

Department of Veterans Affairs

Mental Health eScreening

Training Plan



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Software Version 1.0

Revisions

Note: The revision history cycle begins once changes or enhancements are requested after the document has been baselined.

Date	Revision	Description	Author
September 2015	1.0	VA edits incorporated	Information Innovators Inc.
February 2015	V2	VA edits incorporated	Information Innovators Inc.
December 2014	V2	Draft	Information Innovators Inc.
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1 Introduction

This document describes the user training for the Mental Health eScreening application at the VA San Diego Healthcare System, for the following care management programs:

- San Diego Operation Enduring Freedom (OEF), Operation Iraqi Freedom (OIF), and Operation New Dawn (OND) program locations, collectively known as OOO;
- Primary Care;
- San Diego Mental Health Access Clinic; and
- Aspire Center.

The plan includes user training for Long Beach, CA, and additional sites as optioned.

2 Design

Training will center on processes (for example, assign a battery, conduct a Veteran search, set up users). Interactive use of the software will include test scenarios from both the Veterans' and the Clinicians' perspectives.

2.1 Scope

This document describes the training to be provided at the San Diego locations, the Long Beach site, and additional sites as optioned.

2.2 Objectives

Users will be able to complete the functions of their roles, and will be familiar with the capabilities of the application and the functions of other users.

2.3 Dependencies

eScreening functionality will be available in advance of the training delivery, leaving adequate time to update training materials to align.

3 Lesson Plans

Information Innovators Inc. will perform virtual training using WebEx and a teleconference line, for up to 10 Healthcare System Technical Administrators (HSTAs) and 100 Clinician/Assistant users. We will:

- walk through the application using live screen-sharing sessions with test data.
- provide training videos and PowerPoint presentations so that users can re-train at their convenience.

Location: WebEx and teleconference line.

Dates: Training times will be scheduled based on the users' availability over multiple days and shifts. We will conduct virtual training sessions which will each last about an hour and a half.

Roles: Separate classes will be held for HSTAs and Clinicians/Assistants.

Note: All HSTAs should attend both an HSTA and a Clinician/Assistant training session and should view both roles' PowerPoint presentations.

4 Resources

4.1.1 Learning Materials

The PowerPoints, Quick Guides, and Workflows provided will be specific to user roles and can be employed in future training sessions that are self-led (not reliant on the presence of an instructor).

The HSTA and Clinician/Assistant Training PowerPoints will consist of a comprehensive overview with procedures and screen shots, and integrated Q&As designed to evaluate understanding and comprehension while underscoring critical material through repetition.

4.1.2 User Training Guide

The User Training Guide will describe the eScreening application and common scenarios under which the application will be used. It will provide step-by-step instructions with screenshots and full explanations, and will apply to these roles:

- Clinician
- Assistant

4.1.3 Administrative Training Manual

The Administrative Training Manual will describe the eScreening application, its use, and its functionality as applicable to the HSTA user role. It will provide step-by-step instructions with screenshots and full explanations.