

PATCHWORK

Learning Management Systems (i.e., HealthStream) as a Step Toward Data Management for Hospital Librarians

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INTRODUCTION

Librarians today live and work in rapidly changing environments that present serious challenges to traditional roles, but these challenges can offer opportunities to serve in new and exciting ways. Networking with other information professionals is an important way to learn about such opportunities and to gain new perspectives and ideas. The Medical Library Association's Hospital Libraries Section ListServ is an excellent means of networking, and the value of making general inquiries to members is substantial. Every set of inquiries is really the beginning of data collection. Inquiries can lead to surveys; surveys can lead to the creation of relevant data and even meta-data that can be used to effect change. A simple inquiry by the authors at the end of May 2015 asked hospital librarians if they had an additional job focus such as continuing medical education (CME), learning management systems (LMS; i.e., HealthStream), or electronic medical records (EMRs). The majority of responses reflected much growth in the profession. Responses from medical library colleagues included

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- Archival roles
- Community health support and programs
- Evidence-based practice initiatives
- Magnet support, nursing school support
- Patient education
- Various rounding duties
- Every kind of database training to all populations
- Database support
- IRB (institutional review board) support
- Grant writing and support
- Research support
- Clinical librarianship to various hospital services

Many hospital librarians have moved into or acquired continuing medical education (CME) roles. This can include everything from actually applying for accreditation to ordering the food and every duty in between. Librarians who have taken on this role really have two jobs. The claim from administration goes something like this:

It will only take a few hours of your time.

Whatever the level of involvement in CME, the basic skill of organizing information is immediately applied, resulting in the management of CME data.

None of the respondents to this inquiry mentioned participation in work on electronic medical records (EMRs) or learning management systems (LMS). EMRs will be discussed at another time. This article is about involvement in an LMS, specifically HealthStream.

LEARNING MANAGEMENT SYSTEMS

According to SearchCIO on the TechTarget Network (<http://searchcio.techtarget.com/definition/learning-management-system>),

A learning management system (LMS) is a software application or Web-based technology used to plan, implement, and assess a specific learning process.

The Joint Commission mandates a certain level of learning for accreditation. According to the *2010 Joint Commission: Key Standards & Requirements Survey Readiness Handbook*, institutions are expected to create environments of care and to build life safety skills and a general understanding of emergency management for all staff. A LMS provides tools for planning courses,

implementing courses, assessing staff competence by taking the courses, as well as monitoring the system for measuring improvement. Once an LMS is purchased, courses are offered or created on an LMS to meet the Joint Commission requirements. Every institution undertakes the education of its staff by

- Policies and procedures
- Orientation of new hires
- Orientation to new procedures, equipment, information, etc.
- Staff meetings
- Publications (newsletters, posters, internal advertisements—TV and video—e-mails, social media, etc.)
- An evaluation process
- And, yes, annual learning on an LMS

Everyone who works in an organization is responsible for the vision, mission, and the physical safety of all. The course content that is offered on an LMS comes directly from the Joint Commission. The established areas for courses are

- Security and emergency codes
- Hazardous materials and waste
- Equipment safety and usage
- Safety training
- Fire response

Each institution can create courses that meet mandates of the Joint Commission as well as cover the local issues identified by the institution as necessary for maximum security for patients, staff, and visitors. The courses are designed to imprint actions that will be needed in given situations.

WHAT IS HealthStream?

HealthStream is a learning management system with a huge capacity to service any size institution and its course presentation needs. It offers courses already created and the ability to create courses. HealthStream was founded in 1990 and is based in Nashville, Tennessee. The URL is <http://www.healthstream.com>.

There are two levels of entry to HealthStream. First, there is the student access. Everyone taking courses on HealthStream is considered a student no matter what their job title is. Each individual institution determines how staff will sign on to HealthStream. In most cases, it is the employee identification number, in whole or in part, used for both ID and password. The login



FIGURE 1 Sign-in page.



FIGURE 2 My Connections page.

screen is a universal login no matter which organization is using it. The organization logo can be added above the login for branding.

Once a student signs in, a personalized page appears with the person's name in upper the left hand corner (Figure 1).

HealthStream is seen as a lot of things in organizations, but when the staff sees it as a benefit, it will become an integral part of staff development. The tabs at the top offer an organized learning experience.

My Connections (Figure 2) is a place for the organization to showcase new services, products and events.

My Learning is where all the current mandatory courses are listed. The title of the course is the live link to the course and any testing that is required (Figure 3).

Once a course is taken and all requirements are met the course title moves automatically to My Transcript. My Transcript lists all courses taken, and a customized printout can be created for staff records or proof of completion for staff evaluations. The transcript also lists the date and time it took to take the course (Figure 4).

The benefits of HealthStream are many.

The Catalog tab offers the organization's free courses to staff for skill development (Figure 5). In-house classroom courses can also be listed in the catalog. Courses are listed alphabetically or by category. They can also



Assigned Learning

Name

[2015 - HH Deaf and HOH Education - Hartford Region](#) 

All assignments are due at midnight, Eastern Time.

You are enrolled in this course. Click the "Course Overview" link above to review the course description, learning objectives, and all available CE credit prior to beginning the learning activities below. (For CE Credit Information, scroll down.)

Learning Activity	Status	Score	Last Accessed
2015 - HH Deaf and HOH Education - Hartford Region 	Not Yet Started		
2015 - HH Deaf and HOH Education - Hartford Region - Test	Not Yet Started		

FIGURE 3 Sample of courses available on My Learning page.

17 24:06

Name	Est. Time*	Completion Date
2015 - HH Deaf and HOH Education - Hartford Region	1:05	06/29/2015
2015 - HH Brain Death Examination Education	1:00	06/29/2015
2015 - HH Workplace Violence Awareness and Prevention Education	2:00	05/20/2015
2015 - HH Infection Control Education	2:00	05/20/2015

FIGURE 4 My Transcript page.

[Catalog](#) | [CE Center](#) | [Inservice Center](#) | [My Profile](#) | [Employee ID log in reminder](#)

Introducing: **Wound Care Resource Center**  [Learn More](#)

 [Alphabetical](#) | [Category](#)

Search In Browse Category

FIGURE 5 Catalog.

be searched by key word. There are hundreds of courses available from HealthStream.

Finally, organizations can offer CE and in-service programs for credits. These services can be a huge financial savings and investment. Staff using

HealthStream can store basic information as well as keep track of licensure in the My Profile tab.

HOSPITAL LIBRARIANS' ROLE

Involvement for hospital librarians is at the administrative level of HealthStream. A hospital librarian who becomes an administrator for HealthStream is instantly managing all the data and educational information assigned to the learning management system. The bar below shows the basic administrator access tabs (Figure 6).

Under the People tab, the administrator manages all the information pertaining to keeping the staff/student records current. A HealthStream administrator can also call on others to become administrators to help with specific tasks and special projects (creating reports, monitoring courses, monitoring student groups, etc.) (Figure 7).

The Courses tab is a management tool for all the courses an institution plans to use throughout the system for regulatory education. This tool provides an opportunity for librarians to network with educator stakeholders who want to have precise content available to meet the Joint Commission standards as well as the organization's standards for excellence (Figure 8).

The Education tab puts the librarian in direct contact with all staff. This tab and its services provides an opportunity to be in touch with how the system affects staff and creates a chance to build customer service skills (Figure 9).

The largest part of HealthStream is the Reports function. As staff complete mandatory assignments, reports can be generated help managers assess completion statistics for their departments and librarians



FIGURE 6 Tabs on the Administrator bar.



FIGURE 7 People tab showing options.

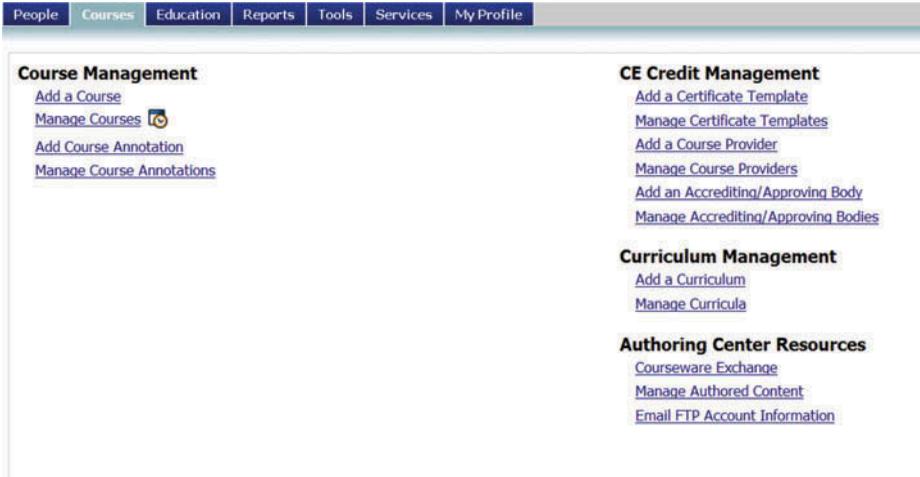


FIGURE 8 Courses tab.



FIGURE 9 Education tab.

gain overall knowledge of the effect HealthStream has on the institution (Figure 10).

The Tools and Services tab can be a foundation for expanding the use of HealthStream. A department that has never posted a course on HealthStream might find it very useful to see its course published and class offered to staff in a very efficient way. Posting a course on HealthStream gives the user a way to give a course to staff who might never participate in anything beyond the mandatories. Commercial courses on HealthStream, such as the Heart Code courses, can be programmed to use simulation dummies to assess skills. Tests can be created to measure learning and all learning can be reported. This feature is especially useful when a state or national organization asks for reports on the accomplishments of an organization's staff.

My Profile is the business profile of the administrator.



FIGURE 10 Reports functions.

CONCLUSION

Librarian involvement in the LMS is a logical fit. Libraries support education programs with resources and services for staff and students. Many librarians provide bibliographic or computer instruction or teach classes on related topics such as evidence-based literature review. Managing the LMS component of the learning and development program can bring the librarian into closer alignment with the organization's goals and objectives. Adding HealthStream Administrator to a job description brings a totally different skill base that can be marketed as a stand-alone resource position or in conjunction with library skills.

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