A Multi-State Consortium to Improve IIS Training & Education

2017 AIRA National Meeting

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Agenda

- Introductions
- Background
- Consortium Planning
- Determine Priorities
- Workshop Activity

Introcuctions

- Name
- Agency/State
- IIS Role

Background

- Member states of the Scientific Technologies Corporation identified training needs during Joint Consortium Leadership Call.

- Washington and Tennessee volunteered to co-lead group with STC.

- WA and TN IIS Managers identified IIS team members to lead new group.

Benefits of Consortium Format

- Same products

- Similar functionality

- Collaborate to avoid recreating the wheel

Purpose

- Streamline training resources
- Improve training materials and methods

- Encourage states to:

  - share resources
  - learn from each other
  - collaborate in order to meet training demands

Format of Consortium

- Meet 2nd Thursday of each month. Kickoff meeting held: October 2016

- Use GoToMeeting technology

- STC facilitates scheduling and meeting set-up

- TN, WA, & STC create agenda and lead group discussions

- Use live polls to help collect information

- Encourage group discussion & sharing

- Shared planning and decision making

Current Participants

Tennessee	Washington	New Hampshire	Wyoming
Louisiana	Ohio	Alaska	Mississippi
	Montana	STC	

Consortium Activities

1st • Assess training strengths and challenges

2nd • Ranked top priorities

3rd • Selected feasible project

Sample of Live Poll

QUICKPOLL

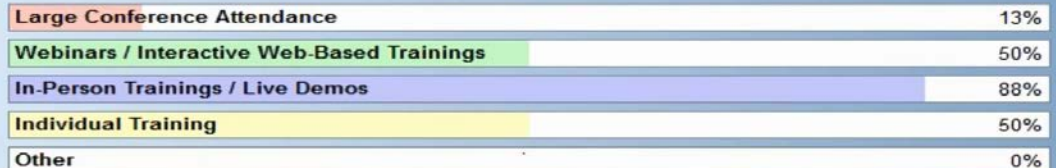**What current training method have you found most effective when training users? (check only one)**

Poll Results (single answer required):

Webinars	0%
In-Person Trainings / Live Demos	88%
Prerecorded Videos / Interactive Web-Based Trainings	0%
User Guides	0%
Other / Unknown	13%

QUICKPOLL

What current training methods have you found most effective when training IIS staff? (check all that apply)

Poll Results (multiple answers allowed):
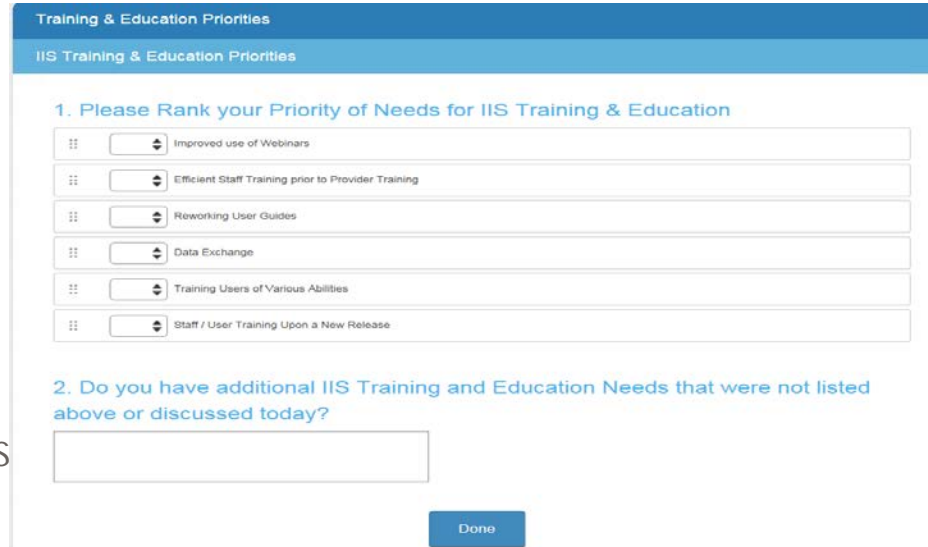
Large Conference Attendance	13%
Webinars / Interactive Web-Based Trainings	50%
In-Person Trainings / Live Demos	88%
Individual Training	50%
Other	0%

Top Priorities

Used survey to rank priorities:

- Staff / User Training with New Release
- Reworking User Guides
- Efficient Staff Training prior to Provider Training
- Improved Use of Webinars
- Training Users of Various Abilities
- Data Exchange Issues

Training & Education Priorities

IIS Training & Education Priorities

1. Please Rank your Priority of Needs for IIS Training & Education

⠿	◆	Improved use of Webinars
⠿	◆	Efficient Staff Training prior to Provider Training
⠿	◆	Reworking User Guides
⠿	◆	Data Exchange
⠿	◆	Training Users of Various Abilities
⠿	◆	Staff / User Training Upon a New Release

2. Do you have additional IIS Training and Education Needs that were not listed above or discussed today?

Done

First Project

- Create IIS Resource Sharing Library: webpage to store materials by state and functional area of IIS
  - AFIX
  - Core Functionality
  - Vaccine Ordering

Tennessee - IWeb Training & Education Materials
Created by Ashley McDonald, last modified on Jan 20, 2017

	State Level (RC) User	Provider Level (FC) User	New Hire Information
Vaccinations			
Search / Add Patients	12-6-16 Admin QRG - Search, Add, Edit Users (Doc); 12-6-16 Admin QRG - Search, Add, Edit Users (PDF);	12-6-16 Admin QRG - Search, Add, Edit Users (Doc); 12-6-16 Admin QRG - Search, Add, Edit Users (PDF);	
Patient Records	Managing PAIS QRG 1.4.17	Viewing Adding Editing Vaccination Records QRG (PDF);	
Physicians & Vaccinators	Physicians & Vaccinators QRG		
Reports	Coverage Rate Report (PDF); Coverage Rate Report (PUB);	Generating Patient Lists for Providers (PDF); Immunization Certificate Validation Tool QRG (PDF); Immunization Certificate Validation Tool QRG (DOC); Coverage Rate Report (PDF); Coverage Rate Report (PUB);	
Reminder / Recall	Reminder Recall QRG (PDF)	Reminder Recall (PDF)	
User Management	2016 TennIIS Registration and User Management PPT; Manage TennIIS Users (DOC);		
Health Promotions			
School Nurse Module		School User QRG (DOC); School User QRG (PDF);	
Child Care Module		Childcare Facility User QRG (DOC); Childcare Facility User QRG (PDF);	
Pharmacy		Pharmacy User QRG (DOC); Pharmacy User QRG (PDF);	
Administration	Personal Settings QRG (PDF)		
Creation of Org / Facility			
Other	2016 TennIIS Presentation TNAAP; FAQs - TennIIS (DOC); FAQ - TennIIS (PDF); Field Rep QRG (DOC); Field Rep QRG (PDF);		2016 TennIIS Training for Field Reps

Workshop Prep

- Use your table as your hypothetical consortium

- Sit by IIS vendor or training need

- Assign:
  - Facilitator
  - Scribe
  - Reporter

Workshop Activity

Part A

Discuss the Following in Your Group:

1. Goals
2. Challenges
3. Meeting Logistics
   - Frequency, structure, format

Workshop Activity

Part B

Determine **Your Group's First Project:**

1. Brainstorm possible projects

2. Prioritize project ideas

3. How will your group select projects and assign tasks?

GOALS	CHALLENGES	PROJECT IDEAS
• Sd		

Workshop Activity
Part C

Share **With Larger Group:**

1. Goals and Challenges
2. Prioritizing project ideas
3. First project plan

Our Lessons Learned

Our Successes:
- Group participation
- Sharing and learning from each other

Our Challenges:
- Competing priorities

Suggestions for Us

After participating in this workshop:

1. Do you have any suggestions for us as we continue our consortium work?
2. What was useful to you?

Thank You

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GOALS	CHALLENGES	PROJECT IDEA
• **Identify commonalities** • Improve methods of training by collaborating (D.C., NJ, TX) • *Create training videos* • Best practices guide • **Create guide to engage central IT staff in IIS work**	• **Multiple vendors** • **Geographic location** • **Competing priorities** • Different users in training • MIGRATION!!! Users do not like change • *Different systems* • Different IIS platforms • Different staff size • **Struggle with engaging centralized state IT** • **Reconciling**	• **How to market engagement for increasing IIS use** • Figure out way to develop training for new system and get user buy-in. Effective transition plan • *Create training videos* • Online forum – identify contact lists; set up google plus for state staff provider staff