Web-based Training & Certification for HIV Planning Council Members

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Ryan White 2012 Grantee Meeting
November 27, 2012

Problem Statement

1. Traditional methods for training new Planning Council members were costly, date/time/venue bound and inconsistently attended
2. Needed to develop a New Member Training that was low-cost, accessible 24/7 and facilitated participation by all

Previous Trainings

1. Large group facilitated New Member Orientation (strongly suggested but not mandatory, one-day training)
2. Small group facilitated topic-specific trainings (strongly suggested but not mandatory, one-day and two-day trainings)

Previous Trainings

Facilitated, date/time/venue specific, large and small group New Member Orientation and Trainings proved, in and of themselves, to be:

- Inconvenient – not all members could fit their schedule to the dates/times orientation/training was offered
- Expensive – costs for trainers, facilities, materials, etc.
- Pace – trainings too slow or fast for some participants, not tailored to individual needs

Vision

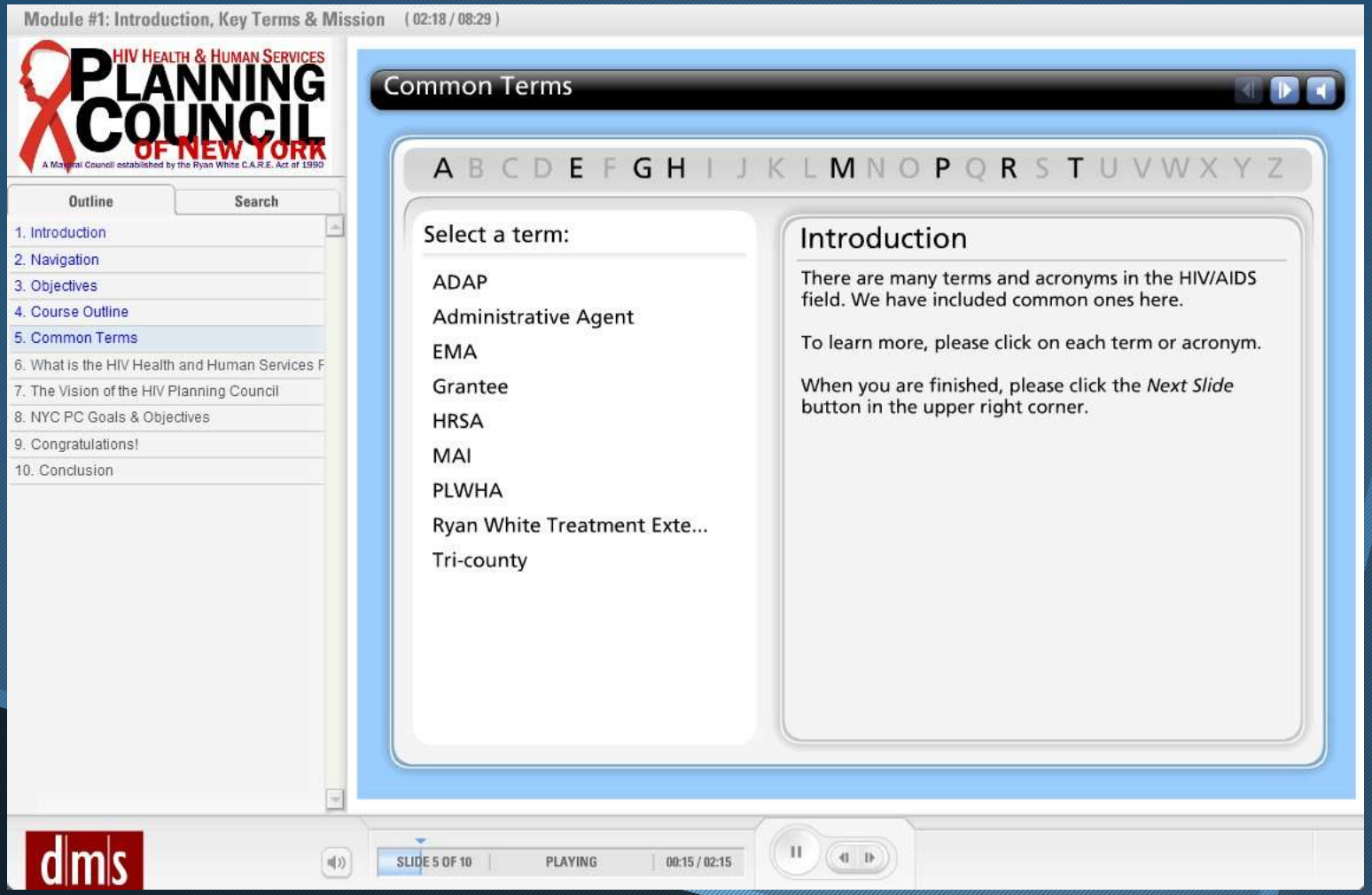
Development of a web-based, audio-assisted system where new Planning Council members could access trainings at their own pace

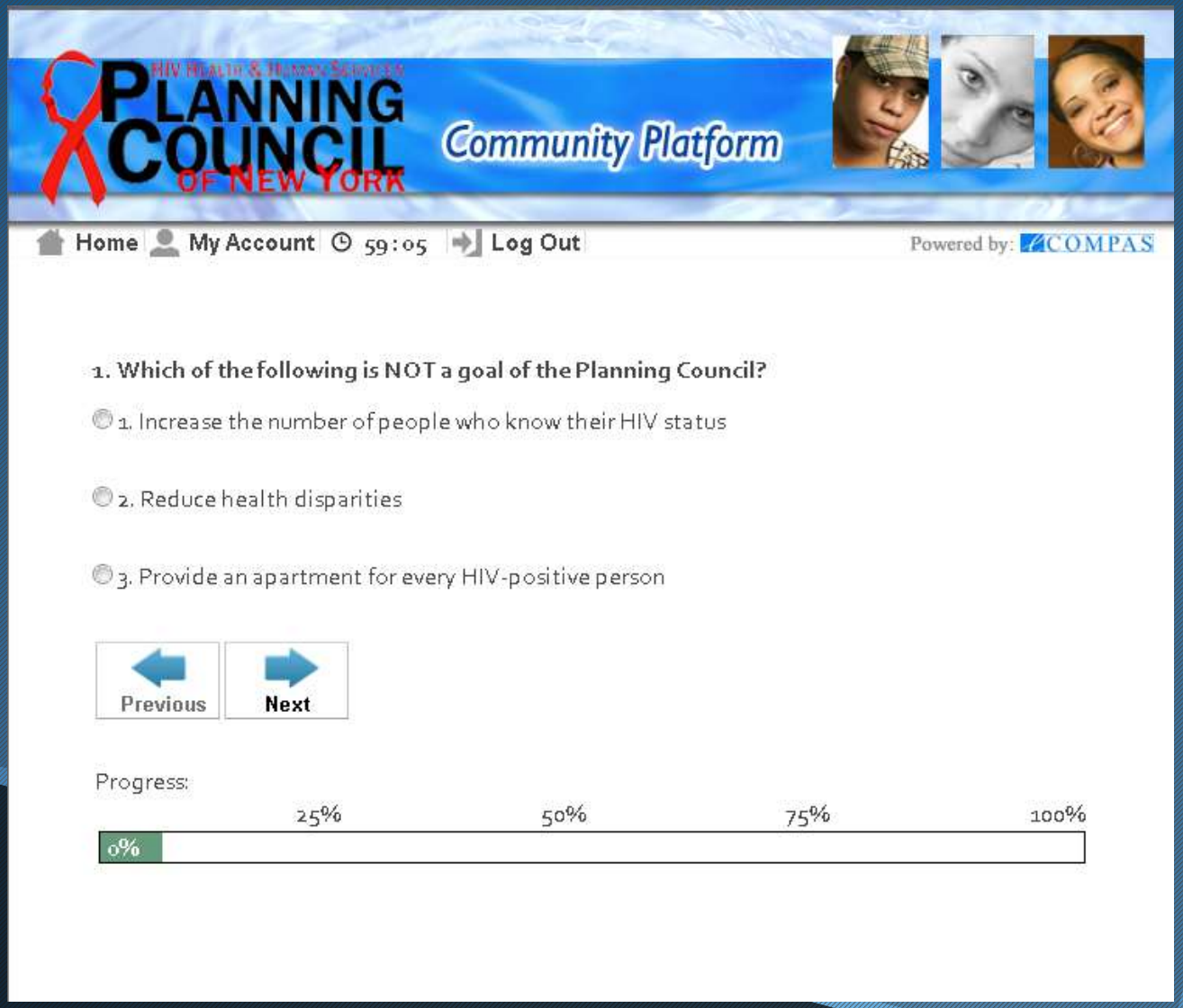
- Provides basic content consistently over time
- Utilizes visual analytics to monitor training progress
- Certifies completion of trainings
- Provides a better training opportunity by meeting members "where they are"

Current Training

1. Large group face-to-face New Member Orientation (half-day, mandatory, cannot assume seat on Council unless taken)
2. Assigned a Mentor as a Planning Council navigator (mandatory)
3. Online web-based trainings (three trainings, mandatory, can not vote until completed)
4. Small group face-to-face training (full day, optional but strongly suggested during first year of service)

Quick View


Module #1: Introduction, Key Terms & Mission (02:18 / 08:29)
HIV Health & Human Services
Planning Council of New York
A Municipal Council established by the Ryan White C.A.R.E. Act of 1990
Outline
Search
1. Introduction
2. Navigation
3. Objectives
4. Course Outline
5. Common Terms
6. What is the HIV Health and Human Services P
7. The Vision of the HIV Planning Council
8. NYC PC Goals & Objectives
9. Congratulations!
10. Conclusion
Common Terms
A B C D E F G H I J K L M N O P Q R S T U V W X Y Z
Select a term:
ADAP
Administrative Agent
EMA
Grantee
HRSA
MAI
PLWHA
Ryan White Treatment Exte...
Tri-county
Introduction
There are many terms and acronyms in the HIV/AIDS field. We have included common ones here.
To learn more, please click on each term or acronym.
When you are finished, please click the Next Slide button in the upper right corner.
dms
SLIDE 5 OF 10
PLAYING
00:15 / 02:15


HIV Health & Human Services
PLANNING COUNCIL OF NEW YORK
Community Platform
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59:05
Log Out
Powered by: COMPAS
1. Which of the following is NOT a goal of the Planning Council?
1. Increase the number of people who know their HIV status
2. Reduce health disparities
3. Provide an apartment for every HIV-positive person
Previous
Next
Progress:
25%
50%
75%
100%
0%

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Progress Overview
Module # | Lecture Name | Lecture Progress | Quiz Status & Grade | Quiz Action
1 | Module I | 100% | Passed (100) | Quiz Passed!
2 | Module II | 12% | Not Ready |
3 | Module III | 0% | Not Ready |
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Certification of Completion

This certificate is awarded to

[redacted]

For completion of the

HIV Health and Human Services Planning Council of New York

Online New Member Orientation

Signature

07/26/2012

Date

HIV Health & Human Services Planning Council of New York

Development Process

- Council identified training needs and approved cost of web-based training
- Council contracted with RDE to develop platform to host web-based trainings
- RDE worked with Council staff to establish a timeline of deliverables
- RDE provided Council with demonstrations as platform was being developed
- Council staff created content in PowerPoint and contracted with a consultant to turn into Articulate Presenter-based interactive trainings
- RDE posted content, trained Council staff on administration (monitoring progress, using visual analytics)

Challenges

- Council approval for concept and costs
- Mandating trainings
- Identifying in-house expertise and outside consultants
- Creating content for trainings
- Turning content into interactive trainings
- Creating web-based platform for hosting trainings
- Acknowledging that not everyone has computer access or skills, need to provide community-based access and computer assistance

Technical Issues

- **Challenge:** Biggest challenge for Council staff was to turn a PowerPoint into an interactive audio-assisted training.
- **Solution:** We solved this by hiring a consultant who knew Articulate Presenter software.

Demo

RDE to demonstrate training by accessing training on the Council's website www.nyhiv.org

Visual Analytics

- Utilize Visual Analytics to make training data actionable in real time

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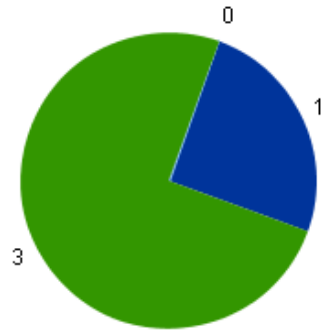
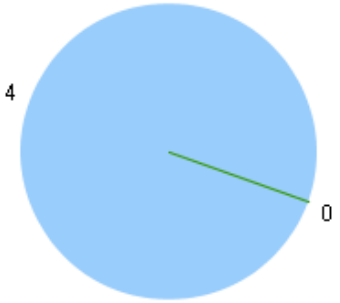
1. Which of the following is NOT a goal of the Planning Council?

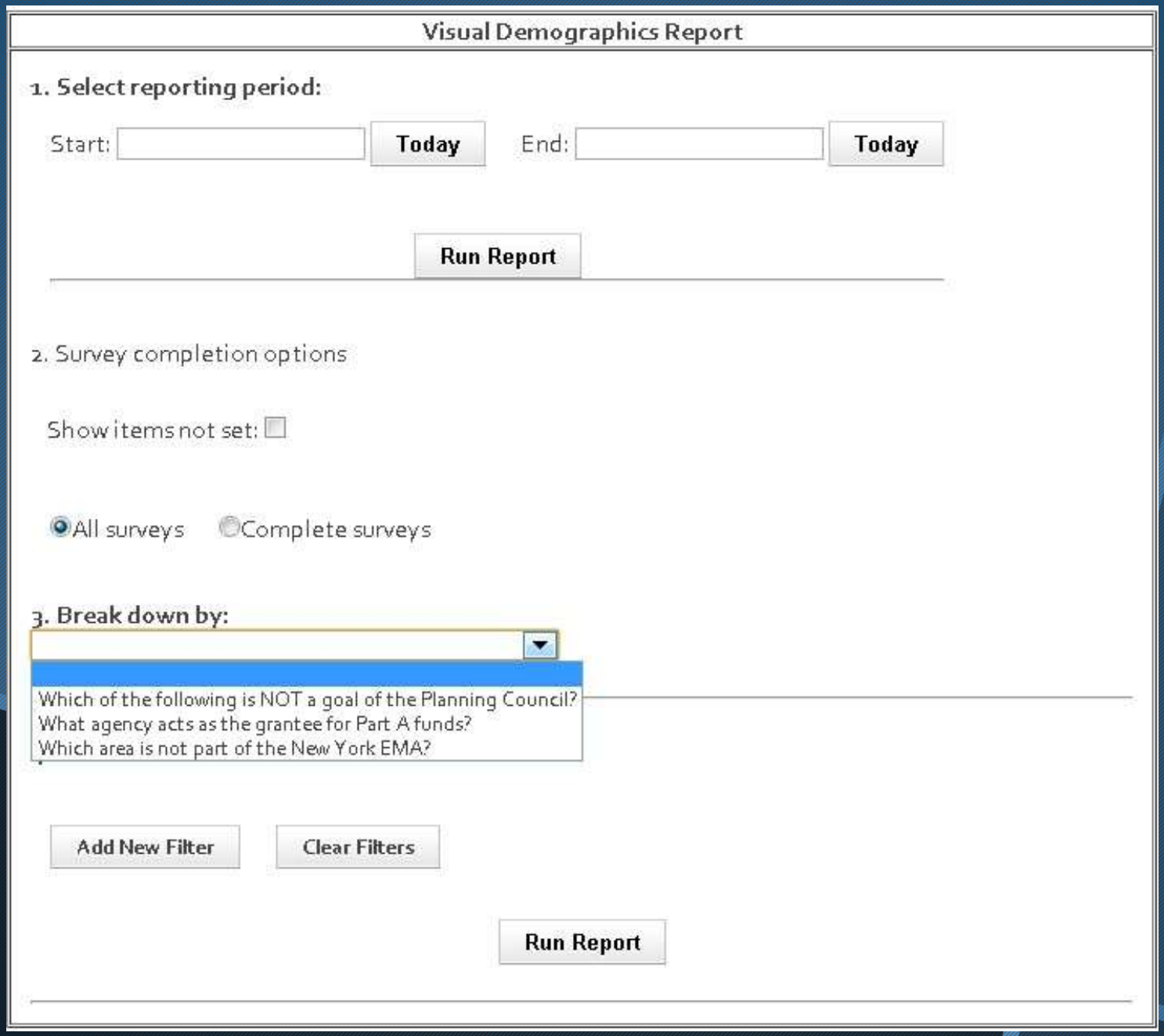


Answer	Count	Percentage
1. Increase the number of people who know their HIV status	1	25.00%
2. Reduce health disparities	0	0.00%
3. Provide an apartment for every HIV-positive person	3	75.00%
Total:		4

2. What agency acts as the grantee for Part A funds?



Answer	Count	Percentage
1. HRSA	0	0.00%
2. NYCDOHMH	4	100.00%
3. Public Health Solutions	0	0.00%
Total:		4


Visual Demographics Report
1. Select reporting period:
Start:
Today
End:
Today
Run Report
2. Survey completion options
Show items not set:
All surveys
Complete surveys
3. Break down by:
Which of the following is NOT a goal of the Planning Council?
What agency acts as the grantee for Part A funds?
Which area is not part of the New York EMA?
Add New Filter
Clear Filters
Run Report

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66
Module II
Not Started
Module III
Not Started
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Module II
Passed
80
Module III
Passed
100

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1. **Which of the following is NOT a goal of the Planning Council?**

Answers
a.Increase the number of people who know their HIV status
b.Reduce health disparities
c.Provide an apartment for every HIV-positive person (Correct Answer)

2. **What agency acts as the grantee for Part A funds?**

Answers
a.HRSA
b.NYC DOHMH (Correct Answer)
c.Public Health Solutions

3. **Which area is not part of the New York EMA?**

Answers
a.Staten Island
b.Nassau County (Long Island) (Correct Answer)
c.Westchester County

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General Information

	A	B	C	D	E	F
1	Survey ID	User Name	Start Date	Start Time	Status	Grade
2	403	[redacted]	07/30/2012	10:38:00 AM	Failed	33
3	405	[redacted]	07/30/2012	10:46:00 AM	Not completed	0
4	407	[redacted]	08/08/2012	03:39:00 PM	Passed	100
5	410	[redacted]	09/13/2012	04:12:00 PM	Failed	66
6	411	[redacted]	09/13/2012	04:12:00 PM	Failed	66
7	413	[redacted]	09/25/2012	01:37:00 PM	Failed	66
8	414	[redacted]	09/25/2012	01:38:00 PM	Failed	66
9	415	[redacted]	09/25/2012	01:38:00 PM	Passed	100
10	416	[redacted]	11/12/2012	11:43:00 AM	Passed	100

Responses

	A	B	C	D
1	Survey ID	1 Which of the following is NOT a goal of the Planning Council?	2 What agency acts as the grantee for Part A funds?	3 Which area is not part of the New York EMA?
2	403	Increase the number of people who know their HIV status	NYC DOHMH	Westchester County
3	405	Provide an apartment for every HIV-positive person		
4	407	Provide an apartment for every HIV-positive person	NYC DOHMH	Nassau County (Long Island)
5	410	Provide an apartment for every HIV-positive person	NYC DOHMH	Westchester County
6	411	Provide an apartment for every HIV-positive person	NYC DOHMH	Staten Island
7	413	Provide an apartment for every HIV-positive person	NYC DOHMH	Staten Island
8	414	Provide an apartment for every HIV-positive person	NYC DOHMH	Westchester County
9	415	Provide an apartment for every HIV-positive person	NYC DOHMH	Nassau County (Long Island)
10	416	Provide an apartment for every HIV-positive person	NYC DOHMH	Nassau County (Long Island)

Outcomes

Online Training

Advantage of online trainings

- Available whenever members can utilize
- Accessible from home, office, mobile device
- Provide consistent content with ability to update
- Reduce cost of face-to-face trainings
- Low cost maintenance
- Offer ability to monitor and track trainees' progress in real time
- Offer certification -- passing score on all training modules prerequisite for voting privileges

Online Training Feedback

New Council Members have noted:

- “A good review and complement to the Orientation. It was easy to use, didn’t take too long and was kind of fun.
- “Very complete, covering a lot of territory.
- “Informative and helpful to my new role.
- “Strengthened my commitment to be a member.
- “Helpful and easy to use.

Future

- Revise and add trainings to maintain currency
  - Update annually
- Scale up
  - Require all community participants who sit on Council committees to take trainings
- Retain Council members' engagement
  - Continue to offer topic-specific small group trainings (e.g. priority setting & resource allocation process)

Lessons Learned

- ✓ Must have Council support – find a few key champions
- ✓ Commit to using a web-based architecture to minimize management & maintenance headaches and costs
- ✓ Keep content simple and training short
- ✓ Allow for the cost of changes
- ✓ Anticipate ongoing cost of maintenance
- ✓ Online training can be an excellent supplement to other training activities

Unintended Positive Impact

"Other regions from around the country have accessed this resource in the short time it has been launched.

Washington
Montana
North Dakota
Minnesota
Wisconsin
Michigan
Montreal
New Brunswick
Nova Scotia
Maine
Oregon
Idaho
Wyoming
South Dakota
Toronto
Vermont
New Hampshire
New York
Chicago
Iowa
Nebraska
Illinois
Pennsylvania
Massachusetts
Ohio
Nevada
Utah
Colorado
United States
Indiana
Rhode Island
Kansas
Missouri
West Virginia
Connecticut
California
Kentucky
Virginia
New Jersey
Los Angeles
Oklahoma
Arkansas
Tennessee
North Carolina
Delaware
Arizona
New Mexico
Maryland
Phoenix
Mississippi
South Carolina
San Diego
Dallas
District of Columbia
Alabama
Texas
Georgia
Louisiana
Houston
San Antonio
Florida
Gulf of California
Gulf of

Thanks

1. Dorella Walters, Community Co-Chair
2. Felicia Carroll, Consumer-At-Large
3. John Anthony Eddie, Co-Chair, Rules & Membership Committee
4. Gerald DeYounge, Co-Chair Rules & Membership Committee
5. Victor Benadava, Co-Chair, Consumer Committee
6. Gregory Cruz, Co-Chair Consumer Committee
7. Darryl Wong, Deputy Director, Planning Council Staff (Consumer Committee)
8. David Klotz, Planning Council Staff (Rules & Membership Committee)
9. Graham Harriman, Ryan White Part A Grant Administrator
10. Emily Gantz McKay, HRSA Consultant
11. Louis Deis, e2Community Project Manager, and the whole team at RDE Systems, LLC

Invitations

FREE

Online Resource Guide

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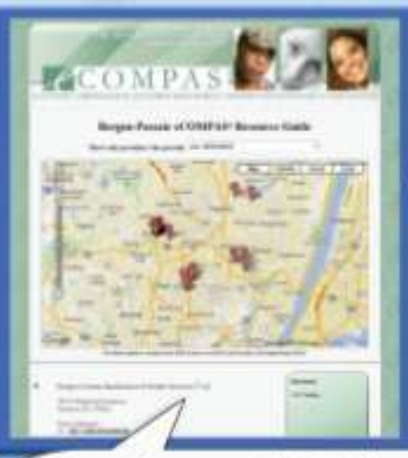
SPECIAL OFFER for Ryan White Grantees and Conference Participants



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- Part B Grantee

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3. Access Electronic link www.e-compas.com/freeoffer

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- Email _____
- Phone _____
- Organization _____
- Part _____

Continue the Dialog

- Speak with us one-on-one
- **Booth:** From Hawaii to NYC
- **Poster:** Online Consumer Needs Assessments (P-102)
- **Wednesday:**
  - **10am:** Planning for Changes in Care Continuum (Thomas Paine)
  - **3:30pm:** From Hawaii to NYC (Madison A)
- **Thursday:**
  - **8am:** Patient Portal (Delaware B)
  - **10am:** PA's QM Portal (Tyler)

Contact Us

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- Jesse Thomas
  jesse@rde.org