Evaluation of the Critical Communication Process in the U.S. Army Food Defense Program

Master of Public Health Field Experience Report

AMY SENTS
B.S. 2011, ANIMAL SCIENCES AND INDUSTRY
KANSAS STATE UNIVERSITY
MANHATTAN, KS
My Background and Interest

- Raised on a farm
- Job shadowing
- B.S. Animal Sciences and Industry, 2011
- KSU CVM Class of 2015
Mentors

- Dr. Rebecca Benisch
  - Food Safety Specialist
- Ms. Bethney Davidson
  - Risk Communication Specialist
- Ms. Karen Deaver
  - Command Statistician
Learning Objectives

• Learn general organization and terminology of the Army
• Become acquainted with the organizational structure of the U.S. Army Public Health Command and its mission areas, both domestically and around the world
• Learn how the Army currently conducts food safety risk assessments both within the U.S. and abroad
Learning Objectives Continued

- Become familiar with the training food inspectors currently undergo in both scientific assessment and risk communication
- Learn the skills and qualities that the Army seeks among employees in the public health command
- Learn about career opportunities within the Army
<table>
<thead>
<tr>
<th>Army Institute of Public Health (AIPH)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Environmental Health Engineering</strong></td>
</tr>
<tr>
<td><strong>Epidemiology &amp; Disease Surveillance</strong></td>
</tr>
<tr>
<td><strong>Health Promotion &amp; Wellness</strong></td>
</tr>
<tr>
<td><strong>Health Risk Management</strong></td>
</tr>
<tr>
<td>- Health Risk Communication**</td>
</tr>
<tr>
<td><strong>Laboratory Sciences</strong></td>
</tr>
<tr>
<td><strong>Occupational &amp; Environmental Medicine</strong></td>
</tr>
<tr>
<td><strong>Occupational Health Sciences</strong></td>
</tr>
<tr>
<td><strong>Toxicology</strong></td>
</tr>
<tr>
<td><strong>Veterinary Services</strong></td>
</tr>
<tr>
<td>- Food Protection Program**</td>
</tr>
</tbody>
</table>
VET Portfolio

- Clinical Veterinary Medicine Program
- Food Protection Program
  - Food Quality
  - Food Safety
  - Food Defense

http://phc.amedd.army.mil/topics/foodwater/ifd/Pages/default.aspx

http://phc.amedd.army.mil/topics/animed/mwd/Pages/default.aspx
Food Safety

www.army.mil

www.army.mil
Food Defense

www.londondiningreview.com

http://phc.amedd.army.mil/topics/foodwater/Pages/default.aspx
Health Risk Communication
Risk Analysis

http://www.who.int/foodsafety/micro/riskanalysis/en/
Initial Project Idea
The Critical Communication Process

- Veterinary Corps Officer (VCO)
- Non-Commissioned Officer (NCO)
- Anti-Terrorism Officer (ATO)
- Installation Commander
Naïve Expectations

- Project proposal
- Timeline
- Approval process
- Mechanics of survey writing
- “Good” response rate
- “Coaching up”
Timeline

- 28 June: Paperwork due to Public Health Review Board
- 10 July: Begin survey editing in Vovici
- 15 July: Conduct scenario testing
- 16 July: Distribute surveys via e-mail list
- 23 July: Survey reminders sent via command channel
Questionnaire to Evaluate the Critical Communication Process between NCOs and ATOs

The Food Protection Program at the U.S. Army Public Health Command (USAPHC) is conducting this survey to help evaluate the critical communication process between the Food Defense Noncommissioned Officer (NCO) and the Antiterrorism Officer (ATO) located at the installation level. The results of the survey will identify opportunities for enhanced communication training. The survey should only take about 10 minutes to complete, and your responses to this survey will remain anonymous. Thank you for your participation and valuable input!

Please rate the level to which you agree or disagree with the following statements:

- The contents of the TG355 help me achieve mission success in my role as an NCO.
- The training I received on the TG355 provided adequate understanding to achieve mission success in my role as an NCO.
- Receiving face-to-face training on new policies, such as the TG355, as they are released would enrich my understanding of the material and improve my ability to achieve mission success.

Please provide feedback on the effectiveness of the content and training you received on the TG355 as it pertains to achieving mission success. In addition, please note any suggestions you have to improve training and understanding of future policies as they are released.

750 characters left.
Timeline Continued

- 25 July: FYGVE survey created
- 26 July: VCO survey close
- 2 August: NCO and FYGVE surveys close
- 5 September: Survey analysis report submitted to USAPHC
Lessons Learned

- Communication skills
  - Project proposal
  - Risk communication
- Vovici technical skills
- Survey writing
- Survey analysis
- Effective policy writing and implementation
- Learning objectives
- Career direction
Coursework

- KIN 818: Social and Behavioral Public Health
- DMP 856: Advanced Veterinary Parasitology
- DMP 880: Scholarship in a Busy Age


Supplemental Experiences

Personal Photographs, Amy Sents
Acknowledgements

Graduate Committee:
- Justin Kastner, PhD, PgDip, MSc
- Jason Ackleson, PhD
- David Renter, DVM, PhD

Field Experience Mentors:
- Rebecca Benisch, DVM, MPH
- Bethney Davidson
- Karen Deaver

MPH Program Staff
- Michael Cates, DVM, MPH
- Barta Stevenson
Acknowledgements Continued

• Financial support
  o MPH Field Experience Travel Award
  o CVM Travel Award
  o ORISE
    • This field experience was supported in part by an appointment to the Student Research Participation Program at the U.S. Army Public Health Command administered by the Oak Ridge Institute for Science and Education through an interagency agreement between the U.S. Department of Energy and USAPHC.

www.thebacstudentdevelopmentblog.blogspot.com
Available upon request
Thank you for your support!

Questions?