

2013-2016 HL7 Education Strategic Initiatives

INTRODUCTION

Mission

To assure the development of high quality, highly accessible education programs in multiple formats aligned to the needs of the HL7 community and the healthcare community at large.

Vision

To position HL7 International as the leading resource for information and education related to HL7 standards.

Stakeholders

Stakeholders are composed of but not limited to members and others throughout the world having an interest in learning more about HL7 standards.

STRATEGIC PLAN: 2013 -2016

Goal #1 – Provide HL7 developers and technologists with robust training to implement all HL7 standards.

Objective 1: Develop new education programs focused on areas of identified needs.

Action Plan

- Conduct an assessment of needs to identify the gaps between what currently exists and what is needed to address the gaps
- Conduct an inventory of existing education programs that align with HL7 products (the standards)
- Evaluate efficacy of existing education programs using course evaluations and other available, relevant data
- Prioritize needs
- Develop more in-depth training, including workshops, on V2, V3 and CDA series of standards so that participants will know how to implement them.
- Develop training for HL7 Standard for Meaningful Use Stage 2

Performance Measures

- Number of existing education programs evaluated and scheduled for updating if necessary by end of first quarter 2013 – expect initial report from Heather by June 2013 on review of tutorial specifications
 - Heather has done initial review. Work is underway to define process for the review and for providing feedback to tutorial speakers and for thresholds.

- Number of new education topics identified and prioritized by end of second quarter 2013
 - FHIR – eLearning Unit under development - complete and mandatory
 - Will likely use eLearning unit beyond the HL7 Fundamentals course
 - Action: Diego to send draft matrix to FHIR management group
 - Action: work with FHIR management group through David Hay to help them to identify educational requirements
 - Action: update existing material to include FHIR – this will be updated for DSTU
 - UML
 - May be scheduled for Jan 2014 WGM - done
 - Tooling
 - Project underway to identify tooling educational requirements – need to follow up with Tooling (and others)
 - Action: follow-up with ES/Tooling
 - SAIF – webinar – work with Ron Parker – underway – on hold waiting for ArB to identify someone to record
- Number of new education programs developed and deployed by end of 2013, 2014, 2015
 - 2013 – Webinar series – MU and Certification Skills, Tutorial (Heather), FHIR, SAIF
 - Target = 3 programs – MU, Certification Skills (CDA, V2, V3), Certification Prep, Tutorial - met
 - 2014 – have identified new tracks and webinars – EHRS-FM, HQMF, Glossary Management, Facilitator/Co-Chair Training
 - Target = 3 programs – 2/3 in 2014 so far
 - EHRS, HQMF
 - Glossary was scheduled but no registration - cancelled
- Evaluation tracking system in place by Q3 2013
 - Keep existing

Goal #2 – Expand the reach of HL7’s training to increase the number of people trained and the number of trainers at our disposal worldwide.

Objective 2a: Develop web-based programs for HL7’s courses as needed

Action Plan

- Solicit input (survey, focus groups, expert reviews, faculty feedback, program evaluations, etc.) from stakeholders on learning method preferences, ie. F2F, online courses, webinars, self-paced or instructor –facilitated, etc.
- Research, evaluate and recommend learning technologies for current courses
- Develop courses using appropriate learning technologies

Performance Measures

- Web-delivery methods applied to V2, V3, CDA and each of the components of HL7’s MU series of courses
Target – X # of courses offered via appropriate learning technologies by end of 2013, 2014, 2015

- 2013 – will have V2, V3 and CDA completed and will add MU series
- 2014 – 3 new courses/series will be developed – have been identified – FHIR for Executives, FHIR for Architects, EHR-FM, Basic Attachments
- 2015 – 3 new courses/series will be developed
 - Need to plan what will be done for 2015

Objective 2b: Partner with institutions of higher learning to deliver training

Action Plan

- Solicit interest from institutions of higher learning with programs in healthcare informatics to become HL7 training partners
- Identify up to 3 institutions as collaborators in the development of course packs
- Develop course packs for distribution to institutions of higher learning

Performance Measures

- Partnerships established with institutions of higher learning
Target – 2 institutions of higher learning established by EO 2013, 2014, 2015
 - 2013 – in progress – have 2 now – IVY Tech in Indiana (ongoing discussions) and Marquette University (ongoing discussions)
 - Update – IVY Tech – discussions ended as there was no opportunity
 - Marquette – discussions have stalled
 - 2014 – discusses with Robert Campbell; some informal discussions with Duke – seek feedback from WG – Sharon to draft and email to the Education List
- Course packs developed and marketed to institutions of higher learning with bioinformatics programs
Target – X number of course packs sold to institutions of higher learning offering healthcare informatics programs by EO 2013, 2014, 2015
 - 2013 – not likely to have any
 - 2014 – develop at least 1 – need to begin to plan this – no progress to date; will not meet this target
 - 2015 – deploy at least 1

Objective 2c: Partner with companies to deliver training

Action Plan

- Define benefits of partnering with HL7 to deliver training
- Solicit companies interested in delivering HL7 training
- Provide training materials for new standards for companies to use
- Offer “preferred partner” status for companies using HL7 materials who have met our training standards
- Define criteria and process for achieving “preferred partner” status
- List “Preferred Trainer” companies on HL7 website
- Evaluate potential of licensing training materials for distribution to “preferred trainers”

Performance Measures

- Partnerships established with training companies
Target – X # of partnerships established by EO 2013, 2014, 2015

- Criteria and process for becoming “Preferred trainer” in place by EO 2013
- “Preferred trainer” credential offered
 - Target** – X # of “Preferred trainers” authorized by EO 2014, 2015
 - need to do some brainstorming on what this is and what it means
 - Begin to work on this in 2014
 - Update: no work done, will schedule for 2015

Goal #3 – Expand Certification Program worldwide

Objective 3a: Offer online training certification worldwide

Action Plan

- Research, evaluate and recommend best method for delivering certification exams online
- Consider testing services with international reach as well as delivery through Moodle LMS
- Evaluate current language and contextual references in certification exams for an international audience

Performance Measures

- Method for delivering online certification recommended and approved by end of Q1 2013
 - Done
 - Issue: Needs to consider the impact to the affiliates – discount for affiliate members; commission for affiliate; instrumentation – Update to affiliate agreement has been proposed for January 2014
- Online certification offered beginning January 2014
 - July 2013 - complete
- Certify a minimum of XXX people by 2014
 - 30 people – we will meet this by end of September 2013 WGM
- Create a 3 year plan item for the language/context work by December 2013
- Review exam results by December 2014 to identify questions that participants with English as a second language have difficulty in answer as a starting point for updates
- Develop a plan to revising certification exams to conform to certification best practices – Target EO 2014

Objective 3b: Offer different types of certification that measure different sets of competencies

Action Plan

- Research and recommend classes of certification
- Certify specialists in V2, CDA, RIM
- Identify skill sets and create blueprint of competencies for each approved class of certification
- Develop certification exams for each new specialty identified
- Support international certification with HL7 online resources
- Deliver certification online for each class of certification

Performance Measures

- Blueprint of competencies created for each class of certification
- Certification exams launched for each new class of certification

Target – each identified specialist certification launched online by Y1, Y2, Y3
Need HL7 HQ support – maybe Australia leadership
Target 2014 or 2015 for this

Goal #4 – Expand training for non-technical and clinical audiences

Objective 4a: Develop curriculum and recruit tutors for non-technical and clinical audiences on HL7 standards

Action Plan

- Conduct a needs assessment using current stakeholders to identify non-technical and clinical audiences including but not limited to caregivers and payers
- Outline curriculum in collaboration with relevant organizations, such as American Medical Informatics Association (AMIA), for each audience
- Research best media and methods to deliver education program for each audience
- Prioritize and develop education program for each audience

Performance Measures

- Priority 1 audience education program launched.
Target: Offer 1 pilot education program to a small number of participants by EO 2014.

Goal #5 – Promote effective teaching and enhanced learning for trainers of HL7 Standards

Objective 5a: Train for high impact practices

Action Plan:

- Offer workshops/programs on using F2F, online and hybrid teaching strategies
- Develop and encourage participation in instructor learning communities (communities of practice (CoPs))
- Develop a mentoring program
- Create an orientation program for new instructors
- Create a train-the-trainer program
- Recognize excellence in teaching with awards at Annual Meeting
- Create online resource library of best practices for teaching and learning
- Ensure all courses have up-to-date training plan
- Review all training plans for consistency in outcomes, content and delivery

Performance Measures

- Number of workshops offered on best practices for training F2F, online and hybrid methods
Target: Workshop held at 28th Annual Plenary Meeting (September 2014)
- Formation of Community of Practice for Trainers

Target: Community of Practice communication strategy set up on website after 28th Annual Plenary Meeting

- Awards for teaching excellence presented at 29th Annual Plenary Meeting
- Online library of best practice resources created in collaboration with the CoP
- Target:** Portal set up for trainers on website hosting resources and CoP – started. Need to update and include more resources. Consider using Education Lunch to deliver some training. Online material – use Tutor training material from Fundamentals Course.
- **Quality criteria developed to evaluate effectiveness of training outcomes, content and delivery – initial draft of Heather’s review June 2013 – now September 2013**
 - Need to develop next steps and how to provide feedback to tutorial speakers and required remediation
- Will explore Continuing Education for co-chairs in 2015 – what could be developed?

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Goal #6 – Increase revenue from educational offerings

Objective 6a: Leverage education and certification programs to generate additional revenue for the organization.

Action Plan:

- Conduct an environmental scan of the going rate for similar training and materials
- Review education offerings and recommend fee structure based on business case
- Identify opportunities to create enduring materials from live presentations and tutorials given at HL7 events and offer them online for a fee.

Performance Measures:

- By 2014 education programs are generating X \$ in revenue
- By 2015 education programs are generating X \$ in revenue
- Live education programs are offered online as enduring materials for a fee by Q3 2013

Addendum

Education Work Group SWOT

Last update date: May 30, 2012

Strengths

- Rich compendium of tutorial offerings using different types of delivery methods
- Paths to certification has been defined and published
- Good communication between co-chairs and with staff
- Excellent staff support
- Access to practicing subject matter experts in all areas of HL7
- Improved access to industry through the Marketing Council to identify role-based needs – Membership Committee (new name); also access to Marketing Director
- ~~Initial draft of a faculty development program~~
- ~~Moving to a competency based tutorial description system~~
- ~~Commitment to mission statement and core principles~~
 - ~~Goal to make students more effective~~
 - ~~Keep program financially viable~~
 - ~~Monitor student feedback and respond~~

Weaknesses

- Lack of follow through on projects
- New certification programs progressing slowly – FHIR?
- Clear statements of competencies are lacking
- Capacity of faculty to teach
- Certification currently available may be misleading to industry
- Curriculum Development
 - Consideration of how to tailor tutorials to role-based training (e.g. what do I need to know as a PM, business, technical analysts, clinicians/users, etc.)
- Tracking of educational offerings and outcome
- ~~Strategic Plan not approved~~

Constraints on resources

- Conflicting schedules of faculty who are also resources to their committee(s)
- Limitations on available tutorial rooms at WGMs (3-5 rooms) – room cost vs. revenue opportunity

Opportunities

- The ability to expand education worldwide through our affiliates and associate organization agreements
 - Offering educational materials and processes to affiliates

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- Offering and encouraging national offerings of HL7 eLearning Course and Certifications
- Ability to use electronic communication to reach an untapped portion of our audience (e.g., people who can't travel because of budget issues)
 - Flash tours
 - Webinars
- Collaboration with other HL7 activities (e.g., marketing; implementation – to offer education on DSTUs, emerging standards and core principles)
- Collaboration with other organizations' educational activities
 - NPOs / SDOs (e.g., WEDI; TEPR; NCPDP; X.12; HIMSS; Canada Health Infoway)
 - Commercial enterprises (e.g., Corepoint)
 - Education Providers
- Ability to offer continuing education credits
- More involvement with other WGs that result in the identification of new topics to be covered in tutorials
- Identification of new topics emerging in Affiliates, Governments and Industry
- Offer more complimentary tutorials to first time attendees to encourage their ongoing engagement and involvement in HL7.
- Continue aligning education efforts with Marketing WG to ensure different initiatives are identified and coordinated.
- Opportunities for engagement/involvement with younger demographic
- Opportunity for younger demographic to become standards experts
- Increased attention and focus as a result of the onboarding of a dedicated staff resource for Education

Threats

- Possible Dilution of HL7 education offerings through too many delivery mechanisms (investigate further delivery mechanisms and preferences by students)
- Strained resources: tutors often actively participate in the development of standards in addition to having day jobs. (active engagement with education providers to share responsibilities/opportunities)
- Diminishing resource commitment
 - Company travel policies in reaction to economics
 - Fewer skilled / willing presenters of certain topic areas
 - Aging participants
- Diminishing audiences
 - Economic conditions
 - Relevance of educational program
 - Gaps in outreach
- Lack of understanding of the value proposition for HL7
- Perception that standards are difficult and that someone else is “doing them”

- Rapidly changing organization, methodology and portfolio of products
- Language barriers
 - Affiliates must absorb the costs of translations
 - Certification only available in English