

turning knowledge into practice

# Assessment of Quarantine-Related Training Needs

Presented by

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# Why a Needs Assessment?

- Growth in CDC's Division of Global Migration and Quarantine (DGMQ)
- Many groups work together at ports of entry to protect the public's health
- Quarantine and Border Health Services Branch (QBHSB) mission calls for partnership

# Needs Assessment Components

- Stakeholder workgroup
- Key informant interviews
- Roundtable discussions
- Web-based surveys
- Focus groups



# Stakeholder Workgroup

- Recruited representatives from 10 federal and non-federal stakeholder groups to participate in monthly calls
- Centers for Disease Control and Prevention (CDC)
- International Air Transport Association (IATA)
- Cruise Line International Association (CLIA)
- U.S. Customs and Border Protection (CBP)
- Border Patrol
- Transportation Security Administration (TSA)
- National Customs Brokers & Forwarders Association of America (NCBFAA)
- National Association of State EMS Officials (NASEMSO)
- U.S. Fish and Wildlife Service (USFWS)
- U.S. Department of Agriculture (USDA)

# Stakeholder Workgroup

- Voice concerns of constituents
- Advise instrument design
- Identify key informants and other stakeholders
- Identify facilitators and barriers to study
- Assist with data collection
- Review findings and recommendations

# Research Methods

- Key informant interviews
  - Qualitative
  - Persons involved in training
- Roundtable discussions
  - Qualitative
  - Persons involved in training
  - Supervisors
  - Frontline staff

# Research Methods

## ■ Web-based surveys

- Federal partner agencies
  - ◆ Primarily quantitative
  - ◆ Front-line personnel
- CDC Quarantine Staff
  - ◆ Primarily quantitative
  - ◆ All staff

## ■ Focus groups

- Qualitative
- Primary care physicians
- Adult international travelers



# Topics Investigated for Partner Agencies

- Public health roles
- Self-efficacy for roles
- Barriers to public health action
- Training provided and training opportunities
- Channels/formats of communication and education
- Health topics of interest
- Opportunities for collaboration

# Initial Data Collection Activities

- Web-based survey of CDC Quarantine and Border Health Services Branch (QBHSB) staff members
- Roundtable discussions with Emergency Medical Services (EMS)
  - Firefighters who provide services to airports or other ports of entry

# CDC Quarantine Staff Survey Purpose

- Investigate broad training and education needs
  - Training methods
  - Training topics
  - Frequency of training
  - Location of training

# CDC Quarantine Staff Survey Method

- Web-based survey
- 87 QBHSB staff were e-mailed and asked to complete the survey
  - Two follow-up messages sent
- 71 completed the survey
  - 81.6% overall response rate
- Data collection March 1-16, 2007



# Survey Results – CDC Quarantine Staff

- Training type/method and frequency of training both dependent on topic
- Preference for lecture format and opportunities to share experiences
- Preference for training in Atlanta when new information is available

# EMS Roundtable Discussion Method

- Facilitated discussions using semi-structured, open-ended guides
- Meeting in Atlanta with port-based EMS (65)
- Meeting in New Orleans with Aircraft Rescue Firefighting Working Group Conference attendees (10)

# Roundtable Results - EMS

- Need for clear protocols for response to public health situations
- Need for job aids to support protocols
- Need for training and education (signs and symptoms)
- Opportunities to provide training at conferences and through certification programs
- Pivotal role of the State Medical Director
- Need for active outreach from Quarantine Stations

# Next Steps

- Roundtable discussions with airlines, cruise lines, and customs brokers
- Key informant interviews
- Web-based survey
- CDC will use QBHSB staff survey results to plan annual training activities for staff
- CDC will use the EMS results to develop communications tools and training materials