

FY2018 NAQC annual survey training webinar

October 2, 2018

3:00pm – 4:00pm ET

We will start at 3:00pm ET

Tip: Download a copy of the FY2018 annual survey questionnaire from the Chat Box so you can follow along.

To mute your line: *1

To unmute your line: *1

For operator assistance: *0

Please do not put your line on hold

FY2018 NAQC annual survey training webinar

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October 2, 2018

Webinar Agenda

- **Annual survey background & timeline**
- **Changes from FY2017**
- **How to submit survey response**
- **FY2018 survey section details**



Tip: Download a copy of the FY2018 annual survey questionnaire from the Chat Box so you can follow along.

Annual survey background

- Conducted Annually:
 - 2004-2006, 2008-2013, 2015 - 2017
- Research Partners:
 - 2016 - 2018: Meghan Mason, Independent Evaluation Consultant
 - 2012, 2013 and 2015: PDA
 - 2010 and 2011: Westat
 - 2008 and 2009: Evaluation, Research and Development Unit, University of Arizona
 - 2006: Center for Tobacco Research and Intervention, University of Wisconsin
 - 2005: University of California, San Diego
 - 2004: Tobacco Technical Assistance Consortium

Annual survey background

- Designed to collect information about:
 - Quitline service offerings
 - Quitline eligibility requirements for counseling and cessation medications
 - Budgets
 - Utilization
 - Evaluation data
- The data will be used by NAQC to:
 - Report on the state of quitlines and trends over time
 - Compile quitline benchmarks
 - Help make the case for funding quitlines
 - Help forecast technical and other needs

FY2018 annual survey timeline

- Survey opens on October 8, 2018
 - The survey link is emailed to state
 - Service providers have a copy of the survey
- Survey closes on December 7, 2018
- Data cleaning: December 2018
- Data analysis: January – February, 2019
- Benchmarking and Presentation of data to NAQC members: Spring 2019

Planning for FY2018 annual survey

Goal for review of annual survey

- Ensure NAQC continues to collect high quality data for reporting on current and relevant quitline services, budgets, utilization, participant demographics and participant outcomes to NAQC members, the quitline community, CDC and tobacco control partners.
- Review of timeline for fielding of survey to identify to account for other reporting deadlines.

Review timeline and process

- May – August 2018
- 1:1 conversations with NAQC members
- 1:1 conversations with NAQC staff
- Phone calls, conference calls and email correspondence

Key changes from FY2017

- Annual survey questions
 - 77 Questions in FY2017
 - 76 Questions in FY2018
 - Note: multiple skip patterns, so number answered will be less
- New questions on:
 - Eligibility for counseling provided by quitlines and if quitlines are making changes to eligibility
 - Types of partnerships with state Medicaid agencies
- Revisions to questions on:
 - quitline budget
 - demographic information on age of quitline callers.

FY2018 annual survey sections

Survey Section	Number of Items	Survey Question Numbers
1. Contact Information	1	Q1
2. Quitline Services	30	Q2 – Q31
3. Budget & Funding Sources	2	Q32 – Q33
4. Utilization	15	Q34 – Q48
5. Minimal Data Set	10	Q49 – Q58
6. Evaluation	17	Q59 – Q75
7. Comments	1	Q76
Total	76	

Steps for submitting data

1. Survey launch email – October 8, 2018
2. Download the WORD or PDF version of the FY2018 annual survey
3. Designate one staff member to gather all responses
4. Access Survey Monkey
5. Complete survey in Survey Monkey during ***ONE Uninterrupted Session.***

Survey Monkey tips

- Best viewing Internet Explorer (also works with Mozilla/Firefox)
- Do not use browser “back” or “forward” arrows!
 - Use “PREV” and “NEXT”
- Required questions marked with *
- Enter “-9” if you are unable to report
- Enter “0” only no funds received/budgeted or no people to report.
- Directions for responding are listed immediately after each question
- For help, email annualsurvey@naquitline.org

Reasons for error messages

- Left a required field blank
 - Enter a response. Use “-9” for “unable to report.”
- Entered a response in the wrong format
 - Delete commas, decimals, or other symbols for whole-number responses
 - Delete commas or other symbols for decimal responses
 - Enter response within the acceptable range

FY2018 annual survey section details

Section 1: contact information

- Section 1 exactly the same as FY2017

Section 2: quitline services

Question(s)	Topics covered	Who should complete/answer
2 & 3	Types of services offered	State (in partnership with service provider)
4	Cessation protocols for specific populations	State (in partnership with service provider)
5 – 8	Eligibility for phone counseling and changes to eligibility	State (in partnership with service provider)

Section 2: quitline services

Question(s)	Topics covered	Who should complete/answer
9 – 21	Provision of cessation medications, eligibility for cessation medications, and provision of a 2-week NRT starter kit	State (in partnership with service provider)
22 - 29	Provision of cessation medications to Medicaid enrollees and partnerships with state Medicaid	State
30 & 31	Outreach to special populations	State

Section 3: budget & funding sources

Question(s)	Topics covered	Who should complete/answer
32	FY2018 quitline budget by budget categories	State
33	Funding amounts the state quitline received from key funding sources	State

Section 4: utilization

Question(s)	Topics covered	Who should complete/answer
34 – 39	Volume by mode of entry	Service provider
40 – 42	Registrations by mode of entry	Service provider
43 – 48	Unique tobacco users	Service provider

Section 4: utilization

key definitions

Definition of direct call:

A direct call is an inbound calls to the quitline telephone systems, regardless of whether the call was answered. This includes proxy calls and wrong numbers/prank calls.

Definition of web visit to web enrollment page/site:

A web visit to web enrollment page/site refers to any page view to the state quitline's web enrollment page/site, regardless of whether the view results in any clicks or registration entry.

Section 4: utilization

key definitions

Definition of referral:

A referral is a client referral to the quitline from a health professional (e.g., health care provider, dentist, pharmacist), state services or community-based service organizations (e.g., WIC, Head Start, workforce development) on behalf of a patient or client who expressed interest in assistance with quitting tobacco, which generates an out bound call initiated from the quitline to the tobacco user.

Section 4: utilization key definitions

Definition of registration:

Registration refers to questions asked by the state quitline of tobacco users seeking cessation assistance to enroll the tobacco user in cessation services.

Section 4: utilization key definitions

Definition of web enrollement:

Web enrollment is an online intake form for enrollment in cessation services offered by the state quitline and completed via the state quitline's web enrollment page/site.

Section 4: utilization key definitions

Definition of unique tobacco user:

A unique tobacco user is a single unique unduplicated tobacco user. A unique tobacco user can be a smoker, chewer, ENDS user etc., and can be a current user or recent quitter interested in staying quit (i.e., have not been quit at intake or registration for more than 30 consecutive days).

Section 4: utilization key definitions

Definition of received services:

Received services includes receipt of one or more of the following:

- Quitline self-help materials
- Began at least one counseling call with a cessation coach/counselor (Note: Intake/Registration time does not qualify as a counseling call)
- Received FDA-approved cessation medication (***note: the act of mailing cessation medications to a quitline participants is considered receiving cessation medications***).

Section 4: utilization key definitions

Definition of counseling call:

A counseling call is defined as tobacco-user centered, person tailored, in depth, motivational interaction between a cessation coach/counselor and tobacco user. This **does not** include time spent on intake/registration or administration.

Section 4: utilization

key definitions

Definition of FDA-approved cessation medications:

FDA-approved cessation medications include:

- Nicotine Replacement Therapy (NRT) in the form of gum, patch or lozenge
- Nicotine Inhaler
- Nicotine Nasal Spray
- Bupropion (Wellbutrin)
- Varenicline (Chantix)

Section 5: Minimal Data Set (MDS)

Question(s)	Topics covered	Who should complete/answer
49 - 58	<p>Demographics of quitline participants that received evidence-based cessation services:</p> <ul style="list-style-type: none">• Gender• Age (added quitline callers aged 55 to 80 years old)• Education• Ethnicity• Race• Sexual Orientation & Gender Identity• Behavioral Health screening questions and number of quitline participants who indicated they have a behavioral health condition• Chronic Health Screening• Insurance Status	Service provider

Section 6: evaluation

Question(s)	Topics covered	Who should complete/answer
59 - 75	State quitline evaluation data from most recent evaluation. Please do not provide evaluation data that was reported on previous annual surveys.	State, service provider, or independent evaluator

Section 7: final comments

Question(s)	Topics covered	Who should complete/answer
76	<ul style="list-style-type: none">•Opportunity to provide NAQC Staff with feedback/comments about the survey.•Provide additional context about your responses to specific items•Comments about the survey process•Things NAQC should consider for future surveys	State, service provider, or independent evaluator

How annual survey data will be used

- Summary report presented to NAQC members
- Full set of findings available on NAQC website
- Data are available to members and researchers for additional analysis
- Publications and reports (aggregate data)
- Benchmarking (reach, spending, and quit rates) and ranking
- Populate quitline profile “metrics” section

Need assistance with the survey?

Contact NAQC:

- Email: annualsurvey@naquitline.org
- Call: (800) 398-5489 ext. 701
- <http://www.naquitline.org/page/2018survey>

Site Search

Enter search criteria...

Search »

Quitline Map

More in this Section...

Are you ready to quit smoking? Receive free quit smoking support, including quit coaching, educational materials, and referrals to local resources today!

US Residents

Canadian Residents

For service in English

Telephone: **1-800-QUIT-NOW** (1-800-784-8669)

Website: www.smokefree.org

For service in Spanish

NAQC LIBRARY

GLOBAL QUITLINE NETWORK

ARTICLES & REPORTS

QUITLINE MAP IS

ISSUE PAPERS

CASE STUDIES

FACT SHEETS

Alabama

Quitline Profile

United States

Quitline: Alabama

Began Operations: April 2005

Website: <https://alabama.quitlogix.org/>

Standard Hours of Operation

Monday: 06:00 AM - 12:00 AM
Tuesday: 06:00 AM - 12:00 AM
Wednesday: 06:00 AM - 12:00 AM
Thursday: 06:00 AM - 12:00 AM
Friday: 06:00 AM - 12:00 AM
Saturday: 06:00 AM - 12:00 AM
Sunday: 06:00 AM - 06:00 AM
Closed on: Thanksgiving and Christmas

Telephone Numbers

Line	Phone Number	Language/Subject
1	800-784-8669	English/Spanish
2	888-229-2182	TTY

Supported Languages

Counseling offered in: English, Spanish, Arabic
Third-party counseling: Over 100 languages.
Deaf/Hard of hearing:

ENROLL IN ONLINE
CESSATION SERVICES

Services Offered

Phone Counseling

Types:

- | | |
|--|---|
| <input checked="" type="checkbox"/> brief intervention | <input type="checkbox"/> single-session |
| <input checked="" type="checkbox"/> multi-session (client-initiated) | <input checked="" type="checkbox"/> multi-session (counselor-initiated) |
| <input type="checkbox"/> Text Msg to cell phone (two-way) | <input type="checkbox"/> Text Msg to cell phone (one-way) |

Length of standard first session: 15 min

Length of standard follow-up session: 10 min

Counseling session topics:

- | | |
|---|--|
| <input checked="" type="checkbox"/> tobacco history | <input checked="" type="checkbox"/> developing a quit plan |
| <input checked="" type="checkbox"/> setting a quit date | <input checked="" type="checkbox"/> withdrawal symptoms |
| <input checked="" type="checkbox"/> relapse prevention | <input checked="" type="checkbox"/> weight gain |
| <input checked="" type="checkbox"/> use of cessation medication | <input checked="" type="checkbox"/> stress management |
| <input type="checkbox"/> other | |

Web-Based Services

- | | |
|--|---|
| <input checked="" type="checkbox"/> quitline information | <input checked="" type="checkbox"/> cessation information |
| <input checked="" type="checkbox"/> self-help tools | <input checked="" type="checkbox"/> automated e-mail messages |
| <input checked="" type="checkbox"/> interactive counseling | <input checked="" type="checkbox"/> chat rooms |

Cessation Medications

Free Medications

- | | |
|---|--------------------------------------|
| <input checked="" type="checkbox"/> patch | <input type="checkbox"/> gum |
| <input type="checkbox"/> lozenge | <input type="checkbox"/> nasal spray |
| <input type="checkbox"/> inhaler | <input type="checkbox"/> varenicline |
| <input type="checkbox"/> bupropion | |

Discounted Medications

- | | |
|------------------------------------|--------------------------------------|
| <input type="checkbox"/> patch | <input type="checkbox"/> gum |
| <input type="checkbox"/> lozenge | <input type="checkbox"/> nasal spray |
| <input type="checkbox"/> inhaler | <input type="checkbox"/> varenicline |
| <input type="checkbox"/> bupropion | |

Distribution Methods

- | | |
|----------------------------------|---|
| <input type="checkbox"/> voucher | <input checked="" type="checkbox"/> by mail |
|----------------------------------|---|

Other Services

- | | |
|--|--|
| <input checked="" type="checkbox"/> voicemail with callbacks | <input checked="" type="checkbox"/> recorded self-help messages |
| <input type="checkbox"/> referral to other health services | <input checked="" type="checkbox"/> mailed info or self-help resources |

Please keep your profile updated at all times. Please contact profiles@naquitline.org for any assistance.

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Q&A

DISCUSSION