

# **Competencies Needed to Advance YOUR IIS so It Supports Immunization Goals**

**Breakout Session 6C**

**08/15/2019**

**8:00 AM-9:00 AM**

**Presented By:**

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# Objectives

- Inform participants on the IIS Competency Domain Model
- Use the competencies in considering the strengths and challenges of your current team
- Identify how to use the competencies when looking at your future staffing
- Start an Action Plan to increase the breadth and depth of competencies across your team

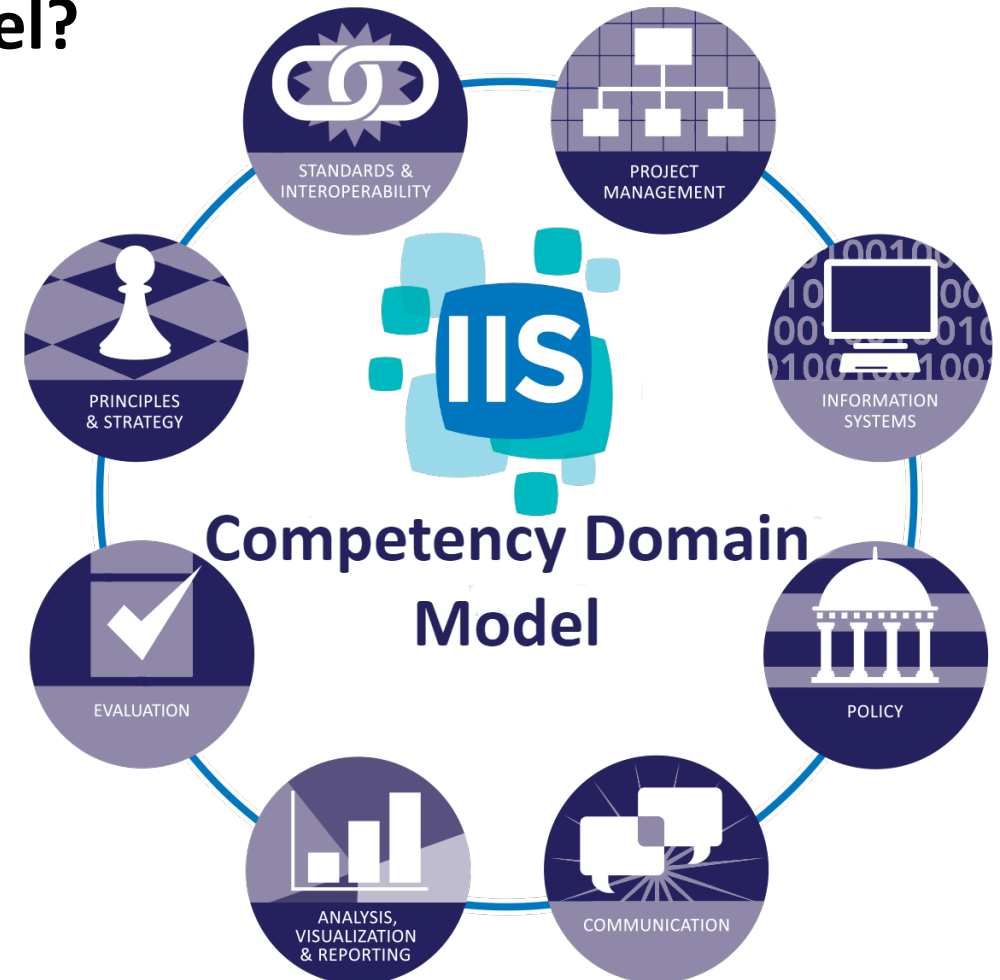
## Session Format

- Attendee Learning
  - Instruction: Knowledge transfer
  - Activities: Knowledge application
  - Discussion: Knowledge sharing
- Session Evaluation
  - Welcome...and appreciate your candid feedback!

## What is the IIS Competency Domain Model?

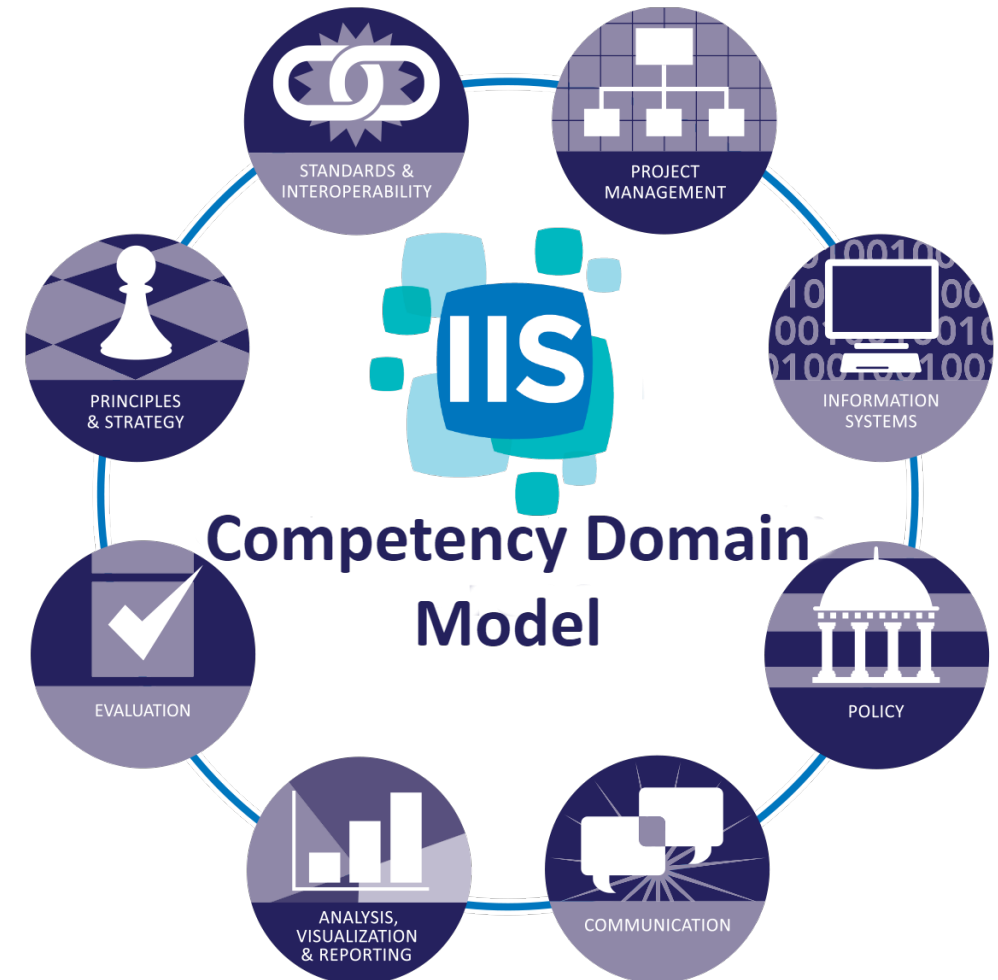
Nine areas of informatics expertise that every IIS program should have access to within their team.

Documents IIS-specific knowledge, skills and abilities needed for each of the nine domains



## 9 Competency Domains

- Project Management
- Information Systems Management
- Policy Development
- Communications
- Analysis, Visualization and Reporting
- Evaluation
- Principles and Strategy
- Training
- Standards and Interoperability



## What was the basis for the IIS competencies?

PHII developed and published the *Applied Public Health Informatics Competency Model* in 2016 to guide development of its learning offerings

Goal was to ensure that learning and resources are aligned with real-world job performance and the knowledge, skills and abilities required to perform well.

Based on earlier competencies models:

- Competencies for Public Health Informaticians (2009)
- Informatics Competencies for Public Health Professionals (2002)
- Core Competencies for Public Health Professionals (revised 2014)

# Standards and Interoperability

## Description

Applies informatics standards to ensure interoperability between disparate information systems.

## Knowledge of:

- Immunization terminology and practices, and the data elements that support them.
- Relevant IIS standards, including HL7 2.x and SOAP/Web services.
- IIS best practice documentation developed by the Modeling of Immunization Registry Operations Workgroup (MIROW).
- National initiatives such as Meaningful Use, and their impact on IIS and health information exchange.
- Standardized IIS business rules and best practices.
- Public health reporting standards.
- Clinical Decision Support Specifications developed by CDC.

## Ability to:

- Apply local and national standards consistently.
- Quickly learn data fields commonly used in clinical practices to record vaccination encounters.
- Quickly learn new terminology.

## Project Management Description

Practices project management and program management techniques to engage stakeholders and team members in achieving goals and expectations.

### Knowledge of:

- Principles, methods and standards of project management.
- The principles of work organization and simplification.
- The outputs of computer query and reporting tools, such as SQL, Crystal Reports, Business Objects or Excel to support technical staff in running reports.
- Change management.
- Strategies for effective planning and management of informatics projects/programs based on business and management requirements.
- Diverse IIS stakeholders and funding mechanisms.



## Project Management (cont.)

### Skill to:

- Develop specific goals and plans to prioritize, organize, and accomplish work.
- Document status and outputs of projects and processes.
- Engage in testing of information solutions using appropriate methodologies and techniques.
- Coordinate diverse activities to ensure completion of projects, tasks and assignments.
- Apply fact-finding and work measurement techniques to organization systems.
- Synthesize diverse facts, opinions and materials into usable work plans.
- Apply quality management and improvement tools and processes to operational problems.
- Oversee testing of information solutions using appropriate methodologies and techniques.
- Manage information system projects.

### Ability to:

- Balance multiple, competing program demands.
- Establish long-range objectives and specify the strategies and actions to achieve them.
- Synthesize voluminous and diverse facts, opinions and materials into usable work plans.

## Sample IIS Job Role Descriptions

- IIS Manager
- Data Entry Deduplication Specialist
- Data Extract Analyst
- Data Quality Analyst
- Help Desk Technician Tier I
- Help Desk Technician Tier II
- Interface Analyst
- Testing Analyst
- Trainer

Each role description addresses:

- Scope of authority
- Possible position titles
- Reporting relationships
- Decision making authority
- Major duties and responsibilities
- Knowledge, skills and ability statements for each of the 9 competency domains

<https://www.phii.org/resources/view/9398/iis-workforce-classifications>



## Standards and Interoperability

Applies informatics standards to ensure interoperability between disparate information systems.

### Knowledge Statements:

- Knowledge of immunization terminology and practices, and the data elements that support them.
- Knowledge of relevant IIS standards, including HL7 2.x and SOAP/Web Services.
- Knowledge of IIS best practice documentation developed by the Modeling of Immunization Registry Operations Workgroup (MIROW).
- Knowledge of national initiatives such as Meaningful Use, and their impact on IIS and health information exchange.
- Knowledge of standardized IIS business rules and best practices.

### Abilities Statements:

- Ability to apply local and national standards consistently.
- Ability to quickly learn data fields commonly used in clinic practices to record vaccination encounters.
- Ability to quickly learn new terminology.



## Project Management

Practices project management and program management techniques to engage stakeholders and team members in achieving goals and expectations.

### Knowledge Statements:

- Knowledge of diverse IIS stakeholders and funding mechanisms.
- Knowledge of the outputs of computer query and reporting tools, such as SQL, Crystal Reports, Business Objects or Excel to support technical staff in running reports.

### Skills Statements:

- Skill to develop specific goals and plans to prioritize, organize, and accomplish work.
- Skill to document status and outputs of projects and processes.
- Skill to engage in testing of information solutions using appropriate methodologies and techniques.
- Skill in coordinating diverse activities to ensure completion of projects, tasks and assignments.

### Abilities Statements:

- Ability to balance multiple, competing program demands.

Each Role Description is organized by relevant **Competencies**, then relevant **Knowledge, Skills and Abilities**

Can use to:

- Review and refine/update your current job descriptions
- Develop new job descriptions

## Current Competency-based Learning Offerings

### IIS Learning

- Welcome to IIS Email Course
- Fundamentals of IIS series
  - Data Quality
  - Interoperability
  - HL7 Basics
- Advanced HL7 for IIS
- Immunization Evaluation and Forecasting (coming soon)

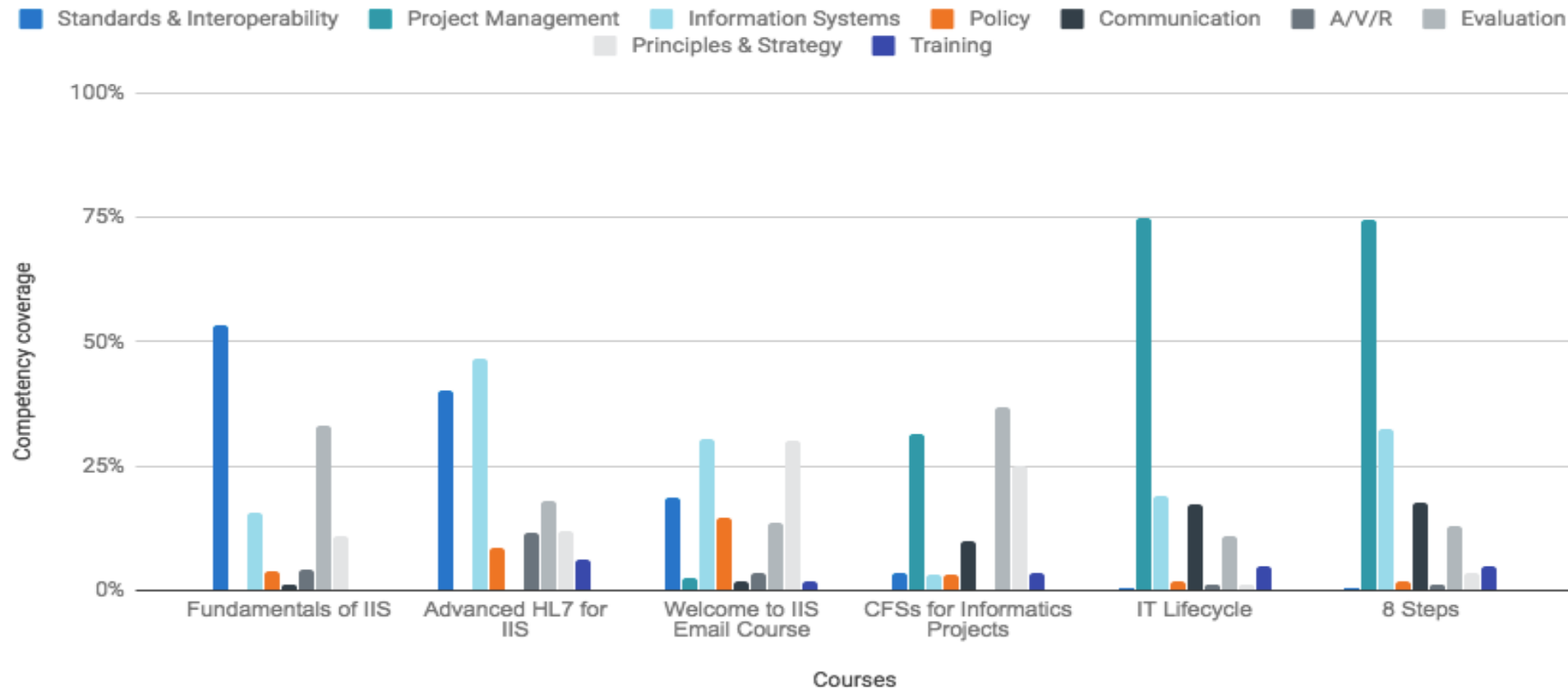
[www.phii.org/iishub](http://www.phii.org/iishub)

### General Informatics Learning

- Critical Success Factors for Informatics Projects
- Designing and Managing Public Health Information Systems (“8 Steps”)
- Communicating Informatics
- Getting Started with Collaborative Requirements Definition
- Guiding Principles for Managing Contracts
- Informatics for Everyone
- IT Lifecycle Fundamentals for Public Health
- The Stakes Are High: Stakeholder Engagement for Public Health

# How Available Learnings Support IIS Competencies Development

## Course Profile by Competency - Group 1



## Competencies with Highest Levels of Current Learnings Support

- Project Management
- Information systems
- Evaluation
- Standards and Interoperability
- Principles and Strategy

## Competencies with Largest Gaps in Learning Support

- Analysis, Visualization and Reporting (A/V/R)
- Training
- Policy
- Communication

## Exercise: What are My Team's IIS Competencies Strengths, Our Challenges?

Use the next 20 minutes to think about your team and complete the Self-Assessment Worksheet. Where is it strong in the competencies? Where are the team's challenges?

IIS Competency Domain Areas—A Self-Assessment Worksheet

2019 AIRA National Meeting

For each of the nine IIS Competency Domain Areas below:

- Enter a score (1-5; see scoring legend at the bottom of the page) for your own individual competency level.
- Enter a score (1-5; see scoring legend at the bottom of the page) for the competency level of your team as a whole. *Also include the name(s) of the team member with the most competence in this area; who could you look to build competence in others?*
- Enter challenges you see in building capacity for each competency domain.
- List action steps you and/or the team could take to increase the level of that competency domain.

Standards and Interoperability: Applies informatics standards to ensure interoperability between disparate information systems.			
My own competency level*	Competency score for our team as a whole*	Challenges	Action steps
1 2 3 4 5	1 2 3 4 5 <i>Name of team member(s) with most competence:</i>		
Project Management: Practices project management and program management techniques to engage stakeholders and team members in achieving goals and expectations.			
My own competency level*	Competency score for our team as a whole*	Challenges	Action steps
1 2 3 4 5	1 2 3 4 5		



## Discussions

What are your findings?

What, if anything, is missing from the competency model?

## Key Takeaways

- Use the competencies when educating and developing your staff to build an IIS that better supports the Immunization Program Goals.
- Assess what Knowledge, Skills and Abilities (KSAs) your staff have in relation to each competency and develop a learning plan to improve the areas in which you see challenges?
- Use the IIS competencies when developing updating or developing new job descriptions? Use the KSAs when posting jobs and as part of your interviewing for new staff members?

PHII online IIS learning modules: [www.phii.org/iishub](http://www.phii.org/iishub)



## Q & A

[www.phii.org/iishub](http://www.phii.org/iishub)

## Acknowledgements

JCDC/NCIRD/ISD/IISB

Janet Fath

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