



**WISCONSIN DEPARTMENT**  
*of* **HEALTH SERVICES**

# **IM Training Updates: Feedback**

IMAC Meeting

# How can you share training feedback?

- Local coaches complete New Worker Training survey
- Complete Training Feedback Form
- Reach out with immediate concerns

# Surveys

- Learners are surveyed throughout new worker training and again if they are participating in the EBD workshop
- Local Coaches are surveyed at the 6 week point of new worker training and again at the end of the EBD workshop (if they have participants in the EBD workshop)
- Survey links are included in the weekly summary emails that are sent to local coaches that have cohort participants

# Feedback Forms

- Located in Cornerstone
- Anyone can complete feedback forms

# How often is feedback discussed?

- IM Training reviews as it receives feedback from learners, local coaches, and trainers
- Quarterly at IMAC Training Subcommittee meetings; agenda item specific to feedback received

# Learner Survey Response Rate

| (September 2022-August 2023) | Learners responded/Number of learners | Overall Response Rate Percentage |
|------------------------------|---------------------------------------|----------------------------------|
| Week 6                       | 176/200                               | 78%                              |
| EBD Workshop                 | 112/137                               | 80%                              |

# Learner Survey Response Rate

|                  | Week 6 | EBD Workshop |
|------------------|--------|--------------|
| September State  | 82%    | 100%         |
| September MilES  | 42%    | 62%          |
| October State    | 81%    | 100%         |
| November State 1 | 64%    | 100%         |
| November State 2 | 88%    | N/A          |
| December State   | 95%    | 100%         |
| December MilES   | 22%    | 67%          |
| January State    | 93%    | 92%          |
| February State   | 100%   | 100%         |
| March State      | 88%    | 95%          |
| April State 1    | 77%    | 100%         |
| April MilES      | 100%   | 93%          |
| April State 2    | 85%    | N/A          |
| May State        | 82%    | 100%         |
| June State       | 100%   | 78%          |
| June MilES       | 70%    | 53%          |
| July State       | 89%    | 100%         |
| August State     | 91%    | 66%          |

# Question 5: Which elements of the IM New Worker Training Program did you find most valuable?

- Love the hands-on training and activities
- Ability to interact with peers in virtual environment/social learning
- Love the demonstrations and practice cases

"I have found the VILTs very valuable. It is very helpful to be able to learn "the basics" and then get to apply that knowledge to live cases on the days we don't have VILTs."

"Being able to train along with others seems to ensure nothing is missed. Lots of questions are posed that I may not have thought of which seems to enhance everyone's learning. I also appreciate the opportunity to learn along with the instructors as they screen share and show us, step by step, exactly what they are doing."

"Although I am sad to end this portion of my training, I do feel ready to start working with a real case load and continuing my learning and getting ready for call center and working from home :)"

"Great balance of independent learning with Cornerstone, VILT and shadowing."



## Question 6: Are there any areas of opportunity or enhancements you would recommend?

- Pacing and timing of content
- More opportunities for troubleshooting on cases
- More practice scenarios
- CBTS in VILT sessions

"I would recommend slowing down on harder to grasp areas as some material I haven't been able to retain as easily as others."

"It would be helpful to have more practice cases we can do on our own time"

"More opportunities for trouble shooting. BUT, I found that if I made a mistake, I didn't know what to do. I would spend so much time trying to figure out what I did wrong so my case would match and I would miss key points."

# What action has been taken with learner feedback?

- Coaching on pacing and timing; finding the right balance
- Conclusion course is being revamped to include some additional troubleshooting opportunities
- Evaluating additional opportunities for scenarios for learners
- Additional CBTs were pulled out of VILTs, continuous evaluation

# Local Coach Survey Response Rate

| (September 2022-<br>August 2023) | Local coaches<br>responded/Number of<br>local coaches | Overall Response Rate<br>Percentage |
|----------------------------------|---|-------------------------------------|
| Week 6                           | 24/178  | 16%                                 |
| EBD Workshop                     | 5/114   | 12%                                 |

# Local Coach Survey Response Rate

|                  | <b>Week 6</b> | <b>EBD<br/>Workshop</b> |
|------------------|---------------|-------------------------|
| September State  | 6%            | 24%                     |
| September Miles  | 16%           | 50%                     |
| October State    | 4%            | 22%                     |
| November State 1 | 21%           | 5%                      |
| November State 2 | 38%           | N/A                     |
| December State   | 5%            | 6%                      |
| December Miles   | 33%           | 33%                     |
| January State    | 11%           | 0%                      |
| February State   | 13%           | 0%                      |
| March State      | 22%           | 0%                      |
| April State 1    | 21%           | 16%                     |
| April Miles      | 0%            | 0%                      |
| April State 2    | 0%            | N/A                     |
| May State        | 0%            | 2%                      |
| June State       | 22%           | 6%                      |
| June Miles       | 67%           | 0%                      |
| July State       | 13%           | 0%                      |
| August State     | 7%            | 14%                     |

## Question 5: If you have noticed any gaps in the training, please describe in detail.

- Workers enjoying the new training model
- Not noticing significant gaps within the training
- Appreciation of reaching out to county to make them aware that a worker was struggling

"Our worker has enjoyed these trainings. She is doing well with the hands on we've been giving her to process in the office. I really like this new way of training new workers."

"I have not noticed any gaps in the current groups training."

"We noticed an error in the curriculum and it was corrected right away."

"\* really enjoyed the training and the way how it was taught. She liked the ongoing group interactions and engagement."

## Question 6: Please include feedback in the space provided.

- Not answering questions
- Too many breakout rooms
- Pace/Timing

"The main feedback I have is that there are too many break out rooms and that they aren't getting checked on during these."

"Some concerns brought to me were that the trainers moved too fast. I expressed these concerns right away and they seemed to get somewhat better."

"Our worker shared that the training was slow at times but he understood this because people learn at different paces. When the worker was able to understand the concept, it felt slow when another worker did not. Not sure what solution there would be to that. Maybe workers could pair up and work together with certain topics, maybe teach one another."

# **What action has been taken based on feedback received?**

- Brainstorming solutions for breakout rooms
- Q & A
- Individual coaching related to specific cohorts

# What action has been taken via feedback forms?

- **EBD Validation Question Confusion:** Updated EBD Validation Questions
- **Contingency Days Usage:** Review session implementation
- **Placement of EBD Overview & CTS Overview:** One suggestion, no additional feedback as been received on this.
- **Preferred one trainer over the other trainer:** Preference, no action.
- **Too many breakout rooms:** Brainstormed alternatives and approach
- **Pacing of training:** Individual and group coaching; identifying opportunities to adjust pace
- **Questions not being answered:** Individual conversations with trainings and developed parking lot for questions
- **Request to review some additional concepts:** Learner request to cover additional concepts, VILT trainers covered in next session
- **Cohort Timing:** reminder of others assisting, resourcing constraint
- **Individuals not having CWW access yet:** Escalation process is being followed
- **Request for additional visuals within training/syllabus:** Added to future suggestion to increase visuals and add potential syllabus
- **Homework is assigned, not going back over homework:** Homework is being discussed in VILT



# Ongoing Feedback & Next Steps

- Continue to send in feedback
- Ongoing Collaboration
- Next Steps

# Questions?