

National Training Center for Family Planning

Quarterly E-Newsletter

June 2009

www.fpntc.org

Issue 5

Greetings!

We are pleased to bring you the fifth edition of the National Training Center (NTC) for Family Planning E-Newsletter. The goal of this quarterly newsletter is to keep you informed of the latest news and recent and upcoming events related to training for family planning providers.

The purpose of the NTC for Family Planning is to assist the Office of Population Affairs, Office of Family Planning (OPA/OFP) and their Title X Regional and National Training Centers in planning, developing, and coordinating training activities in order to enhance and support training of personnel to carry out Family Planning service programs. Cikatelli Associates Inc (CAI) coordinates the NTC for OPA/OFP.

We hope you will find this quarterly newsletter useful, and welcome your comments and suggestions about how to improve both our newsletter and related website, www.fpntc.org. Please send us ideas for items – or completed articles – you would like to see featured in the e-newsletter. Contact doris@cicatelli.org.

Sincerely,

Kathryn Gates-Ferris, Project Director
Doris Saintil, Project Coordinator

Featured Items

- **HHS Releases \$338 Million to Expand Community Health Centers, Serve More Patients**
- **Title X HIV Prevention Grantee Conference a Success**
- **NTC Resource Database Continues to Grow**

RTC Highlights

- **Region VIII Quality Improvement Program**

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- **June 22-24, 2009** – Quality Training of Trainers in Chicago, IL
- **July 12-16, 2009** – *Male Health Educator Training Institute* in Dearborn, MI
- **August 19-21, 2009** – *National Title X Grantee Conference* in Chicago, IL

visit our website: www.fpntc.org

Featured Items

HHS Releases \$338 Million to Expand Community Health Centers, Serve More Patients

According to a press release issued in March, the U.S. Department of Health and Human Services (HHS) is awarding \$338 million in grants to help expand services offered at the nation's community health centers. The money, made available by the American Recovery and Reinvestment Act, will help the centers care for the increasing number of Americans without health insurance.

The Increased Demand for Services (IDS) grants will be distributed to 1,128 federally qualified health center grantees that will use the funds over the next two years to create or retain approximately 6,400 health center jobs. The funds will also provide care to an additional 2.1 million patients over the next two years, including approximately 1 million uninsured people.

Health centers deliver preventive and primary care services to patients regardless of their ability to pay; charges for services are set according to income. Health centers served more than 16 million patients in 2007, about 40 percent without health insurance.

The IDS awards are the second set of health center grants provided through the Recovery Act. On March 2, President Obama announced grants worth \$155 million to establish 126 new health centers. Those grants will provide access to health center care for 750,000 people in 39 states and two territories.

To see a list of grantees by state, go to www.hhs.gov/recovery/programs/hrsa/idsgawards.html. To find a health center near you or to learn more about health centers, visit <http://bphc.hrsa.gov/>.

Title X HIV Prevention Grantee Conference a Success

The NTC recently planned and coordinated the tenth annual OPA Technical Support Conference that took place from April 22-24, 2009 in San Diego, CA. The 219 conference attendees were welcomed with words from Susan Moskosky, Director of the Office of Family Planning at OPA and a data presentation by Tammy Lee, Data Coordinator. Evelyn Kappeler, Acting Director of the Office of Population Affairs, provided opening remarks.

The objectives of the conference were to update HIV Prevention projects on recent initiatives and advancements in HIV prevention; to explore strategies to improve integration of routine testing; to strengthen partnerships among the projects and grantees, both regionally and nationally; and to build skills related to prevention education and HIV/AIDS counseling. HIV Prevention grantees were also able to highlight some of their work during a poster session.

Highlights included a conference panel by prevention grantees about Key Strategies for HIV Integration, and presentations by Thomas Freese, PhD (*Substance Use and HIV*), Dawn Smith, MD (*Antiretroviral Prophylaxis: Non-occupational Post Exposure Prophylaxis (nPEP) and Pre Exposure Prophylaxis (PrEP)*) and Rodney Wright, MD (*HIV 201: The New Basics*). Attendees were also able to participate in mini-seminars around topics ranging from Using New Media; Cultural Competence; Motivational Interviewing; and Delivering a Positive HIV Test Result.

Overall participant feedback indicates that the conference was very successful in meeting its objectives. Participants found the conference informative and useful for their jobs, with relevant, thought provoking, and stimulating presentations and speakers. Plenary and workshop speakers – both nationally recognized experts and fellow HIV integration projects – were rated highly. As in past years, the participants appreciated having this opportunity to meet each other and to learn about each other's programs, and to network and share ideas amongst themselves.

All conference presentations can be accessed at
<http://www.cicatelli.org/opa/Conf2009/Conf2009Materials.htm>

The NTC Resource Database Continues to Grow

We're happy to report that Regional Training Centers are continuously adding new information to the NTC Resource Database. Items include, but are not limited to, curricula, fact sheets, and videos on a range of topics from Clinic Efficiency to STI Prevention. Please visit www.cicatelli.org/ntc to see what is available. One of our latest resources is listed below:

Authored by Amanda Newstetter, MSW and Marsha Gelt, MPH of Center for Health Training in Oakland, *Do Ask, Do Tell: A Sexuality Training for Reproductive Health Care Staff*, is a training manual for administrators, managers, educators and agency trainers.

The manual's description is as follows: If staff members don't ask about sexuality, clients won't tell. Research shows that many clients want to talk about sexuality but don't know how to bring it up. Many staff are only comfortable discussing sexuality in the context of disease or pregnancy prevention, but healthy sexuality includes much more. Topics like sex, intimacy, pleasure, gender, gender roles, sexual orientation and reproduction should also be discussed. This training is designed to make staff more comfortable with discussing sexuality issues broadly and directly. When staff are comfortable, they are able to do more effective sexual history-taking and risk assessment, which can help clients reduce their risks related to STIs, HIV and unplanned pregnancy. The trainer's manual includes all of the materials needed to conduct either a four-hour session or four one-hour sessions.

RTC News

Region VIII Quality Improvement Program (RQIP)

To provide high-quality care, providers must understand and respect their clients' needs, attitudes and concerns, all of which are affected by personal, social, and cultural factors. Research has shown that addressing client perspectives on quality of care leads to improved client satisfaction, continued and sustained use of services, and improved health outcomes. Also, by incorporating the perspectives of both clients and providers into efforts to improve the quality of health care, policymakers and program managers can develop a deeper understanding of the needs and constraints faced by both groups.

The Region VIII Quality Improvement Program (RQIP) utilizes quality assessment and improvement activities to demonstrate outcomes achieved by family planning clinics in Region VIII. In this setting, improving quality translates into the client having more choices and balanced information, increasing the likelihood that women and couples will choose a proper method, use it effectively, and avoid unintended pregnancies.

Although Title X grantees currently use many appropriate measures, no single set of criteria has been designated to evaluate the quality of care provided at family planning clinics. The Region VIII Office, John Snow, Inc. (JSI)/Denver, and the Grant Directors began implementation of the RQIP in 2005 by standardizing a set of quality improvement tools to use throughout the Region.

The RQIP utilizes a defined set of quality of care indicators that are uniformly collected, analyzed and evaluated. These indicators for family planning programs reflect aspects of services that clients see as critical, and include: choice of methods; shared information; technical competence; interpersonal relations; follow-up mechanisms; appropriate constellation of services; ease of accessing services; and outcome measures.

For indicators representing the domain of Client-Provider Interaction (being treated with respect and courtesy by clinic staff and feeling that client privacy was respected), the clinics scored an average of 86 percent. Within the domain of Choice of Method (such things as the client receiving their desired contraceptive method and the range of methods consistently available), sites scored an average of 80 percent.

The quality of care indicators are interrelated and often determined by common environmental factors such as program policies, operations management, and resource limitations. They also represent points of intervention: new methods can be added, information can be expanded and updated, and the staff's counseling skills can be improved. When all elements of the system are working well, clients make informed decisions, are more satisfied, and their contraceptive use is sustained and more effective.

For more information on the RQIP, please contact the program director, Yvonne Hamby, at yhamby@jsi.com.

Upcoming National Events

June 22-24, 2009 *Quality Training of Trainers* in Chicago, Illinois.

A Training-of-Trainer (TOT) program on basic concepts of quality management, adult learning theories, and how to conduct quality training will be held June 22-24 in Chicago. Sponsored by the HRSA/HAB-funded National Quality Center (NQC), the TOT is designed to build capacity among Ryan White grantees to conduct quality improvement trainings and enlarge the pool of QI trainers nationwide. The session includes pre-work activities (approximately 8-10 hours) and a 3-day face-to-face session. To learn more and apply, see the TARGET Center calendar at: www.careacttarget.org/Calendar/june09.asp.

July 12-16, 2009 *Male Health Educator Training Institute* in Dearborn, Michigan.

The Male Health Educator Training Institute is an annual intensive week-long seminar sponsored by Title X to support its continuing commitment to male reproductive health. The Institute is designed to provide health educators with comprehensive knowledge of reproductive health, family planning and basic health education competencies to enable them to work more effectively with male clients in family planning programs and clinics. The Institute presents two training modules each day and attendance at each module is mandatory. For more information, please visit www.cicatelli.org/maleheti.

August 19-21, 2009 National Title X Grantee Conference in Chicago, Illinois.

The bi-annual meeting of Title X funded programs will be held August 19-21 in Chicago. This conference will provide an opportunity for all Title X grantees to share current information on a variety of topics that are relevant to the provision of Title X family planning services. The conference is intended for individuals working in grantee agencies who have decision-making responsibility for Title X activities.

As a result of attending this conference, participants will be able to:

- *Review current research and special OPA initiatives re: Title X service delivery*
- *Relate the most current policies and priorities of the US Department of Health and Human Services and the Office of Population Affairs to Title X family planning projects*
- *Discuss the latest issues related to family planning and reproductive health service delivery*

The Conference Planning Committee encourages conference participants to highlight their innovative Title X Programs in a Poster Presentation at the Conference. Suggested Poster topics include the following categories: Outreach to High-risk Populations; Quality Assurance/ Program Management; Community Collaborations and Referral Partnerships; Clinic Efficiency; Program Evaluation Strategies and Techniques; New Media Strategies; Unique/Successful Linkages to Care; or other innovative topics.

Agencies interested in displaying a poster/table presentation should check the appropriate line on the registration form, and you will be sent an application form. Notification of acceptance will be sent to applicant agencies no later than **July 24, 2009**.

For more information on the conference, or to register, please visit www.cicatelli.org/NTC/TitleXConference.