Hosting On-Line Multimedia In-Services: A Technical Implementation Guide

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QUERI-HIV/HEP
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NOTE: Suggested instructions in this guide are based on the MicroSoft (MS) *Live Meeting* configuration for the Veterans Health Administration (VHA), which may differ in other institutions.

Overview

Background

Based on the successful pilot implementation of the VA Quality Enhancement Research Initiative (QUERI) aimed at increasing HIV testing throughout four local facilities and their associated satellite clinics, we expanded our efforts to deploy our methods to substantially more sites spanning a total of 11 states.

Objective

In our initial pilot implementation, we provided site visits to engage staff in provider-activation in-service meetings at each main hospital and satellite clinics. In our more expansive implementation, we had adequate resources to provide such in-person meetings at each main hospital; however, constraints of time, budget, and staff precluded us from visiting the multiple Ambulatory Care Centers and Community Based Outpatient Clinics (CBOCs) associated with each hospital, wherein an estimated 40 percent of VA patients receive services. Our goal was to derive a method to deliver an equivalent in-service to such (remote) clinics while working within our means.

Method

We developed an on-line version of our in-person presentation using the same (PowerPoint) slide show presented via Live Meeting along with our teleconference system, facilitating audiovisual contact between the attendees and the presenter. Handouts were shipped to each site prior to the day of the in-service. A prerecorded version of this presentation was posted on-line for remote clinicians who encountered scheduling conflicts.

Results

Remote participants seemed receptive to this form of provider activation. The technology functioned dependably; no presentation anomalies were encountered.

Conclusion

While this approach required some early investment to develop online teaching materials and to master and apply the technology, subsequent of the system to provide remote training involved negligible costs in terms of personnel, time, and fiscal expenditures compared to traditional in-person deployments, which relied upon travel to remote geographical locations. Though this project was aimed at increasing HIV testing among providers, we propose that this methodology can be utilized to provide in-service education on a variety of other subject matter. Further details regarding this implementation methodology can be found in *No Clinic Left Behind: Providing Effective Remote In-Services via Multimedia Methods* (Knapp et al, 2010) [in development / in press (ETA: September, 2010)].

Early Success

Satisfaction and attendance

The in-person in-service approach seemed to be well-received by the majority of participants. However, the attendance of the in-service meeting was only about 50% of the population at the main hospital whereas the multimedia meetings at remote sites reached 80% of the target audience. Also, the flexibility of the scheduling of the remote meetings allows providers to participate at their own time which may encourage an increased number of attendants in the future. Although we were able to capture a larger audience for each in-person presentation at the main hospitals, we wonder if it might be worthwhile to run these remote approaches more frequently to capture more attendants or have them pre-recorded.

Technical aspects

Due to bandwidth limitations, unpredictable internet traffic, and the fact that most VA computers are not equipped with microphones, our approach to audiovisual conferencing involves the concurrent use of two separate technologies: (1) the VA National Teleconferencing System (VANTS) to carry the audio and (2) MS *Live Meeting* (a sub application of *Outlook*) to carry the visual (PowerPoint slides). The first time a user accesses an MS *Live Meeting*, the system automatically downloads appropriate conferencing modules promptly.

Audio

To integrate the VANTS audio into a *Live Meeting* invitation, begin by scheduling the VANTS line first. This process will generate a toll-free telephone number and a participant's code. There are two ways to schedule a VANTS line:

1. Contact a live operator at: 304-262-7600
2. Reserve on-line at: http://vaww1.va.gov/vants/

Reserving on-line automatically generates a meeting access code, which the system e-mails to the organizer. Please note that regardless of what time zone you reside in, **VANTS books all calls using the Eastern Time Zone**. Please see the Audio Section of Appendix A1 - Set-up and Function.

As a matter of convenience, presenters may opt to use a speakerphone or telephone headset.

Microsoft (MS) Live Meeting

The online meeting resource is Microsoft *Live Meeting*, a sub-application of Microsoft *Outlook*, which is available throughout the VA. Attendees outside of the VA can also access these meetings from any internet service. *Live Meetings* are scheduled in *Outlook* similar to scheduling any meeting. One difference, however, is setting the *Options* for the meeting**. *Live Meetings* are scheduled in the time zone of the presenter; it will auto-adjust when crossing time zones.** Please see Appendix A for Live Meeting Illustrations comprised of three sections: A1 - Set-up and Function, A2 - Preparation, and A3 - Delivery.

In order to schedule and set-up a *Live Meeting*, one must have *organizer* access. A user with *organizer* access will see a *Conferencing* drop-down button in the *Outlook* tool bar and quick buttons: *Meet Now*, *Schedule a Live Meeting*, and *Schedule a Conference Call*. If these features are not present in your *Outlook*, a MS *Conferencing Add-in* must be installed on the computer of the organizer. This add-in is not required for *presenters* when the *presenter* status is assigned by the *organizer*. In the VA, a work order to the IT desk is required to request an add-in for a user's computer. Additionally, the user must create a *Live Meeting* User Account. The organizer has the ability to create and send invitations, select a presenter among invitees, load in VANTS information for audio, create a *Meeting Lobby* link, and upload *Live Meeting* content.

Typically, only persons receiving an invitation from the *organizer* may access a meeting. Invitations cannot be forwarded (the *Join the Meeting* link will not work); only the *organizer can add invitees* and then *Send Update*. However, anyone may enter the meeting through a *Meeting Lobby Link* – this method requires no invitation. Additionally, once the *Meeting Lobby Link* is created and sent out, anyone can forward the link or access it directly from a webpage. This feature supports simplicity, flexibility and inclusivity. However, the meeting must be fully scheduled or saved in order for the system to generate a *Lobby URL.* To capture the *Meeting Lobby Link*, open the meeting in your calendar and go to the *Meeting Lobby Option.* From there the *Lobby URL* can be copied & pasted to a standard email, a list, a SharePoint calendar, etc.

The other main role of the *organizer* is to upload content for the visual portion of the presentation. There are many different modes of presentation in the *Content* section of *Live Meeting.* PowerPoint slides are frequently used in the VA, as in this guide (see Appendix C – PowerPoint Show). Uploading a PowerPoint slide show takes a few moments to upload since it is re-configured to the *Live Meeting* format. When the presenter selects this (pre-loaded) PowerPoint show, all attendees will see the slides, which the presenter advances by clicking on up & down arrow icons at the lower left corner of the screen.

Building the Audience

Time Zones

Audiences for this project were situated in four time zones: Pacific, Mountain, Central and Eastern.

As mentioned earlier, remain aware that MS Outlook -- used to set up and schedule the *Live Meeting* -- **must be scheduled in the time zone of the presenter**. Outlook will translate to the time zones of attendees. Conversely, **VANTS is always scheduled using Eastern Standard Time (EST).**

To facilitate matching Live Meeting times with VANTS times, please refer to the time zone reference chart presented in Appendix D1 – Time Zones.

We coordinated our CBOC engagement with the local Principal Investigator (PI), usually a physician with moderate to high visibility at the main medical center, explaining our rationale and methodology for engaging CBOCs in a remote activation fashion. This served to keep PI's apprised of our field efforts, while utilizing their expert knowledge of local CBOC operations. In some instances, the local P.I.s had little knowledge about CBOCs and we were referred to site ACOS offices to determine how to make contact with CBOC leads. This communication helped us to more meaningfully engage CBOC clinical managers to arrange for our on-line meetings (see Appendix D2 – Communications Library).

Technical Support

A remote clinic may be unfamiliar with videoconferencing technology (VCT), or the type of VCT being used in a particular presentation. The following are the instances wherein technical support was provided:

- We provided practice sessions for CBOC leadership to validate the functionality of the system at their sites. It also gave leads a preview of the presentation and we were able to explain specific features of the system.
- Some technical support was embedded in emails such as, how to accepting a *Live Meeting* invitation auto-posts the meeting into the attendee's calendar.
- The use of *Lobby Links* was also explained in emails. In the VA system, invitees cannot forward their invitation to others; the ***Join the Meeting*** link will not work. Only the o*rganizer* can invite others. However, *Lobby Links* were created for each; a forwarded e-mail message which includes a *Lobby Link* permits the recipient entry to a meeting in the absence of an invitation from the *organizer.*

Flexibility

In order to facilitate rapport, we did not impose *our* scheduling on CBOCs; conversely, we explicitly requested that clinical managers specify the best time for such meetings, so as not to disrupt clinical operation. We recommended using some portion of their regularly scheduled (monthly) staff meeting time. The only range we imposed was that the meetings needed to be within our hours of operation (08:00 – 15:00 PST).

We also offered multiple sessions for a clinic in case staff-staggering was the method used for in-service participation. Multiple sessions also created a base for offering make-up sessions in the event of scheduling conflicts. We also extended flexibility in the type of presentation setting; be it individual, small group, large group or mixed. On some occasions, members from more than one CBOC opted for the same presentation time; due to the uniformity of our message from site to site, instances of dual- or multiple-bookings were seen as welcome happenstances.

The Presentation

PowerPoint slides

Begin by preparing a traditional PowerPoint slide show. Considering the challenge of retaining attendee's attention span without the benefit of your physical presence, consider assembling a presentation that can be delivered within a relatively brief time frame – about 20 to 30 minutes.

It is recommended that you compose "no frills" PowerPoint slides; Live Meeting can produce unpredictable results when it comes to properly presenting some of the more advanced PowerPoint features such as animations and slide transitions. For best results, consider assembling slides that present as a single exhibit using the (default) setting: no transitions.

Preparing for a Smooth Delivery

Prior to the first performance, it is important that the presenter be familiar with the Live Meeting controls that will be used (e.g., selecting the media to exhibit, slide advance, screen markup options, Q & A feature, etc.).

It is advisable for the *presenter* to develop proficiency through rehearsals. Such *Dress Rehearsals* with local staff, who can offer useful feedback, is essential for a smooth delivery.

During any PowerPoint presentation, either in-person or on-line, it's advisable to have a full-sheet hard copy of each slide in the event of a technological glitch. Although Live Meeting is a fairly stable presentation system, it's advisable to have a backup plan. In the event of a system failure during your presentation, acknowledge the failure, and

make an effort to proceed as seamlessly as possible. Use your printed copy of the slides to talk your audience through the presentation. If your presentation is highly dependent on graphical elements, you may consider proceeding and e-mailing the PowerPoint file to the attendees upon the completion of the show. In instances where you feel the presentation is substantially compromised, rebooking the meeting may be a viable option.

Vocal Performance Tips

Providing a remote in-service requires a slightly different set of skills in that you will not have visual contact with your audience. In the absence of your physical presence, you have (only) your voice to convey the details and emotions of your message. In order to help engage your audience, consider these simple, yet effective vocal performance techniques to enhance your delivery:

- Know your material. Being intimately familiar with the material that you're presenting will enable you to speak with genuine enthusiasm and authority. As the audience senses your confidence and competence, it becomes easier for them to embrace your message.

- Imagine your audience. Keep in mind that you're not just talking to a computer monitor or a speakerphone. Try not to vocalize as though you were leaving someone a recorded (voice mail message). Form an image of the people you're communicating with, specifically, healthcare professionals, and talk to them as though they were in the room with you. This will help to personalize your message; talk *to* people, not *at* them.

- Use your body. Even though you're not seen, go ahead and include all of your natural gestures and facial expressions as if you were speaking face-to-face with someone. Your nonverbal expressions add appropriate emotive accents to your vocal message. It's okay to be enthusiastic. Remember: No audience wants to be trapped in a lackluster presentation.

- Consider standing. It takes more energy to stand than to sit, which can boost the energy level of your vocal performance. Standing with proper posture can also facilitate freer breathing.

Shipping the Handouts

Determine the specific person at each CBOC that you'll be shipping the materials to. Arrange for the handout packets to arrive at the CBOCs two days prior to the meeting. We believe it is important to ship close to the presentation date to reduce the likelihood of the materials being misplaced or accidentally discarded. Please see Appendix D3 - FedEx Shipping.

Live Meeting Environment Preparation

Go to your calendar and find the newly scheduled *Live Meeting.* Enter the meeting through the ***Join the meeting*** link.

NOTE: As the *presenter* or the *organizer,* when you have finished the following tasks, be sure to ***Exit and End Meeting***. Please see the end of Appendix A2, Preparation, for an illustration.

Upload PowerPoint file into Live Meeting. To include a PowerPoint presentation into a *Live Meeting*, use the Upload function in the Contents section. The system will proceed with a three-pass conversion process which takes a few minutes. When the upload finishes, take a moment to review the slides to verify that they are displaying properly.

First slide: In order to signal users that the audio portion of the presentation will not be carried through the computer speakers, consider adding the following message to the top of the title slide: *"For audio, please join us on VANTS: 1 (800) 767-1750 ext. 12345".*

Lobby use. If you are using the Lobby feature that means:

- a Lobby link was created in the Options setting when this meeting was being scheduled and
- attendees will be able to access the meeting through a Lobby in the absence of a *Live Meeting* invitation email.

To get a count on how many attendees entered through the Lobby and for the system to automatically admit attendees who show up via the Lobby link, set the Lobby for auto-access. Click on the Meeting tab, then click on Lobby, and check both boxes:

- ☑ Always notify me…
- ☑ Grant access automatically…

Delivering the Presentation

Greeting

The organizer, who'll serve as the greeter, should log onto the meeting about 15 minutes prior to the start. The organizer, may have some name recognition from pre-meeting e-mails and phone calls, thereby facilitating rapport among attendees as they join the meeting. The greeter serves multiple roles:

- welcome attendees
- explain mute options
- inform attendees of start status
- assist with log-on issues

- verify attendees have handouts
- introduce presenter

See Appendix A3 - Delivery, for a sample script.

Documentation

The organizer remains on the telephone line during the presentation to take notes. A detailed note template is included in Appendix D4 – Live Meeting Notes Form. This document cues the organizer to gather information detailing the CBOC, attendees, Q&A / discussion, and timing of the encounter.

Conducting the Session

It is recommended that the presenter make a deliberate effort to make attendees feel welcome, and comfortable. Since you will not have the advantage of your physical presence at these meetings it may confound your ability to read your audience. Some attendees may feel that staring at a screen while listening to a telephone is a cold and impersonal means of contact; others may feel this is an unwelcome interruption in their busy day. To address these (potentially unspoken) confounds, we deliberately addressed this at the beginning of each presentation, explicitly framing this encounter in a positive fashion that's *inclusive* as opposed to *intrusive*:

> *…due to staffing and budgetary constraints, we're only able to visit the in-patient facilities in each VISN, but recognizing that 40% of VA care is provided through CBOCs (facilities like yours), we've assembled these webinars to be as inclusive as possible – we don't want to leave you out. This presentation is exactly the same as we provided at those facilities – the same handouts and slides; the only difference is that we don't actually get to set foot in your building.*

Begin by selecting the item that you want your attendees to view by clicking on the **Contents** tab. This is also where you will click through the presentation. Please see Appendix A3 - Delivery.

During our introduction, we encouraged participants to ask questions or make comments throughout the presentation; we also mentioned that we'd make time for traditional Q & A at the conclusion. It was our experience that attendees tended not to inject questions or comments during the presentation. In about half of our presentations, participants engaged in discussion when prompted at the end. Live Meeting offers a feature that enables participants to submit (typewritten) questions during the presentation using the Q & A option. Participants seldom used this feature.

Concluding the Session

When concluding the session, as a matter of courtesy, be certain to thank all attendees for taking the time to partake in this in-service. Additionally, we requested that attendees take a moment to complete the In-Service Evaluation form (last page of handout, see Appendix B - Handouts), emphasizing that these surveys are anonymous, quick and easy to complete, and that the feedback gathered provides guidance in refining our presentation efforts and intervention method. The presenter recommended that for convenience, one person gather the forms and fax them to the number at the bottom of the sheet, pointing out that for convenience, no coversheet is required. Remember to **Exit and End Meeting** when signing-off.

At the close of each meeting, the meeting organizer sent each invited attendee a brief e-mail thanking them for their attendance, and a link to our next scheduled meeting, in the event that they were unable to attend.

Appendix A – Live Meeting Illustration

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Appendix A1 – Set-up and Function

This appendix has two sections, (1) Audio, which provides guidance on scheduling a VANTS teleconferencing session, and (2) Visual, which explains how to set up the MS *Live Meeting*.

Audio

The Veterans National Teleconferencing System (VANTS) can be accessed for scheduling in two ways: online or telephone. We found the online method to be more convenient and flexible.

- Online – Go to **http://vaww1.va.gov/vants/** . These same instructions for Online Scheduling can be found on the website.
- Telephone – Call the Audio Reservation Desk at 304-262-7600.

Instructions for online scheduling

STEP 1
Log onto VANTS using your same VA Log-on ID (account), password and domain (usually your VISN number)

STEP 2
The VANTS homepage allows you to search and display any scheduled meetings. To book a reservation, select the item below My Schedule: Book Meeting

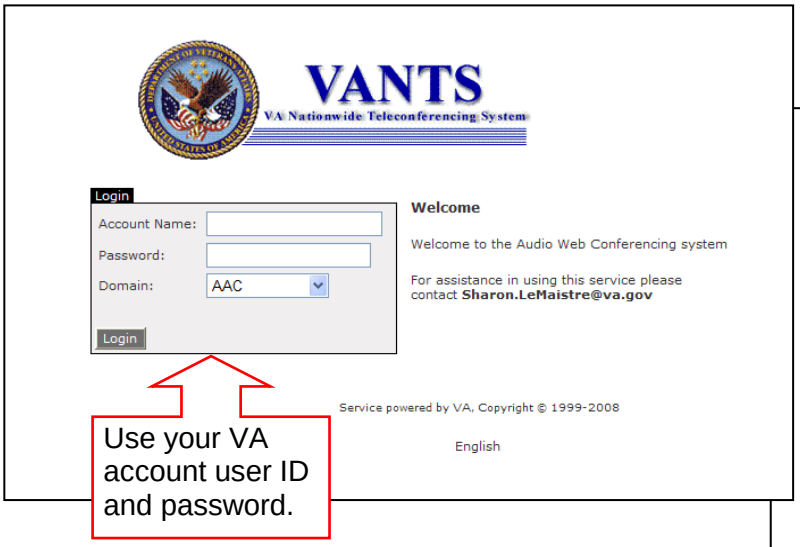
- Conference Name: Title
- Number of Participants: cannot exceed 35
- Time: Please make sure you annotate A.M. or P.M. Always enter "Eastern Time", do not change to UTC (system); your conference will be scheduled at the incorrect time if this is used.
- Conf Duration: 50/80/110 minutes. (Note: VANTS allows logons 10 minutes prior to the scheduled start time.)
- If you need more than one recurrence, go to the Recurrence Tab. No more than 12 conferences can be scheduled.
- Click **Book**.

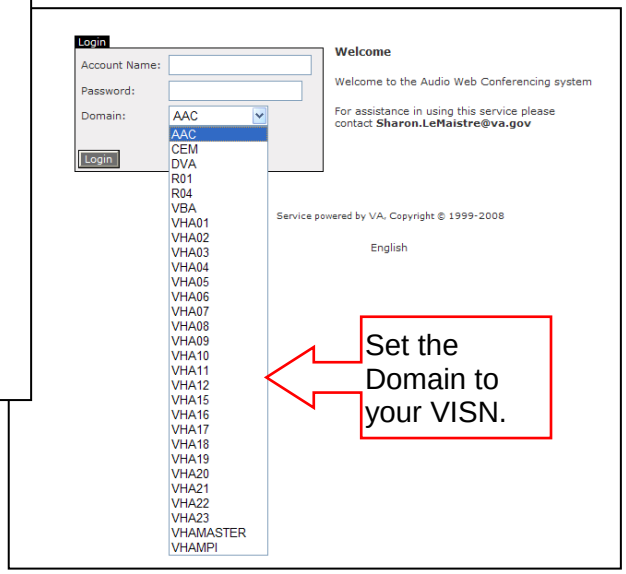
STEP 3

- When the conference is scheduled you will see a participant code and moderator code; use the **participant code**. Make reference of the toll-free number and participant code, although you will receive an auto-generated confirmation email.
- Click **Done**.

Illustrations of each step are provided below.

STEP 1 – Account set-up and Log-on

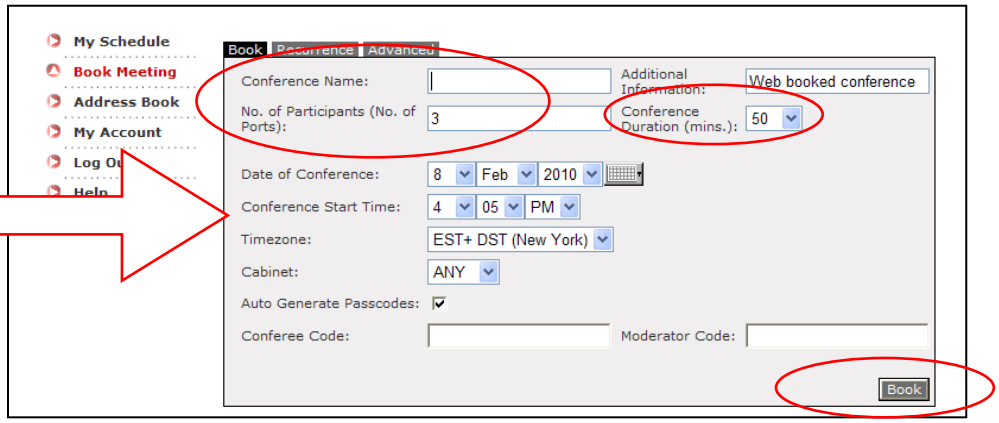




STEP 2 – Book a Meeting

This page appears when logged-on. The next earliest conference you've already booked appears by default.

Always book Start time in EST zone, e.g. presenter in Los Angeles starts at 9:00 am PST, book VANTS line for 12:00 pm EST. **Never** change the Time Zone field, it is always EST.



STEP 3 - Done

Resources
Department of Veterans Affairs
VA GREATER LOS ANGELES HEALTHCARE SYSTEM
INTRANET
GLA Home
Corporate
Performance
Training
Patient Care
Employees
Resources
Research
VANTS
VA Nationwide Teleconferencing System
My Schedule
Book Meeting
Address Book
My Account
Log Out
Help
Reservation Created successfully.
Reservation Details
Conference Title: HIV Testing Initiative
Additional Information: Web booked conference
Number of Participants: 25
Conference Duration: 50
Date of Conference: 05-Mar-10
Recurring Conference: No
Start Time: 02:15 PM
Timezone: EST+ DST (New York)
Conferee code: 32429
Moderator Code: 58771
Conference Phone Numbers: 800-767-1750
Amend Reservation Details
Email Invitations
Invite Conferees via email
Invite Conferees via Browser email
Invite from on-board Address Book
Invite
Outlook Calendar
Create Appointment for Moderator
Create Appointment & Invite Conferees
Create
Done
Enter this code and phone no. in the *Live Meeting* invite, Audio Options (Conferee = Participant)

Acquiring *Organizer* Status

NOTE: The following is not required to ***attend*** or ***present*** at a *Live Meeting*. In order to ***attend*** a meeting, you need to have the Client software installed. The Client is part of the Gold Image and should be already installed on your computer. If you need to reinstall this software, it is located at http://webmeeting.va.gov/LMSetup.exe. Alternatively, this software should promptly also auto-download when logging into a *Live Meeting* the first time. To ***present*** at a *Live Meeting*, the ***organizer*** can assign ***presenter*** status to one of the invitees. If no presenters are assigned, the ***organizer*** is ***presenter*** by default.

In order to **organize** a meeting using Live Meeting, you need to create a user account at http://webmeeting.va.gov. This is required **before** the *Live Meeting* Conferencing Add-in can be installed. Please go to this sight and follow the simple instructions. The way you enter your name will appear on the attendees' screen of all *Live Meetings.* **Do not** use your VA username or password since this is a public site. Remember to make note of your password. Usually, meetings are organized via *Outlook*; however your online *Live Meeting* account can serve as a back-up for scheduling these meetings.

Install the *Live Meeting* Conferencing Add-in

Please go to http://webmeeting.va.gov/ConfAddins_Setup.exe.
BEFORE you install the add-in make sure that you have a Live Meeting user name and password. You need your Live Meeting user name and password in order to activate the add-in.

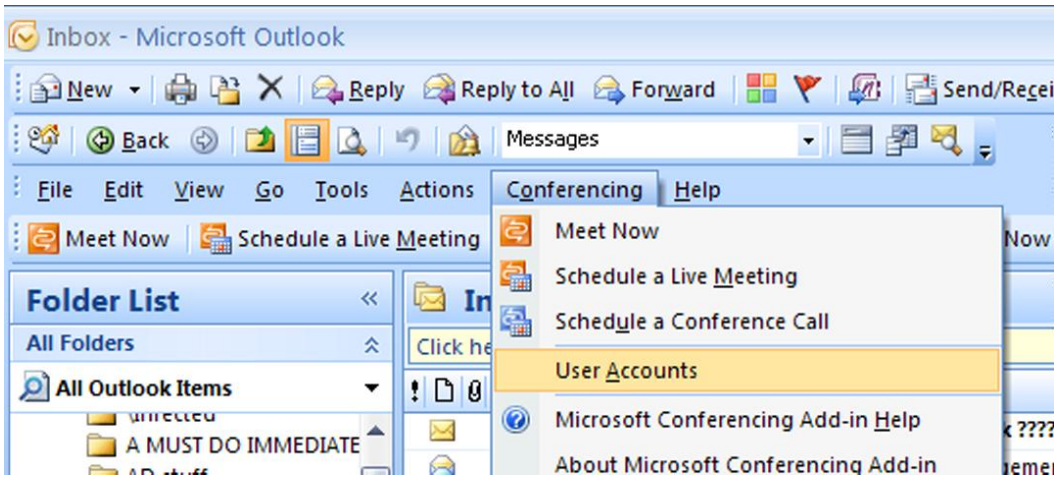
Telephone lines for the audio in your meeting need to be arranged by calling the VANTS operator at 1-304-262-7600 or by online scheduling at http://vaww1.va.gov/vants/. This should be done first so the toll free number and participant code can be entered in your *Live Meeting* invitation. For meetings with 50 or fewer people, you can schedule the meeting yourself; beyond that, you need to contact the Remedy Help Desk at 1-888-596-4357.

The optional Live Meeting Add-in Pack enables you to perform conferencing tasks directly from Microsoft Office Outlook, Word, Excel, PowerPoint, Project, and Visio. Additional information regarding *Live Meeting* can be found at http://office.microsoft.com/en-us/livemeeting/default.aspx**.**

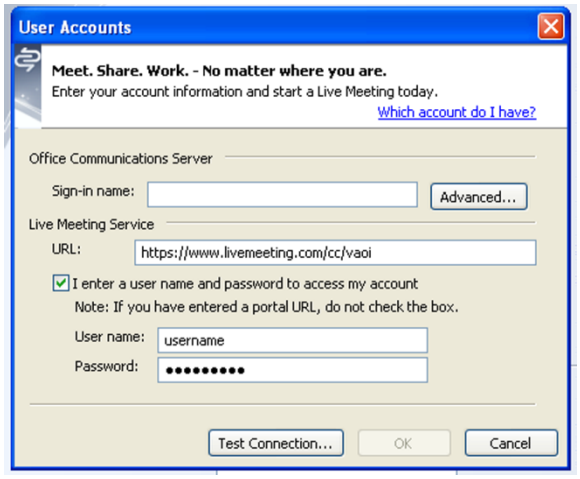
NOTE: Some computers do not allow software to be installed. If you have a problem with installing this add-in, please contact your IT help desk.

Installation and Configuration Instructions

1. Close all MS Office applications. If you use Office Communicator you must right-click on the icon in the system tray and select exit. To install the add-in click the following: http://webmeeting.va.gov/ConfAddins_Setup.exe.
2. Click **Run**. Any previous version of the Live Meeting Add-ins will be removed before the latest version is installed. Your current Live Meetings and any settings will be retained.
3. To configure account settings in Outlook, go to Conferencing > User Accounts.



Select User Accounts.



4. Type the URL https://www.livemeeting.com/cc/vaoi

Type URL

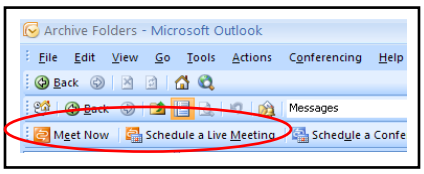
4. Make sure the box entitled, "I enter a user name and password to access my account" is checked. Then enter your ***Live Meeting*** username and password (used to create your ***Live Meeting*** account).
5. Click **Test Connection** to verify information is correct. If so, click **OK**.
6. DO NOT type anything in "sign-in" field.

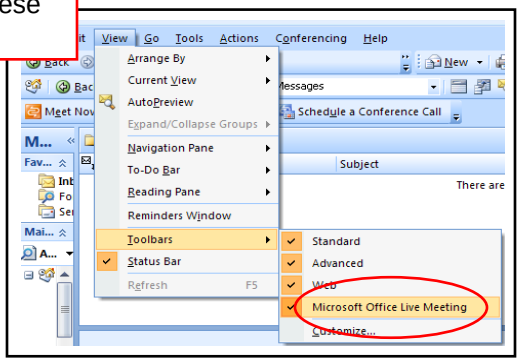
Schedule and Set-up a *Live Meeting*

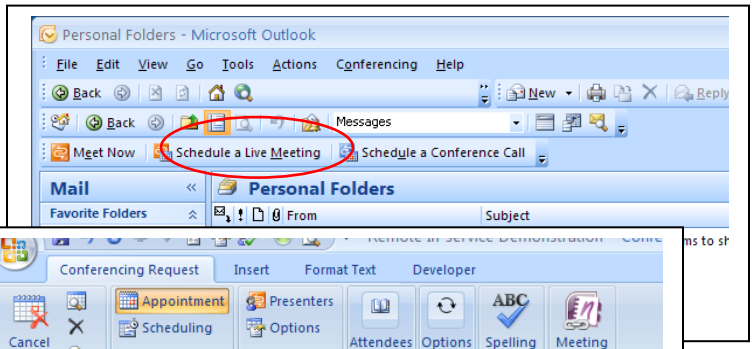
Schedule Meeting and Assign Presenter

1. Click **Schedule a Live Meeting**. Scheduling a *Live Meeting* is similar to scheduling any meeting in *Outlook.* Complete the **To, Subject** and **Location** fields. *Live Meeting* auto-populates in the Location field, but it can be overwritten or added to. Also complete the **Start time** and **End time** fields.

Select *Microsoft Office Live Meeting* in the View menu to reveal these buttons.

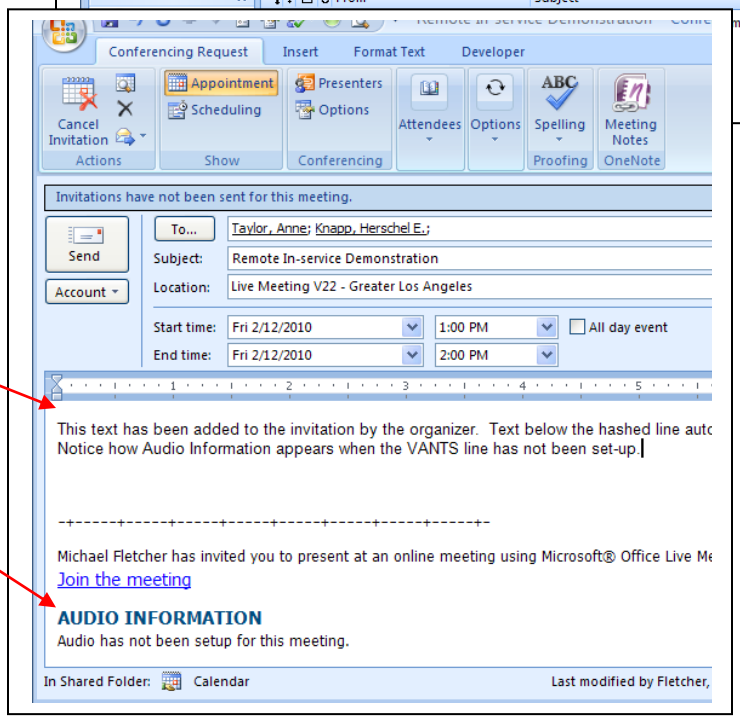


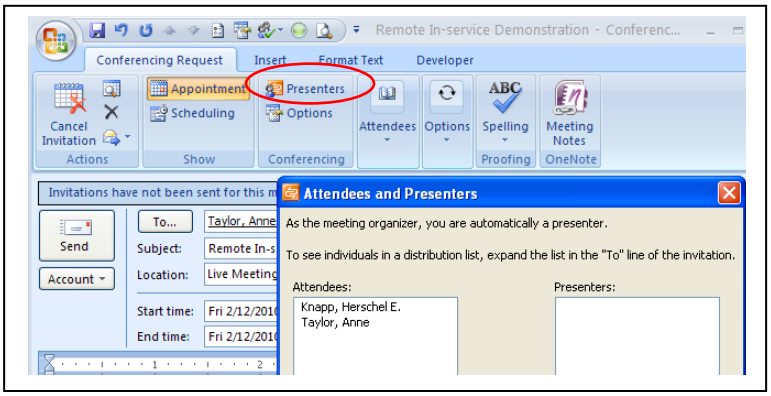




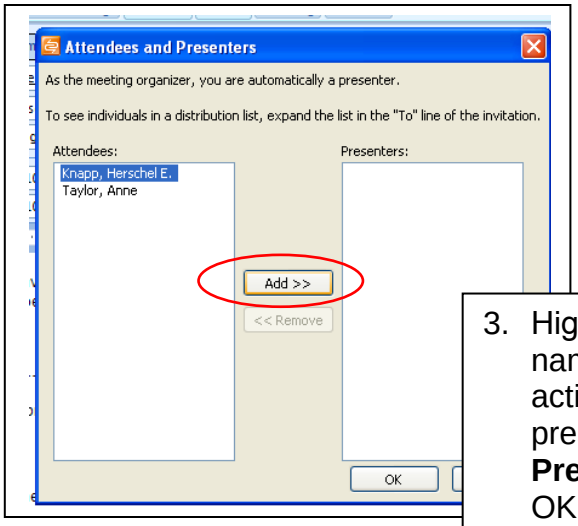
In the text portion of the email invite, the organizer can enter free text above the hash-mark link; the data below it is auto-generated.

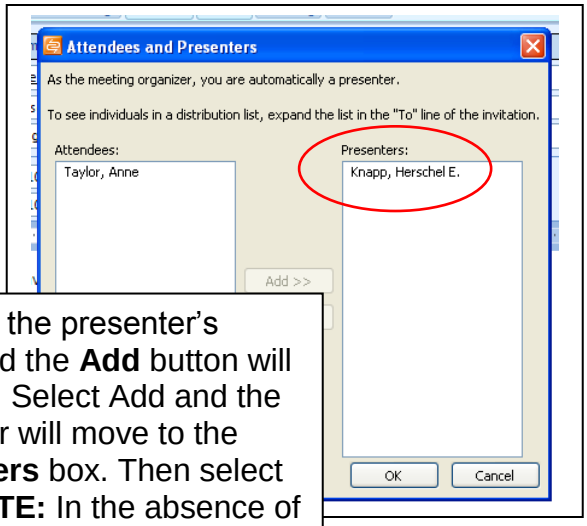
Note how the Audio Information appears in the absence of setting up a VANTS line.





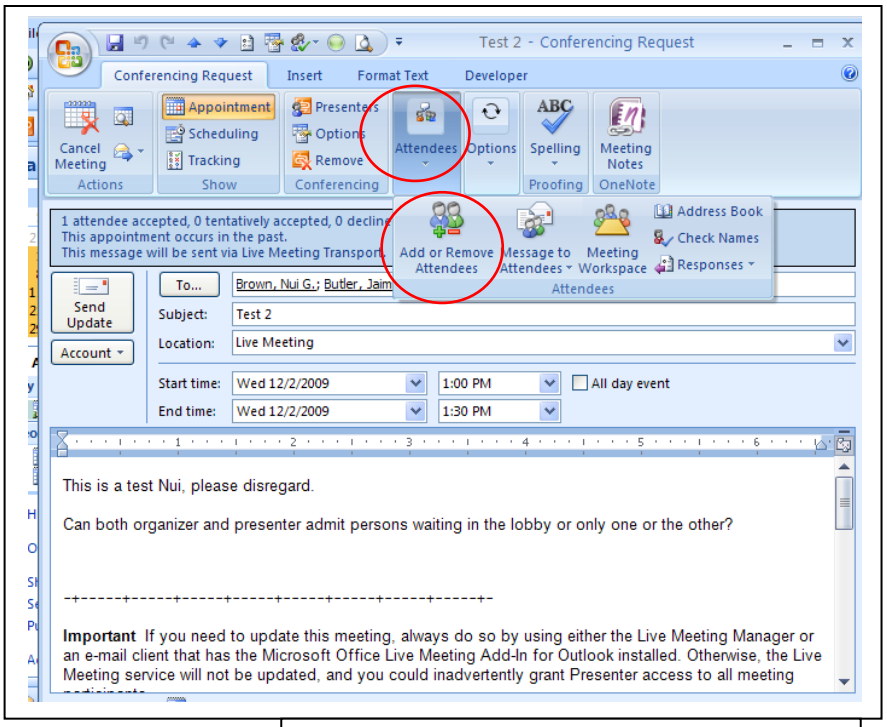
2. Click **Presenters** in the Conferencing section. All persons entered in the **To** field will appear in the **Attendees** box.

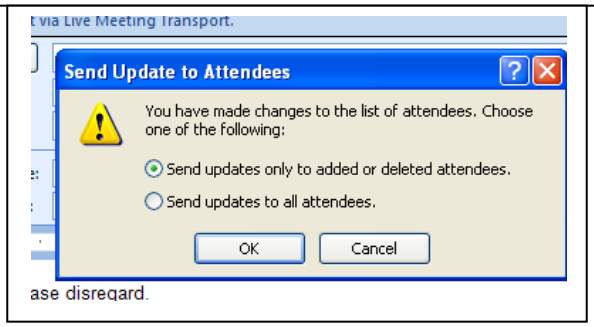




3. Highlight the presenter's name and the **Add** button will activate. Select Add and the presenter will move to the **Presenters** box. Then select OK. **NOTE:** In the absence of selecting a presenter, the organizer is the presenter by default.

Note: To add **Attendees** after the invitation has been sent, select **Attendees** and then **Add or Remove Attendees.** Select **Send Update** and typically, the default applies **Send updates only to added or delete attendees.**

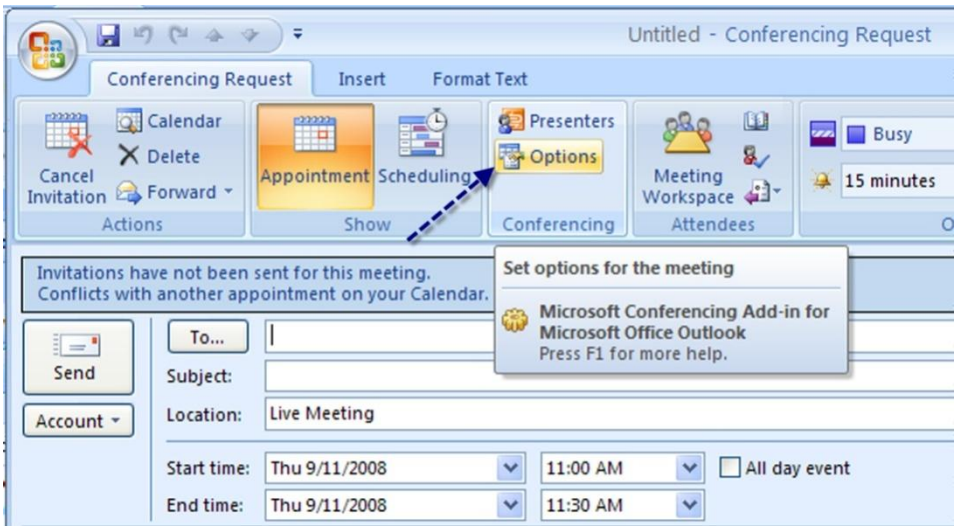




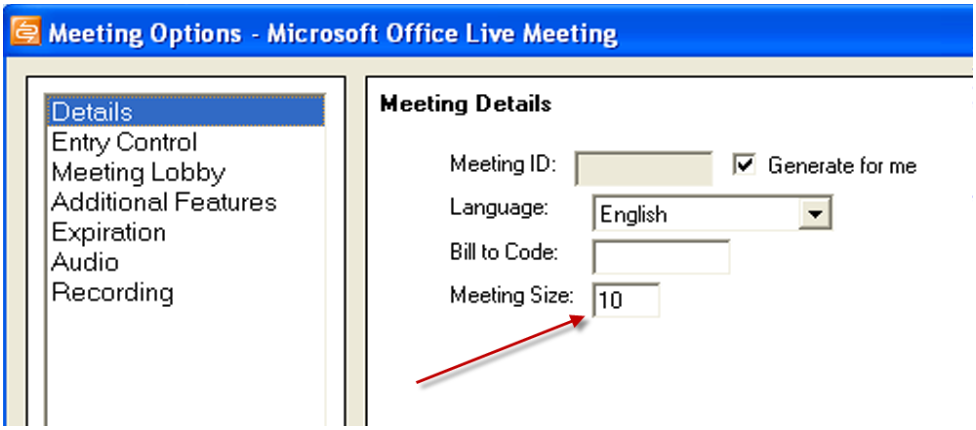
Configure Meeting Options

Click **Options**.

NOTE: Select the *Option* in the left column to view or change options. If you only want to make changes in the options for a particular meeting you are scheduling, do **not** click *Set as default.* When you want to make the *Options* you select your *default,* click *Set as default.* These options will be set for the current and future meetings.

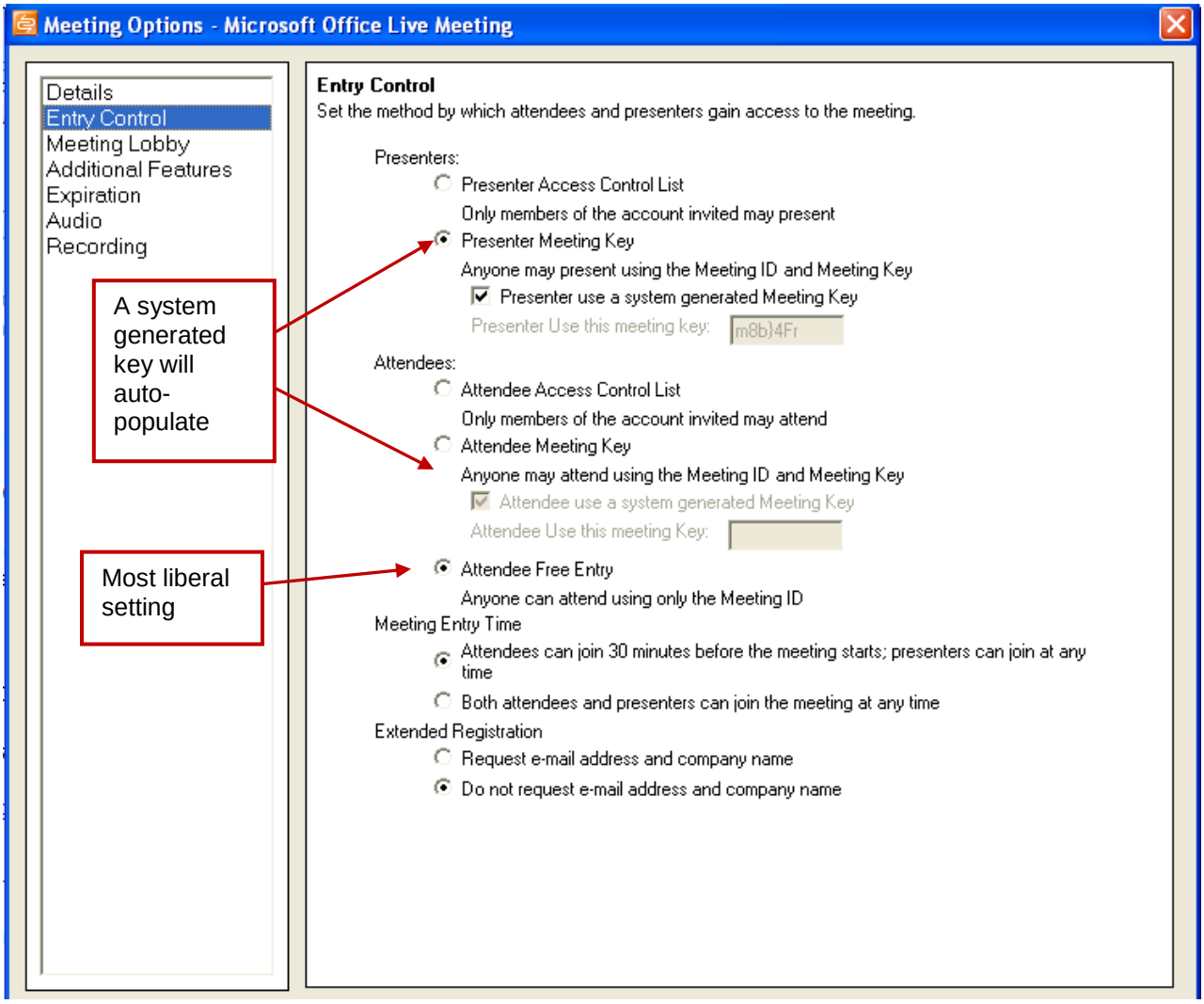


1. Set Meeting Size to **10**.



Setting Meeting Size

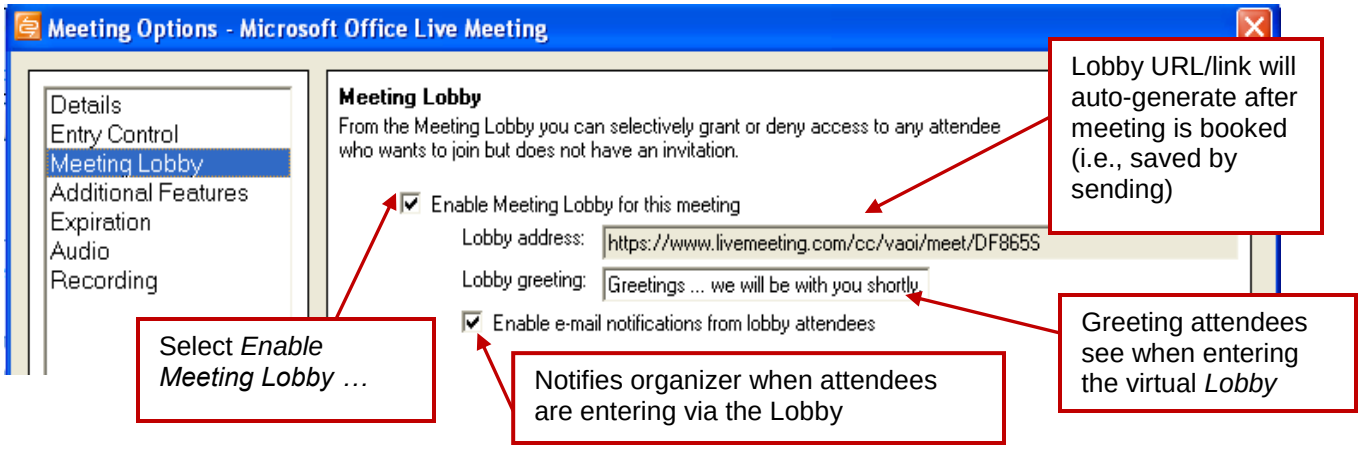
2. Click the **Entry Control** option. The settings below are the best settings for attendees to access the meeting with ease since they do not have to enter any codes. This setting also works well with the *Lobby* option (the next option).



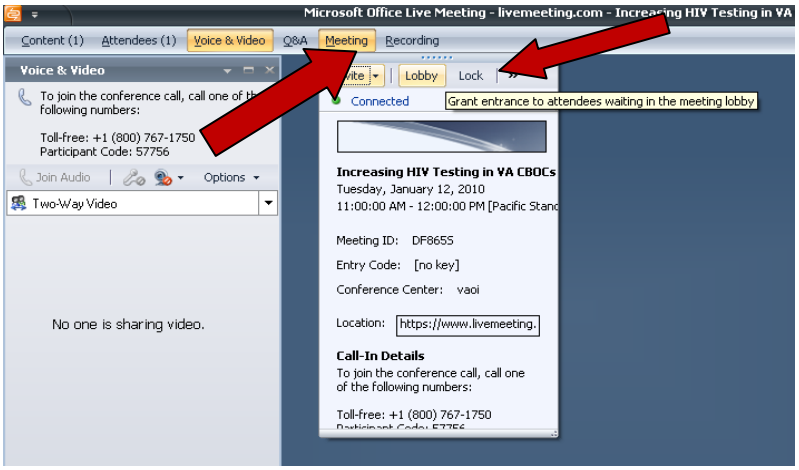
Entry Control Options

3. Click the **Meeting Lobby** option. This will permit anyone who has the *Lobby Meeting Link* to enter the meeting (i.e., a *Join the Meeting* invitation is not required). The *Meeting* panel in *Live Meeting* permits an option to allow auto-entry to the meeting as they arrive, rather than having to manually *grant access* to each attendee.

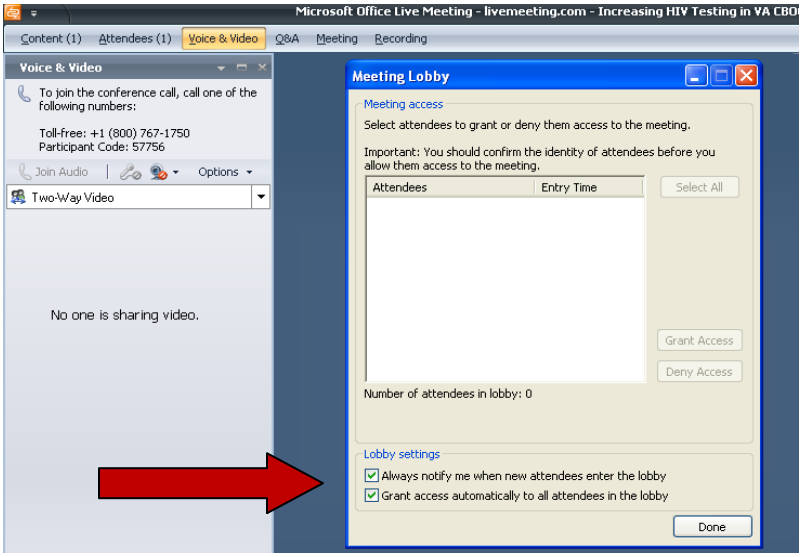
NOTE: The advantage of *Join the Meeting* invitations is, upon acceptance, the meeting will auto-populate in the invitees calendar. This invitation/link cannot be forwarded to others (it will not work); only the *organizer* can add attendees.



(Later, when going to the *Live Meeting* environment -- entering the meeting -- go to the Meeting panel and select Lobby.)



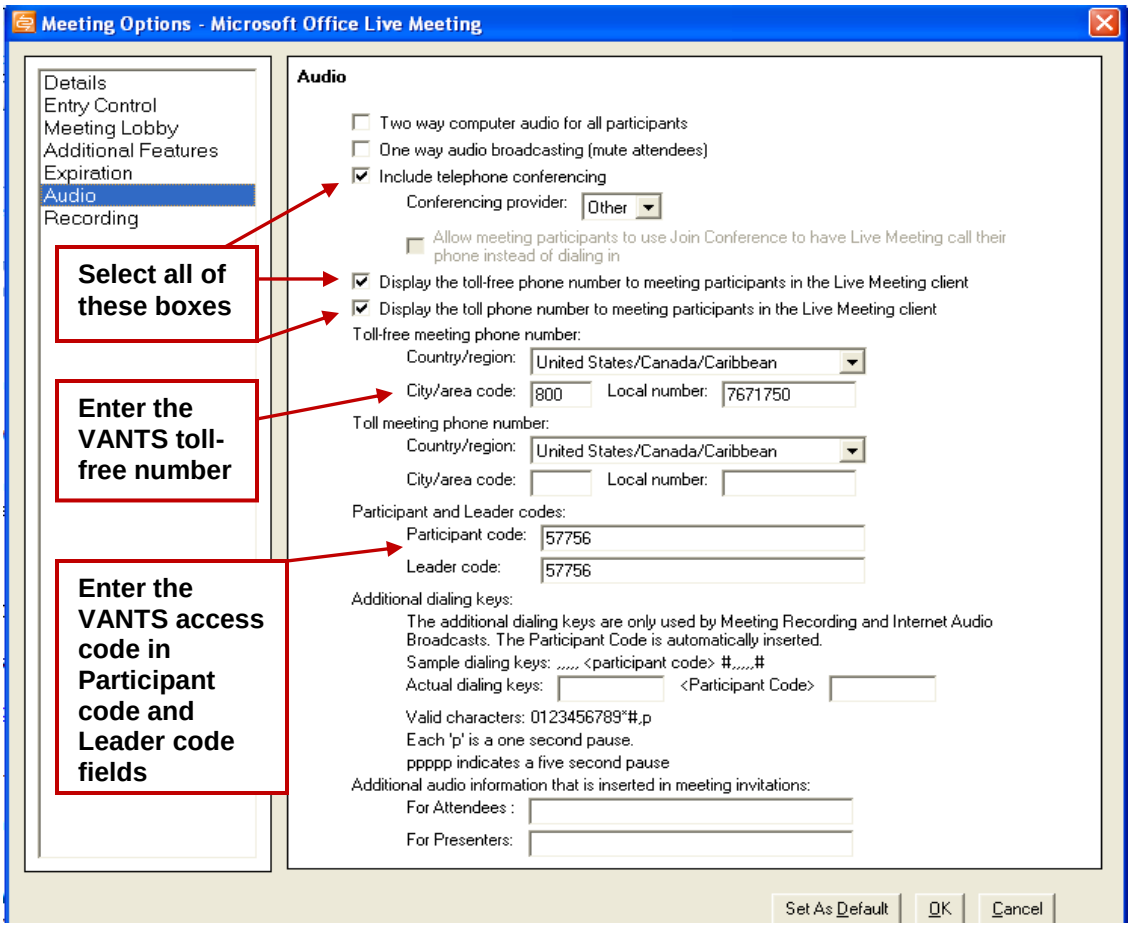
Meeting → Lobby in *Live Meeting*



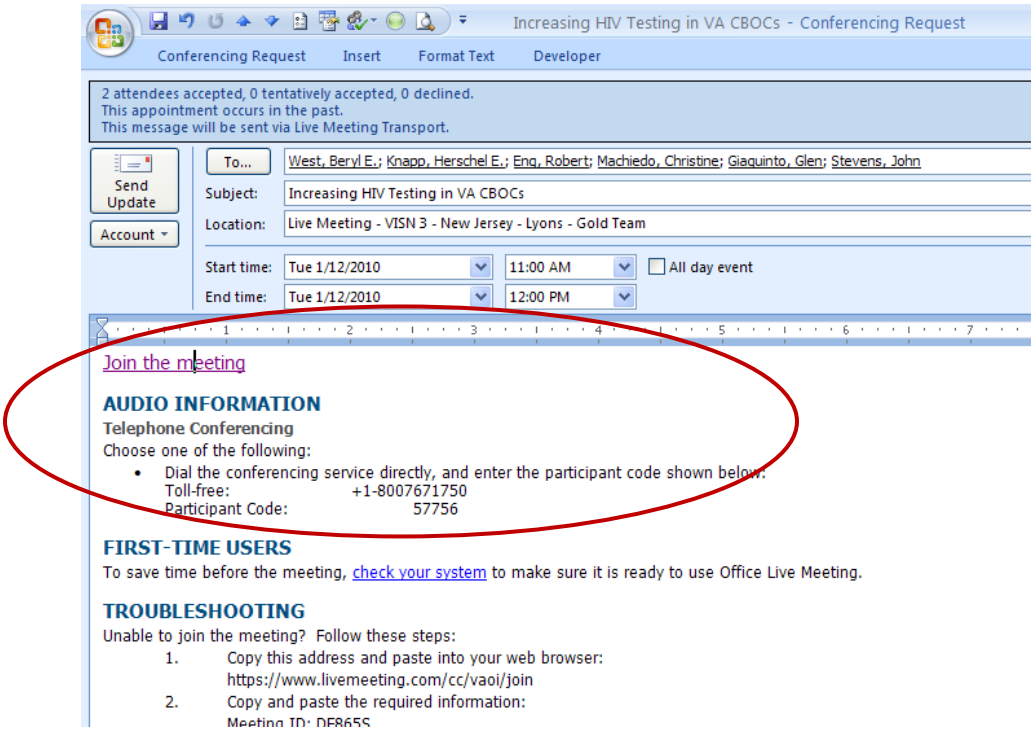
Meeting Lobby in *Live Meeting* – select, *Grant access automatically to all attendees in the lobby.*

4. Click the **Audio** option. Use this option to enter VANTS call-in information – the tele-conferencing audio portion of the meeting. This data will auto-populate both on the *Live Meeting* invitation and on the *Audio and Video* panel of the *Live Meeting.*

NOTE: Unless arrangements are made to use the same participant code, you will edit the audio *Options* screen for every meeting since a new participant code is generated. Enter the same code in the **Leader Code** field. Click **OK** to make the code change for the current meeting.

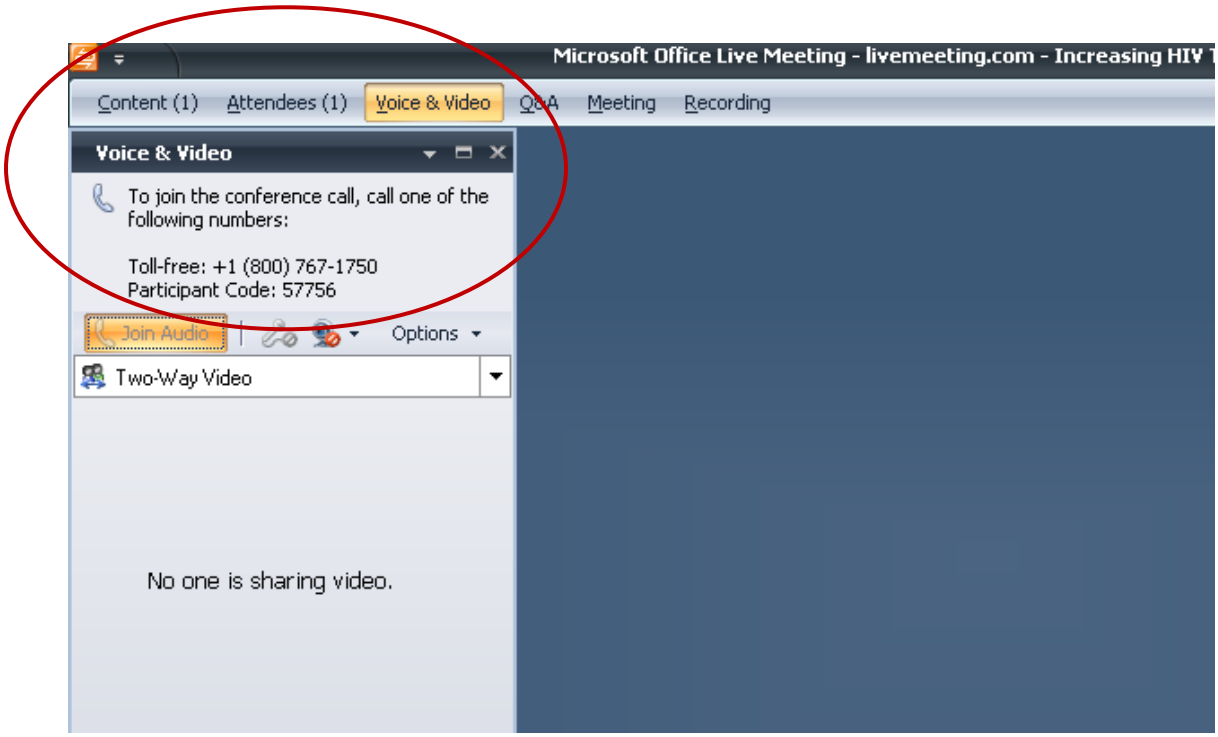


Audio Options



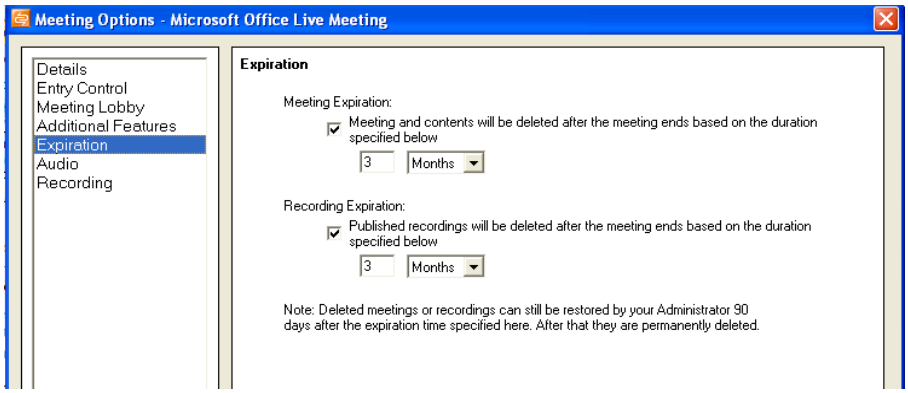
Note the difference in **Audio Information** text from #1 in this section (prior to setting up the VANTS line).

VANTS Information in Email Invitation



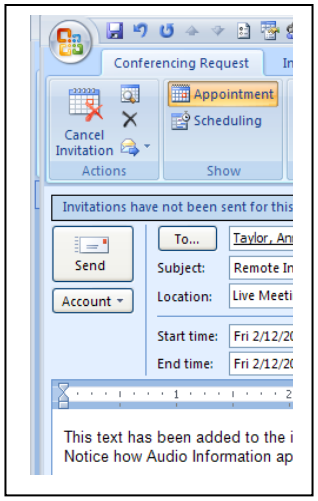
VANTS Information in *Live Meeting* Panel

5. Set the **Meeting Expiration** option. This is the length of time that anything you have shared remains on the Microsoft Conferencing Server. As you can see, we have chosen to have the data deleted 3 months after a meeting is ended. If you have chosen to record the meeting, that recording remains on the Microsoft Conferencing server up to 1 year by default. You can decide how long you want it to remain on the hosting servers.



Expiration Options

Invite attendees by sending a Live Meeting email.



Select the **Send** button.

NOTE: Remember it's your responsibility to keep all VA information Secured. These servers encrypt all the data on the server as well as in transport – but these are Microsoft Conferencing servers which are not maintained by the VA.

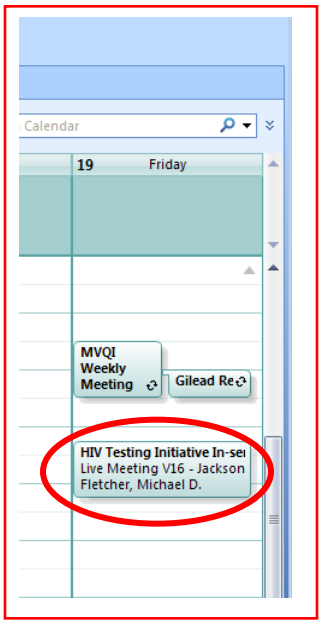
Customer Support: http://www.livemeeting.com/ask

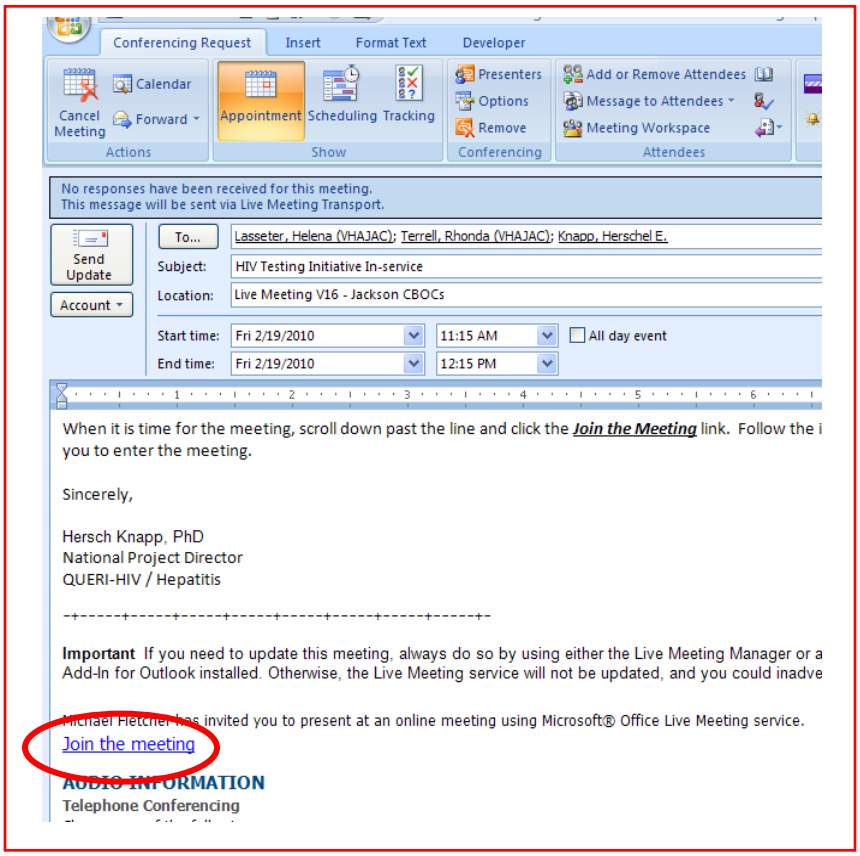
Phone: **1-888-518-0182** (toll free in the US and Canada)
00-800-9522-3000 (toll free in Europe)
650-526-6950 (international direct dial)

Return to text

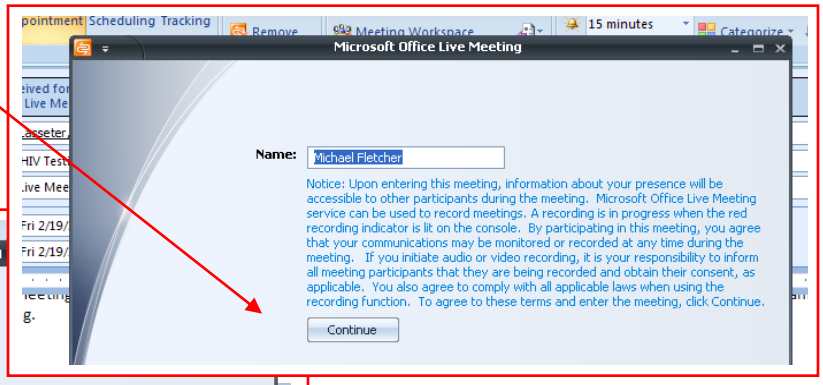
Appendix A2 – Preparation

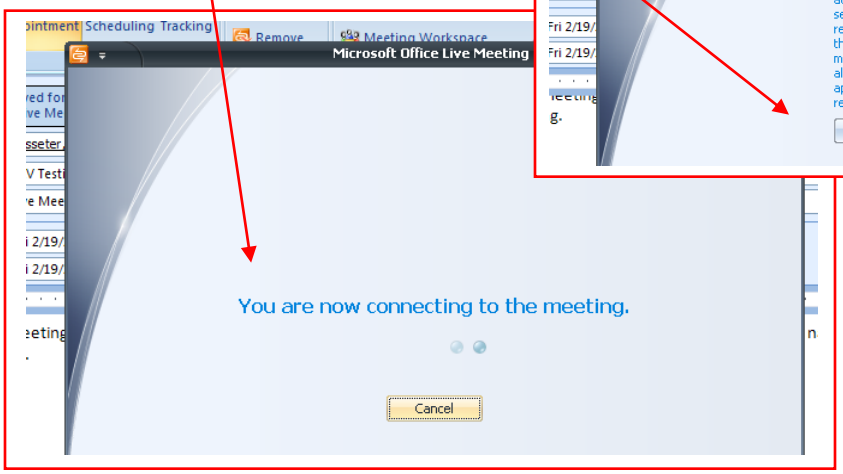
To prepare for the meeting after it has been scheduled, go to your *Outlook* Calendar and open the *Live Meeting* invitation and click on the **Join the Meeting** link.



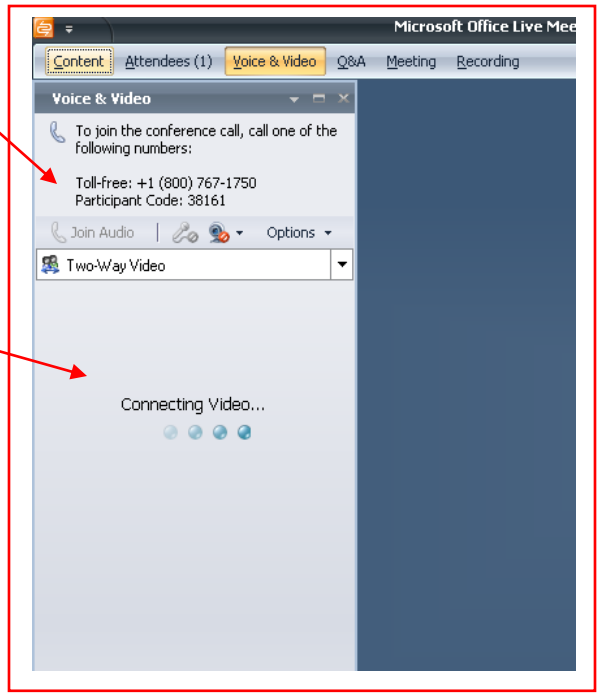


First, the user is notified that the connection is in process. The next screen will either show your name or ask for you to enter your name. Click the continue button.

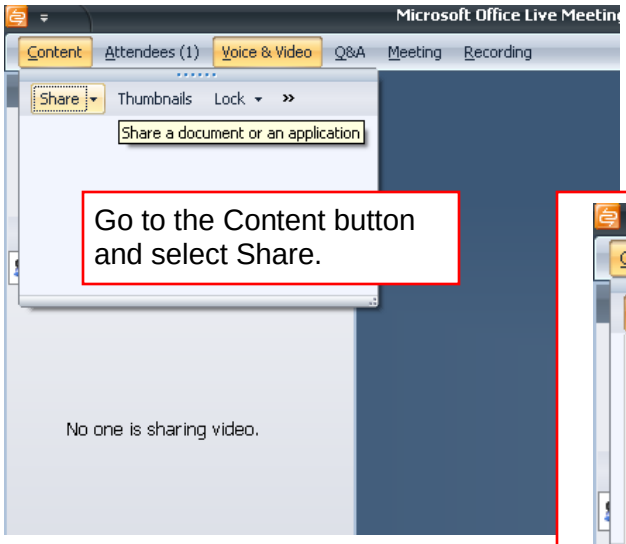




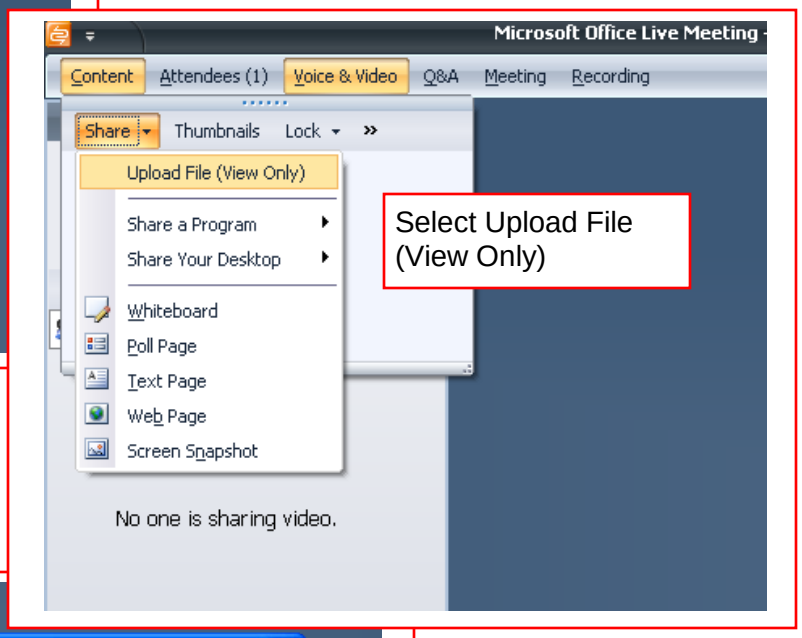
The VANTS information entered in the Meeting Options – Audio will appear here. It is recommended that this information be inserted into the first PowerPoint slide to clearly prompt the attendee to call in (how to do this will be explained shortly).



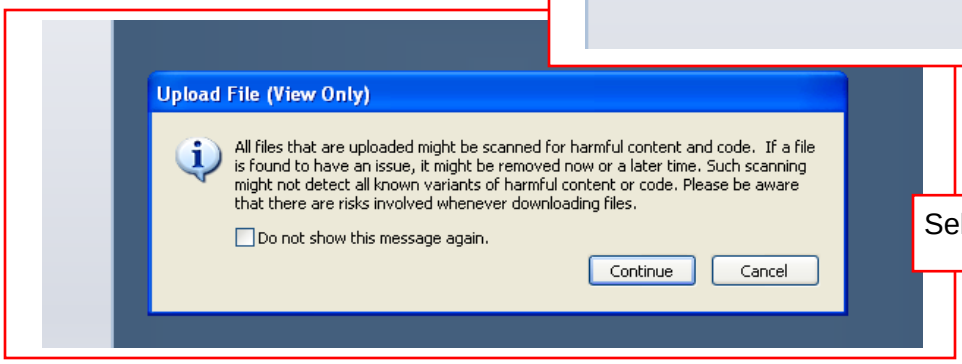
The Live Meeting load will first check for audio and video, the cycle completes with, *No one is sharing video*.



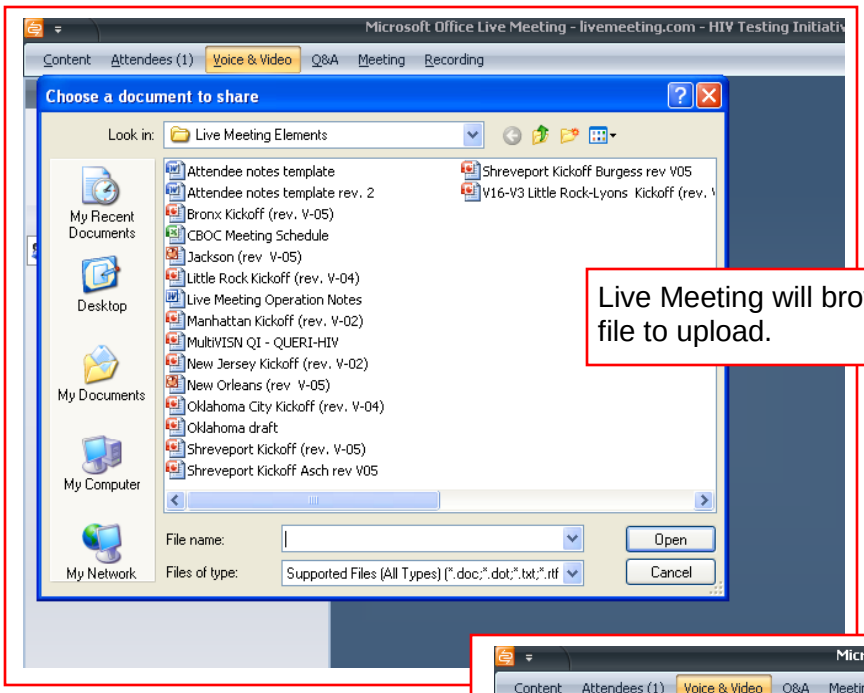
Go to the Content button and select Share.



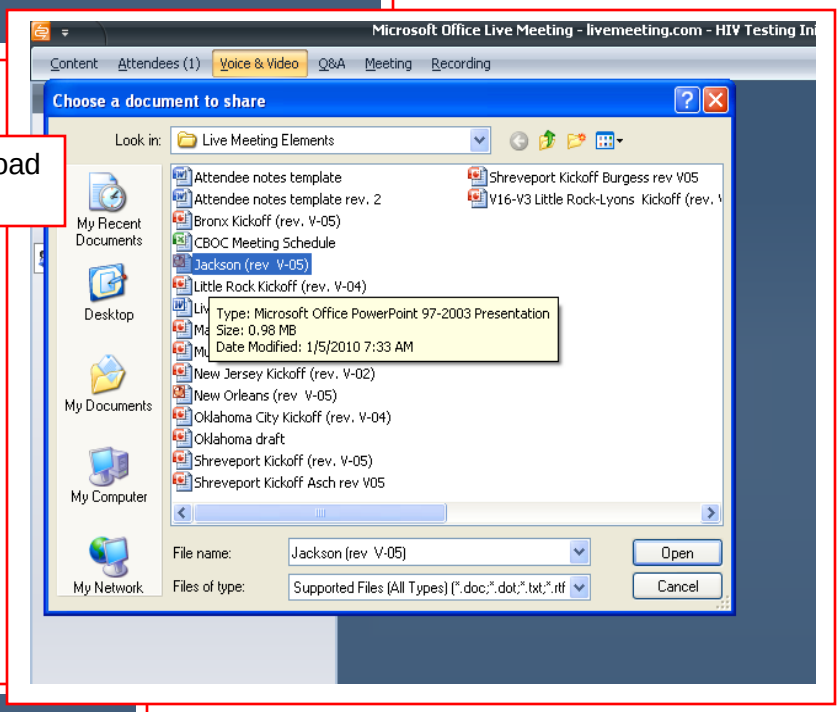
Select Upload File (View Only)



Select Continue.

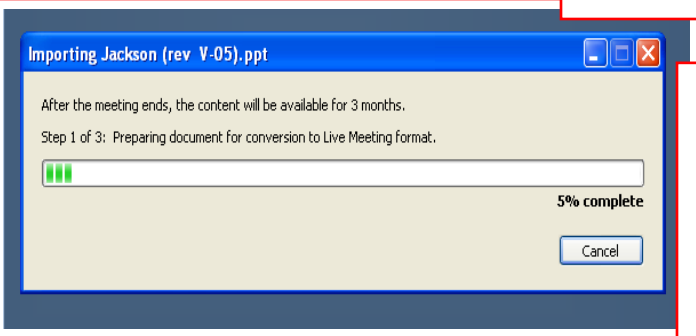


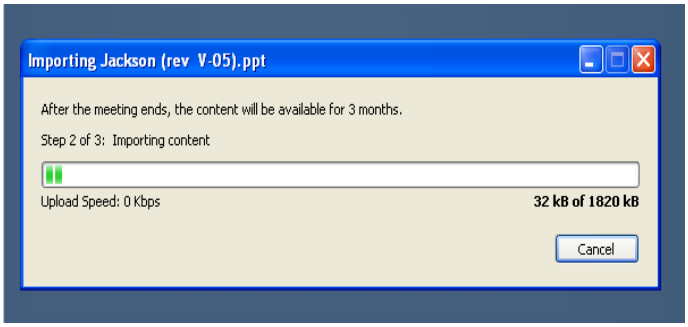
Live Meeting will browse your computer for a file to upload.

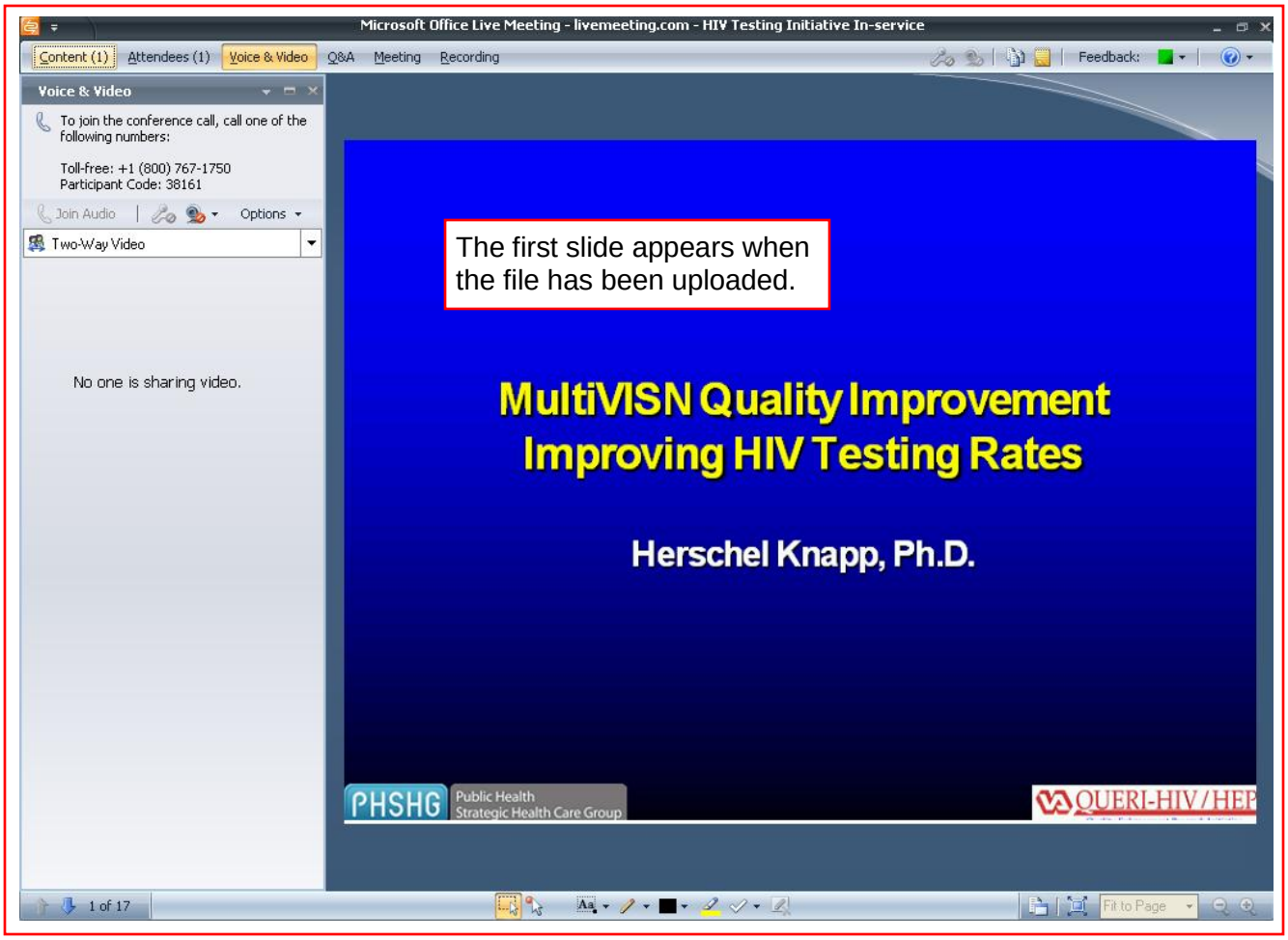


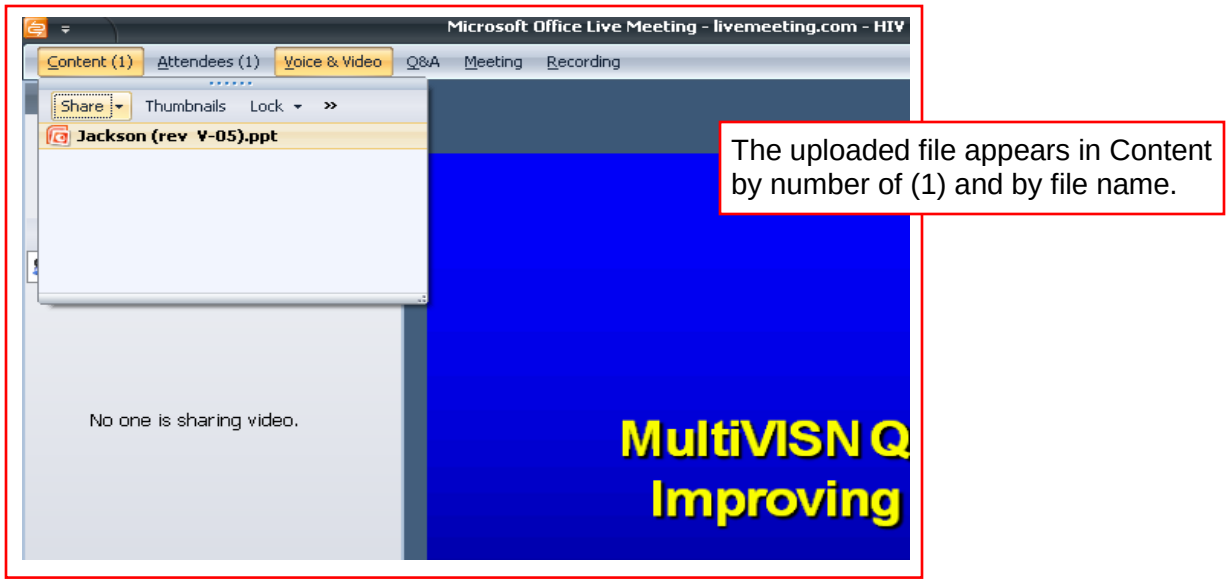
Select the file you wish to upload and click the Open button.

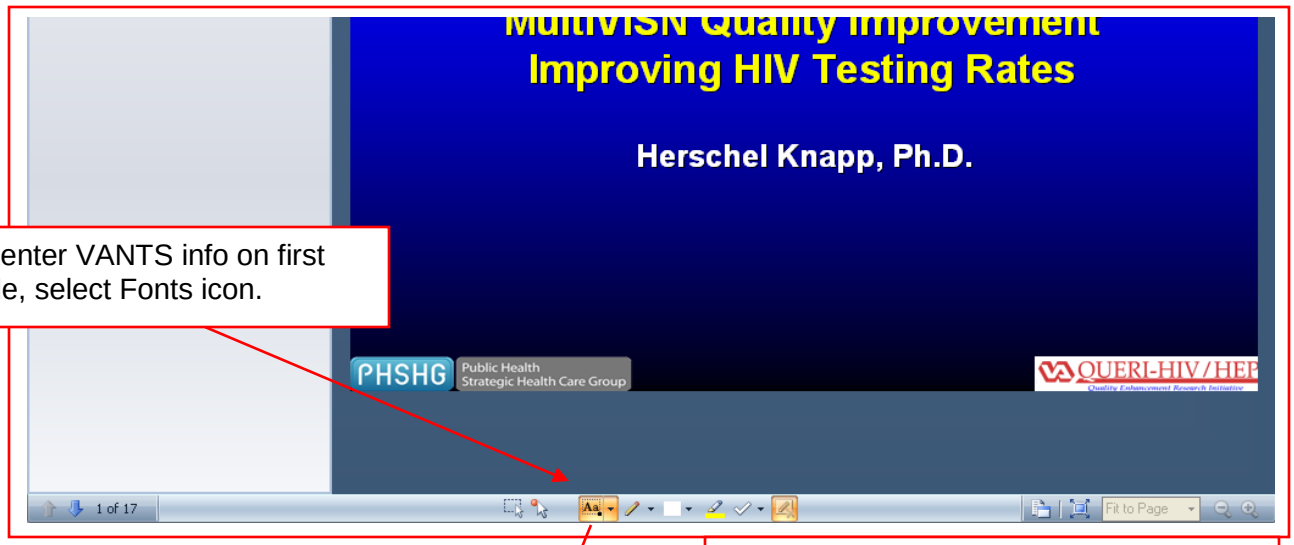
Depending on the size of your slide presentation, it takes a few moments to upload.



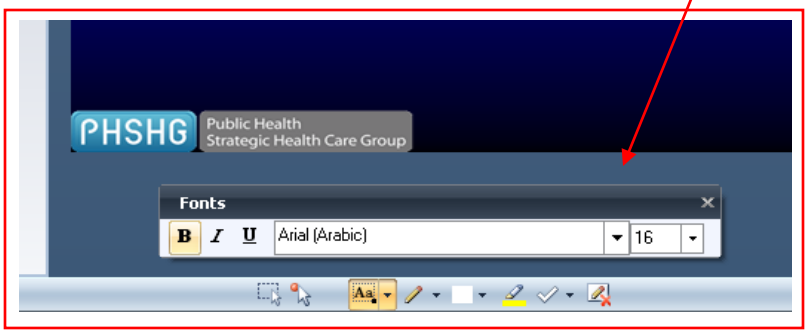


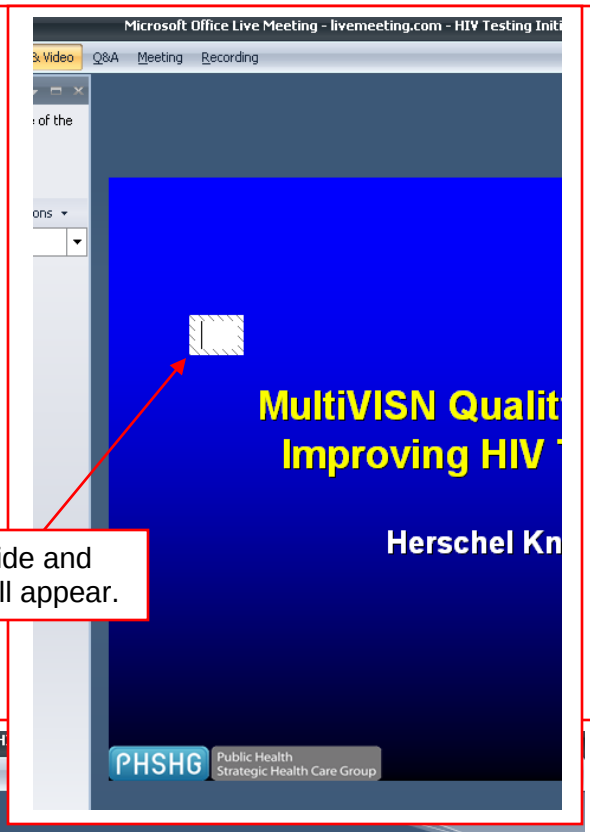

Microsoft Office Live Meeting - livemeeting.com - HIV Testing Initiative In-service
Content (1)
Attendees (1)
Voice & Video
Q&A
Meeting
Recording
Feedback:
Voice & Video
To join the conference call, call one of the following numbers:
Toll-free: +1 (800) 767-1750
Participant Code: 38161
Join Audio
Options
Two-Way Video
No one is sharing video.
The first slide appears when the file has been uploaded.
MultiVISN Quality Improvement
Improving HIV Testing Rates
Herschel Knapp, Ph.D.
PHSHG
Public Health
Strategic Health Care Group
QUERI-HIV/HEP
1 of 17
Fit to Page


Microsoft Office Live Meeting - livemeeting.com - HIV
Content (1)
Attendees (1)
Voice & Video
Q&A
Meeting
Recording
Share
Thumbnails
Lock
Jackson (rev V-05).ppt
The uploaded file appears in Content by number of (1) and by file name.
No one is sharing video.
MultiVISN Q
Improving

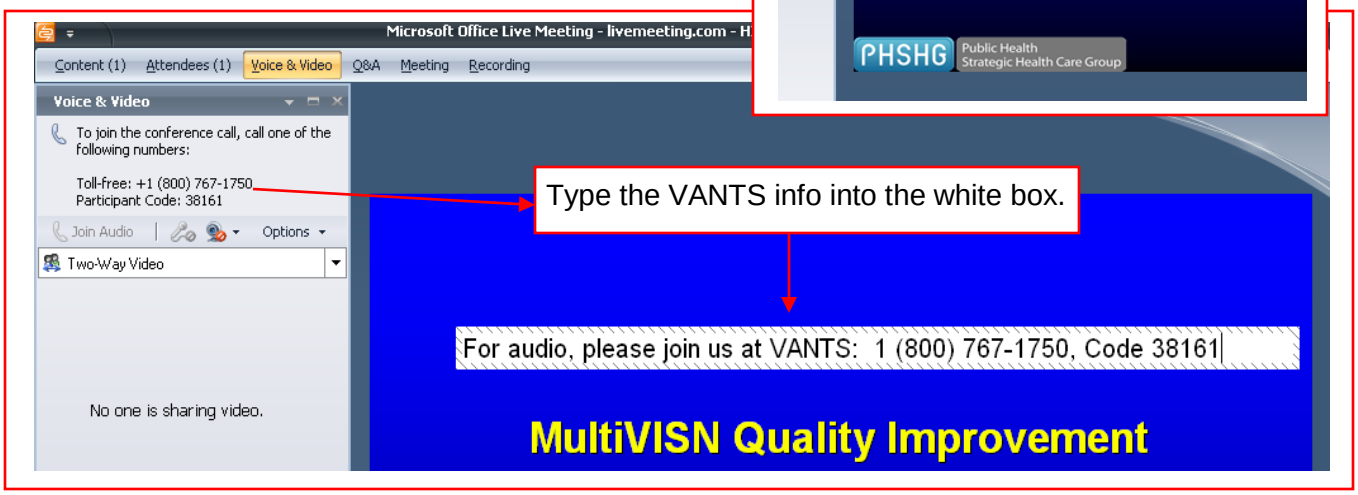


To enter VANTS info on first slide, select Fonts icon.

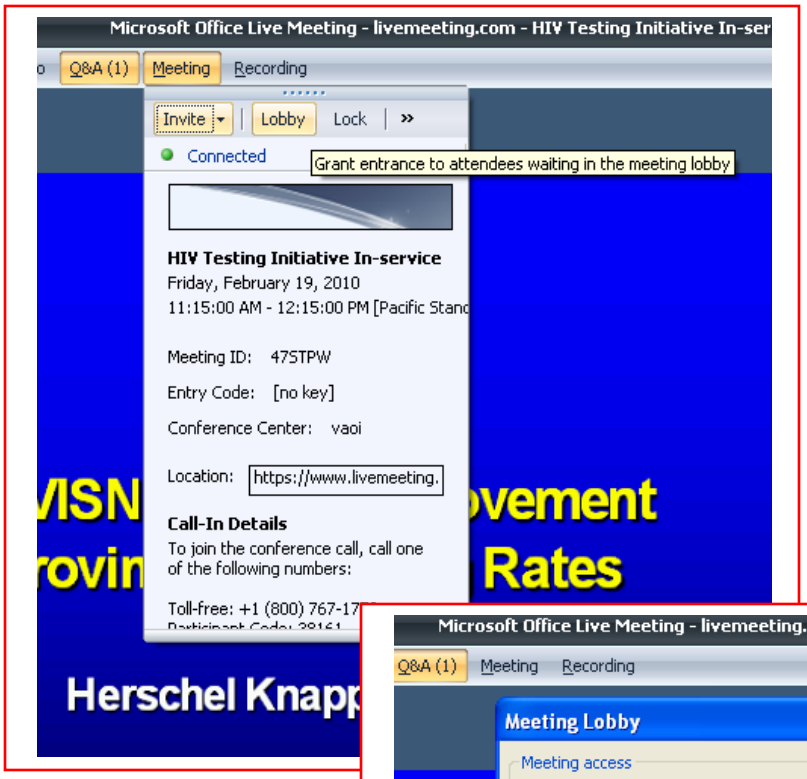




Place the cursor on the slide and left click, this white box will appear.

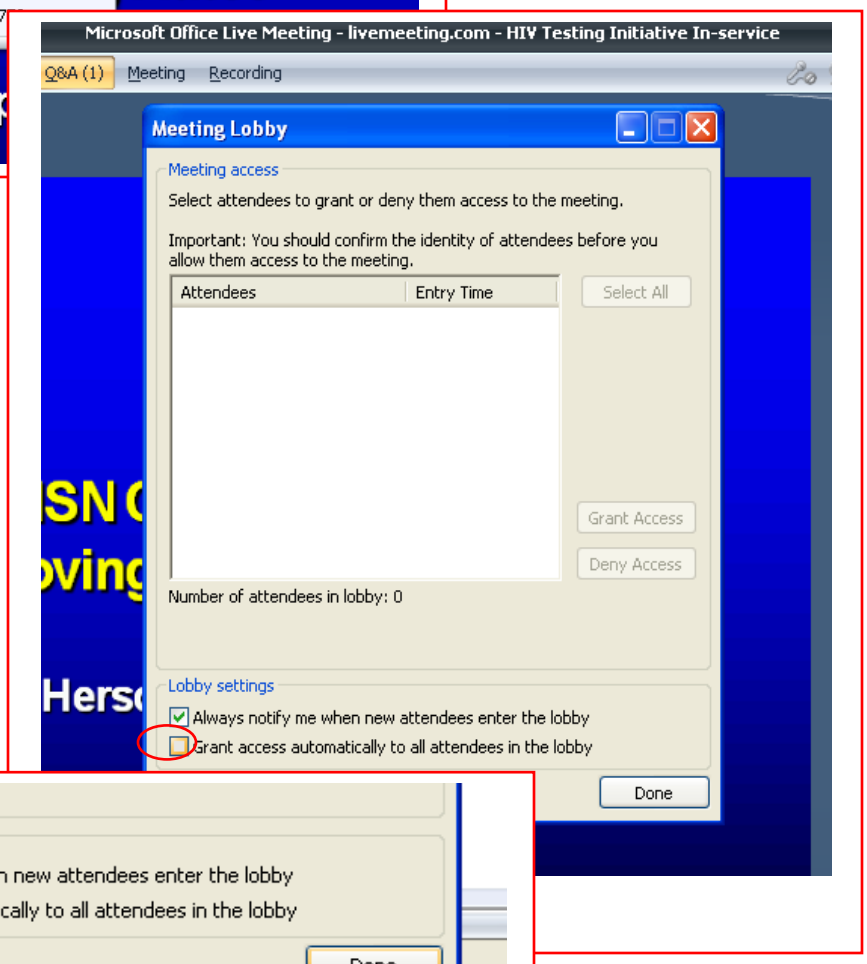


Type the VANTS info into the white box.

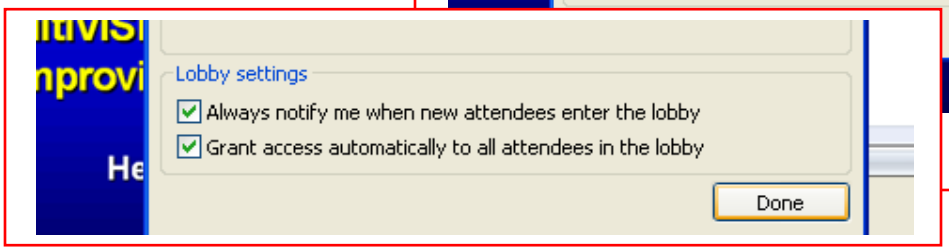


The last pre-meeting task is to grant auto-entry to participants who come to the meeting via the Lobby. If this is **not** done, entrance must be given manually for each participant upon arrival.

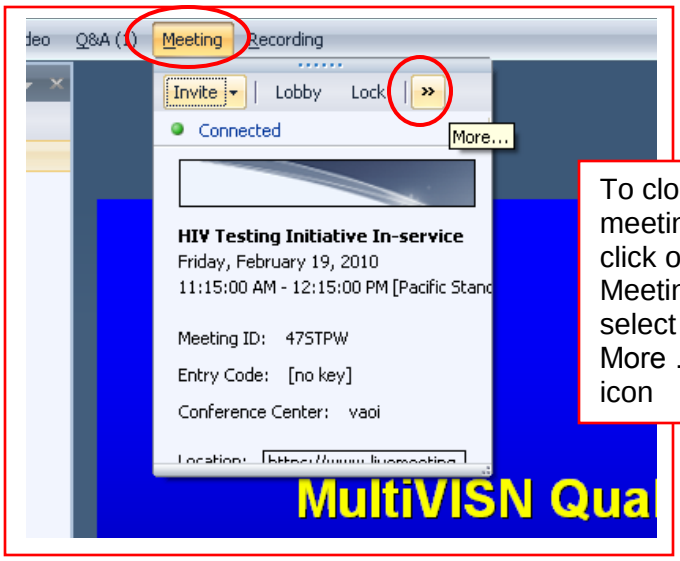
Go to the Meeting button and select Lobby.



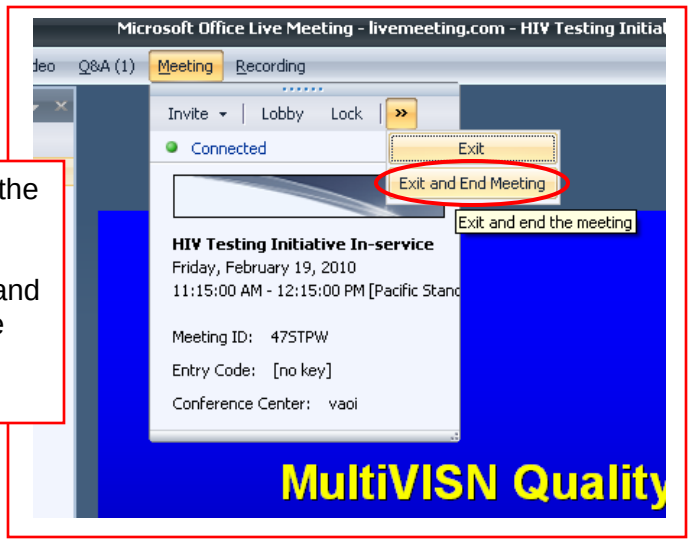
At the bottom of the Meeting Lobby tab, check the box for, *Grant access automatically …* and click Done.



Both after setting up for a meeting **AND** completion of a meeting, it is very important that the *presenter* or *organizer* select **Exit and End Meeting.**



To close the meeting, click on Meeting and select the More … icon



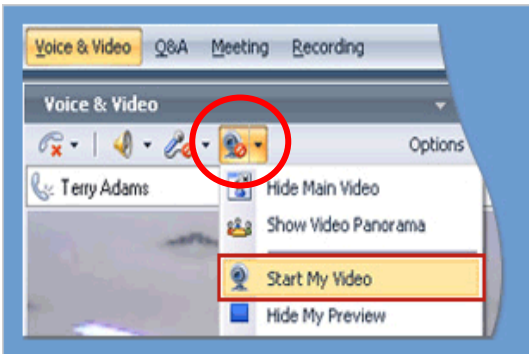
Return to text

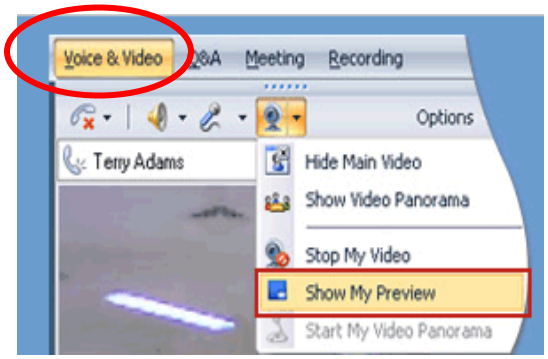
NOTES:

Appendix A3 – Delivery

Setting the webcam and video

Live Meeting allows you to use a webcam to view the presenters and the participants in real time. The inclusion of your video will enable you to include additional collaborative elements in your meeting. For example, you will include video by using a webcam in your orientation program, so that the new hires can view the presenter and their colleagues during the training.





Many newer laptops have a webcam built in on the monitor frame. When using Live Meeting, the webcam will auto load. For others to see the presenter, s/he will still need to turn the camera on by clicking the camera icon and then, **Start My Video**. The presenter may also receive visual feedback by selecting, **Show My Preview**.

To include video by adding an external webcam, do the following:

1. Connect the webcam to your computer.
   Note If you are installing a webcam for the first time, follow the instructions provided with the webcam.
2. Join your meeting. Live Meeting automatically starts the video so that you can view the attendees who have connected a webcam to their computers.
3. To show your video (your image), click the **Voice & Video** menu, then click the **Web camera** drop-down menu, and **Show Main Video**.
   Note When you click a menu button on the menu bar, it opens the respective pane. You can drag the pane anywhere in the Live Meeting interface.

The following instructs attendees for the best configuration of viewing the video. This is often very helpful to attendees who are only viewing the video (i.e., who do not have a webcam on their computer).

1. Click the Voice & Video menu
2. Click the Up Arrow
3. Click the Maximize button to view the full video screen

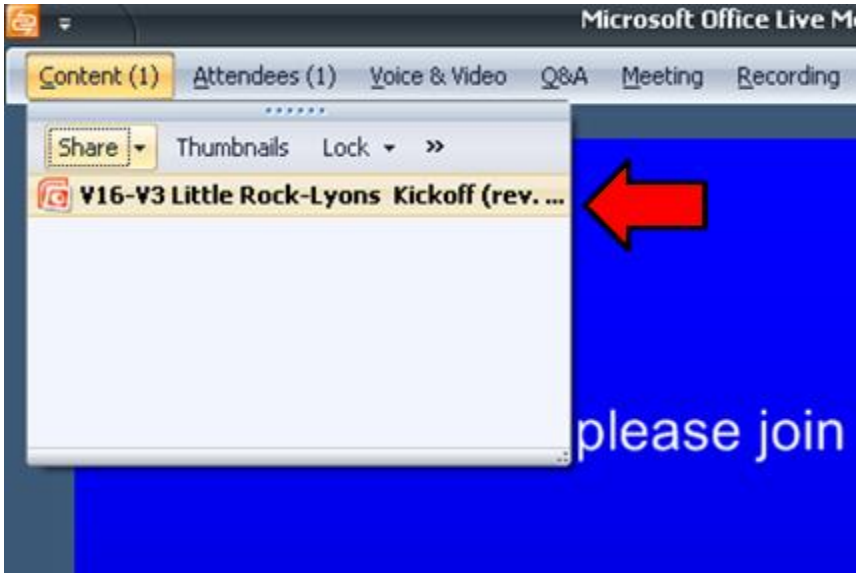
Greeting script - organizer

Hello, I'm _____, your meeting organizer. Who just joined us? We're just waiting until the rest of the attendees arrive. Can someone let me know who we're waiting for? Very good, we plan on starting in about _____ minutes. If you phone does not have a mute button, please use *6, selecting *6 again will un-mute your phones – like a toggle switch. Please make sure you have the handouts with you that were sent by FedEx. Ok, we can get started now. I'd like to introduce our presenter for today _____…

Navigation

Most of the navigation illustrations are found in Appendix A-2 Preparation. However, a few are repeated and a new one is added.

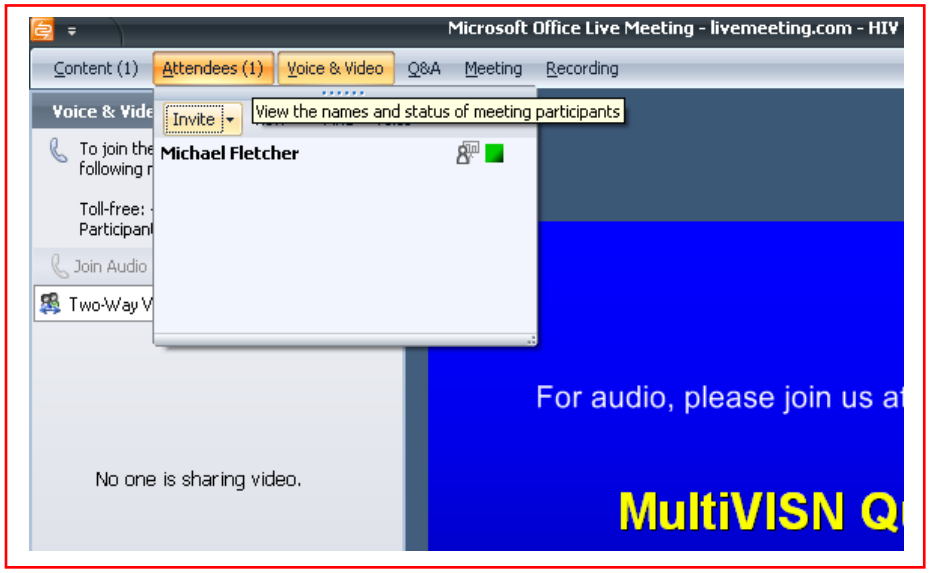
Begin by logging into the meeting through your ***Join the Meeting*** link in your calendar.

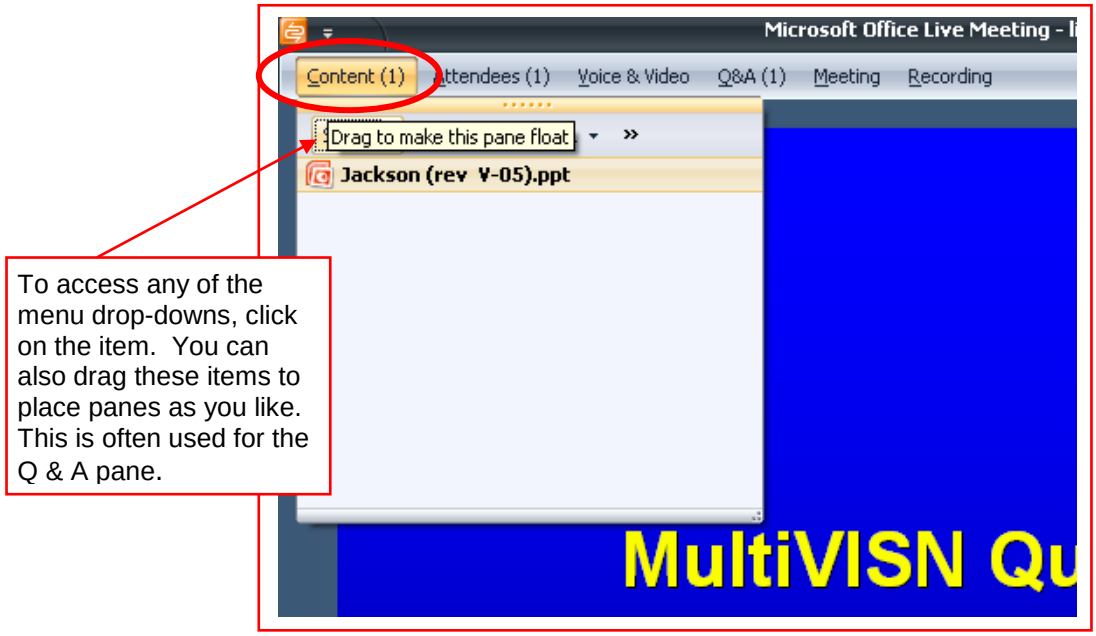


Then go to the **Contents** tab, click on **Share** and select the presentation element that you wish the attendees to see. In the example below, click on the PowerPoint show indicated by the arrow.

During the presentation, the presenter's screen will include a toolbar on the bottom, providing PowerPoint slide controls (at the bottom left corner) and supplemental presenter screen mark-up icons (at the bottom center).

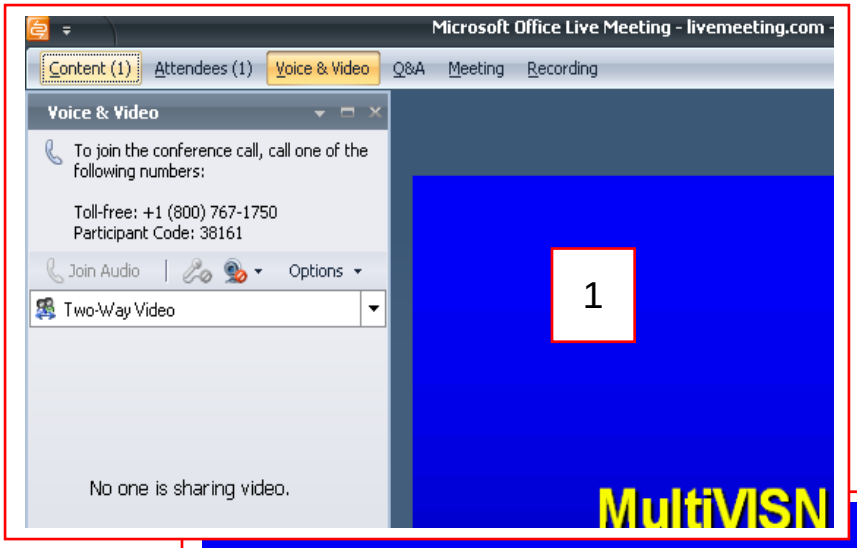
You may view the attendees who have entered the meeting by clicking on the **Attendees** button.

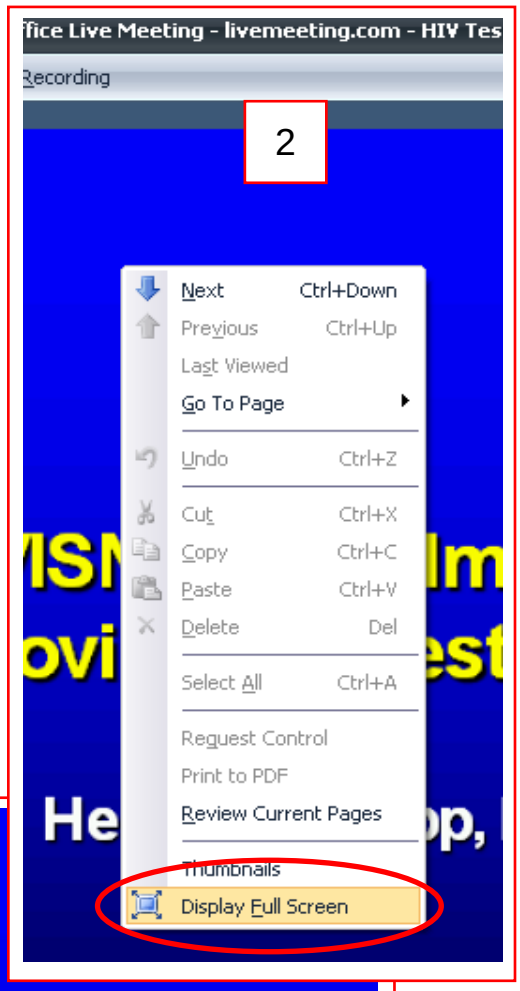


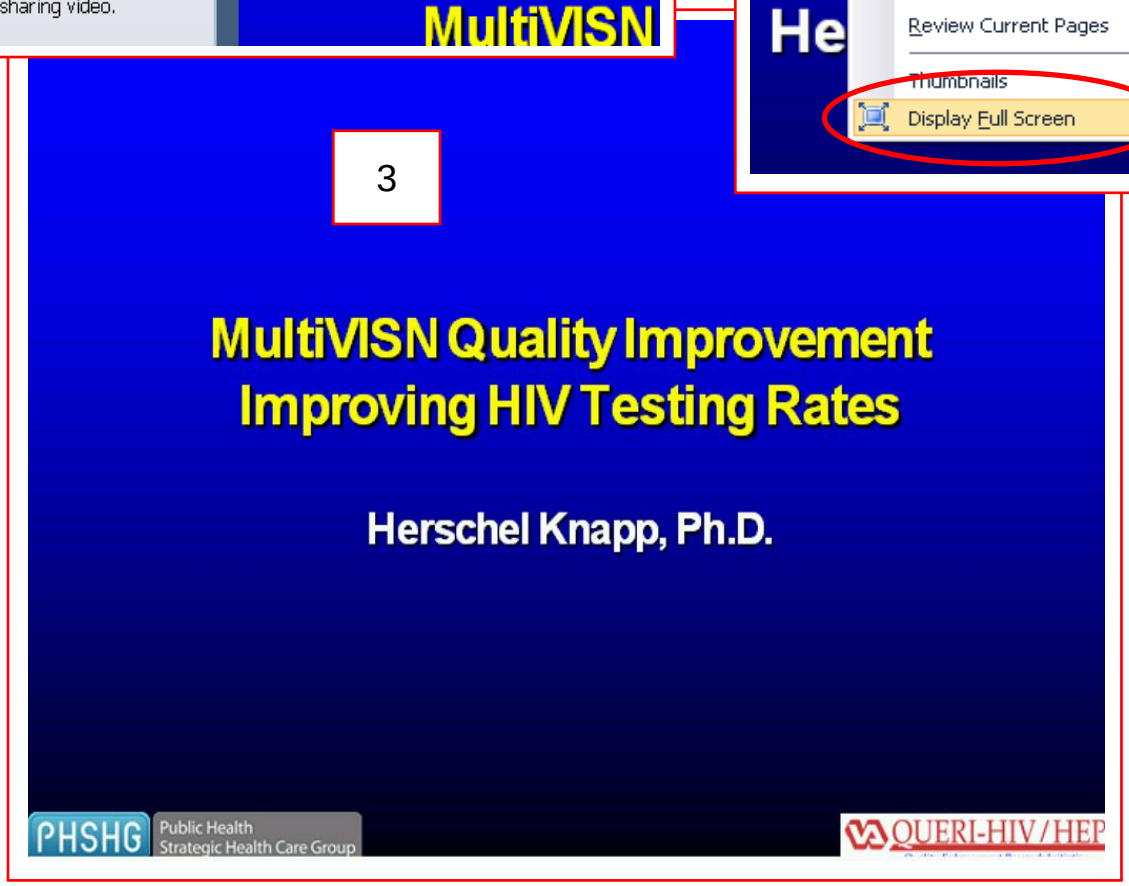


It is best to switch to Full Screen view for the presentation.

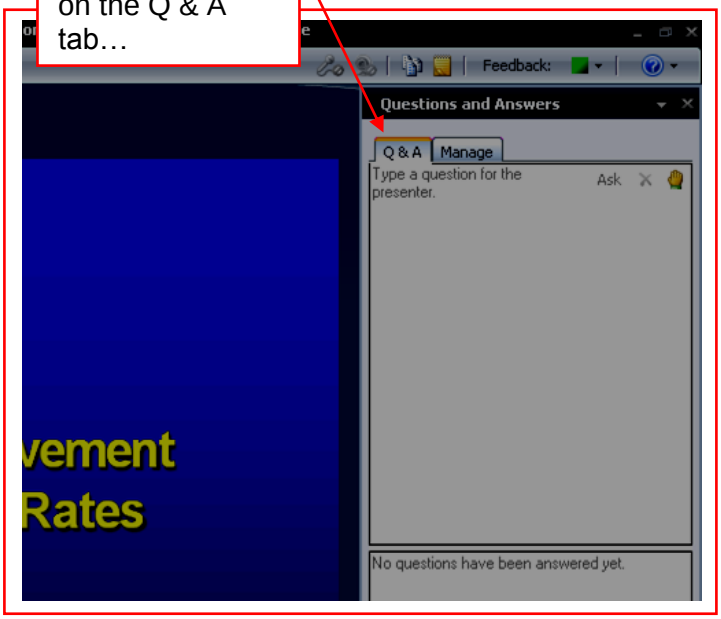
To Start, **[1]** right click for default drop-down **[2]** and select Display Full Screen **[3].**

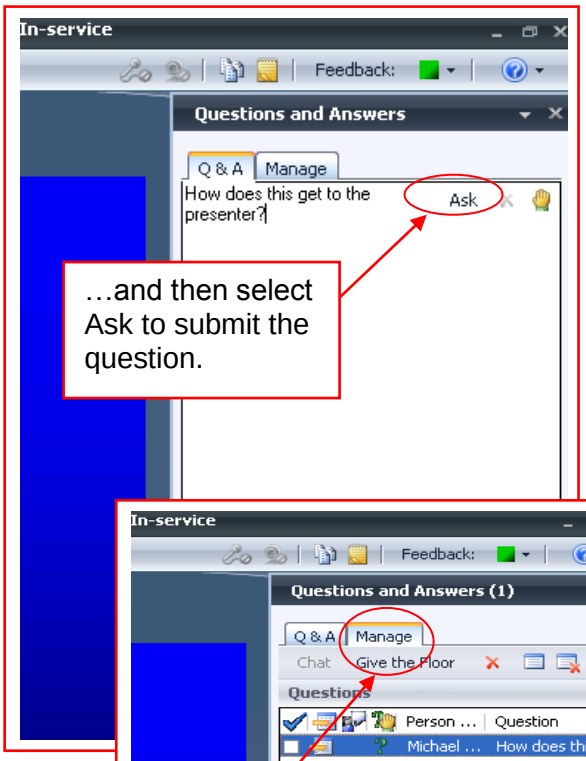




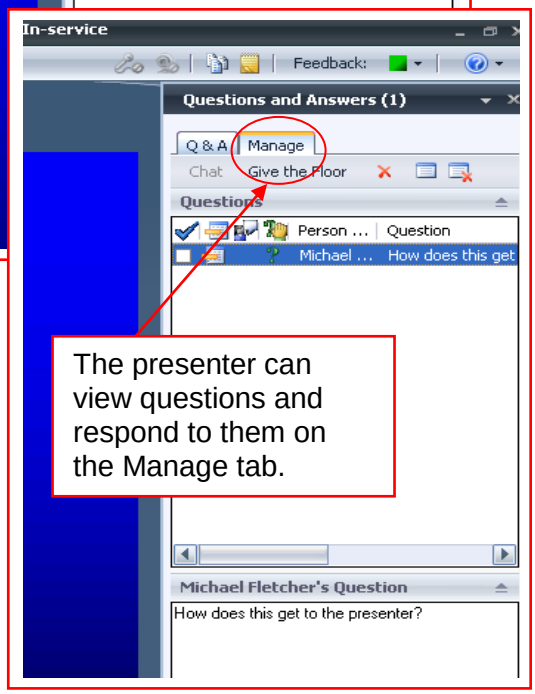


Q & A – Attendees can type a question for the presenter on the Q & A tab…





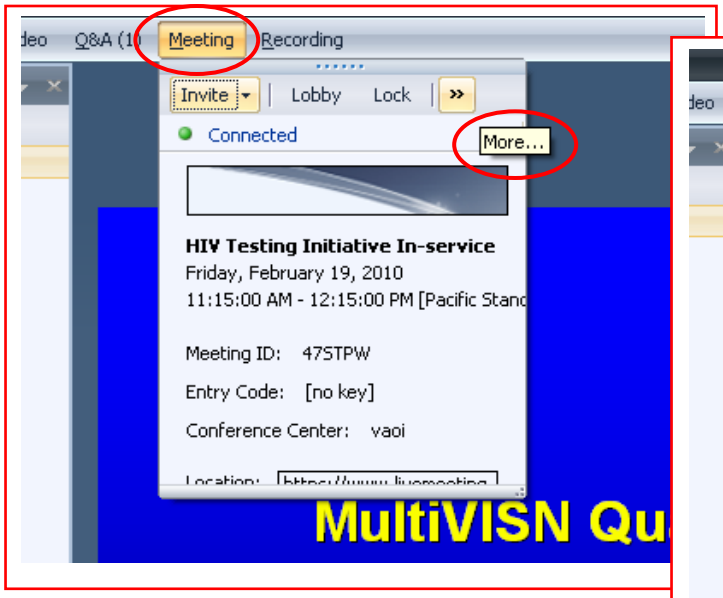
…and then select Ask to submit the question.

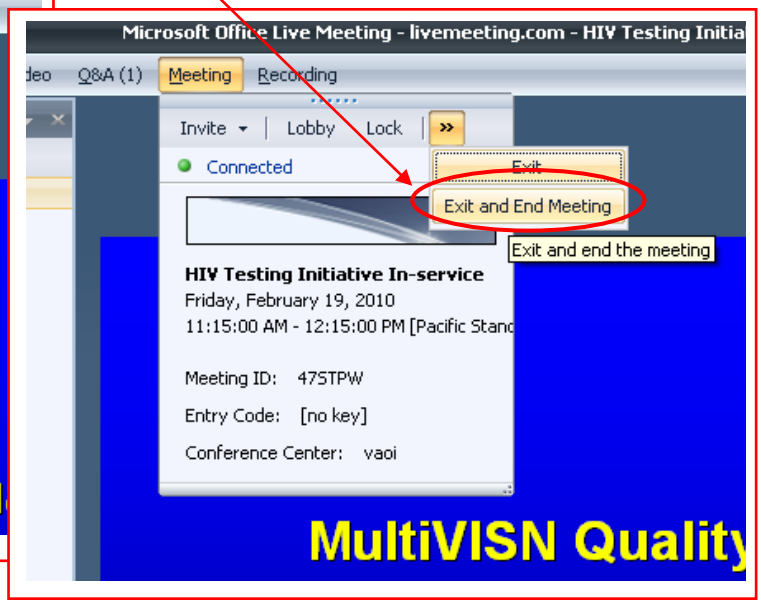


The presenter can view questions and respond to them on the Manage tab.

Both after setting up for a meeting **AND** completion of a meeting, it is very important that the *presenter* or *organizer* select **Exit and End Meeting.**

To close the meeting, click on Meeting and select the More … icon





Return to text

Appendix B – Handouts

Return to Contents

The following pages include the four items that are paper-clipped together, constituting the handouts that are mailed out to each facility for distribution to attendees just prior to each scheduled Live Meeting. The quantity of handout packets match the number of confirmed participants. A sample cover letter for this shipment is presented in Appendix D - 2, Communications Library.

Handout Item 1 of 4: Laminated Pocket Card

Manhattan Campus, VA New York Harbor Healthcare System

Tips for Proposing HIV Testing

- *Would you like a **free** HIV test?*
- *As a veteran, you're **entitled to** an HIV test.*
- *Along with other regular tests - blood pressure, cholesterol, etc., we're offering **routine** HIV testing, do you want us to check for HIV?*

Providing HIV Education

- Testing is confidential and voluntary
- Cannot determine status without testing
- If positive, we can provide confidential care

Delivering Negative Test Results

- HIV antibodies not detected at this time
- Can take up to 3 months after exposure for detection
- Discuss safe behaviors and retest in 3 months

Delivering Positive Test Results

- Explain: HIV infection ≠ AIDS (CD4 < 200)
- Benefits of antiretroviral therapy
- Lifestyle: diet & exercise, drug & alcohol use
- Safer behavior: sexual & drug use
- Support: social, emotional, mental health
- Normal to feel sad, scared, angry, confused
- Call 911 if you feel you might hurt yourself

Side A

Manhattan Campus, VA New York Harbor Healthcare System

Documenting Verbal Consent

- The HIV clinical reminder automatically enters: "***The patient has verbally consented to HIV testing. An HIV antibody test has been ordered.***" in the NOTES section.

Discussion Points for Patients

- The ACP recommends that ***all adults*** be offered HIV testing
- Early HIV is asymptomatic and is highly treatable
- 21% of HIV-infected persons in the U.S. are undiagnosed
- 50 - 70% of at-risk VA patients haven't been tested
- 55% of veterans are diagnosed after advanced HIV disease
- VA surveys show undiagnosed HIV infection in 0.5% of 65 to 74 year olds
- Many OEF/OIF veterans are at high risk due to age, drugs and alcohol, non-use of condoms
- Timely HIV care keeps patients healthy and viable

Resources

Noreen Haren, RN CS 212-951-3457 (x3457)
Maggie McGibbon, LCSW 212-951-3355 (x3355)

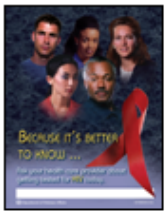
Side B

Handout Item 2 of 4: Project Overview Sheet

QUERI-HIV / HEP
Quality Enhancement Research Initiative

PHSHG Public Health Strategic Health Care Group

QUERI HIV / HEP offers an innovative multimedia package designed to make HIV testing easier than ever. This toolbox of resources can be customized to meet the unique needs of your facility.



Patient Media

VA produced mini-posters facilitate patient awareness and comfort in discussing HIV testing with providers.

Provider Media

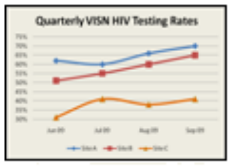
Pocket cards offer quick and easy reference to providers:

- HIV Testing
- HIV Oral Rapid Test

On-Line Education

Audiovisual on-line series provides concise education modules:
www.queri.research.va.gov/hiv/products

- QUIER HIV Testing Initiative
- HIV Oral Rapid Test



Performance Statistics

You'll never be left wondering: *How are we doing?*
Clearly presented quarterly reports detail HIV testing statistics.

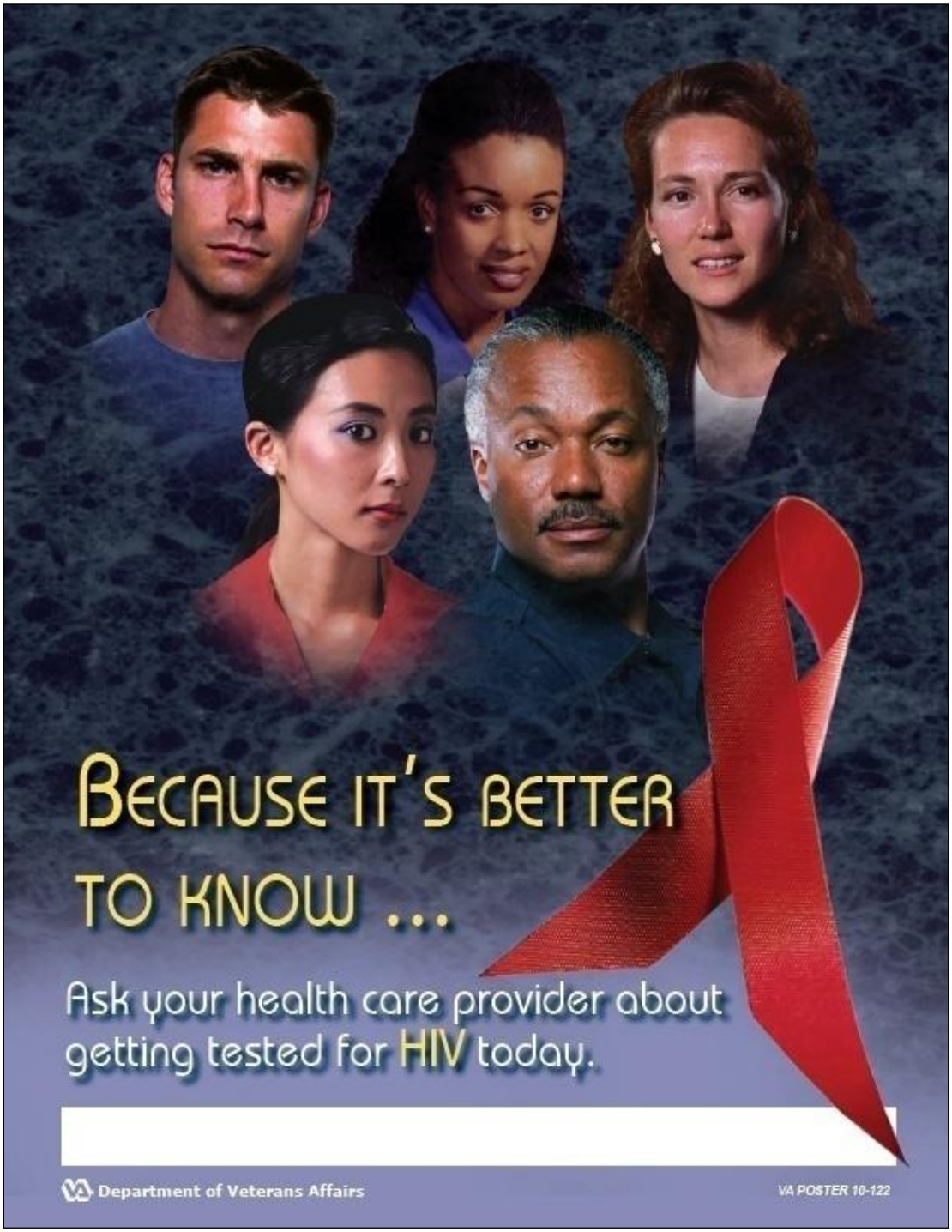
Clinical Reminder

Efficiently identify at-risk patients early, seeking critical risk factors:

- Hepatitis B / C
- Sexually Transmitted Diseases
- Substance Abuse

For details, contact Matthew.Goetz@va.gov or Herschel.Knapp@va.gov

Handout Item 3 of 4: HIV Testing Mini-Poster (8½" x 11")



Handout Item 4 of 4: In-Service Evaluation

QUERI-HIV In-Service Evaluation

Please take a moment to complete this brief **anonymous** survey

1. Professional role:
   - ☐ Physician
   - ☐ Physician Assistant
   - ☐ Nurse Practitioner
   - ☐ Registered Nurse
   - ☐ Licensed Vocational Nurse
   - ☐ Other allied healthcare staff (please specify)_____
   - ☐ Administrative

	Strongly Agree		Neutral		Strongly Disagree	
2. This in-service was informative.	1	2	3	4	5	N/A
3. This in-service will change the way that I confer with my patients regarding HIV.	1	2	3	4	5	N/A
4. Overall, this was an effective in-service.	1	2	3	4	5	N/A

5. Please include any feedback or recommendations that might help us improve this in-service:

Thank you for your feedback.

Please fax completed surveys to Dr. Herschel Knapp (310) 268-4928 (no cover sheet required)

Return to text

Appendix C – PowerPoint Show

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The following 17 slides constitute the 20 minute in-service presented via Live Meeting. Note: The VANTS number is displayed at the top of the title slide.

For audio, please join us on VANTS: 1 (800) 767-1750 x60609

MultiVISN Quality Improvement
Improving HIV Testing Rates

Herschel Knapp, Ph.D.

PHSHG Public Health Strategic Health Care Group

QUERI-HIV/HEP

Background

- Many HIV infected patients do not know their status
  - CDC: 21% of the 1.1 million HIV+ persons in the US are unaware
  - 50 - 70% of VA patients with risk factors have not been tested
- 50% of newly diagnosed patients have < 200 CD4 cells
  - High risk of AIDS-related complications
  - Less likelihood of immune recovery
  - Patients often have multiple, missed opportunities for early testing

QUERI-HIV/HEP

Benefits of Knowing HIV Status

- Increases the benefits of anti-retroviral therapy
  - Increased immune recovery
  - Increased length of life
  - Increased quality of life
- Lower viral loads reduce risk of transmission
- Knowledge of infection reduces risky behavior

QUERI-HIV/HEP

What is the MultiVISN Quality Improvement Project?

- Objective
  - Improve healthcare of veterans
- Goal
  - Identify HIV positive veterans and refer for care
- Means
  - Decision support
  - Policy support
  - Staff engagement
  - Multimedia resources

QUERI-HIV/HEP

Success to Date

VISN 22

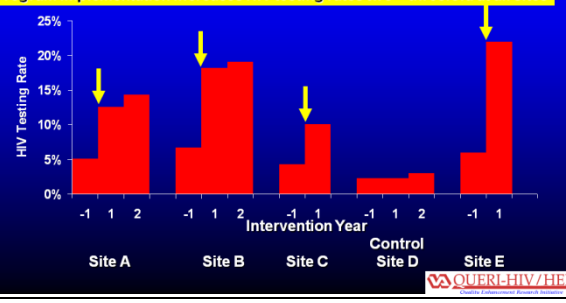
Los Angeles, Loma Linda, San Diego, and Southern Nevada VA facilities

More than 200% increase in HIV testing among at-risk patients

QUERI-HIV/HEP

Yearly HIV Testing Rate Pre- / Post-Intervention

Program implementation increases HIV testing rates two – threefold at all sites

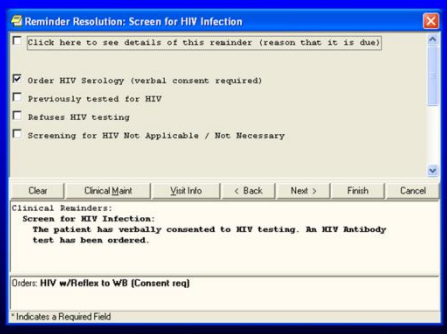


QUERI-HIV/HEP

QUERI-HIV Components

QUERI-HIV/HEP
Quality Enhancement Research Initiative

Clinical Reminder



QUERI-HIV/HEP
Quality Enhancement Research Initiative

HIV Clinical Reminder Triggers

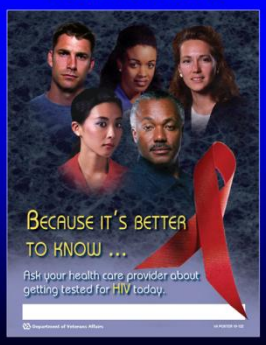
- Hepatitis B / C infection or risk factors
- Substance abuse
- Sexually transmitted disease

- Needn't wait for HIV Clinical Reminder to offer a test
- Not a performance measure
- Site-wide (not provider) level of analysis

- Trigger for 10% - 15% of patients

QUERI-HIV/HEP
Quality Enhancement Research Initiative

Patient Media



QUERI-HIV/HEP
Quality Enhancement Research Initiative

Provider Media

Manhattan Campus, VA New York Harbor Healthcare System

Tips for Proposing HIV Testing

- *Would you like a free HIV test?*
- *As a veteran, you're entitled to an HIV test.*
- *Along with other regular tests – blood pressure, cholesterol, etc., we're offering routine HIV testing, do you want us to check for HIV?*

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- Cannot determine status without testing
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Delivering Positive Test Results

- Explain: HIV infection ≠ AIDS (CD4 < 200)
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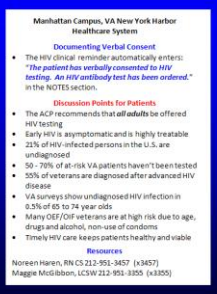
- Lifestyle: diet & exercise, drug & alcohol use
- Safer behavior: sexual & drug use
- Support: social, emotional, mental health
- Normal to feel sad, scared, angry, confused
- Call 911 if you feel you might hurt yourself



Manhattan Campus, VA New York Harbor Healthcare System

Documenting Verbal Consent

- The HIV clinical reminder automatically enters: "***The patient has verbally consented to HIV testing. An HIV antibody test has been ordered.***" in the NOTES section.

Discussion Points for Patients

- The ACP recommends that ***all adults*** be offered HIV testing
- Early HIV is asymptomatic and is highly treatable
- 21% of HIV-infected persons in the U.S. are undiagnosed
- 50 - 70% of at-risk VA patients haven't been tested
- 55% of veterans are diagnosed after advanced HIV disease
- VA surveys show undiagnosed HIV infection in 0.5% of 65 to 74 year olds
- Many OEF/OIF veterans are at high risk due to age, drugs and alcohol, non-use of condoms
- Timely HIV care keeps patients healthy and viable

Resources

Noreen Haren, RN CS 212-951-3457 (x3457)
Maggie McGibbon, LCSW 212-951-3355 (x3355)

QUERI-HIV/HEP
Quality Enhancement Research Initiative

Verbal Consent

- As of 8/17/09, written informed is consent NO LONGER REQUIRED.
- <u>Verbal consent is sufficient.</u>
- HIV clinical reminder automatically pastes an entry in the NOTES:
  The patient has verbally consented to HIV testing.
  An HIV antibody test has been ordered.

QUERI-HIV/HEP
Quality Enhancement Research Initiative

Ongoing Support

September, 2009

Dear Healthcare Primary Care Provider:

As you know, the VA is evaluating the effectiveness of a clinical reminder based intervention for increasing HIV testing rates for veterans at risk for HIV, specifically, those with a record of hepatitis B / C, STD(s) or substance abuse. This is consistent with the increased emphasis being placed on HIV testing by the CDC. http://www.cdc.gov/hiv/topics/testing/resources/factsheets/healthcare.htm

Since the implementation of this intervention in VISN 3, there has been a substantial and significant increase in the rate at which HIV testing is being performed in at-risk patients as shown in the graph depicting the three VISN 3 sites that we've activated thus far:

Percentage of At-Risk Patients Tested for HIV at Three VISN 3 Facilities

On behalf of the QUERI-HIV team, thank you for your continued efforts in making HIV testing a priority among your at-risk patients. The success of this intervention is only possible with your continued contributions to this important health issues.

Please contact me if you have any questions or concerns about this project.

Herschel Knapp, Ph.D.

QUERI-HIV/HEP

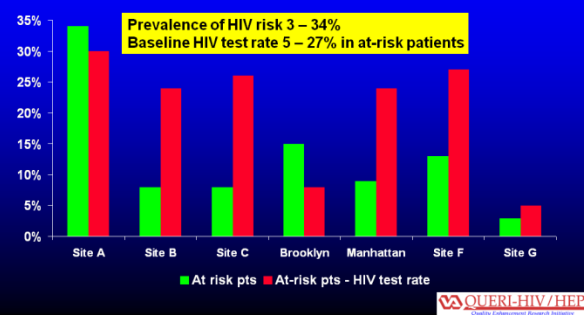
- Quarterly statistical feedback
  - HIV testing rate
  - Rate of clinical reminder resolution
- New materials & methods as developed

QUERI-HIV/HEP

Status of HIV Testing in VISN 3 and at the New York Harbor VA HCS

QUERI-HIV/HEP

VISN 3 2008: HIV Testing in At-Risk Patients



QUERI-HIV/HEP

Tips for Proposing HIV Testing

Asymptomatic patients are unlikely to request a test; they're waiting for us to offer the test.

QUERI-HIV/HEP

Tips for Proposing HIV Testing

- *Would you like a free HIV test?*
- *As a veteran, you're entitled to an HIV test.*
- *In addition to doing some tests to check for cholesterol, diabetes, etc., we're now offering HIV testing. Would you like us to check for HIV infection?*

QUERI-HIV/HEP

Return to text

Appendix D – Project Management

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Appendix D1 – Time Zones

Pacific		Mountain		Central		Eastern (VANTS)	
						7:00 AM	07:00
				7:00 AM	07:00	8:00 AM	08:00
		7:00 AM	07:00	8:00 AM	08:00	9:00 AM	09:00
7:00 AM	07:00	8:00 AM	08:00	9:00 AM	09:00	10:00 AM	10:00
8:00 AM	08:00	9:00 AM	09:00	10:00 AM	10:00	11:00 AM	11:00
9:00 AM	09:00	10:00 AM	10:00	11:00 AM	11:00	Noon	12:00
10:00 AM	10:00	11:00 AM	11:00	Noon	12:00	1:00 PM	13:00
11:00 AM	11:00	Noon	12:00	1:00 PM	13:00	2:00 PM	14:00
Noon	12:00	1:00 PM	13:00	2:00 PM	14:00	3:00 PM	15:00
1:00 PM	13:00	2:00 PM	14:00	3:00 PM	15:00	4:00 PM	16:00
2:00 PM	14:00	3:00 PM	15:00	4:00 PM	16:00	5:00 PM	17:00
3:00 PM	15:00	4:00 PM	16:00	5:00 PM	17:00		
4:00 PM	16:00	5:00 PM	17:00				
5:00 PM	17:00						

Return to text

Appendix D2 – Communications Library

Contact	PI for CBOC lead [1]
	CBOC lead to arrange meetings[2]
	CBOC lead to arrange meetings [1]
Scheduling	Request availability and shipping details [1]
	Send invitations (auto-generated) [1]
Handouts	Shipment cover letter [3]
Reminder	Meeting and shipment [1]
Thank you	Attendees and refer to online version [1]

[1] Email
[2] Script
[3] Letter

Contact – PI for CBOC lead

(Purpose: obtain referral from PI to CBOC contact)

Request for CBOC contact(s) for HIV testing initiative

Dear,

As you know, _____ <name of project lead(s), presenter(s) at main facility> have been working with you and your staff to implement a program to increase HIV testing at VA medical centers. Our kick-off presentation occurred at _____ <main facility> on _____ <date>. --- OR --- Our kick-off presenters are planning on being at _____ <main facility> on _____ <date>.

As you know, our program is dedicated to increasing HIV screening throughout the VA healthcare system, including CBOCs. Our efforts include reaching veteran patients who are located in more suburban and rural areas. We are doing this by working with designated staff at CBOCs that provide HIV testing services. Through the *Live Meeting* media, we provide the same presentation that staff at the main facility receives.

Our preference is to reach CBOC staff about the same time as the kick-off presentation at the main facility. Please identify any CBOC staff you'd recommend us contacting in order to make these arrangements.

We do appreciate your time, interest and efforts that make this program possible at _____ <main facility>.

Regards,

CBOC Activation Phone Script

This procedure occurs at CBOC sites in the Multi VISN QI Project. The information from our HIV Testing Initiative may or may not get out to CBOC staff. When CBOCs receive information from their parent facilities, it occurs in a variety of ways; e.g., all clinical staff may attend the monthly staff meeting at the parent facility, the CBOC may send a clinical representative to monthly staff meetings who then returns and delivers the same to local CBOC staff, or a liaison educator may travel to the CBOCs and deliver information on certain topics. We are offering all CBOCs a provider activation session to assure that all affiliated CBOCs receive this information and to assure consistency in the message. It includes: 1) initial contact by phone and/or email, 2) HIV Testing Initiative materials, 3) instructional email for staff distribution and 4) instructional audio-video phone call (*Live Meeting* and *VANTS)* at the convenience of CBOC leads, preferably during a CBOC staff meeting.

Initial phone call to CBOC Clinical Lead

Hello, my name is Michael Fletcher from the Los Angeles VA Hospital. May I speak with _____/ (your Clinical Manager)? How are you today?

I'm with the HIV Testing Initiative which is a project of QUERI: HIV/Hepatitis. Were you at the staff meeting _____ (VA hospital) on [DATE] where Dr. Knapp gave a presentation on HIV Testing?

The reason I'm calling is that we'd like to provide some additional support to your clinic. First, I would like to FedEx you a supply of the same materials you got at _____(VA hospital) for you and your staff. This will include the patient posters. About how many current staff do you have? The address I have is _____, is that the correct address for these materials?

Right now, I'm emailing you a standard informational message on the VA's HIV Testing Initiative. This e-mail is crafted in a way that you can forward it to your staff if you like.

You'll also receive an email asking about the best times for you to schedule a *Live Meeting* (audiovisual presentation) for your staff. It's about 20 minutes long, we are very flexible and we can do multiple sessions if you need to stagger your staff. Too, it may be done in small or large groups if you have a teleconferencing room or the in-service can be provided to staff at their individual workstations.

Do you have any questions or is there anything more I can do for you at this time? Please contact me if any questions come up [GIVE CONTACT INFO]. Thank you so much for your time and I'm looking forward to hearing from you.

(Purpose: Contact CBOC lead(s) to arrange *Live Meetings* with staff)

Increasing HIV Testing at CBOCs

Dear _____,

I was referred to you by _____ <site PI>. I am with the Quality Enhancement Research Initiative (QUERI) for HIV/HEP located in Los Angeles. Drs. Matt Goetz and Hersch Knap<date>. <PI, presenter, instructor, etc.>. will be at the _____ <main facility> on _____ <date>. They will present our program*, Increasing HIV Testing in the VA*, to medical staff.

We are dedicated to increasing HIV screening throughout the VA healthcare system. Areas of focus include organizational policies, clinical systems applications, provider support and patient awareness. We will also share what we have learned from implementations at 16 medical facilities, across 4 VISNs. Reaching veteran patients who are located away from the main facility or in more rural areas is very important to us. With your help, we can do it. Through *Live Meeting* interactive media, we provide the same presentation to your staff that your colleagues at the main facility receive. We will also FedEx handout materials a few days prior to the start of *Live Meetings* in your area.

The in-service is about 20 minutes, not including Q & A. Staff may attend from individual workstations (computer and telephone needed) or in a group setting (viewing screen and speaker phone). Staff involved in HIV testing (education, ordering test, giving results, etc.) are encouraged to attend.

If possible, please schedule this activity in regular meetings where in-service training time is already set-up, e.g., staff meetings. We are flexible and available from 10:00 AM to 1:00 PM (CST), Tuesday through Thursday. If other days and times are better for you, please let us know. We will go to any lengths not to interfere with your regular clinic hours. Currently, these are the dates and times not yet booked:

<date> <time – zone> <day>
<date> <time – zone> <day>
Etc.

Please provide us with the following at your earliest convenience so we can book your CBOC:

1. In-service date(s) and time(s)
2. CBOC Mailing address
3. Name of attendees

Best regards,

Request availability and shipping details

(Purpose: Reserve in-service dates and request invitation and shipping information)

HIV Testing In-service Reservation

Dear,

Thank you for selecting the best time(s) for staff to attend the HIV testing in-service. If you find that these times may interfere with clinic hours, we encourage you to reschedule. The date(s) and time(s) reserved are as follows:

<date> <time – zone> <day>
<date> <time – zone> <day>
Etc.

To confirm your sessions and process the *Live Meeting* set-up, we need to send invitations. Please let us know how staff will attend: individual, group or both. For any individual attendees, we need their name(s) and email address (s). We can also send invites to a mail group and any valid email address. This is a key step since the invite generates the *Live Meeting* link.

So that we may FedEx your clinic the in-service handouts, please provide the mailing address of your clinic. We also need a staff person for the ATTN line and their phone number. Please let us know how many handout packets to send.

We are looking forward to presenting this new health care resource to your staff. We are confident this in-service can help increase HIV testing for veterans receiving care at CBOCs. Please provide us with the information requested as soon as possible so we can confirm your session(s).

Regards,

Send invitations

Lower portion auto-generates when organizing (scheduling) a MS Live Meeting (see below)

(Purpose – Brief instructions above the meeting access details)

Increasing HIV Testing in VA CBOCs

Location: *Live Meeting – (VISN) – (Parent Facility) – (CBOC)*

Please ***Accept*** this invitation for a *Live Meeting* from the HIV Testing Initiative, a program of the QUERI-HIV/HEP Center in Los Angeles.

The meeting details will post to your online calendar when you accept the invitation, including audio access (VANTS call-in number and access code).

When it is time for the meeting, scroll down past the line and click the ***Join the Meeting*** link. Follow the instructions, e.g., enter your name, and this will allow you to enter the meeting.

Sincerely,

(This lower portion of the *Live Meeting* invitation auto-generates)

-+-----+-----+-----+-----+-----+-----+-----+-----+-----+-

Michael Fletcher has invited you to an online meeting using Microsoft® Office Live Meeting service.
Join the meeting

AUDIO INFORMATION

Telephone Conferencing

Choose one of the following:

- Dial the conferencing service directly, and enter the participant code shown below:
  Toll-free: +1-8007671750
  Participant Code: 26293

FIRST-TIME USERS

To save time before the meeting, check your system to make sure it is ready to use Office Live Meeting.

TROUBLESHOOTING

Unable to join the meeting? Follow these steps:

1. Copy this address and paste into your web browser:
   https://www.livemeeting.com/cc/vaoi/join
2. Copy and paste the required information:
   Meeting ID: 7KT49W
   Entry Code: T@3\}6Db
   Location: https://www.livemeeting.com/cc/vaoi

If you still cannot enter the meeting, contact support.

NOTICE

Office Live Meeting can be used to record meetings. By participating in this meeting, you agree that your communications may be monitored or recorded at any time during the meeting.

Shipment cover letter

DEPARTMENT OF VETERANS AFFAIRS **Memorandum**

Date: January 19, 2010

From: _____ <organizer>

Subj: _____ <items> for _____ <in-service title>
Live Meeting, <date>, (<day of week>) at <time and time zone>

To: _____ <contact>,

Enclosed please find the handouts that go with our presentation. Each packet includes:

- A provider pocket card
- An overview of our program
- A mini-poster: Because it's better to know …
- An in-service evaluation

I have included enough materials for all your staff and some extras. We can provide you with information on how to obtain more of these materials as well as additional materials.

Thanks so much for helping to coordinate this educational in-service for the _____ <name of CBOC> staff. Presentations have already occurred at the _____ <name of parent facility> and we are particularly pleased to see this health services resource being brought to CBOCs as well.

If you have any questions, please do not hesitate to contact myself or Dr. Knapp.

Sincerely,

Michael Fletcher
Michael.Fletcher2@va.gov
310-478-3711, ext 44648

Herschel Knapp, Ph.D.
Herschel.Knapp@va.gov
310-478-3711, ext 48568

Encl. _____ <number of packets shipped>

(Purpose – Remind attendees of *Live Meeting* in 2-3 days, inform that handouts shipped and give *Lobby* link details)

Increasing HIV Testing In-service Reminder

Hello

This is a reminder of the *Live Meetings* to occur in a few days. The sessions scheduled are as follows:

<date> <time – zone> <day>
<date> <time – zone> <day>
Etc.

Your handout materials were shipped by FedEx on _____ <date> by _____ <type, e.g., *Standard Overnight>.* The tracking number is _____ <number > and the shipment can be tracked at http://fedex.com/us/. Please distribute hand-outs before the in-service session.

Invitees may use the ***Lobby*** link, but any persons attending who did not receive a ***Live Meeting*** invitation, **must** use the ***Lobby*** link. Again, you may forward this link to colleagues who have expressed an interest in attending this in-service.

<date> @ <time – zone>: **https://www.livemeeting.com/cc/vaoi/meet/33G748**
VANTS: 1-800-767-1750 Code 27484

Etc.

If there is anything more Hersch or I can help you with, please don't hesitate to contact us.

Sincerely,

Michael Fletcher
Michael.Fletcher2@va.gov
310-478-3711, ext 44648

Herschel Knapp, Ph.D.
Herschel.Knapp@va.gov
310-478-3711, ext 48568

Thank you – Attendees and refer to online version

(Purpose – Good will, sustain with video for new staff)

HIV Testing Initiative – Thank you for Participating.

Greetings,

Thank you for attending our *Live Meeting* presentation on _____ <date>. We are happy to share our quality improvement program – *Increasing HIV Testing in VA CBOCs* – with you and any of your colleagues.

We also have a video presentation posted on the QUERI HIV/HEP website.
http://www.queri.research.va.gov/hiv/products/QHTI/

This viewing could be useful for any new staff or staff who may have missed our presentation last week.

<If applicable> In addition, the next ***Live Meeting*** presentation in your area is scheduled for: _____ <date>. Any of your staff or colleagues may attend this live presentation as well. Please see the access details below.)

<date> @ <time – zone>: **https://www.livemeeting.com/cc/vaoi/meet/33G748**
VANTS: 1-800-767-1750 Code 27484

Etc.

Thanks again for helping us,

Site PI and leadership

(Purpose – Complete circle for CBOC leads, PI and site leadership after last live session)

HIV Testing Initiative – Your leadership is appreciated in our QI efforts

Thank you for facilitating the arrangements of our *Live Meeting* presentations in your area: ***Increasing HIV Testing in VA CBOCs*.**

For new staff, or staff who missed our meeting, we also have an 8 minute audiovisual presentation detailing our intervention the QUERI-HIV/HEP website:

http://www.queri.research.va.gov/hiv/products/QHTI/

A short evaluation of the training video can be completed and submitted at:

HIV Testing Initiative Online Evaluation

A total of ____ <number of attendees> clinical staff attended the ___ <name of in-service> training sessions for the _____ <name of medical center> CBOCs, this is ___% <percent> of the staff invited. We'd recommend that new staff or staff who missed the live presentations take just a few moments to view the online version. Sustained improvements are more likely when most all staff have the same information.

On behalf of the QUERI-HIV/HEP team, thank you for participating in this effort to facilitate more efficient HIV testing for our veterans.

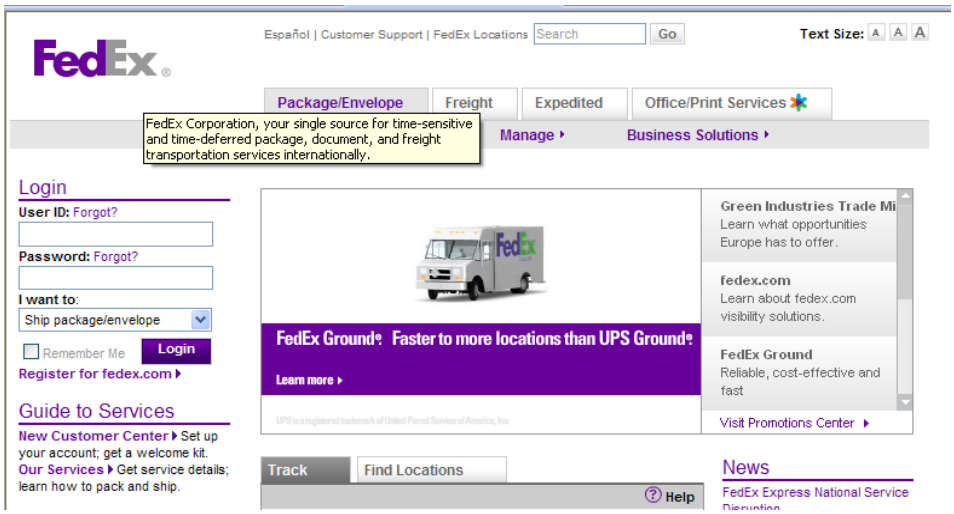
Best regards,

Return to text

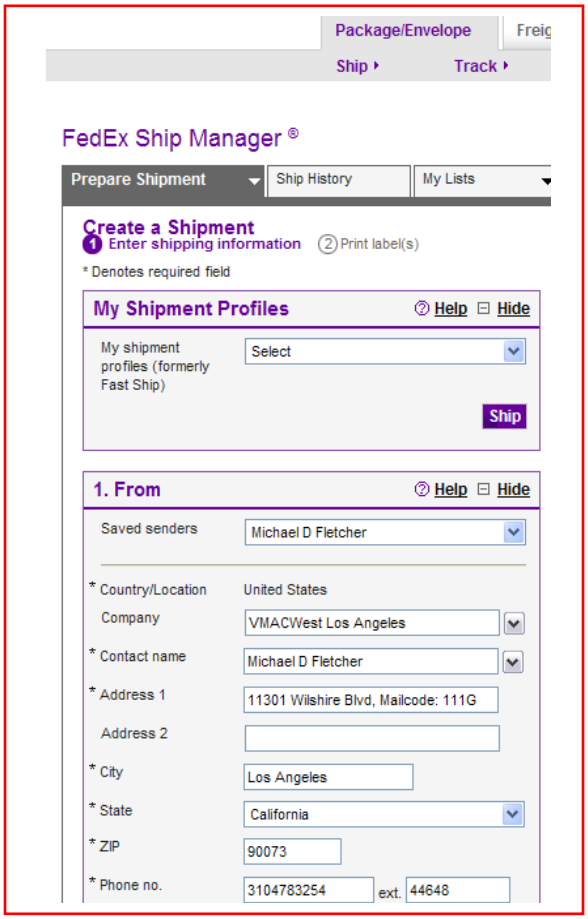
Appendix D3 – FedEx Shipping

Go to: http://fedex.com/us/ (a log-on account is required)

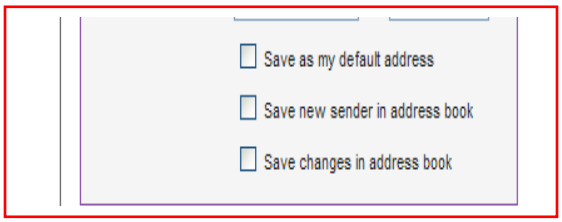
Log-on:



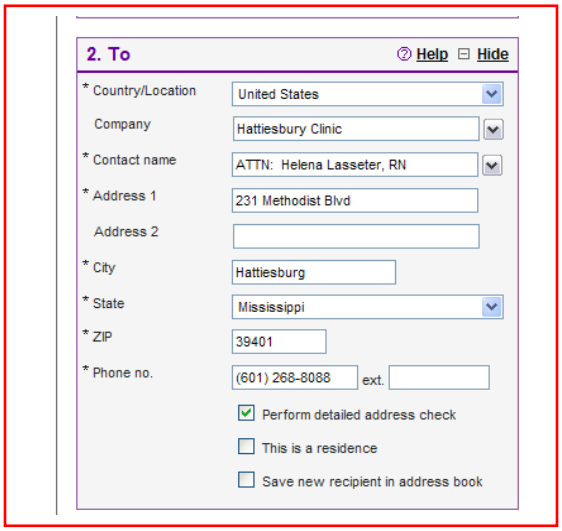
Complete Section 1



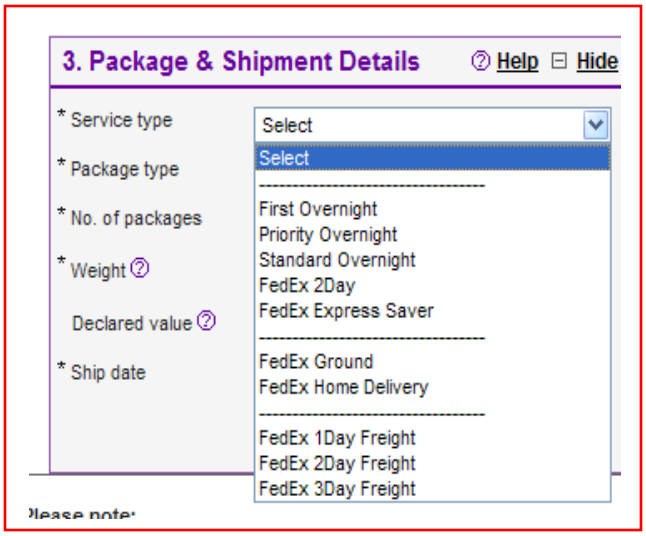
Save as default address if first time completing



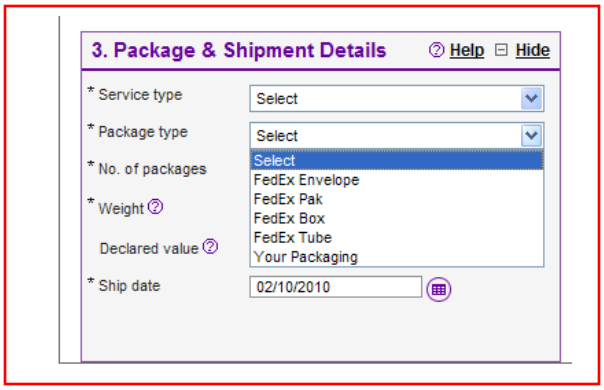
Complete Section 2 – select **Perform detailed address check**



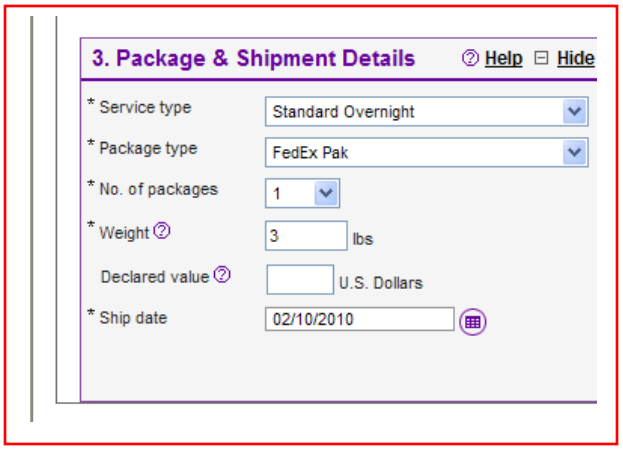
Complete Section 3 – **Service type,** usually Standard Overnight

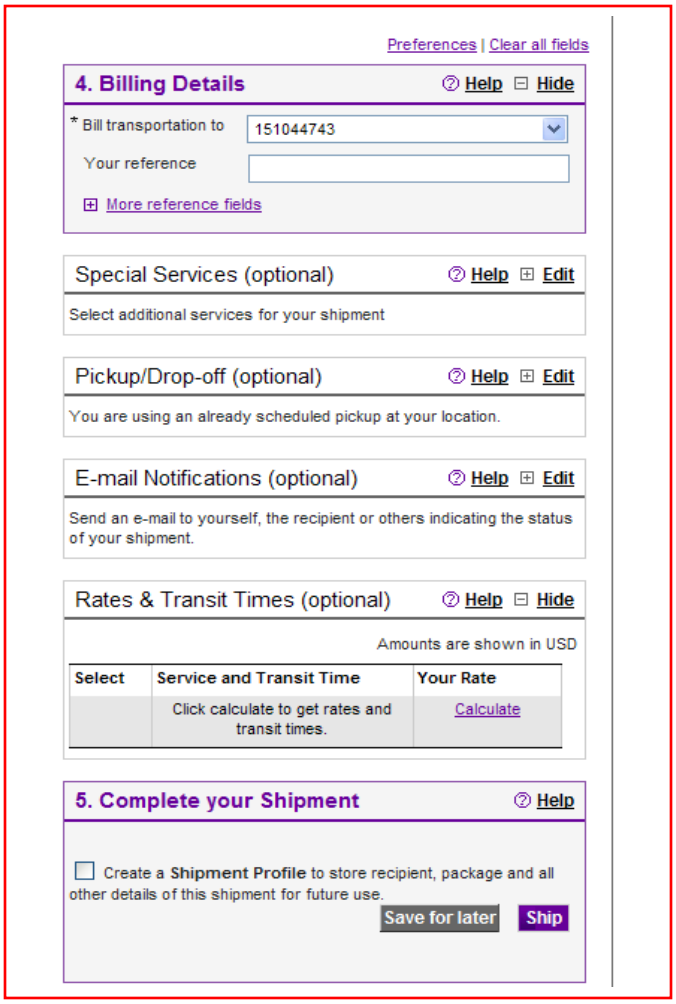


Package type, usually FedEx Pak



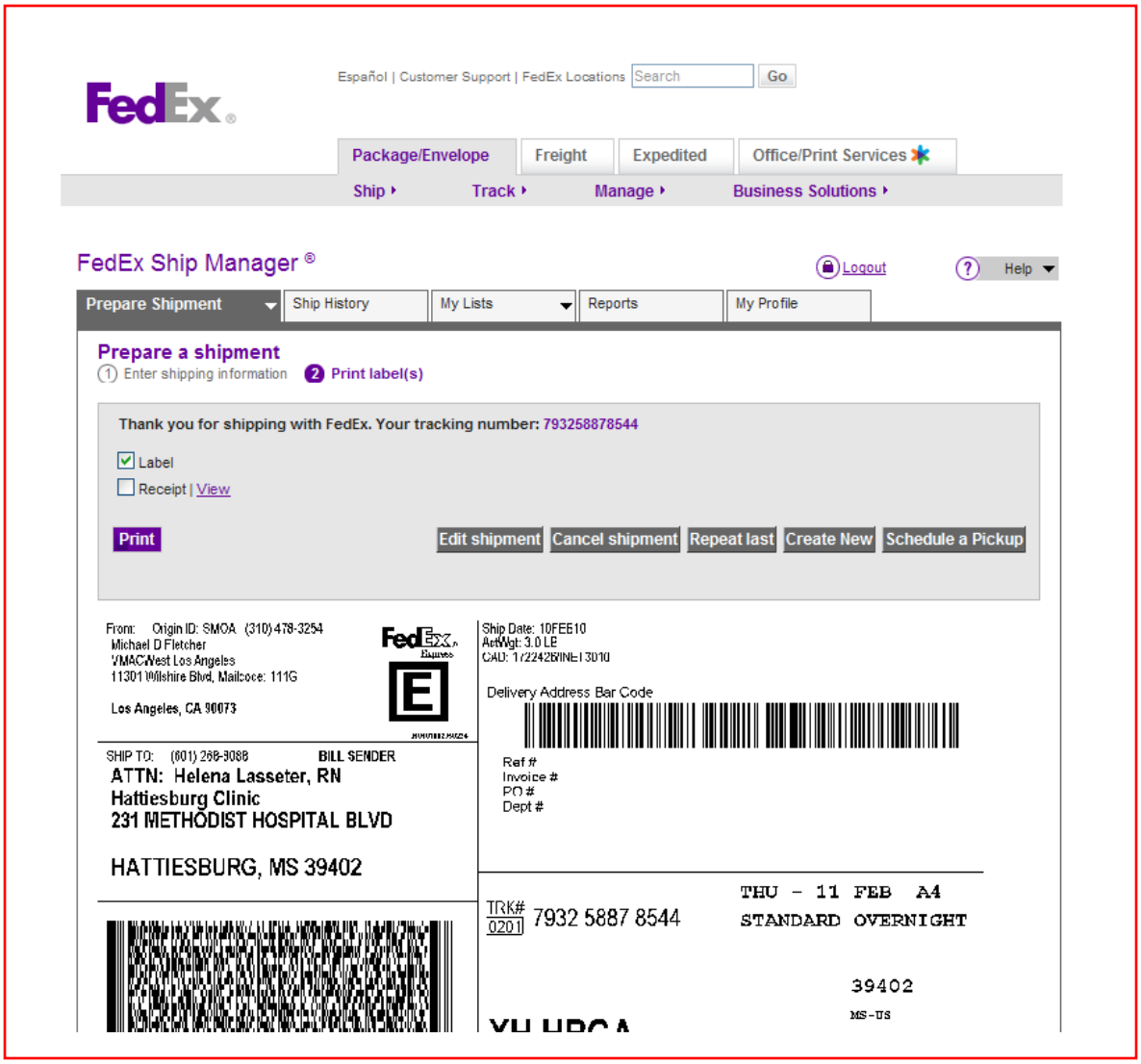
Estimate weight, Declared value is optional, Ship date is current date





Bill transportation to auto-populates. **Your reference** is free text and optional. Go to Section 5 and select **SHIP** button

Shipping label auto-generates. Note **tracking number**. Select **PRINT**



[Return to text](#)

Appendix D4 – Live Meeting Notes Form

Date		**Time**		**VISN**		**Parent Facility**	
CBOC Name/s				**CBOC Contact Name/s**			

# of attendees		**Start time**		**Start Q&A**		**End time**		**Total time**	

Attendees Name and Licensure or Job Title:

Comments, discussion, Q & A:

Meeting Notes (technical problems, etc.)

Follow-up:

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Online Resources

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Reserve a VANTS line http://vaww1.va.gov/vants/	The VA National Teleconferencing System is used for the audio in *Live Meetings*.

Create a *Live Meeting* user account http://webmeeting.va.gov	This is required in order to download the Conferencing Add-in which, in turn, permits a user to organize a *Live Meeting.*

Install the *Live Meeting* Conferencing Add-in http://webmeeting.va.gov/ConfAddins_Setup.exe	The user's configuration must include a Conferencing Add-in in order to organize *Live Meetings*. This will cause a *Conferencing* drop-down to appear on the Outlook menu bar with *Schedule a Live Meeting* and *Meet Now* buttons.

Use a *Live Meeting* account https://www302.livemeeting.com/cc/vaoi/login	Online site to manage *Live Meetings* (requires a password). Offers additional resources and serves as a back-up to organize *Live Meetings* if Outlook is not available. Located on a VA dedicated MS server that is tied to VA's use of *Live Meeting* via Outlook.

***Live Meeting* training** http://office.microsoft.com/en-us/livemeeting/FX101729061033.aspx	Access online training modules and demonstrations as well as live training sessions. Also includes general help, how to and resources.

***Live Meeting* online support** http://www.livemeeting.com/ask	Customer service portal that provides direct access to a technician**.**

FedEx Shipping http://fedex.com/us/	Enter information to create a shipping label.