

# FY2015 OIT Training Needs Assessment

Form Approved  
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Expiration Date:

Thank you for taking the time to complete this OIT training needs assessment. Results will be communicated to the Area Training Coordinators and used to help determine the annual training schedule.

## Demographic Information

### 1. Please select your Area

- Aberdeen/Great Plains
- Alaska
- Albuquerque
- Bemidji
- Billings
- California
- Headquarters
- Nashville
- Navajo
- Oklahoma
- Phoenix
- Portland
- Tucson

### 2. With which I/T/U organization are you affiliated?

- Indian Health Service
- Tribal
- Urban

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## 3. What is the role that most closely describes your position?

- Area Information Systems Coordinator
- Area Training Consultant
- Area Program Consultant (for example, Behavioral Health, Nursing, Meaningful Use, etc.)
- Clinical Application Coordinator (CAC)
- Health Information Management Consultant
- RPMS Site Manager
- IT Support Staff
- Medical Records Staff
- Business Office Staff (Contract Health Service, Patient Registration, etc.)
- Healthcare Provider (Physician, Nurse, Pharmacist, Behavioral Health, Lab, etc.)
- Healthcare Administrator

Other (please specify)

## Definitions

For this needs assessment, please note the following course methodologies.

**eLearning:** Instructor-led demonstration via web and phone. This class type does not include hands-on instruction. Participants may join from their home site with phone and computer/internet access.

**eLearning/Hands-on:** Instructor-led demonstration and hands-on via web and phone. Some sessions provide access to an OIT training environment while others require access to a home training environment or test patient. Participants may join from their home site with phone and computer/internet access.

**Classroom:** In-person instructor-led lecture and hands-on in an OIT training environment. Participants must be in the classroom to participate.

**Satellite Classroom:** Area provided proctor supports an instructor teaching via web and phone. This class type includes hands-on in an OIT training environment. Participants must be in the classroom to participate.

## Classroom and Satellite Topics: Clinical Applications

Please rate the level of need to receive the following Clinical classroom or satellite training sessions in your Area.

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**4. PCC Data Entry I: Teaches students to navigate the primary data entry menu, use the coding queue, delete, merge/move visit data, review/update the PCC Problem List and notes, and display the visit file and Health Summary to verify data.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**5. PCC Data Entry II: PCC managers learn to utilize PCC supervisory menu options and the Uncoded Diagnosis Tool.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**6. Intro to Lab: An introduction to the laboratory file structure, database configuration maintenance, and support techniques of the laboratory package.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**7. Advanced Lab: An advanced level course for those implementing and maintaining the laboratory package.**

- Not needed
- Somewhat needed
- Needed
- No opinion

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**8. Pharmacy: This session is designed for working pharmacy staff responsible for the RPMS Pharmacy package, including maintenance of the Pharmacy files.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**9. Reference Lab Interface: Students learn to activate the interface and set up laboratory files. Suitable for lab staff managing the Lab Package and IT staff assisting in interface set up and maintenance.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**10. Diabetes Management System: Teaches students to establish and maintain a diabetes register, generate reports, perform ad hoc retrievals of data, set up taxonomies, and execute an automated diabetes audit.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**11. Immunization: Instruction on tracking patients' due dates, entering/editing histories, printing due lists/letters, printing reports, and learning the Immunization Interchange Management Menu.**

- Not needed
- Somewhat needed
- Needed
- No opinion

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**12. Immunization Submissions to State Immunization Registries- Introduction to Software and Processes: RPMS providers wishing to upload immunization information to state registries need to be able to install, configure and learn to utilize both the RPMS Immunization Interface Management and Simple Message Mover. This course discusses software interaction with state IIS, how to configure it according to state, and how to operate and troubleshoot.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**13. Radiology: Radiology staff learn menu options for electronically placing/reporting procedures and to configure files/site parameters. Instruction provided on setting up linkages to other RPMS packages and running reports.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**14. Behavioral Health System Data Entry: Focuses on direct provider entry of clinical data in the Behavioral Health System graphical user interface.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**15. Behavioral Health System Manager Utilities and Reports: Geared for Program Managers and Clinical Directors responsible for reports and exporting of behavioral health data.**

- Not needed
- Somewhat needed
- Needed
- No opinion

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**16. iCare: A Population Management Tool: This is an intensive three day hands-on training on the iCare population management software. This course is designed to teach participants about the unique features and functionalities of iCare that include Care Management Event Tracking [CMET], HIV Management System, Meaningful Use, and Improved Patient Care.**

- Not needed
- Somewhat needed
- Needed
- No opinion

### eLearning Topics: Clinical Applications

Please rate the level of need to receive the following Clinical eLearning training sessions in your Area.

**17. Introduction to Lab eLearning/Hands-on: An introduction to laboratory file structure and maintenance for configuring the database to the facility workflow.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**18. Advanced Lab eLearning/Hands-on: An advanced laboratory session on database file structure and maintenance.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**19. BHS v4.0 Suicide Reporting Form: Learn the background and purpose of the Suicide Reporting Form including entering a suicide event data into RPMS and producing local SRF reports.**

- Not needed
- Somewhat needed
- Needed
- No opinion

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**20. Behavioral Health System Group Entry, Intake, Case Management: This hour and a half training will focus on usage of the Group, Intake and Case Management functionalities of the RPMS BHS v4.0.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**21. Behavioral Health System Overview and Individual Visit Entry: This hour and a half training will focus on navigating, accessing patient information and documenting individual visits in the BHS v4.0 application.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**22. BHS v4.0 Treatment Plans, Suicide Reporting Form & Administrative/Community Activities: This hour and a half training focuses on treatment plans, the Suicide Reporting Form and administrative/community activities in the BHS v4.0 application.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**23. BHS v4.0 Manager Utilities & Reports Overview: This hour and a half training focuses on manager utilities and reports in the BHS v4.0 application.**

- Not needed
- Somewhat needed
- Needed
- No opinion

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**24. iCare Nuts and Bolts I: Part 1 of a 2 part beginning level iCare training series that demonstrates iCare features and functionality, initial user set-up/access, application navigation, and practical uses for patient management.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**25. iCare Nuts and Bolts II: Part 2 of a 2 part beginning level iCare series demonstrates the creation and modification of patient panels sharing common characteristics, custom panel layouts/views displaying key clinical data and performance measures, and entering/editing patient data/notes in the patient record.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**26. iCare- What's New?: Designed for current iCare users. This session focuses on new functionality and enhancements in the most recent iCare version/patch.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**27. iCare- CMET Part I: Part 1 of a 2 part CMET series demonstrating the mechanics/work flow of electronically tracking/managing breast, cervical, colon, and skeletal related events.**

- Not needed
- Somewhat needed
- Needed
- No opinion



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**28. iCare- CMET Part II: Part 2 of a 2 part CMET series expanding on setting up CMET site parameters/user preferences, batch processing normal pap smears and mammograms, and managing CMET data.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**29. Patient Merge: New Patient Merge users learn to accurately merge duplicate patients.**

- Not needed
- Somewhat needed
- Needed
- No opinion

### Classroom and Satellite Topics: Practice Management Applications

Please rate the level of need to receive the following Practice Management classroom or satellite training sessions in your Area.

**30. Patient Registration: Designed to teach the fundamentals including adding/editing a new patient, entering/sequencing billing information and printing routine reports.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**31. Accounts Receivable: This is a two-day class that focuses on the RPMS Accounts Receivable software application.**

- Not needed
- Somewhat needed
- Needed
- No opinion

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**32. Third Party Billing: This two day class focuses on the RPMS Third Party Billing software application.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**33. Basic Third Party Billing/Accounts Receivable: Focuses on the Third Party Billing system including basic Patient Registration and Patient Care Component functions.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**34. Advanced Third Party Billing/Accounts Receivable: Teaches Third Party Billing/Accounts Receivable advanced/managerial application functions.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**35. Pharmacy Point of Sale: Guides students through the correction of rejected claims, setting up POS insurers, menu options, reports, and solutions to common problems.**

- Not needed
- Somewhat needed
- Needed
- No opinion

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**36. Contract Health Services Management System: Covers the automated document and fiscal management system, shared patient/vendor data files, and commitment register of obligated and paid CHS funds.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**37. Referred Care Information System: Provides an overview and hands-on instruction for using RCIS.**

- Not needed
- Somewhat needed
- Needed
- No opinion

### eLearning Topics: Practice Management Applications

Please rate the level of need to receive the following Practice Management eLearning training sessions in your Area.

**38. Patient Registration BMW Demonstration: Patient Registration staff are introduced to the graphical user interface (GUI).**

- Not needed
- Somewhat needed
- Needed
- No opinion

**39. Patient Registration BMW eLearning/Hands-on: Includes admitting, transferring, and discharging patients as well reports.**

- Not needed
- Somewhat needed
- Needed
- No opinion

## FY2015 OIT Training Needs Assessment

**40. Scheduling BMW Settings and Availability eLearning/Hands-on: Includes creating new clinics, adding availability, editing availability, and creating patient letters.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**41. Scheduling BMW eLearning/Hands-on: Includes navigating in the appointment workspace, creating a new appointment, editing existing appointments, and creating an appointment for a non-registered patient.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**42. Clinical Scheduling for Windows: Covers terminology, navigation in the GUI, appointment management, and printing patient letters and clinic schedules.**

- Not needed
- Somewhat needed
- Needed
- No opinion

### Classroom and Satellite Topics: Data Management Applications

Please rate the level of need to receive the following Data Management classroom or satellite training sessions in your Area.

**43. Basic Site Manager: Provides Site Managers with the basic knowledge and skills necessary to manage a facility's RPMS system.**

- Not needed
- Somewhat needed
- Needed
- No opinion

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**44. QMAN/VGEN/Reporting: Instruction on selecting, running, and formatting ad hoc searches/reports. Training provided on capturing/exporting PCC data to PC programs.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**45. PCC Output Reports: Formulate/run QMAN ad hoc searches as well as produce specific outputs. Run pre-formatted PCC reports from PCC and custom reports using PGEN/VGEN.**

- Not needed
- Somewhat needed
- Needed
- No opinion

### eLearning Topics: Data Management Applications

Please rate the level of need to receive the following Data Management eLearning training sessions in your Area.

**46. BSM: Basic Taskman Management: This 60 minute session covers Basic Taskman management.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**47. BSM: Device Management [Windows]: This 60 minute session covers Device Management [Windows].**

- Not needed
- Somewhat needed
- Needed
- No opinion

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**48. BSM: Programmer Functions- Globals/Routines: This 60 minute session covers Programmer Functions -- Globals/Routines.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**49. BSM: Programmer Functions- M/Cache Commands: This 60 minute session covers Programmer Functions -- M/Cache Commands.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**50. BSM: System Backup [Windows]: This 60 minute session will cover Basic Site Manager: System Backup [Windows].**

- Not needed
- Somewhat needed
- Needed
- No opinion

**51. BSM: Understanding Journal: This 60 minute session will cover Basic Site Manager: Understanding the Journal.**

- Not needed
- Somewhat needed
- Needed
- No opinion

### Classroom and Satellite Topics: Electronic Health Record (EHR)

Please rate the level of need to receive the following Electronic Health Record classroom or satellite training sessions in your Area.

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**52. EHR for CACs: Participants are provided with the knowledge, skills, and abilities to fully utilize the EHR and instruct other clinicians in its use.**

- Not needed
- Somewhat needed
- Needed
- No opinion

**53. EHR Meaningful Use (MU) for Health Information Management (HIM) Professionals: This intense course teaches HIM professionals the requirements and expectations of MU as they apply to HIM roles and responsibilities.**

- Not needed
- Somewhat needed
- Needed
- No opinion

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