

All CRIS Training Courses

Training & Applications Department

2023

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Introduction

Purpose

The purpose of this document is to provide a catalogue containing details of all standard CRIS Training courses available.

Audience

This document is intended to be used by existing and prospective customers.

Core CRIS Cascade Training for New Installations

The Core CRIS Cascade Training Session is designed to prepare a maximum of 8 delegates who will be responsible for undertaking training or deploying the CRIS system. The course takes place in two parts over a 2 - 3-week period 8 – 9 weeks prior to Go-Live. Part 1 covers Standard Front-End Modules/Usage over a 2-day duration, whilst Part 2 introduces System Management & Statistical Reports in addition to an end of course Workshop and Assessment Day over a 3.5 day duration. The course cannot be changed to run consecutively as the break between weeks is specifically designed to facilitate essential delegate consolidation between Parts I and II.

This course is aimed at Key Stakeholders including System Champions, System Administrators and Cascade Trainers.

Core CRIS Cascade Training for New Installations		
Location of Training	Max No. Delegates	Total Duration
On-site Classroom Training	1 Group of 6 – 8 people	6 days
Remote Hands-on Training via MS Teams	1 Group of up to 6 People	

Please note: For new CRIS Implementations it will also be necessary to purchase CRIS Post Go-Live System Management and Statistical Reports Training as standard, in addition to Training for Optional CRIS Modules as applicable.

Detailed Introduction to Core CRIS

The Detailed Introduction to Core CRIS training course is available for existing CRIS customers looking to upskill Key Stakeholders including System Champions, System Administrators and Cascade Trainers who do not have previous experience of the CRIS system. The course takes place in two parts over a 2 - 3 week period. Part 1 covers Standard Front-End Modules/Usage over a 2-day duration, whilst Part 2 provides detailed System Management and Statistical Reports Training over a 2.5 day duration. The course cannot be changed to run consecutively as the break between weeks is specifically designed to facilitate essential delegate consolidation between Parts 1 and 2.

Detailed Introduction to CRIS		
Location of Training	Max No. Delegates	Total Duration
Remote Hands-on Training via MS Teams	1 Group of up to 6 people	5 days
On-site Classroom Training		

Core CRIS End to End System Workflow Seminar & Best Practice Workshop

This session provides a comprehensive End to End Core CRIS System Workflow demonstration which enables delegates to participate in an interactive seminar / best practice workshop that is designed to ensure that all participants are fully aware of all recommended Core CRIS System functionality contained within the latest release of software which they are either currently using or intending to upgrade to / deploy in the near future.

Even if the Customer has been using CRIS for years - long term, existing CRIS users are not always familiar with all features of their current install or would welcome the opportunity to further discuss existing functionality in terms of establishing correct usage, improving workflow, and increasing efficiency and productivity.

The target audience for this session is RIS / PACS System Administrators, and Clinical and Clerical Leads from the Radiology Department.

This is a very popular sessions with existing customers who are typically looking to:

- Confirm recommended workflows, make improvements to existing system usage, and increase efficiency and productivity.
- Upgrade to the latest version of CRIS and seeking to ensure they are aware of any new feature benefits as well as identifying any areas for improvement on existing, or future ways of working.
- Customers involved in Trust mergers or moving to consortium wide solutions with other CRIS Trusts.

This session is also aimed at customers who often express the feeling that “they don’t know what they don’t know” as it provides the opportunity to assess recommended system workflow against existing local working practice and facilitates an interactive training needs analysis or system usage health check from which to identify future formal Training Requirements or Application Specialist Consultancy.

Core CRIS End to End System Workflow Seminar & Best Practice Workshop – Cascade Training

Location of Training	Max No. Delegates	Total Duration
Remote Seminar / Workshop via MS Teams	1 Group of up to 12 people	1 day
On-site Seminar / Workshop		

Please note:

Following the session Wellbeing Software will provide a Training Needs Analysis Report which includes recommendations for follow-up Training or Application Specialist Consultancy sessions. Customers can also choose to purchase a package of inclusive annual Resource Days which provide the flexibility to call-off Professional Service days for use in conjunction with Training or Application Consultancy or any other SME expertise.

CORE CRIS Scheduling, Diary Set-up, and Management

The CORE CRIS Scheduling, Diary Set-up, and Management course is available for existing CRIS customers looking to upskill Key Stakeholders including Clerical Leads, System Champions, System Administrators and Cascade Trainers.

Part 1 - covers Front End System usage including the recommended workflows for request / waiting list management, making, changing, and cancelling appointments and DNA vetting in line with current guidelines for the management of Diagnostic Waiting Times. **Part 2** - covers Diary Set-up and Appointment Module Management aimed at Clerical Leads and System Administrators.

Detailed Introduction to CRIS		
Location of Training	Max No. Delegates	Total Duration
Remote Hands-on Training via MS Teams	1 Group of up to 6 people	1 day
On-site Classroom Training		

Core CRIS Inclusive and Additional Modules Training

CRIS Inclusive and Additional modules are typically scheduled Post Go-live in order to enable the Customer to deploy Core system functionality ahead of introducing new modules which either involve considerable changes to existing working/business processes, or alternatively will only be used by a minority of users and therefore do necessitate any priority pre go-live.

Exceptions to this are the VETTING and OBSTETRICS ULTRASOUND modules which can be scheduled pre go-live upon demand via additional days in conjunction with Core Cascade Training.

- Vetting Module
- Sessions Module
- Resource Module
- Obstetric Ultrasound Module (Standard Forms)

Training for all Inclusive Modules training is typically delivered as 2 x ½ Day sessions per module as follows:

- **Part 1 - Seminar / Workshop** – i.e. Workflow Seminar for up to 12 delegates on site or remotely.
- **Part 2 - Key Users Cascade Training** – Practical Application of the Module for one group of up to 8 'Cascade' Trainers / Key users on site, or 6 delegates remotely.

Unless otherwise advised / agreed, all Training will typically be delivered as Cascade (Train the Trainer) since this is the most cost and time efficient approach to enable customers to acquire the knowledge and skills required to successful implement and support new functionality.

Please note: If the Customer intend to implement more than one module, Wellbeing Software can discuss combining training sessions.

Core CRIS Inclusive and Additional Modules – Part 1 – Cascade Training		
Location of Training	Max No. Delegates	Total Duration
Remote Seminar / Workshop via MS Teams	1 Group of up to 12 people	0.5 days
On-site Seminar / Workshop		
Core CRIS Inclusive and Additional Modules – Part 2 – Cascade Training		
Location of Training	Max No. Delegates	Total Duration
Remote Hands-on Training via MS Teams	1 Group of up to 6 People	0.5 days
On-site Classroom Training	1 Group of up to 8 people	

Core CRIS Reporting with Augnito Speech Recognition

Core CRIS Reporting using Augnito Training is delivered via a 'Cascade' Train the Trainer session and can be combined with 1to1 CRIS Reporting Clinician End User training according to Customer requirements. This session enables System Champions, System Administrators and Cascade Trainers to be trained how to set-up, configure, support and train existing users and new starters on Augnito Speech Recognition.

Although Wellbeing Software can provide 1to1 Reporting Clinician Augnito Training it is not our recommended approach since from experience Customer trainers are always better placed to work around consultant availability, and in context to Customer working practice. This approach is also unlikely to be the most cost-effective solution, as although Wellbeing Software can train the following numbers of Reporting Clinicians, the customer often cannot schedule clinicians in such volumes and cannot fully utilise the time allocated.

Wellbeing Software would therefore recommend each Customer undertakes mandatory Cascade Training to enable enough resources (i.e. System Champions / Cascade Trainers) to be trained on how to set-up, configure, support and train existing CRIS Users or new CRIS Users using CRIS Reporting with Augnito Speech Recognition.

Training Ratio Example: *For planning purposes, we would expect the customer to assume a 1:50 resource ratio for Training / Support in during deployment and early life support. This would then be expected to move to a 1:80 resource ratio following the deployment verification period (DVP) which is typically a minimum of 30 days once the system is live.*

Core CRIS Reporting with Augnito – Cascade Training (Train the Trainer) - **Recommended**

Core CRIS Reporting with Augnito Training – Cascade Training

Location of Training	Max No. Delegates	Total Duration
Remote Seminar / Workshop	1 Group of up to 12 people	0.5 days
Remote Hands-on Training via MS Teams	2 Groups of up to 4 People	1 day
On-site Classroom Training		

Core CRIS Reporting Clinician Augnito – Upgrading CRIS User 1to1 Training

Core CRIS Reporting Clinician Augnito Training – Existing User 1:1 End User Training

Location of Training	Max No. Delegates	Total Duration
Remote Hands-on Training via MS Teams	Up to 6 Sessions per day	1 day
On-site 1to1 Reporting Clinician Training		

Core CRIS Reporting Clinician Augnito VR – New CRIS User 1to1 Training

Core CRIS Reporting Clinician Augnito Training – New User 1:1 End User Training

Location of Training	Max No. Delegates	Total Duration
Remote Hands-on Training via MS Teams	Up to 4 Sessions per day	1 day
On-site 1to1 Reporting Clinician Training		

CRIS Evo Reporting using Augnito Speech Recognition

CRIS Evo Reporting using Augnito Training is delivered via a 'Cascade' Train the Trainer session and can be combined with 1to1 CRIS Reporting Clinician End User training according to Customer requirements. This session enables System Champions, System Administrators and Cascade Trainers to be trained how to set-up, configure, support and train existing users and new starters on the new CRIS Evo web-based Reporting Module.

Although Wellbeing Software can provide 1to1 Reporting Clinician Augnito Training it is not our recommended approach since from experience Customer trainers are always better placed to work around consultant availability, and in context to Customer working practice. This approach is also unlikely to be the most cost-effective solution, as although Wellbeing Software can train the following numbers of Reporting Clinicians, the customer often cannot schedule clinicians in such volumes and cannot fully utilise the time allocated.

Wellbeing Software would therefore recommend each Customer undertakes mandatory Cascade Training to enable enough resources (i.e. System Champions / Cascade Trainers) to be trained on how to set-up, configure, support and train existing CRIS Users or new CRIS Users using CRIS Reporting with Augnito Speech Recognition.

Training Ratio Example: *For planning purposes, we would expect the customer to assume a 1:50 resource ratio for Training / Support in during deployment and early life support. This would then be expected to move to a 1:80 resource ratio following the deployment verification period (DVP) which is typically a minimum of 30 days once the system is live.*

CRIS Evo Reporting with Augnito – Cascade Training (Train the Trainer) - *Recommended*

CRIS Evo Reporting with Augnito Training – Cascade Training		
Location of Training	Max No. Delegates	Total Duration
Remote Seminar / Workshop	1 Group of up to 12 people	0.5 days
Remote Hands-on Training via MS Teams	2 Groups of up to 4 People	1 day
On-site Classroom Training		

CRIS Evo Reporting Clinician Augnito – New User 1to1 Training

Evo CRIS Reporting Clinician Augnito Training – New User 1:1 End User Training		
Location of Training	Max No. Delegates	Total Duration
Remote Hands-on Training via MS Teams	Up to 4 Sessions per day	1 day
On-site 1:1 Reporting Clinician Training		

CRIS Evo Worklist Admin

Cascade CRIS Evo Worklist Admin training covering how to set-up reporting worklists and distribute these to the dashboards of all required Reporting Clinicians.

This course is aimed at Key Stakeholders including System Champions, System Administrators and Cascade Trainers.

CRIS Evo Worklist Admin – Cascade Training

Location of Training	Max No. Delegates	Total Duration
Remote Seminar / Workshop	1 Group of up to 12 people	0.5 days
Remote Hands-on Training via MS Teams	1 Groups of up to 6 People	0.5 days
On-site Classroom Training		

Please note: The cost of remote Training can be reduced if only 1 group of up to 4 delegates is required.

On-site training will also incur additional costs for associated travel and accommodation expenses where applicable.

CRIS Evo Patient Reviewer

Comprehensive Seminar / Workshop covering all key functionality including searching for patients, interpreting patient history, viewing images and reports in conjunction with CRIS Connect deployments.

This course is aimed at Key Stakeholders including System Champions, System Administrators and Cascade Trainers.

CRIS Evo Patient Reviewer – Cascade Training

Location of Training	Max No. Delegates	Total Duration
Remote Seminar / Workshop	2 Groups of up to 12 people	0.5 days

Core CRIS Post Go-Live System Management

The Core CRIS Post Go-Live System Management session provides a detailed look at CRIS System Management to enable to RIS System Manager(s) to take control of the long-term day-to-day running of the CRIS system. This session often also provides the opportunity for users to raise Adhoc queries relating to system use, or working practice based on their experiences in the period since Go-Live.

Core CRIS Post Go-Live System Management		
Location of Training	Max No. Delegates	Total Duration
Remote Hands-on Training via MS Teams	1 Group of up to 6 people	1.5 days
On-site Classroom Training		

Please note: Post Go-Live System Management does not include Letters Training. If this is required, it is available as a separate course.

Core CRIS Post Go-Live Statistical Reports Training

The Core CRIS Post Go-Live Statistical Reports session provides an in depth look at the CRIS Statistical Reports Module using detailed practical exercises which are specifically designed to demonstrate all key 'system' concepts to demonstrate how to use the module and go on to write your own reports and run these on demand or via the CRIS Scheduler.

Core CRIS Post Go-Live Statistical Reports Training		
Location of Training	Max No. Delegates	Total Duration
Remote Hands-on Training via MS Teams	1 Group of up to 6 people	1 day
On-site Classroom Training		

Please note: The session cannot be tailored to individual requirements since a training session is not the correct platform to error check existing reports built by delegates prior to training, or to build new reports on the spot. If Statistical Reports Consultancy is required, this is available as a separate Post Go-Live Statistical Reports Consultancy Session.

Core CRIS Post Go Live Statistical Reports Templates & Consultancy Session

It's evident that many CRIS customers are unaware that the CRIS System comes complete with a comprehensive catalogue of CRIS Statistical Report Templates, designed by existing customers to satisfy most standard returns. Consequently, this course will provide a summary of this area concentrating primarily on Diagnostic Waiting Times. The session also comprises an element of bespoke training by enabling delegates to complete and return a CRIS_CGD305a_CRIS_Statistical_Consultancy_Feedback_Form_v3.0.doc ahead of training which will then form the agenda and objectives and may contribute to the creation of additional statistic templates providing no software changes are required.

CRIS Post Go Live Statistical Reports Templates & Consultancy Session		
Location of Training	Max No. Delegates	Total Duration
Remote Hands-on Training via MS Teams	1 Group of up to 4 people	1 day
On-site Classroom Training		

Please note: On-site training will also incur additional costs for associated travel and accommodation expenses where applicable.

Core CRIS Post Go-Live Letters Training

The Core CRIS Letters Training Course has been developed to enable customers to make modifications to their own CRIS Appointments Letters, and develop the skills required to introduce new Letter Formats such as alternative Prep Letters, Conditional Letters, Information Sheets and Questionnaires. The session utilises a practical approach and is designed to enable delegates to acquire the knowledge and skills required to successfully maintain CRIS Appointment Letters, negating the need to request quotes for letter amendments or log calls with the CRIS helpdesk.

Core CRIS Post Go-Live Letters Training		
Location of Training	Max No. Delegates	Total Duration
Remote Hands-on Training via MS Teams	1 Group of up to 4 People	1.5 days

Bespoke Training & Application Specialist Services

Wellbeing Software are also happy to consider bespoke training and application specialist consultancy requests where it is feasible to do so. It should however be noted that these courses will also incur the cost of any associated training development, and training set-up.

IMPORTANT PLEASE NOTE

Please e-mail training@wellbeingsoftware.com to arrange a formal training needs analysis and quotation, or to 'call off' professional services days inclusive to your contract. All training quotes are subject to an additional ½ day Training Set-up and Administration charge. Training Dates can only be scheduled upon receipt of a Purchase order.

Document Control

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V2.1	01/12/2022	Emma Savage-Mady	Amended to include costs for delivery types and revise capacity for remote sessions.
V2.2	02/12/2022	Emma Savage-Mady	Minor edits based on Sales Review Feedback with AR
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V2.4	16/03/2023	Emma Savage-Mady	Addition of CRIS CORE CRIS Scheduling, Diary Set-up, and Management course. Amended for Prime Contracts and Customers with Inclusive Resource / Training days
V2.5	31/03/2023	Emma Savage-Mady	Update to include ½ day Training Set-up and Administration charges which are additional to each training session.
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