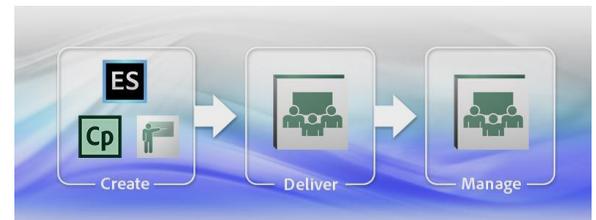## Why the Department created the DOH LMS Support Documents

Based on industry research and input from the TRAIN Florida LMS Support team, the Department of Health (DOH) identified and implemented the DOH LMS Support documents, which allow DOH to standardize and streamline the DOH LMS processes. The DOH LMS Administrators should have working knowledge of the DOH LMS Support documents and be able to use these resources to help support DOH e-Learning Solutions, use the Learning Management System (LMS) to help increase workforce performance, assist DOH to build a learning organization, and manage the TRAIN Florida site:

Providing DOH e-Learning Solutions

The Department transforms ideas and information into innovation, action, and enterprise business results through engaging content, flexible delivery, and rapid deployment. DOH e-Learning solutions include industry-leading authoring tools, real-time collaboration, effective curriculum management, and robust reporting capabilities.

Learning Management Increases Workforce Performance

For DOH to succeed in today's rapidly changing and competitive state of Florida environment, it must increase workforce productivity and optimize organization-wide talent. With rapidly changing skill sets and job requirements, this becomes an even more difficult challenge.

The robust and flexible TRAIN Florida LMS enables DOH to create, deliver, measure and evaluate Department learning programs to create a high-performing workforce. It enables DOH to:

- Drive employee performance to new levels: Dramatically impacting our services' bottom line.
- Tie learning to various HR activities: Engage employees with development opportunities, such as performance tracking, career development and succession planning.
- Tightly link learning initiatives with key business operations: Increase service, customer satisfaction and overall results.

DOH realizes the importance of integrating a highly functional LMS across all facets of the Department. It's not a question of **if** DOH needed to do this, but rather **when and how**.

Building a Learning Organization

A **learning organization** is the term given to a company that facilitates the learning of its members and continuously transforms itself.[1] Learning organizations develop as a result of the pressures facing modern organizations and enables them to remain competitive in the business environment.[2] A learning organization has five main features; systems thinking, personal mastery, mental models, shared vision and team learning.[3] The learning organization concept encourages organizations to shift to a more interconnected way of thinking. Organizations should become more like communities that employees can feel a commitment to.[5] Employees will work harder for an organization they are committed to.

A **learning organization** combines the essential elements of strategy development and personal development. It creates a space for people to achieve tremendous business and personal results. It values the scientific method of hypothesis development, testing and validation, as well as the personal development pathway found in the concepts of **personal mastery**. Connecting humans to organizations in a vital, mutually beneficial way is why learning organizations are worth creating.

The accumulation of individual learning constitutes **team or shared learning**.[2] The benefit of team or shared learning is that staff grows more quickly [2] and the problem solving capacity of the organization is improved, through better access to knowledge and expertise.[9] **Learning organizations** have structures that **facilitate team learning** with features such as boundary crossing and openness.[7] Team learning requires individuals to engage in dialogue and discussion,[2] therefore team members must develop open communication, shared meaning and shared understanding.[2] Learning organizations typically have excellent knowledge management structures, allowing creation, acquisition, dissemination and implementation of this knowledge in the organization.[8]

> **Benefits:**

- Maintaining levels of innovation and remaining competitive[9]
- Improving quality of outputs at all levels[1]
- Increasing the pace of change within the organization[1]

The DOH LMS Administrators play a critical role in training our workforce and building a learning organization.

Our Department has a revitalized mission, and clear vision for public health in Florida. Excellence in public health reflects the talent of our workforce over time. Providing quality training is critical to developing the workforce. Training should remain linked to business results, so that it is easier for employees to connect the training with everyday issues.

The Florida Department of Health is committed to ensuring our workforce, and our public health system partners, strengthen their Public Health Core Competencies. TRAIN Florida helps to empower our employees, through a vibrant learning management system, to support the mission and vision of the Department.

What are the DOH LMS Support Documents?

The DOH LMS Support documents provide guidelines to help standardize and streamline our DOH LMS processes and they support our DOH e-Learning Solutions.

DOH LMS Internal Operating Procedures

The **DOH LMS IOP** supports the DOH Training Policy, and provides standardized procedures to ensure all DOH LMS users have the knowledge, skills and abilities to utilize the Department's learning management system.

It also provides the competencies and areas of responsibilities for all DOH LMS users. The DOH LMS IOP establishes the standards and streamlines the following DOH LMS TRAIN Florida Quality Assurance processes:

- Organizational Structure
- Maintenance and Audits
- Registrations
- Course Provider Approvals
- Course Creation Standards and Approvals
- Non-TRAIN Florida Courses
- Learner Training Plans
- DOH Information Security and Access
- Course Completion and Documentation, and
- Reporting

DOH Training Development Content Standards

The **DOH Training Development Content Standards** document helps to ensure trainings produced through the Department of Health are of high quality and fit the strategic objectives of the system. The standards provide an explanation of each component, and work in conjunction with training development.

The standards provide an explanation of each component, and work in conjunction with Training Development. The standards apply to any internally or externally develop course that will go into TRAIN Florida. The standards guide the development of courses and serve as a checklist for review by the internal programmatic reviewer.

The DOH Training Content Standards are based on the DOH **ADDIER Instructional Design Model.** All DOH Course Content Owners are required to follow the ADDIER Instructional Design Model in creation of the course: Analysis, Design, Development, Implementation, Evaluation, and Revision.

Public Health Foundation Train Course Requirements

The TRAIN Affiliate Agreement states: "PHF reserves the right to refuse or revoke any organization's privilege to submit courses to TrainingFinder.org that are inconsistent with the purpose, scope, and target audiences of TrainingFinder.org, or for any reason".

Pursuant to the TRAIN Affiliate Agreement and PHF TRAIN Policy, the following are the minimum course listing requirements for TRAIN Florida:

1. Courses must be designed for the continuing education and training of professionals who protect the public's health and be consistent with the target audiences in the TRAIN course search fields. Consumer-oriented health education classes and materials are not permitted.

2. Courses must be designed to build knowledge, skills, or competencies in one or more of the subject areas listed in the TRAIN course search fields.

3. Course materials must be designed for instructional (**not reference**) use by learners or trainers. Courses must be delivered in formats consistent with the formats in the TRAIN course search fields. Books, brochures, articles, palm cards, and other reference materials are not permitted unless continuing education credits are associated or the materials are designed as a self-study program.

Standardizing DOH Training Content and Delivery

To ensure that DOH course materials meet the PFH TRAIN standards, has drafted the DOH LMS Training Content Standards; designed to ensure that trainings produced through the Department of Health are of high quality and fit the strategic objectives of TRAIN. The standards provide an explanation of each component and work in conjunction with the Training Development and Review Rubric.

The following are the minimum course listing requirements for TRAIN Florida:

1. Courses must be designed for the continuing education and training of professionals who protect the public's health and be consistent with the target audiences in the TRAIN course search fields. Consumer-oriented health education classes and materials are not permitted.

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The TRAIN Florida Site and Local Administrators are responsible for assuring that courses meet these minimum requirements. The Public Health Foundation (PHF) will periodically review courses to ensure all affiliates approve courses consistent with these minimum requirements. The TRAIN Florida Site Administrators may apply additional state-specific standards to decide whether a course may be approved or viewed on the TRAIN Florida site.

The TRAIN Florida Site and Local Administrators can amend the Course Provider responsibilities. The Course Provider responsibilities include and are not limited to the following tasks related to the TRAIN Florida site management, communications, and coordination:

1. Course Providers are responsible for entering their course information into the TrainingFinder.org database and keeping this information up to date.

2. Course Providers must agree to allow PHF and TrainingFinder Real-time Affiliate Integrated Network (TRAIN) Affiliates use of course titles and organizational name for publicity of the TrainingFinder.org or TRAIN Affiliate sites.

3. All DOH statewide courses entered by the Local Administrators are placed in a temporary holding bin until approved for listing by the TRAIN Florida Site administrator(s). All local level courses entered by Course Providers are placed in a temporary holding bin until approved for listing by the Local Administrator(s). Course Providers will be notified by system e-mail upon approval or denial of a course. Furthermore, courses will automatically become de-activated once the entered de-activation date arrives. Course Providers may modify the date prior to de-activation.

4. A part of the DOH Training Development and Review Rubric, the TRAIN Florida Site Administrators reserve the right to edit course listings, subject areas, target audiences, or other attributes for clarity and overall consistency with TrainingFinder.org submission requirements. TRAIN Affiliates also reserve the right to block any course from view on their individual site, even if the course was approved by another TRAIN Affiliate.

5. PHF reserves the right to refuse or revoke any organization's privilege to submit courses to TrainingFinder.org that are inconsistent with the purpose, scope, and target audiences of TrainingFinder.org, or for any reason.

6. Course Providers should list their courses on TRAIN through the TRAIN Florida site only.

TRAIN Florida Support & Communication

The **TRAIN Florida Support & Communication** document is the TRAIN Florida process for technical support and communication. The TRAIN Florida learning management system is a tiered approach, with initial and primary support provided at the local level and additional support provided at the next level up, when needed.

The **TRAIN Florida - Tier 1, Tier 2 and Tier 3 Support document** provides the TRAIN Florida Users (Learners, Course Providers, Local Support Team Administrators, Local Administrators, and Site Administrators) with internal processes in regards to questions, concerns, and/or comments related to TRAIN Florida.

General Communication Process

TRAIN Florida Users (Learners, Course Providers, Local Support Team Administrators, Local Administrators, and Site Administrators) will follow the process listed below in regards to questions, concerns, and/or comments related to TRAIN Florida. Only the Site Administrators will submit questions, concerns, and/or comments to staff at KMi or the Public Health Foundation (PHF).

We supplement the **TRAIN Florida - Tier 1, Tier 2 and Tier 3 Support process** with the TRAIN Florida Knowledge Center web page. The TRAIN Knowledge center consists of self-paced modules and resources which help users to have an enjoyable DOH learning experience.

TRAIN Florida Knowledge Center Webpage

The TRAIN Florida Knowledge Center provides our users with the tools to enhance knowledge and develop the skills required to use TRAIN Florida to effectively manage DOH Training. The Home page provides links to the TRAIN Florida Communication Kit and Administration Resources.

TRAIN Florida Communication Kit
1. State Surgeon General's Welcome Message
2. TRAIN Florida Administrator Contacts
3. TRAIN Florida Poster - 20 x 30, 11 x 17, 8.5 x 11
4. TRAIN Florida Flyer
5. DOH Supervisor Presentation - Guide

TRAIN Florida Administration Resources
1. DOH LMS Internal Operating Procedures
2. DOH Training Content Standards
3. TRAIN Florida Support & Communication
4. TRAIN Florida Library, Resources and Discussions

FDOH Master Training Plans

TRAIN Florida Training Plans are groups of trainings assembled by TRAIN Florida Administrators to shorten the steps for locating courses, or a series of courses designed for specific learners. The Department of Health has encouraged the use of training plans to empower our workforce to actively identify, attend, and complete their trainings.

The TRAIN Florida Master Training Plans are used for tracking minimum requirements trainings, statewide and local level mandatory, required, and recommended trainings, certifications and credentialing, and trainings designed to meet job specific core competencies. The TRAIN Florida master training plans are used to assist the Department with reporting on accreditation, certification programs, credentialing, and program area requirements.

The TRAIN Florida LMS allows DOH LMS Administrators to create training plans and assign the plans to learners. Learners will access and register for the assigned trainings using the **My Training Plans** feature in TRAIN Florida. This feature also allows learners to search for and assign themselves into any available training plan, even if it has not been assigned to them.

In order to reduce the number of training plans and eliminate duplication, **TRAIN Florida Administrators should not create a training plan that duplicates an existing training plan**. Developing and managing master training plans includes creating and editing training plans, assigning learners to and removing learners from training plans, viewing learner progress, and notifying learners about their status.

FDOH TRAIN Florida Naming Conventions

Successfully managing a large enterprise often requires some functions to be standardized. The Department empowers our workforce to actively identify, attend, and complete training courses to enhance their professional development and personal growth by providing a web-based learner driven LMS. The DOH LMS TRAIN Florida provides learner enrollment into training courses and documentation of training delivery and completions.

TRAIN Florida catalogues resources, discussion boards and training courses, registers learners, provides access to online courses, gathers and tracks employee training information, and assists managers and supervisors in assessing training needs.

Based on DOH research and input from our partners, the Department has identified the DOH LMS support documents that will allow DOH to standardize and streamline the DOH LMS processes. Standardization benefits the executive staff, division directors, county health department (CHD) directors and administrators, supervisors, DOH partners, and more importantly our workforce.

This document describes the process for standardizing the DOH LMS TRAIN Florida naming conventions. This process ensures a quicker and more efficient method of support to TRAIN Florida users. All TRAIN Florida Administrators and Course Providers shall adhere to the DOH LMS TRAIN Florida naming conventions. The Site and Lead Administrators are authorized to amend all TRAIN Florida resources, discussion boards, library items, training courses, and sessions not in compliance.

Overview:

The robust and flexible TRAIN Florida LMS enables DOH to create, deliver, measure and evaluate Department learning programs to create a high-performing workforce. It enables DOH to:

- Drive employee performance to new levels: Dramatically impacting our services' bottom line.
- Tie learning to various HR activities: Engage employees with development opportunities, such as performance tracking, career development and succession planning.
- Tightly link learning initiatives with key business operations: Increase service, customer satisfaction and overall results.

Based on the LMS industry research and input from the DOH LMS Support Team, the Department has identified and drafted the DOH LMS Support documents, which allow DOH to standardize and streamline the DOH LMS processes.

The DOH LMS Support document provides the competencies and areas of responsibilities for all DOH LMS users, and establishes the standards and streamlines the following DOH LMS TRAIN Florida Quality Assurance processes:

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