Alert Watch and Response Engine (AWARE)

**Administrator Training Manual**



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Prepared by Harris Corporation

CLIN 0009AB

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# How to Use This Manual

## Purpose

This document provides an overview and suggested general process for conducting training on the Alert Watch and Response Engine (AWARE) suite of applications.

## Audience

This document is intended for whomever is designated as a trainer at the site. This may include, but is not limited to: Clinical Application Coordinators (CACs), Automated Data Processing Application Coordinators (ADPACs), “Superusers” (users experienced with a particular application), or personnel at the site’s Education Department.

The package named “AWARE Version 1.1” consists of the following files to describe this release:

# Overview of AWARE

AWARE is a set of modular updates to the Computerized Patient Record System (CPRS) and to the critical alert tracking workflow. It will initially be implemented at two beta test sites: Charleston, SC and Long Beach, CA Veterans Affairs Medical Centers (VAMCs).

The AWARE project’s main focus is to assist in the tracking of critical alerts suspicious for malignancy and to verify timely follow-up, with the overall goal of improving patient outcomes. Initially, AWARE will focus on four types of critical alerts, all of which can be considered pre-cancer indicators: Prostate-Specific Antigen (PSA), Fecal Occult Blood Tests (FOBTs), Abnormal Mammograms, and Abnormal Imaging.

AWARE consists of four main components, the Alert Prompt and Follow-Up Action Tracker, the Alert Cache Viewer, the Knowledge Base (KB) Editor, and the Quality Improvement (QI) Tool. Each AWARE component has its own set of training materials.

## Alert Prompt and Follow-Up Action Tracker

### Description

An update to CPRS that prompts clinicians to respond to critical alerts that have not been followed-up or for which the follow-up is late, and provides a means for clinicians to log follow-up actions that have been performed.

### Primary End User Groups

Clinicians, Nurses, and Nurse Practitioners

### Training Materials

CPRS Integration User Guide (document), AWARE Alert Tracker Training (slides)

The training covers how the Alert Tracker functions, reasons why the Alert Prompt may appear in the course of responding to alerts, and how to use the prompt to post follow-up notes on patient charts.

## Alert Cache Viewer

### Description

A web-based tool for clinicians and supervisors to review information about recent alerts (from the past 30 days) and which alerts are late.

### Primary End User Groups

Clinicians, Care Team Leads

### Training Materials

Alert Cache Viewer User Guide (document), AWARE Alert Cache Viewer Training (slides)

The training covers how to access the Alert Cache Viewer and how to use it to view data on recent alerts.

## Knowledge Base (KB) Editor

### Description

A tool for creating alert categories and types, and for setting business rules. This will be used for customizing alerts for a given VA installation.

### Primary End User Group

Clinical Application Coordinators (CACs).

### Training Materials

KB Editor User Guide (document), AWARE KB Editor Training (slides)

The training covers how to access the KB Editor and how to add, edit, and delete alert categories and alert types. Both the User Guide and the Training slides assume end users will have knowledge of Reminder Dialogs, Text Integration Utilities (TIU), Orderable Items, and Health Factors design.

## Quality Improvement (QI) Tool

### Description

A web-based tool to sort, categorize, and review historical information about alerts, such as the numbers of critical alerts, the rate of follow-up, and other related data. Users will be able to drill-down into the data by provider, clinic, or facility.

### Primary End User Groups

Patient Safety Managers, Patient Safety Officers, Department Chiefs, Care Coordinators, and Clinicians

### Training Materials

QI Report Manager User Guide (document), AWARE QI Tool Training (slides)

The training covers how to access the QI Tool and view historical alert reports. An optional lesson for Super Users covers use of the Super User Administrative Menu to configure user access to the QI Tool.

# Suggested Training Process

AWARE training will use an individualized, self-serve, self-paced, web-based approach. This will be supplemented by training administrators at each VA installation who will be available to assist end users as needed on either a one-on-one or small group basis.

We suggest the following general training process:

1. Training administrators (Trainers) are identified at a given VA site. Different trainers may be selected depending on the material to be conveyed. For example, a CAC knowledgeable with the KB Editor may serve as a resource in training other CACs on its use. A “superuser” clinician may serve as a resource to other clinicians, nurses, and nurse practitioners on the Alert Prompt and Alert Cache.
2. Trainers review the Administrator Training Manual and online Training Materials to make certain that they have a complete understanding of AWARE.
3. Training Materials are made available to administrators and end users, hosted on the VA AWARE SharePoint or other intranet.
4. End users access the Training Materials on a self-serve basis or, if preferred, the training administrators organize small group sessions in which to present the Training Materials. These small group sessions could be conducted as in-person classroom sessions or webinars. Such sessions would likely be spread across multiple sessions over multiple days and shifts, corresponding to the lessons by which the Training Materials are organized.
5. Training administrators remain available as resources to answer any questions end users may have and respond to problems as they arise.

## Timing

The following table shows the estimated times to complete training for each of the four AWARE modules.

Table - Training Time Estimates

| **Topic** | **Materials** | **Estimated Time to Complete** |
| --- | --- | --- |
| AWARE Alert Tracker Training | PowerPoint presentation with 2 lessons over 19 slides | 30-60 minutes |
| AWARE Alert Cache Viewer Training | PowerPoint presentation with 2 lessons over 37 slides | 30-60 minutes |
| AWARE Knowledge Base (KB) Editor Training | PowerPoint presentation with 3 lessons over 79 slides | 60-90 minutes |
| AWARE Quality Improvement (QI) Tool Training | PowerPoint presentation with 3 lessons over 82 slides | 30-60 minutes (60-90 minutes if completing the Super User lesson) |

# Contact Information

The following table shows contact information for trainers and technical support for the AWARE installation at the Ralph H. Johnson VA Medical Center in Charleston, SC.

Table - List of Contacts

| **Person/Organization** | **Role** | **Contact Information** |
| --- | --- | --- |
| Margaret Fralin | CAC, Ralph H. Johnson VA Medical Center, Charleston, SC | [Margaret.Fralin@va.gov](mailto:Margaret.Fralin@va.gov) |
| Patrick McGillicuddy | CAC, Ralph H. Johnson VA Medical Center, Charleston, SC | [Patrick.McGillicuddy@va.gov](mailto:Patrick.McGillicuddy@va.gov) |
| AWARE Technical Support | General technical support for AWARE | [awarespprt@gmail.com](mailto:%20awarespprt@gmail.com) |

# Attachment A – Approval Signatures

The following members of the governing IPT are required to sign. Please annotate signature blocks accordingly.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Signed: Date:  
Blake Henderson   
Project Manager  
Innovation Coordinator

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Signed: Date:  
Brian Stevenson   
Contracting Officer’s Representative  
Innovation Coordinator  
VHA OIA Innovation