Survey and summary report prepared by AIRA's Provider Training Workgroup

Summary of AIRA

AIRA
AMERICAN IMMUNIZATION REGISTRY ASSOCIATION
Immunization Information Systems for a New Era

Online Training Survey

Introduction

58 AIRA member IIS contacts responded to AIRA's survey in January 2013 (includes some US territories and metropolitan IIS regions). All indicated that IISs do provide training. But what this means and how it is approached may differ substantially from one IIS program to another. Most IIS training is customized to the particular software. Training is *mandatory* for only 50% of respondents.

Learning more about training and how to integrate improvements and upgrades may prove useful as 25 (69%) of respondents said they plan to make changes or upgrades in the next one to two years.

A. Plans to Upgrade IIS Training

Thirty-two (57%) respondents have a strategic plan that specifically addresses user training (Exhibit 1).

The user training content was most commonly to roll out new functionality (22 sites or 76%). Ten others are preparing for the transition to new software and 13 said they have a 3–5 year training plan (Exhibit 2).

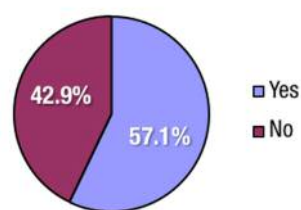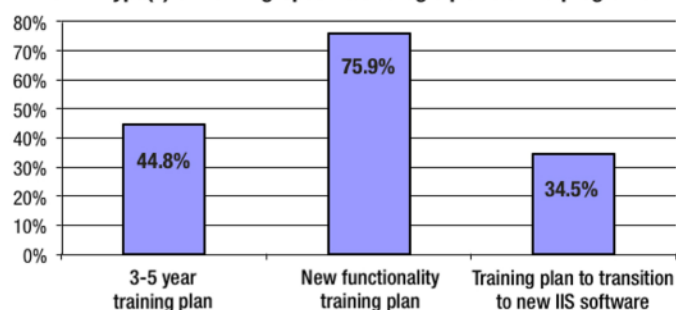Exhibit 1. Does your IIS have a strategic plan that specifically addresses training users?

- Yes — 57.1%
- No — 42.9%

Exhibit 2. Type(s) of training-specific strategic plans at IIS programs

- 3-5 year training plan — 44.8%
- New functionality training plan — 75.9%
- Training plan to transition to new IIS software — 34.5%

B. Training Curricula

Exhibit 3. "My IIS user training covers these topics" (check all that apply):

Answer Options	Webinar	Online Module	Tip Sheet (Print)	Video Tip
Written agenda of topics to be covered	13	11	12	5
Stated learning objectives	15	13	12	6
What a registry does	14	12	21	5
Confidentiality and your state's rules for opt in or opt out consent or disclosure	16	8	17	2
Login/passwords	17	14	23	9
Creating a new patient IZ record	18	13	25	9
Searching for a patient	18	15	27	10
Preventing duplicate record creation	17	12	24	7
Adding new immunizations	18	12	26	9
Recording adverse reactions	12	7	18	5
Lookup of patient immunization status	18	13	27	9
Printing immunization record	18	13	27	9
Entering insurance/VFC eligibility status	16	9	23	7
Using report functions	16	7	24	7
Using reminder/recall	15	8	23	6
Ordering vaccines	9	7	13	6
Tracking vaccine inventory	15	9	22	7
Reporting inventory	12	6	17	4
Where to get additional technical support	15	11	25	9
None of the above	2	1	1	2
Other topics not included above (please describe)	–	–	–	–

Implication: Topics included in IIS training curricula vary greatly across programs. More topics are covered by tip sheets than in webinar classes or self-directed videos. It appears that IIS programs use a combination of training modalities to address common user topics. Some variations may be due to differences in IIS software applications.
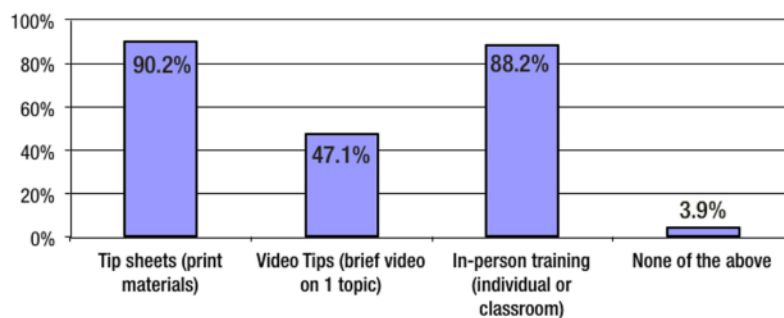
Training Methods

IIS training content is commonly spread across several platforms within an IIS (webinar, online module, printed tip sheet, video tip). Forty-five IIS programs (88% of respondents) continue to conduct in-person training, with individual learners or in a classroom (Exhibit 4).

Not one IIS considered that any one training method was comprehensive enough to meet all their training topic needs. Twenty-three states (60% respondents) provide separate trainings for clinical and read-only users.

Implication: A variety of training strategies are necessary to meet a variety of training needs.

Exhibit 4. Does your IIS provide any of the following?

Category	Percentage
Tip sheets (print materials)	90.2%
Video Tips (brief video on 1 topic)	47.1%
In-person training (individual or classroom)	88.2%
None of the above	3.9%

C. Webinar Trainings

- Training by webinar is the most common training method, used by 31 (61%) respondents
- The most popular software used for training webinars is WebEx, used by 7 (45%) respondents (Exhibit 5)
- Most training Webinars last 60 minutes (48%) (Exhibit 6)
- Learners attending IIS webinars are *not* routinely required to practice hands-on skills (Exhibit 7). Only 1 respondent requires this.

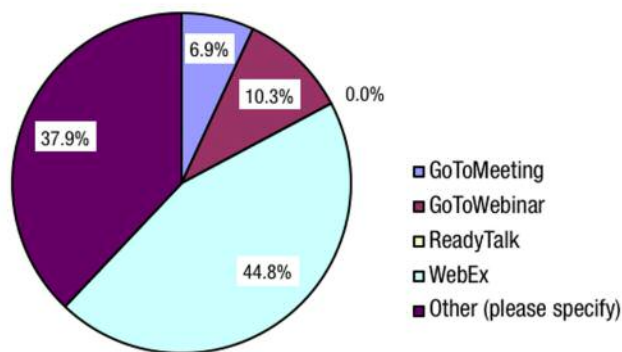**Exhibit 5. Software products used to create webinar IIS training**

Software	Percentage
GoToMeeting	6.9%
GoToWebinar	10.3%
ReadyTalk	0.0%
WebEx	44.8%
Other (please specify)	37.9%

Exhibit 6. How long is a training webinar for regular clinical IIS users?

Duration	Percentage
30-45 minutes	17.2%
60 minutes	48.3%
90 minutes	13.8%
2 hours or longer	10.3%
Other (please specify)	10.3%
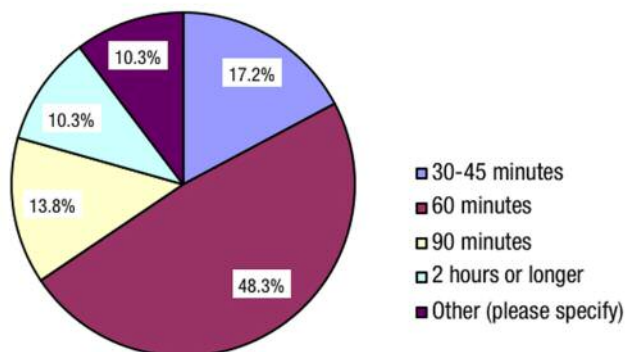
Exhibit 7. Do IIS training webinars allow learners to practice?

Category	Percentage
ALL learners practice ALL hands-on data entry skills during the webinar.	~4%
SOME learners practice hands-on data entry skills during the webinar.	~41%
Learners are quizzed after the webinar.	~14%
Learners have access to a training database after the webinar.	~35%
Practice is not available as part of our webinar training.	~41%
Other (please specify)	~11%
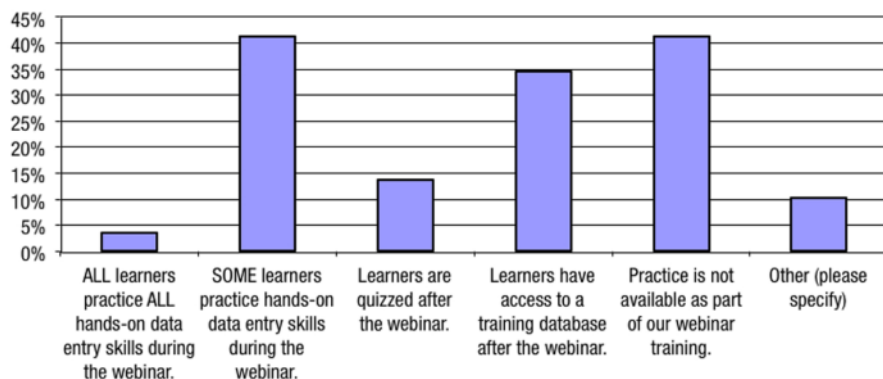
Exhibit 8. Does your IIS offer self-directed online user training modules?

Response	Percentage
Yes	42.9%
No	57.1%
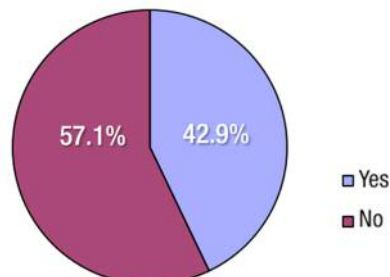
D. Self-directed Online Training Modules

- The number of modules offered by those who do offer self-directed training modules ranged from 1 to 33 (length of modules unknown).

- The most popular software used is Captivate (37%) (Exhibit 9).

When asked about online training module technical and functional capabilities, more than half of the respondents using such modules said their system helped learners come back to the place they left off. Another 50% said learners could track which modules they had completed. Other tracking and quiz features were used less frequently. About a third of respondents said that their online training modules did not have any of the functionalities asked about (Exhibit 10).

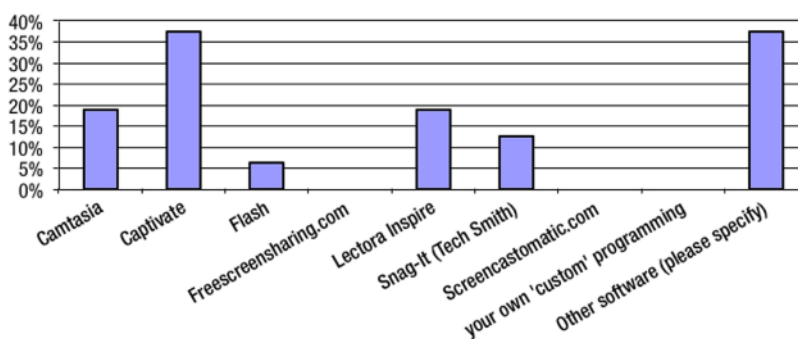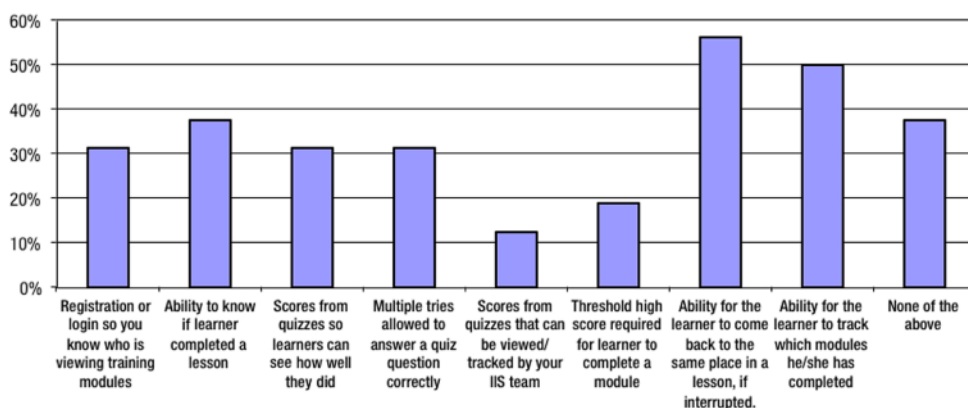Exhibit 9. Software products IIS programs use to create online training modules

Exhibit 10. Functionalities of IIS self-directed online training modules

E. Use of Instructional Design and Evaluation

Responses suggest that few IIS programs utilize industry-standard training practices incorporating instructional design. For example,
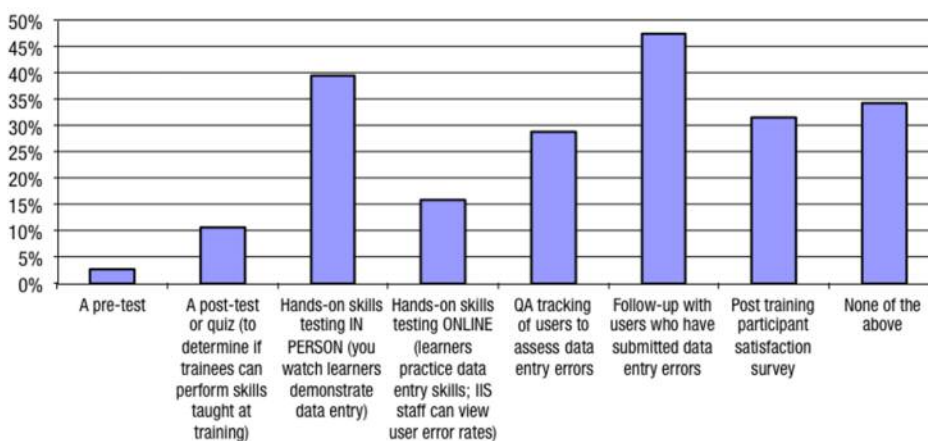
- *Formative Testing:* Few states test their training with the target audience when developing it.

- *Learning Objectives:* Only 50% use learning objectives

- *CEs and certificates:* Very few offer CEs (1) or a certificate of completion (2)

- *LMS:* A learning management system (LMS) is used by only 3 respondents.

Exhibit 11. Evaluation of IIS training

Evaluation methods are lacking for most IIS trainings to measure if the learner can perform the skills taught. 13 respondents had no evaluation of any kind. 18 used QA follow-up after the training as a proxy for evaluating data error rate with learners. Other methods (post-test, online skills test) were used infrequently (Exhibit 11).

Implication: Little standardization is seen in functional capabilities for training modules. As such, basic instructional design elements (e.g., quizzes, scoring, keeping track of learner progress, registration) are utilized at only few IIS sites. Examples of standard evaluation metrics and guidance on integrating evaluation into IIS training may increase use of measurable evaluation in IIS training programs.

F. IIS Trainers' Training

While most respondents provided some sort of trainer training, formalized train-the trainer programs are not typically used by IISs. Six IISs provide no formal training to their new trainers.

Most commonly, new trainers learn on the job by shadowing/observing an experienced trainer. Tools provided to new trainers by 21 respondents (36%) included (Exhibit 12):

- A manual or training script (56% and 53%, respectively)
- Sample scenarios for data entry (39%)
- A standard PowerPoint presentation (36%)
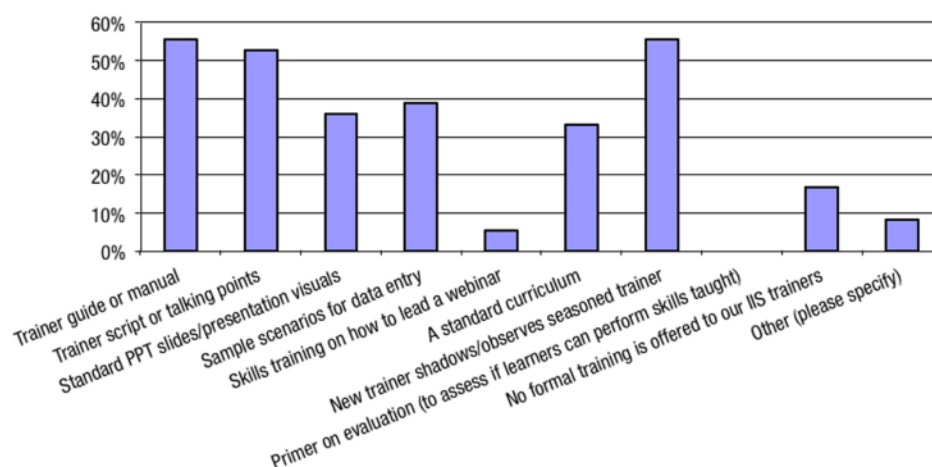- A standard curriculum (33%)

Exhibit 12. How do IIS Programs train their trainers?

(Bar chart showing percentages for the following categories:)
- Trainer guide or manual: ~56%
- Trainer script or talking points: ~53%
- Standard PPT slides/presentation visuals: ~36%
- Sample scenarios for data entry: ~39%
- Skills training on how to lead a webinar: ~5%
- A standard curriculum: ~33%
- New trainer shadows/observes seasoned trainer: ~56%
- Primer on evaluation (to assess if learners can perform skills taught): ~0%
- No formal training is offered to our IIS trainers: ~17%
- Other (please specify): ~9%

Implication: IIS trainers may need additional support and training in effective training practices. Trainers also need information about the purpose of evaluation and methods to conduct a measurable assessment of whether learners can perform the skills taught.

G. Training models available to share

- 30 respondents provided contact information for at least one training expert at their IIS.
- 18 respondents shared a link with downloadable print tip sheets
- 12 respondents shared a link for their online training modules
- 8 respondents shared a link for their video tips
- 5 respondents shared a link to their training webinars

Implication: The willingness and ability of IIS programs to share their training models provides an opportunity for IIS trainers to learn from each other. This may inform future efforts to identify and share training best practices. To find IIS trainer contact information visit the AIRA Training Resources page on the AIRA website at **www.immregistries.org**. ■

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