

FY2018 OIT Training Needs Assessment

1.

**Form Approved**

**OMB Form No. 0917-0036**

**Expiration Date: 07/31/2018**

FY2018 OIT Training Needs Assessment

2.

**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.**

FY2018 OIT Training Needs Assessment

3. Demographic Information

\* 1. Please select your Area

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

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

- Indian Health Service
- Tribal
- Urban

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

- Area Information Systems Coordinator
- Area Lab Consultant
- Area Training Consultant
- Area Program Consultant (for example, Behavioral Health, Nursing, Meaningful Use, etc.)
- Business Office Staff (Contract Health Service, Patient Registration, etc.)
- EHR Clinical Application Coordinator (CAC) Informaticist
- Health Informatics Management (HIM)
- HIM CAC
- HIM Consultant
- Healthcare Administrator
- Healthcare Provider (Physician, Nurse, Pharmacist, Behavioral Health, Lab, etc.)
- Information Technology
- Information Technology Support Staff
- Laboratory Informaticist
- Medical Records Staff
- Nurse Management
- Physician Management
- Quality Assurance/Process Improvement professional (QA/PI)
- Radiology Informaticist
- Utilization Review

Other (please specify)

## FY2018 OIT Training Needs Assessment

### 4. Definitions

**For this needs assessment, please note that any of the following course methodologies may be used.**

**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.

**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.

**Blended Learning:** Instructors-led demonstration and hands-on. This methodology combines all four of the other class types: eLearning, eLearning/hands-on, satellite, and classroom. Participants have the option of registering to participate in a physical classroom or registering to participate in an eLearning environment.

**Bridge:** Area coordinated session. OIT provides audio and video links while Area coordinates the BridgeMaster, SME proctors, and training databases. The BridgeMaster manages the distribution of materials, surveys, and logistical information to participants.

## FY2018 OIT Training Needs Assessment

### 5. Clinical Applications

\* 4. Would you like to provide input on the need of Clinical application training topics?

Yes

No

## FY2018 OIT Training Needs Assessment

### 6. Clinical Applications

**Please rate the Clinical applications training need for your Area. Please note that these topics may be offered in any of the previously noted methods.**

\* 5. 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

\* 6. 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

\* 7. Behavioral Health System- Group Entry, Intake, Case Management: Focuses on usage of the Group, Intake and Case Management functionalities of the RPMS BHS v4.0.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 8. Behavioral Health System- Manager Utilities & Reports Overview: Focuses on manager utilities and reports in the BHS v4.0 application.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 9. Behavioral Health System- Overview and Individual Visit Entry: Focuses on navigating, accessing patient information and documenting individual visits in the BHS v4.0 application.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 10. Behavioral Health System- 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

\* 11. Behavioral Health System- Treatment Plans, Suicide Reporting Form & Administrative/Community Activities: 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

\* 12. 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

\* 13. iCare: A Population Management Tool: This is an intensive session 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, and Improved Patient Care.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 14. 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, population identification, user preferences selection, and custom panel layouts/views of patient data to identify patient care needs.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 15. iCare Nuts and Bolts II: Part 2 of a 2 part beginning level iCare series expanding on panel creation, documenting reminder notifications, managing site parameters and taxonomies, entering/editing patient data/TIU notes in the patient record, and identifying patient care needs and areas for improvement.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 16. iCare- CMET Part I: Part 1 of a 2 part CMET series demonstrating the mechanics/work flow of electronically tracking/managing breast, cervical, colon, STI, LIVER, and skeletal related events.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 17. 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

\* 18. iCare Office Hours: A question and answer session to address iCare user questions.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 19. 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

\* 20. Laboratory- Introduction: Participants are introduced to laboratory file structure and maintenance for configuring the database to the workflow at their facility to provide ongoing support of the laboratory package and integration into the EHR.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 21. Laboratory- Intermediate: Participants continue building on laboratory file structure and maintenance, help sites configuring their database and manage Laboratory Information System (LIS) workflow at their facility by providing ongoing support of the laboratory package.

- Not needed
- Somewhat needed
- Needed
- No opinion



\* 22. Laboratory- Advanced: Participants continue building on laboratory file structure and maintenance. The advanced class helps sites configure and maintain their database in addition to understanding the Laboratory Information System workflow. Participants will be able to provide ongoing support of their local laboratory package.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 23. Pharmacy: Designed for working pharmacy staff responsible for the RPMS Pharmacy package, including maintenance of the Pharmacy files.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 24. 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

\* 25. 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

\* 26. 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

\* 27. 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

## FY2018 OIT Training Needs Assessment

### 7. Practice Management Applications

\* 28. Would you like to provide input on the need of Practice Management application training topics?

- Yes
- No

## FY2018 OIT Training Needs Assessment

### 8. Practice Management Applications

**Please rate the Practice Management applications training level for your Area. Please note that these topics may be offered in any of the previously noted methods.**

\* 29. Accounts Receivable: Focuses on creating/editing/finalizing collection batches, posting payments/adjustments/refunds, patient statements, debt letters, managing aged receivables, and reports.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 30. 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

\* 31. 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

\* 32. Patient Registration BPRM: Overview of the basic features, navigating the registration workspace, registering a new patient, editing an existing patient and a review of settings and reports. This course is designed for all patient registration users.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 33. BPRM ADT: Includes admitting a patient, transferring a patient, and discharging a patient. Users are guided through the settings module for ADT and learn to generate and print reports related to ADT.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 34. BPRM Scheduling Overview Demonstration Only: 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

\* 35. BPRM Scheduling Settings and Availability Demonstration Only: Includes creating new clinics, adding availability, editing availability, and creating patient letters.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 36. Pharmacy Point of Sale: This session is for Pharmacists, Pharmacy Technicians, Third Party Billing Professionals, Patient Registration, Business Office Managers, and Health Information Management (HIM) Professionals responsible for managing Pharmacy Point of Sale (POS) claims.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 37. Referred Care Information System: Provides instruction on automating the clinical and administrative management of all referred care, including in-house referrals, referrals to other IHS facilities, and referrals to outside contract providers.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 38. Third Party Billing: Focuses on editing/approving/managing claims, secondary billing, printing paper claims, creating electronic claim files, and reports.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 39. Third Party Billing/Accounts Receivable- Basic: Focuses on the 3P revenue cycle including discussion of how claims are generated, adding/editing insurance information, editing/approving/managing claims, various posting scenarios, managing aged receivables and commonly used reports.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 40. Third Party Billing Fee Schedules: An overview of fee schedules.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 41. Third Party Billing Setting up Electronic Clearinghouses for 837 Files: An overview of setting up the electronic clearinghouse functionality in RPMS.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 42. Third Party Billing- Secondary Billing: Provides an overview of the secondary billing page (COB) in the 3PB claim editor for both electronic and paper export modes.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 43. Third Party Billing- Software Updates: An overview of software updates (patches) released over the past year.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 44. Third Party Billing- Fee Schedule/ Loading and Maintaining: An overview of fee schedules including loading and applying a new fee schedule, combining HCPCS/Dental/Medical codes into one file, correcting codes that have dropped the first zero on the code due to formatting, and maintaining existing fee schedules.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 45. Third Party Billing- Insurer Setup and Maintenance: An overview of insurer set up in 3PB and explains required fields for electronic billing.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 46. Third Party Billing- 837 Segment Overrides and Form Locator Overrides: An overview of setting up 837 segment overrides and paper claim form locator overrides in Table Maintenance.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 47. Third Party Billing- 837 Files/ Understanding the Structure and Working Rejections: An overview of the 837 file structure as well as explains payer rejections.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 48. Third Party Billing- Creating 837 Files and Printing Paper Claims: An overview of creating and exporting 837 electronic claim files as well as how to print paper claims.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 49. Third Party Billing- Claim Editor/ Editing and Approving Claims: An overview of the different functions available in the 3PB claim editor including correcting errors and warnings.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 50. AR- Aging Reports: An overview of the different aging reports in AR.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 51. AR- Processing ERA (835) Files: An overview of loading and processing an 835 file in RPMS.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 52. AR- Software Updates: An overview of software updates (patches) released over the past year.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 53. AR- Debt Letters: An overview of setting up, generating and working with debt letters.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 54. AR- Posting Payments and Adjustments, Flat Rate Posting: An overview of posting payments and adjustments as well as using the Flat Rate Posting option.

- Not needed
- Somewhat needed
- Needed
- No opinion



\* 55. AR- Key Business Office Reports: An overview of key business office reports in both TPB and AR used in day-to-day business operations.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 56. AR- Patient Statements: An overview of setting up statements and printing an entire statement run, a single statement, and recreating a statement run.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 57. AR- Patient Prepayments: An overview of entering a patient payment into the A/R application using the pre-payment option, as well as batching that payment and posting to a bill.

- Not needed
- Somewhat needed
- Needed
- No opinion

## FY2018 OIT Training Needs Assessment

### 9. Data Management Applications

\* 58. Would you like to provide input on the need of Data Management application training topics?

- Yes
- No

## FY2018 OIT Training Needs Assessment

### 10. Data Management Applications

**Please rate the Data Management applications training need for your Area. Please note that these topics may be offered in any of the previously noted methods.**

\* 59. Basic Site Manager (BSM): Provides Site Managers with the basic knowledge and skills necessary to manage a facility's RPMS system.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 60. BSM- Basic Taskman Management: Provides site managers with necessary skills to successfully run Taskman.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 61. BSM- Devise Management (Windows): Teaches Site Managers skills to successfully manage Windows devises.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 62. BSM- System Backup (Windows): Site Managers learn to backup Windows systems.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 63. BSM- Understanding Journal: Site Managers are taught the role and functionality of the Journal.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 64. BSM- Programmer Functions Globals: Site Managers learn Global functions.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 65. BSM- Programmer Functions- M/Cache Commands: Site Managers learn applicable programmer functions.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 66. 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

\* 67. VistA Imaging: Participants learn skills such as Clinical Capture and Clinical Display in this session.

- Not needed
- Somewhat needed
- Needed
- No opinion

## 11. Electronic Health Record (EHR) Applications

\* 68. Would you like to provide input on the need of EHR application training topics?

Yes

No

## FY2018 OIT Training Needs Assessment

## 12. Electronic Health Record (EHR) Applications

**Please rate the EHR applications training need for your Area. Please note that these topics may be offered in any of the previously noted methods.**

\* 69. EHR for Health Information Management (HIM): Provides HIM professionals and CAC Infortaticists with knowledge, skills, and competencies for setting up and implementing the RPMS EHR.

Not needed

Somewhat needed

Needed

No opinion

\* 70. EHR for Pharmacy Informatics: Learn how to manage, optimize, and maintain the Resource and Patient Management System (RPMS) pharmacy package.

Not needed

Somewhat needed

Needed

No opinion

\* 71. EHR for HIM CAC: HIM professionals and CAC Informaticists learn to manage PMS EHR within their facility. Skills focus on the technical aspects of RPMS EHR as it pertains to Health Information Management.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 72. Clinical Documentation Improvement: Participants learn to efficiently manage clinical documentation maximizing RPMS EHR resources.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 73. EHR for the Emergency Department: Provides CAC Informaticists with the necessary skills to manage an emergency department in RPMS EHR.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 74. EHR Optimization for Prenatal Care: CAC Informaticists learn the skills to effectively manage RPMS EHR applications as they apply to prenatal care.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 75. EHR and Reminders Office Hours: A question and answer session where EHR experts provide solutions to user issues.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 76. ED Dashboard Office Hours: This is a question and answer session. ED Dashboard provide answers based on their experience.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 77. EHR Data Extraction for CACs: This EHR topic covers the process for extracting data from the RPMS EHR system.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 78. Integrated BH: CAC Informaticists learn the skills to effectively manage behavioral health issues in RPMS EHR.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 79. EHR Basic CAC: Provides Clinical Informaticists an overview of RPMS packages and skills required for Basic EHR maintenance. Participants are equipped to fully utilize the EHR, instruct other clinicians in EHR use, and utilize the basic tools necessary for maintenance.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 80. EHR Advanced CAC: Provides Clinical Informaticists a more in-depth understanding of RPMS packages and skills required for EHR maintenance.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 81. EHR Advanced TIU: Provides an in-depth look at TIU.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 82. EHR Clinical Reminders: EHR users learn to successfully navigate EHR Clinical Reminder.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 83. Beginning EHR Reminders: New users learn the basic skills to enter reminders in RPMS EHR.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 84. Advanced EHR Reminders: Experienced users learn advanced skills to maximize reminders in RPMS EHR.

- Not needed
- Somewhat needed
- Needed
- No opinion

## FY2018 OIT Training Needs Assessment

### 13. RPMS Network

\* 85. Would you like to provide input on the need of RPMS Network training topics?

- Yes
- No

## FY2018 OIT Training Needs Assessment

### 14. RPMS Network

**Please rate the RPMS Network topics training need for your Area. Please note that these topics may be offered in any of the previously noted methods.**

\* 86. HIE- Administrator: Provides detailed training on HIE Auditing and User application, its usage, policies, and reviews HIE Administrative and user role and responsibilities.

- Not needed
- Somewhat needed
- Needed
- No opinion



\* 87. HIE- User: Detailed overview of IHS HIE and eHealth Exchange and related policies. Also includes training to use HIE to view IHS and eHealth exchange data.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 88. MPI- Administrator: Provides detailed training on MPI Admin and User application, its usage, workflow process, policies, and reviews MPI related roles and responsibilities.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 89. MPI and HIE- Simplified Authentication Solution (SAS) E1 and D1 Registration Training: Focuses on Federal, Tribal, and Urban user's registration process for MPI and HIE using the E1 (Secondary Active Directory) and D1 Active Directory.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 90. MPI and HIE- Technical Installation and Configuration: Provides guidance and information on onboarding with MPI and HIE and the configuration steps and requirements.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 91. MPI- User: Detailed overview of the MPI User application, Data Quality Manager (DQM), and related MPI user responsibilities and policies.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 92. PHR- Area Administrator Training: This training focuses on the PHR Admin portal, Area Administrator role and responsibilities, and policies for PHR.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 93. PHR- Registrar: Provides training on the PHR Admin and User portal on how to use applications and register patients to see their personal health record.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 94. PHR- Service Unit/Facility Administrator: Focuses on the PHR Admin portal, related policies, and the facility Administrator roles and responsibilities for PHR.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 95. RPMS Direct- Area Administrator: Reviews RPMS Direct administrative and user applications, related policies, and functionality. Further understanding of administrator roles and responsibilities will be provided.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 96. RPMS Direct- Message Agent and User: Geared toward RPMS Direct Users and user application's (Webmail) functionality. Also covers policies, use cases, and workflow to be leveraged by RPMS Direct users.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 97. RPMS Direct- Patient Secure Messaging and Electronic Transition of Care: Provides guidance on setting up RPMS Direct to send Patient Secure messages, send electronic Transitions of Care (ToC) for referrals, and understanding of TOC measures.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 98. RPMS Direct- Service Unit/Facility Administrator: Focuses on the RPMS Direct administrative application, functionality, policies, and the facility's administrators role and responsibilities.

- Not needed
- Somewhat needed
- Needed
- No opinion

\* 99. Uniform Data System (UDS)- Report: Focuses on running UDS reports using the IHS UDS software.

- Not needed
- Somewhat needed
- Needed
- No opinion

100. Please add all additional comments here:

## FY2018 OIT Training Needs Assessment

16.

**According to the Paperwork Reduction Act of 1995, no persons are required to respond to a collection of information unless it displays a valid OMB control number. The valid OMB control number for this information collection is 0917-0036-23. The time required to complete this information collection is estimated to average ten minutes per response, including the time to review instructions, search existing data resources, gather the data needed, and complete and review the information collection. If you have comments concerning the accuracy of the time estimate(s) or suggestions for improving this form, please write to: U.S. Department of Health & Human Services, OS/OCIO/PRA, 200 Independence Ave., S.W., Suite 336E, Washington D.C. 20201, Attention: PRA Reports Clearance Officer.**