

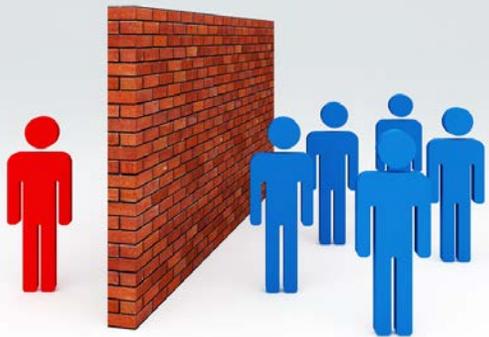
# Barriers vs Challenges

By Cindy Crouch

# What's the Difference Between the Two?

- Merriam Webster defines:
- Barrier as "an obstacle that prevents or blocks movement from one place to another."
- Challenge as "to question the action or to say or show that something may not be true, or correct."

My objective today is to question the obstacles that have prevented trainings from happening. Also, I would like to discuss how some of the LRN's have overcome their barriers.





# Site Visits

- ▶ What constitutes a site visit? The HPP officials define a site visit as an actual face to face visit. An email is considered a desk review and does not meet the HPP Grant requirement for a site visit.
- ▶ In my questionnaire on barriers, one of the most cited problems was that the Sentinel Labs think a site visit is an inspection.
- ▶ This year I accompanied **Austin, Tyler and Corpus Christi** on their site visits

# Corpus Christi's Solution



**Valerie in Corpus Christi** comes into her sentinel labs with something to show them or teach them something.

- ▶ In the time I was there we visited 3 hospitals.
- ▶ Initially, Valerie went over the standard questionnaire, then she went on to show them the new CDC app that can be downloaded on tablets. She also showed them how to add a CDC select agent recognition app to their computers.
- ▶ In, one hospital they had failed a test on the LPX and she reviewed their corrective action with them.
- ▶ Corpus Christi does not have the funds to provide swag (coffee cups, bags, notebooks) But she does have pens! The people at all three labs were very excited to get her pens.

Corpus Christi over comes the staffing issue by making sure that the sentinels gain knowledge. Their "what's in it for me" thinking is satisfied.

# ► Tyler's Solution



- While in **Tyler, Janine** and I visited 5 sentinel sites.
- Janine and I did encounter the defensive staff at a new sentinel, and at another location a very busy lab director.
- At the new location, we were ushered into a conference room with 5 people staring at us.
- Janine began with her questionnaire, and explained what the purpose of our visit was.
- Because she fully explained her visit, they started asking questions, which Janine was amazing at fielding their questions.
- At the end the visit lasted longer than expected because they were having a good time talking to her.
- She again did this at a Longview Hospital the next day, and they too wanted us to stay longer, but they had meetings to attend.

**Janine's key to success on overcoming the barrier of a defensive or busy staff was to put them at ease.**

# Austin's Solution

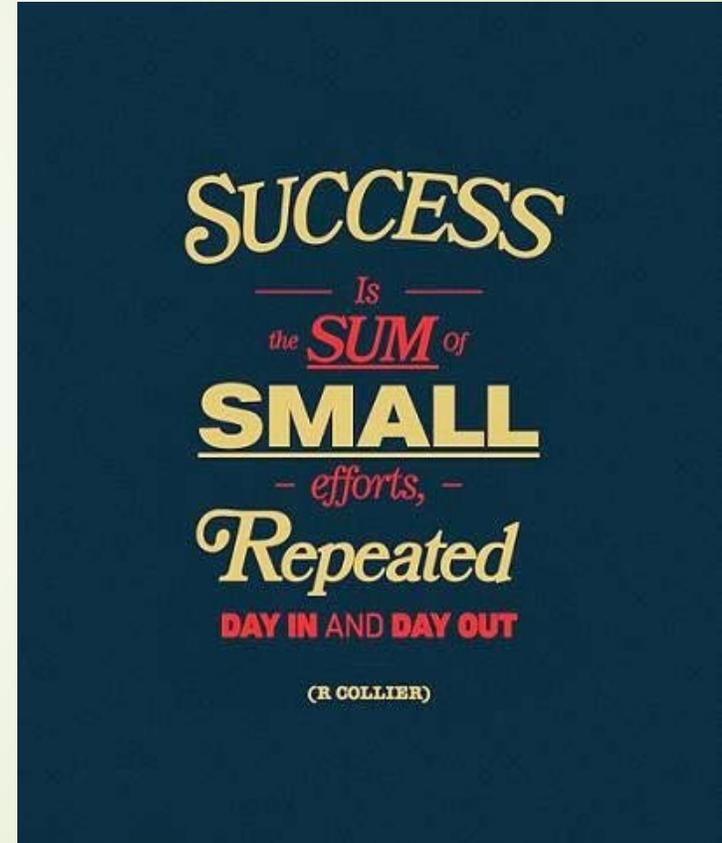


- ▶ **Erin in Austin** travels 1 day every quarter to visit at least 2 sentinel laboratories. She has changed her email that requests a site visit, to one that is more explanatory of what the visit is.
- ▶ In 2015 she has asked that I travel with her, and we believe that as a pair we have overcome the staff attitude issues.
- ▶ Erin begins with the questionnaire explaining the reasoning behind the questions.
- ▶ She has added a new question and it is "do you have a training facility on site that we could bring a training to you?"
- ▶ She has also added an explanation regarding the Urgent Message Drill, and it's importance.
- ▶ I explained how important my annual questionnaire is and why it needs to be answered.
- ▶ Erin carries with her the State's SOP on P&S, a flyer on where to buy shippers, and evidence tape which has answered many sentinel lab's questions on what they need in their emergency plan.

**Erin too puts the staff at ease, but she also gets a conversation going on bring a training to the sentinel. This idea seems to excite the sentinels. She also brings resource materials for them to use that answers many of their questions.**

# Why are these 3 LRN's Site Visits so Successful?

- ▶ They make visiting their sentinel labs a priority.
- ▶ They put the staff at ease by explaining why they are there.
- ▶ They involve the staff by either teaching them something or talking about future trainings onsite or bring them useful tools



# Wet Workshops

The most common barrier for not conducting a wet workshop is space.

I have observed **Houston, Tarrant County, and Austin** conduct a Wet Workshop.



# Houston's Solution

- **Jane in Houston** has a training room in which they perform the actual viewing of the plates and slides.
- Right next door is a conference room where she does the lecture half of the training.
- Due to the tight quarters she limits her trainings to 12 people.
- **Things that impressed me at their training were:**
  1. She had the attendees complete the Intro to Bioterrorism course in MediaLab before attending the training. This limited the amount of time she had to spend lecturing.
  2. The workshop was only 4 hours.
  3. She was able to conduct the entire workshop by herself.
  4. As part of the swag she gave out to attendees she included a shipper box.

Jane was able to overcome her space barrier by limiting the number of participants. She also overcame the attendance barrier by offering a 4hour training.



# Tarrant County's Solution

- **Becky at the Tarrant County** has a large auditorium to conduct her lecture portion of her Wet Workshop training.
- However, she has no space or training room to conduct the viewing of the plates. Her solution was to follow the visitor protocols and have the participants view the slides in her BSL laboratory.
- Due to space issues, Becky only showed the plates at their peak viewing conditions.

## The things that impressed me at their training were:

1. How orderly she divided the class into groups of 5 to visit the BSL lab.
2. Her staff gave a donning and doffing class before entering the BSL lab.
3. The workshop was only 4 hours and she had a large attendance on a Friday afternoon.

**Becky has overcome her space constraints by Using her BSL up as a training center.**



# Austin's Solution

- **Erin in Austin**, has only 1 training room to conduct her workshop in.
- What she had done is to do the lecture the first half of the session.
- Send the participants to lunch, and change the room up during lunch, so the plates can be observed.
- Erin try's to limit her attendance to 12 participants.
- Her training lasts approximately 5 to 5 ½ hours. (9am to 3:30 pm, with an 1 1/2 hour lunch break)

## Things that impressed me at their training

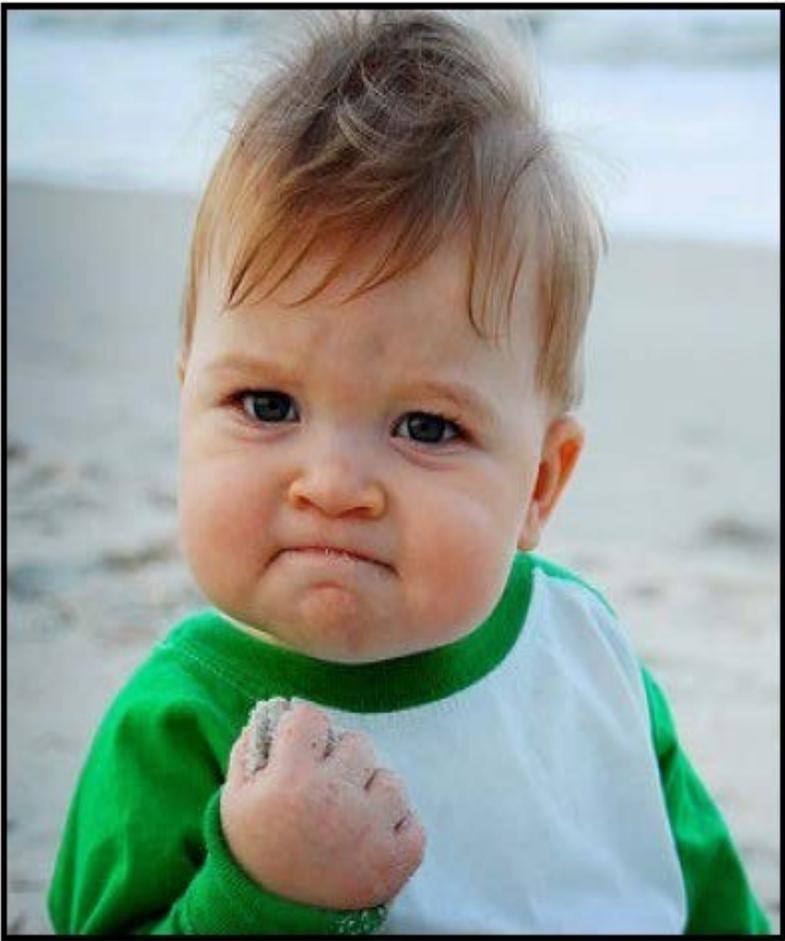
1. Through Erin's site visits she has identified one potential place in Waco to bring the Wet Workshop on the road.
2. Her entire staff assists with the plate viewing session, there is a lot of personalized training that occurs.
3. Erin draws her attendees from hospitals, and schools.

While the training lasts longer, Erin has overcome her space issue with the help of her team and their change out during lunch.



# Why are these LRN's so Successful in Conducting Wet Workshops?

- The material was condensed either by lecturing less or not showing the plates in all stages of growth.
- They limited the number of participants who attended.
- The workshop was only 4 hours
- There was thinking out of the training room box and the BSL was used.



**SUCCESS**

# Package and Shipping Trainings

- ▶ The most common barrier mentioned is participation, getting people to come.
- ▶ I have attended Package and Shipping trainings in **Dallas, Austin, San Antonio and Corpus Christi.**



# Austin and Dallas Hire Outside P&S Trainers

- ▶ Austin uses High Q as their outside vendor to conduct their trainings, and Dallas uses Safety Pac.
- ▶ While Dallas had a big attendance, there were a few things the trainer did that I had not seen before, and that was his packaging examples. The samples were as real as he could make them. The participants were packaging something they might see in a real situation.
- ▶ At the last P & S training Austin conducted there was little to no one signing up to attend, then Erin sent the flyers to the area universities, and every county health department in her district. In two days we went from 3 attendees to 30.
- ▶ Also as part of her site visits questions, she found out that the College Station area was in big need of training but could not travel to Austin. She also located during her site visit a place to hold the training. High Q came to the Brazos County Health Department, and the class had 25 or more participants. Next, is the Waco area.



# San Antonio and Corpus Christi Conduct the Trainings Themselves.

- ▶ **Tricia in San Antonio's** P & S training is only three hours, which has increased their participation.
- ▶ **Valerie in Corpus Christi** has a space issue and participation issue when conducting P & S at their location. They bring the training to the Sentinel or University that is requesting the training. Their requirement is they must have 6 or more attendees.
- ▶ Corpus Christi has also shorten the training to 1 ½ to 2 hours. While they do focus on Category A, their primary direction is on the training is Category B. As a swag Valerie gives the location she is training with several shippers.



# First Responder Trainings

- ▶ While only Austin is conducting the First Responder training there have been barriers besides missing the CT portion of the training.
- ▶ Getting participants seems to be the biggest barrier.
- ▶ Austin offers the training to all local, county and volunteer fire departments in it's area.
- ▶ The training is also offered to all city and county law enforcement agencies
- ▶ There has been great luck with inviting City and County Emergency Preparedness personnel.

While the power points are already in place and only the power points are followed the training is only 2 hours.

Austin's attendees enjoy the addition of role playing " bringing in of a sample."

Also a tour of your facility is appreciated. While you may think your facility is small or has nothing to show, to a first responder they know nothing about your facility and like knowing what is happening at your location.





# How to Help others with Challenges Activity