Jumpstart IIS Staff Onboarding

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Disclaimer

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Agenda

- Project Objective and Background
- Project Activities
- Project Outcomes
- Next Steps
- Q&A

Project Background

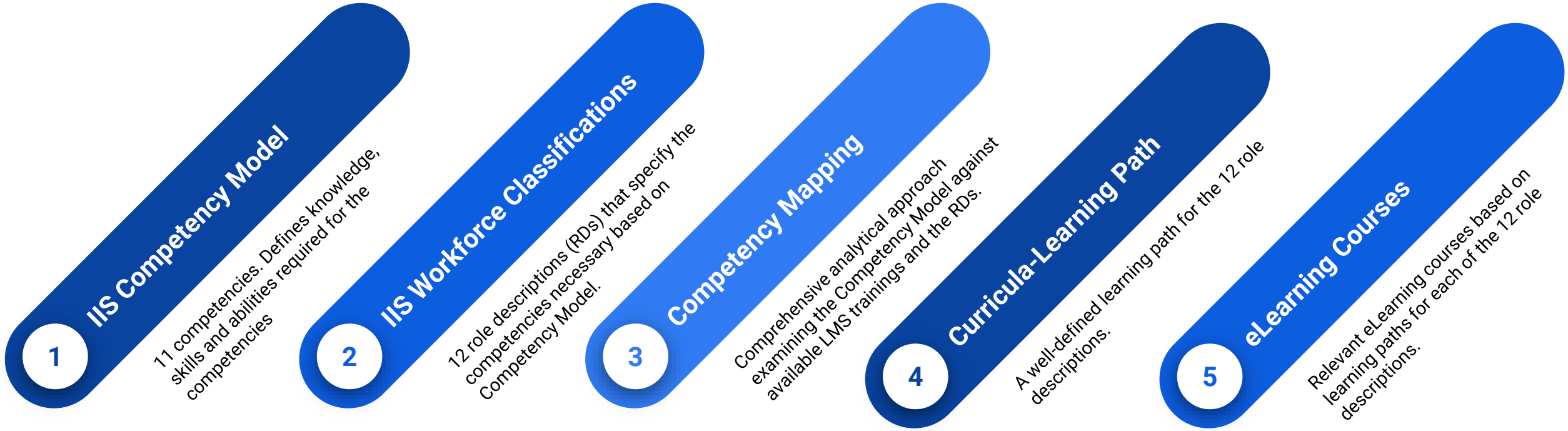
PHII's Workforce Development Strategic Statement

The Public Health Informatics Institute (PHII) strengthens immunization information system (IIS) performance by providing foundational and specialized competency-based training to equip the IIS workforce with the knowledge, skills and abilities to be successful in their roles.

Project Objective

Create a training curriculum to provide all levels of IIS staff with a roadmap of courses to complete and quickly acquire the competencies necessary for their roles.

Project Path



IIS Competency Model

- Defines 11 competencies that are integral to personnel that are part of an IIS team
- Includes knowledge, skills and abilities (KSA) statements for each competency
- Links to associated reference documents for KSA statements

IIS Workforce Classifications aka Role Descriptions

- IIS Manager
- Project Manager
- Interoperability Analyst
- Data Quality Analyst
- Data Analyst
- Epidemiologist
- Business Analyst
- Testing Analyst
- Data Deduplication Specialist
- Help Desk Specialist I
- Help Desk Specialist II
- Training and Outreach Specialist

Project Activities

“Give me six hours to chop down a tree, and I will spend the first four sharpening my immune system. Empower your workforce, and they will achieve even the seemingly un-achievable!”- - Abraham Lincoln

Competency Mapping - Phase 1

Step 1

- Map which competencies from the IIS Competency Model are covered in existing courses on PHII's learning management system (LMS), the Informatics Academy.

Step 2

- Develop criteria for including external LMS courses in learning paths.
- Identify external LMS courses meeting criteria.
- Map which competencies from the IIS Competency Model are addressed by the courses.

Step 3

- Determine competencies that are:
  - Addressed in existing PHII LMS courses or existing external content.
  - Not addressed by internal or external LMS courses.
- Develop summary and recommendations report.

Quality Rubric for eLearning Courses

Required

1. **Learning objectives must map to one or more IIS Competency Model statements**. This will ensure a direct one-to-one link between IIS workforce training and the required knowledge, skills and abilities for performance success.

Required

2. **Course content must be relevant and up-to-date.** The course content must not contain inaccurate information.
3. **A post-course evaluation allows learners to provide feedback on the perceived learning effectiveness.** An evaluation allows PHII to obtain learner insights for use in the continuous improvement of courses.
4. **A knowledge assessment validates the learner's understandin**g. An assessment allows the learner to verify comprehension or (preferably) applied knowledge.
5. **A certificate evidences successful course completion**. Learners may desire a certificate for professional development Continuing Education Units (CEUs) or as evidence for performance appraisal purposes.
6. **Resources and reference information are provided**. Downloadable job aids, checklists, and/or quick reference guides and links to documentation or standards are provided to support job performance.
7. **Course content is free.** Courses must be available at no cost for inclusion in PHII learning paths to promote accessibility to all jurisdictions regardless of funding status.

PHII Informatics Academy Courses

5 + **3** = **8**

IIS-specific courses

Other PHII courses

Recommended PHII courses

External Course Review

33 → **6** → **3**

External courses reviewed

Courses meeting criteria

External courses recommended

Recommended Courses

8 + **3** = **11**

Informatics Academy Courses

External Courses

Competency Crosswalk

Internal & External Courses

Competencies

IIS Competency Model to Informatics Academy Course Crosswalk													
		Competency Model updated 6/30/2021 (link)	IIS-Specific Informatics Academy Courses					IIS non-IA Course					
Domain		Competencies (as of version published 6/30/2021)	Data Quality (not doing until CDC approves)	Interoperability (as of 8/13/21)	HL7 Basics	Advanced HL7	IE&F	Welcome to IIS Email Course	IT Lifecycle Fundamentals for PH	Guiding Principles for Managing Contracts	Communications for Emerging Public Health Leaders	Getting Started with CRDM	The Stakes Are High: Stakeholder Engagement for PH	TOTAL
Interoperability	2	Ensure new immunization providers are onboarded based on best process guidance such as AIRA Data Validation Guide for the IIS Onboarding Process and AIRA Onboarding Consensusbased Recommendations.	X	X	X	X	-	-	-	-	-	-	-	4
	3	Ensure that complete, secure, timely and accurate immunization data are submitted to the IIS by evaluating messages and resolving conformance issues through routine engagement with data submitters using the most recent CDC-endorsed HL7 Implementation Guide and AIRA Data Quality Guidance.	X	X	X	X	-	-	-	-	-	-	-	4
	4	Utilize testing strategies and tools for ensuring data quality for incoming and outgoing messages, such as AIRA's Message Quality Evaluator (MQE) and National Institute of Standards and Technology (NIST) interoperability testing resources/tools (e.g., Implementation Guide Authoring and Management Tool [IGAMT] and Immunization Test Suite).	X	X	-	X	-	-	-	-	-	-	-	3
	5	Apply record matching practices to incoming data to prevent duplicate records of individuals and vaccination events.	X	-	X	-	-	X	-	-	-	-	-	3
	6	Document data exchange and data quality processes by utilizing business process analysis techniques to ensure optimal efficiency, clarity and transparency.	-	X	-	-	-	-	-	-	-	X	-	2
	7	Protect patient privacy in the collection, storage and exchange of immunization data by applying a common and approved set of policies and technical strategies compliant with AIRA Confidentiality and Privacy: Considerations for IIS, AIRA Security Guidance Considerations for Immunization Information Systems and jurisdictional and national public health laws and regulations.	-	X	-	-	-	-	-	-	-	-	-	1
	8	Validate and encourage authorized users to access IIS data via HL7 query and response to improve immunization coverage and improve EHR-IIS synchronization.	-	X	X	X	-	-	-	-	-	-	-	3
	9	Incorporate the collection of legacy data into the onboarding process to improve data saturation as noted in AIRA's Importing Legacy Data to Improve Data Saturation guide.	-	-	-	-	-	-	-	-	-	-	-	0

Course Gaps

25

KSAs from the Competency Model are currently not addressed in a PHII-offered or an external course

Course Gaps - Highest Priority Domains

- Data Use and Evaluation
- Leadership and Management
- Communication Management
- Information System Management
- Training

2023 planned eLearning courses

- Data Use and Evaluation
- Communications for IIS Teams

Competency Mapping - Phase 2

Step 1

Update PHII's existing role descriptions to align with the IIS Competency Model.

Step 2

Map role descriptions to competencies included in the IIS Competency Model.

Step 3

Crosswalk Phase I and Phase 2 findings to determine which LMS courses meet the competencies of each role description.

Role Crosswalk

Competencies

Domain + Competency	Competencies (as of version published 6/30/2021)	Data entry deduplication specialist	Data extract analyst	Data quality analyst	Help desk technician tier 1	Help desk technician tier 2	Interface analyst	Manager	Testing analyst	Trainer	Project Manager	Business Analyst	Roles needing to know this competency	Courses tea
10. Training 6	Review and update IIS training materials regularly to ensure alignment with IIS functionality (e.g., as new versions of software are released and new workflows or processes are implemented).	X	X	X	X	X	X	-	-	X	-	X	8	0
7. Information Systems Management 10	Develop and maintain system documentation (e.g., functional and technical requirements, management plans, release schedules, implementation plan, operations and maintenance plan, service level agreements, security plan, contingency/recovery plans, testing plans, operations manual and related training materials) as noted in Immunization Program Operations Manual (IPOM) and CDC IIS Functional Standards.	-	-	X	-	-	X	X	X	X	X	X	7	0

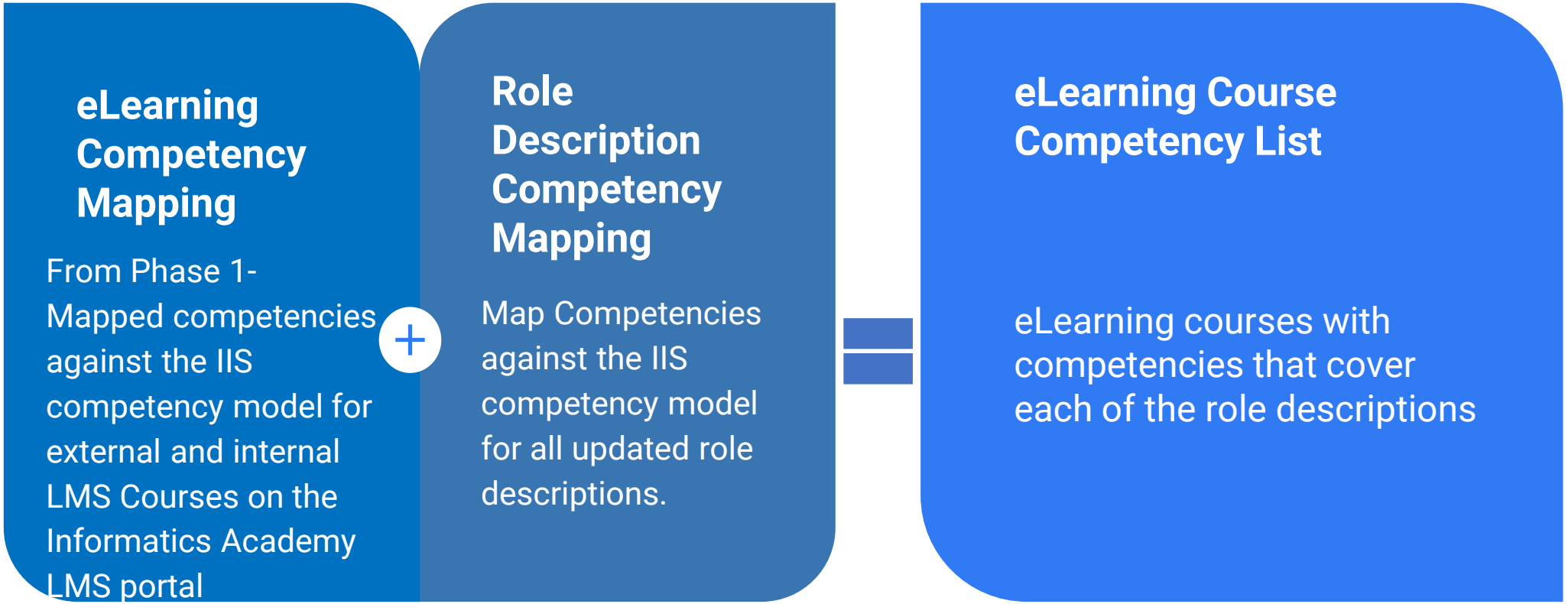
Interoperability Analyst

of competencies associated with Interoperability Analyst taught by each course:

Internal	
Welcome to IIS Email Course	14
Fundamentals of IIS: Data Quality	15
Fundamentals of IIS: Interoperability	17
Fundamentals of IIS: HL7 Basics	18
Advanced HL7	14

Project Outcomes

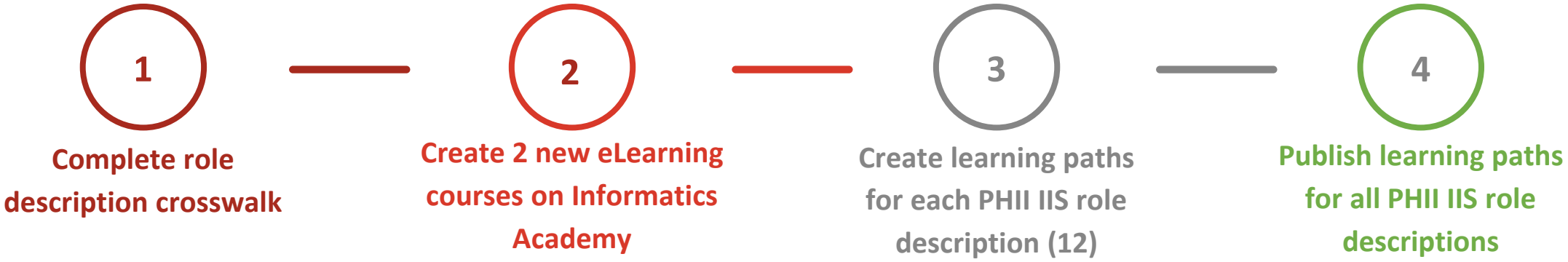
Building a Curricula/Learning Path



Curriculum/Learning Paths

1	Foundational Courses	✓	• Fundamental IIS Courses • Required for all IIS Roles • Provides foundational IIS knowledge
2	Required Courses	✓	• Can be one or more courses • Required for a specific role • Provide IIS subject matter knowledge on one or more competencies
3	Recommended Courses	✓	• Can be one or more courses • Optional • Provide IIS subject matter knowledge on one or more competencies

Next Steps


1
Complete role description crosswalk
2
Create 2 new eLearning courses on Informatics Academy
3
Create learning paths for each PHII IIS role description (12)
4
Publish learning paths for all PHII IIS role descriptions

Resources

- IIS learning hub: https://phii.org/what-we-do/iis-hub/
- Access IIS eLearning courses free: http://informaticsacademy.org/
- Welcome to IIS email course: https://phii.org/welcome-to-iis/
- Updated role descriptions for your job postings: https://phii.org/resources/iis-workforce-classifications/
- IIS core competency model: https://phii.org/resources/iis-core-competency-model/

Questions?

THANK YOU.