Granting Credit for Mental Health First Aid in KP Learn

Mental Health First Aid is an 8-hour course, for Kaiser Permanente nurses and other staff. The course teaches how to identify, understand and respond to signs of mental illnesses and substance use disorders. National Patient Care Services (NPCS) provides 7.0 hours of continuing credit through the California Board of Registered Nursing for employees who successfully complete this training.

Kaiser Permanente educators hold Mental Health First Aid classes throughout the year. The designated KP administrator for the Mental Health First Aid program submits materials for each of these classes to NPCS, and the Learning Administrator on the NPCS staff reviews and inputs the class and attendance data into KP Learn, the company learning management system.

This document is for the NPCS Learning Administrator. This document assumes that the administrator is trained to use KP Learn, the company's learning management system (LMS), and has access privileges to create and administer classes in the system. This document also assumes experience with using a computer, mouse, and web browser. An administrator needs to be logged into the KP Learn network to follow the instructions in this document.

This document uses the term "educator" to mean:

- the educator or KP employee who is authorized to lead Mental Health First Aid classes

- an assistant or other employee designated by the educator to coordinate with NPCS

How to award credit for Mental Health First Aid

When an educator submits the attendance roster for a Mental Health First Aid class, the NPCS Learning Administrator performs the following tasks:

1. Review the attendance roster.
2. Add a new offering.
3. Award continuing education credit.
4. Notify continuing education recipients.
5. File the attendance records.

Review the attendance roster

A Kaiser Permanente educator submits attendance rosters to NPCS when a training is finished. The NPCS Learning Administrator checks each incoming attendance roster to make sure it includes the following information:

- **Location:** the city where the class was held

- **Facility:** the location where the class was held

- **Date:** the date when the class was held

- **Time:** the time when the class was held

- **Names:** the names of every attendee enrolled in the class

- **NUIDs:** the National User ID (NUID) numbers of every attendee enrolled in the class. Check these in Microsoft Outlook to confirm that they correspond to the correct attendee.

- **Email addresses (optional):** the email addresses of every attendee enrolled in the class. Attendees can provide their company email address, their personal email address, or both. The default is their NUID.

- **Attendance:** clear indication of which attendees receive credit. This varies by administrator. "X" or "yes" are the most common indicators.

If any of these elements are not clear, if any of the NUIDs are incorrect, or if there are other concerns, The NPCS Learning Administrator needs to contact the educator and ask them to review and resubmit the attendance roster.

If the attendance roster includes all of the necessary information, the NPCS Learning Administrator logs into KP Learn to add a new offering of the class and award certificates to each successful learner.

Add a new offering for Mental Health First Aid

The NPCS Learning Administrator adds new offerings to the existing catalog item, "Mental Health First Aid 2018" (course ID: NSG_PCS_MHFA 18).

To define a new offering:

1. Log into KP Learn.

2. Locate the KP Learn toolbar.

3. Choose **Catalog Administration** from the drop-down menu in the KP Learn toolbar.

4. Click on the **Manage Activities** tab.

5. Click on the **Manage Courses** link.

6. Click the **Offerings** sub-link.

7. When the Offerings page shows, click the **New Offering** link to create a new offering.

8. When the **New Offering** page shows, click on the **Offering Creation Wizard** to create a new offering.

9. Click on the step with the title **Select Offering Type.**

10. Click on the **Based on Course** text field and enter "Mental Health First Aid 2018" or the course ID "NSG_PCS_MHFA 18".

11. Click on the **Delivery Type** field.

12. When the **Delivery Type** drop-down menu shows, click on "Instructor-Led Training".

13. Click **Next**.

14. The **Define Offering** tab becomes available.

15. Click on the **Define Offering** tab.

16. Enter data for the following fields:

Name	Details

Description	Enter the locations, dates, and times of the training, as indicated in the attendance roster.
Start Date	Enter a **Start Date** value. KP Learn automatically enters an **End Date** value of the same date.
End Date	KP Learn generates a default end date that matches the value in the Start Date field. Enter the correct end date if the class is longer than 1 day.
Session Template	The template defines the number of sessions, the length of each session, and the days of the week, dates and times when sessions of the offering will be held. For Mental Health First Aid, pick a session template that specifies: • Number of sessions: 1 • Length of each session: 9 hours • Day of the week: per the start date. • Times: 8:30 a.m. – 5:00 p.m. If there isn't a session template that exactly matches the class offering, pick one that is mostly correct and click **Edit** to correct the times and dates.
Base Price	Enter "0" for the base price.
Currency	Enter "US Dollar" for the currency.
Offering Price	Enter "0" for the base price.
Language	Enter "English" for the language.
Location	Use the picker tool to choose the location for the learning offering. For instructor-led offerings, the location is the place where the class happens. The location field is interlinked with the Facility field. You can select facilities from the same location as that of the offering.
Facility	Select the facility where the offering happens.
Min Count	Enter "1" for this field.
Max Count	Enter "50" for this field.
Max in Waitlist	Enter "0" in this field.
Customer Service Representative	Enter your name and phone number as the Learning Administrator.

8. Click **Save**. The Main page for the newly created offering appears.

KP Learn automatically assigns a unique 8-digit **Offering ID** number to any offering that has been successfully entered into KP Learn. Navigate to the top of the page and note the Offering ID for this class.

Award continuing education credit for Mental Health First Aid

NPCS Learning Administrator awards education credit to the class attendees by adding them to an offering in KP Learn. The Learning Administrator prepares a comma-separated value (CSV) file with the NUIDs of each attendee. The Learning Administrator uploads this file to KP Learn. Successful learners are marked complete and notified by email.

Prepare a CSV file for KP Learn

1. Navigate to the Templates folder in the Mental Health First Aid directory on the server (H:/Learning/2018/MHFA/Templates)

2. Open "templateAttendance_MHFA.csv" in Microsoft Excel.

3. Save a copy of the file, using the following naming standard:
   MHFA [date] – [state], [location].csv
   (example: "MHFA 20180303 – CA, Brea.csv")

   • date: format as YYYYMMDD

   • state: the 2-letter abbreviation for the state where the class was held

   • location: the city and/or facility where the class was held

4. Locate and collect the NUIDs for the learners who successfully completed the class. If the NUIDs are not in a digital format that is easy to copy and paste, transcribe them to make data entry easier.

5. Copy the NUIDs from the attendance record and paste them into the first column of the CSV file you have created. Make sure there are no gaps in the list.

6. Sort the NUIDs alphabetically.

7. Save the CSV file to your computer. It is best to pick the network folder that you are using to store the files and correspondence for this offering.

8. Follow the directions in the "Open the offering in KP Learn" section of this document.

Open the offering in KP Learn

To open the offering in KP Learn:

1. Log into KP Learn.

2. Locate the **KP Learn** toolbar.

3. Choose **Catalog Administration** from the drop-down menu in the KP Learn toolbar.

4. In the **Manage Activities** tab, click the **Manage Courses** link.

5. Click the **Offerings** sub-link.

6. The Offerings page shows. Enter the Offering ID for the class offering in the Search field and click **Search**.

7. Click the **Roster** link that shows next to the correct offering.

8. Click the **Results** tab. When the Roster page shows, follow the directions in the "Upload the

CSV file" section of this document.

Upload the CSV file

The NPCS Learning Administrator loads a CSV file to enroll the learners in the offering that they attended.

1. Locate the CSV file that you saved.

2. Open the **Offering** tab in KP Learn.

3. Click on the **Add users** button.

4. Check the box for "upload CSV".

5. Click the button that says "select file".

6. When the file selection dialog box shows, use the dialog box to locate the CSV file that you saved earlier.

7. Click **Open**.

8. Note: If there are any problems with the CSV file, such as an NUID that isn't in the system, or an attendee that was already registered for another offering of this course, take notes of which NUIDs appeared in the error report, and then close the dialog box. Go to your CSV file and remove those NUIDs for now, making sure to sort the list of NUIDs so that there are no gaps. Follow the steps to load the CSV file again . If you continue to have problems, repeat until it goes through.

9. Once you have successfully imported the CSV file, you will see a list of the learners' names on the roster.

10. Select all of the learners by clicking on the check box next at the top of the list.

11. Follow the instructions in the "Mark completion for successful learners" section of this document.

Mark completion for successful learners

To mark completion for learners who have completed the course:

1. Click the **Results** tab.

2. In the **Learning Results** table, click "Edit" next to the name of a learner in the **Actions** column.

3. The transcript page shows a form you can use to edit the learning results.

4. Click on the **Overall Completion Status** drop-down menu and choose "Successful".

5. Click **Save**.