

Evaluation of the Efficacy of the
North Dakota Prescription Drug Monitoring Program Online Training

Steven LeMire

Bureau of Educational Services and Applied Research (BESAR)

University of North Dakota

April 2010

Executive Summary

What Was Evaluated

This work evaluated the efficacy of the North Dakota Prescription Drug Monitoring Program's online training. This training covers the areas of: login instructions, accessing the database, how to enter a query, inappropriate access and disclosure, and unlawful acts and associated penalties.

How Was It Evaluated

To evaluate this training, 60 individuals who completed the training were randomly sampled from current users. Of this sample, 30 call interviews were completed, for a response rate of 50%.

What Were the Findings

The findings indicate that there is a high level of satisfaction with the training. Table 1 shows key questions and percentages.

Table 1

Evaluation of the North Dakota Prescription Drug Monitoring Program Online Training Summary Findings

Q#	Question	Response
Q1.	How did you hear about the online training?	43.3% Personal Referral 40% State Board of Pharmacy
Q3.	Were you satisfied with the online training?	93% Yes
Q4.	After the training, are you now confident that you know how to request a report?	90% Yes
Q5.	Were there any problems or difficulties with the online training?	90% No
Q6.	Were there any concerns that the training did not address?	93.3% No

Potential Improvement Areas

A potential area for improvement is to make it clearer who to contact in case of technical problems.

Introduction

The goal of the North Dakota Prescription Drug Monitoring program is to improve patient therapy and the state's ability to identify and inhibit the diversion of controlled substances in an efficient and cost-effective manner that will not impede the appropriate utilization of these drugs for legitimate medical purposes. In order to accomplish this goal, prescription drug monitoring information can be accessed by prescribers, dispensers, and other stakeholders across the state of North Dakota. For this system to work well, effective training is necessary; participants of the program must understand how to use and implement the system. This is an evaluation report of the current online training system used by the North Dakota Board of Pharmacy.

Model of Training Impact

The online training implemented by the NDPDMP is a key component related to meeting the goals of the program. To obtain the program's goals, prescribers, dispensers, and other stakeholders must understand how to efficiently obtain information from the monitoring program. There is a potential direct impact between training and the effectiveness of a monitoring program, as illustrated in the Sample Logic Model for a PDMP Enhancement (Logic Model) shown in Figure 1. An outcome of effective training can increase the number of practitioners who are knowledgeable about the PDMP system. Having effective training can better support the overall goals of the NDPDMP by improving practitioners' chances of identifying individuals who need additional treatment along with the inhibition of diversion of controlled substances.

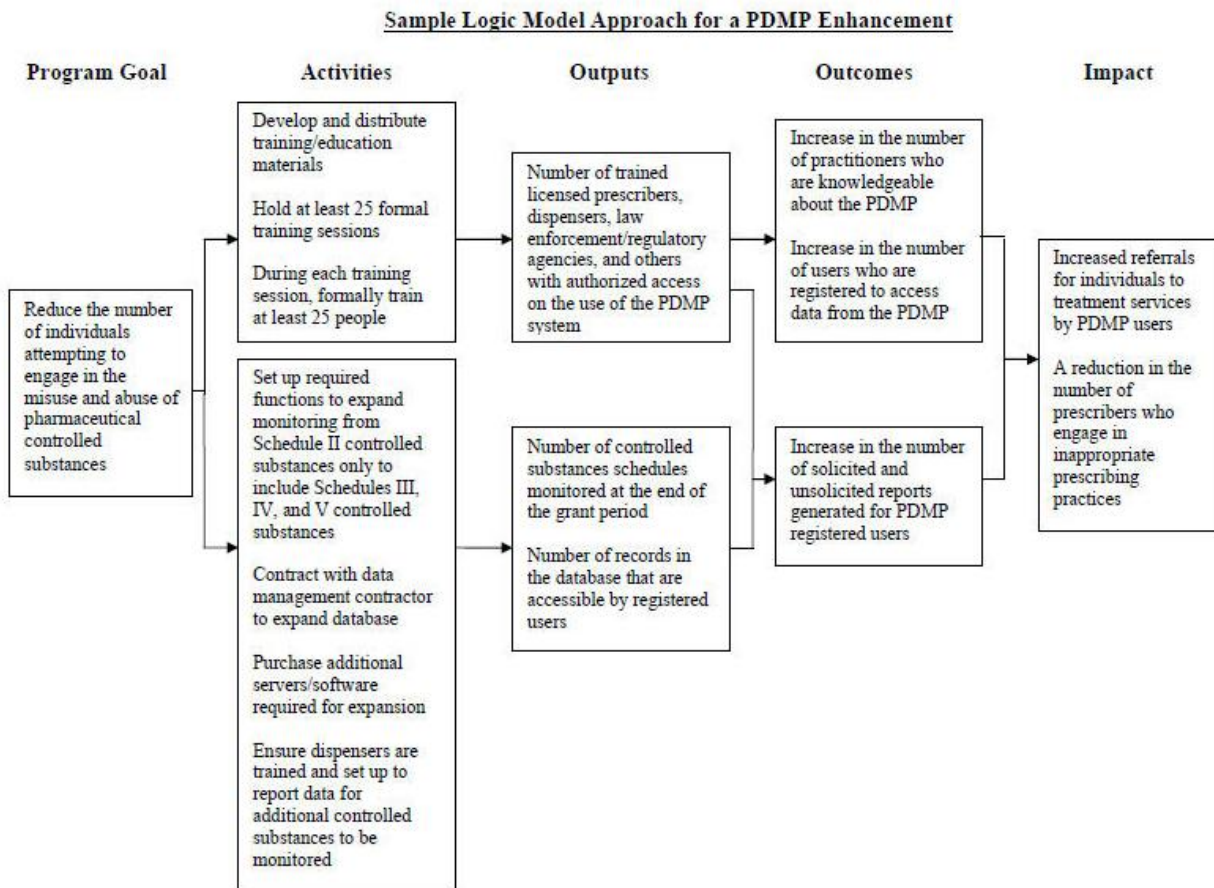


Figure 1. Sample Logic Model Approach for a Prescription Drug Monitoring Program Enhancement. <http://www.ojp.usdoj.gov/BJA/grant/PDMPLLogicModel.pdf>

Training

The Training Software

The online training was created by Flying Fish Creative Services, Inc. (<http://www.flying-fish.net/>). Flying Fish Creative Services, Inc. provides internet-based e-learning training programs to corporate, government, and technical clients worldwide. It offers courseware management and custom e-learning development, as well as online management of training administration and reports.

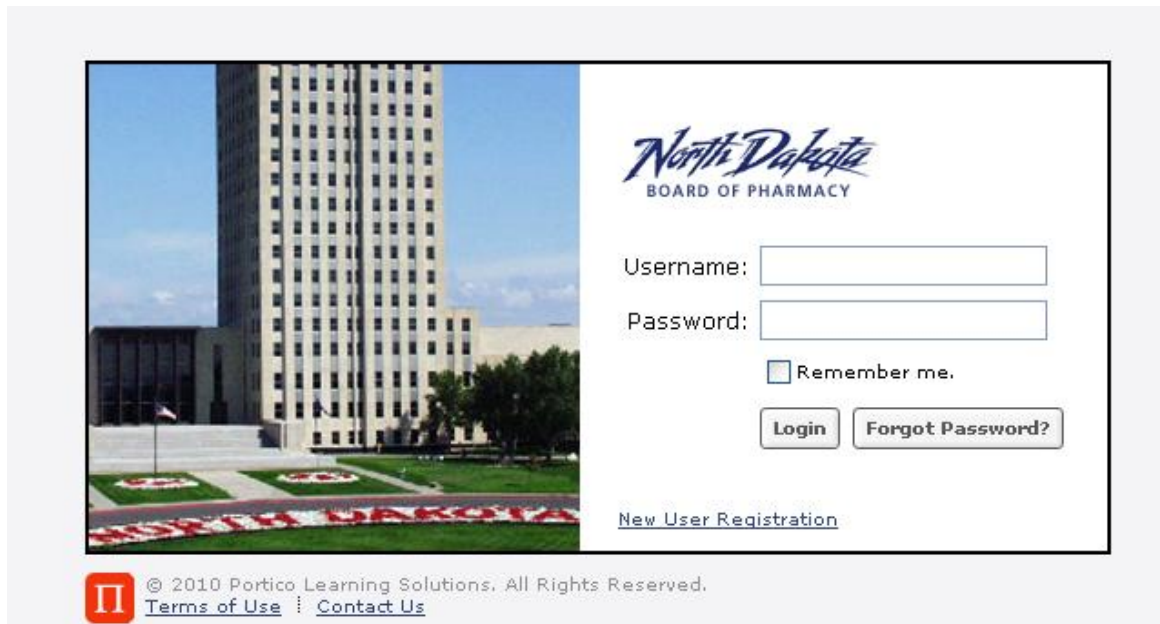
Training Access

Access for the training was through the North Dakota Board of Pharmacy website (<http://www.nodakpharmacy.com/directaccess.asp>). The web page is shown in Figure 2.



Figure 2. North Dakota Board of Pharmacy website showing access point for the NDPDMP online training.

Within the North Dakota Board of Pharmacy website, individuals accessed the training through the Drug Monitoring Program selections. This access point took them to the training window shown in Figure 3.



Training Login

<http://www.careermap.net/NDBP/login.aspx?ReturnUrl=%2fNDBP%2fDefault.aspx>

Figure 3. North Dakota Board of Pharmacy training access window.

Training Topics

Topics covered by the training included program goals, use, and access. The goals covered the overall goal of the NDPDMP. Use covered the areas of authorized users, inappropriate access and disclosure, and unlawful acts and associated penalties. The access topics covered login instructions, accessing the database, and how to enter query information.

The Evaluation

The purpose of this study is to assess the effectiveness of the North Dakota State Board of Pharmacy's Prescription Drug Monitoring Program online training. We specifically assessed whether the users are satisfied with the training. Our rationale for wanting to know this is that if the users of the training are dissatisfied with it, then the training would need to be improved.

Method

Participants

The evaluation participants were prescribers and dispensers in the state of North Dakota. A list of 101 individuals who had completed the online training through the North Dakota State Board of Pharmacy was made available for the study. These individuals had completed the online training prior to the fall of 2009.

Instrument

The instrument used in the evaluation was composed of seven questions shown in Table 2. These questions dealt with issues from how individuals heard about the training to concerns they had with it.

Table 2

Evaluation of the North Dakota Prescription Drug Monitoring Program Online Training Questionnaire

Q#	Questions
Q1.	How did you hear about the online training?
Q2.	Why did you decide to complete the online training?
Q3.	Were you satisfied with the online training?
Q4.	After the training, are you now confident that you know how to request a report?
Q5.	Were there any problems or difficulties with the online training?
Q6.	Were there any concerns that the training did not address?
Q7.	Do you have any suggestions to improve the training?

Design

This evaluation of training study was reviewed and approved by the University of North Dakota Institutional Review Board. A total of 101 online training participants were available for the study. A random sample of 60 was selected. Of these 60, 30 completed interviews were accomplished, giving a response rate of 50%.

Procedure

The individuals in the study were called on the phone during business hours. When the participant was identified, they were told the following:

I'm calling on behalf of the North Dakota State Board of Pharmacy. We are assisting them in conducting a short evaluation of the online training for the Prescription Drug Monitoring Program. Would you happen to have a couple of minutes to speak with me about the online training? Your answers will be kept confidential.

If an individual was not available, up to three call attempts were made to contact the individual and complete the interview.

Results**Q1. Hear About the Training**

A good training program is one of the ways that a prescription drug monitoring program can improve participation. In order to use the system, individuals must first be informed as to how to obtain training. Because of this, it is important to know how individuals heard about the training. For this study, the highest source of learning about the training came from personal referrals with the next highest source being the North Dakota State Board of Pharmacy (see Table 3).

Table 3

Q1. How Did You Hear About the Online Training?

Response	No.	%
Personal Referral	13	43.3
State Board of Pharmacy	12	40.0
Other	5	16.7
Total	30	100.0

Within the other category, some of the responses were sources such as a conference, website, or online (see Figure 4).

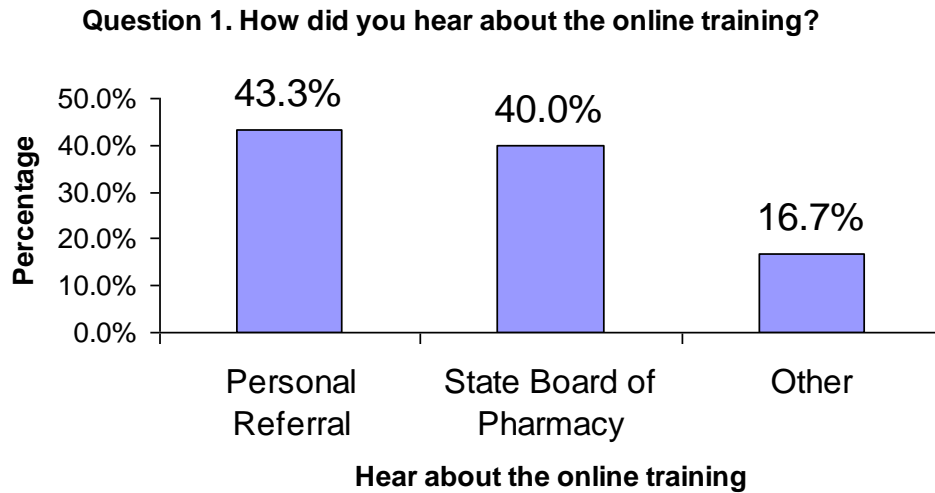


Figure 4. Plot of how individuals learned about the online training.

Q2. Why Complete the Training

A key reason why individuals decided to complete the online training was to obtain access to the system. This included having quick access and having access during non-business hours. An additional reason given to obtain online access was to increase efficiency and convenience. Individual responses can be found in the Appendix.

Q3. Satisfied with Training

There was almost a unanimous agreement that the individuals who went through the training were satisfied with it as shown in Table 4.

Table 4

Q3. Were You Satisfied With the Online Training?

Response	No.	%
Yes	28	93.3
Other	2	6.7
Total	30	100.0

Of the individuals who were not counted as being satisfied, one said that they had not yet started with the system and the other said that they had not worked with the system enough yet to get real comfortable. See Figure 5 for a plot of the “were you satisfied” question.

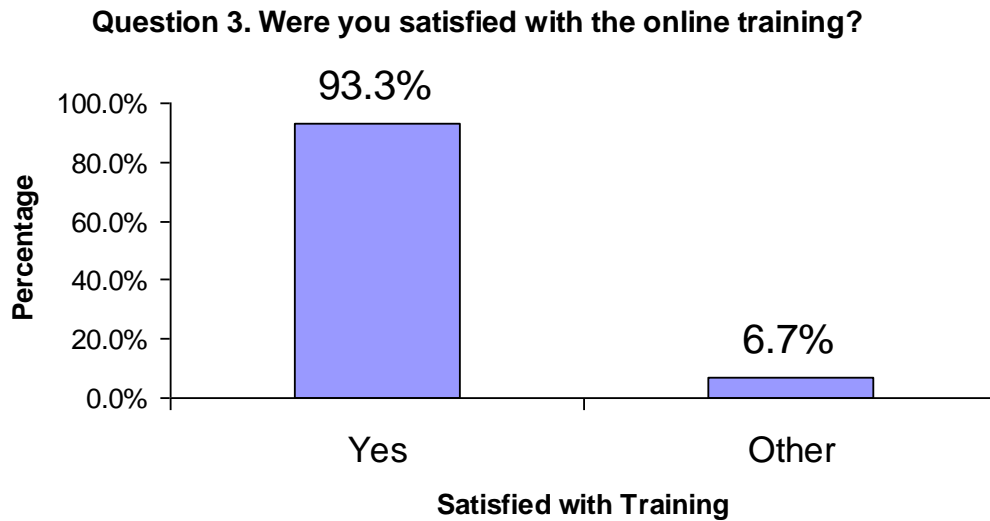


Figure 5. Were you satisfied with the online training?

Q4. Know How to Request a Report

A majority of the individuals who went through the online training were confident they could request a report as shown in Table 5 below.

Table 5

Q4. After the Training, are You Now Confident that You Know How to Request a Report?

Response	No.	%
Yes	27	90.0
Other	3	10.0
Total	30	100.0

Of the three individuals shown as other, two of them indicated they did not have adequate opportunity to use the system. The other individual who did not indicate being confident to request a report had trouble doing so; stating they only get a blank report when they request one and did not know if they were doing something incorrectly. See Figure 6 for a plot of Table 5.

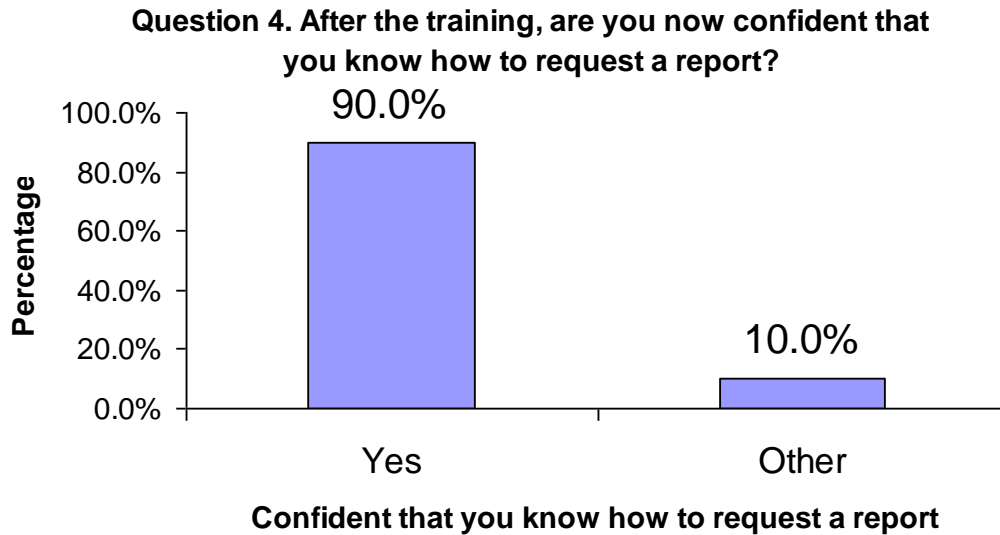


Figure 6. After the training, are you now confident that you know how to request a report?

Q5. Problems or Difficulties

Overall, a majority of the individuals taking the online training did not have any problems or difficulties as shown in Table 6 and plotted in Figure 7.

Table 6

Q5. Were There any Problems or Difficulties with the Online Training?

Response	No.	%
No	27	90.0
Other	3	10.0
Total	30	100.0

Of those who did have problems, one individual said it was easy to get on the site, but once there they needed more information. Another individual had some technical problems but thought that they might have skipped something. The last of the three individuals to have some difficulty just mentioned “reports”.

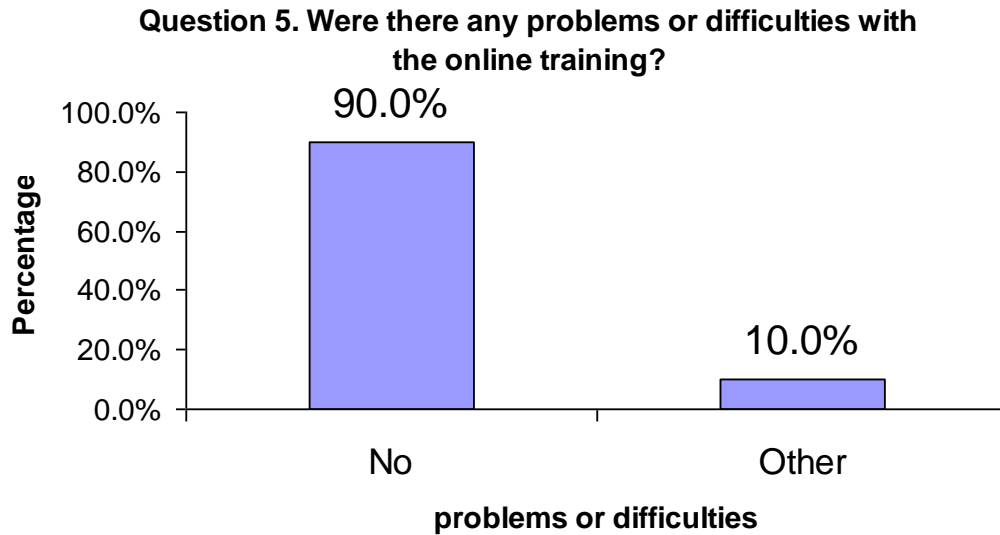


Figure 7. Were there any problems or difficulties with the online training?

Q6. Concerns that the Training did not Addressed

A majority of the individuals who took the online training did not have any concerns with the training as shown in Table 7.

Table 7

Q6. Were There any Concerns that the Training Did Not Address?

Response	No.	%
No	28	93.3
Other	2	6.7
Total	30	100.0

For the individuals who did have a concern, one said that sometimes they needed to work without having a date of birth for the individual for whom they were checking the records. The other individual just said they had a problem but did not give any other details. A plot of the results from Table 7 is shown in Figure 8.

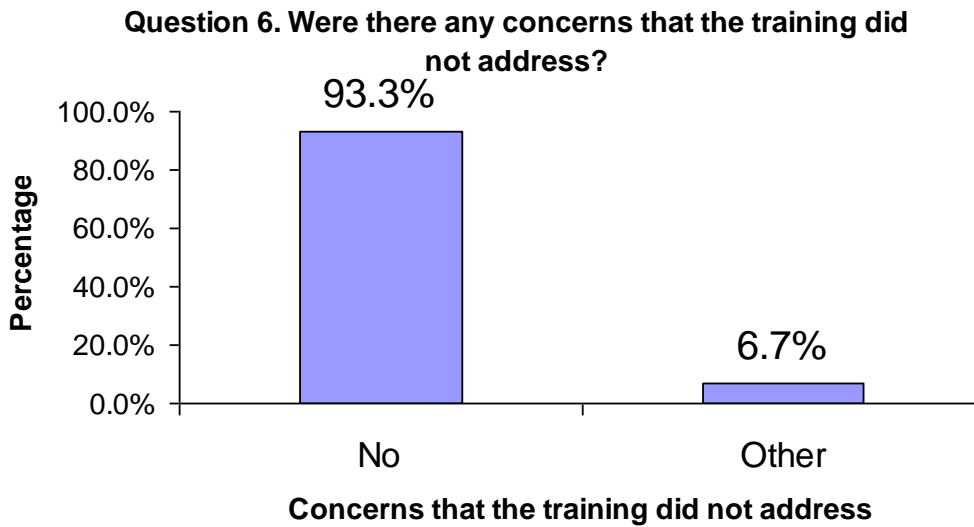


Figure 8. Were there any concerns that the training did not address?

Q7. Suggestions to Improve the Training

Seventy-six percent of the individuals who completed the training did not have any suggestions for improvements as shown in Table 8 and plotted in Figure 9.

Table 8

Q7. Do You have any Suggestions to Improve the Training?

Response	No.	%
No	23	76.7
Other	7	23.3
Total	30	100.0

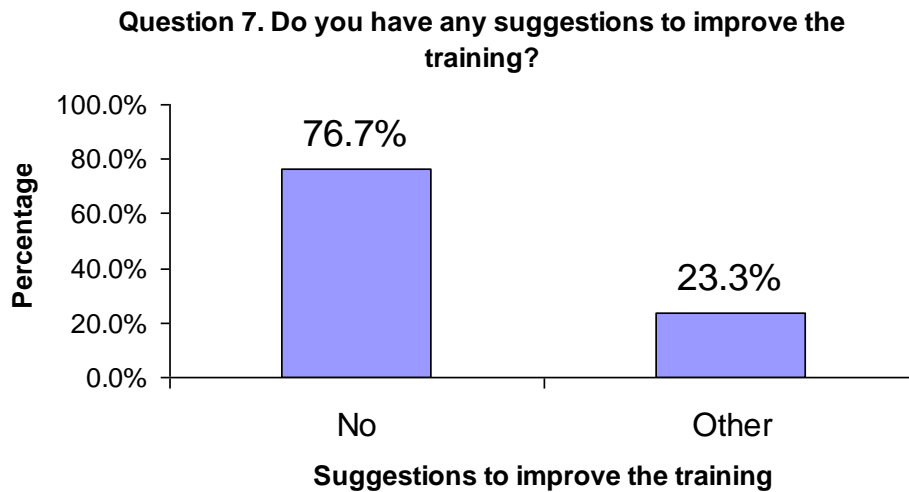


Figure 9. Do you have any suggestions to improve the training?

For those who did have comments, their responses are shown in Table 9. The comment from survey number one seems to have dealt with the updating lag within the system and does not seem directly related to the training. Comments from surveys number four and 20 related to

seeking technical help within the system. The recommendation that seems most practical is from survey number 20, who recommends making it clear who to contact when they have technical difficulty with the system.

Table 9

Suggestions for Improving the NDPDMP Online Training

Survey Number	Comment
1.	Just if it could be a little more up to date instead of having the lag time. It would be nice if we could have it in current time.
4.	Give it to people who remember their passwords. Maybe a ‘remember your password function.’
9.	Let me access information from multiple sites. If it won’t let you do that then it should let you know, because if it doesn’t then it should. I did it about three different times on the day I needed the info, but it just didn’t work. I used different zip codes of pharmacies that I thought he had gone to, but nothing would work.
10.	Maybe a little more hands-on question/answer type things. Like, if it would give us a scenario and get us to respond and then it could tell us what we did wrong or what we could do better next time – that would be helpful.
20.	Make it clear who to contact in case of technical problems.
23.	The system is not friendly – getting the actual site is not really clear.
27.	Reduce it; too long.

Conclusion

Overall, the NDPDMP online training is viewed by the individuals taking the instruction as effective. Some of the difficulties that arise when individuals learn a new computer system also arise in this training but can partially be addressed with repeating the training which individuals can do. Some suggestions given for the training have more to do with expanding the scope of the NDPDMP like having less of a lag time in updating records and multiple site access. An important suggestion is the one where it should be clear who to contact in the case of technical difficulties.

References

Sample Logic Model Approach for a PDMP Enhancement. Retrieved from:
<http://www.ojp.usdoj.gov/BJA/grant/PDMPLogicModel.pdf>

Appendix

Interview Responses

Q1. How did you hear about the online training?

- Through word of mouth – colleague.
- When I applied for a password and id for the program to be able to see and look up people online.
- Our boss had brought it up to us and said we should sign up.
- I work with Pat Churchill and she is one of the ones who set the program up. Plus I like to play with computers.
- I heard about it through a conference I'm sure – it was either a state conference or district meeting about 2006 the legislature authorized this program to go into effect.
- I know the doctor who was instrumental in getting that to us so I looked for it myself
- We got an email from the State Board of Pharmacy.
- From the website and having to call and get copies of people's profiles – and they said we could do it ourselves.
- Probably from the state pharmacy association.
- Email from the state board.
- Question, so called the Board of Pharmacy.
- Through other doctors.
- Received an email stating it was required from the PDMP program (Kathy).
- From our manager here.
- State Board of Pharmacy.
- Told by a nurse practitioner.
- I think it's mandatory who we participate – letter from Board of Pharmacy – from Kathy
- One of the doctors that came through the clinic told us about being able to access that info online, and so we looked into it.
- Through the PAs here.
- Board of Pharmacy website.
- Nurse practitioner.
- Friend; co-worker.
- Website search.
- Co-worker.
- Email from State Board of Pharmacy.
- State Board of Pharmacy.
- Information from the State Board of Pharmacy.
- Email from State Board of Pharmacy.
- Other practitioners.
- Online – we used to do the paper form.

Q2. Why did you decide to complete the online training?

- Because of our issue with pain management drugs in this area.
- Because you had to in order to get the password.
- Not mandated, but just wanted access to it as we are open really late and have lots of E.R. prescriptions.
- Seeing that I work in two drugstores and I work real hard to keep abusers out of my store because they cause nothing but trouble. Compensation is little so I try to keep them away. I can check on behaviors that seem peculiar. I can tell them there's the door.
- Such an aid for pharmacies. One, because we're able to monitor and track potential drug abuse and it just allows us to – if we have a patient under our care and we're questioning something about a prescription we can fax or do something online and get a printout immediately.
- So I could use the program.
- Because we've had several requests from physicians and for our own info on certain patients it is easier if we can get into the database ourselves rather than faxing and waiting a day or so.
- We needed access to the program. I use it several times a day and we had to go through that.
- Because we have a problem patient and I was trying to find out if they were getting meds elsewhere.
- So I would understand the program better.
- Made things simpler – otherwise it was a half-day wait.
- To try to stop all the abuse that's going on.
- Required for access to website.
- Just so that if we would need to access any records on the job.
- To understand the system and be more effective and efficient.
- We have many people, so I was asked to take the training so as to detect patients who are getting prescribed medication elsewhere.
- Mandatory.
- Wanted access to the online.
- They use it and we have a controlled substance meeting and I chair it and that's the reason. I access it for the meeting so we can access information to help us
- To have access to the medical reports of patients.
- Nurse practitioner would like her to complete the online training to facilitate a collaboration and quick access to information.
- To increase efficiency and effectiveness; getting data and records easy.
- To get access to medical records because of time change between the states of North Dakota and Montana.
- To increase efficiency.
- Convenience and accuracy.
- To help me with data use.
- It was mandatory.
- It was necessary and helps me to make sure I do things right.

- Make my job more effective; provide better care for patients.
- Online is more convenient.

Q3. Were you satisfied with the online training?

- Very satisfied.
- Very satisfied.
- Very thorough but haven't used the program much yet – haven't needed to at this point.
- Yes. If I need to remember my password, I just call Kathy.
- Yes; the training is fairly simplistic. Any pharmacist would be able to complete it in no time.
- Yes
- Yes
- Yes
- The training itself was fine, but the results were less than helpful. I assumed that once we trained and confirmed that we could access the info I thought it would tell me every pharmacy they had been to. I know that they had been to about five other places, but it would only give me info about what I had given him, which, obviously, I already knew.
- Yes, I was.
- For the most part, I haven't worked with it enough to get real comfortable.
- Yeah
- Yeah
- Yes
- Yes, very satisfied.
- Yes
- Yes
- Yes
- Yes
- Yes, it was straight forward, the only issue was who to contact for the technical support.
- Not yet started.
- Yes
- Yes
- Yes
- Yes, very satisfied.
- Yes, satisfied.
- Yes
- Yes
- Yes
- Yes

Q4. After the training, are you now confident that you know how to request a report?

- Yes, for sure.
- Yes
- Yes
- Yes
- We do it regularly, yes.
- I've been doing it regularly and it has been working great.
- Well, yes I think I can figure it out, but we don't do many. But it's pretty easy.
- Yes. It's not a problem.
- I only used it the one time, but it wasn't hard to request a report. Unless I was doing it wrong and I don't think I was doing it wrong, but it didn't release the info I needed. I don't need to know what I gave him.
- I felt confident before, but it reinforced how to do so.
- Um, last time I had a little trouble – not extremely comfortable.
- Yes
- Definitely. Do about ten a day.
- Um, we'll see. I haven't had to use it so, hopefully, I will remember when the time comes.
- Yes
- Yes, though I have used the system only once. I need more practice and training.
- Yes
- Yes. I've done at least two so far.
- Yes
- Yes
- Yes
- Yes
- Yes
- I never get any reports I request. I always get a blank report—maybe because of the system or I am requesting it wrong.
- Yes
- Yes
- Absolutely
- Yes
- Yes
- Yes
- Yes
- Yes

Q5. Were there any problems or difficulties with the online training?

- No. In fact, I gave the website to another pharmacist just today.
- No
- No
- No
- No
- None
- No
- No
- I could have misunderstood, but I don't think so. I put date ranges in and everything. It's been awhile since I did this – about a month ago. But like I said I got less than satisfactory results. It was easy to get on the site and it was straightforward but I need other information.
- A couple technical difficulties but I figured it out – opening the program.
- No, it was probably mostly my fault if I don't know how to do it – skipped a part or two.
- No
- None at all
- No
- No. The training was self explanatory.
- No
- No
- No, not at all. Without it I wouldn't be able to print the screen for information.
- No
- No
- No
- None
- Reports
- No
- No
- No. The training was self explanatory.
- No
- No
- No
- No
- No. It was great.

Q6. Were there any concerns that the training did not address?

- No
- No
- Not that I know of at this time.
- Trying to remember – there was one thing – it was more the fact that I don't use it really frequently so I don't see it a lot – it asked me for a birth date and sometimes you only have a name to work with – sometimes you need to work without a birth date – I would like to see it more freehanded if we need it to like that.
- No it was well designed, well thought out with practitioners in mind, particularly how it relates to our everyday work.
- None
- I don't believe so.
- No. I think it was all addressed.
- Yes
- No. I can't think of any.
- No. It was pretty good.
- No
- No. I thought it was comprehensive.
- No
- No, it was okay.
- Not at this time.
- No
- Not that I can think of.
- No
- No. just the IT part.
- No
- None
- No
- No
- No
- No. It was great.
- No
- No. It did a good job.
- No. It was great.
- No

Q7. Do you have any suggestions to improve the training?

- Just if it could be a little more up-to-date instead of having the lag time. It would be nice if we could have it in current time.
- It was so long ago I don't really recall. No suggestions at this time.
- No it was thorough – easy to navigate.
- Give it to people who remember their passwords. Maybe a 'remember your password function'
- The online service is great. The fax option took a while to get up but now it is up and running
- No, I thought it was fine
- Not that I can think of
- No I think it was straightforward and did what it needed to do
- Let me access information from multiple sites. If it won't let you do that then it should let you know, because if it doesn't then it should. I did it about three different times on the day I needed the info, but it just didn't work. I used different zip codes of pharmacies that I thought he had gone to, but nothing would work.
- Maybe a little more hands-on question/answer type things. Like, if it would give us a scenario and get us to respond and then it could tell us what we did wrong or what we could do better next time – that would be helpful.
- No, that's it.
- No
- No
- No
- No
- Not at this point, I have used the system only once.
- No
- No
- No
- Make it clear who to contact in case of technical problems.
- No
- No, the system was user-friendly.
- The system is not friendly – getting the actual site is not really clear.
- No
- No
- No
- Reduce it; too long.
- No
- No
- No