal info in our community." "There is poor documentation of herbal interactions."

Question 3: List resources do you use to look up herbal interactions:

Answers: FDA online database, Gold Standard, LexiComp, Micromedex, Natural Drug Database, PharmacistLetter.com, texts, pharmacy students

Question 4: List the reasons you or your staff have called the poison center:

Answers: for poison emergencies, to ID pills, to order materials, poison prevention education info. Comment: "I know you hate to identify pills, but I have no way to do it and refer those calls to you."

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Website Satisfaction n=3

1. What is main reason for visiting website?
 - To order brochures
 - I wanted the number before I went n vacation
 - I was stung by a saddleback caterpillar.
2. Did you find what you were looking for? Yes – 3
3. How do you plan to use info from website? Personal -2, educational – 1
4. What do you like about website?
 - “Easy to use. Found info immediately.”
 - “It is informative and easy to use.”
 - “The thing I was looking for was in bright letters.”
5. Your age: 49, 28, 32
6. Your location: Sarasota, Parrish, N/A
7. Language spoken at home: English – 3