

### Decisions to Make Before You Start

Finding Answers taught a version of this training series to health care practices across the country. This document shares the strategies we used to present the material, and explains why we thought they were effective. Finding Answers strongly encourages you to familiarize yourself with your audience as you decide how to structure your training series.

#### 1. Format – In-Person vs. Webinar

Finding Answers presented the six sessions as webinars because we were teaching multiple practices simultaneously across the country. However, the sessions can be easily adapted to be taught in-person. Depending on your and your audience's locations and what technology is available, choose the format that works best. You may also consider a mix, since at least one in-person session can help set the stage for more candid remote interactions. In either format, Finding Answers encourages interactivity—polling, whiteboards, group discussion, peers sharing examples, etc.

#### 2. Timing of the Sessions

Finding Answers presented each session chronologically and once a week. This allowed enough time for our audience to complete each session's exercise, but not so much time that they forgot the material. However, you may find that teaching the sessions at a faster or slower pace works better for your audience and their needs and availability. Finding Answers has also combined multiple sessions into one training, sometimes skipping or abbreviating some of the exercises. Finding Answers encourages you to familiarize yourself with your audience prior to the training series, and choose the pace that best balances training with time constraints.

#### 3. Online Forum and Peer Review

Finding Answers used an online forum to host documents (readings, blank exercises, and completed exercises) and share completed exercises. This allows participants to share opinions and learn from each other. There are many free and low-cost forum options you can explore online. For example, Yahoo! Groups can be used to host files, have discussions, and take polls. You can also use Google Drive or Dropbox. Some practices may prefer to share emails and phone numbers with each other directly instead. Finding Answers encourages you to provide some way for participants to connect outside of the training.

#### 4. Group Work

Finding Answers incorporated group work into every session to facilitate peer learning. However, if you are teaching a small group or a group with vastly different needs, group work may not be possible or the most productive option. In these cases, time for individual introspection and work can be as valuable. However, if you hesitate to use group work because you expect divergent opinions, Finding Answers encourages you to

consider some form of group interaction. Open discussion is a first step toward resolving concerns and creating the culture necessary to tackle disparities.

#### **5. Technical Assistance and Technical Assistance Contact Person**

In addition to teaching six webinars, as a team, Finding Answers provided technical assistance (TA) over 18 months to facilitate practice implementation of the Roadmap, including:

- a. Monthly calls to monitor progress and troubleshoot issues related to intervention planning and implementation, and
- b. Additional resources and training to address specific concerns and build skills in requested content areas (e.g., data interpretation and communication, community engagement, patient surveys).

These provided much-needed information, support, and guidance *throughout* the process of attempting to identify and reduce racial and ethnic disparities in health and health care.

Beyond the training series, what types of TA can you provide to your audience, and how frequently? How big is your team? Depending on your class size and the number of practices you are teaching at once, you may need other team members to also serve as contact people. Also consider your audience's level of expertise and unique circumstances.

#### **6. Feedback Surveys**

Finding Answers gave feedback surveys to our audience after each session so we could modify our approach to the next session if necessary. We recommend that you use the paper evaluation form we provided or a web service like Survey Monkey to collect feedback from your audience.

#### **7. Equity Resources (Optional or Required Readings)**

On the Finding Answers "Equity Resources" webpage (<http://solvingdisparities.org/tools/roadmap/equity-resources>), there is a list of resources for each Roadmap step. You can direct your audience to the webpage for more information on the topics covered in the training series and/or you can use this as an optional or required reading list.