



Guide for Day of HAS Training

Last Edit: 2.22.2019

Please email healthdata@specialolympics.org with any questions.

Objective

- Train all volunteers on Point of Service Data Entry within 10 – 15 minutes
- Identify 1 key volunteer to act as the “point person” for the tablets at that discipline if trouble arises
- Get volunteers on board with the advantages of tablets

When to use the abbreviated training

- Day of training for volunteers
- Provide additional context and detail, station by station, with CDs individually if time allows prior to the event

Introduction

- Introduce your role with Special Olympics and your role at the events regarding the tablets
 - “Hi, my name is X and I’m the X from Special Olympics X. Today I am going to be your point person for all things tablets and data entry!”
- Introduce the use of tablets with excitement
 - “Today we are going to utilize tablets for data entry! This is the X time X program is using tablets, and we’ve seen great success all around the US utilizing tablets for Healthy Athletes Events.”
- Briefly discuss the benefits (Remove or shorten this section if time does not allow)
 - Improved Data Validation
 - “Clinicians and volunteers are really liking the way the app increases data quality through data validation, which leads to better athlete services and follow up.”
 - Instant Reporting and Follow Up Reports
 - “We are able to get screening numbers and reports within a few days’ time, versus needing to wait for the paper forms to be entered.”
 - Goal = Longitudinal Health Record
 - “The goal of the system is to one day be able to track an athlete’s history with Healthy Athletes over time.”
 - Research
 - “Through your data collection, you are helping advance the conversation on the importance of improved health systems for people with ID. This data fuels amazing research.”
- This is new!
 - The system is better, but not faster



- “Please be patient, as this system is relatively new and may not function like an advanced EMR system you may be used to.”
- If you see an error, let me know!
 - “If you are seeing increased slowness or other issues, please let me know so we can get to the bottom of the issue and either resolve it or switch to backup paper forms as the last resort.”

First Demo Round

- The purpose of this first demo round is to set the framework for how the tablets work before people begin to play around and follow through the system on their own. Once people have a tablet in their hand, it is really hard to keep everyone moving forward and not stuck on particular pages or individual questions. If possible, having everyone seated is helpful for this portion.
 - “When I’m learning something new, I like to get a high-level overview and then get a bit more specific and hands on. I’ll be repeating this demo once I pass out tablets as well.”
 - “Something important to note is that the tablet does not follow the athlete, the athlete goes station to station and the volunteer stays at their station with their tablet.”

Check-In

- Identify your check-in volunteers
 - “Do we know who our volunteers at the Check-In station will be? This step is just for you, so everyone else, no need to focus on this.”
- When the Check-In volunteer is not doing Central Registration
 - Briefly touch on what Central Registration and Check-In are
 - “You do not need to do anything with Central Registration, this will be done at the front table of the venue. Just to note, Central Registration is telling the system that we know that (Tammy Test) is in our database, but we need to know she is at our event.”
 - “You are checking in (Tammy Test) to the discipline because even though the system knows she is at the event, the system needs to know that she is in the queue for the discipline.”
 - “If an athlete isn’t centrally registered, you won’t be able to check them in. If you don’t check an athlete in, they won’t show up at the stations.”
 - Explain the steps
 - “Select Start, then search the athlete by the first three letters of the last name, and follow the prompts selecting yes or proceed. When possible, add a phone number if one isn’t listed.”
 - “Select Yes for consent form, as everyone signed to be at this event”
 - Confirm this with the program in advanced
 - “Continue this process with the next athlete. If you are asked if you would like to continue to the next station, select no (with the exception of a few disciplines like



- OE and HH who often have their check-in volunteer do station 1 as well) as you are just checking in athletes and not continuing to the next station with the participant.”
- Note that you will follow up with the Check-In volunteers to show what to do if you can't find an athlete.
 - When the Check-In volunteer is doing Central Registration
 - Explain Central Registration and Check-In are
 - “Central Registration is saying we know that (Tammy Test) is in our database, and we need to know she is at our event. Because we don't have a central registration table, we will be centrally registering each athlete at the check-in for each discipline. Don't worry, nothing happens if someone is centrally registered more than once”
 - “Select Start, Central Registration, Proceed (when not using an ID number), and search for the athlete by their last name.”
 - If the athlete is in the system, click their name and keep proceeding. If they are not, add them as a new athlete. Always try to get their DOB, but if you can not get their DOB or Age use 1/1/1900.”
 - “Then you need to check in (Tammy Test) to the discipline. Now the system knows she is at the event, but needs to know she is in the queue for the discipline.”
 - “If an athlete isn't centrally registered, you won't be able to check them in. If you don't check an athlete in, they won't show up at the stations.”
 - Explain the steps to Check-In
 - “Select Start, the discipline, check-in, Proceed (when not using an ID number) then search the athlete by the first three letters of the last name, and follow the prompts selecting yes or proceed. When possible, add a phone number if one isn't listed.”
 - “Select Yes for consent form, as everyone signed to be at this event”
 - Confirm this with the program in advanced
 - “Continue this process with the next athlete. If you are asked if you would like to continue to the next station, select no (with the exception of a few disciplines like OE and HH who often have their check-in volunteer do station 1 as well) as you are just checking in athletes and not continuing to the next station.”
 - Note that you will follow up with these volunteers to show what to do if you can't find an athlete.

Station Demonstration

- Pick one station that has data validation involved to demonstrate
 - Special Smiles
 - Screening
 - Pain inside the mouth as an example of a responsive question
 - Opening Eyes



- Current prescription as an example of data validation
 - FUNFitness
 - Flexibility as an example of data validation
 - Health Promotion
 - Body Composition as an example of data validation
 - Healthy Hearing
 - Pure Tone threshold test as an example of data validation
 - Can't do 100NR for example
 - Strong Minds
 - Current Relaxation Routine as an example of a responsive question
- "Ok, now I am going to show everyone an example of one station. This process is the same, regardless of the station you are on."
- "Click start, your discipline, and your station."
- "You see now that it replicates a paper form and you simply start filling in the answers of the screening."
- Demonstrate data validation, deselect radio buttons, the summary tab
 - Data Validation
 - "What's great about this system is it improves accuracy in the data because of data validation. This way, the person back in the office entering in the paper form isn't questioning if someone is 2000 pounds or 200 pounds just because the volunteer forgot the decimal point."
 - Show an example of data validation for the discipline and the type of alert you get.
 - "Every station has a one-page guide with step by step instructions for that station and at the bottom, you will see what the acceptable data ranges are."
 - "Something to note, the system doesn't take positive signs but does take negative signs."
 - Demonstrate a question that is responsive
 - "Some questions are responsive, so if you press "No" you will not see the next line of questions for example. If you press "Yes" you will."
 - Demonstrate the summary tab
 - "If you ever want to see what happened at another station, make sure you press proceed and save and then press the summary tab at the top. You can now click on a different station to review and then click back when you've finished reviewing."
 - Demonstrate deselect all radio buttons
 - "If you press one of the little circle or radio buttons and you meant to leave the question blank, press deselect all radio buttons to clear them out."
 - Demonstrate finishing the station



- “Once all the data is in, click Proceed and Submit.”
 - “You then are asked if you want to continue to the next station, If you are just doing your one station which is usually the case, press No, because you did X station and aren’t also doing X station.”
 - You will be brought back to the home page and begin again with the next athlete!”
- Demonstrate Referrals/Check Out (Note every discipline is different)
 - Identify who your check-out volunteer is
 - “Who is the person who will be at check-out and giving the referrals?”
 - “I will show you what to do one on one, but here is a quick overview so everyone can see.”
 - Walk through the checkout process briefly. This way people understand how the clinician at the end will see their responses.

Second Round

- Explain that we are going to practice hands-on
 - “Now we are going to practice a bit together and then I’ll answer any questions you may have.”
- Pass out the tablets and styluses
- Inform volunteers about test athletes
 - “Any athlete with the last name of the test will not add to our numbers or database, so please practice with those athletes and create more if you would like.”
- Tell everyone to practice with their own station
 - “Pick your station and practice entering in some data and responding to the prompted questions and data validation.”
- Break off for Check-In Volunteers
 - “Now I am going to work a bit with our check-in volunteers, and then our check-out volunteers.”
 - Demonstrate what to do if they can’t find an athletes name in the system, based on their individual event. Sometimes the volunteer will centrally register the athlete, sometimes they will send them back to central registration.
 - The focus is to stress the two steps if these volunteers are also doing central registration
- Break off for Check-out volunteer
 - Demonstrate the process for check-out and the various options the clinician has (such as athlete full form depending on the discipline).
 - Show the clinician how they can review all the data and go back and make changes to data they need to make changes to.

Conclusion



- Let everyone know you will be at the event and ready to answer any questions