

Texas Nutrition Environment Assessment in Restaurants (TxNEA-R) Tool Rater Protocol Training

Slides available at <http://www.dshs.state.tx.us/TXNEAR/>



Welcome to the Texas Nutrition Environment Assessment in Restaurants, or TxNEA-R, tool training on rater protocols developed by the Texas Department of State Health Services, Health Promotion and Chronic Disease Prevention Section. This training is meant for raters, who visit prepared food outlets to assess the nutrition environment, and community coordinators, who oversee a community assessment. A prepared food outlet is a foodservice establishment that sells prepared foods that are ready to eat. Before completing this training, you may want to complete the Background training to learn about the reasons to use the TxNEA-R tool and the characteristics of the tool.

An accessible copy of the slides and script is available at the link on the slide to follow along. Other important materials available at the link include the tool, background and coordinator trainings, manual, and forms to organize the project.

Training Objectives



After successful completion of this training, raters will be able to understand:

- **Protocols for engaging food outlet managers and data collection**

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- Protocols for engaging food outlet managers and data collection

Toward the end of the training, there will be a knowledge assessment and reminder of the next steps.

If you have questions, contact information will be provided at the end of the presentation. Let's begin.

Protocols



First, we will discuss the protocols that help raters prepare for and successfully use the TxNEA-R tool.

Receive Project ID, Rater ID



Texas Nutrition Environment Assessment in Restaurants (TxNEA-R) Survey

Project ID:				Rater ID:				Survey Number:			Date:	M	M	/	D	D	/	Y	Y	Y	Y
											Time Start: __: __ AM/PM										

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Your community coordinator will send you the project ID, a 3-digit number which identifies the data for the project and allows DSHS to filter it from the rest of the data. The Rater ID helps the community coordinator keep track of who filled out which surveys, in case any questions arise later.

Both the Project ID and Rater ID are entered in the online training and on every survey.

- **Background training (recommended)**
- **Rater training and quiz**

A recommended practice is to complete the online training on the tool background that is required for the community coordinator. It discusses characteristics of the tool, uses for the tool, and when the tool is not useful.

This will help raters understand the bigger picture of the tool's purpose and what types of interventions can result. It can also help equip them to better present the project to food outlet managers and answer their questions.

This rater training describes the protocols for approaching food outlet managers and gaining their agreement in working on improving the environment of their food outlet and collecting data using the tool.

This training helps raters successfully use the TxNEA-R tool and create positive relationships with food outlet managers to facilitate resulting interventions to improve the prepared food environment.

Tool Formats



Paper Tool	QuestionPro App
Survey, instructions, glossary are separate documents.	Survey, instructions, and glossary are integrated.
Can be completed out of order – good for larger or more complicated menus	Must be completed in order. Data may be lost if the rater goes back.
Data must be entered later into the QuestionPro survey after data collection.	Data is collected and entered at the same time.
	Rater must sync their device after completing data collection.
	A device key is required to access the TxNEA-R tool.

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- You may use the paper or electronic version of the tool to assess prepared food outlets.
- All three tool components can be found at the URL on the title slide.
- The electronic version of the tool is available on QuestionPro, an online survey software platform. In this version, the survey, instructions, and glossary are included in the question. The online tool can be accessed on a computer or a smart device using the QuestionPro app. A practice version of the TxNEA-R tool is available on QuestionPro; data entered into the practice version will not be included in the assessment.
- If using the paper version of the tool, the survey, instructions, and glossary are separate documents. After collecting the data using the paper document, enter the data in the TxNEA-R survey on QuestionPro. A link to this survey will be provided after passing the quiz at the end of the data collection training.
- A device key is required to access the TxNEA-R tool using the QuestionPro app. DSHS has a limited number of device keys.

The paper tool has more flexibility and is most likely the more appropriate format for most prepared food outlets because it provides flexibility for the rater to complete items out of order and make notes during the assessment. The app is most appropriate for very small and simple menus because it must be completed in order.

Practice tool and debrief



- **Practice using the paper copy of the tool to conduct the assessment and Form 2.**
 - Make a note of any questions.
- **Debrief with your community coordinator.**
- **Install and practice using the QuestionPro app using the practice version of the survey.**
 - Remember, the QuestionPro survey must be completed in order.

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- After completing the data collection training and passing the quiz at the end, practice using the paper copy of the tool. Choose a prepared food outlet and conduct the assessment. Practice using the protocols for data collection. Practice using Form 2 and the protocols. Explain to the food outlet manager which organization you are with and that you are practicing the tool and ask for their permission to proceed. Explain that the data from the assessment will not be used.

- Surveys entered into the TxNEA-R Practice Copy will not be counted in the assessment, so choose a food outlet outside of the sample.

- Practicing will help you become familiar with the tool and protocols and to seek answers to any resulting questions. This experience will also help raters practice answering questions from food outlet managers about the tool and process.

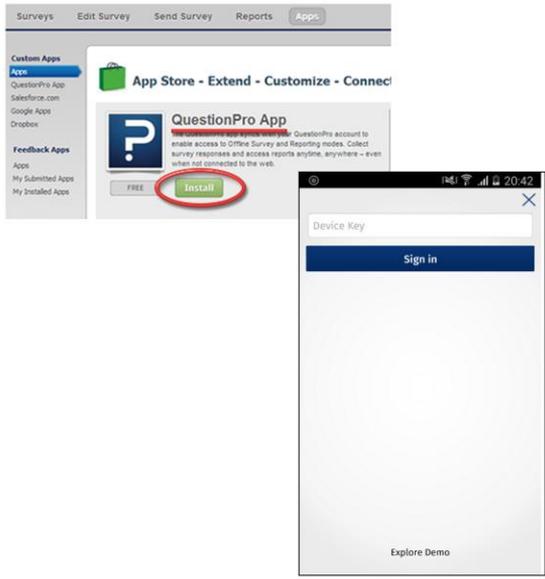
- Try to choose a food outlet with a children's menu so that the entire survey is shown. If there is no children's menu, you will not be able to practice this part of the assessment. Make a note of any questions you have.

- After you finish practice, debrief with your community coordinator and ask any questions you may have.

- If you plan to use the QuestionPro app, install and practice using the app to become familiar with it. Remember, the QuestionPro survey must be completed in order.

Installing the QuestionPro App





- **The QuestionPro app. allows you to collect data without an Internet connection.**
- **Download and install the QuestionPro app.**
- **Using the offline survey mode, input your device key.**
- **More information and a demo can be found here: <http://www.questionpro.com/help/613.html>**

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The QuestionPro app allows data to be collected on a smart device without an Internet connection.

To install the QuestionPro app, follow these instructions.

- Download and install the QuestionPro app at the link on the slide. The screen shot at the top of the slide shows the location of the link to install the app on the QuestionPro site.
- Start the app.
- Using the offline survey mode, register your device by inputting the device key, which is provided by your project coordinator. The screen

where the device key should be entered is on the slide.

Before going into the field



- **Receive a list of survey numbers and food outlets from your project coordinator and organize this information using Form 2.**
- **Check to see when your food outlets are open and plan when to assess each food outlet.**
 - If any of your food outlets are no longer in business, notify your project coordinator.
- **Plan when to visit the food outlets and map a route.**
 - A recommended time to visit is mid-afternoon, ~2-4pm.

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Before going into the field,

- Receive a list of survey numbers and food outlets from your project coordinator and organize this information using Form 2, which will help you stay organized throughout the process. Form 2 is located at the link on the first slide. You may be paired with another rater to visit the food outlet managers and conduct the assessment.
- Check to see when your food outlets are open and plan when to assess each food

outlet.

- If any of your food outlets are no longer in business, note this on Form 2 and notify your project coordinator.
- **Plan when to visit the food outlets and map a route. It may take one or two visits with the food outlet manager to make sure they are comfortable with the project before you conduct the actual assessment.**

A recommended time to visit is mid-afternoon, ~2-4pm, between lunch and dinner.

For the actual assessment, budget up to an hour for larger food outlets with larger more complex menus.

Checklist for Field Assessments



- **Form 2 – Project ID, Rater ID, Survey Numbers**
- **List of food outlets and corresponding survey numbers**
- **Mapped route to food outlets**
- **Prepared smart device OR paper surveys, instructions, glossary, pencil**
- **Prepared materials, if any**
- **Optional : scratch paper and pencil (for tallying menu options)**

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Take the following items with you on field assessments:

- Form 2, which has the Project ID, Rater ID, and Survey Numbers
- A list of food outlets and corresponding survey numbers
- A mapped route to food outlets
- Your prepared smart device OR paper surveys, instructions, glossary, pencil
- Any materials that your community coordinator has provided to inform the food outlet managers.
- You may wish to bring extra surveys to use as scratch paper and a pencil for tallying menu options.

This checklist is also on Form 2.

Obtaining Consent



- **Before assessing the food outlet, obtain consent from the manager.**
- **Introduce yourself to the manager. Explain the project, its intended outcomes, and the manager's role in creating an environment that promotes healthy choices.**
- **Go during a less busy time.**

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After entering the food outlet,

- To build trust and a positive working relationship with food outlet managers, gauge their interest in partnering with your organization on the project and obtain their consent to complete the assessment at their prepared food outlet. Managers who are on board with the project are much more likely to work with you after the assessment.
- Plan to visit the prepared food outlet at a less busy time, such as 2-5pm between lunch and dinner. Avoid going during busy times, such as during lunch rush, usually 11:30-1:30, and dinner rush, usually around 6-7:30. Especially avoid going during Friday or Saturday dinner which tend to be the busiest times.
- When you get there, humbly approach the foodservice manager. Explain which organization you work with, the objectives of the project, and how this could benefit the manager's business. Ask if they would be willing to take a few minutes to hear more about the project. Explain that any resulting collaboration between your organization and the food outlet manager is meant to increase profit or at least break even.
- Repeated visits may be needed. If your project has printed information on the health problem and the importance of the food outlet manager, present this to the manager.

- If the manager is interested, ask about their willingness to allow you to assess their prepared food outlet. Offer to share the results with them.
- If the manager is not interested, offer to leave some information for them to look over and your contact information, and thank them for their time.

Outside the Food Outlet



- **If the store is not open, make a note on Form 2 and go to the next location. Check the store hours and plan a time to return.**
- **If the store is a gas station/convenience store, check if they serve prepared foods first.**
- **Complete Section “A. Outside the Food Outlet” of the survey.**

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For the food outlets where the manager has consented, use the following protocols when outside of the food outlet:

- If the store is not open at the time of your visit, make a note on Form 2 and go to the next location. Check the store hours and plan a time to return.
- If the store is a gas station/convenience store, check if they serve prepared foods first.
- Complete Section “A. Outside the Food Outlet” of the survey.

Inside the food outlet



- **Carefully complete the rest of the survey using the instructions and glossary.**
 - You may do this at home.
- **If using the paper survey, check your form for completeness before leaving the food outlet.**
- **Ask the staff questions if needed.**

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Inside the food outlet,

- Carefully complete the rest of the survey using the instructions and glossary. Alternatively, you may ask for a To Go menu or use the information on the food outlet's website to complete this part at home. Remember to take note of any options not on the To Go menu, such as the day's specials, in the Comments section.
- If using the paper survey, check your form for completeness before leaving the food outlet.
- Ask the staff questions if needed.
 - For example, you might need to ask staff if the drinks come with free refills or what the age limit is on the children's menu.

Questions to Anticipate



Are you a health inspector or with the media?

- (Show ID) No, I am working with [organization name] to fill out a survey to make healthy restaurant choices easier for customers. If you are ok with this, I will stay out of the way and be done in a few minutes.

What will you do with this information?

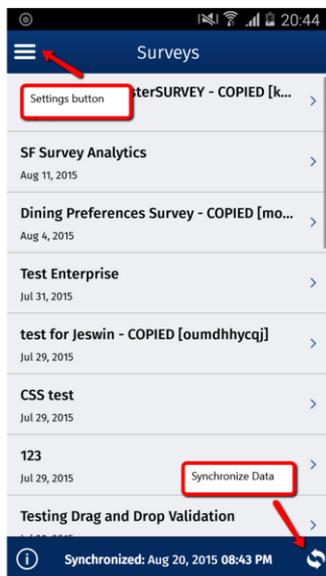
- I am not with the media or any restaurant review site. We will use the information to work with restaurants to make healthy choices easier. Your restaurant's information will remain confidential.

Raters may encounter questions at the food outlet.

If someone asks if you are a health inspector, show them your ID. Tell them that you are not a health inspector and which organization you are working with to make healthy restaurant choices easier for customers.

If someone asks what you will do with the information, explain that you are not with the media or any restaurant review site such as Zagat or Yelp. Explain how the information will be used and assure them that the information will remain confidential. You can also ask if they would be interested in seeing the information and offer to share it with them.

After leaving the food outlet



- **If using paper surveys:**

- Check the survey for completeness.
- Enter your surveys on QuestionPro.

- **Sync your data back to the QuestionPro.**

- **Update Form 2.**

- **Uninstall the app.**

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After leaving the food outlet,

- **If using paper surveys:**

- Check the survey for completeness. If information is missing, call the food outlet or check their website.
- Then enter your surveys on QuestionPro. Do not use the Practice survey.

After a rater completes all their assessments, the data collected using the QuestionPro app needs to be synched with the rest of the data in the QuestionPro account. To do this,

- Connect to the Internet
- Then sync the data back to the QuestionPro account. Click the gear and click “Synchronize” at the bottom right-hand corner of the screen.
- If the sync does not work, click on the Settings button and download the SQLite file for manual upload.

At the end of the project when all surveys are complete and all data is synched,

- Update Form 2 and provide it to your project coordinator.

- If you used the QuestionPro app, uninstall it from your device. This allows the device key to be used by someone else. The steps to uninstall the app are different for different devices.

Activity! Protocols



Next is an activity on preparation protocols.

Before going into the field, raters must:



- **A. Complete the data collection training and pass the quiz at the end.**
- **B. Practice using the tool at one prepared food outlet. Make a note of any questions and debrief with the project coordinator.**
- **C. Fill out form 2 with the Project ID, Rater ID, and survey numbers.**
- **D. Prepare the items on the checklist.**
- **E. All of the above**

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Before going into the field, raters must:

- A. Complete the data collection training and pass the quiz at the end.
- B. Practice using the tool at one prepared food outlet. Make a note of any questions and debrief with the project coordinator.
- C. Fill out form 2 with the Project ID, Rater ID, and survey numbers.
- D. Bring the items on the checklist.
- E. All of the above

Before going into the field, raters must:



- **A. Complete the data collection training and pass the quiz at the end.**
- **B. Practice using the tool at one restaurant using the Practice Copy of the QuestionPro survey or paper version. Make a note of any questions and debrief with the project coordinator.**
- **C. Fill out form 2 with the Project ID, Rater ID, and survey numbers.**
- **D. Prepare the items on the checklist.**
- **E. All of the above**

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If you chose answer E, you are correct.

Why must raters engage food outlet managers?



- **A. To build a strong working relationship**
- **B. To gain their consent to conduct the assessment.**
- **C. To educate them about their role in creating healthy environments**
- **D. To gain their participation for a resulting intervention.**
- **E. All of the above**

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- **D. To gain their participation for a resulting intervention.**
- **E. All of the above**

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If you chose answer E, you are correct.

Next Steps



- **Complete the data collection training.**
- **If you plan to use the QuestionPro app, download and install the app and enter the device key.**

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- Complete the data collection training to learn more about the tool, instructions, and glossary definitions.
- If you plan to use the QuestionPro app, install the app and enter the device key.



Questions? Contact your community coordinator or DSHS.

Nutrition Specialist
bringinghealthyback@dshs.state.tx.us



You have completed the Texas Nutrition Environment Assessment in Restaurants (TxNEA-R) Tool training on rater protocols. For questions, raters may contact the community coordinator and community coordinators may contact the nutrition specialist at the Texas Department of State Health Services.