



Communicating and Training IIS Users: Washington's Story

2016 AIRA Conference

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PUBLIC HEALTH
ALWAYS WORKING FOR A SAFER AND
HEALTHIER COMMUNITY



Agenda

State of WAIS

Evolution of
WAIS

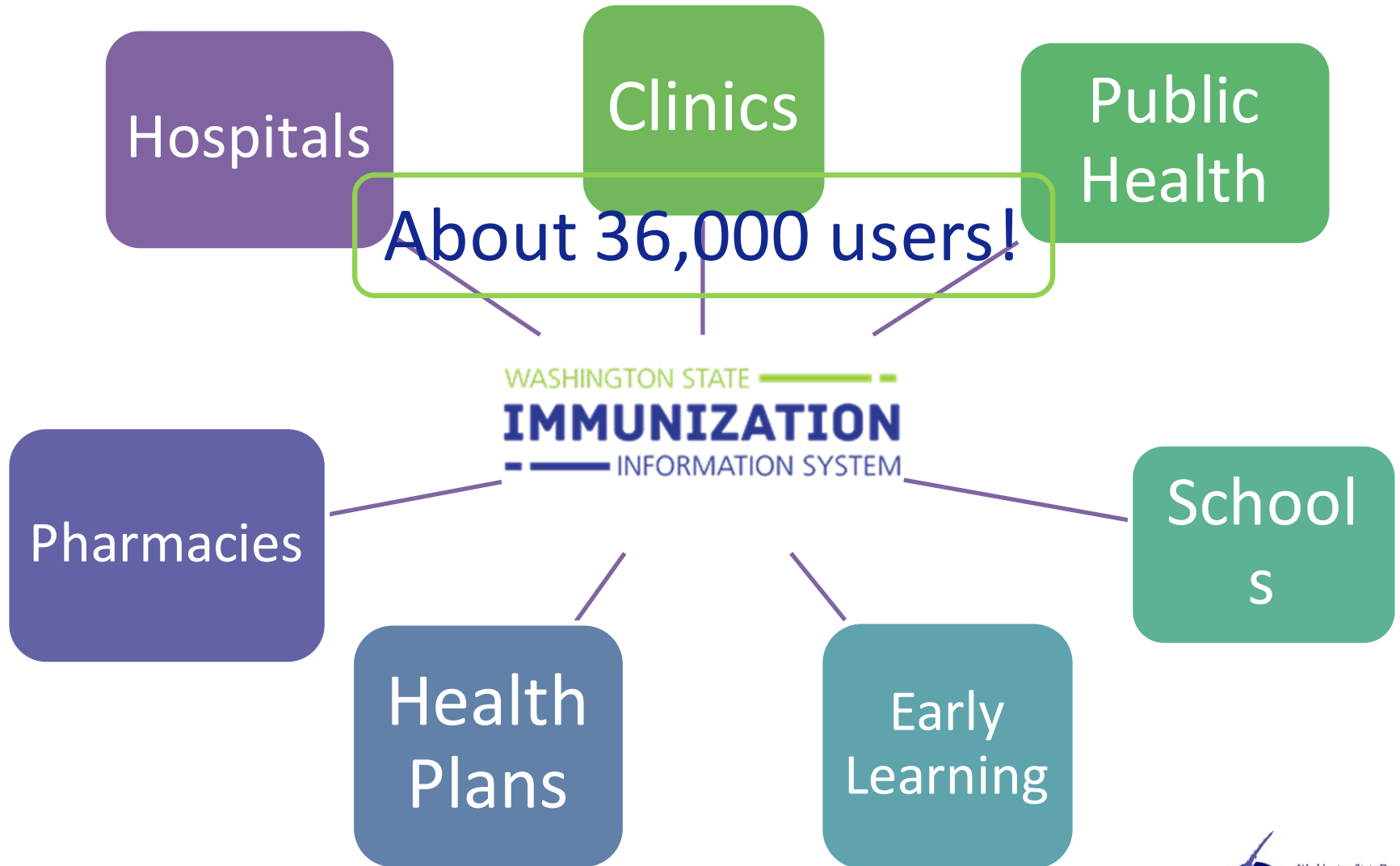
Communication

IIS Training
Portal powered
by Moodle

WASHINGTON STATE — —
IMMUNIZATION
— — INFORMATION SYSTEM

- State-wide web based Immunization Information System
- Records for all ages
- Includes immunization records for about 8 million people
- 2100 organizations are participating
- About 85% of data coming into IIS is through real time Health Level 7 (HL7) interfaces

Who Uses the IIS?



Evolution of WA IIS

1992

Grant received

Started developing IIS

1994

Pilot IIS in King & Snohomish counties

1995

IIS expanded to Island & Kittitas counties

2002

DOH responsible for IIS

King County responsible for operations

2004

Statewide roll-out of new STC system.

2015

Operations transition from King County - DOH

Help Desk transition from King County - STC

2016

Training contract ends and training transitioned to DOH

These changes presented a unique opportunity to redesign how we interact with IIS users....

Our Goals....

- Communicate directly with IIS users
- Assess their training needs
- Design effective and easily accessible trainings



It Starts with Communication

- Used a third party email distribution vendor to assist in regular communication to IIS users
- Exported a list of email addresses from our IIS (21,000 out of 36,000 users)
- Imported the email contacts into a third party email vendor



IIS E-News



First Edition:

- Sent in Nov. 2015
- 20% Open Rate
- 3,100+ IIS Users!

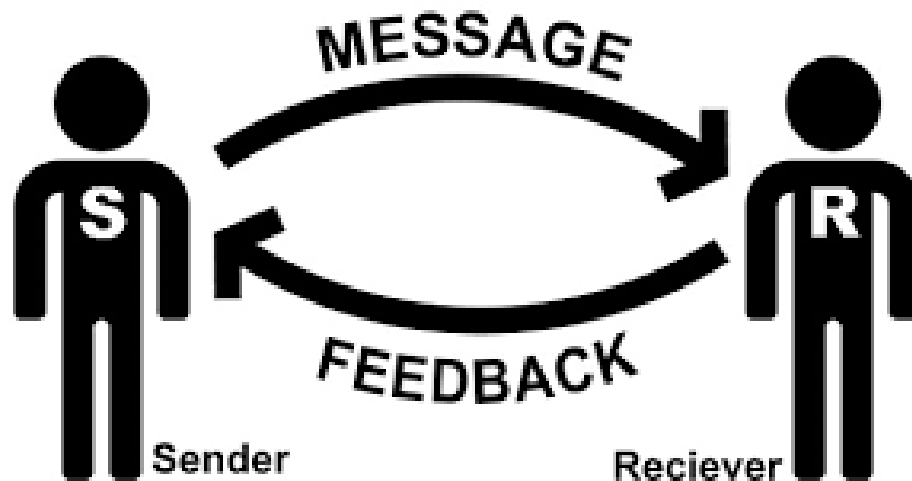
Managing Email Contacts

- Users can unsubscribe directly from the newsletter.
- Users can subscribe directly without having an email in their IIS account.
- Bounced email more than three times, removed from distribution.
- Next steps: using “bounce data” to clean up IIS users



IIS Training Plan

- Training plan developed based on user feedback
- Live webinar sessions monthly covering various IIS functionality
- Created a specific inbox for IIS training requests
IIS.Training@doh.wa.gov



Healthcare Providers and Pharmacies

*Childhood Vaccine Program and Vaccines for Children
(VFC) Providers*

IIS Training Materials Portal

Welcome to the Washington Immunization Information System (IIS) Training Portal! All IIS users are invited to use these trainings for troubleshooting, quick reference, and continuing education. Can't find what you're looking for? Contact IIS.training@doh.wa.gov

Local Health

School and Early Learning Programs

IIS Basics for All Users

Gathering Requirements



What is an LMS?

- A **learning management system (LMS)** is a software application for the administration, documentation, tracking, reporting and delivery of electronic educational technology courses or training programs



Benefits of an LMS

- Secure and integrated system for managing IIS related training
- Customizable to fit learning environment
- Modern, easy to use interface
- Personalized dashboard
- Allows notifications to learners
- Progress tracking and detailed reporting for administrators



IIS Training Portal

Washington Immunization Information System

Jacy Fitzpatrick

Jacy Fitzpatrick

Dashboard

COURSE CATEGORIES

- IIS Basics for all Users
- School and Early Learning Programs
- Local Health
- Health Care Providers and Pharmacies
- Childhood Vaccine Program and Vaccines for Children Providers
- Testing Courses
- All courses ...

ADMINISTRATION

- Site administration

LATEST NEWS

Add a new topic...

Creating Courses
3 Mar, 12:45 Jacy Fitzpatrick

Welcome!
17 Feb, 09:56 Elliot Johnson

Older topics ...

COURSE OVERVIEW

How to Run Reminder/Recall

Testing Courses

WASHINGTON STATE IMMUNIZATION INFORMATION SYSTEM

Customise this page

CALENDAR

March 2016

Mon	Tue	Wed	Thu	Fri	Sat	Sun
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

UPCOMING EVENTS

There are no upcoming events

Go to calendar...

New event...

Partnering and Support

☐ WA DOH



- ☐ Content Management
- ☐ Course Design
- ☐ Cohort Development
- ☐ Pre/Post Test Design
- ☐ Completion Certificates

☐ STC




- ☐ Overall Configuration
- ☐ Implementation
- ☐ Single Sign On
- ☐ System Upgrades
- ☐ Tier 2 Support
- ☐ Hosting

Partnership at it's Best



WA DOH and STC staff planning IIS user role identification

Next Steps

- 
- Import Users
 - Assign Roles Based on Permissions
 - Course Design
 - Pilot Testing
 - Phased Roll Out

Thank You!

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