

HealthStream Administrator Curriculum

Course Development

Talent Development

Revised 03/10/2017

Participant Guide



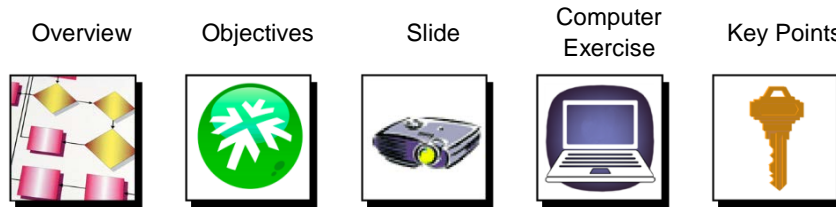
HealthStream Course Development

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Revised 03/10/2017

Graphic Cues

The following margin icons are used throughout this Participant Guide to draw your attention to various shifts in class material.



Acknowledgements

We are continuous learners. The Talent Development team is focused on the development of effective and inspirational colleagues within the organization to help live our Mission, Core Values, and Vision every day.

This course is delivered as part of the HealthStream Administrator Curriculum. This comprehensive curriculum is the formal learning experience available to new HealthStream Institution Administrators across the System.

The content of this course represents a collective effort between Talent Development and subject matter experts from across the organization. We are grateful for their assistance and continued partnership.

If you have any questions about this course, please contact Talent Development.

Trademarks & Copyright Acknowledgements

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Course Review

Purpose

The purpose of this course is to provide you with hands-on practice adding and developing courses and course activities in the HealthStream Learning Center (HLC).

Learning Objectives

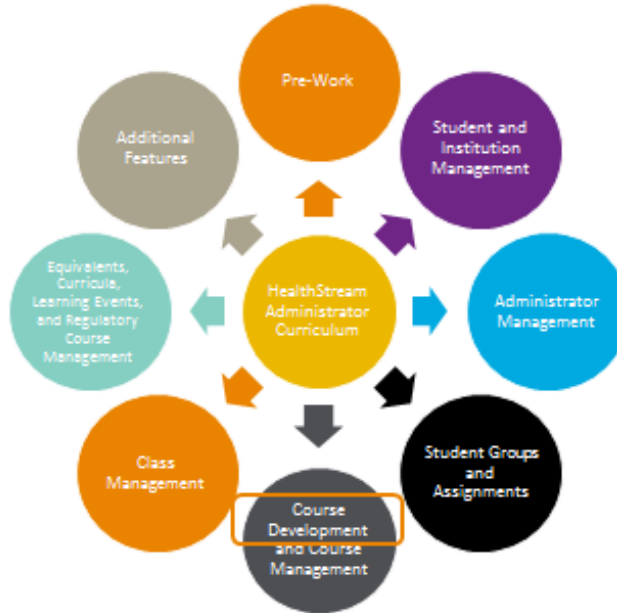
After completing this course, you will be able to:

- Develop a Course
 - Recognize naming conventions and standard information
 - Apply default categories
- Add learning activities
- Publish a course
 - Understand different types of publishing
 - Publish a course

HealthStream Administrator Curriculum

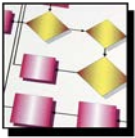


HealthStream Administrator Curriculum



Notes

Developing a Course



Overview

In this section you will learn how to identify course properties when developing a course.



After completing this section you should be able to:

- Add a course in HealthStream
 - Recognize the course properties
 - Adhere to Trinity Health naming standards
 - Become familiar with course properties
 - Recognize the tools to use when planning out a course
 - Trinity Health Authoring standards
 - Course Request form or metadata form
 - Course Properties quick reference
-

Course Properties



Course Version: 1 -- Trinity Health -- Administrator Training

Course Properties Required Fields are marked with a *

Course Title: *

Description: *

Learning Objectives: *

At the conclusion, participants should be able to:

Default Categories: *
[Select Course Categories](#)

Default Certificate: *

Development Status: *

Learning Activities completed sequentially

[Additional Properties](#)

Notes

Example HealthStream Course Request and Approval Form

Subject Matter Expert (SME) Fred Straw Date 1/1/2017

SME Department/Cost Center ED

Name of Course EKG Basic Anatomy

Brief Description of Course

The course is designed to update the student's basic anatomy knowledge. The course will assist students in properly attaching the EKG leads in order to gather important information for patients.

Learning Objectives

- 1. Identify the human anatomy for EKG.
- 2. Illustrate how to attach the leads for an EKG.
- 3. Summarize how to print the EKG report.

Will Content be provided in Word _____ or PowerPoint x? (check one)
If PowerPoint, content must exist in appropriate template in Arial font.

Check all that apply:

Pre-test Online Course Classroom Setting Post Exam Evaluation

Mandatory Elective

Target Audience: All employees All clinical staff All RNs

Other (please specify) For colleagues of ED

Cost Centers to be assigned:

All departments Specific department(s)—attach list

Assignment Specifics:

Assignment effective date: _____

One-time assignment due date _____

Annual (recurring) assignment - base next due date on

Original due date Previous completion date

If Classroom

Instructors: _____

Minimum # participants _____

Communication plan:

Responsible individual: _____

Method: _____

Course/Content Final Approval

SME:	Proofreader / tester 1
EED:	Proofreader / tester 2
Other:	

Course completed date: _____

Course Properties



Lab Exercise: Add a course

Instructions

In this exercise you will, add a course, **EKG Basics Anatomy**.

Steps

1. On the **Courses** tab, click **Add a Course**. The **Add a Course** page will display.
2. For **Course Title**, type <<Your Initials>> - TH - EKG Basics Anatomy.
3. For **Description**, type The course is designed to update the student's basic anatomy knowledge.

Note: This will be visible to students.

4. For **Learning Objectives**, type:
 - **1. Identify the human anatomy for EKG.**
 - **2. Illustrate how to attach the leads for an EKG.**
 - **3. Summarize how to print out the EKG report.**
5. The next field **Default Categories**: under the selection box, click **Select Course Categories**. The **Category Selection** window will display.

Note: You are required to select at least two categories from the **Trinity Health Required Categories**.

6. Select the check boxes next to two categories. Open **Trinity Health Required Categories** by clicking the **+** to the left of a category name.
7. Select **Authored**.
8. Select **Education – Clinical Practice**.

Course Properties



9. Click **Select**. The **Add a Course** page will display in the **Default Categories** box will display with the categories you selected.
10. For **Default Certificate**, select **_HealthStream_default**.
11. For **Development Status**, select **In Development**.

Note: Update of development status may be required to allow certain administrator roles (for example, Education Office Assistant) to publish a completed course.

12. To require learning activities to be completed sequentially, select the **Learning Activities completed sequentially** check box.

Note: This selection prevents students from completing learning activities in random order. They can only access a learning activity after previous activities are completed. If the box is not selected, students can complete learning activities in any order they choose.

13. Click **Save**. The **Course Builder** page will display.

Note: The first phase of course creation is complete.

Additional Properties



Lab Exercise: Add additional properties.

Instructions

In this exercise, you will add additional properties for the **EKG Basic Anatomy** course.

Steps

1. From the **Course Builder** page click **Manage Course Properties**. The **Common Properties** page will display.
2. Scroll to the bottom, click **Show Additional Properties**, the **Common Properties** page will expand.
3. For **Course Identifier**, Type additional information to identify the course. This is not a required field.

Note: The course identifier does not have to be unique.

4. Do not enter values into the **Course Fee**, **No Show Fee**, or **Cancel Fee** unless you have a PayPal account that is linked to the system for payment processing. If you add a course fee, the student will be presented with an online billing wizard requesting credit card payment.
5. For **Next Review Date**, type the date on which the course should next be reviewed. This field is not required.
6. For **Inactivation Date**, type the date on which the course will be inactivated. This is a **required** field.

Note: If you add an inactivation date, when that date arrives, the course will no longer be available for assignment or enrollment. If the course was previously assigned, it will remain on students' To-Do List, but they will not be able to complete it. Courses approaching an inactivation date will display a warning to students who access the course that the course is about to expire.

Note: If you enter an inactivation date, the course will appear on the Expiring Courses report.

Additional Properties

7. For **Keywords**, type **electrocardiogram, leads**.

Note: Type words to be used to assist students and administrators in course searches. Do not use the words contained in the title. Be sure to separate each keyword with a comma.



- 8. For **Author** and **Author Biography**, enter specific author/developer information.
- 9. Type: **Course Author: Talent Development**.
- 10. Press enter, type **Business Owner: Ed Straw**.
- 11. Press enter, type **Developer: Talent Development**.
- 12. Press enter, type **Publisher: Your Name**.

Note: For all courses that do not have classroom activities, enter **Course Author, Business Owner, Developer, and Publisher**. For courses with classroom activities enter **Instructor, Business Owner, and Publisher**.

13. For **Course Outline**, type a course outline.

Note: Text can be added and edited to an outline or bullet format.

14. For **Technical Requirements**, type any other information that you want to communicate to students.

15. Click **Save**. The **Course Builder** page will display.

Note: Learning activities can now be added to the course.

Notes

Additional Properties



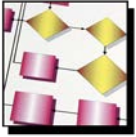
Course Creation Key Notes:

When you create a course make sure you::

- Adhere to the Trinity Health Authoring Standards.
- Plan out the course.
- Fill in all required fields, including
 - Trinity Health Required Categories
 - Inactivation Date
- Save the course often.

Add Learning Activities

Choosing a Learning Activity



Overview

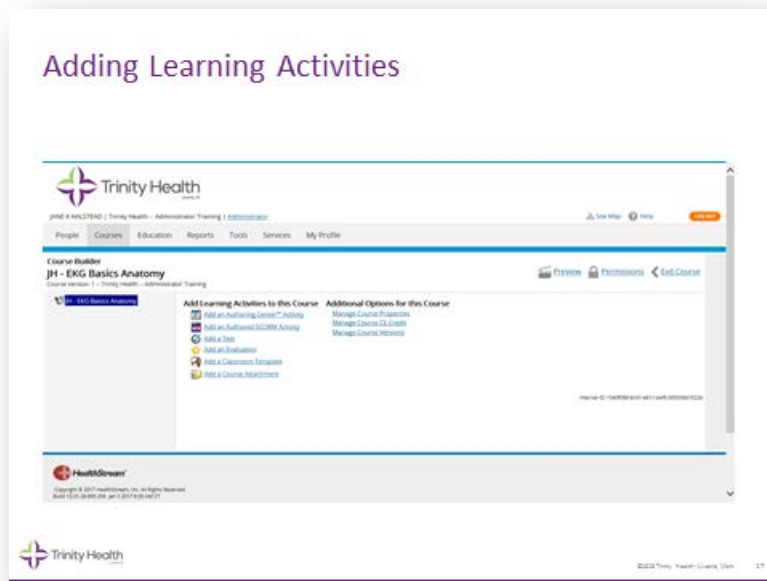
In this section, you will learn how to add course learning activities.









After completing this section you should be able to:

- Add a course attachment.
 - Add a classroom template.
 - Add a post-test.
 - Add an evaluation.
-

Choosing a Learning Activity



The following learning activity options are available to choose within Course Builder. (Expanded from Screen)

-  **Add an Authoring Center™ Activity** – Self-developed online content HTML learning objects.
-  **Add an Authored SCORM Activity** – Shareable Content Object Reference Model (SCORM) standards and specifications for eLearning.
-  **Add a Test** – Pre- or post-test activities.
-  **Add an Evaluation** – All courses must have evaluations.
-  **Add a Classroom Template** – Courses that have instructor-led classes must have a classroom template.
-  **Add a Course Attachment** – Files or attachments to enhance the learning experience. Presentations, student manuals, or practice files for examples.

Notes

Adding Course Attachments



Lab Exercise: Add Course Attachment.

Note: Participants should have received the PowerPoint as an attachment of this course.

Instructions

In this exercise, you will add a course attachment for the **EKG Basic Anatomy** course.

1. On the **Course Builder** page, click **Add a Course Attachment**.
2. For **Name**, type **EKG Basic Anatomy PowerPoint**.
3. For **Completion Mode**, select **Completion Required**.

Note: This selection dictates the student requirement for each activity.

4. For **Description**, type a description if desired. This is not a required field.

Note: This entry is not visible to students.

5. For **Estimated Completion Time**, select **0** hours and **30** minutes for this learning activity.

Note: These values are an estimation of the amount of time it will take students to complete the activity. Upon course completion, the system will total the estimated completion times entered for each learning activity within the course and will display the estimated time for the completed course on the student's transcript. If you do not wish to record an estimated completion time for an activity, enter a zero (0) in both the **Hours** and **Minutes** boxes.

Adding Course Attachments

6. Click **Save**. Page two of the course attachment properties will display.
7. For **Instructions**, type **Open the PowerPoint**.
8. For **Attachment Type**, select **File**.

Note: The page will refresh to include a **Browse** button.

9. For **Title**, type: **EKG Basic Anatomy PowerPoint**.
10. Click **Browse**.

Note: The browser will display a file selector to allow you to browse your computer's hard drive or network to select a single file.

11. Select **EKG Basic Anatomy.pptx** from your desktop.
12. Click **Open**.
13. Click **Save**.

Note: The selected file is now attached to the course.

Notes

Add a Classroom Activity

You will not add a the classroom template to the course. Courses with instructor-led classes need classroom activity learning activity.



Lab Exercise: Add classroom activity.

Instructions

In this exercise, you will add a classroom activity for the **EKG Basic Anatomy** course.

1. On the **Course Builder** page click **Add a Classroom Template**. The **Common Properties** page will display.
2. For **Name**, type **EKG Basic Anatomy Class**.
3. For **Completion Mode**, select **Completion Required**.

Note: This selection dictates the student requirement for each activity.

4. For **Description**, type a description if desired.

Note: This entry is not visible to students.

5. For **Estimated Completion Time**, select **1** hours and **0** minutes for this learning activity.

Note: These values are an estimation of the amount of time it will take students to complete the activity. Upon course completion, the system will total the estimated completion times entered for each learning activity within the course and will display the estimated time for the completed course on the student's transcript. If you do not wish to record an estimated completion time for an activity, enter a zero (0) in both the **Hours** and **Minutes** boxes.

6. For **Minimum Passing Score**, do not enter any values.

Note: The minimum passing score is available for scored learning activities only. A percent score can be entered requiring the student to meet or exceed that score to successfully complete the learning activity. If the student fails to meet the passing score, he or she may or may not fail the course, depending on the activity's completion mode setting.



7. For **Score Percent Weight**, do not enter a value.

Note: Score percent weight is available for scored learning activities only. For instance, a course containing two tests and one classroom activity may have a score percent of 25% entered for each test (totaling 50%) and have a score percent of 50% entered for the classroom activity. When the student completes the course, the system will calculate an overall course score based upon the scores earned for each scored activity and the entered score percent weights. The overall course score will appear on the student's transcript.

8. To use a scored learning activity as a test-out option, make sure the **Meeting minimum passing score will immediately complete the course** check box is unchecked.

Note: You do not need to select this check box when the learning activity is the last activity within a course. Use to identify learning activities that are being used as test-out opportunities.

9. Click **Save**. The **Classroom Template** will display.
10. For **Minimum Size** type **3**.
11. For **Maximum Size** type **10**.

Note: The default settings for minimum and maximum size are 0. (Edit amounts when scheduling classes).

12. For **Class Comments**, **Class Material**, **Class Material Contact**, and **Class Material Location** areas, add information for your site.
13. Click **Add Instructors** to select qualified instructors for the class.

Note: The Search Instructor(s) page will display, from which you can search for all instructors within your database. The business owner will send you a list of qualified instructors.



14. For **No Show**, select the **No Show rule** for the class:

- **Student Is Incomplete:** This selection results in students graded as *No Show* remaining in incomplete status, when the class learning activity completion mode is Completion Required or Pass Required. Grading the student as No Show will not fail the class.
- **Student Fails the Course:** This selection results in students being graded as *No Show* failing the class and therefore failing the course when the class learning activity completion mode is *Completion Required* or **Pass Required**. Students cannot re-register for a class unless this option is selected.

15. Click **Save**. The **Classroom Template** is added to the course.

Notes

Add a Test

Tests can be added at any time in the course. Tests are offered as pre-tests which allows participants to test out of a course with a passing grade. Tests can be offered between learning activities and as post-tests.



Lab Exercise: Add a Test.

Instructions

In this exercise you will, add a Test for the **EKG Basic Anatomy** course.

1. From the **Course Builder** page click, **Add a Test**. The **Common Properties** page will display.
2. For **Name**, type **EKG Basic Anatomy Post Test**.
3. For **Completion Mode**, select the **Completion Required**.

Note: This selection dictates the student requirement for each activity.

4. For **Description**, type a description to identify the learning activity.

Note: This entry is not visible to students.

5. For **Estimated Completion Time**, type **0** hours and **15** minutes.

Note: These values are an estimation of the amount of time it will take students to complete the activity. Upon course completion, the system will total the estimated completion times entered for each learning activity within the course and will display the estimated time for the completed course on the student's transcript. If you do not wish to record an estimated completion time for an activity, enter a zero (0) in both the **Hours** and **Minutes** boxes.

6. For **Minimum Passing Score**, type **80**.

Note: The minimum passing score is available for scored learning activities only. A percent score can be entered requiring the student to meet or exceed that score to successfully complete the learning activity. If the student fails to meet the passing score, he or she may or may not fail the course, depending on the activity's completion mode setting.



7. For **Score Percent Weight**, type **100**.

Note: Score percent weight is available for scored learning activities only. For instance, a course containing two tests and one classroom activity may have a score percent of 25% entered for each tests (totaling 50%) and have a score percent of 50% entered for the classroom activity. When the student completes the course, the system will calculate an overall course score based upon the scores earned for each scored activity and the entered score percent weights. The overall course score will appear on the student's transcript.

8. To use a scored learning activity as a test-out option, check **Meeting minimum passing score will immediately complete the course**.

Note: You do not need to select this check box when the learning activity is the last activity within a course. This box is used to identify learning activities that are being used as test-out opportunities only.

9. For **Allow Learning Activity to be overridden**, leave blank.
10. Click **Save**. The **Test Editing Page** will display.
11. At the bottom, click **Default Group** to add test questions.

Note: You can place all questions in this single group, or you can create multiple question groups by clicking **Add Group**. Each question group can be renamed and can include a description. If multiple question groups are used in a test, the question group names will be visible to students.

Add a True/False Question



True False Question 1

1. Click **Add Question**.
2. For **Select a Question Type**, select **True False**.
3. Click **Continue**.
4. For **Question Name**, type **Question 1**.
5. For **Question Text**, type **An EKG represents the pumping of the heart**.
6. To the far right, click **Edit** for the **True** answer.
7. Un-check **This answer is correct**.
8. Scroll down to **Feedback**, type **Incorrect, the EKG represents the electrical pulses of the heart**.

Note: The designer of the course will provide the questions for the test as well as the feedback. You will not have to create original test questions or feedback.

9. Click **Continue**.
10. To the far right of the **False** answer, click **Edit** for the **False** answer.
11. Check **This answer is correct**; this answer is the correct answer.
12. Scroll down to **Feedback**, type **Correct, the EKG represents the electrical pulses of the heart**.
13. Click **Continue**.
14. Click **Save & Add Another**.

Notes

Add a Multiple Choice Question



Multiple Choice Question 2

1. Click **Add Question**.
2. For **Select a Question** type, select **Multiple Choice**.
3. Click **Continue**.
4. For **Question Name**, type **Question 2**.
5. For **Question Text**, type **Choose the best answer to this statement: A line between waveforms is called _____.**
6. Click **Add New Answer**.
7. Leave check box for **This answer is correct** empty.
8. For **Answer**, type **Wave Form**.
9. For **Feedback**, type **Try again, this is not a waveform**.
10. Click **Continue & Add Another**.
11. Leave check box for **This answer is correct** empty.
12. For **Answer Text**, type **Interval**.
13. For **Feedback**, type **Sorry, try again**.
14. Click **Continue & Add Another**.
15. Check, **This answer is correct**.
16. For **Answer Text**, type **Segment**.
17. For **Feedback**, type **Correct the lines between waveforms is called a segment**.
18. Click **Continue & Add Another**.
19. Leave check box for **This answer is correct** empty.
20. For **Answer Text**, type **Complex**.
21. For **Feedback**, type **Sorry, Complex is not the line between waveforms**.
22. Click **Continue**.
23. Locate the check box in front of **Question 2**, click **Mandatory**.
24. Scroll to the bottom of the page and click **Save**. The successful save banner will display.

Notes

Add an Evaluation



Lab Exercise: Add an Evaluation.

Instructions

In this exercise you will, add an evaluation for the **EKG Basic Anatomy** course.

1. On the **Course Builder** page, click **Add an Evaluation**. The **Common Properties** page will display.
2. For **Name**, type **EKG Basic Anatomy Evaluation**.
3. For **Completion Mode**, select **Completion Required**.

Note: This selection dictates the student requirement for each activity.

4. For **Description**, type a description to identify the learning activity.

Note: This entry is not visible to students.

5. For **Estimated Completion Time**, type **0** hours and **15** minutes, for this learning activity.

Note: These values are an estimation of the amount of time it will take students to complete the activity. Upon course completion, the system will total the estimated completion times entered for each learning activity within the course and will display the estimated time for the completed course on the student's transcript. If you do not wish to record an estimated completion time for an activity, enter a zero (0) in both the **Hours** and **Minutes** boxes.

6. To use a scored learning activity as a test-out option, select the **Meeting minimum passing score will immediately complete the course** check box.

Note: You do not need to select this check box when the learning activity is the last activity within a course. This box is used to identify learning activities that are being used as test-out opportunities only.

7. Click **Save**. The **Evaluation Editing Page** will display.

Add an Evaluation



8. At the bottom of the page, click **Default Group** to add test questions.

Note: You can place all questions in this single group, or you can create multiple question groups by clicking **Add Group**. Each question group can be renamed and can include a description. If multiple question groups are used in an evaluation, the question group names will be visible to students.

9. Click **Add Question**. The **Select a Question Type** page will display.

10. For **Select a Question Type**, select one of the evaluation question types:

- a. **True/False**
- b. **Multiple Choice**
- c. **Drop-Down Choice**
- d. **Multiple Select**
- e. **Likert Scale**
- f. **Free Text**
- g. **Matching**

11. Select **Likert Scale**.

12. Click **Continue**. The **Question Editing Page** will display.

13. For **Question Name**, type **Question 1**.

14. For **Question Text** type, **The course met the stated objectives**.

15. Click **Add Answer**.

16. For **Answer Text**, type **Strongly Agree**.

17. Click **Continue & Add Another**.

18. For **Answer Text**, type **Agree**.

19. Click **Continue & Add Another**.

20. For **Answer Text**, type **Neutral**.

21. Click **Continue & Add Another**.

22. For **Answer Text**, type **Disagree**.

23. Click **Continue & Add Another**.

24. For **Answer Text**, type **Strongly Disagree**.

25. Click **Continue**.

Note: To add more evaluation questions, click **Save & Add Another**. Repeat the process until all evaluation questions are added.

26. Click **Save**. The evaluation is saved as a learning activity.

Introduction Text

Introduction text is the information you will type for the participants to see vital information about the evaluation.

- Click **Edit Settings**.
- In **Introduction Text**, type **You must complete the evaluation in order to receive full credit for the course. The evaluation provides us with valuable feedback to improve future courses.**
- Click **Save**.

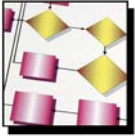
Notes



Learning Activity Key Points

- When you create a course, make sure you have your learning activities organized in order of completion.
- If the course contains only one scored learning activity, and you wish to have the score for that activity appear on the student transcript, enter a score percent weight of 100% for that activity. For courses with more than one learning activity, weight the gradable activities.
- Each test must have at least one question marked as Mandatory.

Publishing Courses



Overview

You will Publish your finished course so it is available for HealthStream Administrators and Students



After completing this section, you should be able to:

- Identify the course to be published
 - Publish the course
 - Confirm the successful publishing of the course
-

Using Quick Publish

Use Quick Publish to publish your course to the entire institution.

1. Leave **This course can be used by subsidiary affiliations** selected if you want the course to be available for use by administrators in subsidiary affiliations with access to course building or assignments features.
2. Leave **This course can be used for enrollment (assignment and/or class registration)** selected if you want the course to be available for administrator delivery to students via group or individual assignment or by class registration.
3. Leave **This course can be used with Learning Events** selected if you want course completion to be satisfied by a learning event.
4. Leave **This course can be used in Reports** selected if you want the course available for inclusion in reports.
5. Leave **Students may self-enroll from the Catalog tab** selected if you want the course available to be taken as an elective.
6. Leave **This version is the active version of this course at the selected affiliation(s)** selected if you want the course to be active in the system.
7. Select **Un-enroll and re-enroll students that are currently enrolled but have not completed any version of this course** if you want the system to un-enroll and re-enroll students when publishing subsequent course versions.

Note: If you choose to un-enroll and re-enroll students who are already enrolled in the course, then students will be required to repeat all previously completed learning activities within the course and students will be dropped from all classes within the course for which they were previously registered.

Using Advanced Publish

Using Advanced Publish

Advanced publishing is available to Ministries with subsidiary affiliations. Not all Ministries will have this option. If you wish to publish a course to specific subsidiary affiliations only, or if you wish to customize the publish settings for subsidiary affiliations, use the Advanced Publish feature.



Remember when you publish a course:

- Update the Course Development Status.
- Preview your course before publishing to ensure the activities are complete and the course layout is correct.
- Publishing makes a course available for assignment, and elective by students from the Catalog tab.
- If you are publishing a course that includes a test, you must specify the number of questions to include from at least one question group. If you do not, the course publishing request will fail.

Appendix

Naming Standards Quick Reference

Trinity Health New Course Property Standards Super Quick Guide

The following course property fields (found under "Manage course properties") are required when publishing courses in the HLC.

<p>1</p> <p>COURSE TITLE</p> <p>The Institution Code must precede the course name with a dash in between.</p>	<p>5</p> <p>DEFAULT CERTIFICATE</p> <p>You must at least select HealthStream's default certificate.</p>	<p>9</p> <p>KEYWORDS</p> <p>You must enter at least one word in this field. A comma must separate keywords. We recommend creating unique terms or codes for this field to make it easier to find exactly what you want. For example, underscores can be used to create unique terms like "infection_control" or "fire_safety."</p>
<p>2</p> <p>COURSE DESCRIPTION</p> <p>Provide a description of the course, including the audience. If this is a practice course, please indicate "dummy course" in the description.</p>	<p>6</p> <p>DEVELOPMENT STATUS</p> <p>Select the appropriate status for the course from the drop down menu in HealthStream.</p>	<p>10</p> <p>AUTHOR</p> <p>Enter the following information in this order, for courses that are not classroom: Course Author, Business Owner, Developer, Publisher (each on its own line). For classroom courses, enter Instructor, Business Owner, and Publisher (each on its own line).</p>
<p>3</p> <p>LEARNING OBJECTIVES</p> <p>The learning or course objectives should be the same as those found in your course storyboard. Objectives should describe observable, measurable learner behavior or performance. They should include the audience, behavior, condition and degree.</p>	<p>7</p> <p>COURSE IDENTIFIER</p> <p>While this is a field that is not required, we recommend using it to note the department the course was made for if it would be helpful to you. It will appear as part of the title.</p>	<p>11</p> <p>AUTHOR BIOGRAPHY</p> <p>Enter the following information after a course has been reviewed and updated (at least annually): Reviewed by, Updated By, Approved By, Approval Date (each on its own line). This field should be blank until a course has had its first annual review. After completing the review and updating this field, change the "Inactivation Date" to a year from the approval date.</p>
<p>4</p> <p>DEFAULT CATEGORIES</p> <p>You are required to use the categories in the Trinity Health (Required Categories) folder at the top of the list. You may use the HealthStream categories in addition if you wish. Please make sure you understand the definitions of the required categories before selecting. You must select at least one from the top 5 and at least one from the bottom 9.</p>	<p>8</p> <p>INACTIVATION DATE</p> <p>Enter the inactivation date of the course. The purpose is to insure that all courses are reviewed and updated at least annually.</p>	

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