



# iCare Training

Last Updated:07/25/2008



The IHS Office of Information Technology (OIT) and the IHS Clinical Support Center (Accredited Sponsor) present WebEx training sessions for the iCare (Population Management) software application. You will be able to participate in the training from the comfort of your office or conference room and will not be required to travel to obtain this training.

iCare is a tool with multiple uses for a wide variety of providers that presents diverse RPMS data through an easy to use graphical user interface (GUI). The target audience for these trainings is any provider who cares for patients (e.g. physicians, mid-level providers, nurses, case managers, public health personnel, pharmacists etc.)

There are several offered trainings and it is not required to attend them in any particular order however, if you are new to iCare, consider attending the 'iCare - Nuts and Bolts' class first, then the 'Practical Use of iCare' class.

- **A Brief Introduction to iCare** **30 minutes**

If you never attended a training or presentation and just want to hear what iCare is about, consider attending this brief intro session. This session is just an introduction and does not offer any training. CEUs **are not offered** for this session.

- **iCare - Nuts and Bolts** **2.0 hours**

It is recommended you attend this class first. It reviews iCare's background processes and offers training in the basic navigation techniques included. Users will learn how to establish their preferences, create panels of patients and customize their views. 2 CEUs **are offered** for this session.

- **The Practical Use of iCare** **1.5 hours**

It is recommended (not mandatory) you take this class after "iCare – Nuts and Bolts". This class will pose several common work scenarios where iCare can assist the user in proactive management of their patients. 1.5 CEUs **are offered** for this session.

- **What's New with iCare?** **1.5 hours**

This class is recommended for providers who have been using iCare and just want an update of new functionality included in new patches and versions. CEUs **are not offered** for this session

## **NOTE:**

**You must register for these classes.** They are NOT limited to participants in a particular Area; they are open to all. Below are the agendas and date/times for both classes.

You can choose to register individually or as a group. If you register individually, all you need is your computer, the ability to sign on to the internet and a telephone. If you'd like to attend as a group, one person will need to register and then sign in at the designated time. You will need a conference room, conference phone, computer and projector. Please ensure someone at your facility is responsible for taking care of these arrangements.

Please note that these are live, internet-based trainings, not recorded sessions, and people will be able to ask questions and actively participate in the class.

For more information: You may visit the iCare website: <http://www.ihs.gov/CIO/ca/icare/index.asp>  
or contact Cindy Gebremariam at: [Cynthia.Gebremariam@ihs.gov](mailto:Cynthia.Gebremariam@ihs.gov); (520) 670-4697

**NOTE: All training times shown are in the Pacific Coast Time (California) zone. Please ensure you adjust the time for your particular time zone.**

**ACCREDITATION:**

The Indian Health Service (IHS) Clinical Support Center is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians.

The IHS Clinical Support Center designates this continuing medical education as Category 1 credit toward the Physician's Recognition Award of the American Medical Association. Each physician should claim only those hours of credit he or she actually spent in the educational activity.

This Category 1 credit is accepted by the American Academy of Physician Assistants and the American College of Nurse Midwives.

The Indian Health Service Clinical Support Center is accredited as a provider of continuing nursing education by the American Nurses Credentialing Center's Commission on Accreditation.

## **Training Schedule**

### **1. A Brief Introduction to iCare**

#### **Agenda**

- Highlights
- Background Processes
- Panel Creation and Modification

<b><u>Session</u></b>	<b><u>Date</u></b>	<b><u>Time</u></b>	<b><u>Reg Password</u></b>
A Brief Introduction to iCare	Fri 08/22/2008	14:00-14:30 PDT	coyote
	Wed 09/24/2008	10:00-10:30 PDT	coyote
	Thurs 10/23/2008	12:00-12:30 PDT	coyote
	Tues 11/18/2008	09:00-09:30 PST	coyote

### **2. iCare – Nuts and Bolts**

#### **Agenda**

- Set Up
- Background Processes
- Establishing and Changing User Preferences
- Panel Creation
- Panel Modification
- Patient Record

<b><u>Session</u></b>	<b><u>Date</u></b>	<b><u>Time</u></b>	<b><u>Reg Password</u></b>
iCare Nuts and Bolts	Mon 08/04/2008	07:00-09:00 PDT	coyote
	Wed 08/06/2008	07:00-09:00 PDT	coyote
	Fri 08/08/2008	12:00-14:00 PDT	coyote
	Wed 09/03/2008	14:00-16:00 PDT	coyote
	Fri 10/03/2008	11:30-13:30 PDT	coyote
	Mon 10/27/2008	09:30-11:30 PDT	coyote
	Tues 11/25/2008	14:00-16:00 PST	coyote

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### 3. The Practical Use of iCare

#### Agenda

- Scenarios
- Tips
- Using the Performance Measure views to improve outcomes

<u>Session</u>	<u>Date</u>	<u>Time</u>	<u>Reg Password</u>	
The Practical Use of iCare	Wed	08/20/2008	09:30-11:00 PDT	coyote
	Thurs	09/04/2008	09:00-10:30 PDT	coyote
	Mon	10/06/2008	13:00-14:30 PDT	coyote
	Thurs	11/13/2008	09:00-10:30 PST	coyote
	Mon	12/01/2008	15:00-16:30 PST	coyote

### 4. What's New with iCare?

#### Agenda

- New Panel Definitions
- Panel Reminders
- Aggregate Reminders
- PCC Tab
- Adding Historical Events
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<u>Session</u>	<u>Date</u>	<u>Time</u>	<u>Reg Password</u>	
What's New with iCare?	Thurs	08/14/2008	13:00-14:30 PDT	coyote
	Mon	09/15/2008	10:00-11:30 PDT	coyote
	Wed	10/15/2008	14:00-15:30 PDT	coyote
	Fri	11/14/2008	09:00-10:30 PST	coyote
	Wed	12/10/2008	14:00-15:30 PST	coyote

## Registration Information:

1. Click this link:

<https://ihs-hhs.webex.com>

2. In the Search box, type in "iCare" (do not type in the quotation marks) and click the Search button. **NOTE: If you do not see the Search For box, ensure the Training Center tab is selected at the top of the WebEx window.**
3. All of the scheduled sessions will then be displayed in the window below. Choose the one you want to attend and click "Registration" in the Status column.
4. Enter the Registration password that is shown above that corresponds to the class you want to attend.
5. Click the OK button.
6. Complete the registration form.
7. Click the Register button.
8. A Registration confirmation is displayed that contains all of the information for the training session, including the link for the session and the password to enter when you are ready to attend the session. Click the OK button to finish.

## Setup (Software Install) Information:

For more information: You may visit the iCare website: <http://www.ihs.gov/CIO/ca/icare/index.asp>  
or contact Cindy Gebremariam at: [Cynthia.Gebremariam@ihs.gov](mailto:Cynthia.Gebremariam@ihs.gov); (520) 670-4697

You must have the WebEx software installed on your computer prior to attending the WebEx session. **You should setup the software at least a day before the training session.** You should not need anyone such as the Site Manager to install it for you. Below are the instructions.

1. Click this link:  
<https://ihs-hhs.webex.com>
2. On the left side of the window, locate Set Up
3. Click Training Manager
4. A message is displaying giving you information about the setup process. Click the Set Up button
5. After the software is installed, click the OK button.

### **Attending the Session:**

On the day of the scheduled training, you will receive a confirmation email. When you are ready to attend the session, connect to the WebEx session by clicking on the link in that email. You will then need to connect to the conference line. The dial information for the conference line is shown below and is also included in your registration confirmation message.

Phone Number: (877) 781-4791  
Passcode: 135963#

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