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E-Learning Diary: Sutter Health-Ethics & Compliance Services

Date (2009)	Entry/Experience/Finding
03/10/09	IT installed Articulate license. First step with Articulate software is to author a PowerPoint e-learning course.
04/06/09	Ethics and Compliance Services (ECS) Documentation and Data Quality (DDQ) Team met with SSR Education Coordinator to discuss HealthStream authoring and strategies for success. She provided a lot of valuable information and emphasized that we needed to communicate to the CEOs about why this training is needed.
04/09/09	Day spent watching Articulate tutorials. Started attempt at authoring. We were not told that we would not need Contribute at all. Called HealthStream customer service (CS) to create a connection to Contribute. Initial web address was incorrect for Contribute. Called CS again to ask where we would put the files to get them into HealthStream. CS rep stated she had never heard of Articulate and she was not sure they accepted these file types. Told us we had to use either Contribute or Captivate and referred us to contact our Sutter representative; MB. The HealthStream CS did tell us that Captivate adds files as follows "Select the Courses tab select FTP Connection this will connect you to authordev.healthstream.com create folders (one folder for each course). In course builder you will build the structure of the course. select courses, add a course, add the learning activity and link the learning activity with the FTP course folder containing all your course files. Next step will be add any other learning activities you need, (test, evaluation, online content, classroom activities) then publish the course." We tried this but we do not have access to set up a new FTP course folder. Called Joyce (SH-Compliance Program Director) to help. Her access was taken away and she needed to contact Sutter Health's local HealthStream administrators to correct being locked out. Tested microphone to see how well it recorded on Articulate-it went well.
04/10/09	Joyce has her access again and added an FTP file for us in HealthStream which we hope will allow us to put our Articulate course in HealthStream. Emailed MB our HealthStream representative, she is the operations specialist and did not know if HealthStream supported Articulate or not, and forwarded my email to another HealthStream service person MM. Initially MM stated they did not support Articulate even after explaining to him they already had courses on file that were created in Articulate. He told us to go back to Articulate for instructions because he did not have any. I emailed him back explaining that we know how to use Articulate but did not know how the files become HealthStream learning files. MM emailed back shortly and gave a set of three instructions an how to publish in HealthStream.

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04/10/09	<p>Completed ED Course's Quiz:</p> <p>Steps included researching answers to the questions in AHA-Coding Clinic, other DDQ training material, previously given advice from Coding Help, and CCS Exam Study Guide. Some questions were from Sally's previous clinical experiences, her family members' injuries and older coding cases. All the clinical content was reviewed by Linda B. in Risk Management and a former ED Nurse Manager. She did change the verbiage on a few and the drip rate on some of the infusions. Linda also introduced DDQ team to the numerous E-learning clinical references within Sutter Health. Found that it is best to write the questions in a word document and underline or highlight the correct answer. This document can then be sent around to the editors. Work time for this was approximately 32 hours.</p> <p>Once the reviewers completed their reviewing and making editing suggestions for the quiz's questions it was easy to cut and paste the questions into Articulate's quiz maker (See the steps to create questions and answers below.).</p> <p>To actually create the quiz go into Quiz Maker</p> <ul style="list-style-type: none"> >Select Create new quiz>click on the blue "a" >Click on the type = Graded Quiz >Click on add the first question > decide on the question type, e.g. multiple choice/True or False, etc. >Double Click on Question Group and name by module, e.g. ED questions = When you actually close for the first time you will be asked to name the file name it by the module. <i>Need to look into how this grouping works a bit more as well as how to link questions and order. I did it but not easily and will need to review tutorial again.</i> >In the form screen >You can paste the question portion of your created question. >then add the answers by cutting and pasting also. When you enter the answer statement click on the bullet on the left to denote it's the answer. If you don't you can't get out of the question until you provide an answer for the quiz question. <p>The following adjustments were made on every question in this quiz:</p> <ul style="list-style-type: none"> -Feedback: By question (you can change the response; kept the standard) -Score: By Question -Shuffle: Answers (did this so the answers would switch when looking at it again or every time you went in) Attempts: 2 <p>Under the points: changed them from 10 pts per question to 5 pts</p> <p>Once you have entered the question, its answers, and adjusted the points, response, etc. go in and view the question on the slide view option. This allows you to adjust the placement of the question and its answers. Very important, some of the smaller questions end up at the top of the slide.</p> <p><u>To attach a pass fail slide</u></p> <p>Pass or Fail: There are slides for this but first you need to establish your passing score and if you are going to limit how long you will allow the participant to complete the test. Do this on the Quiz Properties tap/section. Next step is to create the pass/fail slides do this in the Results tab/section.</p> <p>Decide if you would like to have the questions be in random order. This is a good idea after you have run through the questions once or twice and feel it is ready to go. I had to go back twice since I</p>

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	<p>needed to correct an answer and had made it random. I just had to wait until the question reappeared.</p> <p>Work time in Quiz maker six hours.</p>
04/12/09	<p>Jeff (consultant for Ethics and Compliance) contacted Dr. Peter Jensen to discuss his method for loading files into an LMS. Jeff will test Articulate to try to determine publishing complexity for SCORM files (Sharable Content Object Reference Model).</p>
04/14/09	<p>Recorded ED CPT Module: Recording is done one slide at a time. To access the recording module go into the Power Point file: at the top right on the power point tool bar there is an Articulate option. Click on this for the drop down menu. Just as the tutorial states you will find you need to edit the slide or the script before recording. Editing the script is done in the Articulate record narration module. To change/edit the text on the slide the following steps must be taken: Click on Save and close icon in "record narration" the saving process is slow. Once you are out of the recording session edit your slide. Then save the changes. Return to the record narration and begin recording.</p>
04/15/09	<p>Recorded throughout the day; found you need to take breaks to rest voice and help keep yourself focused on the script. Recorded until 930 at night.</p>
04/17/09	<p>Transferred copied files in ED Recording Folder to shared drive under J:\Compliance\COMPLIAN\2009\Documentation Data Quality\Education Plan\Hospital\ED. Checked to see if audio there and it is OK.</p>
04/22/09	<p>Began editing audio on the Articulate slides; had trouble in a larger room due to noise levels (used a file on the shared drive not a laptop). Moved to a smaller room to edit and record. We were dropped off network during recording and editing so switched to another laptop that was on the network. Editing went well. Sally needs to record slide 5 and 7.</p>
04/23/09	<p>After Foundation Supervisors meeting copied file onto my (Sally) jump-drive to be able to record at home. When I opened folder found that Articulate's audio file did not copy onto the jump drive (see discovery in April 29). Will record at Gateway Oaks since the rooms are quiet and will be on the shared drive/network.</p>
04/24/09	<p>Recorded at Gateway slides that needed re-dos. Began practicing editing on older version recordings since seemed to be having trouble with losing audio from other slides.</p>
04/28/09	<p>Reviewed how to do back up versions with Jeff. Found that second slide in was missing previously recorded audio? Recorded with Jeff observing and we then edited the recording. Decided the team needs to have some back-up and recording rules.</p> <ul style="list-style-type: none"> -Always record locally. -Steps: copy recording folder from shared drive to laptop's desktop. Make a copy and then rename the copy using the numbering convention below. -Numbering convention is version. 1.2, 1.3 when you start work for the day always work on the newest version first. <p>Attached the completed quiz to a test power point file (only nine slides) Need to be sure the three zero point test questions queue up first. May need to change sequence or consider removing the zero points from the quiz test question bank.</p>

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04/29/09	<p>Discovered the previously 72 recorded slides for the ED CPT course are now missing their audio (recordings). Called Jeff W. to see what we should do. I began doing an inventory of which slides no longer had the recorded audio. Approximately 30 slides are missing their previously recorded audio. Jeff has discovered from webpage and other users have lost audio too. It is important to have the 4.0 update from Articulate to avoid this problem. Arranging to have IT check out whether I have updated version of Articulate.</p>
04/30/09	<p>I have the 4.0 update on my system. This is not the problem. Sent an email to Articulate to see what other suggestions they might have to avoid audio being dropped off the slides or moving to a different slide. Also, need to be sure our team all has 4.0 Update on their laptops.</p>
05/01/09	<p>Articulate's technical support writes back stating it is important to keep the power point file (PPT/PPTX) & the Power Point Articulate audio file (PTTA) files together whenever copying them to be stored or saved. Tech support also recommends not working or recording from a file on a network, there are problems with the two files getting un-synchronized and audio files being dropped. You cannot recover the audio files either. Tech support sent a step by step way to share the file with another user. We tried it and it didn't work; all the required files came over to the network but once you changed it from read only it dropped the audio. Find this is a problem when looking through users' notes. Need to decide how to work with Articulate. The customer service is slow when you want a problem corrected that day and the problem/issue requires it be bumped up to a tier two service representative.</p>
05/01/09 =note to Tech	<p>Sent: 5/1/2009 To: Articulate Support [support@articulate.com] Subject: RE: Case #00129716: At Sutter Health we have been ... [ref:00D3Txo.50047g8Ct:ref]</p> <p>Hi,</p> <p>Using the instructions you provided and the associated website, I encountered the following problems:</p> <p>When I used the Package Presenter feature to send the files to the zip folder, it brought all associated content (text notes file and quiz). However, as I proceeded through the steps you provided, I encountered more problems.</p> <ol style="list-style-type: none"> 2. Then, copy the ZIP file that was created onto your local hard drive 3. Unzip the project files onto your hard drive <ul style="list-style-type: none"> When I unzipped the files, they were Read Only. 4. Make any necessary updates to the project that you need to make <ul style="list-style-type: none"> When I attempted to make updates, I was prompted to "Save As" due to the Read-Only status. Once I had done the File -> Save As, I noticed that the quiz information was still intact, but all audio was missing. <p>I would prefer to speak with you directly regarding this issue. How do we arrange to discuss this issue?</p> <p>Thanks, Sally Gibbs</p>
05/04/09	<p>While waiting to hear back from Articulate I will start looking for a file that might have most of the slides recorded possibly an older version that I can work on and re-record. By finding an older version there will be less to re-do</p>

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05/06/09	<p>Tech's response</p> <p>From: Articulate Support [mailto:support@articulate.com] Sent: Wednesday, May 06, 2009 6:44 AM To: Gibbs, Sally Subject: RE: Case #00129716: At Sutter Health we have been ... [ref:00D3Txo.50047g8Ct:ref]</p> <p>Hi Sally,</p> <p>Articulate provides complimentary 24x7 email support, included with product purchase, for the majority of issues. We also offer per-incident, for-fee phone support. You can view Articulate's full support policy here: http://www.articulate.com/support/policy.php</p> <p>Articulate Live Conference will allow you to speak 1-on-1 with an Articulate Customer Support Engineer on a per-incident basis and share your screen with us for \$139. You can learn more about this service here: http://www.articulate.com/blog/articulate-live-conference/</p> <p>If you'd like to order an incident of live conference, please use the link below: http://www.articulate.com/go/APS-STD</p>
05/06/09	<p>Located an older recorded version that has all but one slide with audio. This is a version that needed re-recording and the text has changed on some slides. Took the time to print out this older version then reviewed against the newest power point version that had the missing audio but the previously re-edited script and/or power point text. Updated the older power point script and text; it is now ready to be recorded. Printed out the updated slides and inserted them into the older slide print out and plan to use this print out as a reference during recording.</p> <p>New problem with Articulate; after printing power point notes out clicked the red "X" the larger dialog box popped-up and with in seconds began to flicker and would not respond to clicks on it. Three people witnessed the flicking dialog box. Went to the task manager to see what else might be open and causing problem, only articulate was open. Then went back to check audio of the older version that I had planned to re-record on. More audio is missing from the slides. Wrote Articulate about this event.</p> <p>In the meantime: located another older power point file and updated it with Jeff watching my steps. Saved files in between each edit of text to either notes or slide's text. Audio did not disappear from this file; will use it tomorrow or a copy of it. Stored on a thumb/jump drive and a CD.</p>
05/07/09	<p>Before recording any audio saved two additional copies by copying folder with the previous day's date. Renamed one folder with the current date and left the other copy as a spare.</p> <p>Additional audio saving tips:</p> <p>Discovered the best process to keep files safe (audio and slides stay together). ALWAYS FOLLOW THESE STEPS: Access the file only through the power point file, never the Articulate file (Red a file). If you are going to just review some item or page and don't make any changes always close the editor or record by using the "Save and Close" icon this returns you to the power point file.</p> <p>In power point file ALWAYS do (Ctrl & S-Key) before exiting the power point. This avoids the large box coming up and possibly flickering and dropping audio. When you want to go out of the power</p>

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	<p>point do a save before clicking the larger red X. If you ever go into the power point and don't do any changes as you exit and the pop-up box comes up across the screen asking you "Do you want to save your changes" click on "No" since you didn't do any changes.</p> <p>In Recording Editor when leaving click save and close icon. In power point do a save (Ctrl & "S" key) and then click on red x to close.</p> <p>Decided to go through the whole presentation using the print-out as a reference. Took several breaks that included turning off the laptop, it was slow going due to taking notes, editing of the audio; completed 24 slides.</p> <p><u>Steps to Recording or Editing</u> ALWAYS FOLLOW THESE STEPS:</p> <p>Access any of the drop down menus for audio editor, annotations, recording etc, via the power point file only.</p> <p>When editing a recording follow the tutorial's steps. When you want to re-record a section start highlighting of the section from the back or end of the section (right to left) if you do this when the recording is made it will stay in the area it was before. <u>IMPORTANT TIP</u>: play this highlighted area over first to be sure you have captured only the area or section you wish to re-record adjust the highlight as needed. If you don't like what you have re-recorded click on the undo arrow on the top left of the screen.</p> <p>In power point make change and save it. (Ctrl & S-Key) When you want to go out of the power point do a save before clicking the larger red X.</p> <p>If you ever go into the power point and don't do any changes before you exit do a Ctrl & S this avoids having the pop-up dialog box appear.</p> <p>In Recording Editor when leaving click save and close icon. In power point do a save and then click on red x to close.</p>
05/08/09	Continued to re-record and edit slides didn't take as many breaks as the day before got through another twenty slides only to discover the last three slides had a terrible buzzing background noise it was from the laptop's fan. It is really important to take breaks to rest the laptop. Will record a bit over the weekend.
05/09/10 and 05/10/10	Re-recorded and edited for about six hours total. More to do will finish the work on Monday.
05/11/09	Completed re-recording and editing. Also added some annotations to the slides. Went into Preview of some of the slides and found the ED Components slide is missing the spheres which show on the Power Point slide but not when previewing slide. Stopped working on the presentation and will discuss with Kelly and Jeff tomorrow.

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05/11/09	<p>From: Articulate Support [mailto:support@articulate.com] Sent: Monday, May 11, 2009 2:06 PM To: Gibbs, Sally Subject: RE: Case #00129716: At Sutter Health we have been ... [ref:00D3Txo.50047g8Ct:ref]</p> <p>Hi Sally,</p> <p>I apologize for the issues that you are having. At any time, did you print the presentation that you are working on? We recently discovered an issue with PowerPoint that would cause audio to be dropped out of the PPTA when you print. This is an issue with the "background printing" feature. Thus, I first recommend that you disable background printing:</p> <ol style="list-style-type: none"> 1. Select "Tools" - "Options". 2. When the "Options" multi-tabbed dialog box appears, click the "Print" tab. 3. Underneath "Printing options", uncheck "Background printing". 4. Click "OK" to close the dialog box.
05/12/09	<p>Demonstration of the slide presentation to a small group revealed not all of the newly added annotations stayed in the presentation; missing was the highlighted infusion decision tree, and the highlighted answer for an example. Jeff and Sally reviewed every slide and found the following problems:</p> <p>Slide 6 spheres missing even after trying to recreate, appear if you don't change the colors of the spheres, arrow needs adjusting.</p> <p>Slide 13 highlighted answer "B" missing. Corrected by re-doing highlight (need to save and close after doing the annotation).</p> <p>Slide 20 to be consistent added highlight to answer "B".</p> <p>Slide 42 highlighting missing from the various sections of the decision tree. Re-did each section.</p> <p>Slide 45 the "T" in the CPT is faded/incomplete (see slide 47 for correction process)</p> <p>Slide 47 the "T" in the CPT is faded/incomplete. The answer was set to blind in and had to be changed to fly-in to keep the letter "T" from fading off or being incomplete.</p> <p>Slide 49 the antibiotic #1 was upside down and the "P" in CPT was incomplete. The third IV bag is missing from the preview but is present on the power point. The Antibiotic 1 had to be re-typed twice before staying right-side up and the P was corrected by changing how it was brought in from blind to fly-in. Wrote Articulate about both the spheres and the missing IV bag.</p> <p>Slide 51 "A" from assign code is incomplete; corrected by changing how it entered the slide from blind to fly-in</p>
05/15/09	<p>From: Articulate Support [mailto:support@articulate.com] Sent: Thu 5/14/2009 10:52 AM To: W, Jeff Subject: RE: Case #00130882: Problem with graphics in Studio '09 [ref:00D3Txo.50047h0ja:ref]</p> <p>Hi Jeff,</p> <p>Thank you for allowing me the time to review your project files. I was able to isolate and correct your issue. Please see below.</p> <p>Slide 1 - There is a known issue when inserting a Radial Diagram where some of the elements won't be</p>

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	<p>displayed after publishing from Presenter. To correct this, right-click on the Radial Diagram place holder and select Save As Picture. After saving, delete the Radial Diagram and replace by inserting the Picture you just saved. Please note, this issue will only happen when using PowerPoint 2003. PowerPoint 2007 will publish the Radial Diagram as expected.</p> <p>Slide 2 - The blood pumping animation does not work because this inserted image is an animated .gif. This is an unsupported file type in Presenter. This would mean, you can still use them, they just won't animate when published.</p> <p>Slide 2 - The graphic on the left has somehow lost it's spatial integrity. Right-click this image and select Format Picture --> Size Tab then select the Reset button and OK to save your changes. Now rescale your image to the desired size and publish.</p> <p>Please reply to this email if you need additional help.</p> <p>Regards, DB Customer Support Engineer Articulate http://www.articulate.com/support/</p>
05/15/09	<p>We had asked Articulate not only about the missing graphics wondering why the IV bag pump is missing from Articulate but still appears in Power Point. On Friday Sally tried to see if the IV bag would appear and it didn't. Waited on trying the spheres with Jeff on Monday</p>
05/18/09	<p>Tried the steps to the spheres and it worked! IV bag still missing a note is sent to Articulate. A mini-demo of the presentation was presented to the ECS team and good reviews. Jeff still will be editing the volume of the slides since it varies a bit.</p> <p>See email below about how to get the IV Bag to work for Articulate. We tried it and it did work.</p>
05/18/09	<p>From: Articulate Support [mailto:support@articulate.com] Sent: Monday, May 18, 2009 1:19 PM To: W, Jeff Subject: RE: Case #00130882: Problem with graphics in Studio '09 [ref:00D3Txo.50047h0ja:ref]</p> <p>Hi Jeff,</p> <p>Thank you for the additional detail. As you observed, this issue is directly related to flipping the image in PowerPoint 2003. To workaround this issue, after flipping the image, right click the image and select Save as Picture... and choose a ping file format. Now delete the flipped imaged and then Insert --> Picture --> From File... and select the image you just saved. Please see alternate method below (might yield better results).</p> <p>Please note, this issue is not present in PowerPoint 2007 and my method from my last reply did correct the existing graphic in my PowerPoint Version 2003. I am not sure why this did not work for you. I did notice as you stated, if you flip an object and resize, the graphic will not publish. This appears to be a different issue then what was previously submitted.</p> <p>Alternate method for correcting a flipped image in PowerPoint 2003:</p> <ol style="list-style-type: none"> 1. Copy and paste the right image. 2. Right-click the flipped image and select Grouping -->Ungroup - You will be warned - "This is an imported image, not a group. Do you want to convert it to a Microsoft Office drawing object?" - Select Yes 3. Flip the image as you did by dragging the right image sizing handle across the image and to the left.

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	<p>4. Preview or publish.</p> <p>I believe this issue is occurring because of an unsupported image file. If this issue happens again, please use the method I described above.</p> <p>Please reply to this email if you need additional help.</p> <p>Regards,</p> <p>DB Customer Support Engineer Articulate http://www.articulate.com/support/</p>
05/21/09	Re-record slide 8 "Dermis section" will send to Jeff
05/22/09	Spent over an hour trying the various techniques for sharing files with others recommended by Articulate's tech support staff. It doesn't appear Jeff got the files. The files will go to the shared drive but Jeff doesn't have access to our Sutter Health shared drives. Jeff created an account on a website and Sally tried downloading the Articulate file (just slide 8). Learned on Tuesday (May 26 after Memorial weekend) that it didn't work and need to re-record slide 8 this time on audio file that Jeff has already edited.
05/26/09	<p>Re-recorded slide 8 but it took a while due to challenges with equipment. Important to note with Sally's laptop and maybe others too. Don't start up laptop with microphone plugged in and on. When you have micro plugged in as the system starts up it reconfigures the sound-max which results in no audio. I could see that there was recorded audio but could not hear it. To correct the problem, shut down system; unplug microphone; re-start system and the sound/audio returns to the laptop. Then plug in microphone to record.</p> <p>Re-recorded two sections on slide 8, the dermis and subcutaneous sections.</p> <p>Tips on adding the quiz to a recorded module in Articulate</p> <ul style="list-style-type: none"> -If you review the recordings of any slides go out of the presentation completely close it out. <i>(If you don't some or all of the recording from the last audio you reviewed will be on the quiz slide. It took several attempts to edit it off this slide. Probably because after editing the audio off the quiz slide I didn't close the module completely and return to add the quiz slide.)</i> -Then return to the presentation have the window open to either the last slide or the first slide, from here use the drop down Articulate menu to add quiz by selecting quiz maker. -Follow the steps to add the quiz that you have created earlier.
05/27/09	Audio Power Point with both the quiz and follow up survey (now the training module) are ready to go to HealthStream. Jeff and Sally published one copy of the training module to see if it would work; it did but don't have the http address to send it to from HealthStream. Will need to work with Joyce to load into HealthStream.

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05/29/09	<p>Worked with Joyce to load training module and its attachments (Memo on strappings and non-chemo infusion decision tree).</p> <p>Discoveries:</p> <ul style="list-style-type: none"> ▪ Kelly and Sally do not have the appropriate Administrative rights to HealthStream = cannot load any files into HealthStream. Contacted MM at HealthStream and Judy S. at Sutter Health University to get appropriate admin rights. ▪ Although you don't have to create a Certificate of Completion HealthStream will once you complete information ▪ Had trouble getting module to show in HealthStream we needed to number the files. We had two E-files come over (drop and dragged over to our Articulate published file into HealthStream's PDF folder) ▪ Not sure yet how or where to put the module's two attachments? ▪ Internal Audit review found one typo and had three simple content edits that required editing of the slide and some audio-recording to be re-done ▪ Several steps in HealthStream before module will be ready for publication or launching into system one key step is another review by a pilot group; internal audit volunteered to be our pilot group <p>Response from HealthStream not too helpful but we do discover that we need to do the following to avoid having problems with the module appearing on the screen. Need to number the HTML Player file by adding "001" it appears as 001_player.HTML this allows us to see the module but also give us two slides which our users could accidentally go to or access and find nothing. We then tried deleting the "index HTML" file and this works fine.</p>
05/31/09	<p>Slide edits completed (removed # off bottom of slide, CPR corrected, deleted one slide). Re-recorded and edited volume of three slides. One slide a bit trickier than the other two. Since the spacing was difficult to work in updated talking points and sound quality too differ from previous recording had to redo the last slide.</p>
06/1/09	<p>Still trying to find out how we would load the module's attachments that would make it easily accessible to our users/students. There is concern about using Articulate's software, will see if we can use HealthStream. Emails have gone out to HealthStream and Sutter Health University. Jeff is fine tuning the sound and looking into additional software for the team to use to adjust sound quality.</p>
06/5/09	<p>Attempted to demonstrate the training module at the Office of the General Counsel (OGC) meeting on very short notice. Discovered there maybe a challenge with showing the module in large rooms. Need speakers since the podium's speaker plug didn't allow the sound to be heard by the room. Will try this another time, possibly at the next Compliance Officers meeting in two weeks.</p>
06/8/09	<p>Based in numerous emails with HealthStream and super users at Sutter Health we are unable to load attachments into HealthStream. Used another copy of version 1.11.2 and added attachments through Articulate. Did both types of attachments a file (splints/straps/braces) and link (non-chemotherapy decision tree) and it worked. Next step was to load it into HealthStream this took a lot of time and had to create a new file. Found there are some directions in the HealthStream manual (starting on pages 43-54) that can be used. Issue now is that there are two modules in HealthStream. We will need to contact someone to see how to remove the older version. Also not sure how to direct users to print</p>

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	<p>up the attachments. Worked with Judy S. to have five members of pilot added to HealthStream, she will need notification that is it a go.</p>
06/11/09	<p>Worked with Joyce on the files in HealthStream. Now corrected but also realize there is not a way to instruct the users how to print the two attachments. Needed to add a slide which then leads to having to reload the course into HealthStream again (time consuming but it worked). The new slide (#3) doesn't have any sound just written instructions. Will have the pilot team test this out, it may not work. Contacted Judy S. after loading module, she did a few things at her end but all is well course will be available to the pilot group until June 17, 2009. Wrote a survey/comments form for the pilot team to use for any comments they might have about the module. Put this in our shared folder.</p>
06/12/09	<p>Notified pilot team that course was available (note to Sally) be sure to cross reference the dates on both documents before sending. Shorten the group by a day in the email and notified them by email of the difference. Internal Audit is still going to do it today based on their schedule.</p>
06/17/09	<p>Way ahead of schedule now all but two sent response back. The two that didn't had discussed module with us earlier. Reviewed the pilot team's comments summary with DDQ team. Based on comments two edits were done to the ED module. Republished in Articulate and will learn how we add the new version to HealthStream.</p> <p><u>Summary of discussion with SHU</u> on how in HealthStream can we run reports on test results (person's score) and analyze the post-test survey? Discovered that you can't run any reports about the tests or the survey if the test and survey were not built in HealthStream. Will now need to research the most efficient workflow to accomplish this build and will need to remove the quiz and survey from the Articulate file and republish in Articulate before re-publishing in HealthStream</p>
06/19/09	<p>In Articulate created a new version of ED training that doesn't have the quiz or survey attached. Then republished in Articulate. Reviewed manual to see how to change file in HealthStream. Can't quite figure if I just need to remove the two slides of the quiz or can I just delete the slides by using the editor in HealthStream and republish or do I need to retire the whole file and download the Articulate file and republish in HealthStream?</p> <p>Sent application for CEUs from AHIMA for coding staff. Understand that if AHIMA approves CEU American Academy of Procedural Coders (AAPC) will accept CEUs too. AHIMA wants to be able to access course E-learning to review but still requests Power Points, all handouts, instructors CV, and a fee. We will request CEUs for July 1, 2009 since there is a delay in the coding community knowing about the course. (This does allow for plenty of time and AHIMA approval turn around time is approximately one week. AHIMA decides not to access E-learning course-worked out for the best we had technical challenges with external (non-Sutter staff) accessing HealthStream.</p>
06/22/09	<p>Checked with HealthStream support and they are unsure of how to run reports in HealthStream (thankfully found it in the HealthStream manual) and have no suggestions on whether you can download a file into FTP folder and over ride the previous file in the folder.</p> <p>Decided to email a Sutter Health HealthStream super user Sam on if there is anyway to do this easily and discover there is not at this time but HealthStream is planning an update within the next year or less. Sam suggested deleting the older version file Articulate file from the HealthStream FTP folder. Jeff and Sally discuss this suggestion it appears by deleting the file we still might not be able to run the post-course reports in HealthStream. We may need to create a whole new folder in FTP. It is</p>

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Date (2009)	Entry/Experience/Finding
	important that we be able to run reports on students/participants scores and analyze survey responses. Jeff and Sally to regroup on the 23 rd .
06/23/09	Decided it is best to create a new folder in FTP for the course, add the new Articulate course (without a test or survey attached) then create a test and post-survey in HealthStream. This will be the only way we can monitor who has taken the test, their scores and responses on the post-course survey. Find adding the test questions, their answer selections painfully slow and difficult. The text doesn't line up which would be distracting to students taking the test. Contacted Sam who provides a great tip, drop the test in word into Notes then copy into HealthStream, it works! This speeds up the entry of the test and survey into HealthStream.
06/25/09	<p>Course is published in HealthStream and ready for either self-registration or being assigned by one of the SH Educators. Emailed course announcement to Health Information Management Directors & Coding Supervisors, Sutter Health Educators and Compliance Officers.</p> <p>Received emails from Educators wondering where course was located in HealthStream and helped them locate it. Educators are not used to having a course that they cannot alter/specialize for their facility. Usually add a new slide at the beginning of a course listing the hospital/facility name not Sutter Health. After this was explained educator group they are willing to accept the slides as is.</p>
6/25/06/25/09	Book edition of course is being worked on using print-out of slides and script from E-learning course.
07/09/09	Starting RN Documentation for Infusion Therapy twenty minute course by incorporating previous on-site power points, reviewing audit findings, coding guidance material and contacting nurse managers that have been helpful with training materials in the past. Older PowerPoint presentations have easily copied into Articulate. Start writing script for slides and share this with content reviewers. Can't receive board of nursing (BRN) CEUs since course is less than one hour.
07/13/09	Now storing published ED CPT Coding presentation on shared drive
07/14/09	When adding attachments you can attach the file with its name which then gives you the title of attachment to match.
07/14/09	<p>IMPORTANT when publishing in Articulate... need to do the following steps:</p> <p>Make two copies of the final; title one without. speaker notes this will be the one you publish to HealthStream.</p> <p>Second copy title with speaker notes. Keep both copies for our records.</p>
07/15/09	Jeff found on the Articulate Users page the names of two software applications that help balance the sound quality out on the recorded slides. We will use it when editing RN Infusion course.
7/25/09 – 07/30/09	Recording RN Infusion course. Find that recording in small room with recording table surrounded by high-back chairs that have blankets covering them helps balance the sound.
08/4/09 – 08/07/09	Finished editing RN Infusion course nearly ready for publication next week. Used the new audio-editing process but must do it on home computer since information services won't let us download free software onto our SH PC/laptops. Using Leveler and Audacity for editing. Learned need to wait until all recording done before editing the audio. The additional editing of the recording has improved the quality of sound on the slides it is worth the few extra steps!
08/13/09	Published course in HealthStream this time have allowed student to read the speaker's notes if they

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	wish. In the process of changing format of slides which will reflect our marketing colors and look. The ED course in HealthStream (e-Learning) still has dark blue background but hard copy is going out with the new look. This course doesn't have a post-test or survey but initial response from nursing management is positive.																														
08/17/09	Starting Infusion I for coders using previous training materials, updating them where needed, reviewing coding guidance and auditing findings.																														
08/20/09	Need some training on the HealthStream reports; have some data but believe by reviewing the manual there are more reporting possibilities. Have arranged for a super user to train us on the numerous reports we can do in HealthStream																														
08/31/09	Received training on the various reports that can be done on HealthStream which are very helpful and can be scheduled to run either daily, weekly monthly or annually.																														
09/15/09	Published Infusion Therapy I for Hospital Based Infusion Centers used the new color and orange wave format for slides, allow the student to access the notes (can read along), used new IV bag clip art, added quizzes within the course to break up the pace of the training.																														
09/23/09	We have assumed that the HIM directors and coding leadership would let their coders know that the courses were available for AHIMA CEUs. We have determined that the message has not been well communicated in the hospitals. Going forward, when we receive an email or a phone call from a coder we will let them know about the courses and ask them to pass it along to their co-workers. Lesson learned: Never assume everyone knows what you're doing.																														
9/25/09	<p>Created a list of the animations in PowerPoint and if it functions in Articulate and HealthStream after it is published</p> <table border="1" data-bbox="370 1146 1175 1528"> <thead> <tr> <th>Type</th> <th>Articulate</th> <th>HealthStream</th> </tr> </thead> <tbody> <tr> <td>Dissolve in</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Fade in</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Fade out</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Fly in</td> <td>Yes</td> <td>Yes</td> </tr> <tr> <td>Unfold</td> <td>No</td> <td>No</td> </tr> <tr> <td>Shrink/Grow</td> <td>No</td> <td>No</td> </tr> <tr> <td>Color Typewriter</td> <td>No</td> <td>No</td> </tr> <tr> <td>Ease in</td> <td>No</td> <td>No</td> </tr> <tr> <td></td> <td></td> <td></td> </tr> </tbody> </table>	Type	Articulate	HealthStream	Dissolve in	Yes	Yes	Fade in	Yes	Yes	Fade out	Yes	Yes	Fly in	Yes	Yes	Unfold	No	No	Shrink/Grow	No	No	Color Typewriter	No	No	Ease in	No	No			
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