



InService Solutions

Annual Meeting Notes

November 4, 2015

Hello Everyone,

I want to thank all of you who took part in our annual InService Solutions meeting on November 4th. We enjoyed a good discussion, and several persons said they learned something by listening to fellow InService Solutions administrators' special situations and solutions. For those of you who were not able to attend, I'd like to update you on some of the discussion through the notes I took at the meeting:

Welcome and Introductions

Some exciting updates from attendee organizations include:

- The Family Health Network, a central New York Federally Qualified Health Center (FQHC) organization is opening a new pediatric center. They are also looking to separate their InService Solutions user base into "Groups" in order to assign the courses in different ways. I will be meeting with them to help them accomplish this.
- The Institute for Family Health, A FQHC with 29 locations in the NYC and mid-Hudson areas has recently revamped and combined 16 individual InService Solutions courses into 8 individual courses to streamline their training process. They consulted with their partners to make sure they were still covering required trainings and topics in this condensed version.
- The Syracuse Community Health Center is looking to create some modules specific to "new-hires" on InService Solutions.

HW Apps Introduction

CNYAHEC Center Director, Ashleigh McGowan, presented the new HWApps.org platform. A new and improved InService Solutions will eventually (2016-2017) be housed on this platform. Among other current uses such as facilitating a workforce strategy for DSRIP, HWApps.org is a social networking platform for health workforce development. We are hoping to engage InService Solutions administrators by creating an online InService Solutions community where we can communicate and learn from each other.

Instructions on how to join the health workforce community were handed out at the meeting, and I've included them as an attachment to this message: the **HWApps Community Guide for ISS**. ISS administrators can begin using the platform now by going to www.hwapps.org, clicking on [Register](#) and creating an account, and then joining the [InService Solutions group](#). Once you've created an account and joined the group you can:

- Send and receive messages to individuals or groups. Messages can be public or private.
- Read and participate in Forums - Several forum thread topics have been created for discussion in the InService Solutions group on the platform. Click on Forums, and view them by Topic. This is where we can communicate about these topics, or you can create a new topic here.
- View How-To documents for InService Solutions. I will be posting them in the Group Documents folder. A copy of the HWApps Community Guide for ISS can be found there.
- Choose whether (or not) to receive notifications from the group as they happen, on a daily or on a weekly basis.

Course Updates/New Courses for 2016

We reviewed the current course topics, and no overall changes to the courses were noted as yet for 2016. It was suggested that as the year progresses, some changes may be discussed. Please notify me via the HWApps.org portal [I Need Changes Made to A Course forum](#), and I will make the changes to your courses as you send them to me. As I receive substantial content changes from individual organizations, I'll post notes about it in a forum to let you know about it, in case you are interested in making this change in your course.

InService Solutions

We discussed the new law about EMV credit cards/machines that took effect on October 1, 2015, to see if it needs to be addressed within InService Solutions, particularly the Electronic Security course. Ann Homer from the Family Health Network is checking into this for her organization. If Ann provides an update to the course, I'll let everyone know so you can review the changes to see if it's something for your organization.

The Family Health Network uses their own version of the Infection Control course on InService Solutions. The course meets the needs for their nurses' licensure and includes Donning and Doffing. They are willing to share this course if anyone wants to take a look at it. A PDF version of this course will be posted on the HWApps.org portal in the Documents List. If you are interested in getting a version of this course for your organization, please let me know through the [Content Sharing forum](#) on HWApps.org.

The usefulness of a Health Literacy course on InService Solutions is being considered, and Christopher Babb from the Institute for Family Health is taking this question back to his organization for discussion. If this progresses, we will be looking for a partner or provider to help us find the content for this course. If you are interested in a Health Literacy course or have content you would like to share for a Health Literacy course, please provide that information in the [Creation of a Health Literacy Course forum](#) on HWApps.

We are exploring the idea of developing a new Social Media course for 2016-2017. Anyone interested in or having content for developing a Social Media course, please leave your comments on the [Social Media Course forum](#) on HWApps.org.

In order to make courses more engaging, we discussed adding videos that show examples of things like workplace violence and HIPAA violations that we can add to InService Solutions courses. If you have examples or video content that you could share, please tell us about it in the [Content Sharing topic on the HWApps forum](#).

Compliance Training Management

Some requests noted at the meeting for future InService Solutions system:

- A way to disable users in bulk
- The ability to work with multiple groups in all reports
- The ability to work within multiple compliance years
- The capability to track/input face-to-face trainings within the system
- The capability to send mass emails from InService Solutions reports

We are looking into implementing these requests, and we would like to continue to hear your suggestions for the future InService Solutions system. Please check out the [Suggestions Forum](#) on HWApps where you can leave your thoughts and requests there.

We are really looking forward to strengthening our relationships with you by being responsive to the needs of your healthcare education and training through the new HWApps portal. I hope you'll want to take part in this new method of communicating too! If you need help with getting registered to use HWApps.org or finding the forums, please let me know and I'll be happy to assist.

Best Regards,

Judi Wesser

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Education & Training

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