

**VistaPHw users'
Survey Results
2007**

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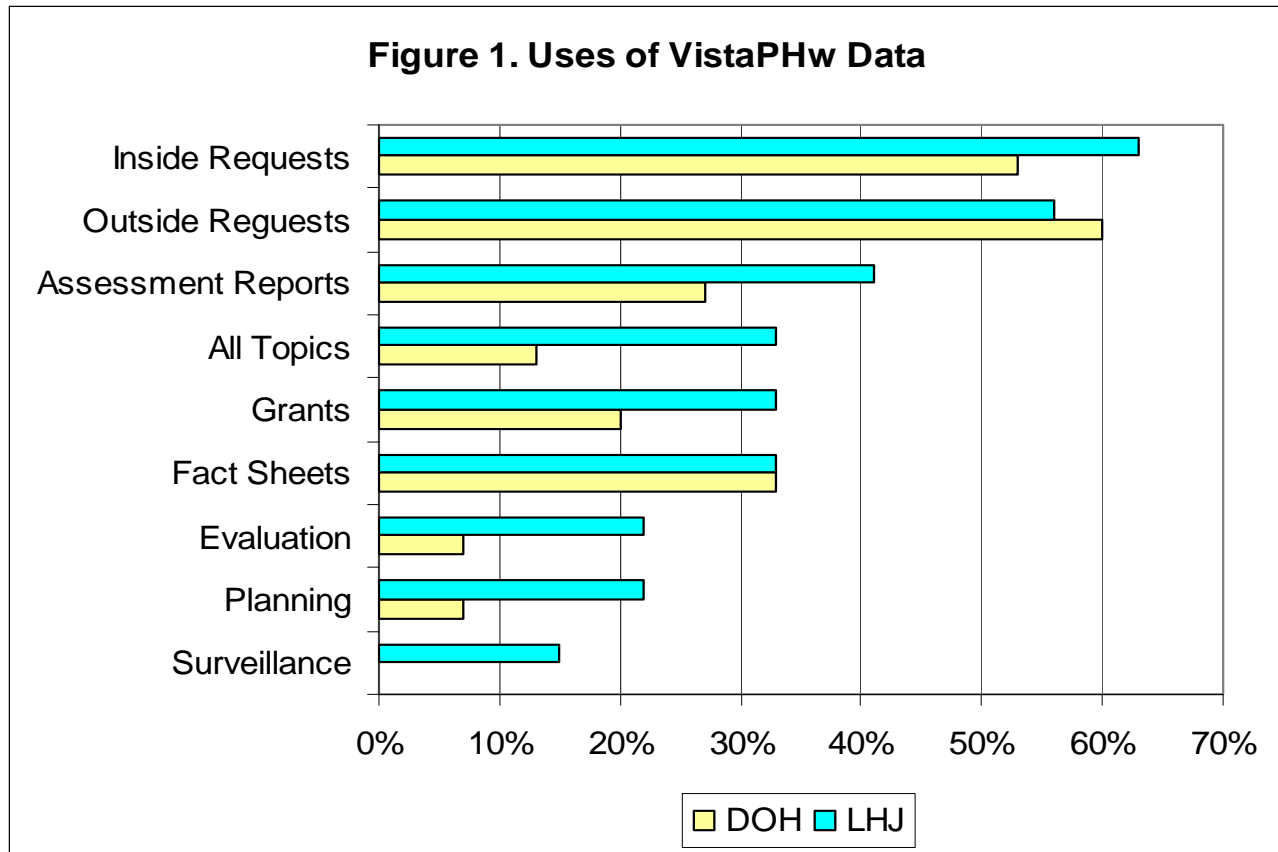
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Introduction

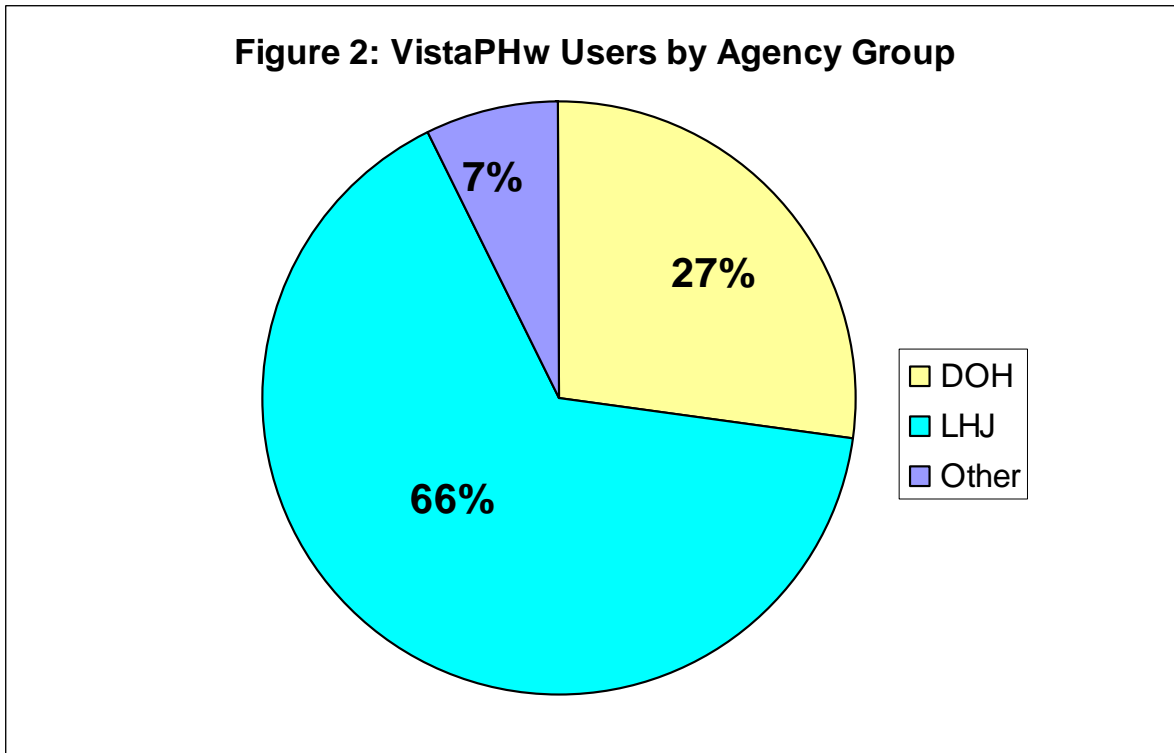
VistaPHw (Vital Statistics for Public Health Web version) is a statistical tool and data warehouse for many data sets critical to the work of public health professionals. The tool includes a menu of assessment topics, geographic information, and statistical methods as well as choices on gender, race, and year for these topics. The tool is used for many different aspects of data reports by Local Health Jurisdictions (LHJs) and the Department of Health (DOH). (Figure 1)



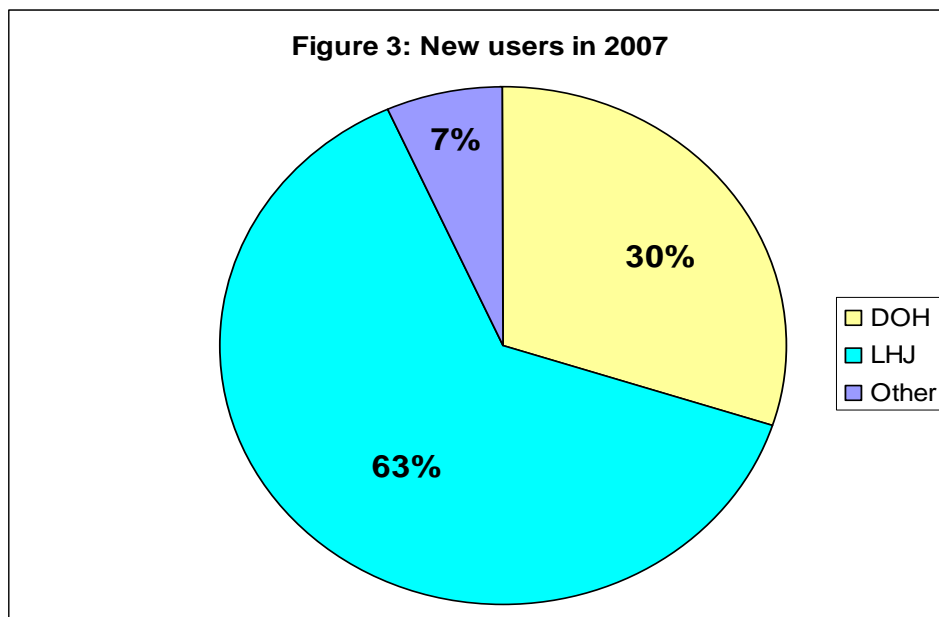
The VistaPHw users' survey is conducted every two years to assist the VistaPHw planning and advisory groups in making VistaPHw the best tool it can possible be to address the needs of the users. For this survey the users were asked to go to a web site and take the survey. VistaPHw users were contacted by email, with an additional notice sent out in the late Summer news bulletin, asking them to complete the survey by the end of September. The users were reminded about the survey twice during this time period. They were also given the opportunity to take the survey at the September Regional Assessment Meetings in Central Washington State. The survey was administered through the Department of Health, Division of Information Resource Management and was anonymous.

The universe of VistaPHw users is roughly divided into two main categories: Local Health Jurisdiction (LHJs); and the Department of Health (DOH). The LHJ population is the largest, compromising 66% of the total user population. There is a small population of other users who are

individuals associated with LHJ projects, University faculty working with LHJs or DOH and the Oregon Department of Human Services. (Figure 2)



Occasionally, faculty at Washington Universities or Colleges will request limited access to VistaPHw for classroom training.

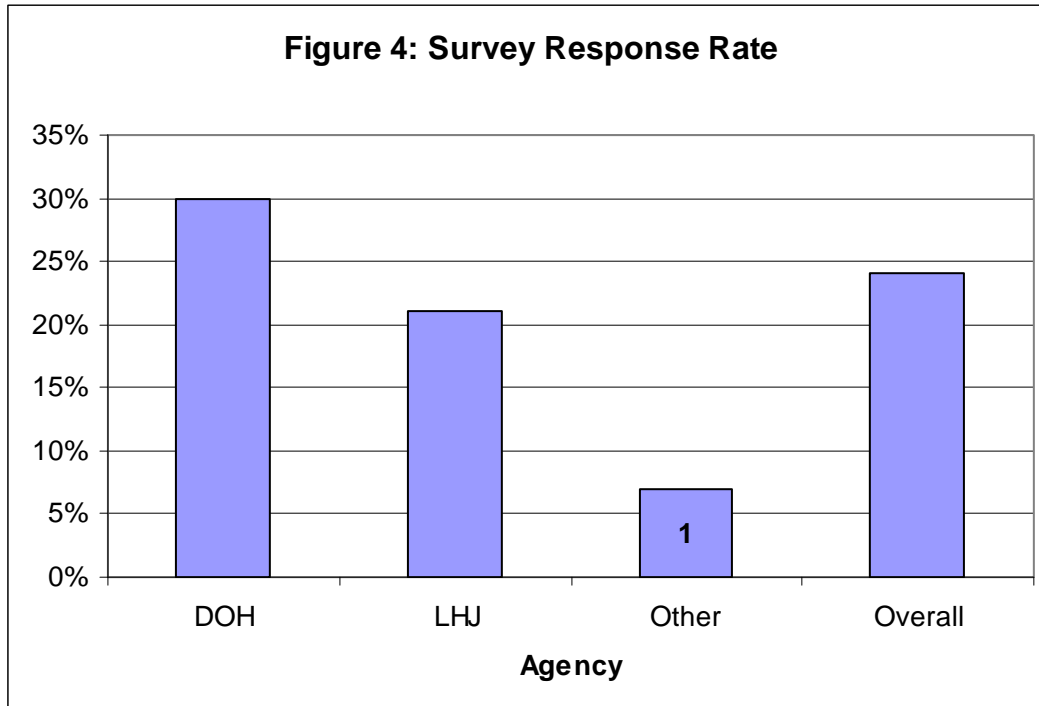


The user group is a dynamic group with a constant change in the actual users at any one time. In the first ten months of 2007 there were 30 new users added to the system. Of these new users 63% were employed by LHJs. (Figure 3)

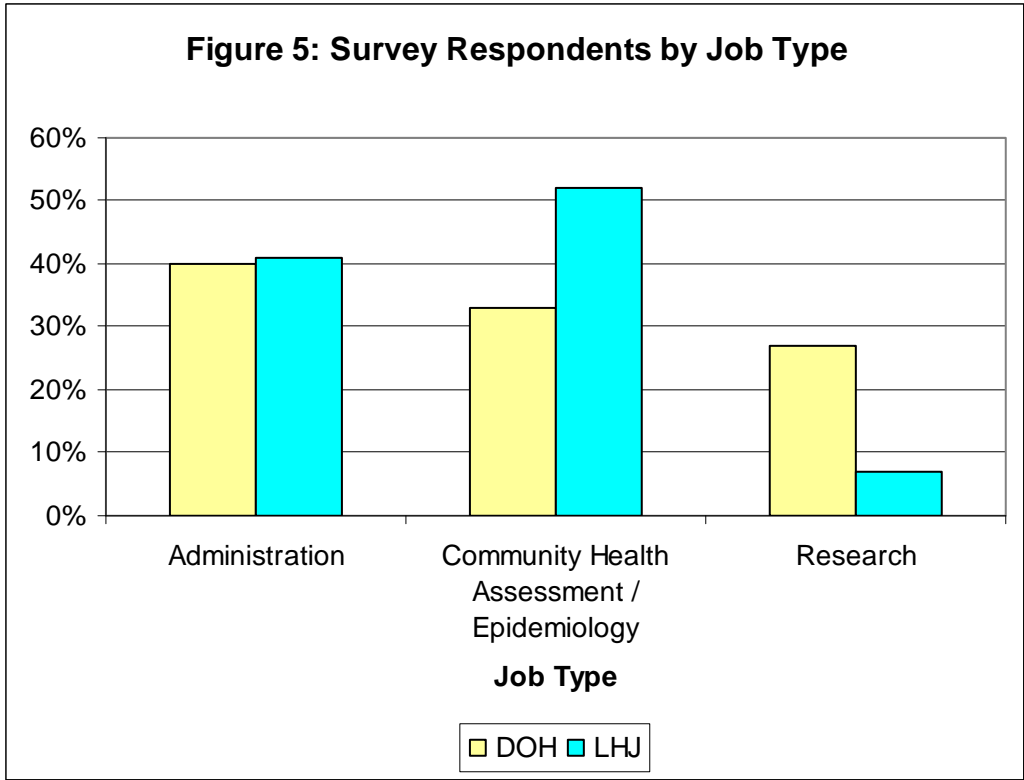
Survey Results:

Characteristics of Users

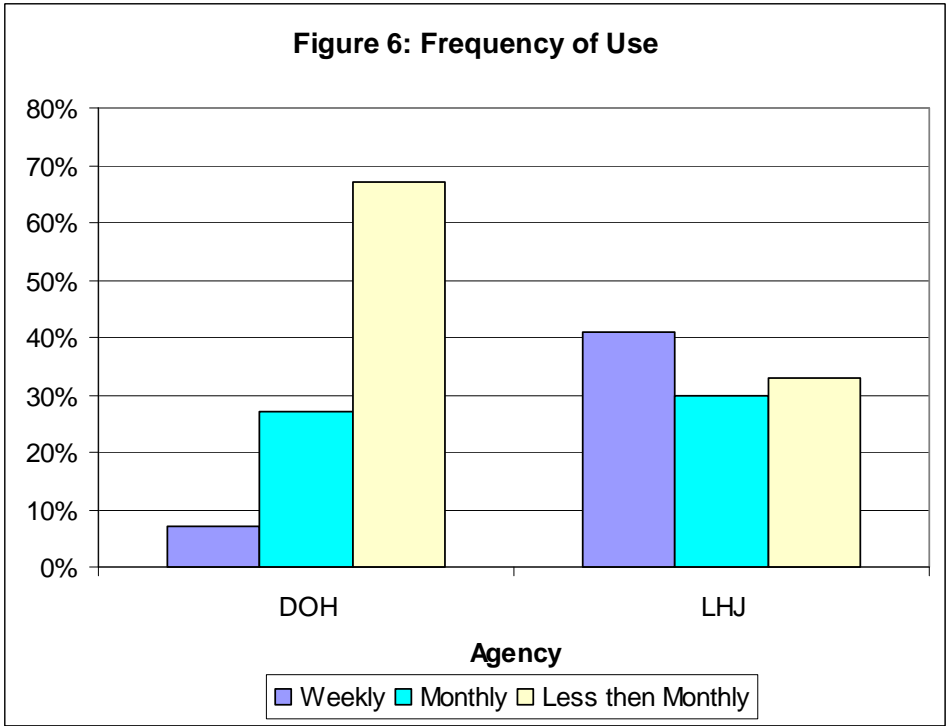
Of the users who responded to this survey, 63% represented LHJs (with 2 being a contractor to an LHJ), 35% were from DOH or other State level agencies (2), and 2% (1) did not give an affiliation. There was an overall response rate of 25% with a rate of 22% for LHJs and a slightly higher rate (30%) from DOH users. (Figure 4)

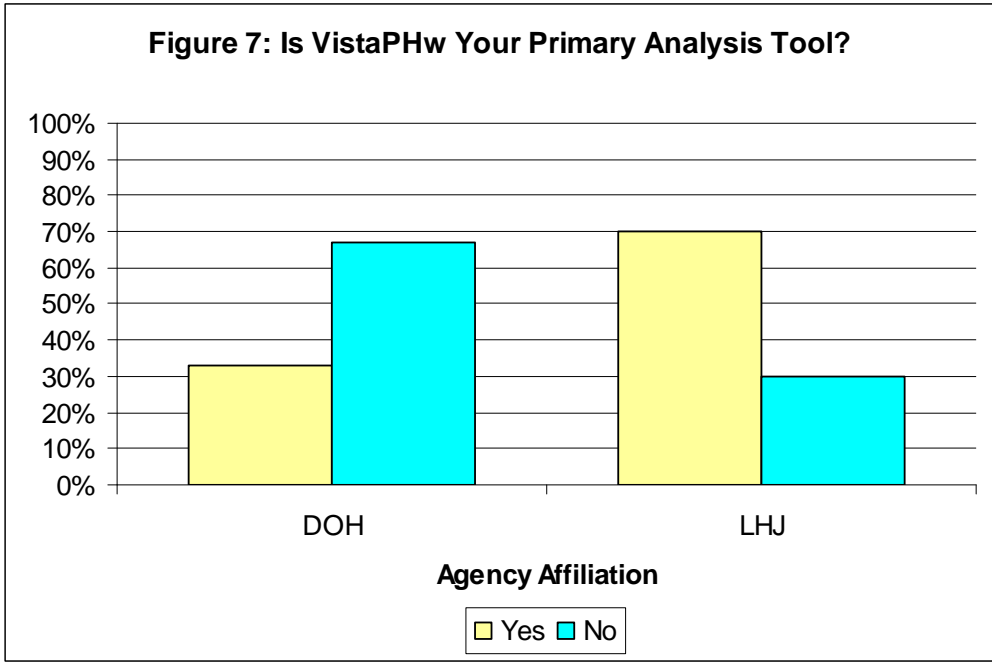


Respondents differed by agency with regards to their particular job type or work performed. The various job titles submitted by the users could be grouped into three main categories. These categories (and their contents) were Administration (CIO, Manager, Administrator, and Assistant Chief), Community Health Assessment/Epidemiology (Epidemiologist, Coordinator, Community Assessment, and Information Technology Specialist), and Research (Research Investigator, Research Analyst, Research Scientist, and Health Services Consultant). After grouping the data showed that although roughly the same percentage of administrative persons from LHJs and DOH completed the survey, the LHJ group had a stronger representation in the Community Health Assessment/Epidemiology classification whereas the DOH group was the most represented in the Research category of job type. (Figure 5)

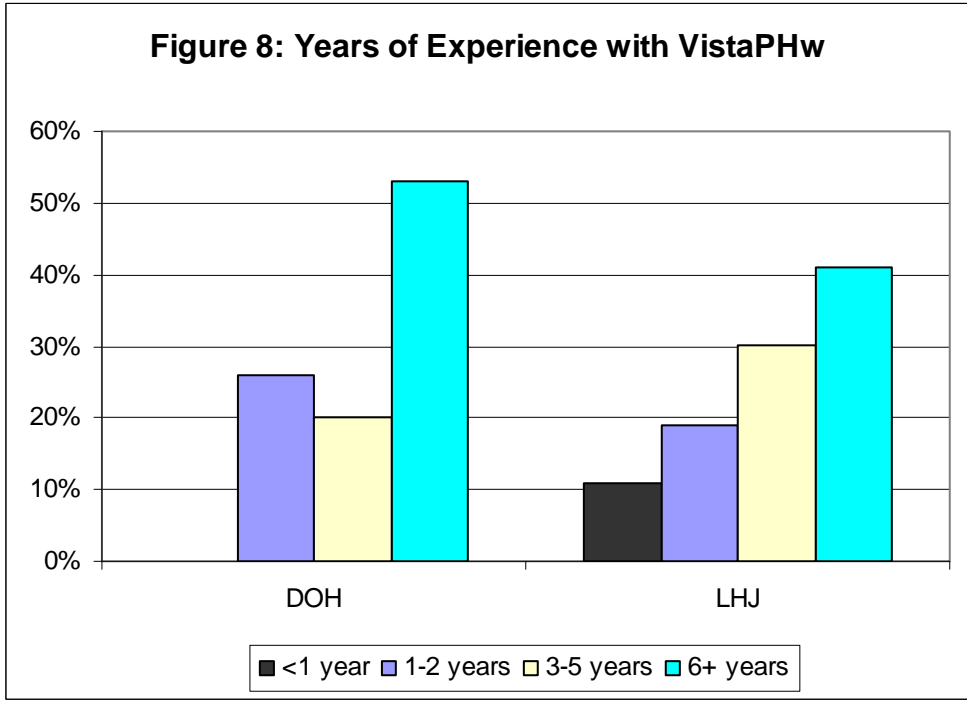


The LHJ users reported a much higher utilization of VistaPHw then DOH users, with nearly 70% using VistaPHw at least monthly, as well as a higher percentage of users for whom VistaPHw was the primary analysis tool. (Figures 6 and 7)





Most of the respondents reported three or more years of experience using VistaPHw (DOH: 73%; LHJ: 70%). (Figure 8)

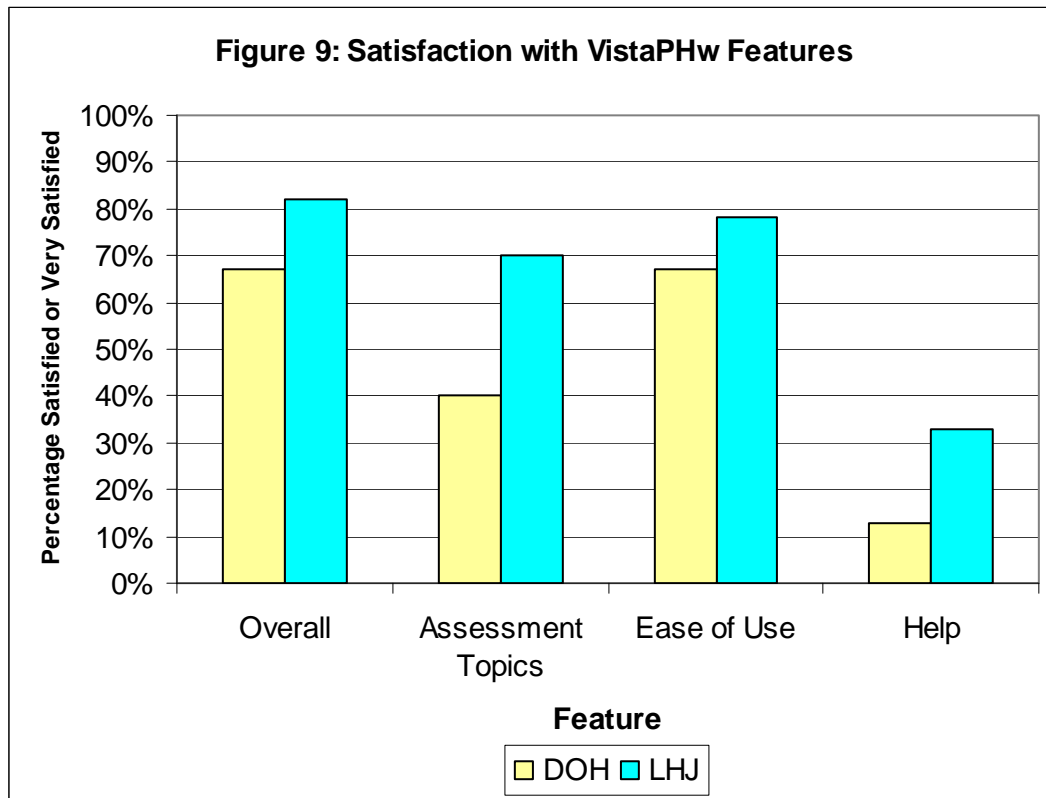


VistaPHw Functionality

Overall the survey respondents were satisfied with the general look and feel , and functionality of VistaPHw. In general most aspects of VistaPHw were rated favorably, with the exception of the on-line help feature. (Table 1)

Table 1: Satisfaction with VistaPHw (%)						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
VistaPHw Overall	0%	0%	16%	42%	35%	7%
Assessment Topics	0%	2%	26%	28%	30%	14%
Ease of Use	2%	0%	16%	42%	33%	7%
On-Line Help	0%	0%	30%	14%	12%	44%

The LHJ users were more satisfied with the general characteristics of VistaPHw then were those users associated with DOH, particularly with the assessment topics and the on-line help. (Figure 9)



VistaPHw Data

VistaPHw, like any data repository and analyst system, is only as good as the data housed within. VistaPHw includes the following datasets: Birth; Death; Hospitalization (CHARS currently); Communicable Disease (CD); Sexually Transmitted Diseases (STD); Tuberculosis (TB); Abortion and Pregnancy; Infant Death; Census; Population Estimates; and a Custom Data Modules (for reading in additional, user defined datasets. VistaPHw users identified several datasets that are more critical to their work than others. We asked two separate questions regarding data to assess this factor. We asked the users if they had used a dataset in the past year, and the importance of that dataset in their assessment work.

Overall Birth, Death, and Hospitalization data were rated as the top three datasets in VistaPHw. These datasets also received a rating of essential by the majority of users. Several other datasets were used by nearly half of the survey respondents and, while not the most essential data were considered to be very useful or essential. The Tuberculosis (TB) data and the Custom Data Module (CDM) received the lowest ratings, with the smallest percentage of users indicating their use. The TB data are likely very important to those in the TB control and preventions programs but not used as frequently by those outside of that specialized arena. The CDM allows users to manipulate their own datasets in VistaPHw and likely also has a more specialized set of users. (Tables 2 and 3)

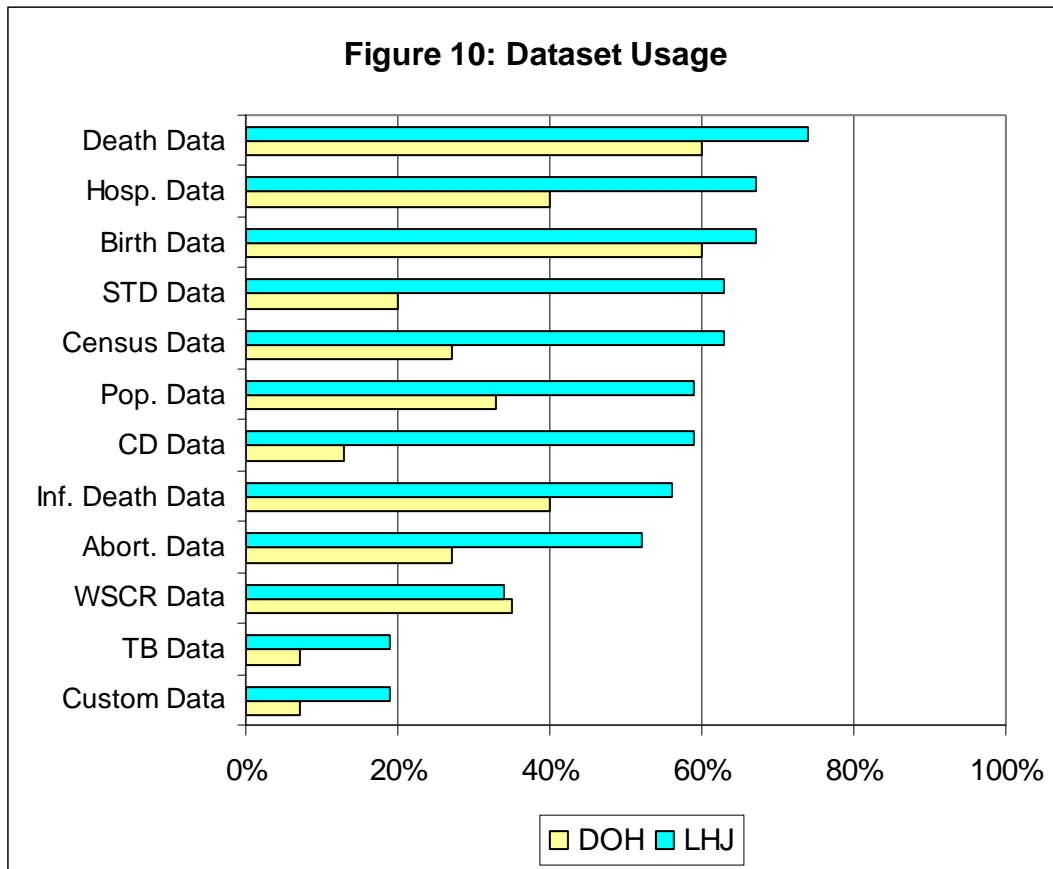
Table 2: Use of data sets in past year (%)

	Yes	No
Death	70%	30%
Birth	65%	35%
Hospitalization	58%	42%
Infant Death	49%	51%
Census	49%	51%
Population	49%	51%
STD	47%	53%
Abortion	44%	56%
CD	42%	58%
TB	14%	86%
CDM	14%	86%

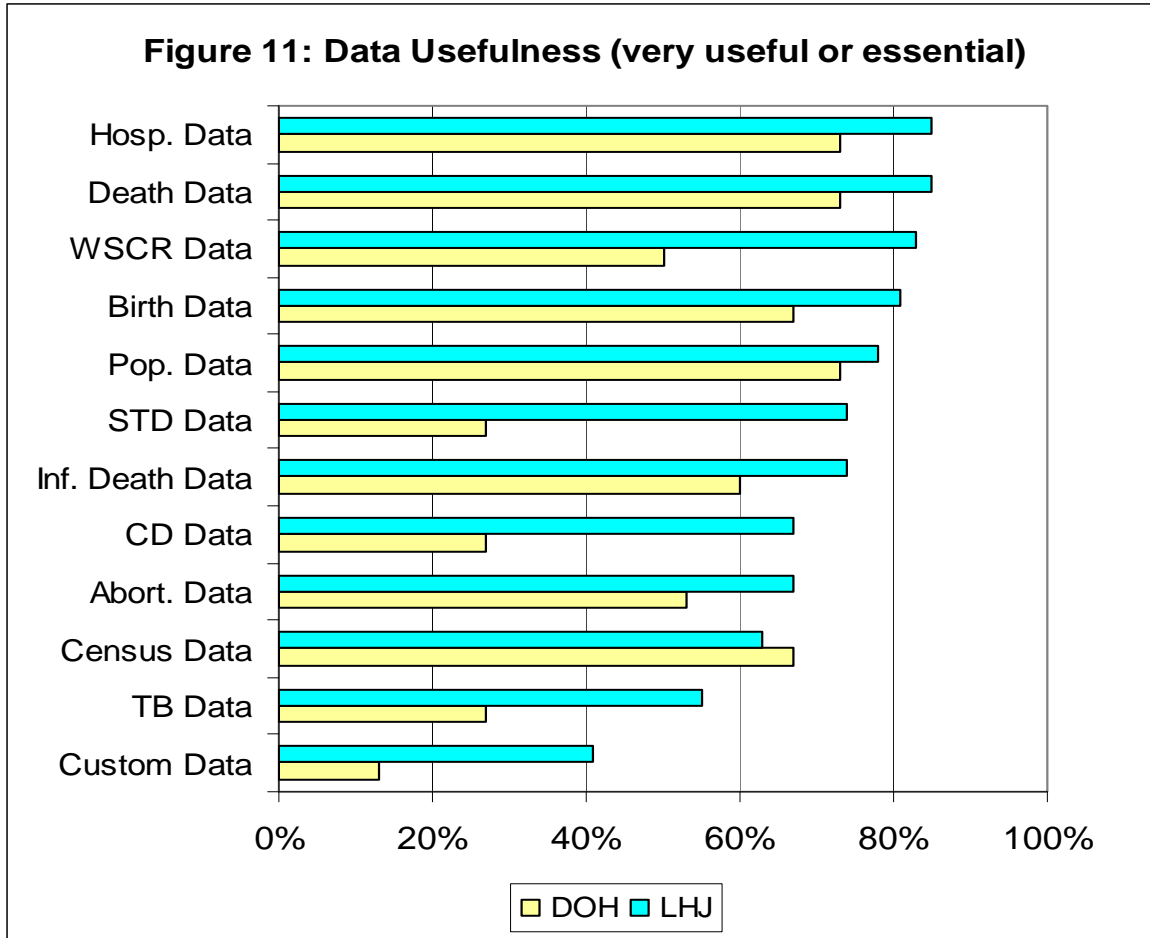
Table 3: Importance of data sets (%)

	Not at All	Somewhat	Useful	Very useful	Essential	Not Applicable
Death	0%	2%	5%	5%	77%	12%
Birth	5%	0%	0%	2%	74%	19%
Hospitalization	2%	0%	2%	14%	67%	14%
Infant Death	2%	2%	5%	12%	58%	21%
Population	2%	7%	2%	21%	53%	14%
STD	0%	0%	16%	12%	47%	26%
Abortion	2%	2%	7%	16%	47%	26%
Census	2%	5%	16%	16%	47%	14%
CD	0%	2%	21%	9%	42%	26%
TB	2%	2%	23%	7%	37%	28%
CDM	2%	9%	19%	5%	26%	40%

There are some notable differences in the use and importance of data within VistaPHw by agency type. While both LHJs and DOH rate Birth and Death data as very useful or essential and they both use these data regularly, there is wide variability on the use of several of the other assessment topics. In particular, LHJ staff report using Hospital, Communicable Disease (CD), Sexually Transmitted Disease (STD), Abortion, Infant Death, Census, and population data more then do DOH staff. (Figure 10)



These differences in use are not generally reflected in the perceived usefulness of the data, however. While the DOH staff do not necessarily find the STD, TB, CD, or Custom data very useful or essential, the other datasets are perceived to be very useful or essential by all users. (Figure 11)

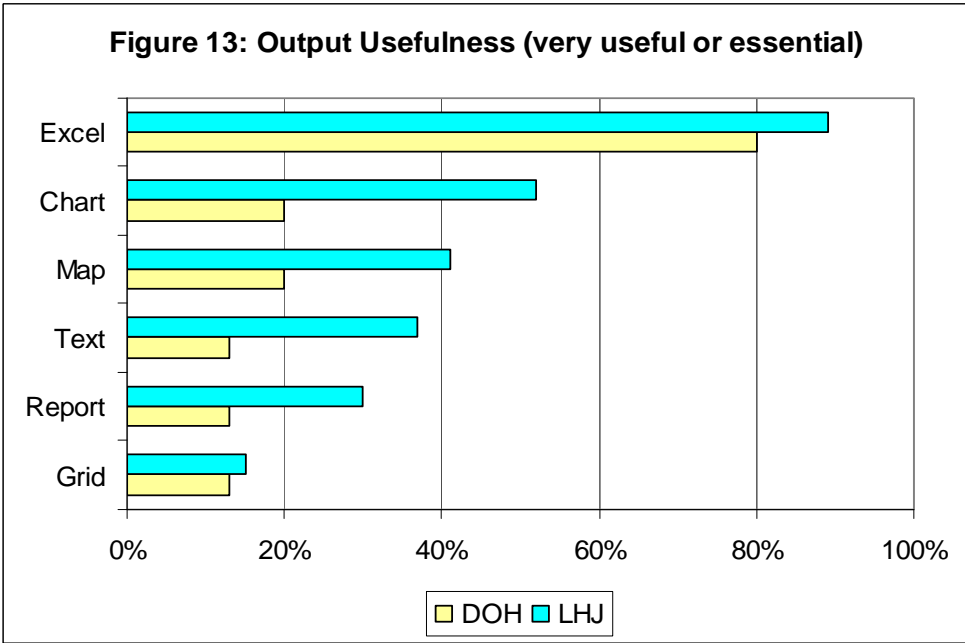
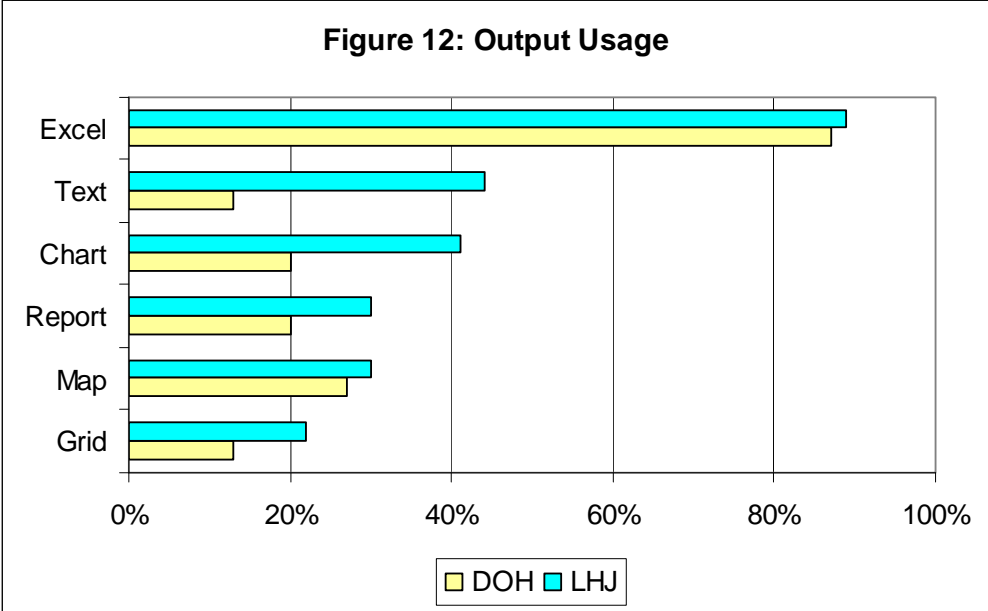


The most important output function in VistaPHw is Excel, with 88% of all respondents reporting they used the Excel output function. (Table 4)

	Yes	No
Excel	88%	12%
Text	33%	67%
Charts	33%	67%
Mapping	28%	72%
Report	23%	77%
Grid	19%	81%

While Excel was rated the highest under importance of output, when combining very useful and essential categories charts and mapping were rated the second and third most useful output forms. (Table 5)

	Not at All	Somewhat	Useful	Very useful	Essential	Not Applicable
Excel	0%	0%	7%	19%	67%	9%
Charts	5%	2%	12%	21%	19%	42%
Text	7%	2%	12%	16%	12%	51%
Mapping	5%	2%	14%	26%	7%	47%
Report	5%	5%	12%	16%	7%	56%
Grid	9%	5%	12%	9%	5%	60%

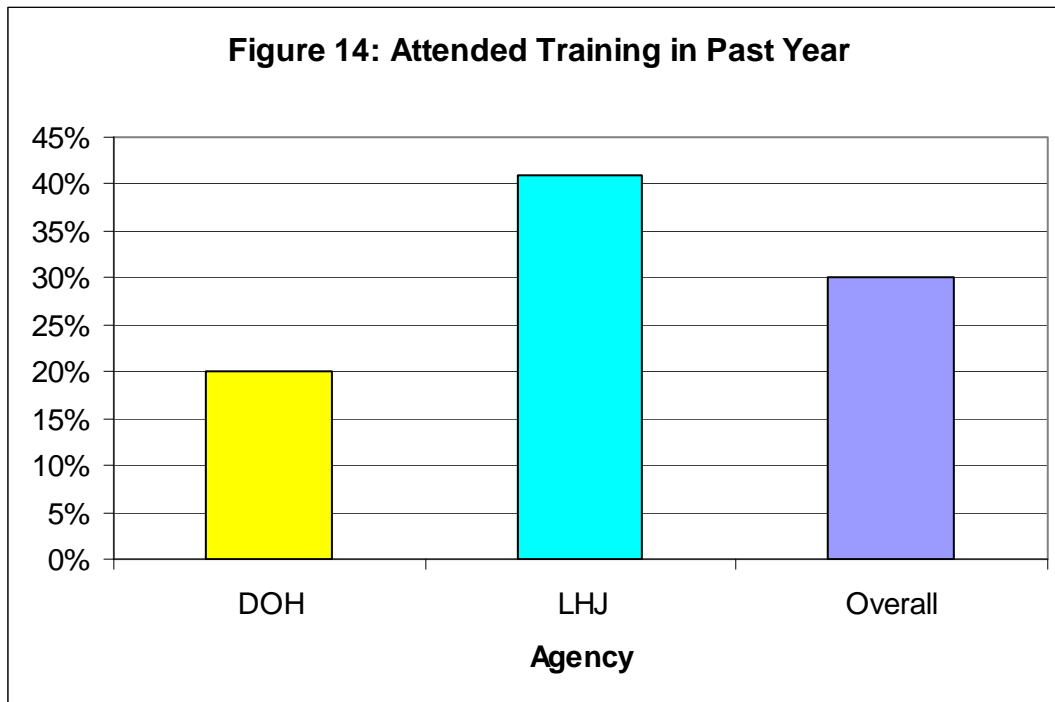


While there was agreement on the importance of Excel output there were differences in the usage and importance of the other output function between LHJ users and DOH users. With the exception of the Grid function the LHJ users reported greater use of, and more importance of, the other output functions available in VistaPHw. This may be in part due to the fact that more LHJ users rely on VistaPHw as their primary source for assessment data. (Figures 12 and 13)

VistaPHw Customer Support

Training

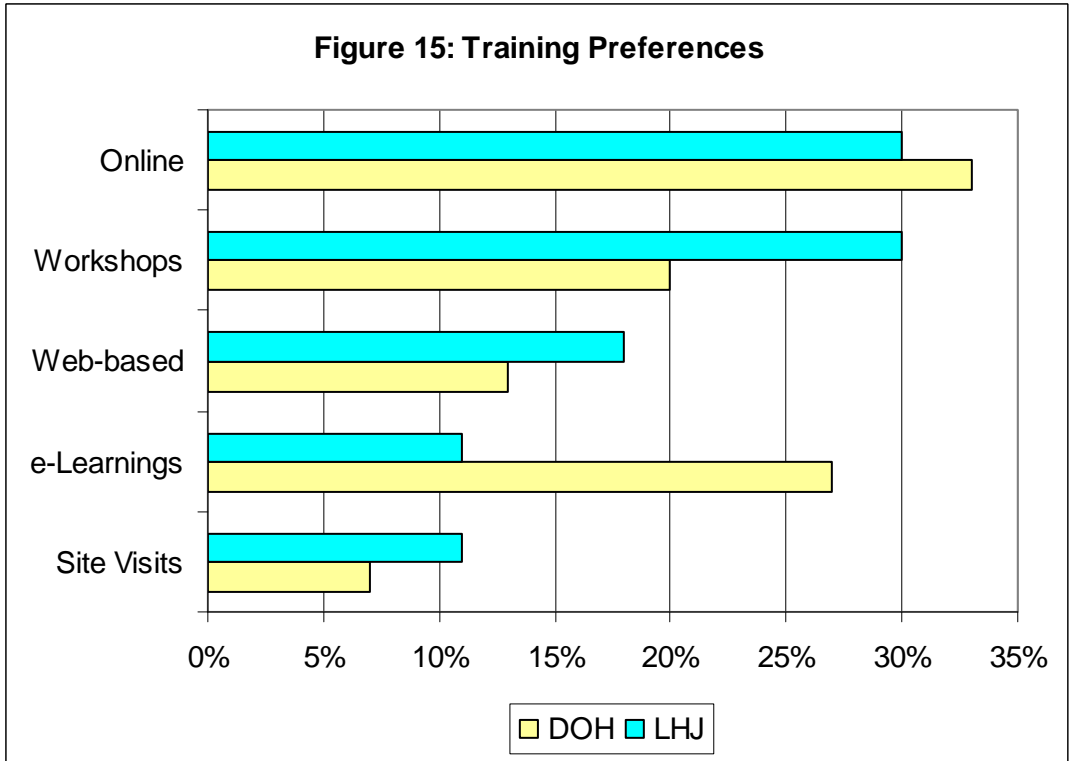
Thirty percent of respondents used some of the training available to the VistaPHw user during the past year. The LHJ staff were more likely to have attended or used a training resource than the DOH staff. (Figure 14)



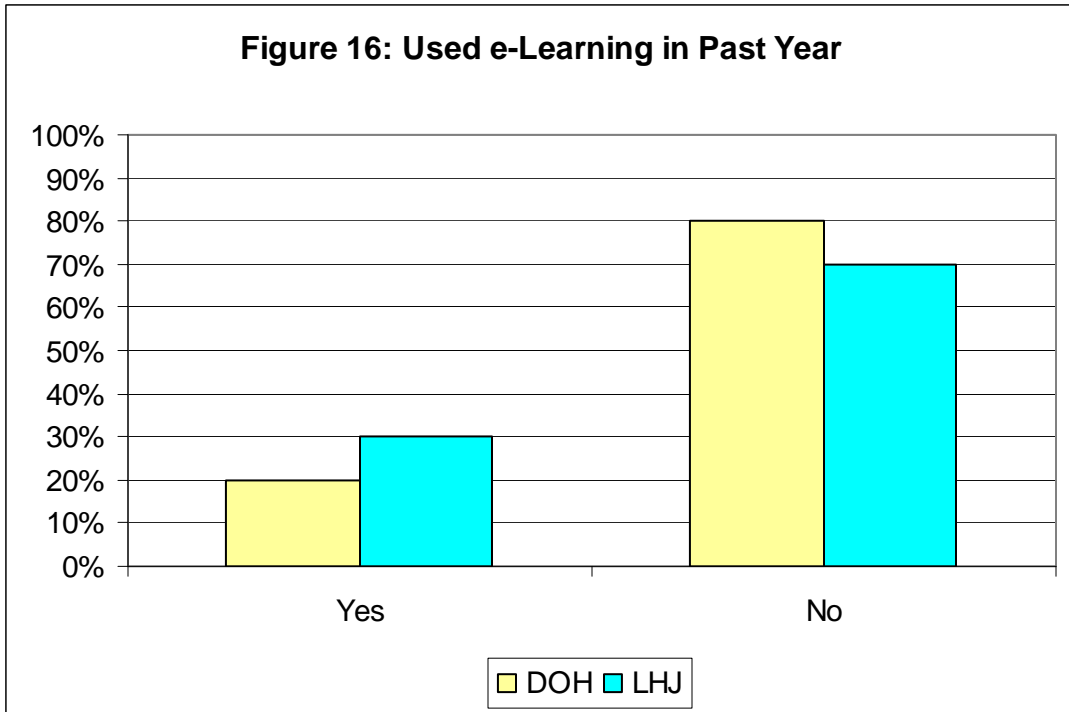
When asked to identify their training preferences there were some differences between LHJ and DOH staff but online training exercises was the preferred method overall. (Table 6)

Table 6: Training Preferences	Ranking
Online Exercises	1
e-Learnings	2
Workshops	3
Web-based	4
Site Visits	5

Overall, survey respondents indicated e-Learnings as the next preferred training method, although VistaPHw workshops was more preferred by LHJs. Site Visits was the least preferred type of training, perhaps due to the time commitment and difficulty in scheduling. (Figure 15)



We were particularly interested in the use and satisfaction with the e-Learning modules available in VistaPHw. Although e-Learnings ranked second overall in training preference less than 30% of LHJ and 20% of DOH users had taken any of the e-Learning trainings. (Figure 16) This fact makes evaluating the users' satisfaction with e-learning difficult due to the very small numbers (n=11).



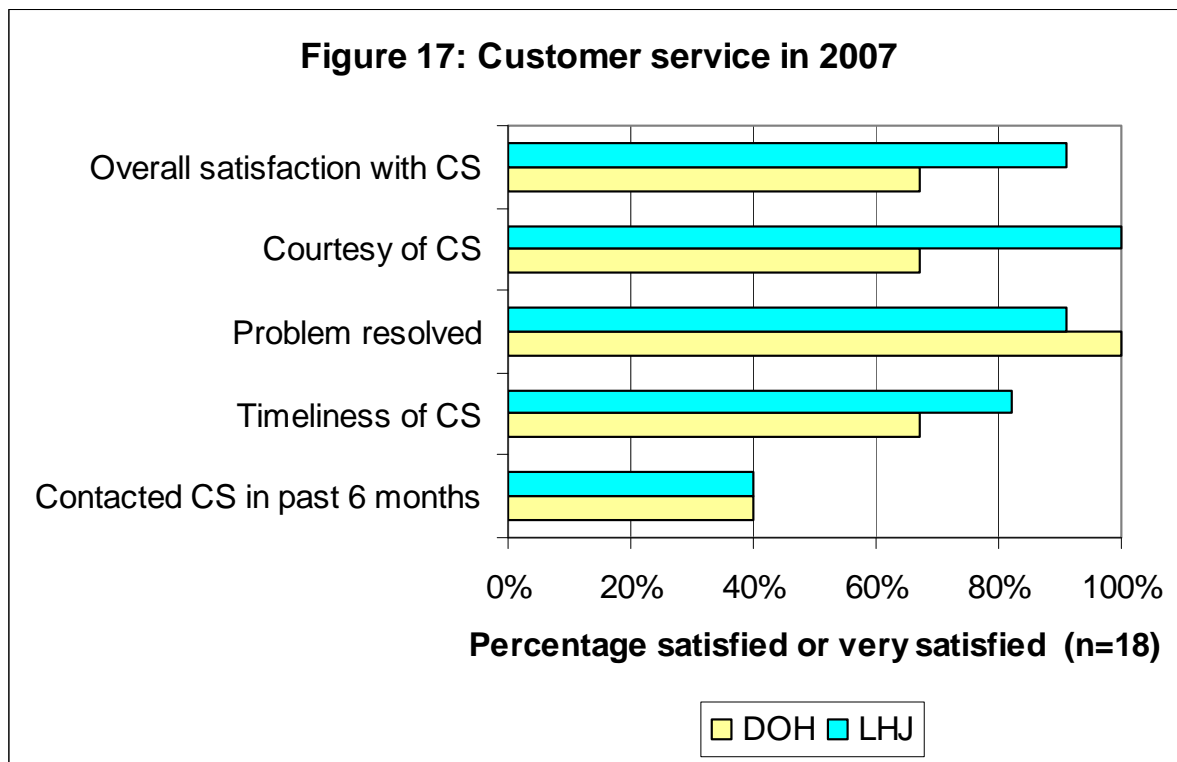
Of those who did use the e-Learning modules they were most satisfied with the Basic Functions, Introduction to Charting, and the Chart Formatting modules. (Table 7)

Table 7: Satisfaction with e-Learning Topics (%)						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Basic Functions	0%	9%	0%	18%	27%	45%
Chart Formatting	0%	9%	9%	9%	27%	45%
Intro to Charting	0%	9%	9%	36%	18%	27%
Intro to 6.0	0%	9%	18%	9%	18%	45%
Intro to Maps	0%	9%	27%	0%	9%	55%
Report Functions	0%	9%	0%	27%	0%	64%

Customer Interaction and Communication

Forty percent (n=18) of the respondents indicated having contacted VistaPHw support within the past 6 month. Although the question was framed as contacting VistaPHw help during the past 6 months there were a few users who had contacted customer support within the past year, with one individual indicating they had contacted the interim coordinator.

Overall the users indicated they were satisfied or very satisfied with VistaPHw support, with the LHJs being more satisfied with the support than DOH. (Figure 17)

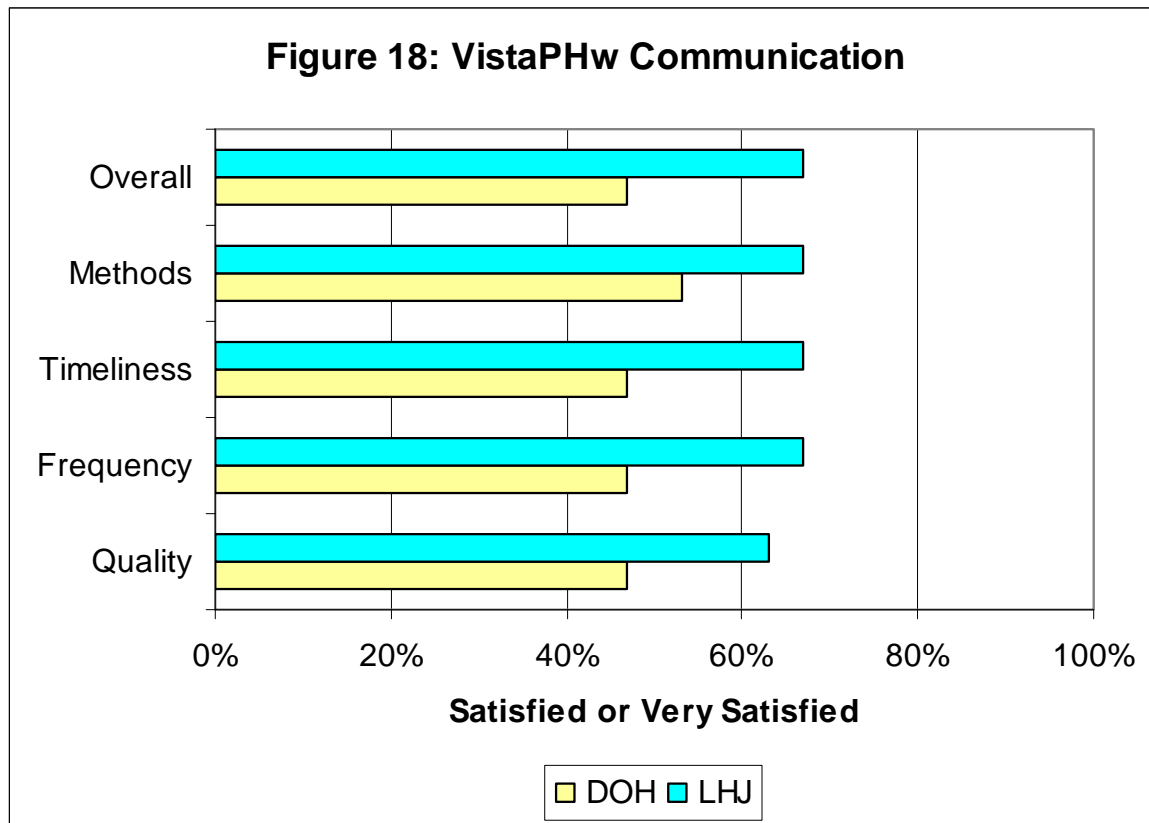


Communication

VistaPHw communication received a high percentage of neutral rankings (~30%) with the majority of users indicating general satisfaction with the frequency, timeliness, quality, and methods of communications. (Table 8)

Table 8: Satisfaction with VistaPHw Communication (%)						
	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Not Applicable
Frequency	0%	5%	30%	37%	21%	7%
Timeliness	2%	2%	30%	35%	23%	7%
Quality	2%	0%	33%	30%	26%	9%
Methods	0%	2%	30%	23%	37%	7%
Overall	0%	5%	30%	40%	21%	5%

Communications from the VistaPHw program received slightly higher marks from the LHJ users than from the DOH users. (Figure 18)



Conclusions

The VistaPHw software offers the user, especially at the LHJs, the opportunity to access necessary data in a manner that is relatively easy to use, quick, and convenient. The users are generally satisfied with the look and functionality of the software and most find it a valuable tool in their community health assessment activities.

The trainings available within VistaPHw (e-Learnings) as well as other VistaPHw related trainings do not seem to be as well utilized by the users as might be expected. While it may be that the users simply do not need the trainings, there might be a way to better market these trainings to ensure that those users who need them are able to access them.

Communications and customer service, in general, received satisfactory to very satisfactory ratings but there is room for improvement. While it cannot be expected that all users will be 100% satisfied with their contact with the VistaPHw, it should be the goal.

Recommendations

Perhaps the most important recommendation would be to maintain a strong community health assessment tool available for use, especially by those in Local Public Health. VistaPHw is meeting many of the current needs but data needs to be kept up to date as much as possible.

The respondents indicated that they appreciate communications from VistaPHw but these need to be brief. Perhaps more frequent but briefer communications would work well. The comments (Appendix B) indicated some appreciation for brief communiqués, especially regarding the status of VistaPHw.

Customer service is crucial to the operation of any program with a broad base of users. The customers in VistaPHw range from those just starting out in assessment to experienced epidemiologists and community health assessment experts. Given the wide degree of experience and expertise it can be difficult to keep everybody satisfied. Good customer support, however, should strive to meet the needs of all users.

VistaPHw is generally viewed as an important resource and should be maintained to continue to meet the expectation for a quick, easily used, and readily available community health assessment tool.

Appendix A. VistaPHw 2007 Survey Questions

 <https://test-fortress.wa.gov - survey> - Microsoft Internet Explorer

General

Welcome to the 2007 VistaPHw user survey. The purpose of this survey is to obtain valuable feedback from the users that will allow us to continue to improve our service to you. Please take a few moments out of your busy schedule to respond to this survey. Every voice counts and all of your comments are greatly appreciated.

1. Agency/Organization:

2. Job Title:

3. How long have you been using VistaPHw?

- <1 yr
- 1-2 yrs
- 3-5 yrs
- 6+ yrs

4. How often (on average) do you use VistaPHw?

- Daily
- Weekly
- Monthly
- Quarterly
- Annually
- Other:

5. Is VistaPHw your primary tool for accessing and analyzing quantitative population-based public health data?

- Yes
- No

If no, what is your primary tool for accessing and analyzing public health data?

6. In general, for what do you use VistaPHw (please check all that apply)?

- Requests for information from OUTSIDE your agency/organization
- Requests for information from INSIDE your agency/organization
- Public health assessment reports
- Developing public health fact sheets
- Grant applications
- Disease surveillance
- Program planning
- Program evaluation
- All of the above

other Activities: (please specify)

7. How important is it to have the following data sets in VistaPHw?: (1=not at all; 2=somewhat; 3=useful; 4=very useful; 5=essential; N/A=not applicable)

	1	2	3	4	5	N/A
birth data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
death data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
hospitalization data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
communicable disease data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
sexually transmitted disease data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
TB data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
abortion data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
infant death data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
census data	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
custom data module	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
population estimates	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

comments:

8. In the past year have you used the following data sets in VistaPHw?

	Yes	No
birth data	<input type="radio"/>	<input type="radio"/>
death data	<input type="radio"/>	<input type="radio"/>
hospitalization data	<input type="radio"/>	<input type="radio"/>
communicable disease data	<input type="radio"/>	<input type="radio"/>
STD data	<input type="radio"/>	<input type="radio"/>
TB data	<input type="radio"/>	<input type="radio"/>
abortion data	<input type="radio"/>	<input type="radio"/>
infant death data	<input type="radio"/>	<input type="radio"/>
census data	<input type="radio"/>	<input type="radio"/>
custom data module	<input type="radio"/>	<input type="radio"/>
population estimates	<input type="radio"/>	<input type="radio"/>

9. What aspects of VistaPHw are most helpful to you in your job?

10. Please rate the following VistaPHw output features according to usefulness for your job: 1= not at all; 2=somewhat; 3=useful; 4=very useful; 5=essential; N/A=not applicable)

	1	2	3	4	5	N/A
Excel spreadsheet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Grid layout	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Map	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Text	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report function	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

comments:

comments:

11. During the past year have you used the following VistaPHw outputs?

	Yes	No
Excel spreadsheet	<input type="radio"/>	<input type="radio"/>
Grid layout	<input type="radio"/>	<input type="radio"/>
Mapping	<input type="radio"/>	<input type="radio"/>
Text output	<input type="radio"/>	<input type="radio"/>
Charting	<input type="radio"/>	<input type="radio"/>
Report function	<input type="radio"/>	<input type="radio"/>

12. Please rate your satisfaction with the following: (1=very dissatisfied; 2=dissatisfied; 3=neutral; 4=satisfied; 5=very satisfied; N/A=not applicable)

	1	2	3	4	5	N/A
VistaPHw overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Assessment topics currently available in VistaPHw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
VistaPHw's overall ease of use	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
VistaPHw's on-line help	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

comments:

Save Start

VistaPHw User Survey 2007

Trainings

13. Have you taken any online or in person VistaPHw trainings in the past year?

Yes

No

14. Please rate your satisfaction with the following: (1=very dissatisfied; 2=dissatisfied; 3=neutral; 4=satisfied; 5=very satisfied; N/A=not applicable)

	1	2	3	4	5	N/A
Training options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Training frequency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

comments:

15. If you have not attended or utilized any of the VistaPHw trainings please tell us why not.

16. Are there any VistaPHw topics or modules you would like to use but feel you need training in order to do so? Please be specific.

17. What is your preference for ongoing training and support? Please rank in order of your preference. (1=preferred; 5=not at all)

	1	2	3	4	5
VistaPHw training workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Site visits (one-on-one at your worksite)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online exercises (self-guided modules, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
e-learnings	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Web-based training (iLinc, webcasts, etc)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

comments:

Because e-Learnings are a relatively new form of training we would appreciate some additional feedback specific to this type of training. Please take a moment to answer the following questions regarding e-learnings.

18. During the past year have you reviewed any of the e-Learnings available in VistaPHw?

- Yes
- No

19. Please rate your satisfaction with the content of the following e-Learnings: (1=very dissatisfied; 2=dissatisfied; 3=neutral; 4=satisfied; 5=very satisfied; N/A=not applicable)

	1	2	3	4	5	N/A
Basic Functions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Chart Formatting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Introduction to Charting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Introduction to 6.0	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Introduction to Maps	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Report Functions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

comments regarding e-Learnings:

VistaPHw User Survey 2007

Customer Support

20. Do you know how to contact us for VistaPHw customer support?

- Yes
- No

21. If you answered No to the above question, would you like to be contacted by the State VistaPHw Coordinator? If Yes, please enter your contact information below.

- Yes
- No

contact information:

22. How often have you contacted VistaPHw customer support during the past six months?

- Never
- Once or twice
- Three or more times

comments:

23. Did your problem/request get resolved to your satisfaction?

- Yes
- No

comments

24. Please rate your satisfaction with the following during the past six months: (1=very dissatisfied; 2=dissatisfied; 3=neutral; 4=satisfied; 5=very satisfied; N/A=not applicable)

	1	2	3	4	5	N/A
Customer support content	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer support courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer support timeliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer support overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

comments:

https://test-fortress.wa.gov - survey - Microsoft Internet Explorer

VistaPHw User Survey 2007

Communication

25. Please rate your satisfaction with the following: (1=very dissatisfied; 2=dissatisfied; 3=neutral; 4=satisfied; 5=very satisfied; N/A=not applicable)

	1	2	3	4	5	N/A
Frequency of communication about VistaPHw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Timeliness of communication about VistaPHw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of communication about VistaPHw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Methods used for communication about VistaPHw	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication about VistaPHw overall	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

comments:

26. How would it affect your work if VistaPHw (or a comparable Community Health Assessment tool) was no longer available?

27. Please share any other comments or suggestions that you have with us.

Back Save Finish

Appendix B. Text answers to specific questions

Question 6

In general, for what do you use VistaPHw (please check all that apply)?

Text input

- It's a great resource - I use it for everything.
- We mostly use it for population data by race and age

Question 8

How useful is it to have the following data sets in VistaPHw?: (1=not at all; 2=somewhat; 3=useful; 4=very useful; 5=essential; N/A=not applicable)

Text input

- I haven't used all the applications simply because I've become accustomed to getting the census and population data from census.gov or OFM. I'll have to look around in Vista for this information now!
- Although I do not use VISTA often, it is an excellent source for quick analyses of public health data.
- Also use Cancer data. Need cost data from hospitalization data. Need population estimates in a timely fashion with projections out to the next 2 years.
- They are all useful however the more out of data they are the less useful they become.
- For me it's not that useful but it is probably very useful for others such as LHJs.
- CD would be essential if it were up to date
- Don't want to express an opinion because I haven't used. I know when I had more time to do this, I found them all extremely valuable.
- Availability of more groupings would make the hospitalization data more useful.
- Population age groups don't break at the breakpoints that we need in most sources.
- I did not rate data sets I do not regularly use.

Question 10

Please rate the following VistaPHw output features according to usefulness for your job: 1= not at all; 2=somewhat; 3=useful; 4=very useful; 5=essential; N/A=not applicable)

Text input

- I haven't played around with Vista to learn the grid, map, or report functions yet.
- If one was able to get standard error from the excel spreadsheet then the Joinpoint analysis would be much easier. Please add as an option when age adjusted rates are calculated.
- I've only used your excel spreadsheet function, so I cannot rate the other items.
- Addition of chart and maps functions are great improvements. Need maps down to the tract and zip code level with dynamic grouping.
- Don't want to express an opinion because I haven't used. I know when I had more time to do this, I found them all extremely valuable.

Question 11

Please rate your satisfaction with the following: (1=very dissatisfied; 2=dissatisfied; 3=neutral; 4=satisfied; 5=very satisfied; N/A=not applicable)

Text input

- I wish you had even more information on VISTA: immunization data, diabetes, more birth information, disability, asthma, occupational fatalities
- Sorry, but due to my infrequent use, I don't feel I should rate the 2 items I have not used.
- VistaPHw is great, but it is an aging system that needs upgrading to the latest technology to improve speed and
- Vista would be far more useful if the data were more current- particularly the communicable disease (including STD and TB) the lag in the availability of the data far outweighs any minor changes in rates.
- If the data that I need is available through Vista, it is always my first choice in tools to use to get the data.

Question 12

What aspects of VistaPHw are most helpful to you in your job?

Text input

- Being able to quickly and easily find exactly the information I'm looking for!
- Access to the basic data sets used for assessment in a public health setting.
- Fingertip ready data, accessible and citations provided, flexible, menu driven.
- Being able to do rates for various subgroups
- Having ready datasets to analyze is very helpful. Otherwise, I'd have to read in the data using SPSS or Stata every time. The analysis is usually very quick.
- It's easy to use, and it's fast.
- Rate and CI calculations, trend tests, output for Joinpoint, Excel output.
- Quick, easy, & having so much public health information readily available with appropriate means for running the analyses (e.g., age-adjusted rates).
- Standard output plus maps, charts and reports are all extremely helpful.
- Consistent, reliable data available statewide- as needed without having to wait.
- Immediate access to information I need.
- Ease of use and speed. If I get a data request that I can answer through Vista, I can give the data requestor the information within minutes, which saves me a lot of time and helps our assessment unit to be seen as responsive and useful in our department/community.
- Quick access to many data resources; trust in the system and data checks
- The best thing about VistaPHw is being able to produce annual population estimates stratified by age and race to use with surveillance reports.
- Being able to run data quickly
- Best is ease and accessibility of the data we need. The largest problem is waiting for availability of data (lag time for estimates to be released) by the age/race breakdowns that we need.
- Ready access, compilation and analysis of PH data

- Having data available to make custom tables, graphs etc. is very helpful. It saves time and it makes working with large datasets easy.
- Ease of looking up numbers quickly for calls from the community regarding cancer rates, teen birth rates, etc.
- The ability to get local level data from a consistent, reliable source in a timely fashion.
- Quick access to info that I don't normally use. It's very helpful to answer reporter's odd questions.

Question 14

Please rate your satisfaction with the following: (1=very dissatisfied; 2=dissatisfied; 3=neutral; 4=satisfied; 5=very satisfied; N/A=not applicable)

Text input

- The training at the statewide assessment conference in 2006 was difficult for me because the advanced Vista workshop was held prior to the introductory workshop. I was new, and was completely confused after my first workshop.
- Plan to attend training at Assessment Conference
- Haven't looked for training. We do have new users in our division who may need such training in the future.
- Have not been aware of training opportunities. (Maybe I haven't been paying attention?)

Question 15

If you have not attended or utilized any of the VistaPHw trainings please tell us why not.

Text input

- Have been on topics of no interest to me
- Timing - unavailable
- I don't use Vista very often - use SAS instead because of greater flexibility
- Too busy and am already familiar with how to perform data analysis.
- I have used Vista for a long time. Also, the Vista developers are less than 10 feet from me so I just ask questions.
- Low frequency of my use of VistaPHw
- I help to design the program, so I already know the system.
- Not aware of the trainings- but not a high priority. I would rather have on-line help.
- Conflict in schedules when the in-person training was offered.
- I don't use VistaPHw.
- They either haven't seemed applicable to my work or occurred at times that I couldn't make (I work part-time).
- Don't have enough time
- Too busy
- I don't use VISTA very often.
- I have been using vista for a long time and am able to do the parts I need to do
- Didn't know about them or didn't realize that they applied to me.

- Lack of time
- No need.
- Not good timing & not absolutely essential to my job.
- Have not been aware of training opportunities. Workload pressures might be a problem.

Question 16

Are there any VistaPHw topics or modules you would like to use but feel you need training in order to do so?

Text input

- I don't know how to run reports or maps, but I could probably figure this out on my own - I just haven't spent the time.
- Custom modules, mapping
- Training always enhances ones ability to use a tool particularly if there are ongoing changes to the tool.
- I would actually like more training on how to produce the different types of output - maps, charts, reports, etc., as
- I've never used these features.
- GIS
- I know I need training...would probably benefit from a complete package.

Question 17

What is your preference for ongoing training and support? Please rank in order of your preference.

Text input

- Not appropriate for me to rate due to infrequent use.
- I do not need training, but from my perspective I see workshops helpful at large events (eg State conf), otherwise e-learnings, online exercises, and contact with state coordinator should be sufficient.
- What's an e-learning?
- What are e-learnings?
- Don't know what e-learnings are.
- Scheduling is a problem, so on-line training I can access as I am able is much better for me.

Question 19

Please rate your satisfaction with the content of the following e-Learnings: (1=very dissatisfied; 2=dissatisfied; 3=neutral; 4=satisfied; 5=very satisfied; N/A=not applicable)

Text input

- Some are out of date.
- e-Learning is helpful at a basic level and is a good balance for obtaining quick information about a topic, but not making it too long. Online examples and exercises would help to go more in depth on topics.

Question 21

How often have you contacted VistaPHw customer support during the past six months?

Text input

- I have had a very quick and thorough response each time. Good staff support.
- Since I'm a developer of the program I notify others in our program about problems with the system.
- I contacted the interim VistaPHw coordinator about a problem I was having with VistaPHw (maybe it was more than 6 months ago - definitely within the last nine months), and this problem was never solved. I'm still asking someone else to produce output for me, because I can't get VistaPHw to produce the output that I need.

Question 22

Did your problem/request get resolved to your satisfaction?

Text input

- But took more effort than it should have; response was not very responsive so had to be persistent

Question 24

Please rate your satisfaction with the following: (1=very dissatisfied; 2=dissatisfied; 3=neutral; 4=satisfied; 5=very satisfied; N/A=not applicable)

Text input

- I haven't needed new communications. I do appreciate timely notice when the system is not going to be available.
- I prefer getting info via email. However, emails that are not specific to the current fires I'm trying to put out sometimes get overlooked... I don't know what the answer is.

Question 25

How would it affect your work if VistaPHw (or a comparable Community Health Assessment tool) was no longer available?

Text input

- It would have a huge effect on my capabilities as an assessment coordinator - I wouldn't be able to pull the data I needed at all, and if I still could, it would not be nearly as fast or easy as it is right now. I rely on VistaPH all the time, and now that my co-workers and community members know what I can pull from VistaPH, they rely on it too.

- Since the data has not been kept current and because there has been no expansion on the types of variables/options within current data sets available for use, I have already had to switch to other software products. It will take me more time, but that is already occurring.
- I have become very used to having criteria specific data available, it would not be catastrophic, but definitely I would continue to use SAS but I'd have to write a routine to do rates
- It would make it a lot more difficult. Instead of being able to use the single tool, I'd need to load all of the individual datasets into a separate package (SPSS or Stata). Data requests and data runs would take a lot longer.
- Not having Vista would require much more time to complete our work. We would not be able to answer data
- It would make my job very tough.
- A significant portion of my work would become very time consuming, if not impossible.
- It would be extremely difficult to conduct stat requests in a timely fashion
- It would make it more difficult for me to get quick answers when I do occasionally need them.
- Without VistaPHw or a comparable system, I would spend considerable time programming my own analysis tools using other statistical software (State, SPSS, SAS, etc).
- Much harder, would take far more time with poorer outputs
- It would affect one of the major grants that we do.
- Make my job more difficult - I have come to rely on other tools because of the lag in time for Vista to get current data. Vista is a valuable tool for the public health workforce that needs to continually be improved and supported.
- Yes, I need several of the data elements linked to denominator data for my work.
- It wouldn't
- As said before, having Vista is essential to my work, because it is so much easier and faster to get the data that I need. If Vista was no longer available, I would spend much more time doing data analysis, which would decrease my productivity and increase the amount of time it takes to respond to data requests.
- It would have a large affect. We would not be as efficient and it would take a lot more resources to provide the same information. It also insures consistency.
- I would spend more time using other tools to produce the same numbers that I can get easily with VistaPHw (when it is working as it should).
- If I could find the time to use it, I would want to have it available.
- Would make work slower and less efficient, less timely
- Very severe loss, would severely impact my job
- Less efficient- would take longer to access data
- I would have to find a new source of the data we use.
- I would be toast. We would have to fund a full time position to do assessment and analysis
- Not sure
- I would not be able to get some answers that are needed (and that are currently gotten by another user here).
- It would make it more difficult and time consuming.
- We would be very limited in the type and depth of our community health assessments without such a tool

- Assessment would essentially grind to a halt, or an extremely slow pace. Routine and rapid access to major assessment datasets would be extremely difficult.
- Requests would take longer to fill & some probably wouldn't get done.
- It would be a big problem. For example, I received a request for mortality data from one of our stakeholders. I was able to put it together from VistaPHw in about 10 minutes and shoot it off to him. Without Vista, I probably would not have been able to give him anything just because of the time it would take to pull something together.

Question 26

Please share any other comments or suggestions that you have with us.

Text input

- VistaPH is great, I use it all the time. Thank you for keeping it up to date with the latest information. If there is some way you could include PHIMS data in VistaPH, that would be even better.
- Database repository for county specific files to update when pc is re-loaded by IT personnel!
- I would like the option of removing cases where the patient died in hospital from the hospitalization data set. I would also like the old case file input function to be restored so I can analyze pre-aggregated data such as crime
- As mentioned previously, VistaPHw is an aging system which needs to be upgraded to take advantage of newer technology which will improve output, analysis speed and efficiency.
- Although VistaPHw isn't the best source of data, it's one of the few tools available that houses large amounts of data on a variety of subjects. Without it, it would take a lot longer to obtain rates needed.
- Thank you for providing Vista to us!
- It would be helpful if some of the data was more up to date