

# PHDI 2022 Evaluation Summary

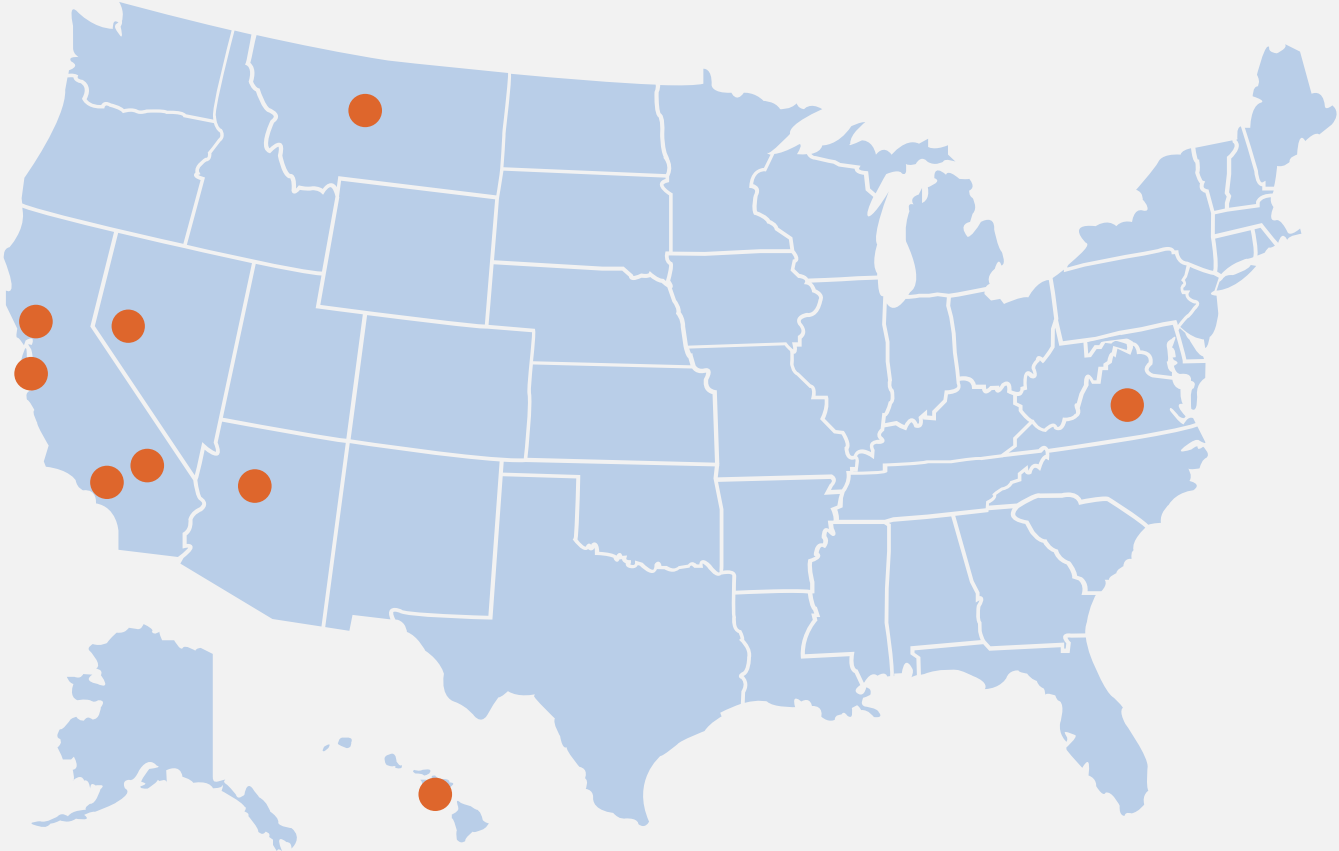
March 24, 2022



**POPULATION HEALTH DIVISION**  
SAN FRANCISCO DEPARTMENT OF PUBLIC HEALTH  
**CENTER FOR LEARNING & INNOVATION**



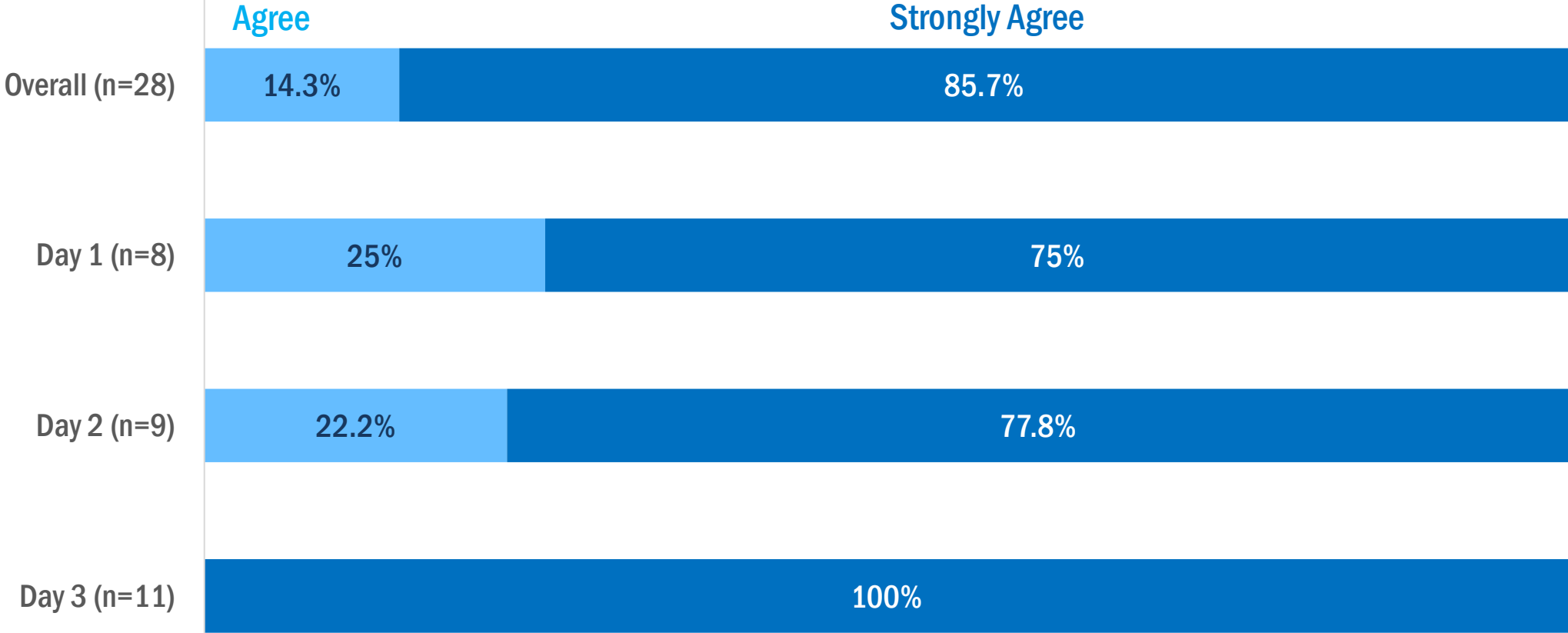
# Attendees



# **Key Evaluation Findings**

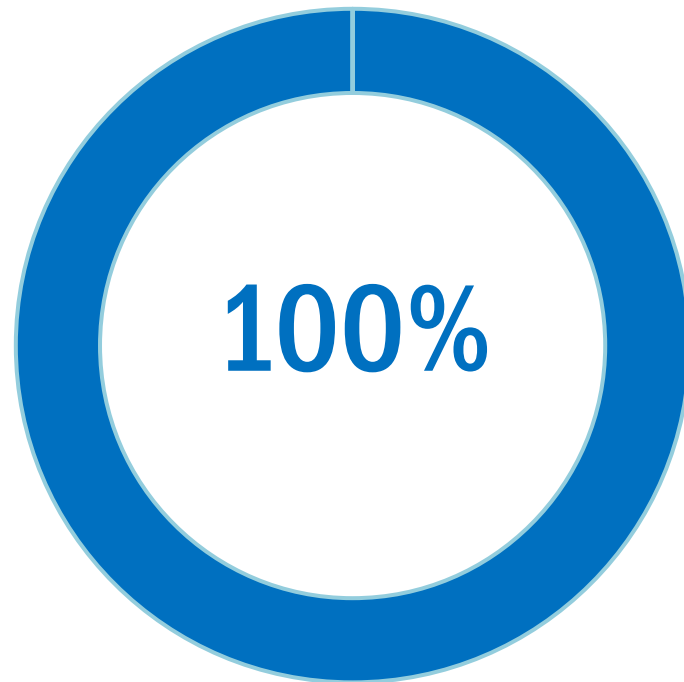
# Daily Satisfaction

Satisfaction was high for all three days of the Institute and overall, with all respondents **strongly agreeing** or **agreeing** that they felt satisfied.



# Daily Length and Flow

All respondents (n=11) felt that the length and flow was about the right length and amount of content, for all Days of the Institute



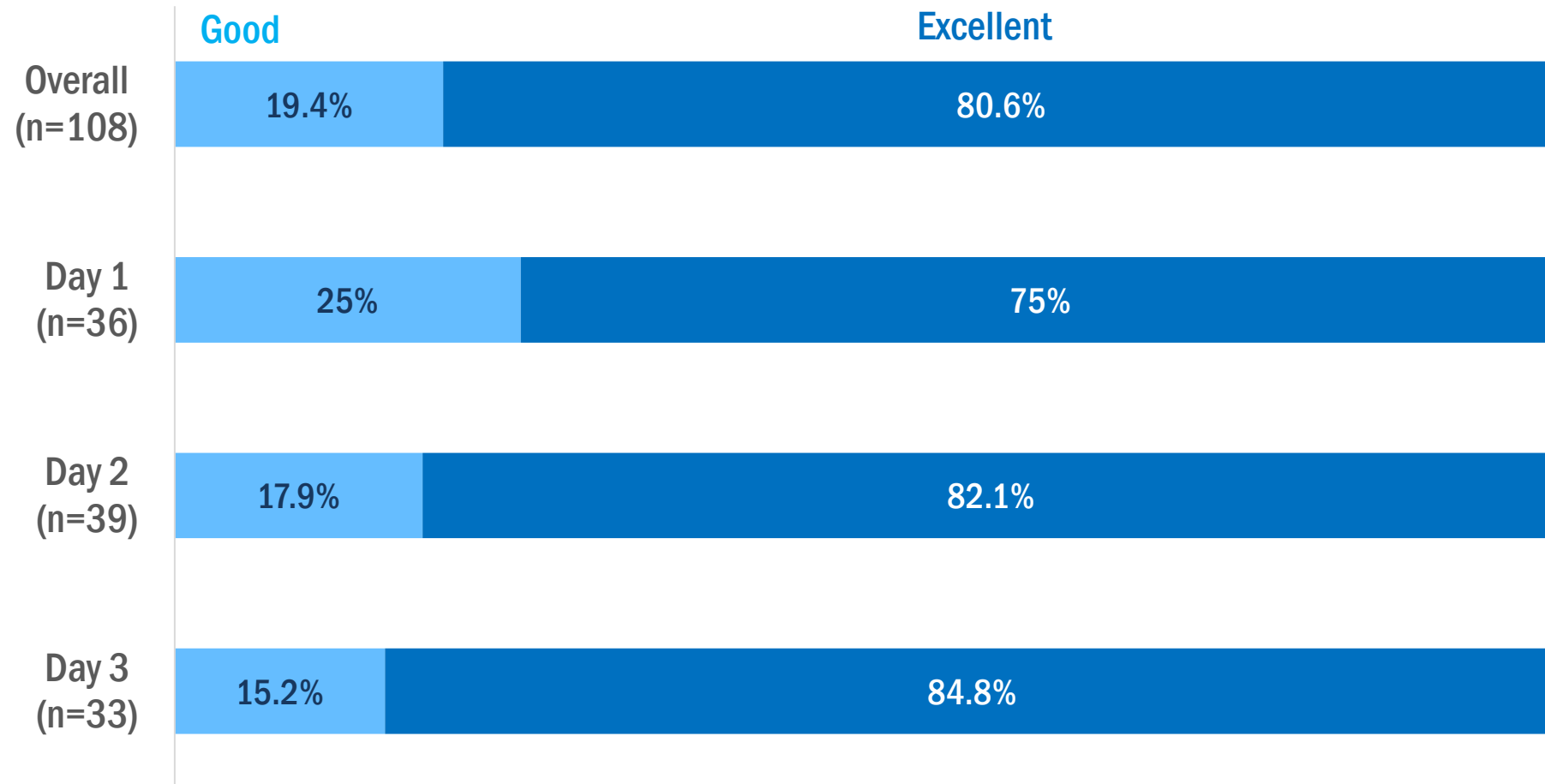
It turned out great as a virtual platform

I long for the day we can return to in person. You all did the best you could in a Zoom environment.

The zoom format makes concentration really hard for this length of time.

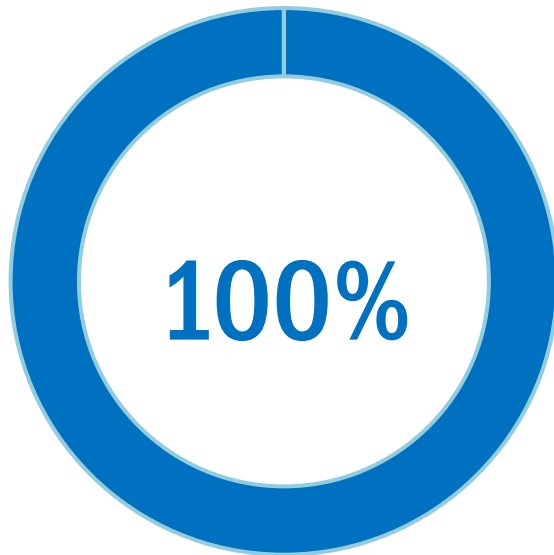
# Session Ratings

All sessions were highly rated, with most rated as "Excellent".  
No sessions were rated as "fair" or "poor".



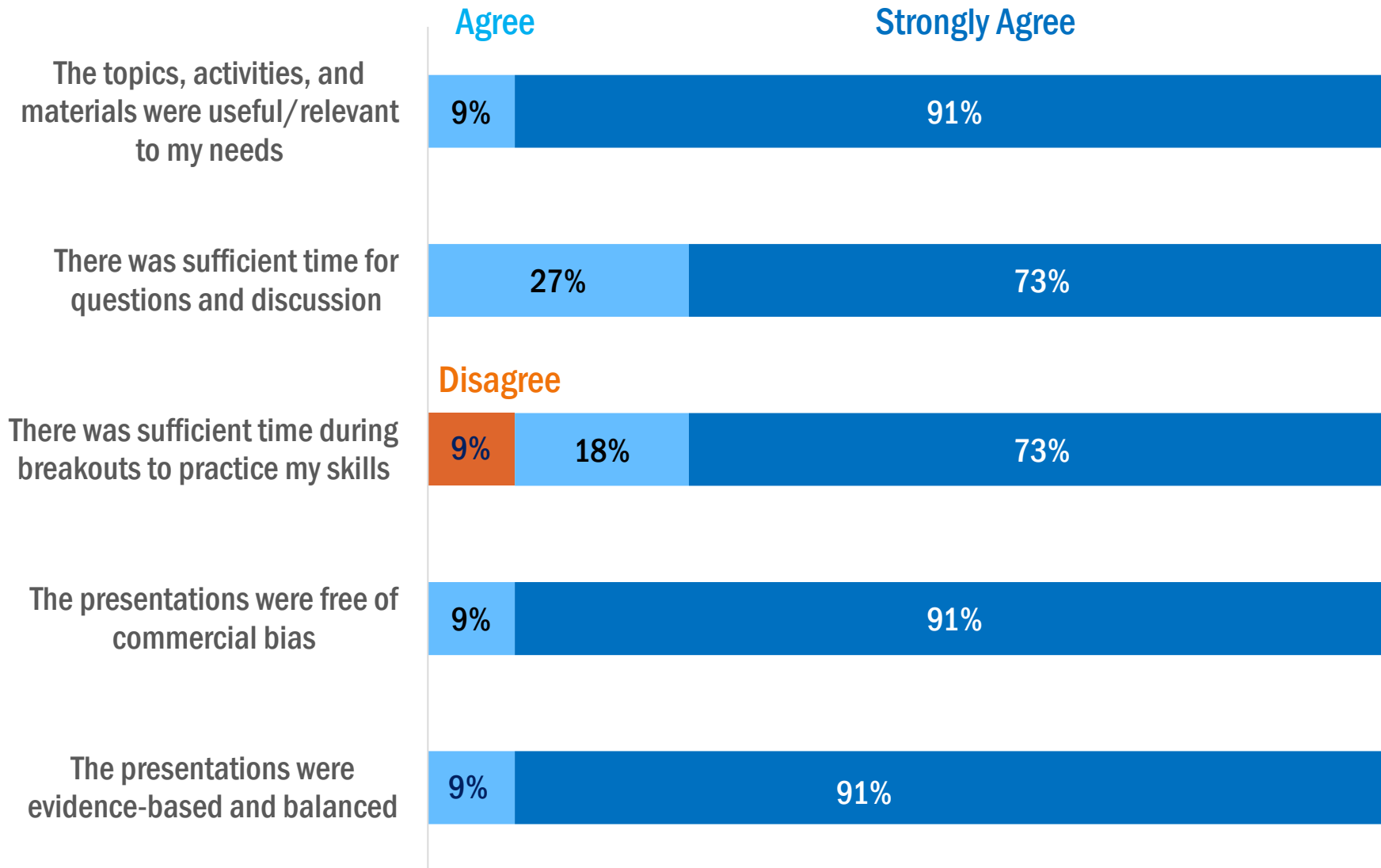
# Overall satisfaction

All respondents (n=11) were satisfied (10 VERY satisfied) with the overall learning, quality of content, quality of speakers/facilitators, and learning approach/format



And all would refer a colleague!

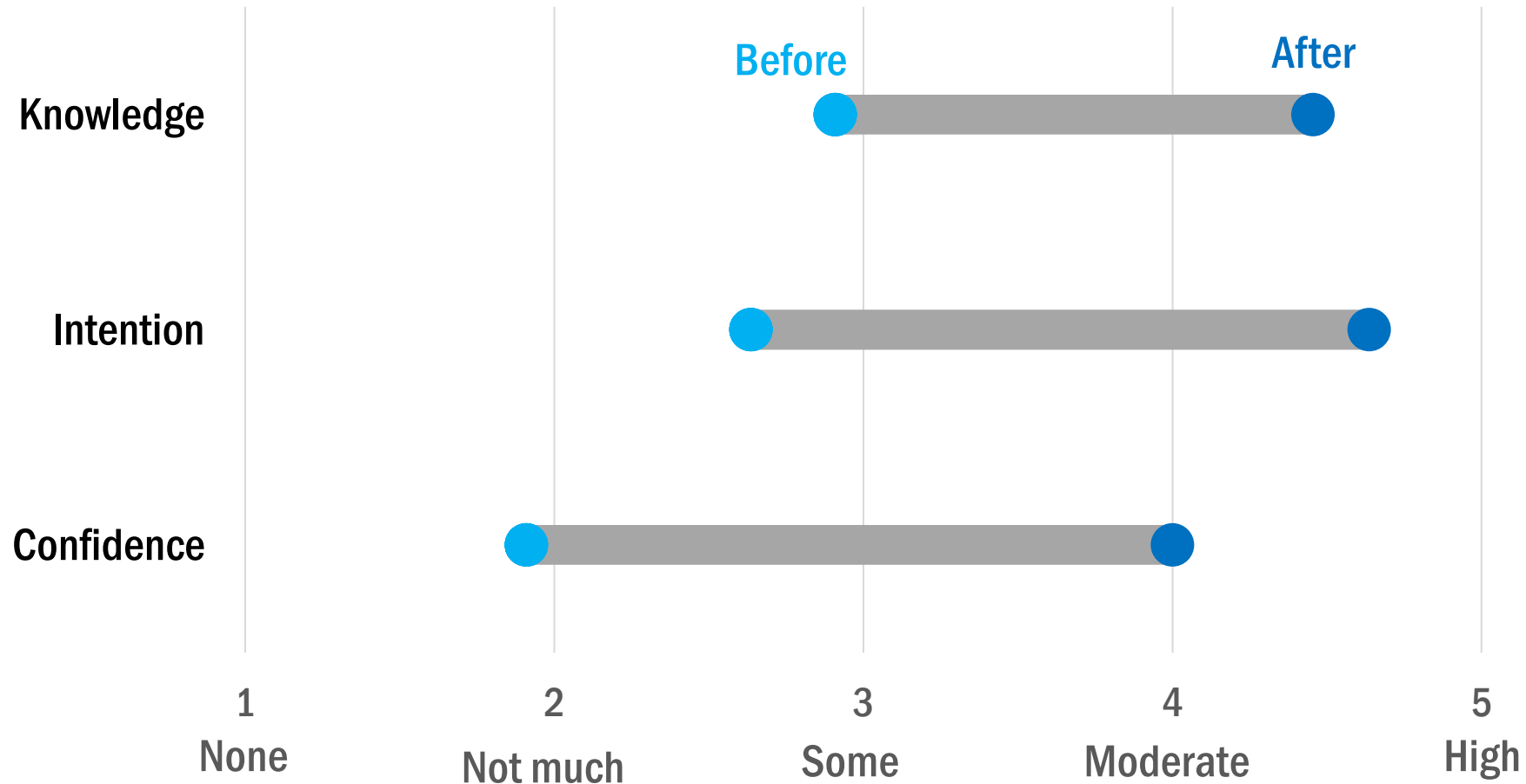
# Overall satisfaction





# Growth in knowledge, confidence, intention

Average self-reported knowledge, intention, and confidence levels with respect to public health detailing increased



# Daily reflections: what they liked

Nicely interactive and excellent information

The variety in activities

Hearing from the program implementers. Also, thank you for including breaks.

The substance of the break outs, which allow for individual attention.

Feedback from peers after role play, it gave great perspectives and tips on dos/don'ts

The safe space to practice

# Most valuable pieces

- Networking with colleagues
- Learning about best practices in detailing and PrEP care
- Feedback from role playing + practicing
- Developing a framework for the practice
- Refresher on the structure of an AD visit
- Hearing from other detailers on their successes and barriers

The most valuable aspect is that I am now able to perform my job.

Before I was signed up for this, I did not know what AD was. Now I can't wait to put it into practice.

# What to improve

More role playing time would have been fun and instrumental in solidifying the content we learned. Practice makes perfect!

More time together really, there were times when some things felt rushed. Given the importance of AD, the training should be a bit longer to really learn more and practice.

Sometimes I felt like there was more trainers/staff than there were participants so perhaps opening it up to more participants.

I think an outline of a script would be a good idea - development of the "elevator speech"

More time to process...perhaps fewer hours over more days?

More breaks, perhaps a 5-break for every 45-minute session

Adding in more presenters on the second day and breaking up the multiple back to back breakouts

# Other thoughts + gratitude

I was pleasantly surprised by how valuable it was. I was kind of dreading it.

Role-playing was hard, but with the practice and training leading up to it, I actually did better than I thought I would. As a result I feel more confident in my ability to Detail for real.

This was an amazing experience, grateful to have been selected.

I enjoyed everything, it was a time commitment that was well worth the investment.

Thank you all so much! You have an amazing team and everyone was responsive and helpful in giving resources that are setting me up for success.

I just want to thank everyone for making this happen and for all the passionate facilitators who help us gain confidence in our detailing skills