



Canada's source for
HIV and hepatitis C
information

La source canadienne
de renseignements sur
le VIH et l'hépatite C

**Immigrant Health and Hepatitis Workshop Evaluation
2012/2013**

August 2013

1 Background

2 Location and Attendance

In total there were 9 Immigrant Health and Hepatitis C workshops delivered across Canada, reaching 245 people.

Immigrant Health and Hepatitis C Workshops

| <i>Date</i> | <i>Location</i> | <i>Attendance</i> | <i>Language</i> |
|-------------|-----------------|-------------------|-----------------|
| 2/13/2013 | Vaughan | 35 | Urdu |
| 2/20/2013 | Vaughan | 20 | Urdu |
| 2/28/2013 | Vaughan | 35 | Urdu |
| 2/24/2013 | London | 20 | Punjabi |
| 3/3/2013 | Windsor | 35 | Punjabi |
| 3/12/2013 | Vaughn | 20 | Urdu |
| 3/20/2013 | North York | 15 | Tagalog |
| 3/20/2013 | Vaughn | 25 | Urdu |
| 3/28/2013 | Toronto | 20 | Mandarin |

In total, there was one Service Provider Workshop delivered in Canada, reaching a total of 19 people.

Service Provider Workshops

| <i>Date</i> | <i>Location</i> | <i>Attendance</i> | <i>Language</i> |
|-------------|-----------------|-------------------|-----------------|
| 2/21/2013 | Ottawa | 19 | English |

3 Methodology

Evaluation forms were distributed to workshop attendees. Appendix A contains the English evaluation form for the Immigrant Health and Hepatitis C workshop and Appendix B contains the evaluation form for the Service Provider Workshop.

Evaluation forms were collected by CATIE staff at the end of each workshop. The data was entered into separate excel spreadsheets and analyzed by language.

Frequency descriptives were produced to summarize the outcomes. The results (in tabulated form) are contained in Appendix C for all the Immigrant Health workshops combined; Appendix D for Immigrant Health workshops presented in Urdu; Appendix E for workshops presented in Punjabi; Appendix F for workshops presented in Mandarin; and Appendix G for the Service Provider workshop.

The qualitative results for the Immigrant Health workshops and the Service Provider workshop can be found in Appendices H and I respectively.

4 Evaluation Results

Immigrant Health and Hepatitis C Workshop

184 Immigrant Health and Hepatitis C evaluation forms were completed by 245 attendees resulting in a 75% response rate.

Relevance:

- ◆ 95% thought the workshop was useful or very useful.
- ◆ 98% were satisfied or very satisfied with the workshop.
- ◆ 98% agreed or strongly agreed that the workshop was appropriate for them.
- ◆ 77% agreed or strongly agreed that the workshop was relevant to them or the work that they do.
- ◆ 97% agreed or strongly agreed that they would recommend the workshop to others.

Key Evaluation Statistics:

- ◆ 100% agreed or strongly agreed that the workshop was well presented.
- ◆ 98% agreed or strongly agreed that the workshop presenter was knowledgeable about the topic being discussed.
- ◆ 97% agreed or strongly agreed that they will use/apply the knowledge gained at the workshop in their life.
- ◆ 99% agreed or strongly agreed that the workshop increased their capacity to respond to hepatitis C within their community/personal life.
- ◆ 99% agreed or strongly agreed that the workshop increased their knowledge of hepatitis C.
- ◆ 64% reported that the level of the workshop for their experience level was 'about right'. 20% felt it was 'too basic' and 17% thought it was 'too advanced'.

On average workshop participants rated their knowledge of hepatitis C at 5.4 on a scale of 1 (no knowledge) to 10 (expert knowledge) before the workshop. This increased to 8.5 after the workshop – this increase is statistically significant ($p < 0.01$). Seventy-five percent of respondents reported an increase in knowledge based on this scale.

Service Provider Workshop

18 Service Provider Workshop evaluation forms were completed by 19 attendees resulting in a 95% response rate.

Relevance:

- ◆ 94% thought the workshop was useful or very useful.
- ◆ 100% were satisfied or very satisfied with the workshop.
- ◆ 100% agreed or strongly agreed that the workshop was appropriate for them.
- ◆ 89% agreed or strongly agreed that the workshop was relevant to the work that they do.
- ◆ 100% agreed or strongly agreed that they would recommend the workshop to their coworkers.

Key Evaluation Statistics:

- ◆ 84% agreed or strongly agreed that the workshop was well presented.
- ◆ 100% agreed or strongly agreed that the workshop presenter was knowledgeable about the topic being discussed.
- ◆ 100% agreed or strongly agreed that they will use/apply the knowledge gained at the workshop in their work.
- ◆ 82% agreed or strongly agreed that the workshop increased their capacity to respond to hepatitis C within their community/personal life.
- ◆ 100% agreed or strongly agreed that the workshop increased their knowledge of hepatitis C.
- ◆ 100% reported that the level of the workshop for their experience level was 'about right'.

On average workshop participants rated their knowledge of hepatitis C at 4.8 on a scale of 1 (no knowledge) to 10 (expert knowledge) before the workshop. This increased to 8.1 after the workshop – this increase is statistically significant ($p < 0.01$). Ninety-four percent of respondents reported an increase in knowledge based on this scale.

5 Conclusion

The workshop evaluations for both the Immigrant Health and Service Provider workshops were overwhelmingly positive.

Are the Immigrant Health and Hepatitis C workshops relevant?

CATIE collects key information to ascertain if the workshops are relevant to our stakeholders.

Overall these workshops are extremely relevant.

- 95% of workshop attendees reported the workshop was useful for them.
- 98% of workshop attendees were satisfied or very satisfied with the workshop.

- 98% of workshop attendees agreed or strongly agreed that the workshop was appropriate for them.
- 77% of workshop attendees agree or strongly agreed that the workshop was relevant to them.
- 97% of workshop attendees agreed or strongly agreed that they would recommend the workshop to others.

Are the Immigrant Health and Hepatitis C workshops effective?

CATIE collects key information to ascertain if the Hepatitis C workshops are meeting their objectives. Overall, CATIE's workshops have been shown to be very effective.

Objective 1: Increase knowledge and awareness of the nature of Hepatitis C and other infections

- 99% of workshop attendees agreed or strongly agreed that the workshop increased their knowledge of hepatitis C.
- Based on a 10 point rating scale the average knowledge of participants increased from 5.4 to 8.5; 75% of participants reported an increase in knowledge based on this 10 point scale.

Objective 2: Increase organizational and individual capacity to support people living with and at risk for hepatitis C.

- 97% of workshop participants agreed or strongly agreed they will use/apply the knowledge gained at the workshop in their work/life.
- 99% of workshop participants agreed or strongly agreed that the workshop increased their capacity to respond to hepatitis C within their communities/personal life.

Are the Service Provider workshops relevant?

CATIE collects key information to ascertain if the workshops are relevant to our stakeholders.

Overall these workshops are extremely relevant.

- 94% of workshop attendees reported the workshop was useful for them.
- 100% of workshop attendees were satisfied or very satisfied with the workshop.
- 100% of workshop attendees agreed or strongly agreed that the workshop was appropriate for them.
- 89% of workshop attendees agree or strongly agreed that the workshop was relevant to them.

- 100% of workshop attendees agreed or strongly agreed that they would recommend the workshop to their coworkers.

Are the Service Provider workshops effective?

CATIE collects key information to ascertain if the workshops are meeting their objectives. Overall, CATIE's workshops have been shown to be very effective.

Objective 1: Increase knowledge and awareness of the nature of Hepatitis C and other infections

- 100% of workshop attendees agreed or strongly agreed that the workshop increased their knowledge of hepatitis C.
- Based on a 10 point rating scale the average knowledge of participants increased from 4.8 to 8.1; 94% of participants reported an increase in knowledge based on this 10 point scale.

Objective 2: Increase organizational and individual capacity to support people living with and at risk for hepatitis C.

- 100% of workshop participants agreed or strongly agreed they will use/apply the knowledge gained at the workshop in their work/life.
- 82% of workshop participants agreed or strongly agreed that the workshop increased their capacity to respond to hepatitis C within their communities/personal life.

Appendix A: Immigrant Health and Hepatitis C Questionnaire

We would like your feedback on this Workshop!

Thank you for taking the time to fill out this evaluation form. This information will be used to evaluate the event and to improve any future events. Please circle only one answer per question. Some of the questions may not be relevant to this workshop – for these questions please mark not applicable.

Date: _____

1. Please indicate your agreement with the following statements.

| | Strongly disagree | Disagree | Agree | Strongly agree | NA |
|-----------------------------------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The workshop was well presented. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The workshop presenter(s) was knowledgeable about the topic being discussed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The workshop was appropriate for me. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The workshop was relevant to me. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I will use/apply the knowledge gained at this workshop in my life. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would recommend this workshop to my friends. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| This workshop increased my capacity to respond to hepatitis C within my community and/or my personal life | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall, the workshop increased my knowledge of hepatitis C. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

2. On a scale of 1 to 10 please rate your knowledge of Hep C **BEFORE** this workshop:

| | | | | | | | | | |
|--------------|---|---|---|---|---|---|---|---|------------------|
| No Knowledge | | | | | | | | | Expert Knowledge |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

3. On a scale of 1 to 10 please rate your knowledge of Hep C **AFTER** this workshop:

| | | | | | | | | | |
|--------------|---|---|---|---|---|---|---|---|------------------|
| No Knowledge | | | | | | | | | Expert Knowledge |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

4. Overall, how satisfied were you with this workshop?

dissatisfied somewhat satisfied satisfied very satisfied

5. Overall, how useful was the workshop for you?

not useful somewhat useful useful very useful

PLEASE TURN PAGE OVER

6. For my experience level, the workshop was:

too basic about right too advanced

7.

7. How might you use the information you received at this workshop in your life?

8. What is the main benefit of this workshop for you?

9. What did you find least useful about this workshop?

Thank you for your time and effort!

All responses are confidential and will be used to improve the services CATIE offers.
Please return this form to a CATIE representative.

Appendix B: Service Provider Workshop Questionnaire

We would like your feedback on this Workshop!

Thank you for taking the time to fill out this evaluation form. This information will be used to evaluate the event, improve future workshops and develop messaging about hepatitis C for the community. Please circle or check only one answer per question.

Date: _____

8. Please indicate your agreement with the following statements.

| | Strongly disagree | Disagree | Agree | Strongly agree |
|-----------------------------------------------------------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| The workshop was well presented. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The workshop presenter(s) was knowledgeable about the topic being discussed. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The workshop was appropriate for me. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The workshop was relevant to the work that I do. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| I would recommend this workshop to my co-workers. | | | | |
| This workshop provided an opportunity to network with others. | | | | |
| I will use/apply the knowledge gained at this workshop in my work. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The workshop increased my capacity to respond to hepatitis C within my community. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Overall, the workshop increased my knowledge of hepatitis C. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

9. On a scale of 1 to 10 please rate your knowledge of Hep C **BEFORE** this workshop:

| | | | | | | | | | |
|--------------|---|---|---|---|---|---|---|---|------------------|
| No Knowledge | | | | | | | | | Expert Knowledge |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

10. On a scale of 1 to 10 please rate your knowledge of Hep C **AFTER** this workshop:

| | | | | | | | | | |
|--------------|---|---|---|---|---|---|---|---|------------------|
| No Knowledge | | | | | | | | | Expert Knowledge |
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 |

11. Overall, how satisfied were you with this workshop?

dissatisfied somewhat satisfied satisfied very satisfied

12. Overall, how useful was the workshop for the work that you do?

not useful somewhat useful useful very useful

PLEASE TURN PAGE OVER

13. For my experience level the workshop was:

too basic about right too advanced

14. How might you use the information you received at this workshop in your work?

15. What is the main benefit of this workshop for your organization?

16. What did you find least useful about this workshop?

Thank you for your time and effort!

All responses are confidential and will be used to improve the services CATIE offers.
Please return this form to a CATIE representative.

Appendix C – Overall Immigrant Workshop Results

Table 1. The workshop was well presented.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 27 | 16.8 |
| Strongly agree | 134 | 86.2 |

Table 2. The workshop presenter(s) was knowledgeable.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 1 | 0.6 |
| Disagree | 3 | 1.9 |
| Agree | 37 | 23.1 |
| Strongly agree | 119 | 74.4 |

Table 3. The workshop was appropriate for me.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 1 | 0.6 |
| Disagree | 3 | 1.9 |
| Agree | 57 | 35.2 |
| Strongly agree | 101 | 62.3 |

Table 4. The workshop was relevant to me.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 9 | 6.1 |
| Disagree | 23 | 15.6 |
| Agree | 48 | 32.7 |
| Strongly agree | 67 | 45.6 |

Table 5. I will use/apply the knowledge gained at this workshop.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 3 | 1.9 |
| Agree | 48 | 30.6 |
| Strongly agree | 106 | 67.5 |

Table 6. I would recommend this workshop to others.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 1 | 0.8 |
| Disagree | 2 | 1.6 |
| Agree | 42 | 32.8 |
| Strongly agree | 83 | 64.8 |

Table 7. The workshop increased my capacity to respond to hepatitis C.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 1 | 0.6 |
| Agree | 50 | 32.3 |
| Strongly agree | 104 | 67.1 |

Table 8. Overall, the workshop increased my knowledge of hepatitis C.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 2 | 1.3 |
| Agree | 44 | 28.0 |
| Strongly agree | 111 | 70.7 |

Table 9. Knowledge of hep C hepatitis C.

| | <i>Before webinar</i> | | | <i>After webinar</i> | |
|------------------|-----------------------|---------|------------------|----------------------|---------|
| | Frequency | Percent | | Frequency | Percent |
| 1 (no knowledge) | 27 | 17.9 | 1 (no knowledge) | 4 | 2.6 |
| 2 | 7 | 4.6 | 2 | 1 | 0.7 |
| 3 | 6 | 4.0 | 3 | 0 | 0.0 |
| 4 | 16 | 10.6 | 4 | 0 | 0.0 |
| 5 | 24 | 15.9 | 5 | 6 | 4.0 |
| 6 | 19 | 12.6 | 6 | 9 | 5.9 |
| 7 | 7 | 4.6 | 7 | 11 | 7.3 |
| 8 | 14 | 9.3 | 8 | 26 | 17.2 |
| 9 | 10 | 6.6 | 9 | 40 | 26.5 |
| 10 (expert) | 21 | 13.9 | 10 (expert) | 54 | 35.8 |

Based on the 10 point rating scale, the average knowledge score of participants increased from 5.4 to 8.5 and 75% of participants reported an increase in knowledge.

Table 10. Overall satisfaction with the workshop.

| | Frequency | Percent |
|--------------------|-----------|---------|
| Dissatisfied | 0 | 0.0 |
| Somewhat satisfied | 3 | 2.0 |
| Satisfied | 65 | 42.8 |
| Very satisfied | 84 | 55.2 |

Table 11. Overall utility of the workshop.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 7 | 4.8 |
| Agree | 34 | 23.1 |
| Strongly agree | 106 | 72.1 |

Table 12. Level of workshop for experience level of participant.

| | Frequency | Percent |
|--------------|-----------|---------|
| Too basic | 30 | 20.0 |
| About right | 95 | 63.3 |
| Too advanced | 25 | 16.7 |

Appendix D – Urdu Workshop Results

Table 1. The workshop was well presented.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 14 | 12.3 |
| Strongly agree | 100 | 87.7 |

Table 2. The workshop presenter(s) was knowledgeable.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 1 | 0.9 |
| Disagree | 1 | 0.9 |
| Agree | 27 | 23.7 |
| Strongly agree | 85 | 74.5 |

Table 3. The workshop was appropriate for me.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 1 | 0.9 |
| Disagree | 3 | 2.6 |
| Agree | 34 | 29.6 |
| Strongly agree | 77 | 66.9 |

Table 4. The workshop was relevant to me.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 8 | 7.8 |
| Disagree | 21 | 20.6 |
| Agree | 22 | 21.6 |
| Strongly agree | 51 | 50.0 |

Table 5. I will use/apply the knowledge gained at this workshop.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 1 | 0.9 |
| Agree | 28 | 25.2 |
| Strongly agree | 82 | 73.9 |

Table 6. I would recommend this workshop to others.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 1 | 0.9 |
| Disagree | 1 | 0.9 |
| Agree | 34 | 30.6 |
| Strongly agree | 75 | 67.6 |

Table 7. The workshop increased my capacity to respond to hepatitis C.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |

| | | |
|----------------|----|------|
| Disagree | 0 | 0.0 |
| Agree | 29 | 26.9 |
| Strongly agree | 79 | 73.1 |

Table 8. Overall, the workshop increased my knowledge of hepatitis C.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 22 | 20.0 |
| Strongly agree | 88 | 80.0 |

Table 9. Knowledge of hepatitis C.

| | <i>Before webinar</i> | | | <i>After webinar</i> | |
|------------------|-----------------------|---------|------------------|----------------------|---------|
| | Frequency | Percent | | Frequency | Percent |
| 1 (no knowledge) | 11 | 10.3 | 1 (no knowledge) | 3 | 2.8 |
| 2 | 5 | 4.6 | 2 | 0 | 0 |
| 3 | 5 | 4.6 | 3 | 0 | 0 |
| 4 | 12 | 11.1 | 4 | 0 | 0 |
| 5 | 19 | 17.6 | 5 | 2 | 1.9 |
| 6 | 13 | 12 | 6 | 5 | 4.6 |
| 7 | 5 | 4.6 | 7 | 6 | 5.6 |
| 8 | 12 | 11.1 | 8 | 15 | 13.9 |
| 9 | 8 | 7.4 | 9 | 33 | 30.5 |
| 10 (expert) | 18 | 16.7 | 10 (expert) | 44 | 40.7 |

Based on the 10 point rating scale, the average knowledge score of participants increased from 5.9 to 8.7 and 71% of participants reported an increase in knowledge.

Table 10. Overall satisfaction with the workshop.

| | Frequency | Percent |
|--------------------|-----------|---------|
| Dissatisfied | 0 | 0.0 |
| Somewhat satisfied | 3 | 2.7 |
| Satisfied | 44 | 40.0 |
| Very satisfied | 63 | 57.3 |

Table 11. Overall utility of the workshop.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 4 | 3.6 |
| Agree | 15 | 13.6 |
| Strongly agree | 91 | 82.8 |

Table 12. Level of workshop for experience level of participant.

| | Frequency | Percent |
|--------------|-----------|---------|
| Too basic | 30 | 26.8 |
| About right | 70 | 62.5 |
| Too advanced | 12 | 10.7 |

Appendix E – Punjabi Workshop Results

Table 1. The workshop was well presented.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 7 | 18.9 |
| Strongly agree | 30 | 81.1 |

Table 2. The workshop presenter(s) was knowledgeable.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 7 | 18.9 |
| Strongly agree | 30 | 81.1 |

Table 3. The workshop was appropriate for me.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 16 | 43.2 |
| Strongly agree | 21 | 56.8 |

Table 4. The workshop was relevant to me.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 1 | 2.9 |
| Disagree | 1 | 2.9 |
| Agree | 19 | 54.2 |
| Strongly agree | 14 | 40.0 |

Table 5. I will use/apply the knowledge gained at this workshop.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 1 | 2.7 |
| Agree | 14 | 37.8 |
| Strongly agree | 22 | 59.5 |

Table 6. I would recommend this workshop to others.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 3 | 42.9 |
| Strongly agree | 4 | 57.1 |

Table 7. The workshop increased my capacity to respond to hepatitis C.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |

| | | |
|----------------|----|------|
| Disagree | 0 | 0.0 |
| Agree | 15 | 40.5 |
| Strongly agree | 22 | 59.5 |

Table 8. Overall, the workshop increased my knowledge of hepatitis C.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 17 | 45.9 |
| Strongly agree | 20 | 54.1 |

Table 9. Knowledge of hepatitis C.

| | <i>Before webinar</i> | | | <i>After webinar</i> | |
|------------------|-----------------------|---------|------------------|----------------------|---------|
| | Frequency | Percent | | Frequency | Percent |
| 1 (no knowledge) | 13 | 37.1 | 1 (no knowledge) | 1 | 2.8 |
| 2 | 1 | 2.9 | 2 | 0 | 0.0 |
| 3 | 1 | 2.9 | 3 | 0 | 0.0 |
| 4 | 4 | 11.4 | 4 | 0 | 0.0 |
| 5 | 3 | 8.6 | 5 | 3 | 8.6 |
| 6 | 6 | 17.1 | 6 | 2 | 5.7 |
| 7 | 1 | 2.9 | 7 | 5 | 14.3 |
| 8 | 2 | 5.7 | 8 | 10 | 28.6 |
| 9 | 1 | 2.9 | 9 | 6 | 17.1 |
| 10 (expert) | 3 | 8.5 | 10 (expert) | 8 | 22.9 |

Based on the 10 point rating scale, the average knowledge score of participants increased from 4.2 to 7.9 and 83% of participants reported an increase in knowledge.

Table 10. Overall satisfaction with the workshop.

| | Frequency | Percent |
|--------------------|-----------|---------|
| Dissatisfied | 0 | 0.0 |
| Somewhat satisfied | 0 | 0.0 |
| Satisfied | 18 | 52.9 |
| Very satisfied | 16 | 47.1 |

Table 11. Overall utility of the workshop.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 1 | 2.9 |
| Agree | 19 | 54.3 |
| Strongly agree | 15 | 42.8 |

Table 12. Level of workshop for experience level of participant.

| | Frequency | Percent |
|--------------|-----------|---------|
| Too basic | 0 | 0.0 |
| About right | 23 | 65.7 |
| Too advanced | 12 | 34.3 |

Appendix F – Mandarin Workshop Results

Table 1. The workshop was well presented.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 6 | 60.0 |
| Strongly agree | 4 | 40.0 |

Table 2. The workshop presenter(s) was knowledgeable.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 2 | 22.2 |
| Agree | 3 | 33.3 |
| Strongly agree | 4 | 44.5 |

Table 3. The workshop was appropriate for me.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 7 | 70.0 |
| Strongly agree | 3 | 30.0 |

Table 4. The workshop was relevant to me.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 1 | 10.0 |
| Agree | 7 | 70.0 |
| Strongly agree | 2 | 20.0 |

Table 5. I will use/apply the knowledge gained at this workshop.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 1 | 11.1 |
| Agree | 6 | 66.7 |
| Strongly agree | 2 | 22.2 |

Table 6. I would recommend this workshop to others.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 1 | 10.0 |
| Agree | 5 | 50.0 |
| Strongly agree | 4 | 40.0 |

Table 7. The workshop increased my capacity to respond to hepatitis C.

| | Frequency | Percent |
|--|-----------|---------|
|--|-----------|---------|

| | | |
|-------------------|---|------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 1 | 10.0 |
| Agree | 6 | 60.0 |
| Strongly agree | 3 | 30.0 |

Table 8. Overall, the workshop increased my knowledge of hepatitis C.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 2 | 20.0 |
| Agree | 5 | 50.0 |
| Strongly agree | 3 | 30.0 |

Table 9. Knowledge of hepatitis C.

| | <i>Before webinar</i> | | | <i>After webinar</i> | |
|------------------|-----------------------|---------|------------------|----------------------|---------|
| | Frequency | Percent | | Frequency | Percent |
| 1 (no knowledge) | 2 | 28.6 | 1 (no knowledge) | 0 | 0.0 |
| 2 | 1 | 14.3 | 2 | 0 | 0.0 |
| 3 | 0 | 0.0 | 3 | 0 | 0.0 |
| 4 | 0 | 0.0 | 4 | 0 | 0.0 |
| 5 | 2 | 28.6 | 5 | 1 | 14.3 |
| 6 | 0 | 0.0 | 6 | 2 | 28.6 |
| 7 | 1 | 14.3 | 7 | 0 | 0.0 |
| 8 | 0 | 0.0 | 8 | 1 | 14.3 |
| 9 | 1 | 14.3 | 9 | 1 | 14.3 |
| 10 (expert) | 0 | 0.0 | 10 (expert) | 2 | 28.6 |

Based on the 10 point rating scale, the average knowledge score of participants increased from 4.3 to 7.7 and 100% of participants reported an increase in knowledge.

Table 10. Overall satisfaction with the workshop.

| | Frequency | Percent |
|--------------------|-----------|---------|
| Dissatisfied | 0 | 0.0 |
| Somewhat satisfied | 0 | 0.0 |
| Satisfied | 3 | 37.5 |
| Very satisfied | 5 | 62.5 |

Table 11. Overall utility of the workshop.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 2 | 100.0 |
| Agree | 0 | 0.0 |
| Strongly agree | 0 | 0.0 |

Table 12. Level of workshop for experience level of participant.

| | Frequency | Percent |
|--------------|-----------|---------|
| Too basic | 0 | 0.0 |
| About right | 2 | 66.7 |
| Too advanced | 1 | 33.3 |

Appendix G – Service Provider Workshop Results

Table 1. The workshop was well presented.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 1 | 5.5 |
| Disagree | 0 | 0.0 |
| Agree | 1 | 5.6 |
| Strongly agree | 16 | 88.9 |

Table 2. The workshop presenter(s) was knowledgeable.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 3 | 16.7 |
| Strongly agree | 15 | 83.3 |

Table 3. The workshop was appropriate for me.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 4 | 22.2 |
| Strongly agree | 14 | 77.8 |

Table 4. The workshop was relevant to me.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 2 | 11.1 |
| Agree | 6 | 33.3 |
| Strongly agree | 10 | 55.6 |

Table 5. I will use/apply the knowledge gained at this workshop.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 8 | 44.4 |
| Strongly agree | 10 | 55.6 |

Table 6. I would recommend this workshop to my coworkers.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 6 | 33.3 |
| Strongly agree | 12 | 66.7 |

Table 7. The workshop increased my capacity to respond to hepatitis C.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |

| | | |
|----------------|----|------|
| Disagree | 3 | 16.7 |
| Agree | 5 | 27.8 |
| Strongly agree | 10 | 55.5 |

Table 8. Overall, the workshop increased my knowledge of hepatitis C.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 0 | 0.0 |
| Agree | 6 | 33.3 |
| Strongly agree | 12 | 66.7 |

Table 9. Knowledge of hepatitis C.

| | <i>Before webinar</i> | | | <i>After webinar</i> | |
|------------------|-----------------------|---------|------------------|----------------------|---------|
| | Frequency | Percent | | Frequency | Percent |
| 1 (no knowledge) | 0 | 0.0 | 1 (no knowledge) | 0 | 0.0 |
| 2 | 1 | 5.9 | 2 | 0 | 0.0 |
| 3 | 4 | 23.5 | 3 | 0 | 0.0 |
| 4 | 5 | 29.3 | 4 | 0 | 0.0 |
| 5 | 1 | 5.9 | 5 | 0 | 0.0 |
| 6 | 2 | 11.8 | 6 | 1 | 5.9 |
| 7 | 2 | 11.8 | 7 | 4 | 23.5 |
| 8 | 1 | 5.9 | 8 | 5 | 29.4 |
| 9 | 1 | 5.9 | 9 | 7 | 41.2 |
| 10 (expert) | 0 | 0.0 | 10 (expert) | 0 | 0.0 |

Based on the 10 point rating scale, the average knowledge score of participants increased from 4.8 to 8.1 and 94% of participants reported an increase in knowledge.

Table 10. Overall satisfaction with the workshop.

| | Frequency | Percent |
|--------------------|-----------|---------|
| Dissatisfied | 0 | 0.0 |
| Somewhat satisfied | 0 | 0.0 |
| Satisfied | 6 | 33.3 |
| Very satisfied | 12 | 66.7 |

Table 11. Overall utility of the workshop.

| | Frequency | Percent |
|-------------------|-----------|---------|
| Strongly disagree | 0 | 0.0 |
| Disagree | 1 | 5.6 |
| Agree | 8 | 44.4 |
| Strongly agree | 9 | 50.0 |

Table 12. Level of workshop for experience level of participant.

| | Frequency | Percent |
|--------------|-----------|---------|
| Too basic | 0 | 0.0 |
| About right | 15 | 100.0 |
| Too advanced | 0 | 0.0 |

Appendix H – Immigrant Health and Hepatitis C Workshop Qualitative Results

Urdu participants:

How might you use the information you received at this workshop in your work/life?

- The way it was taught in the workshop.
- I would contact the doctor.
- It has increased my knowledge.
- Prevention is better than treatment. If we are careful, we can save ourselves from a lot of trouble.
- I learned that we shouldn't share the articles of personal use like nail cutters etc. and we also need to be careful when we are getting our ears pierced.
- We can use this information in various ways.
- We need to take care of our diet and should eat health food. Exercise is also very important for our health.
- I need to be careful about taking injections.
- I will make sure that I use all the necessary precaution to prevent the disease.
- I got a lot of important information which I am going to share with others.
- If I ever have these symptoms I will go to a doctor.
- One should be vigilant about one's health and see what changes are happening in their bodies.
- If anyone has these symptoms they should go to doctor and also remember how can we prevent the transmission.
- I will not take unnecessary medication as it can affect my liver.
- I will get myself tested.
- We should eat healthy diet and do exercise regularly.
- How can I protect my family from Hepatitis?
- I will pass this information on to others.
- I will try to use this information in my life.
- I should take preventive measures for myself and my family.
- I will take precautions that we were told about in the workshop and also get myself tested.
- We should get thorough annual checkup and we should adopt a healthy lifestyle and also encourage our children to lead a healthy life too.
- We should use the information given to us in this workshop and get our blood work done, we should also give this information to other community members who could not attend the workshop.
- We can give this information to our friends and family members and we can also tell them about how to prevent themselves from this disease. If someone already has the disease we can encourage them for the treatment.
- I will try to use this information as much as I can and will also try to share it with other people.
- I will use the prevention-related information in my daily life.
- I will ensure that I am tested for hep. C and also those around me.
- I will use this awareness for prevention.
- I will get my blood screening done.

What is the main benefit of this workshop for you?

- I got the information which I did not have before.

- I learned about the importance of 'precaution'.
- I got the information.
- We got some basic information about Hepatitis C.
- We got the information which we didn't have before.
- I now understand how liver functions.
- I got to know about the symptoms of Hepatitis C and also about the prevention.
- I got a lot of information from the workshop.
- God forbid if we have this disease, we already know about it.
- I got good information.
- Got information about hepatitis C.
- We got detailed information about hepatitis C.
- There were many things about liver health which I did not know before.
- I learnt about the protecting ourselves from the hep C virus and about its treatment.
- It has increased my knowledge and understanding about this disease.
- I have more awareness about this disease now.
- The workshop raised my awareness of the necessity to take Hep C test.
- Important information about our health.
- How can we protect ourselves from hepatitis C.
- We got information on prevention from Hep. C.
- I learnt that one should never take a medication with doctor's prescription.
- We learnt about the information line about these diseases.
- The workshop was very informative for me; I got that information about hep c that I did not know about.
- Now we can prevent ourselves from this disease by taking prevention.
- I will get myself tested for hepatitis C.
- Knowledge and awareness about symptoms and disease
- I have gained a lot of information and knowledge about hepatitis C and will use it.

What did you find least useful about this workshop?

- We learned that liver cancer is not reversible which is a very painful thing.
- "Things that can hurt", things given under this slide were useless as we already knew that.
- " To avoid sexual contact" (form#118)
- Statistics and percentages were useless. (form 117)

Punjabi participants:

How might you use the information you received at this workshop in your work/life?

- To stay healthy
- To stay healthy and protection
- Getting tested when I return from visit to India
- Monitor my health, family health and friends health
- Check up and contact doctors
- I will talk with others
- I will pass on the information to my family members and other concerned
- Monitoring of self, family members and friends for Hep-c
- I will talk to my family, friends and relatives about this disease
- Yes
- I will visit my doctor
- Good information, stay healthy

- Spread the information among relatives and communicating.
- Learnt about the signs, symptoms and the precautionary measures available.
- This information will help me stay very cautious
- I will be more careful in my life
- Whatever I learnt in this workshop, I will always try to remember and implement
- I will share all the information with my whole family and will get my blood test done
- We will be more careful after attending this workshop
- I will take more information from my doctor
- We will share all this information with our family members and will try to keep ourselves safe from this disease
- With this information, we will try to safeguard ourselves and our family members from this disease.
- I will share the seriousness of this disease with people around me and will share with them how can we stop the spread of this disease.
- I will share the seriousness of this disease with people around me and will try to take measures for this disease not to spread
- I will share this information with my peer and will take every measure from protecting myself from this disease
- I will discuss this information with others
- I will be more careful
- I can help any person with Hep-C
- Will be able to help anyone

What is the main benefit of this workshop for you?

- Public awareness is always helpful
- Knowledge
- I will try sharing this information with others
- Gained Knowledge
- Awareness and Knowledge
- More information-information is knowledge
- It educated me about the Hepatitis C
- Exposure and knowledge
- Through this workshop lot of knowledge is gained about this disease
- I can communicate to my family members about Hep-C
- I learned how many people have this disease
- I am satisfied with the workshop. Thank you.
- Received a lot of information.
- Information about Hep-C and its prevention
- We can request for interpreters while visiting doctors. Learnt that there is no vaccine for the inflammation of liver.
- Got educated about the dangers of Hep-C
- Received very new information
- I learnt about Hep-C, its causes and the danger associated with it
- I learnt that this can spread through blood contact and transfusions. I will take complete precautions.
- Received very good information
- Learnt how many people are affected by this disease
- From this workshop I got information regarding Hepatitis-C
- We got awareness regarding Hep-C

- I had not much information about Hep-C before this workshop. From this workshop I got educated about this disease.
- Learnt about a deadly disease
- Received information which is important and very beneficial
- We got lot of information
- Knowledge
- Complete knowledge
- Knowledge about the disease

What did you find least useful about this workshop?

- The presentation is really good, it maintain all the standards of latest technology.
- Cure
- I received a lot of information, earlier I had no information about it.
- With the received information I can protect myself from this disease
- Better monitoring in future health
- Awareness and Identification
- It is good program. People can get their blood tested and this forces them to think, worrying of having the Hepatitis C
- Better monitoring in future
- From this workshop I received information about Hep-C. I will share information about this disease with my friends, relatives by talking to them about it.
- Fully Historical data and information gathering
- Taking medicine on right time
- All Good
- Awareness about Hep-C virus
- Received very important information regarding this disease and the resources available in the society.
- Learnt about the causes of Hep-C and its precautionary measures, remedies
- Learnt about the causes, symptoms and signs of Hep-C
- Can look after self and my family-children to avoid such problems
- I had heard about Hep-A and B but I did not know about Hep-C. Through this workshop I learnt about the symptoms which also need immediate doctors attention
- Learnt about doing exercise and taking medication on right time
- I got lot of information about Hep-C
- Learnt about the signs and symptoms of this disease
- Received very important information
- Everything was good
- Very good
- Prevention

Mandarin participants:

How might you use the information you received at this workshop in your work/life?

What is the main benefit of this workshop for you?

What did you find least useful about this workshop?

Appendix I – Service Provider Workshop Qualitative Results

How might you use the information you received at this workshop in your work/life?

- Inform my clients
- Referrals for clients to services
- By transmitting information to my clients
- Share information and give advice and referrals
- Provide the background knowledge to some of the diseases our clients might be dealing with. Gives me an understanding and takes away fears of the disease.
- Be able to make referrals, inform clients in a simple way
- With more awareness of this disease and more knowledge of the issues surrounding it, I can be a more confident and educated service provider
- No use directly
- I can pass it to my clients that need it.
- For me and to share it with clients I serve
- I will use it at my monthly workshops for newcomers. Also to encourage them to get vaccinated and be aware of hepatitis A, B, C, D, and E.

What is the main benefit of this workshop for you?

- Help clients and myself for prevention and information
- Knowledge on hepatitis which can be now shared with clients
- To make newcomers aware of hepatitis C
- Referring clients, social support, and psychosocial support
- Wake up/resources available for our clients
- Increasing awareness of the disease
- Working with newcomers; important to know.
- Getting awareness about hepatitis. Thank you for using the word “illicit” when referring to drugs, instead of “recreational”. It is more educative and proactive.
- For each of employee can benefit from this workshop and pass it to others

What did you find least useful about this workshop?

- All was well
- Needed a little more time
- The difference between hepatitis A, B, and C, and the ways to prevent hepatitis C
- None
- I found it very useful and relevant
- Some aspect could have been dealt with in greater depth. Overall, a very good workshop with expert but accessible speaker.
- Everything was useful. There was not enough time. 3 hours would have been perfect, but 45 minutes to an hour was not enough.
- Resources