NAQC Information e-Bulletin

Welcome to the NAQC Information e-Bulletin ... a special communication designed to provide important, time-sensitive information that may impact quitline operations and services.

NAQC’s Minimal Data Set (MDS) Implementation Assessment Begins!

NAQC’s long awaited MDS Implementation Assessment is now underway. Quitline funders, with support from service providers/vendors and evaluators, are asked to complete the MDS Implementation Assessment by July 27, 2007. Please find included in this email the following documents that quitline funders will need to complete (also found at MDS Technical Documents):

- Part 1: Process and Impact Questionnaire
- Part 2: Intake and Follow-up Questionnaire

Also attached is the Process Management Tool that has been developed to help funders manage the completion of the Assessment and an MDS Implementation Assessment Fact Sheet for more information.

Assessment Surveys Due July 27, 2007!

Results of the MDS Implementation Assessment will be presented in October at the NAQC Annual Meeting. Because of this deadline, we are asking all quitlines to complete the assessment surveys by July 27, 2007 to provide adequate time for analysis and preparation of the presentation and report.

Conference Calls to Learn More

Quitline funders, vendors and evaluators who piloted the MDS Assessment tools will provide insight on how to implement the MDS Assessment at your quitline. There will be time for Q&A, so please bring your questions and concerns.

Conference Calls Dates & Times

Option 1:  
Wednesday July 11, 3:30 – 5:00p.m. EST  
Toll-Free Conference Number: 1-866-462-0164  
Conference Meeting Number: *1949891*

Option 2:  
Friday July 13, 12:30 – 2:00p.m. EST  
Toll-Free Conference Number: 1-866-462-0164  
Conference Meeting Number: *1949891*

What You’ll Find in the Information e-Bulletin

In this Information e-Bulletin you will also find information to help you understand and complete these questionnaires. This assessment is a critical step in the successful implementation of the MDS. The assessment tools and processes were developed with input from the NAQC membership through the NAQC MDS Working Group. Every effort has been made to streamline and simplify this assessment process and to ensure the time and effort
required by quitlines is minimized. Below is a list of topics to provide more information to help you complete the assessment. Click on the topic you wish to view to go directly to that topic or simply scroll down.

Completing the Assessment -- What to Do First
How to Complete the MDS Assessment
Why Participate
How the MDS Assessment Results Will Be Shared
Where to Go for Help

Completing the Assessment -- What to do first
- Read this email.
- Review the two questionnaire documents, NAQC MDS Assessment Part 1 and NAQC MDS Assessment Part 2.
- Review the NAQC MDS Process Management Tool.
- Once you understand the information needs, work backwards from the deadline and assign roles to key players based on suggestions in the Process Management Tool.
- Read the fact sheet if you want or need more information.
- Participate in the conference calls on July 11th and/or July 13th, 2007 (see call-in details above).

How to Complete the MDS Assessment
- Quitline funders are asked to reply to the assessment, but we expect that responses will likely require input from the funders, service providers/vendors and evaluators.
- Quitline funders and service providers/vendors will receive a full MDS Implementation Assessment Package.

Assessment Tools and Process:
These assessment tools were developed with the MDS Assessment Working Group and piloted by three quitlines. There are two components of the Assessment:

Part 1: NAQC MDS Process and Impact Questionnaire
Purpose:
- Assess the process of implementing the MDS, including NAQC support.
- Understand the impact of the MDS on the quitlines and related parties (e.g., service provider/vendor and evaluation organization).

Who will need to be involved:
- All individuals/groups that have been involved in assessing and revising intake and follow-up tools for MDS, including information technology where appropriate, and groups that have used the intake and follow-up data. This will likely include the quitline funder, service provider/vendor and evaluator.
- You may need to contact other staff involved in the implementation process if staff assignments have changed since implementation.

Assessment topics:
- The quitline’s technological, human resource and financial capacity to implement the MDS.
- Time required to implement the MDS.
- Impact the implementation of MDS had on the quitline’s intake services, counselling and other protocols and on follow-up calls.
- Level of difficulty quitline experienced implementing each aspect of the MDS.
- Support provided by NAQC during the MDS implementation.
- The actual MDS questions and response categories at intake and follow-up, including identification of items that were particularly difficult to implement, suggestions for improvements to the MDS intake and follow-up questions and response categories.

Part 2: NAQC MDS Intake and Follow-up Questionnaire

Purpose:
- Understand how each quitline implemented each question and response category of the MDS intake and follow-up questions.

Who will need to be involved:
- Someone with access to the exact question wording and response categories for all MDS questions as asked by your quitline.
- Someone with authority to determine which option for providing this information is best for your quitline (See the MDS Intake and Follow-up Questionnaire for more information on the 3 options for providing this data).

Assessment Topics:
- Obtain the exact wording used for both the question and the response categories.
- Learn when the questions are asked and of whom they are asked.

DEADLINE: The deadline for BOTH Parts 1 & 2 of the questionnaire is July 27, 2007 (submit to AFeltracco@NAQuitline.org). This deadline is firm. We need to have adequate time to enter results, analyse data and develop a meaningful report and presentation for members.

We understand that completing this assessment and questionnaire will require time and effort on your behalf. We appreciate your commitment to the MDS, to improving quitline practice and to developing a common dataset among quitlines in North America.

Why Participate
This is your opportunity to:
- Review the MDS questions for any needed revisions.
- Identify parts of the MDS process or particular items that are/were especially difficult with which to work.
- Inform NAQC how it can improve support provided to quitlines for processes like the MDS.
- Identify additional questions that you would be interested in seeing added to the MDS.
- Report whether the MDS meets your needs.
How Will the MDS Assessment Results be Shared?
During NAQC’s Annual Meeting in Minneapolis, MN in October 2007, results of the MDS assessment will be reported through presentations and a hard copy report. All information will be in aggregate form – no quitline will be singled out or compared to other quitlines. Remember, the MDS Assessment is an assessment of the MDS not your quitline. Reports will also be shared via email with the NAQC membership.

- **Individual quitline reports:** An assessment report on your quitline’s MDS implementation will be shared with your quitline funder.
- **Case studies:** If your quitline has a particular lesson that other quitlines might benefit from learning about, NAQC may approach you to discuss how we can use this information for the benefit of quitlines in North America – for example through a case study. If you would like to volunteer to serve as a case study for MDS Assessment, please contact Annamaria Feltracco at afeltracco@NAQuitline.com or (519) 443-6160.
- **Presentations:** Additional presentations will be made at relevant conferences and workshops.
- **Next steps:** The data collected will be used to inform the next phase of MDS development – revision of the MDS and support for quitlines to implement MDS.

Where to Go for Help
- **Annamaria Feltracco, NAQC Consultant:** Annamaria is available to assist you throughout this assessment process. If you have questions or comments, please contact Annamaria at afeltracco@NAQuitline.com or (519) 443-6160.
- **MDS Assessment Fact Sheet:** NAQC has prepared an MDS Assessment Fact Sheet to help quitlines understand the importance of the MDS Assessment and the process and tools being used to conduct the assessment. The Fact Sheet is attached with this communication and can also be found at MDS Technical Documents 2007.
- **MDS Assessment Conference Calls:** NAQC will host two conference calls to provide more information about the process and answer your questions about the MDS Assessment (see call-in details listed on page 1). Calls will be on July 11 & 13, 2007.