

COMPLETE ELSEVIER TRAINING



Last updated by: Michael D. Sheehan | 2020-09-30

Purpose

This document will prepare you to complete an online learning activity created by Elsevier. CareLearn Washington has content from three different vendors – DSHS, Elsevier, and SkillSoft. Each vendor builds courses a bit differently from the others. For example, most of the courses from Elsevier require you to complete a number of separate lessons per course. Most SkillSoft courses are just a single training. Some courses require you to register for the course, and others do not. In this document I will provide an example of searching for a course developed by Elsevier, and completing that training.

Process

1. Log into CareLearn. If you are already in CareLearn, click the **Home icon** at the top of the **interface**.



2. Locate an Elsevier course. In this example I will use the library. Click the **Library icon** located in the **Header menu**.



3. When you click the library icon, you will see a **slide-out menu** on the left of the **interface**.



* Note that the image above may not reflect the current state of the system.

4. Click the **Elsevier Library**. Do NOT click the > icon to *expand* the library, just click the library name itself. All Elsevier courses will appear (in alphabetical order by default).

The screenshot shows the Elsevier Library interface. On the left is a sidebar with a 'LIBRARY' header and a list of categories: 'CE APPROVED (11)', 'DSHS LIBRARY (1)', 'ELSEVIER LIBRARY (12)', and 'SKILLSOFT LIBRARY (799)'. The main content area is titled 'Library / Elsevier Library' and includes a search bar with 'LEARNING' and a search icon. Below the search bar, the 'ELSEVIER LIBRARY (12)' section is displayed, sorted by 'NAME (A-Z)'. Four courses are listed:

- Cerebral Palsy**: CPAC Cerebral Palsy Care. Cerebral Palsy is a standalone course that grants 2 CE hours when successfully completed. OnLine Course, 2 Hours, ELS0142.
- CPAC Dementia Care**: CPAC Dementia Care is a course comprised of 27 lessons. All lessons must be completed (in order) to earn CE credit. You do NOT need to finish all of the lessons. Simplified Curriculum (mobile), 1 Day 3 Hours, ELS0143.
- CRCI Understanding the HIPAA**: CRCI Understanding the HIPAA is a course made up of 3 Lessons. All lessons must be completed in order to earn CE credit. You do NOT need to finish all of the lessons. Simplified Curriculum (mobile), 2 Hours, ELS0097.
- CRCI: Cultural Competence in Mental Health Service Settings**: The CRCI: Cultural Competence in Mental Health Service Settings is comprised of 12 Lessons. All lessons must be completed (in order) to earn CE credit. You do NOT need to finish all of the lessons. Simplified Curriculum (mobile), 1 Day 1 Hour, ELS0104.

5. For this example I am going to be taking the course titled **CRCI Understanding the HIPAA**. In the image below, notice the **Course Code**. Each course has a unique course code, and any training developed by Elsevier has a code that begins with "ELS." If I click the **Select button** next to that course I will see the following options:

This image shows a close-up of the 'CRCI Understanding the HIPAA' course card. The course title and description are visible. The course code 'ELS0097' is highlighted with a green box. A purple 'SELECT' button is also highlighted with a green box. A dropdown menu is open next to the button, showing three options: 'Register', 'View Details', and 'Add To Playlist'.

What are those acronyms at the beginning of the Elsevier course names?

Elsevier organizes training into categories. They refer to those categories as *Colleges*. The acronyms identify which college the course belongs to.

- **CRCI** stands for **College of Recovery and Community Inclusion**
- **CPAC** stands for **College of Personal Assistance and Caregiving**
- **PCC** stands for **Person-Centered Counseling**

6. Some courses let you start them without registering first. This course will require me to register. Rather than doing so, I will click **View Details** option. That will display more information about the course (the same information you would see if you were to click the course title in the image above). Take a moment to review the information available about this course.

The screenshot shows the course page for "CRCI Understanding the HIPAA" under the "Simplified Curriculum (mobile)" category. The course is 2 hours long. A "Completion Status" indicator shows 0%. A "REGISTER" button is visible. The left sidebar lists three lessons: "1. Lesson 1: Introduction to HIPAA", "2. Lesson 2: The Privacy Rule and Secur...", and "3. Lesson 3: The Breach Notification Ru...". The "DETAILS" tab is active, showing a "Full Description" section. The description states: "CRCI Understanding the HIPAA is a course made up of 3 Lessons. All lessons must be completed in order to earn CE credit. You do NOT need to finish all of the lessons in one sitting, but the course will have an incomplete status until you have completed all lessons and passed all of the associated tests. Before you begin, make sure you can complete all lessons before your next birthday if you need the credit in your current CE period." Below the description, the "CE Code: CO2034332" and "CE Hours: 1.5" are displayed.

Notice on the left side that this course has three lessons. They must all be completed and in order.

Most Elsevier courses have a number of lessons that have to be completed in full (and in order) to complete the course.

In the **Full Description section** you can see that this course will award 1.5 hours of Continuing Education (CE) credits. **You will only receive CE credits when you have successfully finished the last lesson in this course.**

In the **Course Header section** you can see a **Completion Status indicator**. This will show your progress as you complete the lessons in this training.

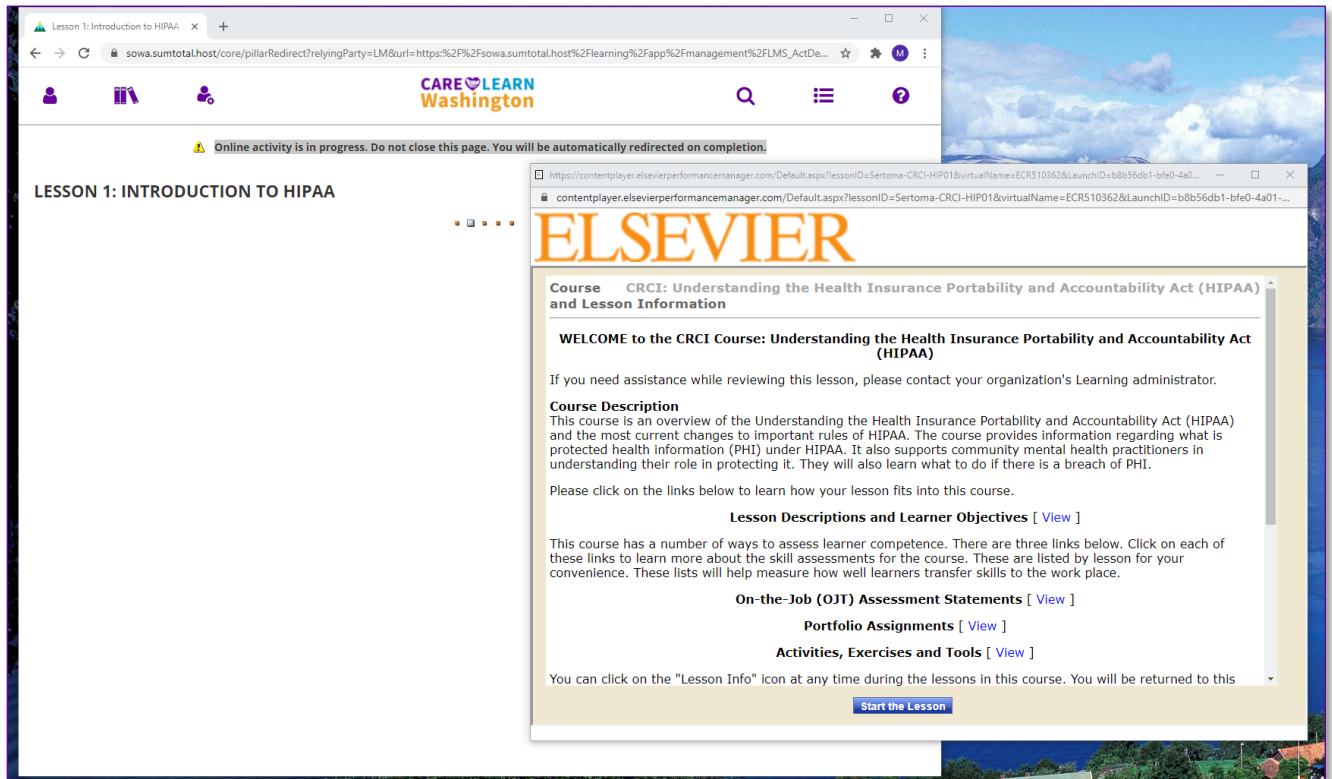
7. Click the **Register button**. When you register for a course with multiple lessons, the system will automatically register for each lesson in that course.

The screenshot shows the same course page, but with the "ACTIVITIES" tab selected. It indicates that the user needs to complete 3 of the 3 activities below to complete the program. The activities listed are: "OnLine Course Lesson 1: Introduction to HIPAA" (REGISTERED), "OnLine Course Lesson 2: The Privacy Rule and Security Rule" (REGISTERED), and "OnLine Course Lesson 3: The Breach Notification Rule and Enf..." (REGISTERED). Each activity has a "START" button and a "Required by Parent" indicator.

Notice that you are now looking at the **Activities tab**. It shows that I am registered for each of the 3 lessons, and each one has a **Start button** next to it. Above the courses you can see a message that reads: *You need to complete 3 of the 3 activities below to complete this program.*

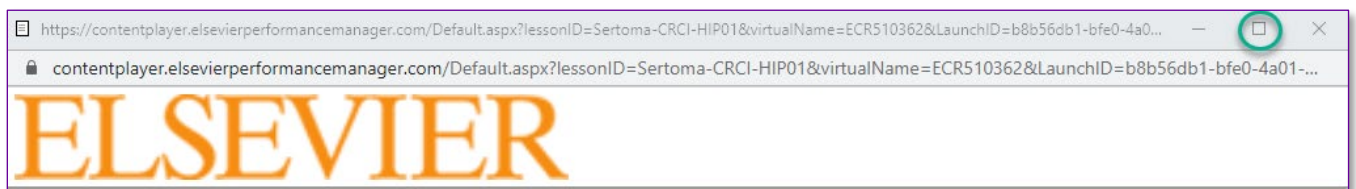
- Click the **Start button** next to the first lesson. This will open a new browser window. Your previous browser window will say: *Online activity is in progress. Do not close this page. You will be automatically redirected on completion.*

Do not close either browser window when you begin training.



* How these windows appear (their location on your screen) may be different.

- Maximize** the browser window that contains the course content. That means you should click the little square icon at the top right of whichever browser window has the Elsevier logo showing.



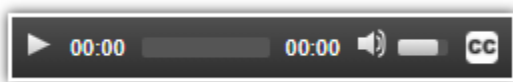
- Now that window is using the full size of your monitor. Each Elsevier course will look and behave very similarly. The **Introduction page** will include a number of **links** with information about the course. The links will open in a third browser window that can be closed after viewing. For example, there is a link that will describe each of the lessons in the course, and the learning objectives. You will also find a **Glossary**.
- Click the **Start the Lesson button** that appears on the bottom of the Introduction page.

Elsevier courses have a **Header section** of their own. It includes a course menu, a note-taking tool, a link to the lesson's test, and exit button, and a help icon.

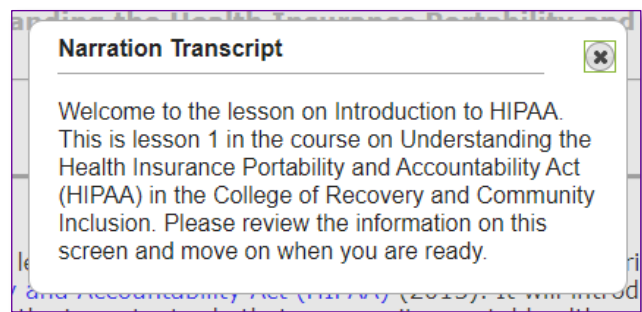


- The **Lesson Menu** can only be used for navigation once you have seen each page of the lesson.
- **My Notes** will open a new window in which you can take notes. Your notes will carry forward with each page you view.
- The **Lesson Test** is only available after you have finished the last page of instruction.
- You should only click the **Lesson Exit** icon after you have completed the test.
- The **Help icon** will show you instructions developed by Elsevier.

Many pages include narration. To listen to the narration, click the play button on the embedded **media player**.



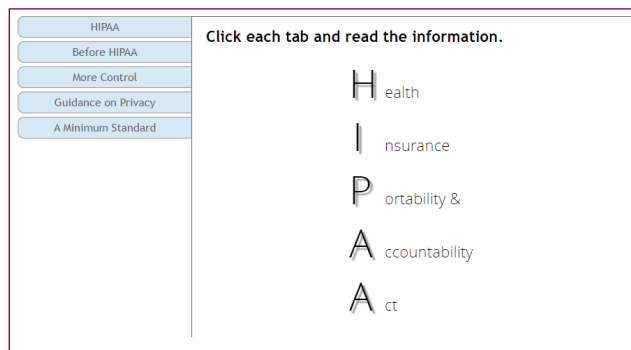
If you click the CC button in the media play, a transcript will be displayed in its own window. You can close the transcript when you are finished.



At the bottom of each page you will find **navigation buttons**. Use them to move from one page of the lesson to another. You will also see how many pages are in the current lesson.



Elsevier uses many forms of **interactions** (things you can click and interact with). You will need to play around to see what is clickable and what isn't. Following are some examples:

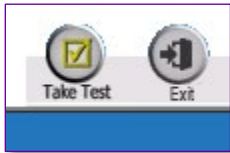


12. Only after you have viewed and interacted with each page of the lesson will the Lesson Test be available to you. When you are ready, click the **Lesson Test** icon in the **Header section** of the page.
13. You will next see some test instructions. **Note that each test requires you to score 80% to pass.** Once you complete the test, you will receive feedback about what you did and did not get correct. At that point you can

exit the lesson. If you score less than 80% on the Lesson Test you will not get credit for the lesson, which means you will not get credit for the course. **You can restart the lesson to re-take the test.**

**You must score 80% or better to pass each test
If you do not pass the test, you can re-start the lesson and take it again**

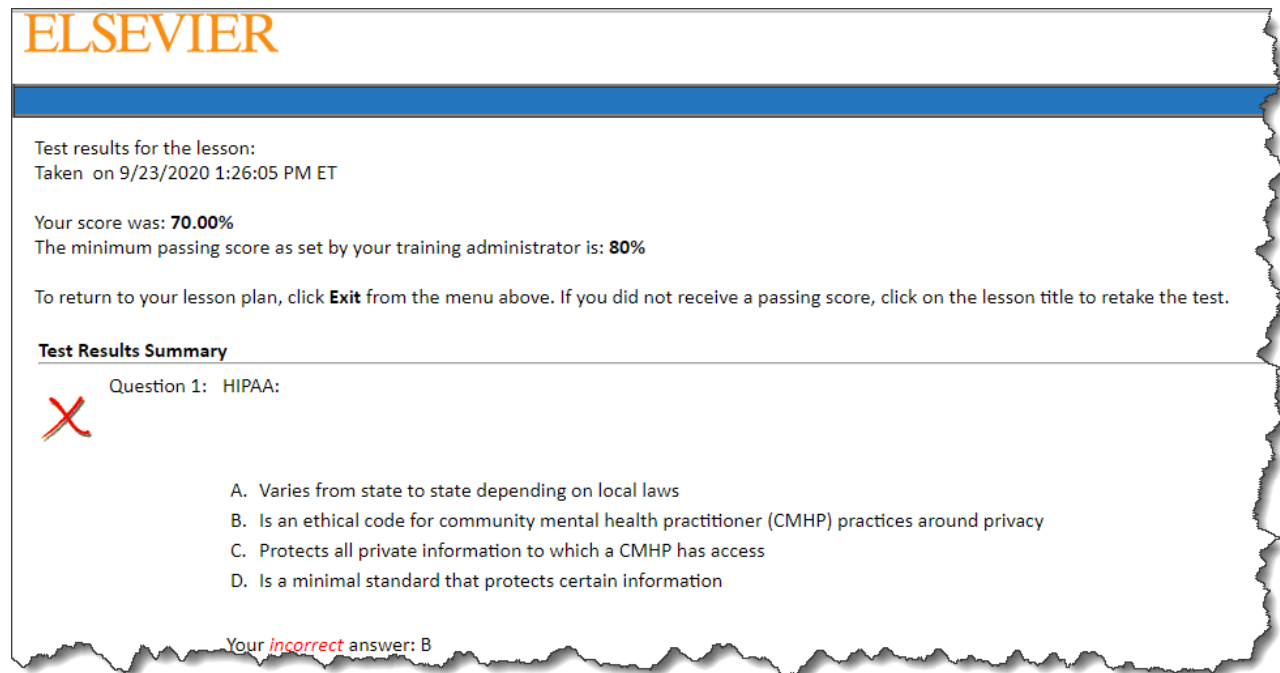
14. On the test instructions page you will find another icon to begin the test. Click it.



15. Answer each test question. When you are finished, click the Submit Test button at the bottom of the page.

Submit Test

16. Review the feedback. You will be shown your score and each question along with your answer.



ELSEVIER

Test results for the lesson:
Taken on 9/23/2020 1:26:05 PM ET

Your score was: **70.00%**
The minimum passing score as set by your training administrator is: **80%**

To return to your lesson plan, click **Exit** from the menu above. If you did not receive a passing score, click on the lesson title to retake the test.

Test Results Summary

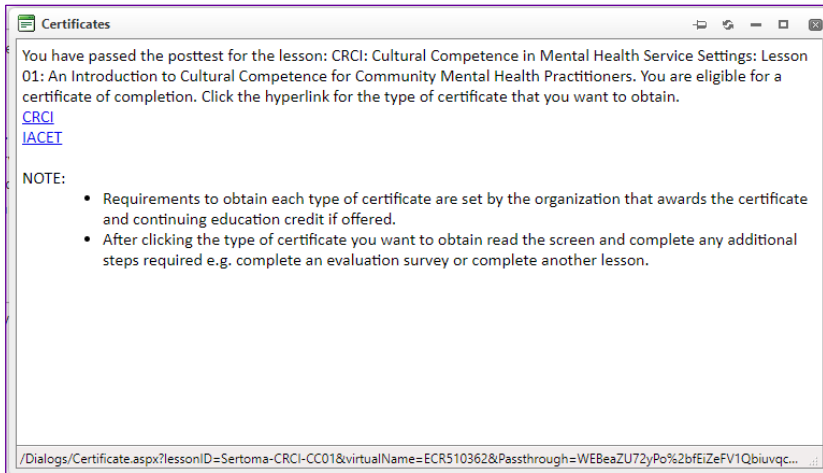
Question 1: HIPAA:

X

- A. Varies from state to state depending on local laws
- B. Is an ethical code for community mental health practitioner (CMHP) practices around privacy
- C. Protects all private information to which a CMHP has access
- D. Is a minimal standard that protects certain information

Your **incorrect** answer: B

17. Note that once you have passed a test in Elsevier you may see information about their certificates. These are NOT DSHS certificates and are of no value to you. **Any diploma awarded by DSHS will be available on your Training Transcript.**



The Certificates available from within an Elsevier course (showing on the left) are not of any value.

Any diploma awarded by DSHS will be available on your Training Transcript.

18. Click the exit icon at the top-right of the page to exit the lesson. **Doing so will close the web browser window that included the lesson.**
19. Your other browser window is still available. **Make sure you do not close it.** When you started the lesson it had a message that said: *Online activity is in progress. Do not close this page. You will be automatically redirected on completion.* But once you exit the lesson that page will change. Now it shows you results. Note in the following example that I scored a 70% which is NOT a passing score. So the **Lesson Status** is **Incomplete**. A lesson status of Incomplete means I do not get credit for the lesson and will have to retake it.

LEARNING ACTIVITY PROGRESS DETAIL

LESSON 1: INTRODUCTION TO HIPAA

Lesson 1: Introduction to HIPAA is the first lesson in a course titled CRCJ Understanding the HIPAA. The course includes 3 lessons that must be completed in order. All lessons must be completed to earn CE credit.

The individual lesson will NOT earn you CE, but on the date you successfully complete the last lesson in the course you will receive 1.5 hours (1 hour and 30 min) of CE for the course.

GENERAL


Content type: AICC HACP	First launch date: Tuesday, September 22, 2020 3:42:25 PM PDT
Total score: N/A	Elapsed time: Minute(s): 36, Second(s): 31
Status: In progress	

LESSON

Name	Total score	Status
Lesson 1: Introduction to HIPAA	70	Incomplete

OK

20. Click the **OK button**. Because this lesson was a part of a course, I am returned to the **Course Activities** page.



Simplified Curriculum (mobile)

CRCI UNDERSTANDING THE HIPAA

2 Hour(s)

Completion Status


33%

OPTIONS ▾

CRCI Understanding the HIPAA

DETAILS
ACTIVITIES

You need to complete 3 of the 3 activities below to complete this program.




OnLine Course

Lesson 1: Introduction to HIPAA ATTENDED

ⓘ Required by Parent

📄 Attempt History

OPTIONS ▾




OnLine Course

Lesson 2: The Privacy Rule and Security Rule

REGISTERED

ⓘ Required by Parent

START ▾



OnLine Course

Lesson 3: The Breach Notification Rule and Enf...

REGISTERED

ⓘ Required by Parent

START ▾

21. If you successfully completed the lesson your **Lesson Status** will be **Attended**, your **Course Completion Status** will be updated, and you can start the next lesson in the course. However, if you did not pass the test (as in my previous example, your **Lesson Status** will be **In Progress**, your **Course Completion Status** will NOT be updated, and you will have to restart the lesson. If you restart an Elsevier course that you have already completed, the Introduction page will include an option to take the test. We recommend you review the course content before doing so.
22. Start, test, and complete each of the lessons in the course. When you have successfully completed the last lesson, the **Course Activities** page will show your **Course Completion Status** to be 100% and your **Course Status** will be **Attended**.

The screenshot shows the CareLearn Washington user interface. At the top, there are navigation icons for user profile, books, and groups, followed by the CareLearn Washington logo, a search icon, a menu icon, and a help icon. Below the navigation bar, there is a course card for 'Simplified Curriculum (mobile)' titled 'CRCI UNDERSTANDING THE HIPAA'. The course is marked as 'ATTENDED' and has a completion status of 100%. A 'REGISTER AGAIN' button is visible. Below the course card, there are two tabs: 'DETAILS' and 'ACTIVITIES'. The 'ACTIVITIES' tab is active, showing a message: 'You need to complete 3 of the 3 activities below to complete this program.' Below this message, there are three activity cards, each representing a lesson. Each card includes an icon of a notepad and pencil, the course type 'OnLine Course', the lesson title, a green 'ATTENDED' badge, a red 'Required by Parent' icon, and an 'Attempt History' link. To the right of each activity card is an 'OPTIONS' button with a dropdown arrow and a heart icon. On the left side of the interface, there is a sidebar with a blue header 'CRCI Understanding the HIPAA' and a list of three lessons: '1. Lesson 1: Introduction to HIPAA', '2. Lesson 2: The Privacy Rule and Secur...', and '3. Lesson 3: The Breach Notification Ru...'. The first lesson is highlighted in blue.

Each time you successfully complete a course you will also receive an automated notification from CareLearn. This is only for your own information and/or records.

From: noreply@sumtotalsystems.com <noreply@sumtotalsystems.com>
Sent: Wednesday, September 23, 2020 11:16 AM
To: Madsen, Kami M (DSHS/AL TSA/HCS) <kami.madsen@dshs.wa.gov>
Subject: Kami Madsen completed CRCI Understanding the HIPAA

Kami Madsen,

You have completed the following training:
 Activity Name: CRCI Understanding the HIPAA
 Completion Status: Attended
 Grade:
 Skill:
 Completion Date: 9/23/2020 11:13:18 AM PDT

This message was automatically delivered by SumTotal notification services.

Keep the following in mind:

- If an Elsevier course awards **Continuing Education (CE) credit**, you will NOT earn that CE until you have successfully completed all lessons in the course. Make sure you can do so before your next birthday, so the credits will be applied in time.
- Elsevier lessons have to be completed in full and in order.
- All lessons include a test. You must score 80% or better to earn credit for the lesson.

Troubleshooting Elsevier Training

The Elsevier training content isn't perfect or bullet-proof. You may experience some problems. If the course content is very slow, you may want to exit the course and try again later. The Elsevier content is on another server, and they may be having problems. If you re-start training, the system will remember where you left off.

You may also experience some of the problems showing in the image below. Note that there are 4 **vertical scroll bars** showing on this page. Some pages have multiple parts of the page which can be scrolled up or down independently. This will happen most often when you are viewing content on a small screen (monitor). It will happen less often when you use a larger screen. If your browser window isn't **maximized**, start by maximizing the screen. Make sure you scroll up and down with each scroll bar to see all of the content on the page. Start with the inner-most and work outward.

The second problem showing in the image below is that there are some graphics covering text. If you ever see an example of that, try maximizing and minimizing the browser window, scroll using any available scroll bars, and try moving back and forth between the next page and the current page.

The screenshot shows a training interface with a blue header bar containing 'Menu', 'My Notes', 'Take Test', 'Exit', and a help icon. The main content area is titled 'The Breach Notification Rule and Enforcement Rule' under the heading 'Understanding the Health Insurance Portability and Accountability Act (HIPAA)'. Below the title is a video player with a 00:00 duration. The text begins with 'Welcome!' and 'Here is a description of the lesson you are starting:'. It then states: 'This lesson will provide a brief overview of the HIPAA Breach Notification Rule and the HIPAA Enforcement Rule and discusses how these rules impact the work of community mental health practitioners. This lesson will also provide you with a final review of keeping protected health information safe.' The 'Directions' section asks the user to click on highlighted phrases. Two callout boxes are visible: one with a question mark icon labeled 'Course Organization' and another with a pin icon labeled 'A Note About Language'. A red box highlights a 'Learner Objective' section which says: 'After completing this lesson you will be able to: Describe the HIPAA rules and state the steps you should take when you suspect a breach.' Below this is a large graphic for 'LESSON 3 Understanding the Health Insurance Portability and Accountability Act'. On the right side, a green box highlights four vertical scroll bars, numbered 1 through 4 from top to bottom. The footer contains 'Page: 1 of 9' and 'PREV' and 'NEXT' buttons.

You can always email the CareLearn Administrator for additional support: CareLearnSupport@dshs.wa.gov.

Notes

Glossary of Terms (just the most useful)

Course Code	Each course in CareLearn has a unique course code. Elsevier codes start with ELS, and SkillSoft codes start with SKS_. Any other code indicates the course was developed by DSHS.
Course Completion Status Indicator	Courses that include multiple lessons, will use this to show your progress. As you complete lessons the indicator will change to reflect that progress.
Elsevier Header section	Each Elsevier lesson has a header section. There you will find the Test and Exit icons.
Elsevier Introduction page	Each Elsevier lesson has an introduction page with links. It will also include the Start Lesson button.
Expand / Contract Header menu	Many menus can be expanded and contracted to show or hide their more information. At the top of most every page. Contains the Home, Search, and Library icons.
Interactions Interface	Anything you can interact with in a course or lesson. They are clickable areas in the lesson. The area of the screen that CareLearn uses.
Lesson / Course Status	Indicates In Progress or Incomplete (depending on where you are viewing it) until you have successfully completed the lesson or course. It will then change to Attended or Passed .
Maximize/Minimize Media player	When you click a web browser's Maximize button, it will use the full size of your display. Some pages include embedded media players. Use the controls to start/stop/pause the media. You will also find a button for closed captioning if available.
Navigation buttons Slide-out menu	Previous and Next buttons to navigate within a course or lesson. A menu that slides in and out of the current page.

Elsevier Training Quick Reference Guide

- Find courses from Elsevier by clicking the Library icon and then clicking Elsevier Library.
- Click the course title that interests you and review its description and lessons.
- Click the Register button in the header section. It will register you for ALL lessons in the course.
- All lessons must be completed, and in order.
- Click the Start button next to the first lesson.
- A new window opens, do not close the new window or the previous browser window.
- Click the Start the Lesson button that is at the bottom of the lesson Introduction page.
- Move through the course using the Prev and Next buttons, and interacting with the content.
- When you have reviewed all content click the Take Test icon.
- Review the test instructions and click another Take Test icon.
- Answer all questions and click Submit Test.
- Review the feedback and click the Exit icon.
- If you score below 80% on a test, exit the lesson and re-start that lesson.
- When you have successfully completed all lessons you will get credit for the course.

Here is an area where you can make your own notes