



Self-instructional Training for New Medicine Dispensers in Vietnam

November 24, 2009



Providing quality medicines for people
living with and affected by HIV and AIDS



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About SCMS

The Supply Chain Management System (SCMS) was established to enable the unprecedented scale-up of HIV/AIDS prevention, care and treatment programs in the developing world. SCMS procures and distributes essential medicines and health supplies, works to strengthen existing supply chains in the field, and facilitates collaboration and the exchange of information among key donors and other service providers. SCMS is an international team of 16 organizations funded by the US President's Emergency Plan for AIDS Relief (PEPFAR). The project is managed by the US Agency for International Development.

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Background

The purpose of this report is to serve as the basis for publishable articles which will provide the international public health community with a description of how SCMS Vietnam planned, implemented and evaluated an underutilized, cost-effective and successful training methodology for dispensers antiretroviral medicines. That methodology consists of a self-instructional training manual.

Funded by the President's Emergency Plan for AIDS Relief (PEPFAR), SCMS brings together 13 private sector, nongovernmental and faith-based organizations working in supply chain management and international public health and development. SCMS procures essential medicines and supplies at affordable prices and helps strengthen and build reliable, secure and sustainable supply chain systems to improve the lives of people living with HIV/AIDS in some of the countries most severely impacted by the pandemic.

Since 2007, SCMS has been conducting two to four workshops each year to train new PEPFAR medicine dispensers in Vietnam. The workshops have been held in hotels in Hanoi and Ho Chi Minh City. Approximately 300 new dispensers have attend these workshops during the past 2 years.

The SCMS New Dispenser Workshop prepares new dispensers to perform all of the tasks associated with dispensing PEPFAR antiretroviral (ARV) and opportunistic infection (OI) medications in Vietnam. While at the workshop, the new dispensers are taught how to fill out all of the forms that are associated with the PEPFAR Clinic ARV drug ordering procedures. The workshop also familiarizes the new dispensers with the SOPs governing dispensing PEPFAR ARV and OI medications and disposing of PEPFAR expired/ damaged/ patient returned medicines.

By properly following the PEPFAR Clinic ARV drug ordering procedures, PEPFAR ARV medicine dispensers in Vietnam play a key role in minimizing expiration of ARV stock. By keeping the correct amount of stock on-hand, the medicine dispenser also helps patients avoid treatment interruption which may lead to drug resistance and result in therapy failure.

Previous Training Methodology for New Dispensers Unable to Attend a Workshop: One-on-One Training

Being able to correctly follow the PEPFAR Clinic ARV drug ordering procedures requires the new dispensers to be properly trained in the procedures and all of the associated forms. However, because of the high turnover rate of dispensers (15-20% per year) it is not always possible for new dispensers to attend a workshop in a timely manner. New dispensers who are not hired just prior to a workshop had been provided with individual one-on-one training in the clinic by the SCMS Program Associates, which was very labor intensive.

Alternative Training Methodology for New Dispensers Unable to Attend a Workshop: Self-instructional Training Manual

To provide less labor intensive “just-in-time” training to new dispensers who are unable to attend the workshop shortly after starting their new jobs, SCMS Vietnam created a paper-based self-instructional training manual to teach the same skill-based topics taught in the workshops.

While an on-line interactive self-study training program might have provided a more engaging learning experience for the new dispensers, PEPFAR ARV medicine dispensers often work in locations without access to computers. As a result, it was necessary to use a paper-based learning system. Although the new medicine dispensers used paper versions of the training manual, that manual is maintained by SCMS in electronic format and individual copies are printed only when needed. That way, the materials can be easily updated to keep pace with changes in processes and the new dispensers are always provided with the most current information.

The training manual was created in English and then translated into Vietnamese. To help facilitate clear translation, the English used was straightforward and clear and jargon was avoided.

Target Audience for the Self-instructional Training Manual

This manual was prepared for comprehension by the target audience of Vietnamese dispenser-pharmacists and nurses. New PEPFAR Medicine Dispensers in Vietnam are typically female and under 40 years old. They are most likely to have been trained as nurses or intermediate pharmacists and many of them are likely to be in their first year of work in the healthcare industry. It is highly unlikely that any of them will have had any prior experience working in HIV related positions.

In some cases their jobs consist of a hybrid between serving as a nurses and serving as medicine dispensers, but most are employed in positions where they serve as full-time PEPFAR ARV medicine dispensers.

Content of the Self-instructional Training Manual

The self-instructional training manual consists of an introductory section and four lessons. A Glossary, Acronyms list and a table of Antiretroviral Drug Names are included in the introductory section of the manual. The lessons are structured using a “programmed learning” format which consists of content and pictures interspersed with comprehension questions and practice exercises based on case-study scenarios. The correct answers to each of the questions and exercises are provided on the following page to immediately reinforce the learning and to enhance the learner’s confidence. Each lesson ends with a summary followed by a final quiz and again, the correct answers are provided. The four lessons in the training manual are:

- Lesson 1 - Antiretroviral (ARV) Management and Reporting Forms
- Lesson 2 - Dispensing PEPFAR ARVs and OI Medications
- Lesson 3 - Labeling of Dispensed and Returned Medications
- Lesson 4 - Interactive Medication Counseling to Enhance Patient Adherence

The content topics within each lesson are listed in Annex 1.

Methodology Used to Evaluate the Self-Instructional Training Manual

Preliminary assessment of feasibility of self-instructional training in Vietnam

Teacher-directed group learning is the norm in Vietnam rather than self-directed learning so it was necessary to first determine whether self-instructional materials would be a feasible learning methodology for new medicine dispensers in Vietnam. Prior to creating all four lessons of the self-instructional training manual, the SCMS team decided to develop just one lesson first and to try it out with a small group of new dispensers. The lesson selected for this feasibility assessment was “Antiretroviral (ARV) Management and Reporting Forms” which covers the most complex topic.

In October 2008, this newly created lesson (along with the acronym list and glossary) was introduced to 10 new dispensers who served as testers. The testers were given directions to ask only questions about how to use the lesson but not about the content of the lesson and to complete the lesson individually, without help from the other testers. After completing the lesson, the testers filled out a questionnaire which collected their demographic information and asked them to assess their level of confidence regarding their ability to correctly perform the tasks taught in the lesson. The questionnaire also asked how long the testers required to complete the lesson and asked for their recommendations for how the materials could be improved.

While the responses to the questionnaires showed that the new dispensers were able to learn the material that was presented, they also identified several enhancements that would have improved the learning experience. Based on that feedback, additional content was added to the lesson including; a short introduction to HIV/AIDS infection, an overview of the ARV drugs commonly used in Vietnam and an introduction to the concepts of ARV treatment regimens. From the feedback, the SCMS team also learned that some kind of follow-up would be needed after new dispensers had finished using the self-instructional materials.

With this feedback now in hand, the team was confident enough to create the next three lessons and to plan a more rigorous evaluation strategy for the four-lesson manual. In addition a delivery strategy was established which consisted of providing the training manual and instructions for their use to the new dispenser and then, one month later providing one-on-one follow-up during the SCMS Program Associates’ routine supervisory visit or by telephone if a visit is not possible.

Comparison of self-instructional training manual use with workshop attendance

The first method used to evaluate the new self-instructional training manual was to compare its efficacy with the efficacy of the workshop training. That evaluation was conducted using a self-assessment survey of new dispensers following their training. In March 2009, one group of new

dispensers attended a live workshop. Shortly thereafter, another group of new dispensers was given the self-instructional training manual. These newly hired dispensers were given a month to work through the training manual. After they had completed the training manual, a one-on-one follow-up meeting or phone conversation with their Program Associate was held. During that follow-up conversation, the Program Associate answered questions about the content of the training manual. One month after completing the training, both groups (training manual users and workshop attendees) were then asked to complete a survey by answering the same questions regarding their level of understanding of concepts and level of confidence about performing the tasks they had been taught. Also included in the post-training survey were questions to collect demographic information about the learners, their overall evaluation of the training and their suggestions for improving the self-instructional training manual. The questions in the post-training survey given to all of the learners is shown in Annex 2.

The second method used to evaluate the self-instructional training manual was an assessment of the on-the-job performance of new dispensers who had used the training manual. That evaluation was conducted using a survey of the Program Associates. (The Program Associates conducted supervisory visits and follow-up phone conversations for the 13 new dispensers who had used the self-instructional training manual.) The survey asked the Program Associates to provide their assessment of the current on-the-job proficiency of the new dispensers and to recount how quickly the new dispensers were able to demonstrate the skills taught in the training manual.. This evaluation was conducted after the new dispensers who had used the self-instructional training manual had been in their jobs for 4 months following the completion of their training. The questions in the Program Associates survey are shown in Annex 3.

Analysis of the Self-assessment Post-training Survey Responses

There were 87 evaluation questionnaires submitted by attendees at the workshop but only 13 in the group of new dispensers who were given the self-instructional training manual. The much larger group of workshop attendees was more diverse in terms of educational background and job roles than the 13 “training manual” dispensers. However, of the 87 responses there was a sub-group of 44 which contained only individuals with the same job roles that were present in the 13 “training manual” group. That “workshop” sub-group of 44 was similar enough in terms of education and experience to serve as a reasonable comparison for the “training manual” group of 13.

Average weighted scores were computed for each of the skill confidence and concept comprehension confidence questions. Weighted scores were obtained by multiplying the percent responding by the weight of the response. The weighted scores were then averaged to obtain the average weighted scores. Examples of the method are shown in Annex 4.

Key Findings

Results of Self-assessment Comparison of Workshop Attendees versus Training Manual Users

A comparison of the responses to the 12 self-assessment questions about **skill confidence** showed that the new dispensers who had been trained by using the training manual were about 92% as confident as those who had been trained by attending the workshop.

A comparison of the responses to the four self-assessment questions about **concept comprehension confidence** showed that the new dispensers who had been trained by using the training manual were almost as confident (99.5%) as those who had been trained by attending the workshop.

An overall comparison combining skill confidence and concept comprehension confidence showed that at one month after completing the training, those who had used the training manual were about 94% as confident as their colleagues who had attended the workshop. A summary of these results is shown in the tables below. Responses to each individual question on the evaluation questionnaire are shown in Annex 5.

SUMMARY OF RESULTS

Comparison of Skill Confidence and Concept Comprehension Confidence
of Workshop Attendees and Training Manual Users

Item	13 training manual users	44 workshop attendees with same jobs as 13 training manual users
Skill confidence questions - total of average weighted scores	406.7	443.6
Average of all skill confidence questions	33.9	37.0
Comparison of skill confidence	91.7%	100.0%
Comprehension Confidence questions - total of average weighted scores	203.9	204.9
Average of all comprehension confidence questions	51.0	51.2
Comparison of comprehension confidence	99.5%	100.0%
All Questions Total of Averages	610.5	648.4
All Questions Average Score	38.2	40.5
Overall Comparison	94.2%	100.0%

The overall comparison between the two methods of training delivery (workshop and training manual) is consistent with the responses to the skill confidence questions – again showing a somewhat more favorable response to the workshop. In spite of that difference, the score most frequently given to the training manual was “Very Good”. The tables below show how each group rated the training it received. The shaded areas indicate the most frequent response.

Workshop Attendees

44. Please rate how well the workshop or manual provided information needed by a new PEPFAR Medicine Dispenser in Viet Nam.							
	Excellent	Very Good	Good	Fair	Poor	N/A	Response Count
Organization of topics	2.4% (1)	46.3% (19)	43.9% (18)	7.3% (3)	0.0% (0)	0.0% (0)	41
Clarity of the material	0.0% (0)	45.0% (18)	47.5% (19)	7.5% (3)	0.0% (0)	0.0% (0)	40
Quizzes and answers	0.0% (0)	41.5% (17)	48.8% (20)	9.8% (4)	0.0% (0)	0.0% (0)	41
	answered question						41
	skipped question						3

Training Manual Users

44. Please rate how well the workshop or manual provided information needed by a new PEPFAR Medicine Dispenser in Viet Nam.							
	Excellent	Very Good	Good	Fair	Poor	N/A	Response Count
Organization of topics	0.0% (0)	53.8% (7)	23.1% (3)	23.1% (3)	0.0% (0)	0.0% (0)	13
Clarity of the material	7.7% (1)	38.5% (5)	30.8% (4)	23.1% (3)	0.0% (0)	0.0% (0)	13
Quizzes and answers	7.7% (1)	46.2% (5)	23.1% (3)	23.1% (3)	0.0% (0)	0.0% (0)	13
	answered question						13
	skipped question						0

A review of the training manual user’s suggestions for improving the training manual revealed a need for information about drug names including trade names, chemical names, and international names in the lesson on ARV Mgmt and Reporting Forms and the need to add a few terms to Glossary and Acronym lists.

Results of Assessment of On-the-job Proficiency of Training Manual Users

At four months after the 13 new dispensers had completed their self-instructional training, 12 were still on the job and one had rotated to another position and was no longer working in HIV/AIDS medication dispensing. The Program Associates reported that all 12 of the remaining dispensers were performing at an acceptable level of proficiency for someone on the job for four months. All 12 had taken about the same amount of time (as would be expected from a new dispenser who was workshop trained) to demonstrate proficiency on the job in dispensing ARV and OI medications and in labeling dispensed and returned medications. But, about half of the 12 had required more time (than would be expected from a new dispenser who was workshop trained) to demonstrate proficiency in filling out ARV management and reporting forms and in being able to provide interactive medication counseling to enhance patient adherence. The additional amount required was at least one month. Responses from the Program Associates are shown in Annex 6.

Possible Factors Confounding the Comparison Between the Workshop Attendees and the Training Manual Users

Dispenser topics were not isolated for most of the workshop attendees

Both of the groups (the 44 workshop attendees and the 13 training manual users) were comprised of newly hired individuals in the following four job roles: Dispenser, ARV Reporter, Nurse and Pharmacist. The March 2009 workshop consisted of 5 days of training. New staff members whose job role was “dispenser” attended only day 4 of the workshop. On day 4 of the workshop, the topics taught were the same topics that were taught in the training manual – those that were specifically associated with dispenser responsibilities. But, individuals whose dispensing responsibilities were part of a hybrid job role and whose primary job role was identified as Nurse, ARV Reporter or Pharmacist attended all 5 days of the workshop. As a result, most of the 44 workshop attendees (~80%) were provided with much more extensive content about HIV/AIDS care and treatment in Vietnam and about the pathogenicity and natural development of HIV infection than were the training manual users. This additional instructional content could have provided a more sound foundation from which to absorb the four topics (those specifically associated with dispenser responsibilities) that were taught on day 4 of the workshop. Or, being presented with a greater quantity of material to absorb might have created some destructive interference for those workshop attendees.

Timing was not always consistent for filling out post-training surveys

Another potentially confounding factor is that the 44 workshop attendees all filled out their post-training surveys after one month but four of the 13 training manual users filled out the survey after only one week rather than one month. The absence of three more weeks on the job might well be expected to have resulted in somewhat lower levels of confidence in those four individuals and could have impacted the overall confidence scores for the training manual users group.

Training manual provided no opportunity for role playing and hands-on practice sessions

The workshop provided opportunity for role playing on counseling and practice sessions for labeling and practice session for ARV Management Reporting Forms. The training manual provides scenario-based exercises with ARV Management Reporting Forms, but does not provide the opportunity to practice labeling or to role play counseling. The absence of those opportunities might have resulted in some of the training manual group requiring more time on the job to become proficient in correctly filling out ARV management and reporting forms and properly providing interactive medication counseling to enhance patient adherence.

Conclusions

The results of training new dispensers to perform the tasks associated with dispensing PEPFAR ARV and OI medications in Vietnam by having them attend a “live” 1-day workshop were compared with the results of having new dispensers use a self-instructional training manual with follow-up consultation. **The difference in the results obtained from the two groups were minor enough to substantiate the ongoing use of the self-instructional training manual.** And, because the training manual now contains enhancements recommended by the users, it is anticipated that it is now an even more effective training tool.

One month after completing the training, those who had used the training manual were about 94% as confident about skills and concepts associated with their job as their colleagues who had attended the workshop. Although about half of the training manual users required more time to demonstrate proficiency in the most complex job related tasks, after 4 months on the job, the training manual users were performing at an acceptable level of proficiency for an individual who had been in the job for that length of time.

Having the self-instructional training manual available for immediate use by new dispensers who will not have the opportunity to attend a workshop promptly after starting their new job, ensures that the new dispenser has high quality performance support right from the start. And, at a cost of only \$4/ manual for printing and shipping (compared with the cost of time spent delivering one-on-one training) the self-instructional training manual provides a cost-effective and successful just-in-time training methodology.

Recommendations

The self-instructional training experience can be further improved by the addition of a lesson focusing on general AIDS information or by providing an instructional video or other resource with general AIDS information to those who will use the manual in the future. The materials can be modified and translated for other locations around the world and can be made available through a web-based source.

After SCMS role has been completed in Vietnam, perhaps a local pharmacy school (or the Ministry of Health) might take over the task of keeping the materials updated and distributed to new dispensers involved in HIV/AIDS care and treatment throughout Vietnam.

The materials in the self-instructional training manual can serve as the basis for a web-based interactive on-line course for a target audience that has internet access.

Annex 1. Training Manual Syllabus

Lesson 1: Antiretroviral (ARV) Management and Reporting Forms

- What are Antiretroviral (ARV) drugs?
- Background about HIV and Antiretroviral therapy
- Creating therapy regimens by combining classes of ARV drugs
- Why is the management of Antiretroviral (ARV) drugs so important?
- Using Reporting Forms for ARV Drugs Management
- The PEPFAR Clinic ARV Drug Ordering Procedure
- How will the data you provide on the ARV Reporting Forms be used?
- Consequences of Inaccurate Reporting
- The 4 Types of ARV Reporting Forms
- Practice Exercise ARV - Patient Reporting Form – Adult
- Practice Exercise ARV - Patient Reporting Form – Pediatric
- Practice Exercise ARV - PMTCT Patient Reporting Form
- Practice Exercise - ARV Stock and Usage Reporting Form

Lesson 2: Dispensing PEPFAR ARVs and OI Medications

- What is the purpose of SOP DISP/01/00/E “Dispensing PEPFAR Anti-Retroviral and Opportunistic Infection Medications”?
- In order correctly adhere to the SOP DISP/01/00/E at the clinic’s dispensary, the clinic should have the following items and documents:
- What steps take place from the time the prescription is issued until the prescription has been filed?
- Details about the 10 steps in Dispensing PEPFAR Anti-Retroviral and Opportunistic Infection Medications”.
 - Step 1 - Prescription issued
 - Step 2 - Dispenser Review of prescriptions
 - Step 3 - Dispensing and labeling drugs:
 - Dispensing based on patient’s duration of treatment
 - Labeling during the dispensing process
 - Labeling of dispensed medicine
 - What to do with the remaining tablets from dispensing
 - What to do when there are opened containers after dispensing
 - Step 4 - Checking the dispensing
 - Step 5 - Signing the prescription
 - Step 6 - Counseling patients when dispensing their drugs / Prime Questions
 - Step 7 - Receiving returned medications from the patient
 - Step 8 - Recording the dispensed drugs from the dispensary
 - Step 9 - Checking used stock
 - Step 10 - Filing all prescriptions

Lesson 3: Labeling of Dispensed and Returned Medications

- Labeling of PEPFAR Medications
- Labeling the Dispensed Medications
- Sample label of dispensed medication
- Labeling requirements for medication remaining after dispensing
- Labeling the Returned Medication
- Sample label of returned medication
- SOP WOAD/01//00/E – “Disposing Of PEPFAR Expired/ Damaged/ Patient Returned Medicines (Treatment Sites)”

Lesson 4: Interactive Medication Counseling to Enhance Patient Adherence

- Concepts of Adherence Counseling
- What is adherence?
- Why is adherence important for ART?
- The treatment team approach to enhancing patient adherence.
- How does medication counseling impact patient adherence?
- How does medication counseling provide opportunity for the dispenser to enhance adherence?
- Recognizing the signs of non-adherence
- Understanding reasons for non-adherence
- Reasons & recommended corrective actions for non-adherence
- Interactive Patient Medication Counseling techniques
- Verbal techniques used in Interactive Patient Medication Counseling
- Open-ended and closed-ended questions
- Leading / restrictive questions
- Paraphrasing content
- Summarization
- Setting the stage for using interactive techniques during the counseling session
- Create an environment in the dispensary for optimal communication
- Minimize environmental barriers
- Deal with patient barriers:
- Using the Prime Questions in an Interactive Patient Medication Counseling session
- Expansions on Prime Questions
- Final verification
- Using the Show and Tell technique – an alternative for Patient Medication Counseling Session.

Annex 2. Post-training Evaluation Survey Questions

Demographic questions

- 1. What is your gender?**
 - Male
 - Female
- 2. How old are you?**
 - 18-30
 - 30-40
 - 40-50
 - 50-60
- 3. What is your position?**
 - Dispenser
 - ARV reporter
 - Counselor Nurse
 - Pharmacist
 - Doctor
 - Intermediate pharmacist
 - PAC staff
- 4. How long have you been in this position?**
 - < 6 months
 - From 6 months to 1 year
 - 1-2 years
 - 2-3 years
 - 3-4 years
 - > 4 years
- 5. After high school graduation, how long did you study?**
 - 1-5 years
 - 6-10 years
 - 10-15 years
- 6. How long have you been working in the healthcare industry?**
 - <1 year
 - 2-4 years
 - 1-2 years
 - > 4 years
- 7. Before this job, have you ever been involved in another HIV care program?**
 - Yes
 - No

8. Have you ever attended any training on drug supply management?

Yes

No

When? What programme?

9. Select your training.

Nurse

Pharmacist assistant

Intermediate pharmacist

University pharmacist

10. If none of the above training, what certification do you have?

Questions about training on ARV Management and Reporting Forms

11. After your training about this topic was completed, were you left with any questions that you wish you could have asked?

yes

No

If yes - what questions would you have asked?

12. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions. (If you learned this topic from the New Dispenser Workshop, skip to the next question.)

60 – 90 minutes

90 – 120 minutes

120 – 150 minutes

13. How well do you understand what needs to be done to complete the monthly drug reports?

very well

somewhat

not well

14. How confident are you in preparing ARV Patient Reporting Form - Adult?

very confident

confident - I will be able (or was able) do it with minimal assistance or explanation

partly confident - I will need (or needed) some assistance the first time I fill out the monthly report

not at all confident

15. How confident are you in preparing ARV Patient Reporting Form - Pediatric?

very confident

confident - I will be able (or was able) do it with minimal assistance or explanation

partly confident - I will need (or needed) some assistance the first time I fill out the monthly report

not at all confident

16. How confident are you in preparing ARV Patient Reporting Form - PLTMC?

very confident

confident - I will be able (or was able) do it with minimal assistance or explanation

partly confident - I will need (or needed) some assistance the first time I fill out the monthly report

not at all confident

- 17. How confident are you in preparing ARV Stock and Usage Reporting Form?**
very confident
confident - I will be able (or was able) do it with minimal assistance or explanation
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report
not at all confident
- 18. Please comment on the amount of detail in your training about ARV Management and Reporting**
There was too much detail provided
There was the right amount of detail provided
There was not enough detail provided
- 19. Do you have any suggestions that might improve the training about ARV Management and Reporting Forms?**
Yes
No
If yes, please provide your suggestion

Questions about training on Dispensing ARV and OI Medications

- 20. After your training about this topic was completed, were you left with any questions that you wish you could have asked?**
yes
No
If yes - what questions would you have asked?
- 21. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions.(If you learned this topic from the New Dispenser Workshop, skip to the next question.)**
60 – 90 minutes
90 – 120 minutes
120 – 150 minutes
- 22. How well do you understand the 10 steps of the Dispensing SOP?**
very well
somewhat
not well
- 23. How confident are you about following the 10 steps of the dispensing SOP?**
very confident
somewhat confident
not at all confident
- 24. How confident are you about managing opened containers after dispensing?**
very confident
somewhat confident
not at all confident

- 25. How confident are you about checking the dispensed prescriptions before giving the dispensed drugs to the patient?**
very confident
somewhat confident
not at all confident
- 26. How confident are you about recording the dispensed drugs being removed from dispensary?**
very confident
somewhat confident
not at all confident
- 27. Please comment on the amount of detail in your training about Dispensing ARV and OI Medications.**
There was too much detail provided
There was the right amount of detail provided
There was not enough detail provided
- 28. Do you have any suggestions that might improve the training about Dispensing ARV and OI Medications?**
Yes
No
If yes, please provide your suggestion:

Questions about training on Labeling of Dispensed and Returned Medications

- 29. After your training about this topic was completed, were you left with any questions that you wish you could have asked?**
yes
No
If yes - what questions would you have asked?
- 30. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions. (If you learned this topic from the New Dispenser Workshop, skip to the next question.)**
60 – 90 minutes
90 – 120 minutes
120 – 150 minutes
- 31. Do you understand the importance of labeling dispensed and returned medication?**
yes
No
- 32. How confident are you about labeling all dispensed medications properly?**
very confident
somewhat confident
not at all confident

- 33. How confident are you about labeling the bottles of medications remaining after dispensing?**
very confident
somewhat confident
not at all confident
- 34. How confident are you about labeling all returned medications?**
very confident
somewhat confident
not at all confident
- 35. Please comment on the amount of detail in your training about Labeling of Dispensed and Returned Medications.**
There was too much detail provided
There was the right amount of detail provided
There was not enough detail provided
- 36. Do you have any suggestions that might improve the training about Labeling of Dispensed and Returned Medications?**
Yes
No
If yes, please provide your suggestion

Questions about training on Medication Counseling to Enhance Patient Adherence

- 37. After your training about this topic was completed, were you left with any questions that you wish you could have asked?**
Yes
No
If yes - what questions would you have asked?
- 38. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions.(If you learned this topic from the New Dispenser Workshop, skip to the next question.)**
60 – 90 minutes
90 – 120 minutes
120 – 150 minutes
- 39. Do you understand why patient adherence to ART is essential for a successful treatment outcome?**
Yes
No
- 40. How confident are you that you are able to use interactive medication counseling techniques to enhance patient adherence?**
very confident
somewhat confident but would need to observe an experienced counselor before providing counseling myself
not at all confident

41. Please comment on the amount of detail in your training about Interactive Medication Counseling to Enhance Patient Adherence.

There was too much detail provided

There was the right amount of detail provided

There was not enough detail provided

42. Do you have any suggestions that might improve the training about Interactive Medication Counseling to Enhance Patient Adherence?

Yes

No

If yes, please provide your suggestion

Questions about training Overall

43. Please comment on the order in which the lessons were presented?

The order in which the lessons were presented seemed logical to me

I would have preferred to learn the lessons in a different order

If you would have preferred a different order, please provide the order of lesson that would have made the subjects easier for you to understand

44. Please rate how well the workshop or manual provided information needed by a new PEPFAR Medicine Dispenser in Viet Nam (scale of Excellent, Very Good, Good, Fair, Poor, N/A)

Organization of topics

Clarity of the material

Quizzes and answers

45. Please provide any additional feedback on the PEPFAR New Dispenser Training Manual

46. Please provide any additional feedback on the New Dispenser Training Workshop

Annex 3: Survey of On-the-job Proficiency of Training Manual Users

Date form filled out _____ Filled out by (PA name) _____
Name of new dispenser who participated in the training manual pilot _____
Date of first supervisory visit after new dispenser completed training manuals _____

Is the new dispenser still working in the position? Yes / No

The following questions assess how easily this new dispenser (who used the training manuals) became functional in the job. Please compare the time this new dispenser required against the amount of time you would expect to be required by new dispensers who attended a workshop within the first month on the job.

1. How long did it take the new dispenser to able to correctly fill out ARV management and reporting forms?
 - He/she is not able to do that yet
 - More time (at least 1 month more) than would be expected for a new dispenser who had attended a workshop
 - About the same amount of time that would be expected for a new dispenser who had attended a workshop
 - Less time (at least 1 month less) than would be expected for new dispenser who had attended a workshop
2. How long did it take the new dispenser to able to correctly dispense PEPFAR ARVs and OI medications?
 - He/she is not able to do that yet
 - More time (at least 1 month more) than would be expected for a new dispenser who had attended a workshop
 - About the same amount of time that would be expected for a new dispenser who had attended a workshop
 - Less time (at least 1 month less) than would be expected for new dispenser who had attended a workshop
3. How long did it take the new dispenser to able to correctly label dispensed and returned medications?
 - He/she is not able to do that yet
 - More time (at least 1 month more) than would be expected for a new dispenser who had attended a workshop
 - About the same amount of time that a new dispenser who had attended a workshop
 - Less time (at least 1 month less)) than a new dispenser who had attended a workshop
4. How long did it take the new dispenser to able to properly provide interactive medication counseling to enhance patient adherence?
 - He/she is not able to do that yet
 - More time (at least 1 month more) than new dispenser who had attended a workshop
 - About the same amount of time that a new dispenser who had attended a workshop
 - Less time ((at least 1 month less)) than new dispenser who had attended a workshop
 - Not applicable - not part of this dispenser's job
5. Is the new dispenser currently performing at an acceptable level of proficiency for someone on the job for this length of time? Yes / No

Annex 4: Calculations

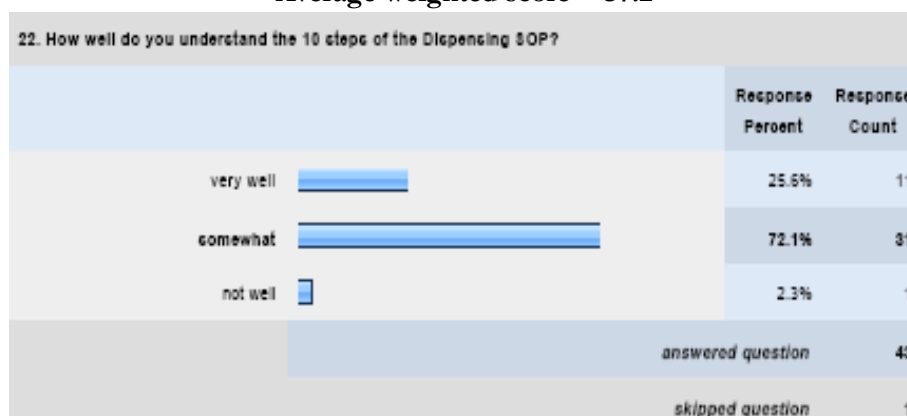
Example of how responses were tabulated and compared

(for questions with 3 possible responses)

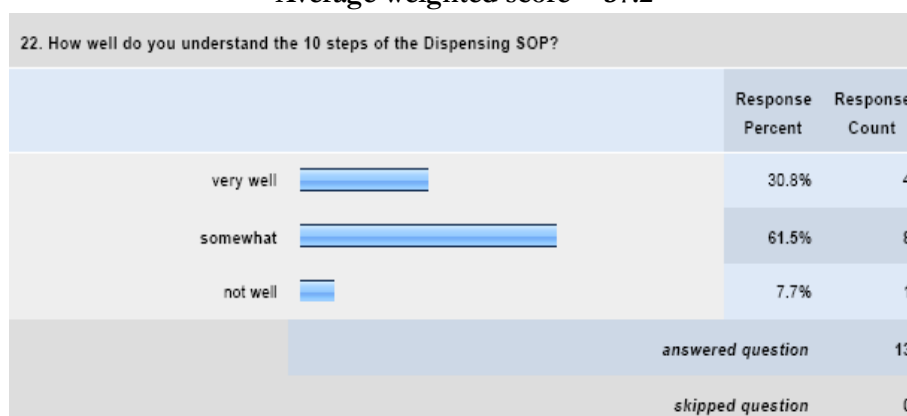
Questions with 3 possible responses were weighted 1 through 3 with 3 representing the most favorable response and 1 representing the least favorable response. Weighted scores were obtained by multiplying percent responding times the weight of the response. The sum of the weighted scores was divided by the sum of the weights to obtain the average weighted score¹.

Question 22 shown below asks about level of understanding of the dispensing SOP.

$$\begin{aligned} &\text{Workshop attendees} \\ &3 \times 25.6 + 2 \times 72.1 + 1 \times 2.3 / 6 = 37.2 \\ &\text{Average weighted score} = 37.2 \end{aligned}$$



$$\begin{aligned} &\text{Training manual users} \\ &3 \times 30.8 + 2 \times 61.5 + 1 \times 7.4 / 6 = 37.2 \\ &\text{Average weighted score} = 37.2 \end{aligned}$$



Example of how responses were tabulated and compared

(for questions with 4 possible responses)





Questions with 4 possible responses were weighted 1 through 4 with 4 representing the most favorable response and 1 representing the least favorable response. Weighted scores were obtained by multiplying percent responding times the weight of the response. The sum of the weighted scores was divided by the sum of the weights to obtain the average weighted score¹.

Question 15 shown below asks for a self-assessment of the level of confidence in preparing the Pediatric Patient Reporting Form

Workshop attendees

$$4 \times 18.4 + 3 \times 44.7 + 2 \times 28.9 + 1 \times 7.9 / 10 = 27.3$$


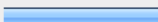
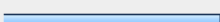
Average weighted score = 27.3

15. How confident are you in preparing ARV Patient Reporting Form - Pediatric?		
	Response Percent	Response Count
very confident 	18.4%	7
confident - I will be able (or was able) do it with minimal assistance or explanation 	44.7%	17
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report 	28.9%	11
not at all confident 	7.9%	3
answered question		38
skipped question		6

Training Manual users

$$4 \times 18.4 + 3 \times 44.7 + 2 \times 28.9 + 1 \times 7.9 / 10 = 27.3$$

Average weighted score = 25.4



15. How confident are you in preparing ARV Patient Reporting Form - Pediatric?		
	Response Percent	Response Count
very confident 	7.7%	1
confident - I will be able (or was able) do it with minimal assistance or explanation 	38.5%	5
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report 	53.8%	7
not at all confident	0.0%	0
answered question		13
skipped question		0





Annex 5: All Responses to Post-training Survey Questions





Average Weighted Scores for Responses to all Skill Confidence and Concept Comprehension Confidence Questions

	13 training manual users	44 Workshop attendees with same jobs as 13 training manual users
Question number	average weighted scores	average weighted scores
13	35.9	35.9
14	24.6	29.0
15	25.4	27.3
16	24.6	27.5
17	28.5	29.6
22	37.2	37.2
23	37.2	35.7
24	38.5	41.4
25	38.5	44.5
26	39.4	40.9
31	66.7	65.1
32	39.8	44.6
33	39.8	43.4
34	38.5	42.1
39	64.1	66.7
40	32.1	37.7



New Dispenser Training Evaluation Questionnaire - WORKSHOP PARTICIPANTS




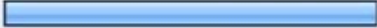
1. What is your gender?			
		Response Percent	Response Count
Male		13.6%	6
Female		86.4%	38
answered question			44
skipped question			0



2. How old are you?			
		Response Percent	Response Count
18-30		36.4%	16
30-40		15.9%	7
40-50		34.1%	15
50-60		13.6%	6
answered question			44
skipped question			0

3. What is your position?			
		Response Percent	Response Count
Dispenser		20.5%	9
ARV reporter		15.9%	7
Counselor		0.0%	0
Nurse		59.1%	26
Pharmacist		4.5%	2
Doctor		0.0%	0
Intermediate pharmacist		0.0%	0
PAC staff		0.0%	0
	answered question		44
	skipped question		0



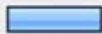

4. How long have you been in this position?			
		Response Percent	Response Count
< 6 months		18.2%	8
2-3 years		11.4%	5
From 6 months to 1 year		18.2%	8
3-4 years		0.0%	0
1-2 years		22.7%	10
> 4 years		29.5%	13
	answered question		44
	skipped question		0

5. After high school graduation, how long did you study?			
		Response Percent	Response Count
1-5 years		90.2%	37
6-10 years		9.8%	4
10-15 years		0.0%	0
answered question			41
skipped question			3



6. How long have you been working in the health care industry?			
		Response Percent	Response Count
<1 year		13.6%	6
2-4 years		9.1%	4
1-2 years		11.4%	5
> 4 years		65.9%	29
answered question			44
skipped question			0




7. Before this job, have you ever been involved in another HIV care program?			
		Response Percent	Response Count
Yes		4.8%	2
No		95.2%	40
If yes, please provide your suggestion:			2
answered question			42
skipped question			2

8. Have you ever attended any training on drug supply management?		
	Response Percent	Response Count
Yes 	18.6%	8
No 	81.4%	35
When? What is programme?		8
	<i>answered question</i>	43
	<i>skipped question</i>	1





9. Select your training.		
	Response Percent	Response Count
Nurse 	76.7%	33
Pharmacist assistant 	4.7%	2
Intermediate pharmacist 	16.3%	7
University pharmacist 	2.3%	1
	<i>answered question</i>	43
	<i>skipped question</i>	1





10. If none of the above training, what certification do you have?	
	Response Count
	5
<i>answered question</i>	5
<i>skipped question</i>	39





11. After your training about this topic was completed, were you left with any questions that you wish you could have asked?		
	Response Percent	Response Count
yes 	2.3%	1
No 	97.7%	42
If yes - what questions would you have asked?		1
answered question		43
skipped question		1




12. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions. (If you learned this topic from the New Dispenser Workshop, skip to the next question.)		
	Response Percent	Response Count
60 – 90 minutes 	46.2%	6
90 – 120 minutes 	46.2%	6
120 – 150 minutes 	7.7%	1
answered question		13
skipped question		31

13. How well do you understand what needs to be done to complete the monthly drug reports?		
	Response Percent	Response Count
very well 	34.1%	15
somewhat 	63.6%	28
not well 	2.3%	1
answered question		44
skipped question		0

14. How confident are you in preparing ARV Patient Reporting Form - Adult?			
		Response Percent	Response Count
very confident		28.2%	11
confident - I will be able (or was able) do it with minimal assistance or explanation		35.9%	14
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report		33.3%	13
not at all confident		2.6%	1
	answered question		39
	skipped question		5

15. How confident are you in preparing ARV Patient Reporting Form - Pediatric?			
		Response Percent	Response Count
very confident		18.4%	7
confident - I will be able (or was able) do it with minimal assistance or explanation		44.7%	17
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report		28.9%	11
not at all confident		7.9%	3
	answered question		38
	skipped question		6




16. How confident are you in preparing ARV Patient Reporting Form - PLTMC?			
		Response Percent	Response Count
very confident		18.9%	7
confident - I will be able (or was able) do it with minimal assistance or explanation		43.2%	16
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report		32.4%	12
not at all confident		5.4%	2
answered question			37
skipped question			7


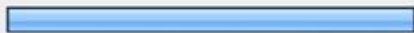

17. How confident are you in preparing ARV Stock and Usage Reporting Form?			
		Response Percent	Response Count
very confident		26.2%	11
confident - I will be able (or was able) do it with minimal assistance or explanation		42.9%	18
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report		31.0%	13
not at all confident		0.0%	0
answered question			42
skipped question			2




18. Please comment on the amount of detail in your training about ARV Management and Reporting Forms.			
		Response Percent	Response Count
There was too much detail provided		4.9%	2
There was the right amount of detail provided		95.1%	39
There was not enough detail provided		0.0%	0
answered question			41
skipped question			3




19. Do you have any suggestions that might improve the training about ARV Management and Reporting Forms?			
		Response Percent	Response Count
Yes		9.1%	4
No		90.9%	40
If yes, please provide your suggestion:			5
answered question			44
skipped question			0



20. After your training about this topic was completed, were you left with any questions that you wish you could have asked?			
		Response Percent	Response Count
yes		0.0%	0
No		100.0%	42
If yes - what questions would you have asked?			0
answered question			42
skipped question			2

21. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions.(If you learned this topic from the New Dispenser Workshop, skip to the next question.)			
		Response Percent	Response Count
60 – 90 minutes		46.7%	7
90 – 120 minutes		40.0%	6
120 – 150 minutes		13.3%	2
	answered question		15
	skipped question		29

22. How well do you understand the 10 steps of the Dispensing SOP?			
		Response Percent	Response Count
very well		25.6%	11
somewhat		72.1%	31
not well		2.3%	1
	answered question		43
	skipped question		1

23. How confident are you about following the 10 steps of the dispensing SOP?			
		Response Percent	Response Count
very confident		18.6%	8
somewhat confident		76.7%	33
not at all confident		4.7%	2
	answered question		43
	skipped question		1

24. How confident are you about managing opened containers after dispensing?			
		Response Percent	Response Count
very confident		51.2%	21
somewhat confident		46.3%	19
not at all confident		2.4%	1
answered question			41
skipped question			3


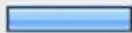

25. How confident are you about checking the dispensed prescriptions before giving the dispensed drugs to the patient?			
		Response Percent	Response Count
very confident		66.7%	28
somewhat confident		33.3%	14
not at all confident		0.0%	0
answered question			42
skipped question			2



26. How confident are you about recording the dispensed drugs being removed from dispensary?			
		Response Percent	Response Count
very confident		47.6%	20
somewhat confident		50.0%	21
not at all confident		2.4%	1
answered question			42
skipped question			2

27. Please comment on the amount of detail in your training about Dispensing ARV and OI Medications.			
		Response Percent	Response Count
There was too much detail provided		4.8%	2
There was the right amount of detail provided		95.2%	40
There was not enough detail provided		0.0%	0
answered question			42
skipped question			2

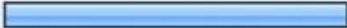

28. Do you have any suggestions that might improve the training about Dispensing ARV and OI Medications?			
		Response Percent	Response Count
Yes		5.0%	2
No		95.0%	38
If yes, please provide your suggestion:			3
answered question			40
skipped question			4

29. After your training about this topic was completed, were you left with any questions that you wish you could have asked?			
		Response Percent	Response Count
yes		0.0%	0
No		100.0%	40
If yes - what questions would you have asked?			0
answered question			40
skipped question			4




30. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions.(If you learned this topic from the New Dispenser Workshop, skip to the next question.)		
		Response Percent Response Count
60 – 90 minutes		64.3% 9
90 – 120 minutes		21.4% 3
120 – 150 minutes		14.3% 2
	answered question	14
	skipped question	30


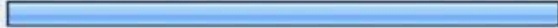
31. Do you understand the importance of labeling dispensed and returned medication?		
		Response Percent Response Count
Yes		95.3% 41
No		4.7% 2
	answered question	43
	skipped question	1


32. How confident are you about labeling all dispensed medications properly?		
		Response Percent Response Count
very confident		67.4% 29
somewhat confident		32.6% 14
not at all confident		0.0% 0
	answered question	43
	skipped question	1




33. How confident are you about labeling the bottles of medications remaining after dispensing?			
		Response Percent	Response Count
very confident		60.5%	26
somewhat confident		39.5%	17
not at all confident		0.0%	0
answered question			43
skipped question			1

34. How confident are you about labeling all returned medications?			
		Response Percent	Response Count
very confident		52.4%	22
somewhat confident		47.6%	20
not at all confident		0.0%	0
answered question			42
skipped question			2

35. Please comment on the amount of detail in your training about Labeling of Dispensed and Returned Medications.			
		Response Percent	Response Count
There was too much detail provided		2.3%	1
There was the right amount of detail provided		93.0%	40
There was not enough detail provided		4.7%	2
answered question			43
skipped question			1

36. Do you have any suggestions that might improve the training about Labeling of Dispensed and Returned Medications?		
	Response Percent	Response Count
Yes 	2.4%	1
No 	97.6%	41
If yes, please provide your suggestion:		1
answered question		42
skipped question		2

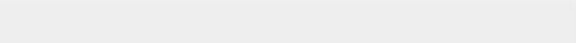
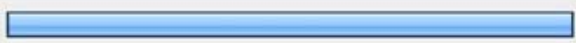
37. After your training about this topic was completed, were you left with any questions that you wish you could have asked?		
	Response Percent	Response Count
yes	0.0%	0
No 	100.0%	39
If yes - what questions would you have asked?		0
answered question		39
skipped question		5



38. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions.(If you learned this topic from the New Dispenser Workshop, skip to the next question.)		
	Response Percent	Response Count
60 – 90 minutes 	57.1%	8
90 – 120 minutes 	35.7%	5
120 – 150 minutes 	7.1%	1
answered question		14
skipped question		30

39. Do you understand why patient adherence to ART is essential for a successful treatment outcome?			
		Response Percent	Response Count
Yes		100.0%	42
No		0.0%	0
	answered question		42
	skipped question		2

40. How confident are you that you are able to use interactive medication counseling techniques to enhance patient adherence?			
		Response Percent	Response Count
very confident		26.2%	11
somewhat confident but would need to observe an experienced counselor before providing counseling myself		73.8%	31
not at all confident		0.0%	0
	answered question		42
	skipped question		2

41. Please comment on the amount of detail in your training about Interactive Medication Counseling to Enhance Patient Adherence.			
		Response Percent	Response Count
There was too much detail provided		4.8%	2
There was the right amount of detail provided		90.5%	38
There was not enough detail provided		4.8%	2
	answered question		42
	skipped question		2

42. Do you have any suggestions that might improve the training about Interactive Medication Counseling to Enhance Patient Adherence?			
		Response Percent	Response Count
Yes		0.0%	0
No		100.0%	41
If yes, please provide your suggestion:			1
answered question			41
skipped question			3



43. Please comment on the order in which the lessons were presented?			
		Response Percent	Response Count
The order in which the lessons were presented seemed logical to me		97.5%	39
I would have preferred to learn the lessons in a different order		2.5%	1
If you would have preferred a different order, please provide the order of lesson that would have made the subjects easier for you to understand.			0
answered question			40
skipped question			4

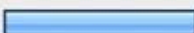
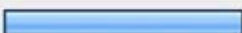


44. Please rate how well the workshop or manual provided information needed by a new PEPFAR Medicine Dispenser in Viet Nam							
	Excellent	Very Good	Good	Fair	Poor	N/A	Response Count
Organization of topics	2.4% (1)	46.3% (19)	43.9% (18)	7.3% (3)	0.0% (0)	0.0% (0)	41
Clarity of the material	0.0% (0)	45.0% (18)	47.5% (19)	7.5% (3)	0.0% (0)	0.0% (0)	40
Quizzes and answers	0.0% (0)	41.5% (17)	48.8% (20)	9.8% (4)	0.0% (0)	0.0% (0)	41
	answered question						41
	skipped question						3

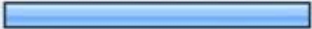



45. Please provide any additional feedback on the PEPFAR New Dispenser Training Manual	
	Response Count
	9
answered question	9
skipped question	35

46. Please provide any additional feedback on the New Dispenser Training Workshop	
	Response Count
	7
answered question	7
skipped question	37

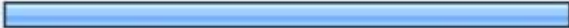
New Dispenser Training Evaluation Questionnaire – TRAINING MANUAL USERS




1. What is your gender?		
		Response Percent
Male		8.3%
Female		91.7%
answered question		12
skipped question		1



2. How old are you?		
		Response Percent
18-30		33.3%
30-40		41.7%
40-50		16.7%
50-60		8.3%
answered question		12
skipped question		1

3. What is your position?			
		Response Percent	Response Count
Dispenser		53.8%	7
ARV reporter		15.4%	2
Counselor		0.0%	0
Nurse		23.1%	3
Pharmacist		7.7%	1
Doctor		0.0%	0
Intermediate pharmacist		0.0%	0
PAC staff		0.0%	0
	answered question		13
	skipped question		0




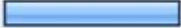
4. How long have you been in this position?			
		Response Percent	Response Count
< 6 months		46.2%	6
2-3 years		0.0%	0
From 6 months to 1 year		7.7%	1
3-4 years		0.0%	0
1-2 years		7.7%	1
> 4 years		38.5%	5
	answered question		13
	skipped question		0

5. After high school graduation, how long did you study?			
		Response Percent	Response Count
1-5 years		100.0%	11
6-10 years		0.0%	0
10-15 years		0.0%	0
answered question			11
skipped question			2

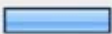
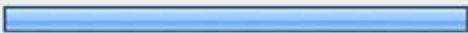
6. How long have you been working in the health care industry?			
		Response Percent	Response Count
<1 year		15.4%	2
2-4 years		7.7%	1
1-2 years		0.0%	0
> 4 years		76.9%	10
answered question			13
skipped question			0


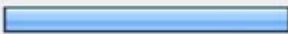
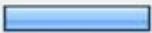
7. Before this job, have you ever been involved in another HIV care program?			
		Response Percent	Response Count
Yes		7.7%	1
No		92.3%	12
If yes, please provide your suggestion:			0
answered question			13
skipped question			0



8. Have you ever attended any training on drug supply management?		
	Response Percent	Response Count
Yes 	30.8%	4
No 	69.2%	9
When? What is programme?		4
	<i>answered question</i>	13
	<i>skipped question</i>	0


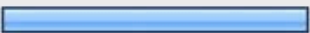
9. Select your training.		
	Response Percent	Response Count
Nurse 	23.1%	3
Pharmacist assistant 	7.7%	1
Intermediate pharmacist 	38.5%	5
University pharmacist 	30.8%	4
	<i>answered question</i>	13
	<i>skipped question</i>	0




10. If none of the above training, what certification do you have?		Response Count
		0
	<i>answered question</i>	0
	<i>skipped question</i>	13





11. After your training about this topic was completed, were you left with any questions that you wish you could have asked?			
		Response Percent	Response Count
yes		18.2%	2
No		81.8%	9
If yes - what questions would you have asked?			2
answered question			11
skipped question			2




12. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions. (If you learned this topic from the New Dispenser Workshop, skip to the next question.)			
		Response Percent	Response Count
60 – 90 minutes		25.0%	3
90 – 120 minutes		50.0%	6
120 – 150 minutes		25.0%	3
answered question			12
skipped question			1



13. How well do you understand what needs to be done to complete the monthly drug reports?			
		Response Percent	Response Count
very well		15.4%	2
somewhat		84.6%	11
not well		0.0%	0
answered question			13
skipped question			0



14. How confident are you in preparing ARV Patient Reporting Form - Adult?			
		Response Percent	Response Count
very confident		0.0%	0
confident - I will be able (or was able) do it with minimal assistance or explanation		46.2%	6
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report		53.8%	7
not at all confident		0.0%	0
answered question			13
skipped question			0



15. How confident are you in preparing ARV Patient Reporting Form - Pediatric?			
		Response Percent	Response Count
very confident		7.7%	1
confident - I will be able (or was able) do it with minimal assistance or explanation		38.5%	5
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report		53.8%	7
not at all confident		0.0%	0
answered question			13
skipped question			0




16. How confident are you in preparing ARV Patient Reporting Form - PLTMC?			
		Response Percent	Response Count
very confident		7.7%	1
confident - I will be able (or was able) do it with minimal assistance or explanation		38.5%	5
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report		46.2%	6
not at all confident		7.7%	1
answered question			13
skipped question			0




17. How confident are you in preparing ARV Stock and Usage Reporting Form?			
		Response Percent	Response Count
very confident		23.1%	3
confident - I will be able (or was able) do it with minimal assistance or explanation		38.5%	5
partly confident - I will need (or needed) some assistance the first time I fill out the monthly report		38.5%	5
not at all confident		0.0%	0
answered question			13
skipped question			0



18. Please comment on the amount of detail in your training about ARV Management and Reporting Forms.			
		Response Percent	Response Count
There was too much detail provided		8.3%	1
There was the right amount of detail provided		91.7%	11
There was not enough detail provided		0.0%	0
answered question			12
skipped question			1



19. Do you have any suggestions that might improve the training about ARV Management and Reporting Forms?			
		Response Percent	Response Count
Yes		33.3%	4
No		66.7%	8
If yes, please provide your suggestion:			4
answered question			12
skipped question			1

20. After your training about this topic was completed, were you left with any questions that you wish you could have asked?			
		Response Percent	Response Count
yes		18.2%	2
No		81.8%	9
If yes - what questions would you have asked?			2
answered question			11
skipped question			2

21. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions.(If you learned this topic from the New Dispenser Workshop, skip to the next question.)			
		Response Percent	Response Count
60 – 90 minutes		16.7%	2
90 – 120 minutes		75.0%	9
120 – 150 minutes		8.3%	1
		answered question	12
		skipped question	1

22. How well do you understand the 10 steps of the Dispensing SOP?			
		Response Percent	Response Count
very well		30.8%	4
somewhat		61.5%	8
not well		7.7%	1
		answered question	13
		skipped question	0

23. How confident are you about following the 10 steps of the dispensing SOP?			
		Response Percent	Response Count
very confident		23.1%	3
somewhat confident		76.9%	10
not at all confident		0.0%	0
		answered question	13
		skipped question	0

24. How confident are you about managing opened containers after dispensing?			
		Response Percent	Response Count
very confident		30.8%	4
somewhat confident		69.2%	9
not at all confident		0.0%	0
answered question			13
skipped question			0


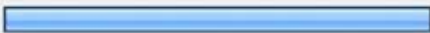

25. How confident are you about checking the dispensed prescriptions before giving the dispensed drugs to the patient?			
		Response Percent	Response Count
very confident		30.8%	4
somewhat confident		69.2%	9
not at all confident		0.0%	0
answered question			13
skipped question			0


26. How confident are you about recording the dispensed drugs being removed from dispensary?			
		Response Percent	Response Count
very confident		36.4%	4
somewhat confident		63.6%	7
not at all confident		0.0%	0
answered question			11
skipped question			2

27. Please comment on the amount of detail in your training about Dispensing ARV and OI Medications.			
		Response Percent	Response Count
There was too much detail provided		0.0%	0
There was the right amount of detail provided		100.0%	13
There was not enough detail provided		0.0%	0
answered question			13
skipped question			0

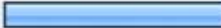

28. Do you have any suggestions that might improve the training about Dispensing ARV and OI Medications?			
		Response Percent	Response Count
Yes		9.1%	1
No		90.9%	10
If yes, please provide your suggestion:			1
answered question			11
skipped question			2

29. After your training about this topic was completed, were you left with any questions that you wish you could have asked?			
		Response Percent	Response Count
yes		10.0%	1
No		90.0%	9
If yes - what questions would you have asked?			1
answered question			10
skipped question			3


30. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions.(If you learned this topic from the New Dispenser Workshop, skip to the next question.)		
		Response Percent
60 – 90 minutes		16.7%
90 – 120 minutes		75.0%
120 – 150 minutes		8.3%
answered question		12
skipped question		1


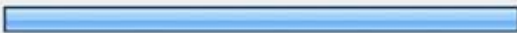
31. Do you understand the importance of labeling dispensed and returned medication?		
		Response Percent
Yes		100.0%
No		0.0%
answered question		13
skipped question		0



32. How confident are you about labeling all dispensed medications properly?		
		Response Percent
very confident		38.5%
somewhat confident		61.5%
not at all confident		0.0%
answered question		13
skipped question		0



33. How confident are you about labeling the bottles of medications remaining after dispensing?			
		Response Percent	Response Count
very confident		38.5%	5
somewhat confident		61.5%	8
not at all confident		0.0%	0
answered question			13
skipped question			0



34. How confident are you about labeling all returned medications?			
		Response Percent	Response Count
very confident		30.8%	4
somewhat confident		69.2%	9
not at all confident		0.0%	0
answered question			13
skipped question			0



35. Please comment on the amount of detail in your training about Labeling of Dispensed and Returned Medications.			
		Response Percent	Response Count
There was too much detail provided		0.0%	0
There was the right amount of detail provided		100.0%	13
There was not enough detail provided		0.0%	0
answered question			13
skipped question			0


36. Do you have any suggestions that might improve the training about Labeling of Dispensed and Returned Medications?		
	Response Percent	Response Count
Yes 	9.1%	1
No 	90.9%	10
If yes, please provide your suggestion:		2
answered question		11
skipped question		2



37. After your training about this topic was completed, were you left with any questions that you wish you could have asked?		
	Response Percent	Response Count
yes 	10.0%	1
No 	90.0%	9
If yes - what questions would you have asked?		1
answered question		10
skipped question		3


38. If you learned this topic from the Training Manual, how long did it take you to read this lesson and answer the questions.(If you learned this topic from the New Dispenser Workshop, skip to the next question.)		
	Response Percent	Response Count
60 – 90 minutes	0.0%	0
90 – 120 minutes 	70.0%	7
120 – 150 minutes 	30.0%	3
answered question		10
skipped question		3

39. Do you understand why patient adherence to ART is essential for a successful treatment outcome?			
		Response Percent	Response Count
Yes		92.3%	12
No		7.7%	1
answered question			13
skipped question			0

40. How confident are you that you are able to use interactive medication counseling techniques to enhance patient adherence?			
		Response Percent	Response Count
very confident		0.0%	0
somewhat confident but would need to observe an experienced counselor before providing counseling myself		92.3%	12
not at all confident		7.7%	1
answered question			13
skipped question			0

41. Please comment on the amount of detail in your training about Interactive Medication Counseling to Enhance Patient Adherence.			
		Response Percent	Response Count
There was too much detail provided		0.0%	0
There was the right amount of detail provided		100.0%	13
There was not enough detail provided		0.0%	0
answered question			13
skipped question			0

42. Do you have any suggestions that might improve the training about Interactive Medication Counseling to Enhance Patient Adherence?		
	Response Percent	Response Count
Yes 	9.1%	1
No 	90.9%	10
If yes, please provide your suggestion:		1
answered question		11
skipped question		2

43. Please comment on the order in which the lessons were presented?		
	Response Percent	Response Count
The order in which the lessons were presented seemed logical to me 	100.0%	13
I would have preferred to learn the lessons in a different order	0.0%	0
If you would have preferred a different order, please provide the order of lesson that would have made the subjects easier for you to understand.		0
answered question		13
skipped question		0

44. Please rate how well the workshop or manual provided information needed by a new PEPFAR Medicine Dispenser in Viet Nam							
	Excellent	Very Good	Good	Fair	Poor	N/A	Response Count
Organization of topics	0.0% (0)	53.8% (7)	23.1% (3)	23.1% (3)	0.0% (0)	0.0% (0)	13
Clarity of the material	7.7% (1)	38.5% (5)	30.8% (4)	23.1% (3)	0.0% (0)	0.0% (0)	13
Quizzes and answers	7.7% (1)	46.2% (6)	23.1% (3)	23.1% (3)	0.0% (0)	0.0% (0)	13
	answered question						13
	skipped question						0

45. Please provide any additional feedback on the PEPFAR New Dispenser Training Manual			Response Count
			2
	answered question		2
	skipped question		11

46. Please provide any additional feedback on the New Dispenser Training Workshop			Response Count
			2
	answered question		2
	skipped question		11


Annex 6: Evaluations by Program Associates of Training Manual Users after 4 Months

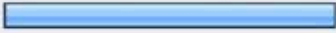

1. Date form filled out		
		Response Count
		12
	answered question	12
	skipped question	0


2. Filled out by (PA name)		
		Response Count
		12
	answered question	12
	skipped question	0



3. Name of new dispenser who participated in the training manual pilot		
		Response Count
		12
	answered question	12
	skipped question	0




4. Date of first supervisory visit after new dispenser completed training manuals		
		Response Count
		12
	answered question	12
	skipped question	0


5. Is the new dispenser still working in the position?			
		Response Percent	Response Count
Yes		100.0%	12
No		0.0%	0
	answered question		12
	skipped question		0

6. How long did it take the new dispenser to able to correctly fill out ARV management and reporting forms?			
		Response Percent	Response Count
He/she is not able to do that yet		0.0%	0
More time (at least 1 month more) than would be expected for a new dispenser who had attended a workshop		58.3%	7
About the same amount of time that would be expected for a new dispenser who had attended a workshop		41.7%	5
Less time (at least 1 month less) than would be expected for new dispenser who had attended a workshop		0.0%	0
	answered question		12
	skipped question		0

7. How long did it take the new dispenser to able to correctly dispense PEPFAR ARVs and OI medications?			
		Response Percent	Response Count
He/she is not able to do that yet		0.0%	0
More time (at least 1 month more) than would be expected for a new dispenser who had attended a workshop		0.0%	0
About the same amount of time that would be expected for a new dispenser who had attended a workshop		100.0%	12
Less time (at least 1 month less) than would be expected for new dispenser who had attended a workshop		0.0%	0
	answered question		12
	skipped question		0

8. How long did it take the new dispenser to able to correctly label dispensed and returned medications?			
		Response Percent	Response Count
He/she is not able to do that yet		0.0%	0
More time (at least 1 month more) than would be expected for a new dispenser who had attended a workshop		0.0%	0
About the same amount of time that a new dispenser who had attended a workshop		91.7%	11
Less time (at least 1 month less) than a new dispenser who had attended a workshop		8.3%	1
	answered question		12
	skipped question		0

9. How long did it take the new dispenser to able to properly provide interactive medication counseling to enhance patient adherence?			
		Response Percent	Response Count
He/she is not able to do that yet		0.0%	0
More time (at least 1 month more) than new dispenser who had attended a workshop		25.0%	3
About the same amount of time that a new dispenser who had attended a workshop		25.0%	3
Less time (at least 1 month less) than new dispenser who had attended a workshop		0.0%	0
Not applicable - not part of this dispenser's job		50.0%	6
answered question			12
skipped question			0

10. Is the new dispenser currently performing at an acceptable level of proficiency for someone on the job for this length of time?			
		Response Percent	Response Count
Yes		100.0%	12
No		0.0%	0
answered question			12
skipped question			0

References

1. Spurr, William A., Lester S. Kellogg, and John H. Smith. 1961. *Business and Economic Statistics*. Revised ed. Homewood, IL: Richard D. Irwin, Inc.