

CRIS Training (New Customers) Scheduling Sessions

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1. CORE Training Sessions

The following 'CORE Training' sessions are currently available for the CRIS System. These need to be taken into consideration when scheduling the training sessions and can be combined in any way which best suits the various members of staff requiring training.

CORE 'CLINICAL' SESSION	
3 HOURS (INC. 15 MIN BREAK), PART I = 2 HOURS (FOLLOWED BY 15 MIN BREAK), PART II = 45 MINS	
SESSION PREREQUISITES	<p>This session must be completed by <u>ALL CLINICAL USERS</u> (Radiographers/Sonographers/Nuclear Med and in most cases Radiographic Assistants) prior to attending any other advanced CRIS Sessions.</p> <p><u>THE ONLY EXCEPTIONS</u> to this are Radiographic Assistants' who <u>do not</u> need to complete IR(ME)R details on behalf of radiographers/sonographers and should therefore only attend a 'CORE CLERICAL' session or 'Radiologists/Registrars' who should attend a session specific to their requirements (i.e. CRIS Familiarisation with Vetting or Voice Recognition Reporting training).</p>
SESSION OBJECTIVES	<p>Overview of the system, covering CORE system functionality including searching for patients, interpreting patient history/ future events, entering attendances (either directly, or via orders – if applicable), viewing reports, and editing patient/ attendances details as applicable. This session also covers how to complete any required IR(ME)R details following the examination and is designed to give each member of clinical staff a CORE grounding of the system and navigation either ahead of the system go-live itself, or as a prerequisite to any additional sessions which may be required (i.e. Appointments, Reception, Reporting).</p>

CORE 'CLERICAL' SESSION	
2 HOURS	
SESSION PREREQUISITES	<p>This session must be completed by <u>ALL CLERICAL USERS</u> and any Radiographic Assistants (who <u>do not</u> need to complete IR(ME)R details on behalf of radiographers/sonographers) prior to attending any other advanced CRIS Sessions.</p>
SESSION OBJECTIVES	<p>Overview of the system, covering CORE system functionality including searching for patients, interpreting patient history/ future events, entering attendances (either directly, or via orders – if applicable), viewing reports, and editing patient/ attendances details as applicable. This session is designed to give each member of staff a grounding of the core system either ahead of the system go-live itself, or as a prerequisite to any advanced sessions which may be required (i.e. Appointments, Reception, and Reporting).</p>

VETTING MODULE

1 HOUR

SESSION PREREQUISITES:	Anyone attending this course must have first completed the CORE SESSION.
SESSION OBJECTIVES:	The VETTING MODULE SESSION is designed to give vetting Radiographers and Sonographers an overview of how to review requests, edit requests and justify these requests before assigning protocols. This session also covers rejecting requests as applicable.

APPOINTMENTS SESSION

1.5 HOURS

SESSION PREREQUISITES:	<p>Anyone attending this course must have first completed the CORE SESSION.</p> <p>This session is designed for staff who are responsible for making appointments on a day-to-day basis, <u>NOT</u> for staff who perform these tasks on a more occasional basis as these can be trained in-house post go-live.</p>
SESSION OBJECTIVES:	The APPOINTMENTS SESSION is designed to give any members of staff who make appointments on a daily basis an overview of how to place requests/orders on Waiting or Planned Lists and assign appointments either from waiting lists or directly from new requests/orders. This session also covers automatic and manual assignment of appointments (i.e. Booked Admissions), changing and cancelling appointments etc.

CLINICAL REPORTING FOR SECRETARIES

1 HOUR

SESSION PREREQUISITES:	Anyone attending this course must have first completed the CORE SESSION.
SESSION OBJECTIVES:	<p>This session is designed to provide an overview of clinical reporting in context to secretaries covering typing up batches of dictated reports, or 'Hot-reporting' in conjunction with a clinician, as well as batch printing reports following authorisation.</p> <p><u>Please note:</u> If necessary this session can also be attended by any other clinicians (Radiographer/Sonographers), who type their own reports as required although ideally a separate session for this type of users is recommended.</p>

CRIS OVERVIEW AND VETTING MODULE

1 HOUR

SESSION PREREQUISITES:

This course is aimed at Radiologists as a precursor to their separate Digital Dictation or Voice Recognition Reporting training. Wellbeing Software recommend the CRIS Overview and Vetting Module training is most beneficial when delivered on a one-to-one or small group basis.

Please note: In both cases these sessions should contain a MAXIMUM OF 4 DELEGATES.

SESSION OBJECTIVES:

This session is designed to provide an introduction to the CRIS system, searching for patients, interpreting patient history/future events, reviewing requests, editing requests and justifying requests before assigning protocols. This session also covers rejecting requests as applicable.

2. Optional / Additional Training Sessions

The following 'Optional / Additional Training Sessions' should be scheduled if the appropriate CRIS module has been purchased and will be implemented at Go-live.

NUCLEAR MEDICINE SESSION (IF APPLICABLE)	
1 HOUR	
SESSION PREREQUISITES:	Anyone attending this course must have first completed the CORE SESSION.
SESSION OBJECTIVES:	<p>This session is predominantly designed for providing an overview of the CRIS Nuclear Medicine Module (If purchased) covering entering Isotope details, assigning injections, processing examinations for IR(ME)R purposes and creating departmental contamination records.</p> <p><u>Please note:</u> If this module is not required or will not be installed at go-live this session is <u>NOT REQUIRED</u>.</p>

CLINICAL REPORTING FOR SONOGRAPHERS OR RADIOGRAPHERS	
1 HOUR	
SESSION PREREQUISITES:	Anyone attending this course must have first completed the CORE SESSION.
SESSION OBJECTIVES:	<p>This session should be used to cover Digital Dictation and Typing Clinical reports in context to clinicians (Sonographers/Radiographers) rather than secretaries (i.e. One by one, not in batches). Additionally if applicable this session can include an overview of reporting via the CRIS Standard Obstetrics Module (If purchased/inclusive).</p>

CLINICAL REPORTING USING DRAGON VOICE RECOGNITION	
2 HOURS (PER USER - ONE TO ONE SESSION)	
SESSION PREREQUISITES:	<p>This training <u>WILL NOT</u> take place during the CORE End User training period and should be scheduled separately. The duration of this session is typically 2 hours. Wellbeing Software can also provide 'VR Cascade Training' for a max of 2 Key Users / Trainers per day and 'End User VR Training' for a maximum of 3 Reporting Clinicians per day which can be purchased as part of the initial project or via additional Training Days if allocated to the project.</p>
SESSION OBJECTIVES:	<p>REPORTING CLINICIANS SESSION – Reporting with Dragon Voice Recognition in conjunction with the CRIS system using the Report Info (PACS worklist) and Report Editor.</p>

	<p>The course aims to introduce the main features of the Dragon Medical 11 when integrated with the CRIS system.</p> <p>These areas include:</p> <ol style="list-style-type: none"> 1. Creating a User Profile 2. Undertaking General Training 3. Creating Personalised User Commands 4. Activating CRIS and Dragon Integration 5. Using Dragon with the CRIS Report Editor 6. Using CRIS Commands and Dragon Editing 7. Using the Vocabulary Editor 8. Overview of relevant Dragon Menus <p>This session also includes Authorising / Checking Clinical Reports.</p>
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PRE GO-LIVE CORE SYSTEM MANAGEMENT/STATISTICAL REPORTS (DAY THREE OF CASCADE TRAINING)	
2.5 DAYS	
SESSION PREREQUISITES:	<p>CORE SYSTEM MANAGEMENT & STATISTICAL REPORTS TRAINING (DAY THREE / FOUR CASCADE TRAINING) – Overview of standard system functionality normally delivered via a demonstration by the trainer, followed by an overview of CORE Statistical Reports to enable users to undertake required ‘System Testing’ in the lead up to go-live, and to provide CORE System maintenance in conjunction with Wellbeing Software during the go-live week.</p>
SESSION OBJECTIVES:	<p>CORE SYSTEM MANAGEMENT TRAINING (DAY THREE / FOUR OF CASCADE TRAINING)</p> <p>Wellbeing Software do not expect the RIS System Manager(s) to immediately take over the day to running of the system. Consequently the aim of ‘CORE System Management Training’ is simply to provide appropriate ‘key users’ and the RIS System Manager(s) with an overview of system and the essential knowledge they require to review and amend tables which are most relevant following the go-live.</p> <p>This is due to the fact that in most cases any changes will be made either in conjunction with Wellbeing Software personnel who will be on-site during the go-live week, or the Wellbeing Software helpdesk who will provide additional support after the on-site hand-holding period.</p> <p>CORE STATISTICAL REPORTS TRAINING (DAY FIVE OF CASCADE TRAINING)</p>

	<p>Overview of the CRIS STATISTICAL REPORTING module – covering CORE use of Statistical Reports Module, running sample reports for reference, and looking at how to schedule reports to run on a regular basis (i.e. Monthly, Quarterly etc.)</p> <p>This session is predominantly aimed at users who need to run simple ADHOC queries, although appropriate ‘Key users’ or the RIS System Manager(s) should still attend this session where possible.</p> <p><u>Please note:</u> This session is <u>ONLY</u> designed to provide delegates with the CORE knowledge required to enable them to experiment with Activity based Statistics or ahead of Post Go-Live Stats Training delivered by Wellbeing Software.</p>
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POST GO-LIVE BASIC SYSTEM MANAGEMENT / STATISTICAL REPORTS	
2.5 DAYS	
SESSION PREREQUISITES:	<p>POST GO-LIVE SYSTEM MANAGEMENT TRAINING – 1.5 DAYS</p> <p>Wellbeing Software will also undertake full ‘Post Go-live System Management’ session once it is felt that the ‘key users’ and RIS System Manager(s) are adept in the CORE use of the system, and once the system has been installed for a sufficient period of time to ensure that this advanced session is as beneficial as possible to those attending.</p> <p>Anyone attending this session must have undertaken CORE CRIS Training in order to be eligible to join the course.</p> <p><u>Please note:</u> Post Go-Live System Management does not include Letters Modification or Creation. However this course is available on demand at an additional cost, or via the use of annual training if inclusive to your contract.</p> <p>POST GO-LIVE STATISTICAL REPORTS TRAINING – 1 DAY</p> <p>During Day Two of the Post Go-Live Training Wellbeing Software will undertake a full day’s Statistical Reports session designed to teach delegates how to go on to use and write their own statistical reports.</p> <p>Anyone attending these sessions must have either undertaken CORE CRIS Training or CRIS Overview Session at a minimum in order to be eligible to join the course.</p>
SESSION OBJECTIVES:	<p>POST GO-LIVE SYSTEM MANAGEMENT TRAINING – A more in-depth 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.</p>

POST GO-LIVE STATISTICAL REPORTS TRAINING – A more in depth look at the CRIS Statistical Reports Module using specific practical exercises to demonstrate how to use the module and go on to write your own reports. The session also provides an overview of the CRIS Standard Stats Templates which are designed to satisfy national returns concentrating primarily on Diagnostic Waiting Times.

This course is intended to prepare delegates to make comprehensive use of Statistical Reports functionality. The session does however require delegates to go on to undertake personal consolidation following the standard session to ensure they can in future create and run their own stats successfully. Failure to undertake this consolidation would negate any long-term success following the course.

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.

3. How to Schedule CRIS Training

To ensure the success of the CRIS training it is essential to carefully consider exactly which sessions each member of staff needs to attend, following their CORE Session. If this is done efficiently and in plenty of time prior to the actual training sessions then you will be able to ensure that each delegate receives the correct training for their job role and that they are aware of when and where the training is to take place in plenty of time – thereby making CRIS training as beneficial as possible.

To help you achieve this, the following forms are required (Please refer to the enclosed EXCEL spreadsheet “CRIS Training_Scheduling_Calculator”).

- **Staff Training Needs**
- **Training Needs Summary**
- **Example Timetable**

1. The first form **Staff Training needs** will allow you to enter each member of staff onto the form and you should then enter a ‘1’ against each session that they require.
2. Once all of the training needs for each delegate have been identified you should then click on the second form **Training Needs Summary** and the totals from ‘Staff Training Needs’ will automatically calculate how many sessions will be required.

Wellbeing Software recommend that if possible the ‘Total number of sessions’ required should be rounded up to facilitate 2 more sessions in order to more easily enable the releasing of staff for training. For example – If based on the total number of Clerical staff - 8 Clerical CORE sessions are required the Customer may decide to schedule 10 delegates time permitting.

3. Once you know the number of sessions required for each session, you can start setting up your training diary using the **Example Timetables**.

IMPORTANT - PLEASE READ

- **ASSESSING STAFF TRAINING REQUIREMENTS** - You should also be aware that in most cases, it will not be possible to train each and every User during the CRIS End-User training period – and it will therefore be necessary to undertake post Go-Live cascade training to individual Users such as those who work shifts, are on holiday, or are more occasional Users. Consequently you should aim to concentrate on scheduling formal training for staff that need to use the system constantly on a day-to-day basis, whereas more occasional Users can normally be trained on an adhoc basis either during the initial Go-Live hand-holding period, or by System managers after this period.
- **WINDOWS KNOWLEDGE** - A pre-requisite of CRIS Training is that all Users MUST possess a basic knowledge of the Windows and be able to use a mouse prior to attending CRIS training.
- **MAXIMUM NO OF DELEGATES** – Wellbeing Software recommend that the Customer does not attempt to exceed 8 delegates (End-Users) per session as this is proven to be the maximum number of people who can be successfully accommodated in a trainer led classroom environment.
- **BREAKS FOR THE CRIS TRAINER** - When scheduling training please also ensure that wherever possible all training sessions are scheduled between the hours of 0900 –1700 with at least two 30 min breaks scheduled for the trainer at lunch, and in the afternoon.
- **CHECKING THAT YOU ARE ON THE RIGHT TRACK** - Finally, a draft copy of the Training Timetable including the names of delegates must be sent to CRIS ‘Cascade Trainers’ at least 2 weeks prior to the start of training. This timetable should use the same format as specified via the ‘Example Timetables’ in Training_Scheduling_Calculator spreadsheet, and should be forwarded by e-mail to [INSERT CONTACT](#)

[DETAILS FOR TRUST 'CASCADE TRAINER' HERE](#) This is to allow the CRIS Trainer(s) to confirm that the training has been scheduled correctly - both to ensure the Customer is able to get the most benefit from CRIS training and to allow sufficient time in which to make changes if this is not the case.

Document Control

Title	CRIS Training Scheduling Grouped		
Owner	Wellbeing Training Manager	Date Created	31/01/2022
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V1.0	31/01/2022	Emma Savage-Mady	Rebranded issue 2022
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