



Making Data Count

Measuring Diabetes and Obesity in the Indian Health System

December 18-20, 2007

IHS Division of Diabetes Treatment and Prevention

Training and Technology in the Electronic Work Environment

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David White, MS

Tom Taylor, DDS

Session: Plenary E

THE INDIAN HEALTH SERVICE

RPMS EHR Training Where are We Now?

RPMS EHR
Electronic Health Record

Superior Health Information Management
Now and for the Future

Really Powerful at Measuring Stuff

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National Medical Informatics Consultant
EHR Training and Deployment
Office of Information Technology
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Background

- Charged as EHR Training and Deployment Lead in August 2004
- RPMS EHR Released in February 2005
- Mandate that “All Federal Sites and Tribal Sites that want it will be ‘live’ by FY 2008.



“Lessons Learned”

Principles, Practices & Techniques (Clinical Applications – Literature – VHA)

- **Medical Informatics**
 - Clinical Applications
 - Support via Listserv and Helpdesk
- **Total Quality Management**
 - Team
- **Project Planning**
 - Business Process and Systems Alignment
 - Onsite Implementation
- **Adult Education**
 - Evaluation
 - “Water Torture”



Interdisciplinary Approach

- **Pharmacist – Foundation in Scientific Problem Solving**
- **Physician Assistant – Art of Listening, History Taking, & Physical Assessment to arrive at Diagnosis and Treatment Plan**
- **Registered Nurse – Nursing Framework**
- **MHS – Analyze, Adult Education**
- **Quality Management – Team Approach, Analyze Data, Improve System, PDSA Cycle**
- **Diabetes – RPMS, Data, Outcomes, Education**
- **IHS “Yoda” and “Jedi” Peripheral Brains (Mary Wachacha, Kelly Acton, Lorraine Valdez, Theresa Cullen, Chris Lamer, Colleen Hayes, Michelle Gemelas, National Councils, and many more...**





Assess

The word "Assess" is written in a large, bold, yellow font, centered on a dark blue background. The RPMS EHR logo is positioned in the bottom right corner of the slide.

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Medical Informatics



Superior Health Information Management
Now and for the Future

Medical Informatics

Marriage” of

- Computer Science
- Healthcare Science
- Information Science

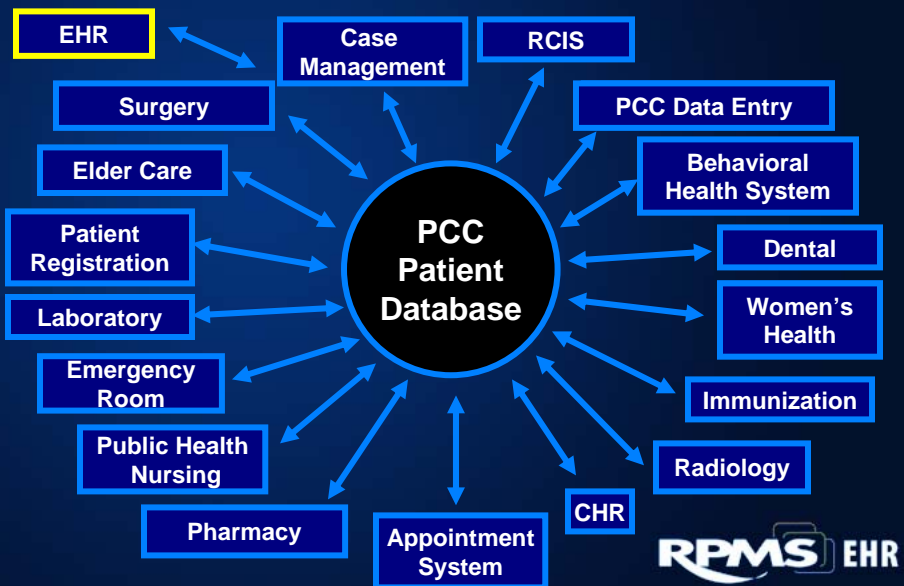


What is an EHR?

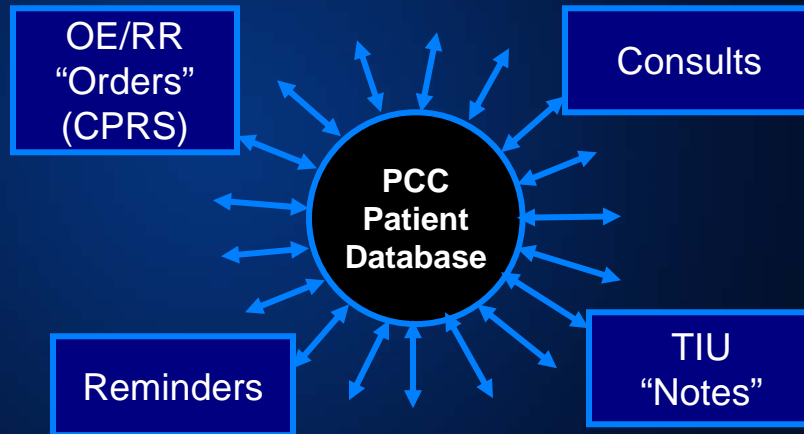
- EHR is NOT Necessarily One Single System BUT a Broad Set of Functionalities that may be Provided by One or Many Systems by One or Many Providers
- “RPMS EHR”



RPMS Integrates Multiple Clinical Systems



EHR Includes Four (4) New Packages Myth: Does Not Replace RPMS



RPMS EHR

Software Deployment

- All the activities that make a software system available for use
 - Release
 - Installation
 - Activation
 - Adaptation (80/20 Rule)
 - Updates
 - Version Tacking

RPMS EHR

People Barriers to Implementing EHR

- Most large organizations resist change.
- Stress of must be anticipated by management.
- According to AHRQ, EHR implementations follow the 80/20 rule (Change Management versus Technology).
- Change Management is a structured approach to change in individuals, teams, organizations and societies
- The healthcare industry has more licensed professionals with advanced degrees than any other industry.
- However, systems analysis and computer science has not, until recently, been an integral part of healthcare training.
- Most health administrators also lack training in computer science.



THE INDIAN HEALTH SERVICE

Adult Education



Superior Health Information Management
Now and for the Future

**...BUT WE'VE
ALWAYS DONE
IT THAT WAY!**

RPMS EHR

Four Basic Learning Styles

- **Auditory**
 - Lecture & Discussion
- **Visual**
 - Handouts, Charts, Pictures, Graphics
- **Kinesthetic**
 - Actively Engage the body
- **Tactile**
 - Activate Sense of Touch

RPMS EHR

Adult Learners Distinguishing Characteristics

- **Professional Role**
 - Learning oriented towards role
- **Time Perspective**
 - Problem centered as opposed to subject-centered
 - Learning must be amenable to early application
- **Relevance**
 - Need for relevance so activity should be organized around problem areas identified by learner



Multicultural and Intergenerational Living, Working and Learning

- **Traditionalist: Before 1946**
- **Baby Boomers: 1946 – 1957**
 - **Shadow Boomers: 1958 – 1964**
 - 28% of population
 - TV, Transistor Radio, Space Race
 - Vietnam War
- **Gen X: 1965 – 1980**
 - Tech Friendly
 - Overeducated and Underemployed
- **Gen Y (Millennials)**
 - Internet Generation
 - “Techies” versus “Funkies”



If only.....



RPMS EHR

Traditionalist



RPMS EHR

Traditionalist

According to repeated nationwide surveys,

More Doctors Smoke **CAMELS** than any other cigarette!



Doctors in every branch of medicine were asked, "What cigarette do you smoke?" The brand named most was Camel!

You'll enjoy Camels for the same reason so many doctors enjoy them. Camels have smooth, cool milddew, pack after pack, and a flavor unmatched by any other cigarette. Make this wonderful new brand your only Camel for 30 days and you'll have no doubt, please your taste, how well Camels please your taste. How well they suit your throat on your smoky smoke. You'll see how enjoyable a cigarette can be!

THE DOCTORS' CHOICE IS AMERICA'S CHOICE!




For 30 days, test Camels in your "I-Zone" (I' For Throat, I' For Taste).
www.StrangeCosmos.com

RPMS EHR

Traditionalists and Boomers



Blow in her face and she'll follow you anywhere.

Hit her with Savage Tiptalet Cherry. Or seduce her with Tiptalet Burgundy. Or succumb to Tiptalet Mulberry. It's Wild Tiptalet. It's new. Different. Distinct in taste and in aroma. A puff in her direction and she'll follow you, anywhere. Or, yes... you get smoking satisfaction without irritating anyone.

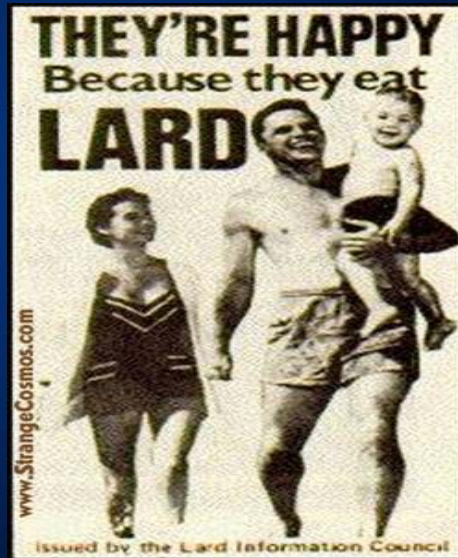


Smokers of America, do yourself a favor. Make your next cigarette a **Tiptalet.**

New from Murri. About 5 for 20¢.

RPMS EHR

Traditionalist



RPMS EHR

It was fun being a boomer....until now New lyrics for aging boomers

- Herman's Hermits --- Mrs. Brown, You've Got a Lovely Walker.
- Ringo Starr --- I Get By With a Little Help From Depends.
- The Bee Gees --- How Can You Mend a Broken Hip.
- Bobby Darin --- Splish, Splash, I Was Havin' a Flash.
- Roberta Flack--- The First Time Ever I Forgot Your Face.
- Johnny Nash --- I Can't See Clearly Now.
- Leo Sayer --- You Make Me Feel Like Napping.
- Abba--- Denture Queen.
- Leslie Gore--- It's My Procedure, and I'll Cry If I Want To.
- Willie Nelson --- On the Commode Again

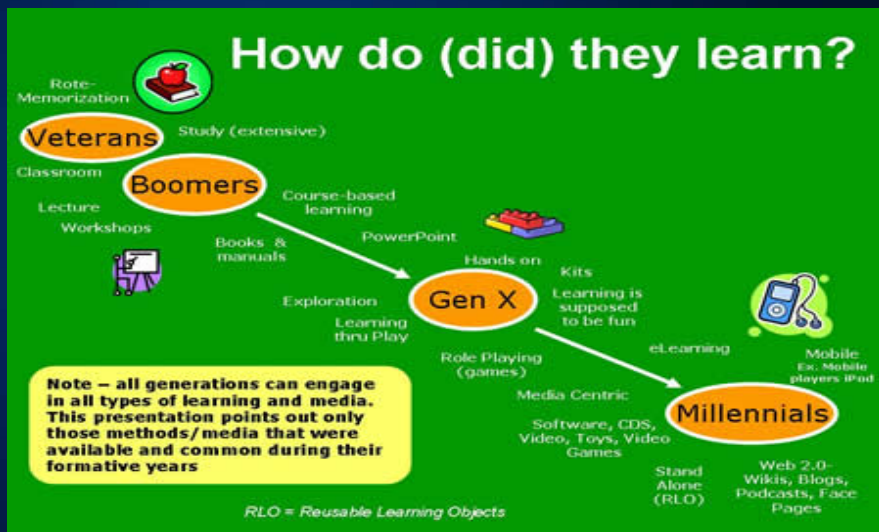
RPMS EHR

Millenials Born in 1987

- They are too young to remember the space shuttle blowing up.
- Their lifetime has always included AIDS.
- The CD was introduced the year they were born.
- They have always had an answering machine
- They don't have a clue how to use a typewriter
- They have always had cable
- Popcorn has always been cooked in the microwave.



Intergenerational Approach



The Generation Gap Game

What does the term “network” mean?

- a - Something that a fisherman does.
- b - A television station
- c - Establishing a circle of contacts.
- d - A work or home-based interface system which allows multiple users at different computers to link in order to share data, to compete in multi-player games, and share printers, scanners, digital devices, MP3 files and digital images.



Plan



The Future of Training

“Rather than building a structure around the provider, the new (training) paradigm builds a support system around the learner. It’s a shift in focus That’s sufficient to turn the entire learning and training fields upside down and to reset everything we’ve done in the past to zero.”

Jonathon Levy



Intergenerational & Technology

- **Boomers (Auditory & Visual – Read the Manual)**
 - Routine
 - Face-to-face
 - Processed-oriented
- **Gen X (Tactile – Push Buttons)**
 - Results Oriented
 - Like Group Activity
 - Spontaneity
 - Grew up with Technology
 - Prefer Electronic Communications
- **Millenials (Tactile – Push Buttons)**
 - Instant Messaging & Multi-tasking
 - Easily Bored



e-Learning Distance Education

- Environment of Rapid Technological Change
- Effective when Method and Technologies used are Appropriate to the Instructional Task
- Student-to-Student Interaction
- Timely Teacher-to Student Feedback



e-Learning Integrated Approach

- Focus on Needs of Learners not Technology
- Print Component
 - Instructional Content
- Interactive Conferencing
 - Face-to-Face
- Electronic Mail
 - Interaction
- Pre-recorded
 - Lectures and Visually Oriented



Strategies for Teaching at Distance

- Why Teach at Distance?
- Improve Planning and Organization
 - Analyze Strengths and Weaknesses
 - Hands-on Training is Critical
 - Establish Rules, Guidelines, Procedures
 - Each Training Site Properly Equipped



Strategies for Teaching at a Distance

- Meet Students Needs
 - Be Sensitive to Different Communication Styles and Cultural Backgrounds
 - Students Must Take Active Role
- Use Effective Teaching Skills
 - Realistically Assess amount of Content
 - Avoid Long Lectures
- Improve Interaction and Feedback



Strategies Teaching & Learning at Distance

- Process of Student Learning is Complex
- “Surface” versus “Deep” Learning
- Learners are Isolated
- Technology is Conduit between Teacher and Learner
- Learners and Teachers must Share Responsibility for Developing Goals and Objectives



Key Players in Planning

- Students
 - Cornerstone is Instructional Needs
 - Distance & Separation is Challenge
- Faculty
 - Understand Characteristics of Students
 - Adapt Teaching Style into Unique Needs
- Facilitators
 - Bridge between Students and Instructor
- Support Staff (Silent Heroes)
 - Registration
 - Technical Support
 - IHS Clinical Support Center (CE)



Course Development Process and Framework

- Design
 - Need for Instruction
 - Analyze Audience
 - Goals and Objectives
- Development
 - Organize and Develop Content
 - Develop Materials and Methods
- Evaluation
 - Quantitative and Qualitative
- Revision
 - Room for Improvement



Adult Education

- Project Planning and “Transformation”
 - Project Planning Documents and “Guides”
- “Water Torture”
 - Guides to include “CAC Guide” and “Clinicians Guide”
 - “CAC School” (Implementation Team)
 - Onsite Setup Consultation (Mimics “CAC School”)
 - Onsite EHR Super End User Consultation
 - Onsite “Go-Live” Consultation
 - Advanced Trainings
 - WebEx® Trainings
- Listserv, Tier One and Tier Two Help



WebEx® Web Conferencing



RPMS EHR

Web Conferencing

- Conduct live meetings or presentations over the Internet
- Synchronous Meetings
- Discussions conducted within a message board or teleconferencing
- Demo software
- Share a PowerPoint® or video

RPMS EHR

Interactive Web Conferencing Distance Education

- Advantages
 - Allows “real-time” visual contact
 - Access to students at remote sites
- Limitations
 - Students may remain uninvolved
 - Echoing Effect
 - Ghost Images
 - Distractions



A screenshot of a web browser displaying the U.S. Department of Health and Human Services Indian Health Service website. The page is titled "EHR Preparation - Documents and Resources". The header includes the IHS logo and navigation links for HOME, ABOUT IHS, SITE MAP, and HELP. The main content area lists several required documents for EHR implementation, including a Site Survey, a Site Tracking Record, and a Cost Survey. A sidebar on the left contains links for EHR Home, Clinical View, Technical View, Walk Through, Preparation Documents and Resources, EHR Training Resources, Clinical Application Simulator (CAC), Current Status, and EHR Program Facts. The browser's address bar shows the URL: http://www.ihs.gov/CIO/EHR/index.cfm?module=preparing.

http://www.ihs.gov/Cio/RPMS/index.cfm?module=Training&option=index&suboption=Up&sortChoice=Title&... Live Search

Resource and Patient Management System

Resource and Patient Management System

OIT Training

Welcome to the Office of Information Technology (OIT) National Training Schedule. Listed on this page are the current OIT sponsored trainings for all IHS Areas. Please check this site frequently as the class scheduled is updated often.

Click on the Class Title to see a description of the course. To register for a class, click on the Register Now button. If the class is full you will be able to add your name to a wait list by clicking on the Class Title, then click on "Join class wait list" button.

Upcoming RPMS Classes

Upcoming classes:

Class	Location	Date	Status
EHR for HIM and Business Office	Aberdeen, SD	04/07/2008 - 04/11/2008	Request Registration
EHR On-site Setup	Fort Yates, ND	03/17/2008 - 03/20/2008	Request Registration
EHR On-site Setup	Flandreau, SD	03/24/2008 - 03/27/2008	Request Registration
EHR On-site Setup	Bay Mills, MI	04/01/2008 - 04/04/2008	Request Registration
EHR On-site Setup	Forest County Potawatomi, WI	03/11/2008 - 03/14/2008	Request Registration
EHR On-site Setup	Catawba, SC	01/22/2008 - 01/25/2008	Request Registration

RPMS Training
Albuquerque Hotels
Access Map Website
Local Weather
Visitor Info
Contact Us

WebEx Training Center - Windows Internet Explorer

https://ihs-training.webex.com/mw0304/mywebex/default.do?siteurl=ihs-training

webex Training Center

Training Center My WebEx Log In

Recorded Sessions

Search: Search

Page: 1 2 3

Topic	Presenter	Date	Size	Duration	Format
EHR - Personal Preferences Kim Zipper from Medsphere Corporation discusses how to set up personal preferences in EHR v1.1. You can download documents related to this WebEx here: https://ihs-training.webex.com/meet/megan.powers.	Kim Zipper	May 12, 2007	4.66 MB	17 minutes	WRF
EHR - Parameters Kim Zipper from Medsphere Corporation discusses how to set up parameters in EHR v1.1. You can download documents related to this WebEx here: https://ihs-training.webex.com/meet/megan.powers.	Kim Zipper	May 12, 2007	3.86 MB	20 minutes	WRF
EHR - Order Checks Kim Zipper from Medsphere Corporation discusses how to utilize order checks in EHR v1.1. You can download documents					

EHR Techies Model for Training

- EHR for Techies
- September 2007
- Training conducted simultaneously at:
 - Bemidji
 - Aberdeen
 - OIT Albuquerque
 - Phoenix
 - Window Rock



EHR Techies Model for Training

- Subject Matter Expert Facilitators at each location
- Successful EHR Training in Past
- IT Support Immediately Available
- Training Presented via WebEx® and Telephone Conference Lines
- Training Materials and Exercises presented
- Lots of Hands-On
- More than 100 in attendance



Evaluate



The screenshot shows the SurveyMonkey.com web application interface. The browser address bar displays <http://www.surveymonkey.com/MySurveys.aspx>. The user is logged in as "anita.chiwewe@ihs.hhs.gov". The main content area displays a list of surveys under the "Current Folder: -- View All Surveys --" section. The list includes columns for Survey Title, Created, Modified, Design, Collect, Analyze, Clear, and Delete. The surveys listed are:

Survey Title	Created	Modified	Design	Collect	Analyze	Clear	Delete	
Midji Immunization Post Class Survey October 2007	Thu, 11/1/07 1:58 PM	4 hours ago				5		
WebEx Print Formats Evaluation -- Recorded WebEx	Thu, 6/8/06 2:42 AM	9 hours ago				18		
On-Site Setup Evaluation Santa Ynez Dec 07	Tue, 9/11/07 1:50 PM	10 hours ago				4		
WebEx DM Objects and Flowsheets -- Recorded WebEx	Tue, 6/12/07 4:08 PM	11 hours ago				6		
Documenting BH Client Encounters with BH GUI Dec 17	Mon, 12/10/07 9:02 AM	12 hours ago				29		
On-Site Setup Evaluation CPNHS Jan 08	Tue, 12/18/07 9:42 AM	13 hours ago				0		
On-Site Setup Evaluation CPNHS Dec 07	Tue, 11/6/07 10:25 AM	13 hours ago				11		
WebEx Voice Recognition Dictation Evaluation -- Recorded WebEx	Thu, 6/8/06 2:39 AM	13 hours ago				14		
Practical Use of iCare	Sun, 6/10/07 2:10 PM	1 day ago				37		
Pharmacy Billing Basics Post Class Survey December 2007	Fri, 12/14/07 12:46 PM	1 day ago				4		

The interface also shows a pagination bar at the bottom of the survey list, indicating "Showing survey 1 - 10 of 689".

"Most Useful" Training & Consultative Visits

- Hands On
- Connecting to Own Site
- Networking with People from Other Sites
- Instructors
- Learning How EHR Works During Configuration Process
- Break Out Sessions
- Needs to be Longer!!!



RPMS EHR WebEx® Presentations

- 32 Live
- 32 Recorded
- >1000 Reached
- Do you find the recorded WebEx® to be an effective learning tool?
 - 346 "Yes"
 - 17 "No"



Recorded WebEx® Comments

- I can view at my leisure
- Able to pause during interruptions and resume
- Able to stop and take notes
- Provided opportunity to review a lesson
- Great learning tool that included demonstration of lesson
- Shows you hands-on



"EHR for Techies" Strengths

- Controlled environment
- Training held at local Area Office
- Focused on "techies"
- Slides, materials, speaker notes (4)
- Q&A - writing down, preparing slides with answers
- On track and on time
- Hands on
- CDs
- Liked the WebEx® format



"EHR for Techies"

Opportunities for Improvement

- More on troubleshooting with "hands on" exercises
- Slow down
- Some presenters hard to hear at times
- Did not get all the names of presenters
- Need time to introduce attendees
- Would like to connect to own system and review after "hands on" exercises



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In Summary.....



Superior Health Information Management
Now and for the Future

“Lessons Learned with EHR”

- Standardize...Standardize...Standardize
 - Training and Develop “Guides” (Water Torture)
 - Specialty “Guides” for Inpatient, Emergency Room and HIM
 - On site Consultative Visits
- Evaluate...Evaluate...Evaluate
 - Training, Setup and “Go-Live”
 - Specialty Trainings for Techie, HIM, Inpatient, Emergency Room, Reminders, Camp EHR
- More...More...More
 - Capacity Building - “Conscription”
 - Pay it Forward or You owe us four weeks!!!
 - EHR just another RPMS Clinical Application after National roll out
- Mission of Public Health
 - “Make do, do without, use it up and wear it out”



Computers in Distance Education

- Advantages
 - New and Interactive Means
 - Increase Access
 - Internet is Powerful Network
- Limitations
 - Networks Costly to Develop
 - Technology Rapidly Changing
 - Widespread Computer Illiteracy
 - Developing Materials is Time Intensive
 - Students must be Highly Motivated



Teaching Considerations Computers in Distance Education

- All Students must have Internet & WWW
- Students may Face Concurrent Challenges of Learning Basic Computer Skills, Software and Communication in Addition to Material being Taught
- E-mail or Listserv Can Assist with Providing Feedback



George Carlin on Ageing

- Keep learning.
- Learn more about the computer, crafts, gardening, whatever.
- Never let the brain idle. "An idle mind is the devil's workshop."
- And the devil's name is Alzheimer's.



Training and Technology in the Electronic Work Environment

David White, MS
Technical and Occupational Education
RPMS Training Coordinator
Office of Information Technology
National Programs



OIT Provides RPMS & EHR Training

Resource and Patient Management System Software Training

- Basic Third Party Billing/Accounts Receivable
- Patient Registration
- Behavioral Health GUI
- Behavioral Health Reports and Manager Utilities
- iCare
- Women's Health
- Radiology
- PCC+
- Patient Information Management System
- Introduction to Laboratory
- Advanced Laboratory
- Clinical Reporting System
- Point of Sale Pharmacy Billing
- Diabetes Management System
- PCC Data Entry I&II
- PCC Output Reports
- Contract Health Management System
- Referred Care Information System
- Emergency Room System



OIT Provides RPMS and EHR Training

Electronic Health Record Software Training

- EHR Clinical Applications Coordinator Implementation and Setup
- EHR for Techies
- EHR for Health Information Management and Business Office
- EHR Short Subjects



OIT Provides RPMS & EHR Training

- Due to increased requests for training OIT must consider alternative methods for delivering training
- Must reach more RPMS users (learners) in a manner that is cost effective for all
- Ensure alternative methods of delivery provide an acceptable level of learning and application



Training and Technology in the Electronic Work Environment

How is the Office of Information Technology (OIT) integrating training and technology in an electronic work environment?

- Computer-based Training
- Online Registration
- Online Course Evaluations
- Training Databases



Computer-based Training

Delivery Methods

- On-line Tutorials
- WebEx
- HHS Learning Portal



On-Line Tutorials

An on-line library that consisted of individual procedures for several RPMS applications. These procedures were designed to answer the "How do I ...?" questions we received from RPMS users.



RPMS EHR

WebEx® On-line Learning Solution

- A Internet-based training solution that offers additional flexibility in learning
- Allows trainers to reach people at remote locations via Internet
- Live/Interactive
- Recorded
- Lower training costs

RPMS EHR

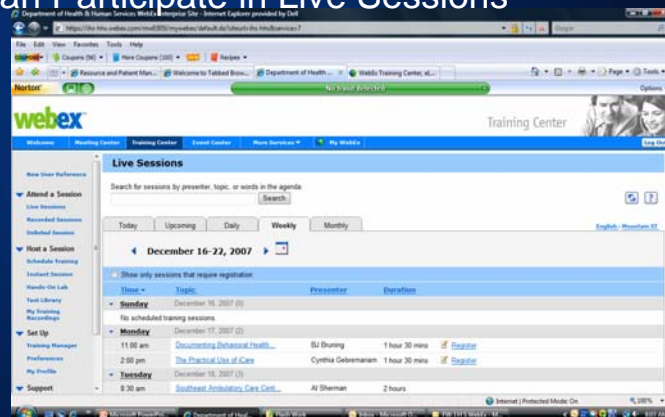
WebEx® On-line Learning Solution

- EHR
- Clinical Reporting System (CRS)
- iCare
- Pharmacy Point-of-Sale (POS)
- Patient Information Management System (PIMS)
- “Just-in-Time” (Training/Support/Consult)



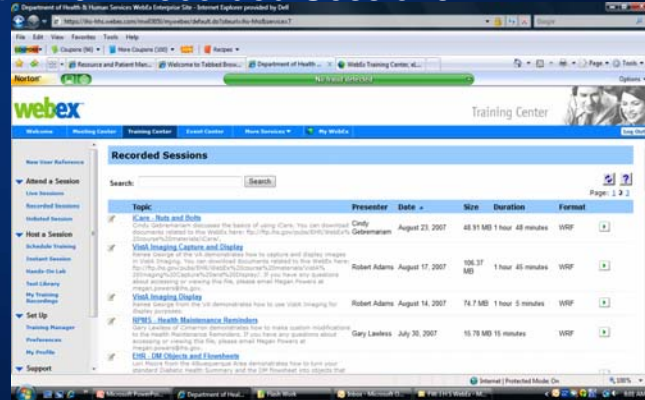
WebEx® On-line Learning Solution

Can Participate in Live Sessions



WebEx® On-line Learning Solution

Can View Recorded Sessions



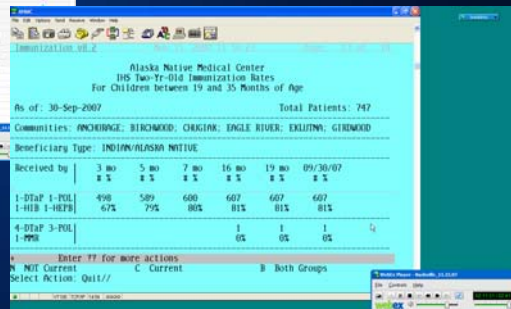
WebEx® On-line Learning Solution

Report Menu

- If you view a report on the screen you can now get a list of patients who are current, not current or both. Not available if report is printed.
- To view patient rosters, select a group below:
 NOT Current Current Both Groups
- From the list of patients you can view a single patient record and make corrections as needed – then recalculate the report
-

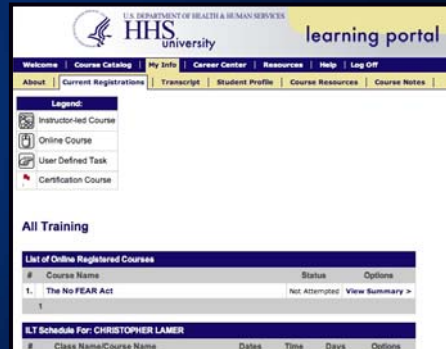
← Presentations

→ Interactive Demonstrations



HHS Learning Portal

- Provides access to instructor-led and online learning
- Integrating RPMS and EHR training at the HHS Learning Portal



EHR Techies Model for Training

- EHR for Techies
- September 25-27, 2008
- Training conducted simultaneously at:
 - Bemidji
 - Aberdeen
 - Albuquerque
 - Phoenix
 - Window Rock



RPMS and EHR Training Statistics

- 2003 43 Events/ 675 Learners
- 2003 77 Events/ 960 Learners
- 2004 102 Events/ 1700 Learners
- 2005 139 Events/ 2090 Learners
- 2006 145 Events/ 2687 Learners
- 2007 236 Events/ 3226 Learners
- 2008 and Beyond...



Does E-Learning Work? WebEx® Post-Class Survey Response

“I really enjoyed being able to attend the training through WebEx. Had it not of been available, our site would have had to drive 8+ hours to attend a 3 hour course, which we may not have been able to attend.”



Does E-Learning Work? WebEx® Post-Class Survey Response

“It's great because I can pause the recorded session, go into my database and try the methods which are being described, then go on with the presentation. It is much more meaningful than sitting in a class where you can't stop the instructor to try out the options.”



Does E-Learning Work? WebEx® Post-Class Survey Response

“I am also an auditory learner and that was my expectation. I can read a power point presentation anytime.”



Does E-Learning Work? WebEx® Post-Class Survey Response

“I participated via WebEx in my office at my desk. This was not an ideal situation because there were a lot of interruptions in the office and telephones”



Does E-Learning Work?

“E-learning allows us to use all modalities such as text, audio, and still and animated visuals, as well as instructional methods such as examples, simulations, and games.”

Ruth Colvin Clark
Author, e-Learning and the Science of
Instruction and Developing Technical
Training



Does E-Learning Work?

“We tend to transport what we have been doing in the classroom into digital learning environments without adjusting to this new medium. So we create a passive learning environment where students sit and listen rather than really using the many engaging opportunities that are available in this medium.”

Ruth Colvin Clark
Author, e-Learning and the
Science of Instruction and
Developing Technical Training



Other Technologies

- Online Registration System
- Online End of Course Evaluations
- Training Databases



Online Registration for Classes

OIT Training Website

- Online Registration
- Generate Class Rosters
- Completion Certificates
- Direct E-mail

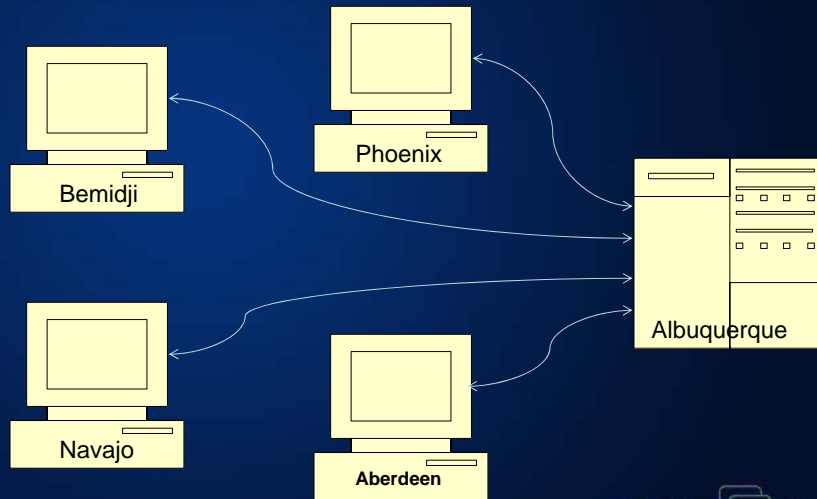


Online End of Course Surveys SurveyMonkey®

- Used for On-Site and Online Training
- Customized Designs
- Automated Analysis
- Downloadable Results



Training Databases



RPMS EHR

Future?

- More Web-based training
- More Computer-based training
- Accessible training resources from a centralized location

“We must ensure our training provides an exceptional level of learning!”

(Dave White)

RPMS EHR

Summary

- OIT is taking steps to integrate technology with its training in order to meet the increased learning needs of RPMS users
- Ensure the technology is worthwhile and maintaining a high level of learning
- Effectively use technology to reach more learners



Training and Technology in the Electronic Work Environment

- Meet the needs of all IHS learners
- Reaching more people
- Quality level of training for all



Really Powerful at Measuring Stuff
Optimize your Packages



THE INDIAN HEALTH SERVICE

Questions and Discussion



Superior Health Information Management
Now and for the Future

Really Powerful at Measuring Stuff