
Evaluation and Quality Improvement

Training Evaluation

Evaluation is an important component of any workforce development or training program. Evaluation includes getting feedback from learners and supervisors to improve the quality of the training and determine whether the goals of the training were met.

Most of the online PFA trainings in the Guide have incorporated evaluations based on the Kirkpatrick Model of Training Evaluation. This framework identifies 4 levels of training evaluation; participant satisfaction; participant learning; application of the knowledge or skills in the job; and impacts on the organization. The majority of evaluations of the online PFA courses focus on Kirkpatrick Level 1 and Level 2 evaluations of participant satisfaction and learning. This information can help training coordinators identify the usefulness of specific online courses for their target audiences.

Practice sessions, drills, exercises and “real-life” events give training coordinators the opportunity to evaluate skill acquisition and/or the application of knowledge and skills in the disaster setting (level 3). The Guide includes the following tools that can be adapted to help evaluate PFA skills:

1. **The PFA observer worksheet** – This worksheet is intended for use during interactive scenario based practice sessions. Observers can use the form to assess use of PFA skills during practice sessions (attached Appendix A).
2. **Sample evaluation for PFA practice session** – This evaluation form is intended for use with participants of an interactive practice based PFA training session (attached Appendix B).
3. **Exercise Evaluation Guide (EEG)** – This form is intended for use during drills and exercises. Exercise evaluators can use the form to assess PFA skills during the exercise or drill (Appendix C).

Continuous Quality Improvement:

An important goal of evaluation is to identify areas of improvement. Evaluation can help identify what worked, what didn't work and any lessons learned from a training program.

Continuous Quality Improvement is a process and an environment where trainers, supervisors and staff strive to constantly improve the quality of training and services. In the arena of disaster preparedness, After Action Reports and Improvement Plans are the standard for identifying areas of improvement and planning strategies to achieve goals.

The [Getting to Outcomes™](#) process (please refer to Section 2 of the Guide to learn more about the 10 step process to plan, implement and evaluate programs) also includes a [Worksheet CQI Summary](#) form (attached Appendix D) that may help training coordinators identify areas for improvement and plan training to meet the changing needs of their organization.

PFA Observer Worksheet

Appendix A

Note to participant: When you're serving as the Observer, monitor the exchange and note whether the Helper included each PFA element in their support for the Client so you can give feedback at the end of their discussion. Not all elements will be appropriate for all situations, so focus on what they did well and how they might improve in the future.

PFA Element	Did the Helper address this?
Making a connection	
Attending to physiological needs	
Attending to safety needs	
Providing acknowledgment, recognition, reassurance	
Remaining calm	
Providing warmth, empathy, and genuineness	
Empowering the survivor	
Obtaining information	
Providing accurate information	
Helping clients access social support	
Making a referral for additional help	
Ending the conversation	

Contact Information

Name: _____

Title: _____

Organization: _____

Address: _____

Telephone: _____

Email: _____

Satisfaction with on-line course

Indicate your agreement with the following statements, based on your experience with the on-line Psychological First Aid course taken to prepare for this training <i>(Circle the correct answer).</i>	Strongly disagree	Somewhat disagree	Neither Agree nor disagree	Somewhat agree	Strongly agree
1. As a result of the on-line training, I am able to: Demonstrate knowledge of the principles and techniques of Psychological First Aid as they apply to a disaster response and knowledge of responder stressors and principles of self-care.	1	2	3	4	5
2. I was satisfied with the course overall.	1	2	3	4	5
3. The on-line course enhanced my knowledge of the subject matter.	1	2	3	4	5
4. The on-line course was relevant to what I might be expected to do to (prevent, prepare for, or respond to) an emergency.	1	2	3	4	5

Skills

Please choose the number that best corresponds to how you rate your ...	Very Low	Low	Medium	High	Very High
5. Ability to support people who have experienced disasters or other extremely stressful events	1	2	3	4	5
6. Ability to recognize people in distress who may need support	1	2	3	4	5
7. Ability to listen in a supportive way, according to someone’s cultural context	1	2	3	4	5
8. Ability to link people affected by crisis events to needed services, information and loved ones	1	2	3	4	5
9. Ability to take care of yourself and support your team members when assisting people affected by crisis.	1	2	3	4	5

Confidence

Please rate your confidence in the following areas:	Not at all Confident		Neutral		Very Confident
10. I understand the range of typical reactions that can be expected from disaster survivors, including physical, emotional, cognitive, behavioral, and spiritual responses.	1	2	3	4	5
11. I can practice the principles of the current early intervention of choice, Psychological First Aid and other basic helping practices.	1	2	3	4	5
12. I understand why Psychological First Aid is recommended as an intervention for disaster survivors.	1	2	3	4	5
13. I am able to use Psychological First Aid skills in face-to-face interactions during a disaster intervention.	1	2	3	4	5

Satisfaction with in-person training

Based on your experience of today's in-person training, indicate your agreement with the following statements. Today's training...	Strongly disagree	Somewhat disagree	Neither Agree nor disagree	Somewhat agree	Strongly agree
14. increased my understanding of the importance of Psychological First Aid and its basic elements.	1	2	3	4	5
15. provided a thorough opportunity to practice Psychological First Aid skills using emergency response scenarios.	1	2	3	4	5

How to improve the training

16. What aspects of this training could be improved?

17. Any additional comments:

Thank you