

The logo for the American Immunization Registry Association (AIRA) features the letters "AIRA" in a white, stylized, sans-serif font. The letters are set against a solid purple rectangular background. The "A"s are slightly larger and more prominent than the "I" and "R"s.

AMERICAN  
IMMUNIZATION  
REGISTRY  
ASSOCIATION

Immunization Information Systems for a New Era

# Provider Training Workgroup

## AIRA Education Steering Committee

Jenne McKibben, OR

Phyllis Bourassa, CO

Linda Stremming, CO

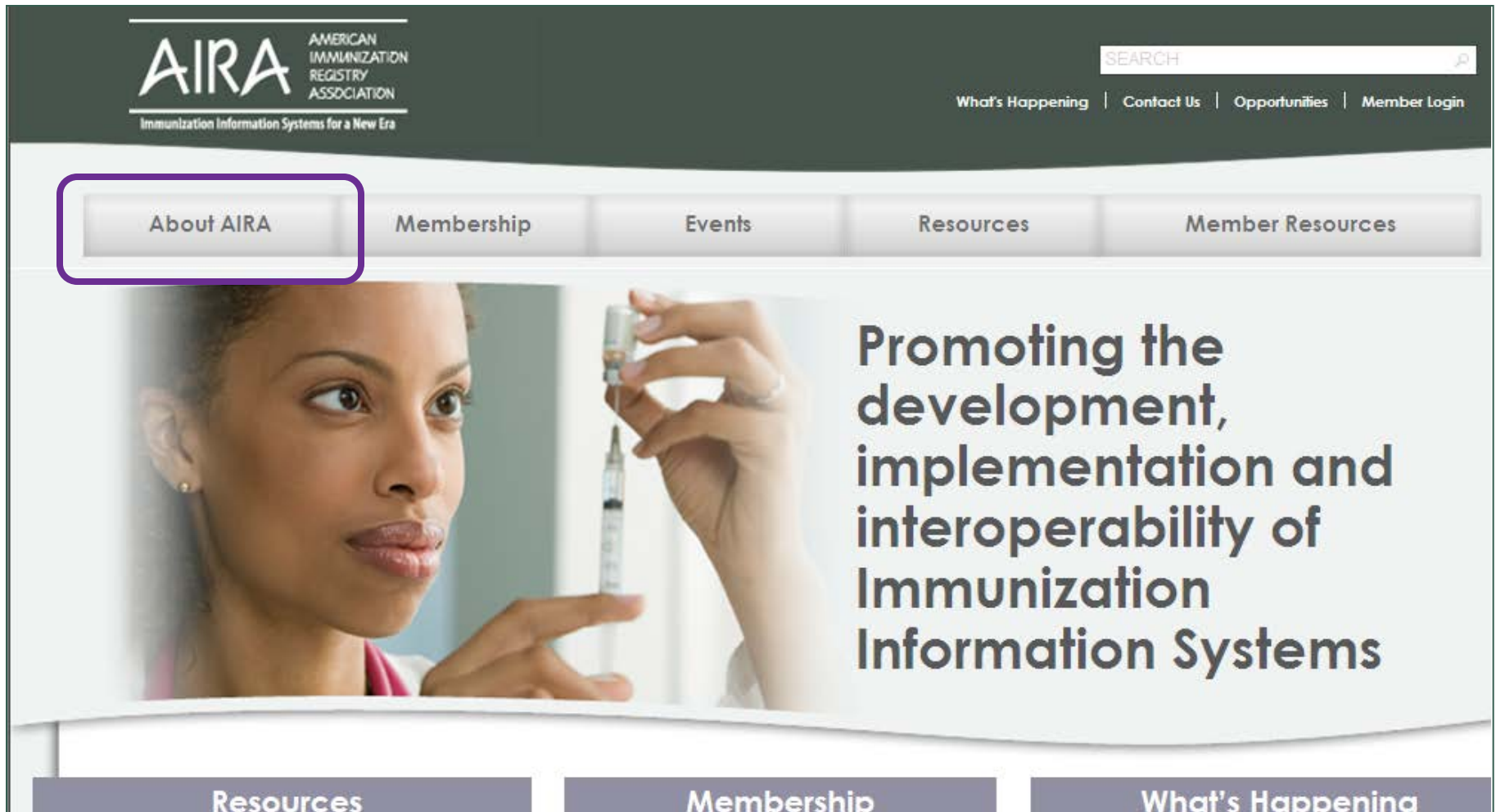
# Session Goals

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- **Learn more about AIRA**
- **Realize how easy it is to participate in AIRA**
- **Brainstorm training resource needs**

# AIRA Website

<http://www.immregistries.org/>



The screenshot shows the homepage of the American Immunization Registry Association (AIRA). The header features the AIRA logo on the left, a search bar on the right, and a navigation menu with links for 'What's Happening', 'Contact Us', 'Opportunities', and 'Member Login'. Below the header is a main navigation bar with buttons for 'About AIRA', 'Membership', 'Events', 'Resources', and 'Member Resources'. The 'About AIRA' button is highlighted with a purple border. The main content area features a large image of a healthcare professional holding a syringe, with the text 'Promoting the development, implementation and interoperability of Immunization Information Systems' overlaid on the right. At the bottom, there are three dark grey buttons labeled 'Resources', 'Membership', and 'What's Happening'.

**AIRA** AMERICAN IMMUNIZATION REGISTRY ASSOCIATION  
Immunization Information Systems for a New Era

SEARCH

What's Happening | Contact Us | Opportunities | Member Login

About AIRA | Membership | Events | Resources | Member Resources

Promoting the development, implementation and interoperability of Immunization Information Systems

Resources | Membership | What's Happening

# AIRA Committees

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AIRA Home > About AIRA > Committees

Facebook Twitter Email Print Plus 0

## Committees

The majority of AIRA's activities are carried out by members who participate on AIRA standing and/or ad hoc committees or workgroups. Current standing committees include:

### Assessment Steering Committee

The ASC develops Standards of Excellence and indicators for a comprehensive self-assessment and measurement process for overall IIS operations improvement.

### Education Steering Committee

The ESC promotes standards and best practices through informational and educational activities, using both face-to-face meeting opportunities as well as electronic communications.

### Committee Members!

You can access call-in information, agendas, minutes and other meeting documentation by visiting the committee pages in the Member Resources section

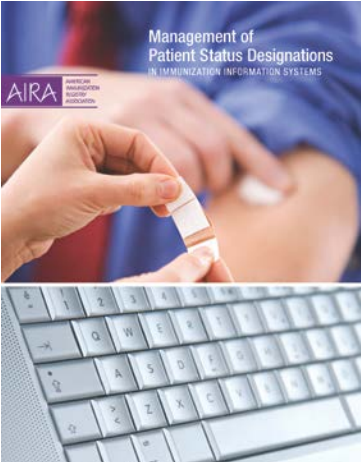
VISION & MISSION  
OFFICERS & BOARD OF DIRECTORS  
**COMMITTEES**  
Education Steering Committee  
Modeling of Immunization Registries Workshop  
Assessment Steering Committee  
Standards & Interoperability Steering Committee  
STAFF  
AIRA SPONSORED AWARDS & HONORS  
ORGANIZATIONAL

# Modeling of Immunization Registries Workgroup- MIROW

- **A forum for collaboration among IIS stakeholders and experts**
- **Analyze existing practices, brainstorm new approaches, develop consensus-based best practice guidelines**
- **Business analysis & modeling techniques to develop and document best practice recs**



# Modeling of Immunization Registries Workgroup- MIROW



# Assessment Steering Committee

- **Develop an IIS assessment tool to measure data quality**
- **Implement an IIS assessment test pilot and analyze results**
- **Develop a business plan which includes recs for on-going & future performance of IIS assessments**



# Assessment Steering Committee

## Overview & Charter

The ASC develops Standards of Excellence and indicators for a comprehensive self-assessment and measurement process for overall IIS operations improvement. See the **ASC Charter** for more information about this committee.

## Chairs

**Debra Warren, Healthier Shull**

## Meeting Schedule

The ASC meets the 1st Tuesday of every month from 2:00 pm – 3:00 pm ET (11:00 am – 12:00 pm PT)

## IIS Self-Assessment Tool

- **IIS Self-Assessment Tool, v.1**

## Committee Members!

*You can access call-in information, agendas, minutes and other meeting documentation by visiting the [Member Resources/Assessment Steering Committee](#) page.*



# Standards & Interoperability Steering Committee

- **Tech support & guidance to interoperability efforts**
- **Liaison between national organizations involved with interoperability & IIS community**
- **Tech resource for AIRA community**
- **Web Services and Real Time Data Exchange Workgroup**



# Web Services & Real Time Data Exchange Workgroup (SISC)

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- **Forum for the IIS community to discuss technical & policy aspects of implementing web services for real time data exchange**
- **Share technical resources, e.g. specs, implementation guides, & best practice documents**
- **Support the IIS community's efforts towards real-time data exchange with EHRs**

# Standards & Interoperability Steering Committee

## Standards & Interoperability Steering Committee

### Overview & Charter

SISC provides technical support and guidance to interoperability efforts of AIRA members and the IIS community. They act as a liaison between national organizations involved with interoperability like ONC and others and serves as a technical resource for AIRA members and the IIS Community. See the **SISC Charter** for more information about this committee.

### Chairs

**Emily Emerson, Rob Savage**

### Meeting Schedule

The SISC meets the 2nd Wednesday of every month from 1:00 p.m. – 2:00 p.m. ET (10:00 a.m. – 11:00 a.m. PT)

### HL7 Implementation Guide

The SISC is responsible for oversight and review of the **HL7 Implementation Guide for Immunization Messaging**

### Committee Members!

You can access call-in information, agendas, minutes and other meeting documentation by visiting the [Member Resources/Standards and Interoperability Steering Committee page](#).

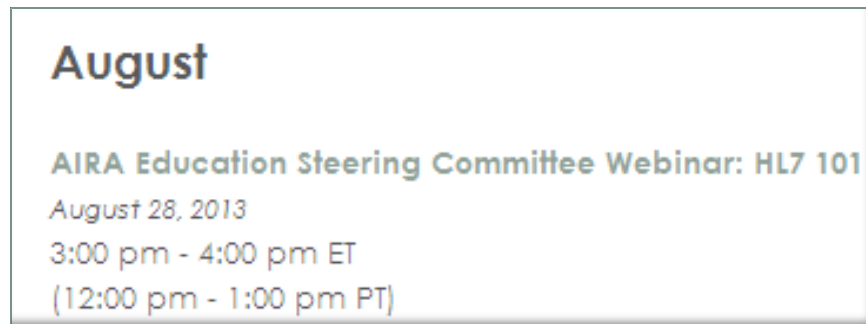
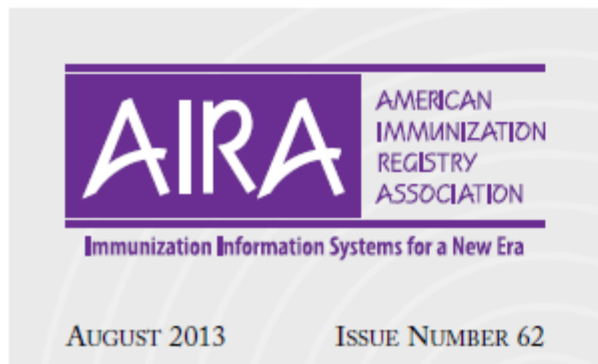
# Education Steering Committee

**Promotes standards and best practices through informational and educational activities**

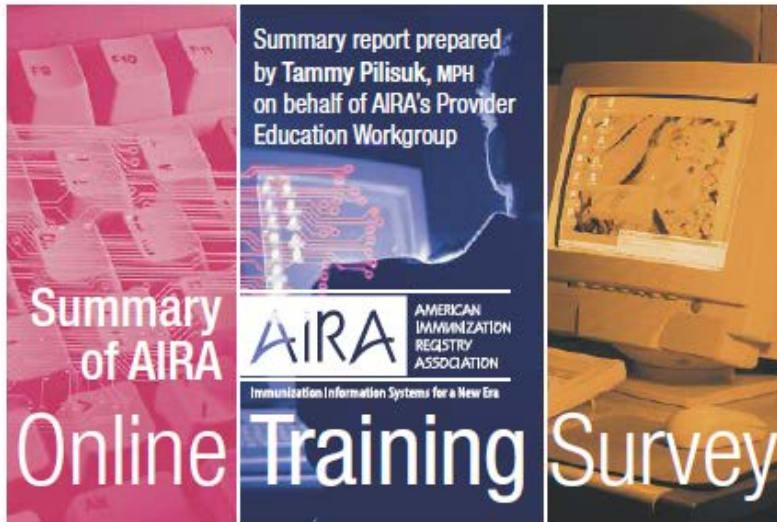
- **Snapshots**
- **AIRA Webinars**
- **Assist in planning national and regional AIRA meetings**
- **Curriculum development resource**
- **Provider Training Workgroup**



# Education Steering Committee



# Provider Training Workgroup (ESC)



## Introduction

**58** AIRA member IIS contacts responded to AIRA's survey in January 2013 (includes some US territories and metropolitan IIS regions). All indicated that IISs do provide training. But what this means and how it is approached may differ substantially from one IIS program to another. Most IIS training is customized to the particular software. Training is *mandatory* for only 50% of respondents.

Learning more about training and how to integrate improvements and upgrades may prove useful as 25 (69%) of respondents said they plan to make changes or upgrades in the next one to two years.

# Workgroup Members

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**Co-chairs: Tammy Pilisuk – CA  
Jenne McKibben - OR**

- **Janet Limoges - RI**
- **Cecilia Sandoval - CA**
- **Phyllis Bourassa - CO**
- **Alyssa Roberts – NC**
- **Chrissie Twomey – STC**
- **Gwen Navarrete – NV**
- **LeAnn Gaffke – MI**
- **Melody Hernandez – TX**
- **Jean Reo – NY State**
- **Michelle Ruiz - AZ**
- **Lynn Bryan – HI**
- **Shirley Huie – NYC**
- **Peggy Cooke – NM**
- **Rhonda Hirst - STC**
- **Ed Chao - MyVaxines®**
- **Tricia Charles – MA**
- **Karen Bigelow - MPHI**

# Core Objective 1:

## Assess training gaps & needs for AIRA members

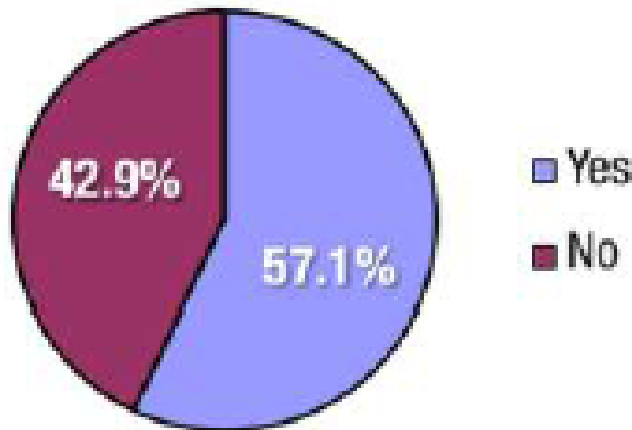
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- **Surveyed AIRA members in early 2013 about types of trainings and training tools currently used across the country**
- **Findings highlight broad spectrum of training approaches**
- **Findings show need to build capabilities in evaluating training success**
- **Findings also provide good opportunities to share and learn**



# Training Survey Results: Strategic Plans

**Exhibit 1. Does your IIS have a strategic plan that specifically addresses training users?**



- **Guides to write strategic plans**
- **Reasons to write strategic plans**

## Training Curricula

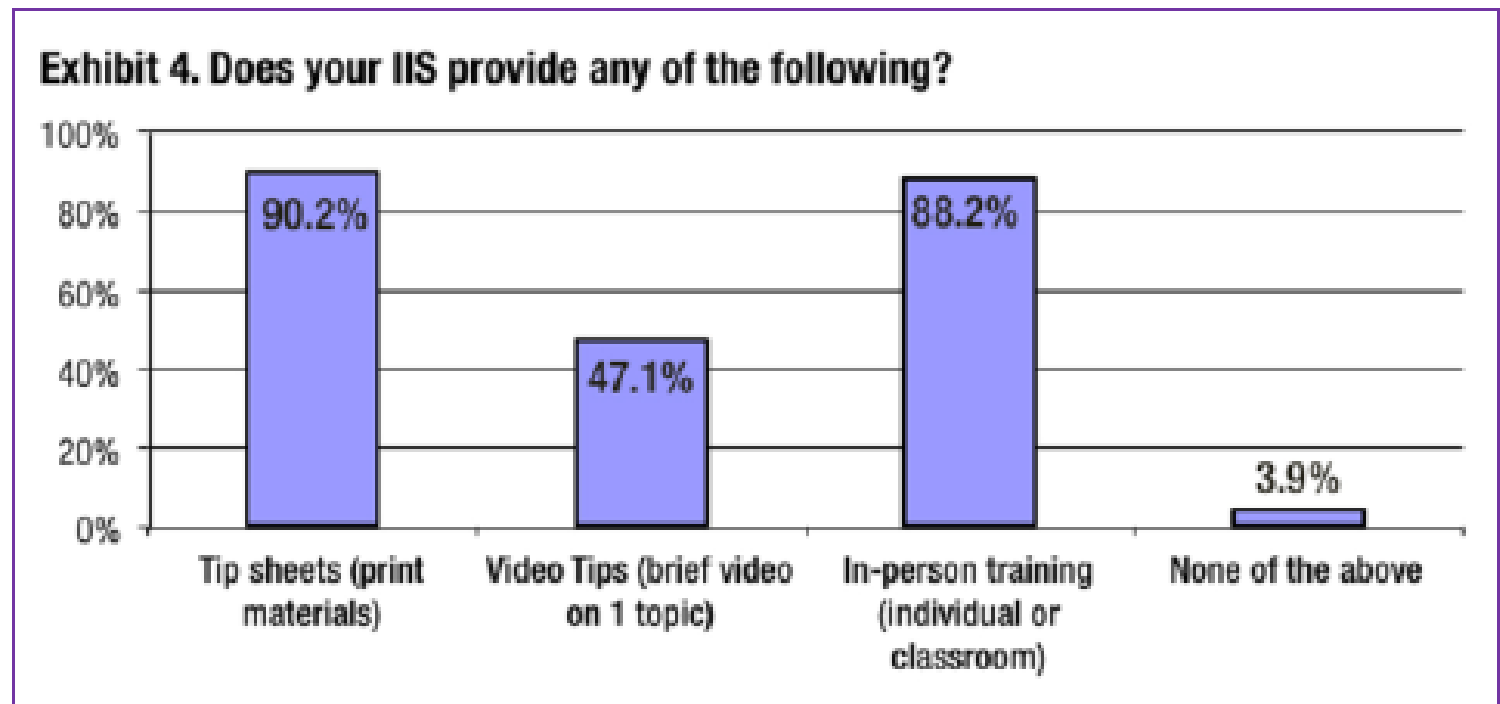
Exhibit 3. “My IIS user training covers these topics” (check all that apply):

Answer Options	Webinar	Online Module	Tip Sheet (Print)	Video Tip
Written agenda of topics to be covered	13	11	12	5
Stated learning objectives	15	13	12	6
What a registry does	14	12	21	5
Confidentiality and your state's rules for opt in or opt out consent or disclosure	16	8	17	2
Login/passwords	17	14	23	9
Creating a new patient IZ record	18	13	25	9
Searching for a patient	18	15	27	10
Preventing duplicate record creation	17	12	24	7
Adding new immunizations	18	12	26	9
Recording adverse reactions	12	7	18	5
Lookup of patient immunization status	18	13	27	9
Printing immunization record	18	13	27	9
Entering insurance/VFC eligibility status	16	9	23	7
Using report functions	16	7	24	7
Using reminder/recall	15	8	23	6
Ordering vaccines	9	7	13	6
Tracking vaccine inventory	15	9	22	7
Reporting inventory	12	6	17	4
Where to get additional technical support	15	11	25	9
None of the above	2	1	1	2
Other topics not included above (please describe)	–	–	–	–

**Implication:** Topics included in IIS training curricula vary greatly across programs. More topics are covered by tip sheets than in webinar classes or self-directed videos. It appears that IIS programs use a combination of training modalities to address common user topics. Some variations may be due to differences in IIS software applications.

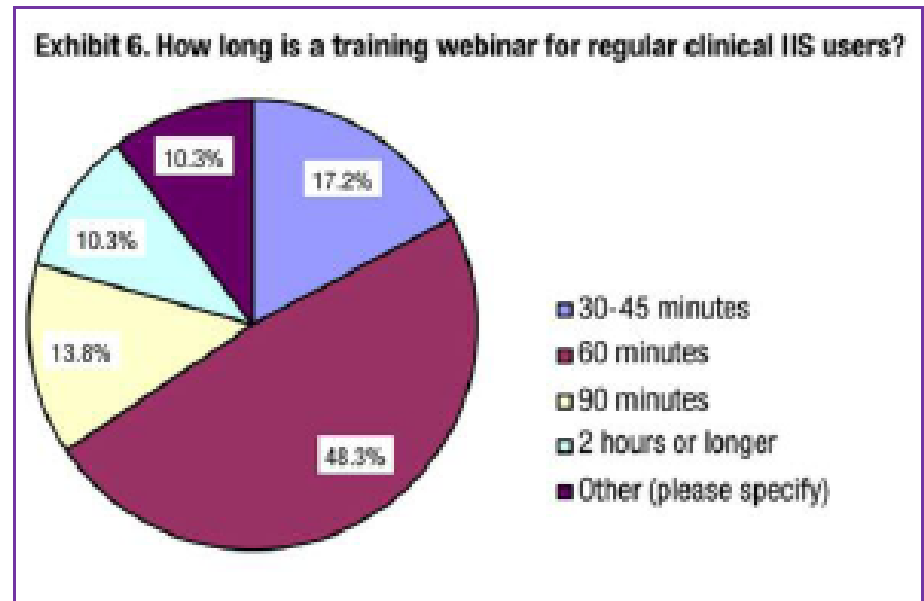
# Training Survey Results: Training Methods

- **Multiple methods are needed to train on all topics**



# Training Survey Results: Webinar Trainings

- **Training by webinar is the most common method used (61%)**
- **Most webinar trainings last 60 minutes**



# Training Survey Results: Self-directed Training Modules

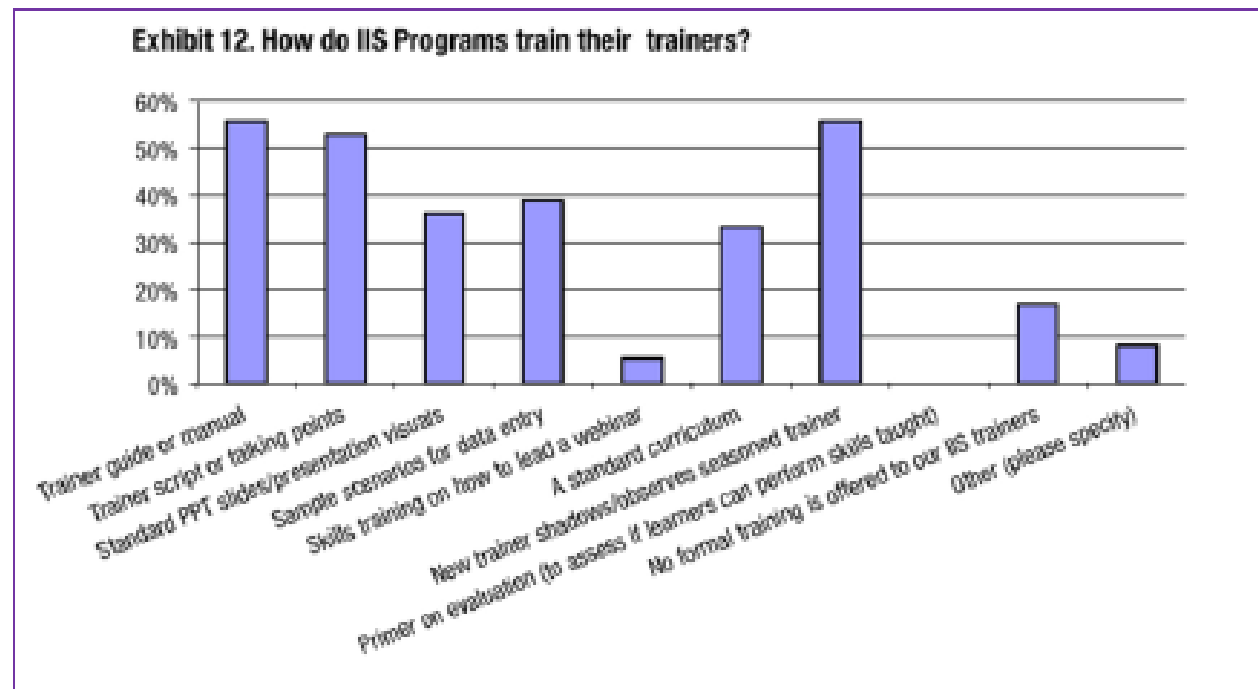
## Respondents:

- **50% said users could stop and return to the same location**
- **50% said users could track which modules had been completed**



# Training Survey Results: Train the Trainer

- Formalized train the trainer programs not common
- IIS trainers may need additional support in effective training practices



# Training Survey Results: Training Evaluations

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## Evaluation methods lacking

- Many IIS trainings have no evaluation methods
- Most use QA follow-up as evaluation
- Few used testing methods for evaluation

**Examples of standard evaluation metrics and guidance on integrating evaluation into IIS training may increase use of measurable evaluation in IIS training programs.**

# Training Survey Results: Training Module Sharing

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## Respondents:

- **30 provided trainer contact info**
- **18 shared links to tip sheets**
- **12 shared links to training modules**
- **8 shared links to video clips**
- **5 shared links to training webinars**

**Willingness and ability of IIS programs to share their training modules provides an opportunity for trainers to learn from each other.**



## **Core Objective 2:**

### **Provide a forum for IIS trainers to share best practices**

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- **State-specific presentations by IIS training specialists**
- **Explore training needs for both end users and IIS trainers [some cues from survey]**
- **Serve as advisors in recommending training-related education, resources or guidance as part of AIRA's Education Steering Committee**

# Workgroup Member Responsibilities

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- **Provide the community with basic, introductory knowledge of provider training models and tools**
- **Discuss and present personal experiences regarding barriers and successes with their training curriculum**
- **Respond to requests from AIRA members for training expertise (as time and resources allow)**

# Workgroup Member Benefits

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- **Peer learning/sharing**
  - Share current trainings
  - Practice presentation skills
  - Learn about other training opportunities
- **Opportunities to represent AIRA**
  - National Conferences

# Core Objective 3: Provide training support to AIRA members

The image shows a screenshot of the AIRA website's 'Resources' page. The navigation menu at the top includes 'About AIRA', 'Membership', 'Events', 'Resources' (highlighted with a purple box), and 'Member Resources'. A sidebar on the left lists various resource categories, with 'Provider Training' highlighted by a purple box and an arrow pointing to the main content area. The main content area features a 'Resources' header, an introductory paragraph, and a list of resource highlights. A dark green callout box with white text is overlaid on the page, stating 'Add new Training Resource page to website'. Another dark green callout box with white text and an arrow points to the 'Provider Training' link in the sidebar, stating 'Provider Training'. A third dark green callout box with white text is overlaid on the right side of the page, stating 'Best Practices: The MIROW Approach'.

**Resources**

AIRA Home > Resources

AIRA resources are made freely available to encourage health care providers and others interested in the advancement of immunization. Many valuable resources you will find in our newsletter SnapShots, MIROW blog and many others. Browse available resources to find what you need.

**Provider Training**

- New MIROW Chapter! Chapter 7: Data Quality Assurance in Immunization Information Systems: Selected Aspects
- AIRA White Paper - Recording Dose Level Eligibility in IIS, 2012
- AIRA 2012 IIS Meeting Presentations
- HL7 Implementation Guides for Immunization Messaging
- MIROW Best Practices

**Best Practices: The MIROW Approach**

MIROW employs a proven methodology to develop best practice recommendations. Check out the MIROW Brochure to learn more.

# Plans for AIRA website

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- **IIS Training Resources Chart**
  - IIS Training Contacts
  - IIS Training Types

**What do you think?**

# AIRA Committees

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- **Interested in learning more about AIRA committees?**

**Please leave your contact information on the appropriate committee sheet. Someone will contact you with more information.**

# Special Thanks

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**Phyllis Bourassa and Linda Stremming**  
**Colorado Immunization Information System (CIIS)**

# Comments or Questions?

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**Find a workgroup member while here in Denver or contact either co-chair:**

**Jenne McKibben**

**Oregon ALERT IIS Training Lead**

**Provider Training Workgroup Co-chair**

**[jenne.mckibben@state.or.us](mailto:jenne.mckibben@state.or.us)**

**Tammy Pilisuk**

**California Department of Health**

**Provider Training Workgroup Co-chair**

**[tammy.pilisuk@cdph.ca.gov](mailto:tammy.pilisuk@cdph.ca.gov)**