Colorado's Implementation of an IIS In-application Training Tool | August 15, 2019

COLORADO
Department of Public Health & Environment

Overview

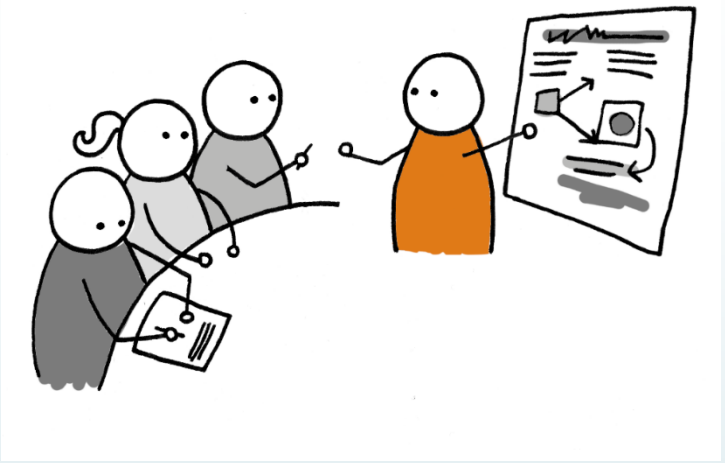
- **Meet the CIIS Team!**
- **History of CIIS Training.**
- **Overview of Current Resources.**
- **Challenges in CIIS training.**
- **Introduction to the Learn More Feature**
- **Demo of the Learn More tool.**
- **Survey/Feedback on Learn More (Staff and CIIS Users).**

Our Team

Meet the CIIS Team!

COLORADO
Department of Public
Health & Environment

CIIS Training Team



- Phyllis Bourassa – CIIS Training Unit Supervisor
- Sean Bevins – CIIS VOM Coordinator
- Maddie Grimm – CIIS School Coordinator
- Shiny Mathew – CIIS Training and Outreach Coordinator
- Alex Kryuchkovskiy – CIIS Help Desk Coordinator

History of CIIS Training

- **In-person approach and then incorporated online based trainings.**
  - On the ground training/recruitment using one-on-one trainings.
  - Occasional group trainings (public libraries and at local public health agencies).
  - Several coordinators each assigned to a number of counties – recruitment, training, and technical assistance.
- **WebIZ product was purchased in 2010**
  - Needed a way to train thousands of users on a new system.
  - Move away from an in-person training model.
  - Co.Train was used as the learning management platform to host computer-based trainings.
  - Mix of live webinars and self-paced courses with in-person trainings still hosted at various local public health agencies.
- **Required courses moved exclusively to Co.Train**
  - Standardizes training delivery.
  - Still have the option for *optional* live webinars.
  - Certificate generation and learning management made easier.

Current Training

- Required courses are all on Co.Train.
- Webinars are hosted monthly.
- Trainings on www.coloradoiis.com
- First Friday newsletter broadcasts important news and additional training tips.

AND

LEARN MORE

First in-application training tool

COLORADO
Department of Public Health & Environment

Challenges in CIIS training

- Marketing training materials – no organized place to put them!
  - Website: www.coloradoiis.com
  - First Friday newsletters
- Trainings were located outside of the CIIS application.
- Building user autonomy.
- Calls to help desk (VOM and general line) for repeated issues.

COLORADO
Department of Public Health & Environment

Services & information | Boards & commissions | Divisions | Concerns & emergencies | Data | News | LPHAs

Colorado Immunization Information System

Back to immunization

Immunization records are confidential, personal medical information. The Colorado Immunization Information System (CIIS) is a lifelong immunization record tracking system under the Colorado Immunization Registry Act of 2007.

CIIS has signed agreements with all participating sites that are authorized to provide information to or access information from CIIS. CIIS and all people and entities that access immunization records are required to maintain the confidentiality of those records.

- CIIS Frequently Asked Questions | Spanish | Arabic | Vietnamese

Get a copy of your immunization record
How to get a copy of your record.

CIIS users
Create a CIIS account.

Training
Learn how to use CIIS and access required training courses.

Electronic health records
Create an electronic interface between your electronic health records system and CIIS.

Policies and procedures
Review information about CIIS, including security, confidentiality and opt-out policies.

Data requests
Request data from CIIS for research purposes approved by the Institutional Review Board.

Contact

122 Like Tweet Share

COLORADO
Department of Public Health & Environment

Translate

COLORADO
Department of Public Health & Environment

Services & information | Boards & commissions | Divisions | Concerns & emergencies | Data | News | LPHAs

CIIS training

Back to CIIS

For general users
Training resources, including quick guides, job aids and webinars.

For Vaccines for Children users
Training resources, including quick guides, job aids and webinars.

For school and child care users
Training resources, including quick guides and job aids.

Other training resources

0 Like Tweet Share

About us Careers Contact us News Find health care and health insurance

© 2019 State of Colorado | Transparency Online | Accessibility

COLORADO
Department of Public Health & Environment

Services & information | Boards & commissions | Divisions | Concerns & emergencies | Data | News | LPHAs

CIIS general user training

Back to CIIS training

All general users must take online training on CO.Train before using CIIS. Available courses include:

- CIIS General User Training Course (ID 1027956) - required for users who manually enter immunization data directly into CIIS.
- CIIS General User Training Course for Electronic Reporters (ID 1072563) - required for users who electronically enter data into CIIS.
- CIIS Reminder/Recall Training Course (ID 1030877).

To access and register for a course, follow the steps below or click here. If you have questions about which course is right for you, please call the CIIS Help Desk at 303-692-2437, option 2.

1. Create a CO.Train account (skip this step if you already have an account):

- Access CO.Train.
- Click *Create Account*.
- Follow the instructions to create a new account. After you create an account, you will be asked to complete your profile before you register for courses.

2. Register for and complete training:

- Login to CO.Train.
- Select the magnifying glass icon on the upper right hand corner of your screen and enter the Course Name or Course ID into the *Search TRAIN* field. Next, hit *Enter* on your keyboard.
- Select the course link to be directed to the course details.
- Click *Launch* and the training will start.

Training webinars

Quick guides and job aids

Training videos

0 Like Tweet Share

© 2019 State of Colorado | Transparency Online | Accessibility

COLORADO
Department of Public Health & Environment

COLORADO
Department of Public Health & Environment

Services & information | Boards & commissions | Divisions | Concerns & emergencies | Data | News | LPHAs

CIIS general user quick guides and job aids

Back to CIIS general user training

Quick guides

- Which website do I use?
  - CIIS uses three web-based sites that offer services to new and existing CIIS users. View a description of each site.
- General user getting started quick guide.
  - A short, two-page document describing the basics of the CIIS main web application.
- Technical connectivity guide.
  - Use this before you start so CIIS displays and functions properly on your computer.

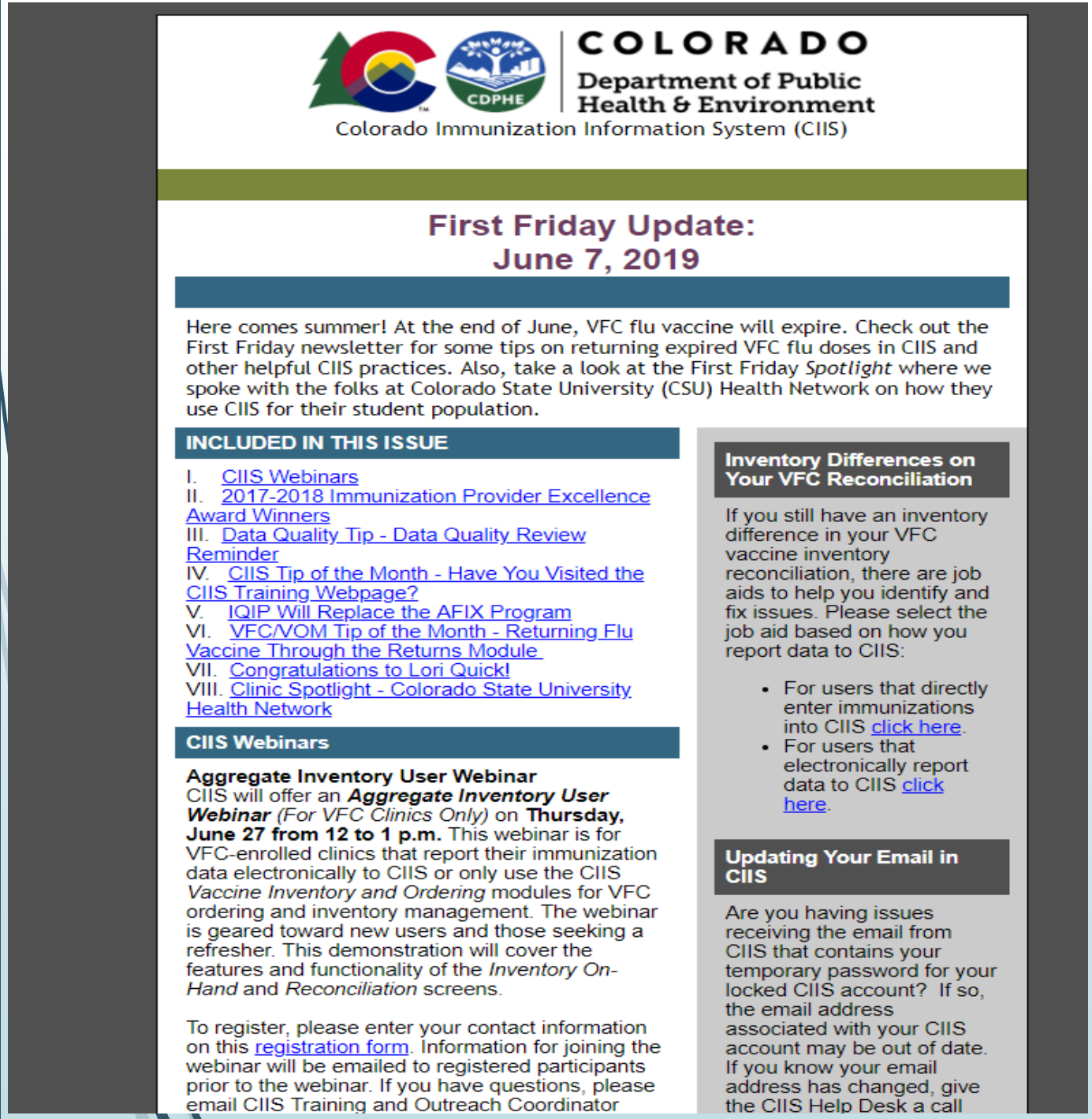
Job aids

- How to run a patient roster report.
- Document historical immunizations.
- Add precautions/contraindications.
- Add and administer a vaccination.
- Update a Vaccine Information Statement.
- CIIS reminder/recall guide for health care providers and local public health agencies.
- Correct an immunization mistakenly entered as a historical record.
- Print immunization records.
- Immunization rates report tutorial.
- CIIS dosage report.
- How to Enter a Mass Event in CIIS Using the IZ Quick Add Module.
- How to inactivate a patient in CIIS.

0 Like Tweet Share

© 2019 State of Colorado | Transparency Online | Accessibility

COLORADO
Department of Public Health & Environment



COLORADO
Department of Public Health & Environment
Colorado Immunization Information System (CIIS)

First Friday Update: June 7, 2019

Here comes summer! At the end of June, VFC flu vaccine will expire. Check out the First Friday newsletter for some tips on returning expired VFC flu doses in CIIS and other helpful CIIS practices. Also, take a look at the First Friday *Spotlight* where we spoke with the folks at Colorado State University (CSU) Health Network on how they use CIIS for their student population.

INCLUDED IN THIS ISSUE

I. CIIS Webinars
II. 2017-2018 Immunization Provider Excellence Award Winners
III. Data Quality Tip - Data Quality Review Reminder
IV. CIIS Tip of the Month - Have You Visited the CIIS Training Webpage?
V. IQIP Will Replace the AFIX Program
VI. VFC/VOM Tip of the Month - Returning Flu Vaccine Through the Returns Module
VII. Congratulations to Lori Quick!
VIII. Clinic Spotlight - Colorado State University Health Network

CIIS Webinars

Aggregate Inventory User Webinar
CIIS will offer an ***Aggregate Inventory User Webinar*** *(For VFC Clinics Only)* on **Thursday, June 27 from 12 to 1 p.m.** This webinar is for VFC-enrolled clinics that report their immunization data electronically to CIIS or only use the CIIS *Vaccine Inventory and Ordering* modules for VFC ordering and inventory management. The webinar is geared toward new users and those seeking a refresher. This demonstration will cover the features and functionality of the *Inventory On-Hand* and *Reconciliation* screens.

To register, please enter your contact information on this registration form. Information for joining the webinar will be emailed to registered participants prior to the webinar. If you have questions, please email CIIS Training and Outreach Coordinator

Inventory Differences on Your VFC Reconciliation

If you still have an inventory difference in your VFC vaccine inventory reconciliation, there are job aids to help you identify and fix issues. Please select the job aid based on how you report data to CIIS:

- For users that directly enter immunizations into CIIS click here.
- For users that electronically report data to CIIS click here.

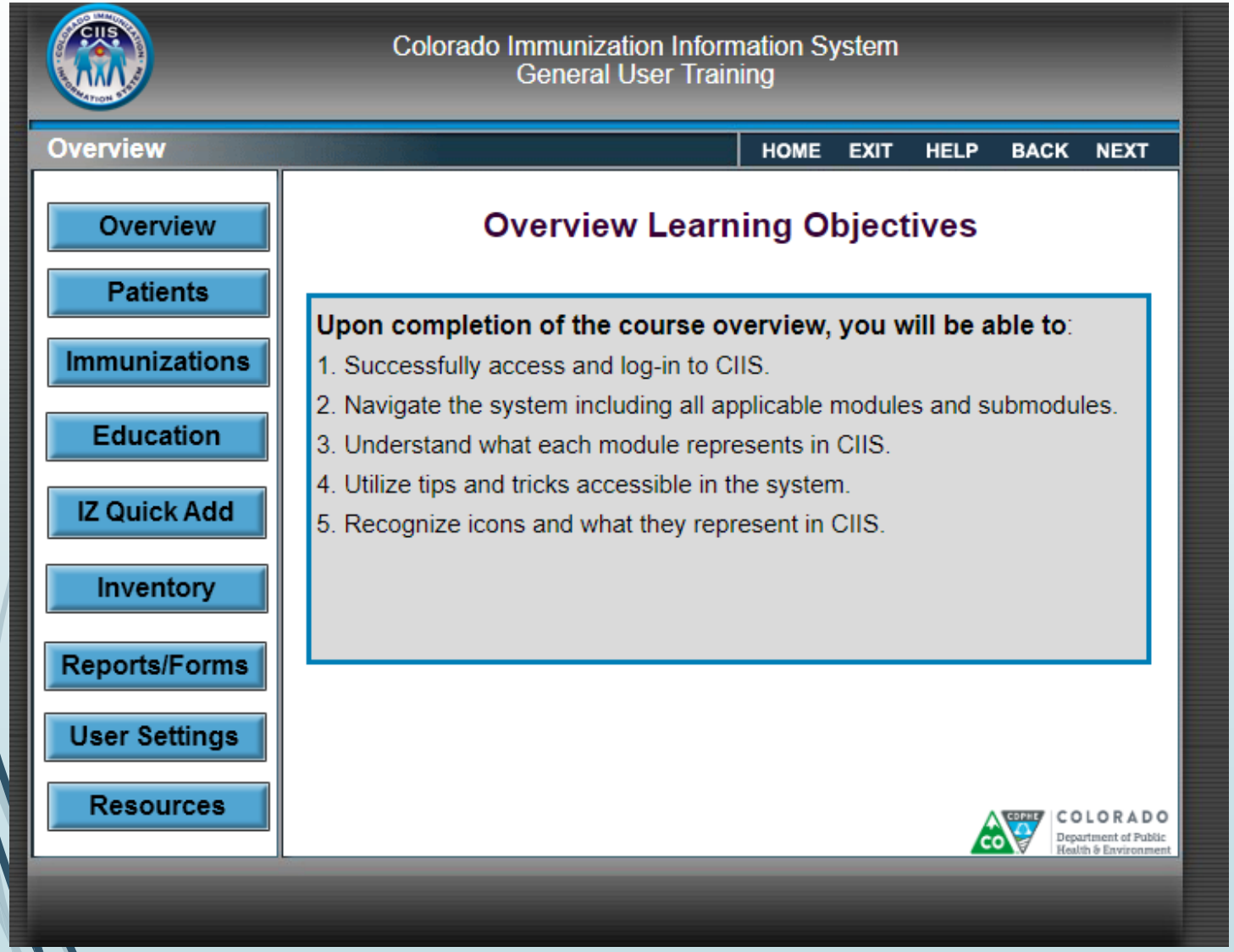
Updating Your Email in CIIS

Are you having issues receiving the email from CIIS that contains your temporary password for your locked CIIS account? If so, the email address associated with your CIIS account may be out of date. If you know your email address has changed, give the CIIS Help Desk a call

- First Friday newsletter – Constant Contact
  - Average open rate 2018– 18%
  - Average click through rate 2018– 19%

COLORADO
Department of Public Health & Environment

Co.Train Courses



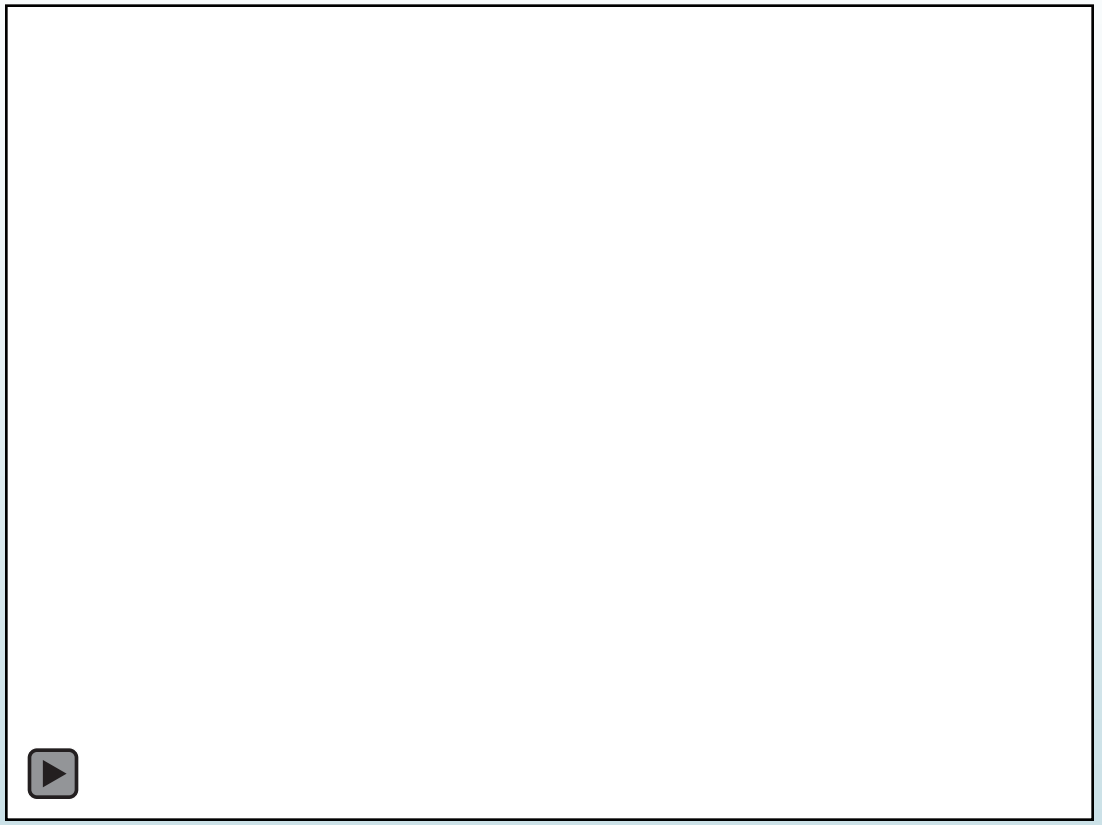
- Seven courses on Co.Train.
- Needed to track user's course completion.
- Users need to be able to reference materials outside of taking full courses again (which are quite detailed).

COLORADO
Department of Public Health & Environment

In-Application Training Tool

- Offered through our vendor, Envision, when we took on version 17.9.
- The *Learn More* feature was implemented December 2018 and is our first in-application training tool.
  - Place to put existing training materials.
  - Ability to use embedded multimedia (videos), links to job aids (Google doc).
  - Easy access to trainings and other timely content.
  - Help Desk coordinators can easily direct users to supporting materials.
    - Potential to limit calls about the same issues.
  - Increases the user's autonomy in navigating CIIS.

Demo of the *Learn More* Feature



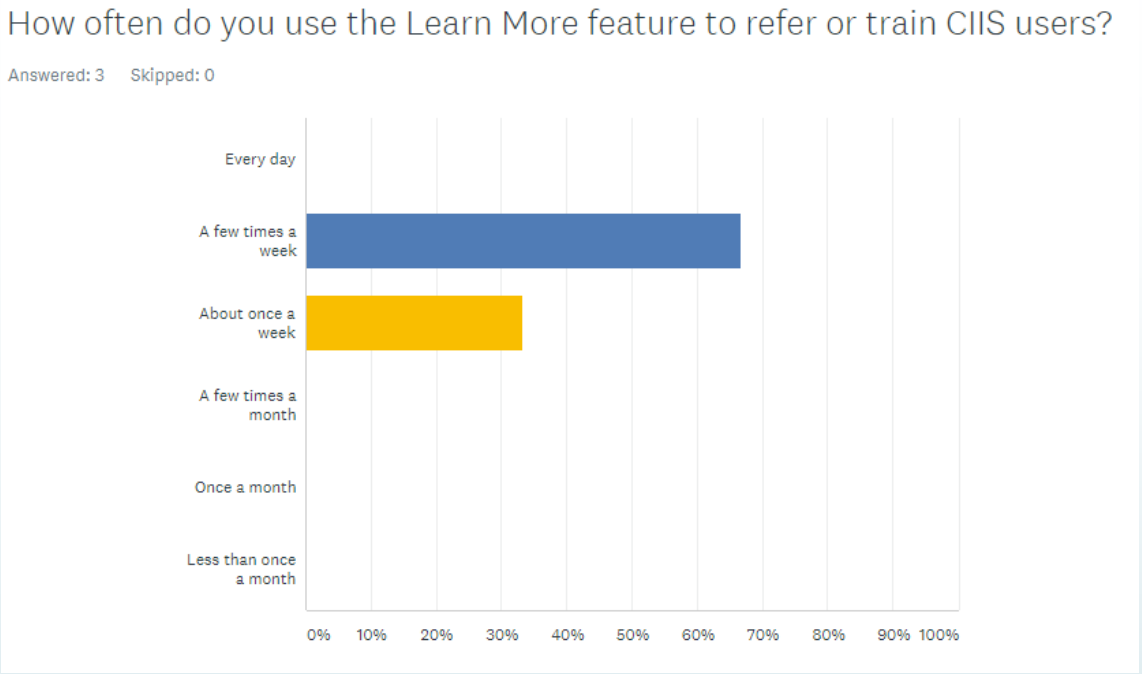
COLORADO
Department of Public Health & Environment

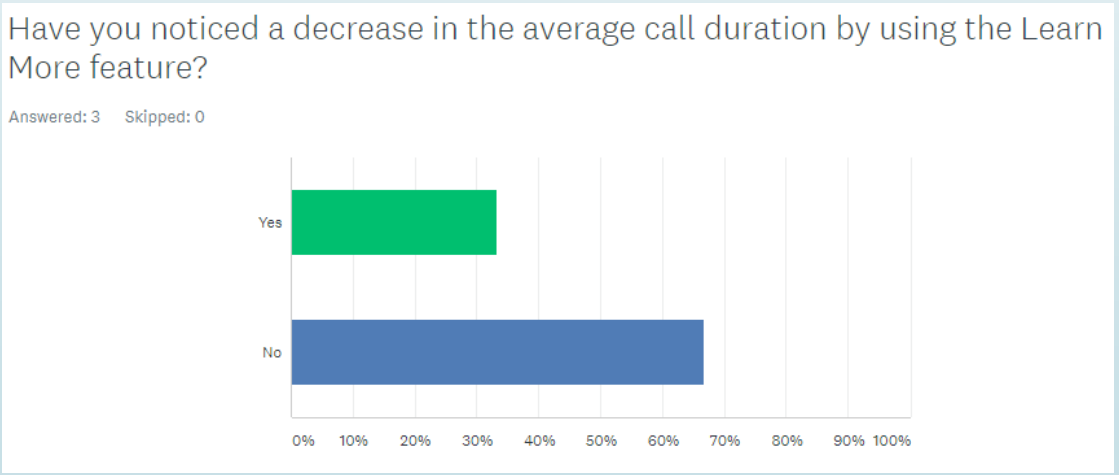
Survey of Help Desk Coordinators

- Sent out survey in late February 2019.
- Survey questions asked about potential decrease in calls/call duration, efficiency, ease of use, how often it is used.
- Space provided for additional comments and suggestions, with open-ended questions.
- Overall positive feedback with suggestions on how to advertise/incorporate the *Learn More* tool.

Summary of Survey

- Three total respondents.
- All respondents reported the *Learn More* feature made their role more efficient, being very satisfied or satisfied with the tool, and tool made it easier to direct (refer) users to training.
- Used a few times a week/once a week.
- 2 out of 3 respondents reported no decrease in the call duration by using the feature.
  - 1/3 -Does decrease call duration: For detailed issues, users were asked to read through *Learn More* training resource and call back with questions about content.
  - 2/3 - Does not decrease call duration: Calls mostly about account lock/reactivation, immunization record requests.

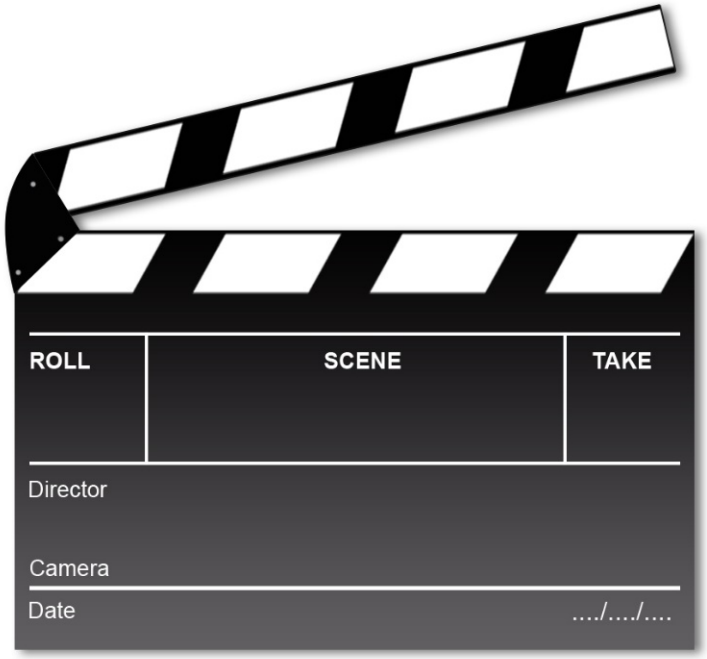




COLORADO
Department of Public Health & Environment

Survey: *Learn More* in action

- Open ended question asked respondents to provide an example of how the *Learn More* tool helps CIIS/VOM help desk provide guidance:
  - On-call help for users who call in about how to add/administer vaccines in CIIS.
  - Email help for users show exactly where they can find guidance on how to enter vaccines manually or account for a wasted dose.
    - Generally positive feedback when providing guidance this way.



User Feedback

- Last user survey reported 34% of users being very satisfied/satisfied with the Learn More feature. 11% of users were neutral (neither satisfied nor dissatisfied).
- On our next user survey, we will include questions about the Learn More feature.
  - How many know about this feature?
  - How often is it used?
  - What is the general feedback (positive, negative, improvements)

Thank you!! Any questions?