
New IIS training in Oregon:

How Distance Learning Technology Made it Possible



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Jenne McKibben, BS, ALERT IIS Lead Trainer
Mary Beth Kurilo, MPH, MSW, ALERT IIS Director
IIS Meeting, St. Paul, Minnesota, September 19, 2012

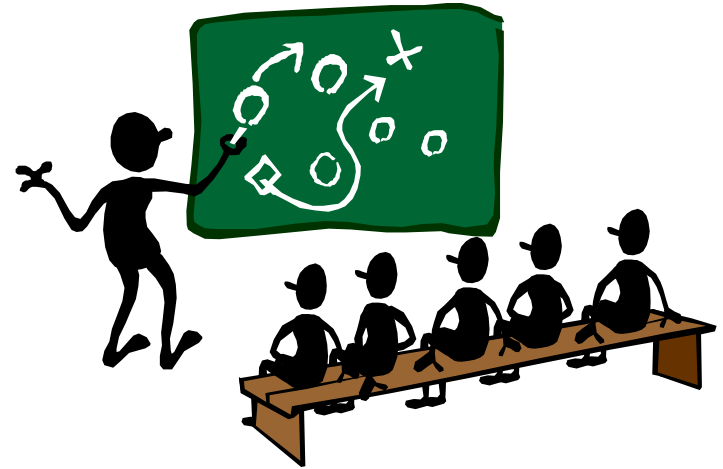
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CENTER FOR PUBLIC HEALTH PRACTICE
Oregon Immunization Program

Today's Schedule:

Reflect on the Game

- **Plan your strategy**
 - Know your players
 - Know your goals
 - Select the appropriate equipment
- **Play the game**
 - Accept feedback from all players
 - Adapt when necessary
 - Communicate throughout
- **Celebrate your accomplishments**
 - Care and feeding of players along the way



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Where do you start?

Create a plan...

- 98,381 sq mi
- 36 County Jurisdictions
- 600+ organizations to migrate
- 40+ internal staff to train
- 7,000+ external users to train
 - Wide range of technical skills
- \$\$ for materials & tools
- Goal of completion = 1 year



...start with learning the facts.

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Where do you start?

Know your teammates...

- 1 lead trainer
- 1 backup trainer
- 2 school user trainers
- 4 help desk staff
- IIS Project Team
- Vendor – Hewlett Packard
- \$\$ to hire temp training staff



...in order to develop a game plan.

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Select your equipment:



Webinar
Videos

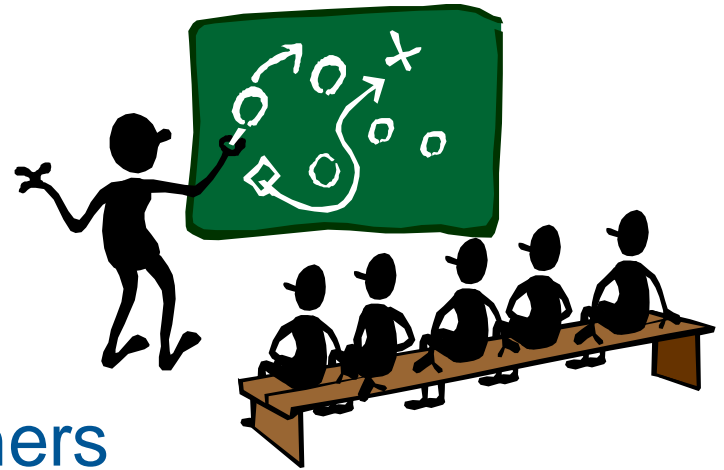
In-Person

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The Game Plan:

- Divide state into regions
- Hire and train 5 regional trainers
- Train the trainer
- Provide training in a variety of methods
- Follow training timeline



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Communicate the Plan:

Continue to communicate with current partner organizations

- Transition packets
- Email reminders
- Notice on website

Communicate with new partner organizations

- Learn how to appropriately communicate

ALERT Website 2010 – Quick reference sheet

To login to ALERT IIS, go to www.alertiis.org.



The screenshot shows the ALERT IIS login interface. Annotations include:

- A red box around the "Org Code" field with the text "Org Code: This is your clinic's AL Number."
- A red box around the "Username" field with the text "Your user name has been assigned by your clinic's Super User or the ALERT IIS Help Desk."
- A red box around the "Password" field with the text "Enter your unique password."
- A red box around the "Login" button with the text "Click on Login"
- A red box around the "DO NOT ATTEMPT TO LOG ON UNLESS YOU ARE AN AUTHORIZED USER" warning.

See reverse side for more information

TRANSITION CHECKLIST

For a smooth transition to ALERT IIS

- Communicate the change to your whole staff.
- Choose a Super User to serve as your main ALERT IIS clinic contact. The Super User will also manage ALERT IIS access for your clinic.
- Complete and return your renewal ALERT IIS User Agreement.
- Your Super User will complete and return the ALERT IIS Super User agreement.
- Arrange for staff training. We'll be offering webinar-based training beginning in August.
- Once your clinic has been trained, encourage your staff to explore all of the new features the ALERT IIS has to offer.
- Make sure your staff knows about the ALERT IIS Help Desk, available Monday through Friday from 8 a.m. to 5 p.m.

More Questions?

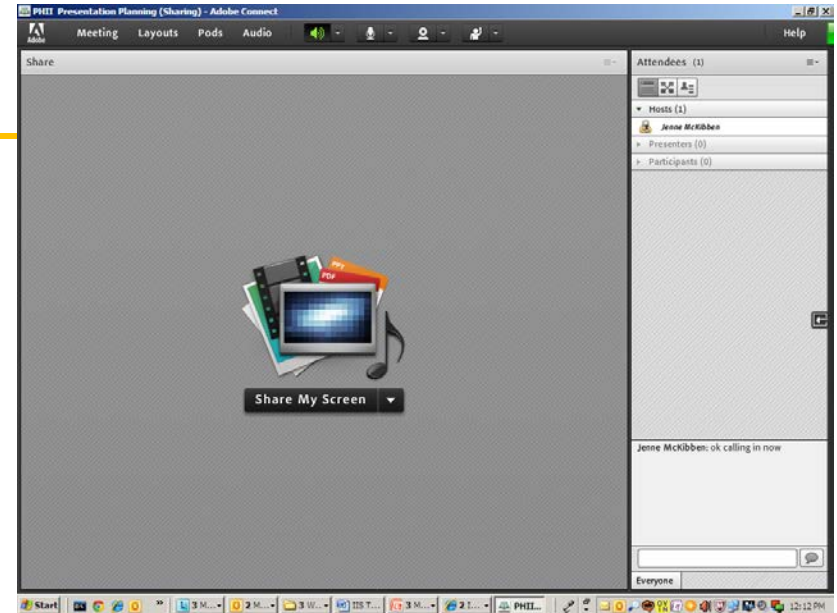
To find out more about ALERT IIS, contact the ALERT IIS Help Desk, 1-800-980-9431
alertiis@state.or.us • www.immalert.org

DHS Oregon Department of Human Services

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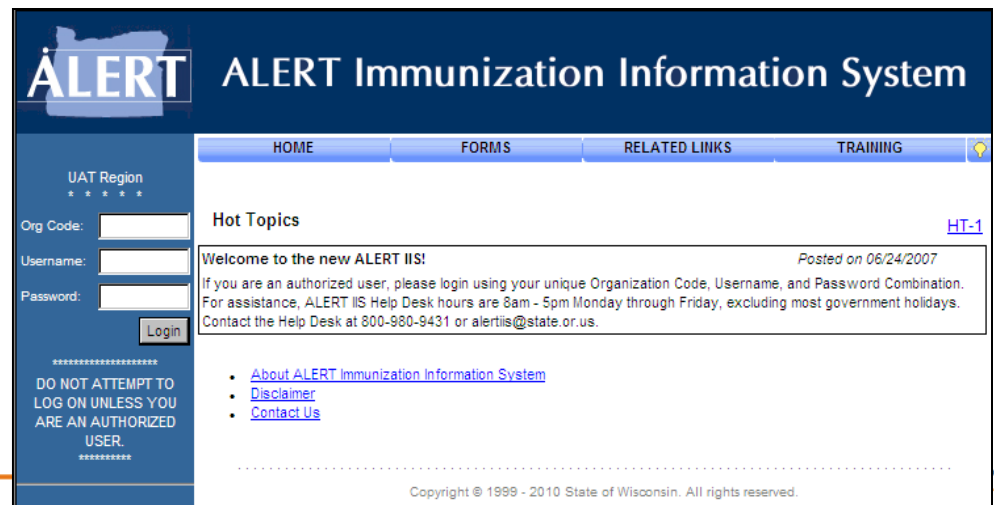
Train the Trainer:

Learn how to use the
equipment
(Adobe Connect Pro)

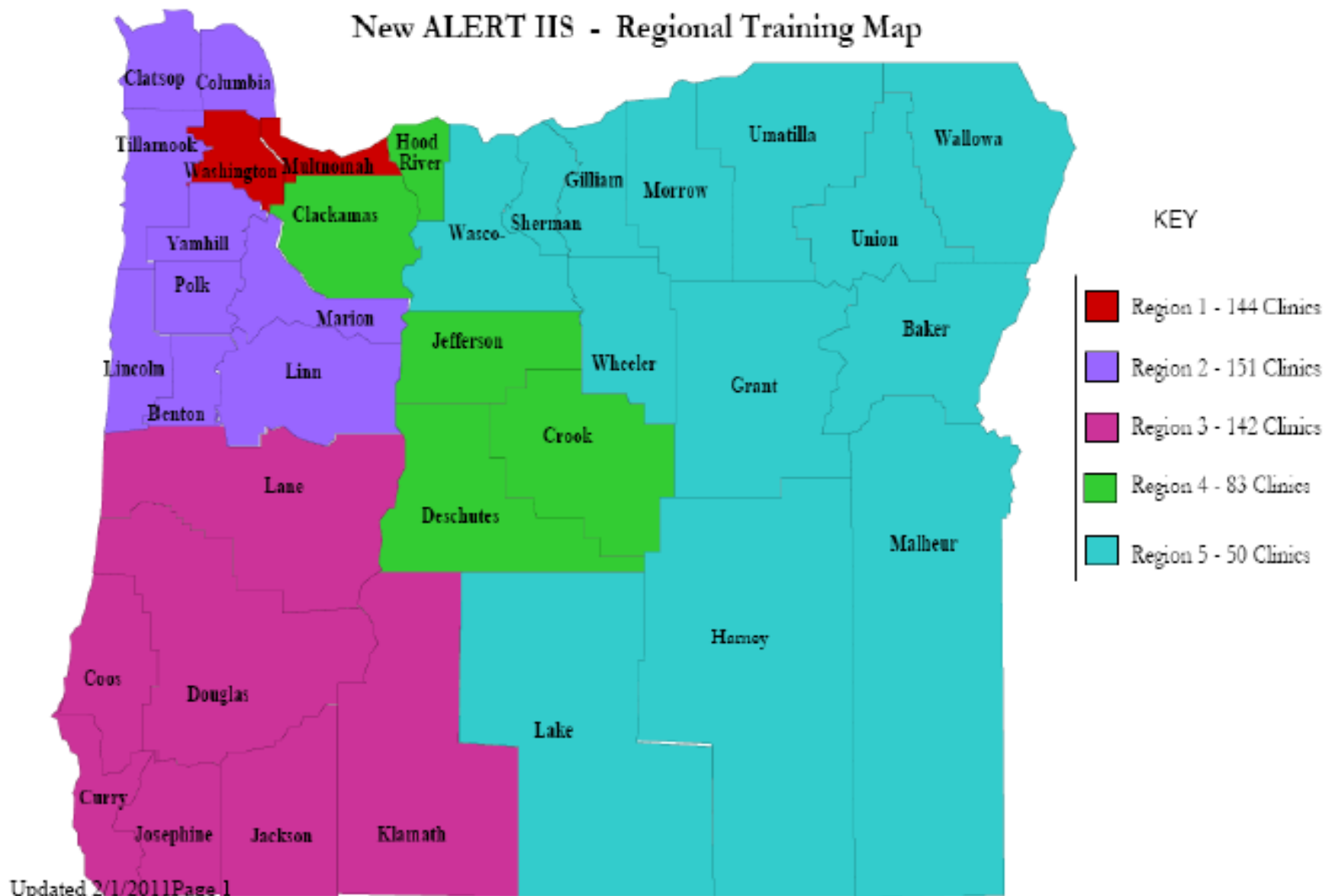


Learn how to
use the system

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How to cover 98,381 sq mi?



Training Methods:

Webinars

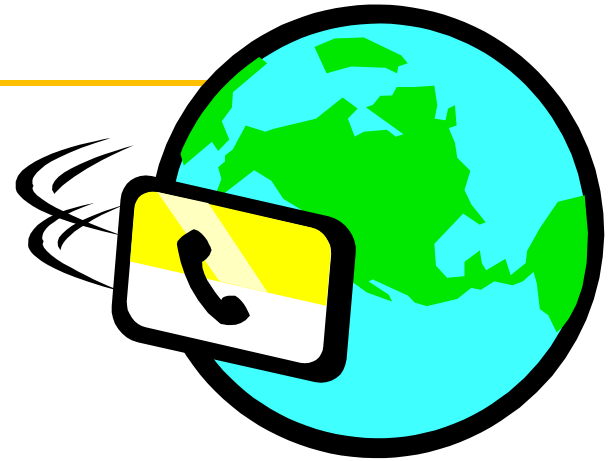
- Basic Training
- Super User Training
- Inventory Training
- School / Children's Facility Users

Videos

- All trainings except Super User

In-person

- All trainings when requested



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BI-MART



usbank

Better Head
For **JERRY'S**
Auto Insurance and Claims

BULLDOGS AND YOUR DUCKS OF
OREGON.

1

METALS FAB

Game On



Announcing the starting line-up

- attendance at local conferences and meetings
- announcements on website

Play by Play

- weekly trainer meetings with help desk staff
- incoming help desk questions
- email reminders to late adopters

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Game Time



Feedback

- pilot organizations
- help desk questions
- regional trainer questions
- needs of non-traditional users
 - pharmacies, managed care organizations, adult providers

Utilizing Feedback

- work between help desk staff and trainers
- adjustments in training and timeline

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Halftime and Timeouts



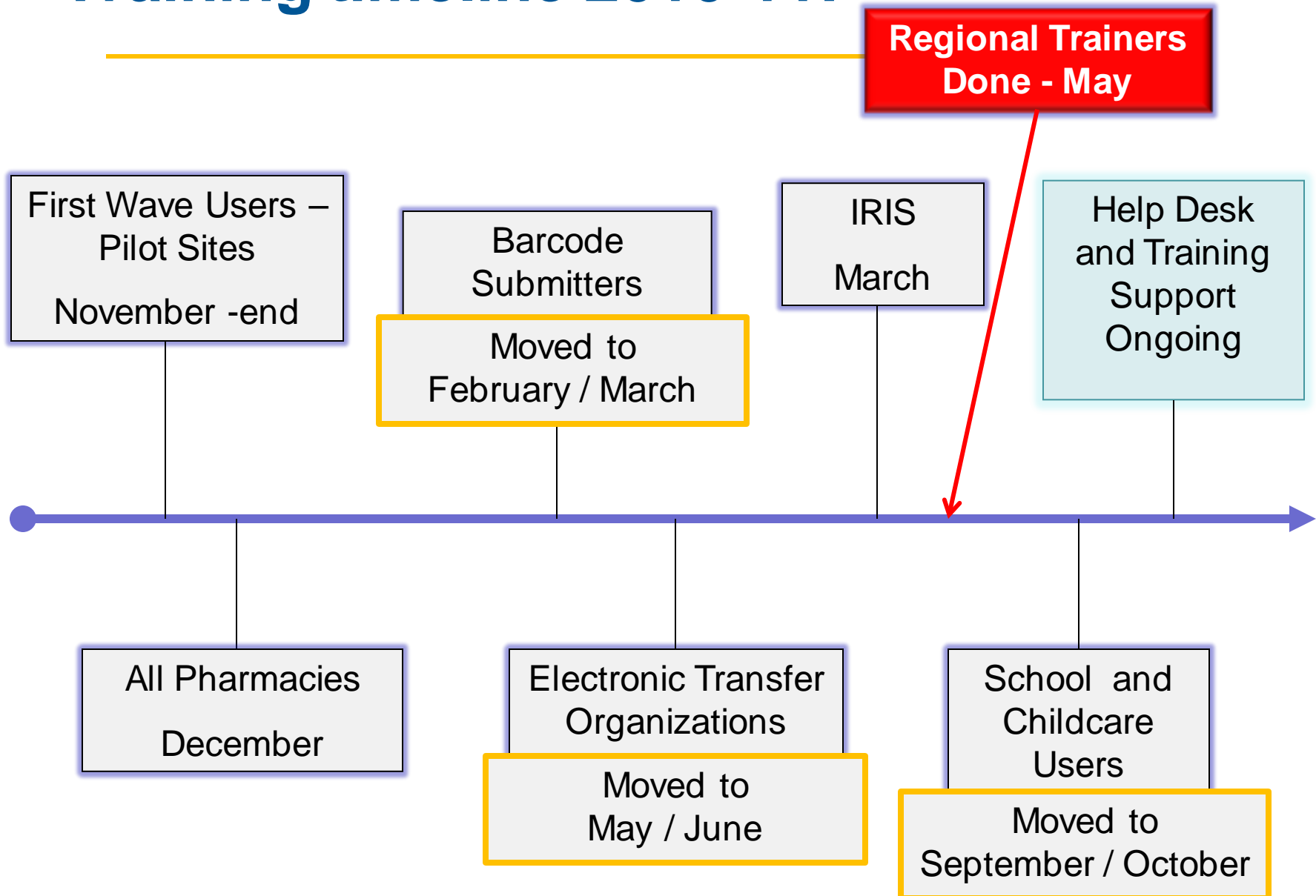
Coaches Adjustments

- Improved webinar confirmation emails
- Improved language on training page
- Re-adjustment for loss of regional trainers
- Changed timeline when necessary

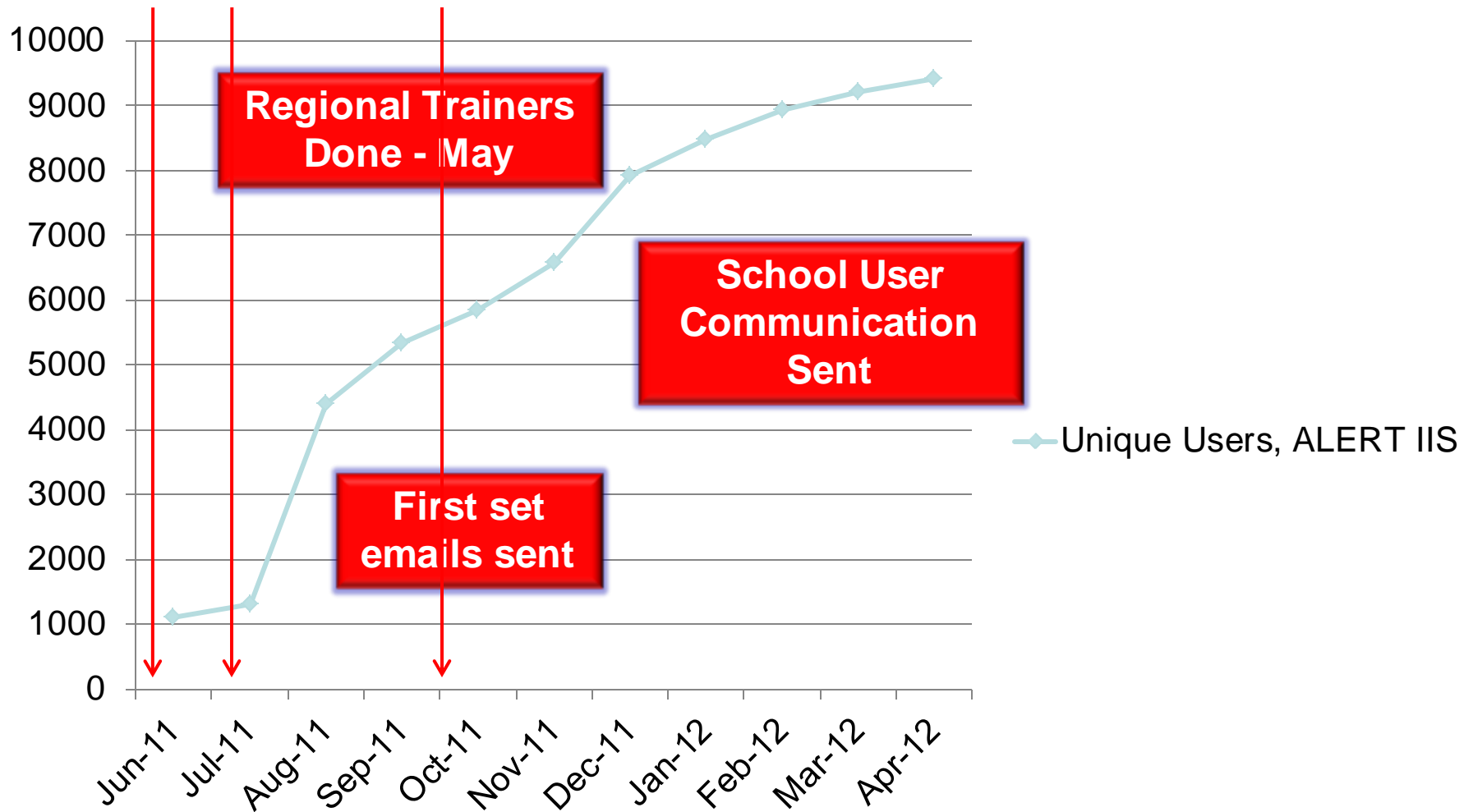
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Training timeline 2010-11:



Transition of ALERT IIS Users



External Users by Role:

September 11, 2012

User Role	Total Users
E-Transfer Submission Only	55
MCO	9
Patient Query Only	824
Schools/Childcare	2977
Standard User	4663
Super User (Provider and LHD)	772

Total Users
9,300

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Celebrate Accomplishments



Milestones Reached

- Moving onto next step in timeline

Positive Feedback

- Training attendees and partner response

Official Retirement of Legacy Systems

- March 1, 2012



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Coaches Awards

- Co-Author: Mary Beth Kurilo
- Oregon Immunization Program Training and Help Desk Staff
- Hewlett-Packard Enterprise Services

Post-Game Commentary



Individual commitment to a group effort - that is what makes a team work, a company work, a society work, a civilization work.

~Vince Lombardi

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Contact Information:

Jenne McKibben

ALERT IIS Lead Trainer

971-673-0280

jenne.mckibben@state.or.us

Mary Beth Kurilo

ALERT IIS Director

971-673-0294

mary.beth.kurilo@state.or.us

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