Center for Practice Innovations℠
at Columbia Psychiatry
New York State Psychiatric Institute
Building best practices with you.

Reference Guide

for the

Center for Practice Innovations

Learning Management System (CPI-LMS)

Table of Contents

All Users

Getting Access to the LMS

System Requirements

Most modern computers can easily utilize the CPI-LMS. Minimum computer specifications include:

- *Operating System:* MS Windows Vista/8 or Mac OS 10.5 or greater
- *Browser:* Internet Explorer (IE) 8 and greater; Firefox 4 and greater; Safari 3 and greater; Google Chrome
- *Processor:* 733 MHz or higher
- *RAM:* 256 MB RAM
- *Connectivity:* 128K or higher
- *Color:* 16-bit color
- *Plug-ins:* Flash Player 14.0 or higher
- *Screen resolution:* 1024 x 728 pixels
- *Sound Card:* Available
- *Hard Drive Space:* 500 MB free disk space

- Pop-up blockers have been turned off (click here for instructions to turn off your pop-up blocker)

If your computer meets these specifications and you still cannot access the CPI-LMS, please check with your IT administrative to make sure that agency firewalls are not preventing access to the site.

If Your Program Is Not Yet Enrolled in the CPI-LMS

Please note that *individual clinicians cannot register for the CPI-LMS without program registration*. An application must be submitted *for each program/clinic*. Supervisors or clinic directors seeking to submit an application on behalf of their program can access the application here.

A supervisor or member of management must complete this application, as it will request the following information:

- Name and contact information of the person completing the application
- Agency name and address
- Name and contact information of the agency CEO/Executive Director
- Program/clinic name, address, and phone number
- Name and contact information of the clinic Program Director
- Name and contact information for the program/clinic Contact Person, if different from the Program Director
- Which organization licenses the program/clinic (OMH, OASAS, etc.)
- Baseline information about the program, including:
    - Total number of consumers/clients enrolled in the program
    - Total number of practitioners in the program
    - Total number of full-time equivalent across all staff
    - Total number of consumers/clients enrolled during the previous year
    - Percentage of consumers/clients preferring languages other than English

About 2 weeks after the program application is completed, the program director/clinical director, person who completed the application, and contact person will receive a self-registration link specific to their clinic. This link can then be forwarded to staff so that they may complete self-registration for CPI-LMS access.

If Your Program Is Already Enrolled, But You Do Not Have An Account

Please contact your supervisor, who will provide you with a link where you can self-register; each clinic has an individualized self-registration link specific to their clinic.

At this link, you will be asked your name, contact information, job/role, whether you are a supervisor/team leader, and demographic information such as your degree, specialty, fulltime status, gender, and race/ethnicity. You will also be asked whether you are a participant in different CPI initiatives (Wellness Self-Management (WSM), Individual Placement and Support (IPS), Focus on Integrated Treatment (FIT), Suicide Prevention, or OnTrackNY) – Select YES for Suicide Prevention. Lastly, you will be prompted to pick a Username and Password.

Once you have completed the self-registration, you will receive an email stating that the request to register for training has been received. Once approved, you will receive a second email with your login credentials and a link to the Learning Community. CPI-LMS Staff make every attempt to approve new users within the same business day (though occasionally the approval process may take longer). This approval process is in place to avoid duplicate usernames for the same person and assure that a person gets credit for all of his/her training. (If you think you may already have a CPI-LMS account, follow directions below for retrieving your username and password.)

Please be advised that it can take up to 24 hours to receive the email with your log-in credentials. If you do not receive this email, please check your Junk/Spam folder or contact the helpdesk at cpihelp@nyspi.columbia.edu. Upon receiving the email with your log-in credentials, please follow the directions to log-in and update your temporary password within 24 hours of receipt, or else your account will be locked.

Forgotten Username or Password

If you are not sure of your CPI-LMS username, click here.
If you need to reset your password, click here.

An email with the information will be emailed to the address on file. If you have not received your information in an hour, please check your Junk/Spam folder or contact the helpdesk at cpihelp@nyspi.columbia.edu.

Still Need Help?

Please contact the CPI-LMS Help Desk at cpihelp@nyspi.columbia.edu or 646-774-8422.

Navigating the CPI-LMS

Getting Started

You can log in to the CPI-LMS at https://rfmh.csod.com.

In the transcripts of *all new users*, a curriculum is assigned that includes some very brief video demonstrations to learn how to access different training and features in our learning community. Written instructions are also included here.

If you are not a new user, you can still review this information at any time by clicking here: FAQ and User Guides or How To Videos. Videos are available on the following topics:

- How to Use the Resource Library
- How to Register for an Upcoming Webinar
- How to Request and View a Training
- How to Watch an Online Module
- How to Watch an Archived Webinar

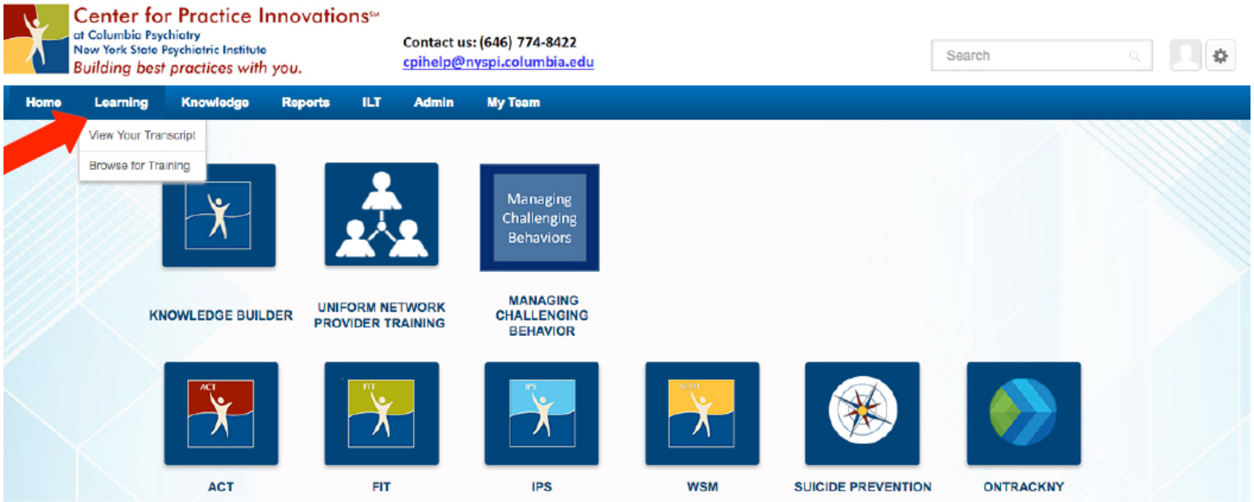
Understanding Types of Trainings Offered in the LMS

A number of different types of trainings are offered in the CPI-LMS; icons next to the training denote its type. In this project, you will use trainings of the following types:

	**Library**	A *library* holds a number of tools and supplemental resources (postings, materials, videos, etc.) that support learning. The "How-To" Trainings are contained in a library.
	**Curriculum**	A *curriculum* is a group of related items that are bundled together. Items within a curriculum typically include modules or online courses, archived webinars or videos, or knowledge builder quizzes required for some continuing education credits.
	**Module** (Sometimes called *"Online Course"*)	A *module* or *online course* is an interactive, self-paced training, including features like video clips, interactive exercises, and opportunities to apply learning.
	**Archived Webinar** (Sometimes called "*Video*")	An *archived webinar* or *video* is a recording of moving visual images with sound that can be played and paused at a learner's discretion.

Viewing Your Transcript

Viewing your transcript is one of the most important things you will need to learn to do, as this is where all of the trainings assigned to you by your supervisor or that you have requested will be viewable. To view your transcript, hover over the *Learning* tab at the top and select *View Your Transcript*.

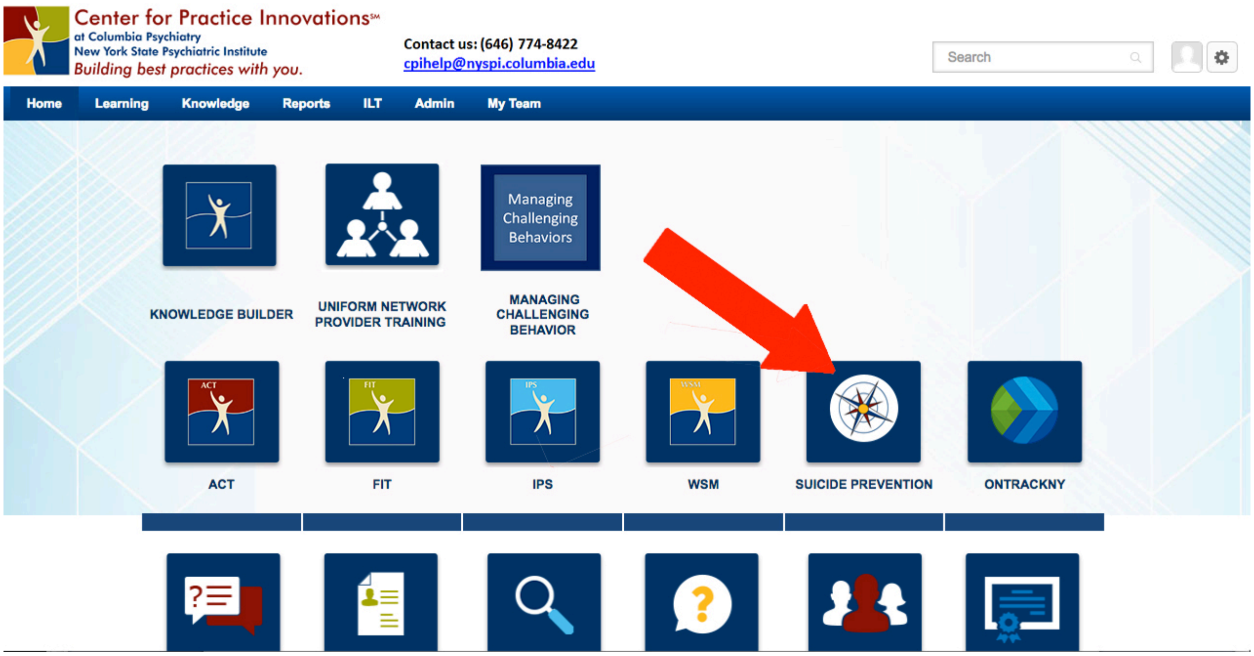


By default, you will be taken to your *Active Transcript*, where all assigned and requested trainings to be completed and trainings in progress will be listed. To view trainings you have already completed, click on the drop-down menu and select *Completed*.

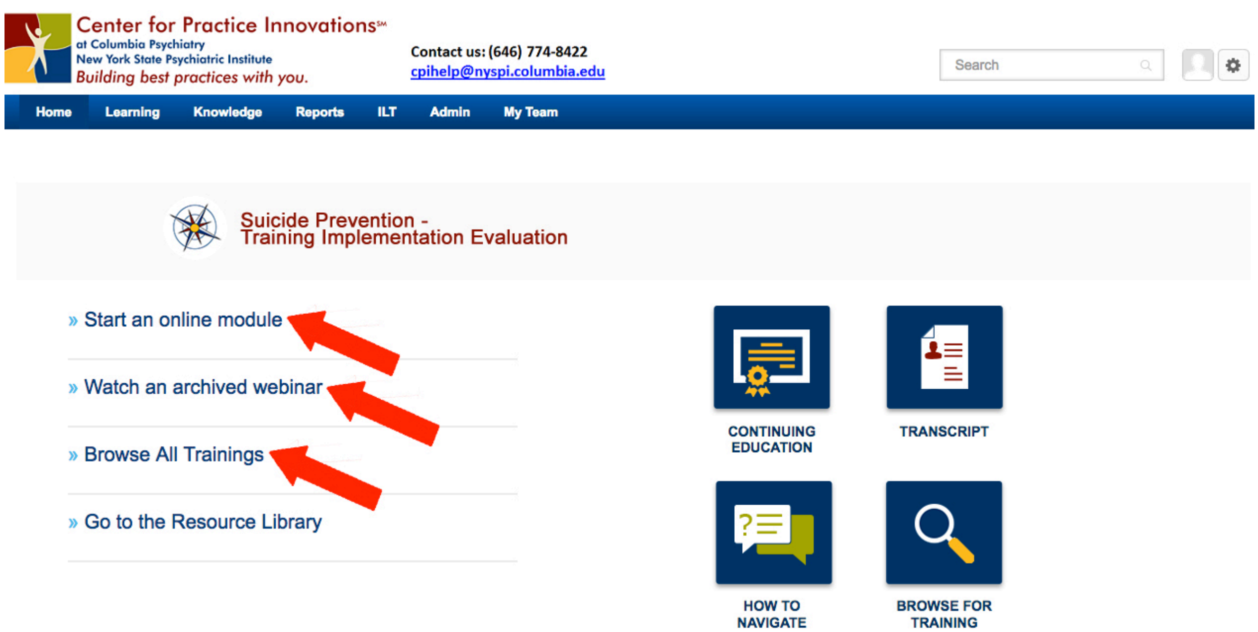
Browsing and Registering for Suicide Prevention Trainings

You can browse suicide prevention trainings by visiting the *Suicide Prevention* page in the CPI-LMS:

1. Log-in to the LMS with your Username and Password. It will take you to the LMS homepage. Click on the icon for Suicide Prevention.



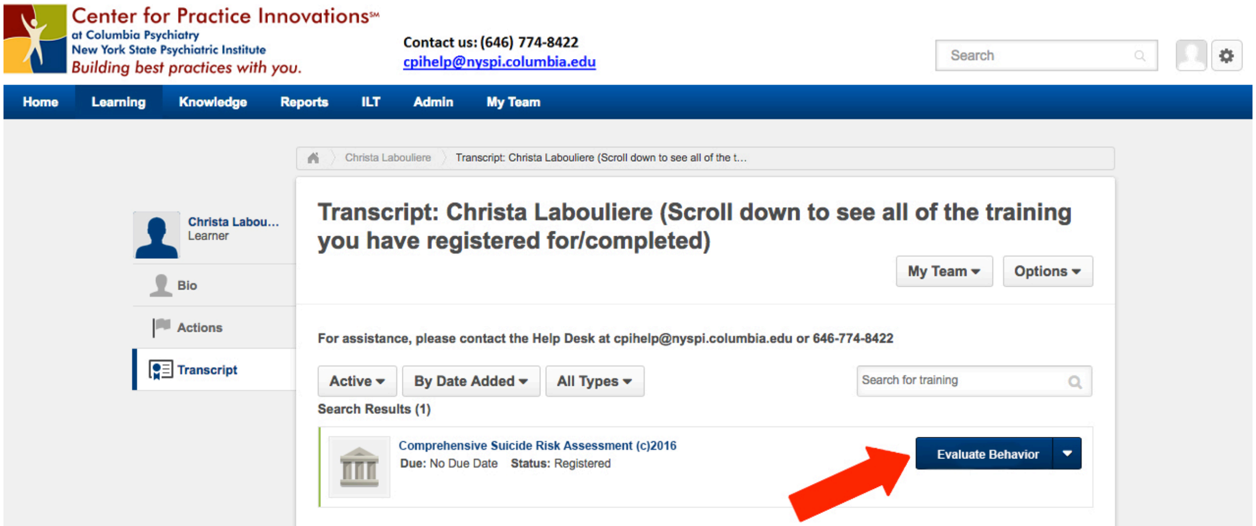
2. Click on the link for the type of training you would like to complete – module or archived webinar. To see a list of all suicide prevention trainings, click the link to browse all trainings.



3. Click on the title of the training you would like to take. This will load the *Training Details* page. Click the blue button that says *Request*. The training will now appear in your *Active Transcript*.

How to View Standalone Modules

1. Register for the module as described above, then go to your *Active Transcript*.
2. Click on the blue button labeled *Evaluate Behavior* to the right of the module.

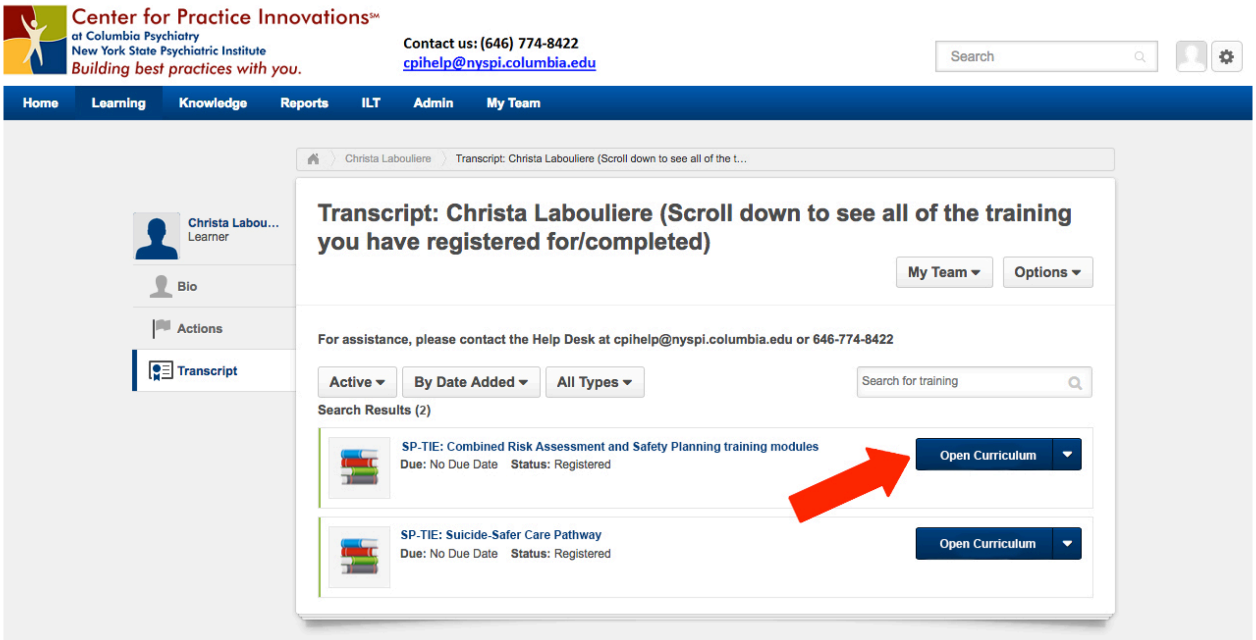


3. Complete the brief pre-training survey, and click the button labeled *Submit Final Answers*.
4. Click on the blue button to the right labeled *Launch* to view the module.
5. In order to receive CEUs, you must:
    a. View the module.
    b. Complete all interactive activities, including knowledge check questions at the end.
    c. After exiting the module, return to the curriculum and click on the blue button to the right labeled *Evaluate*.
    d. Complete the brief post-training survey and submit by clicking the button labeled *Submit Final Answers.*

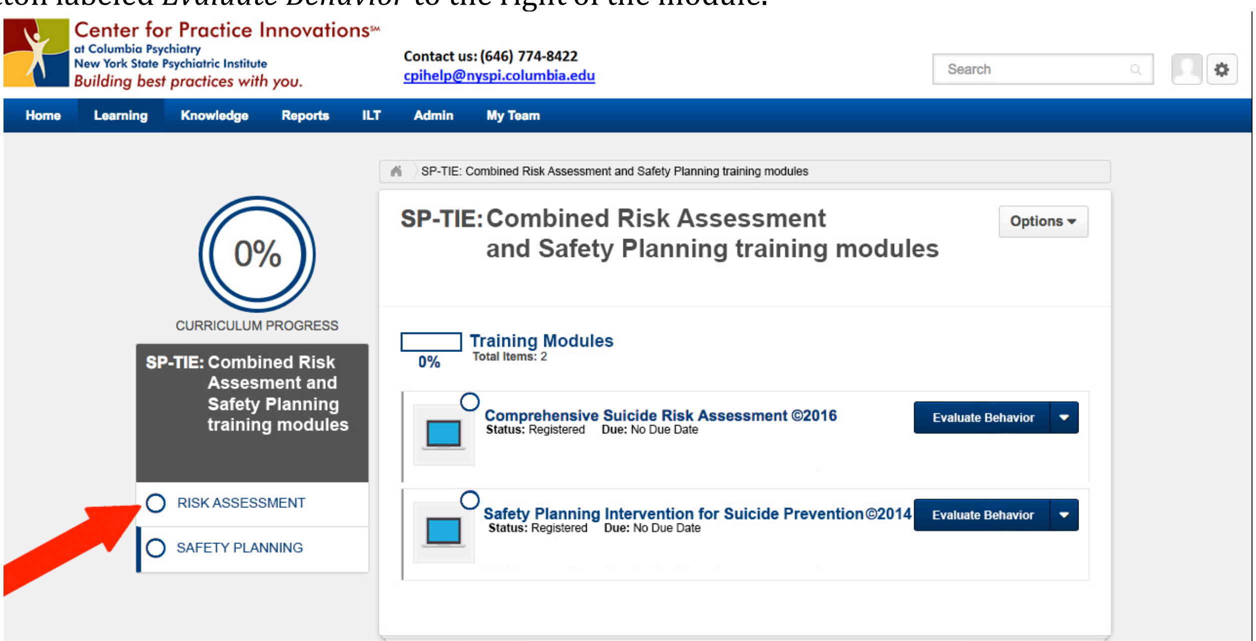
How to View Modules in Combined Curricula

Sometimes a single module may be too brief to offer continuing education credits for certain professions, or a supervisor will want their staff to take a certain "bundle" of modules. In this case, you will be assigned or decide to complete multiple modules housed within a "combined curriculum."

1. Once you have registered for the combined curriculum as described above or your supervisor has assigned it to you, go to your *Active Transcript*.
2. Click on the blue button labeled *Open Curriculum* to the right of the training.

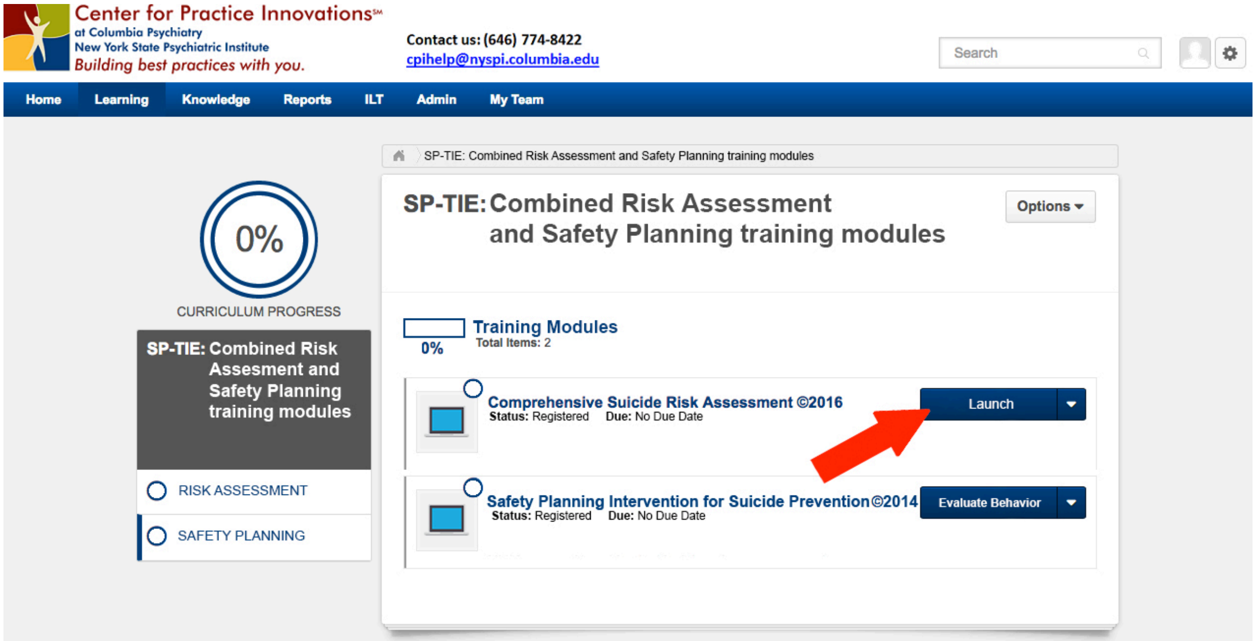


3. Click on the name of the module you wish to complete in the sidebar on the left, then click on the blue button labeled *Evaluate Behavior* to the right of the module.

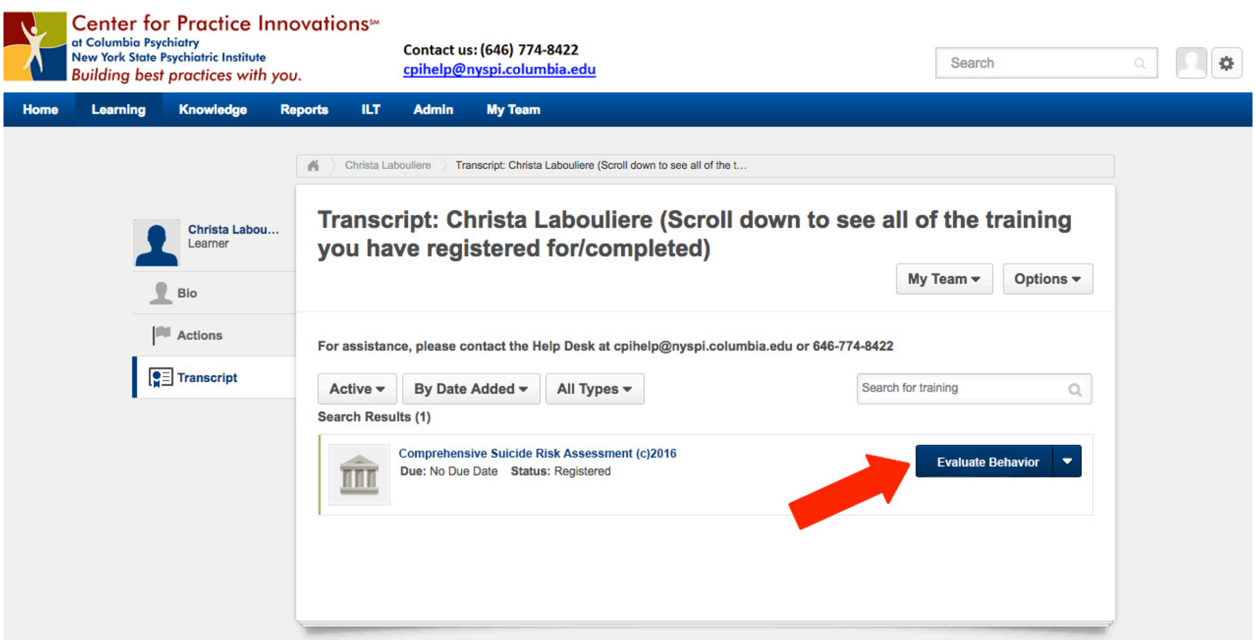


4. Complete the brief pre-training survey, and click the button labeled *Submit Final Answers*.

5. Click on the blue button to the right labeled *Launch* to view the module.



6. In order to receive CEUs, you must:
    a. View both modules.
    b. Complete all interactive activities, including knowledge check questions at the end.
    c. After exiting the module, return to the curriculum and click on the blue button to the right of each module labeled *Evaluate*.
    d. Complete the brief post-training survey for each module and submit by clicking the button labeled *Submit Final Answers.*



How to View an Archived Webinar

1. Register for the archived webinar as described above, then go to your *Active Transcript*.
2. In your *Active Transcript*, click on the blue button labeled *Open Curriculum* to the right of the archived webinar.
3. Click on the link that says *Pre-Test* in the curriculum sidebar on the left. The page will reload, and a link will appear below that says *SP-TIE: Instructional Material.* Click on the blue button to the right labeled *Launch*.
4. A page will pop-up with instructions to review. When you are finished reviewing the instructions, switch back to the CPI-LMS window and click on the blue button to the right labeled *Mark Complete*.
5. The page should reload, and the *Mark Complete* button will be replaced with a button that says *Evaluate*. Click this button to complete the pre-training survey (<5min).
6. When you submit the last page of the survey by hitting the *Submit Final Answers* button, the page will refresh and you will now be marked complete for the pre-training survey. Only now will you be able to view the webinar recording.
7. Click on the link that says *Archived Recording* in the curriculum sidebar on the left.
8. Click the button to the right that says *Launch*. The webinar recording will load. Click the play (arrow) button to view. When you have finished viewing the webinar recording, click the button labeled *Mark Complete*.
9. Click on the link that says *Post Training Knowledge Check* in the curriculum sidebar on the left.
10. Click the button to the right that says *Launch Test*. Follow the instructions to complete the Post Training Knowledge Check. Once you have selected your answers, click the buttons labeled *Summary*, then *Submit Final Answers*, then *Done*. *You must pass the quiz with at least an 80% to receive CEUs*. If you do not receive an 80% (at least 4 out of 5 correct), please re-take the quiz.
11. When you've completed the Post-Training Knowledge Check, you should have a 100% for the curriculum. Next, click on the *Learning* tab at the top and select *View Your Transcript*. You should see the webinar curriculum in your *Active* list.
12. Click on the blue button to the right labeled *Evaluate* to complete the post-training survey. *Completing this evaluation is required in order to receive CEUs*. Submit the last page of the survey by hitting the *Submit Final Answers* button.

Troubleshooting and All Other Technical Questions

Please contact the CPI-LMS Help Desk at cpihelp@nyspi.columbia.edu or 646-774-8422.

For Supervisors

Overview

Be sure to review all of the information above for ***All Users*** so that you will know how to navigate the LMS. This section will review tasks specific to supervisors only. If you were denoted as a supervisor when you registered for the CPI-LMS, you should have been assigned in your transcript a curriculum including some brief video demonstrations to help you learn how to assign and track training to your staff. You can review that information at any time by clicking here. Videos are available on the following topics:

- How to View Transcripts
- How to Assign Trainings

Viewing Your Team and Subordinates

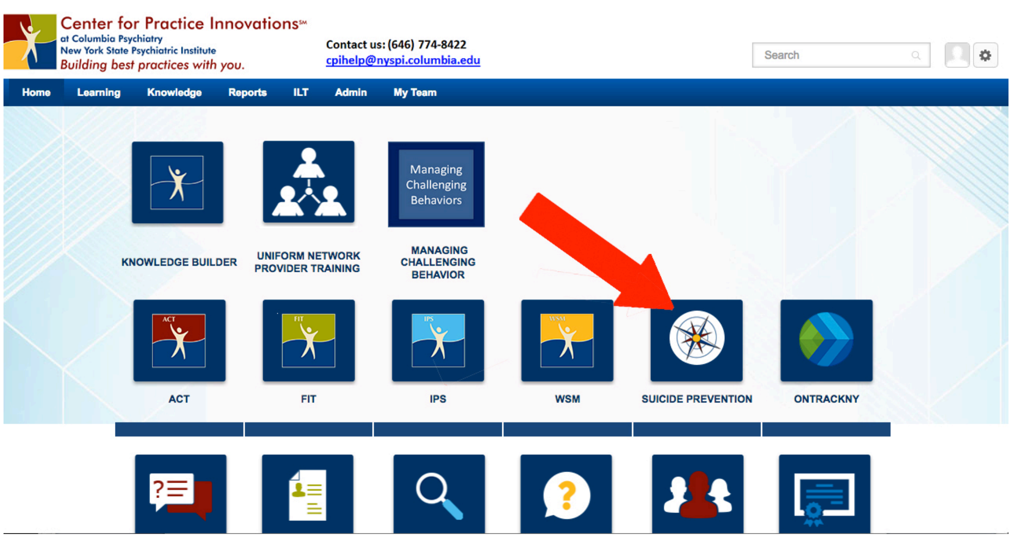
In the LMS, those who hold a supervisory or management role will have learners listed as subordinates. Every learner who holds a supervisory or management role in their clinic should check that the hierarchical structure for their clinic is correct.

1. Log-in to the LMS at https://rfmh.csod.com with your Username and Password.
2. View your position in the hierarchy and those who are listed as your subordinates by clicking the *My Team* tab at the top, and you will see the names of your subordinates.
3. Make certain that the subordinates listed below you are all current clinicians under your supervision. If there are any inactive clinicians listed as your subordinates or there are clinicians who should be listed that are missing, please contact cpihelp@nyspi.columbia.edu.

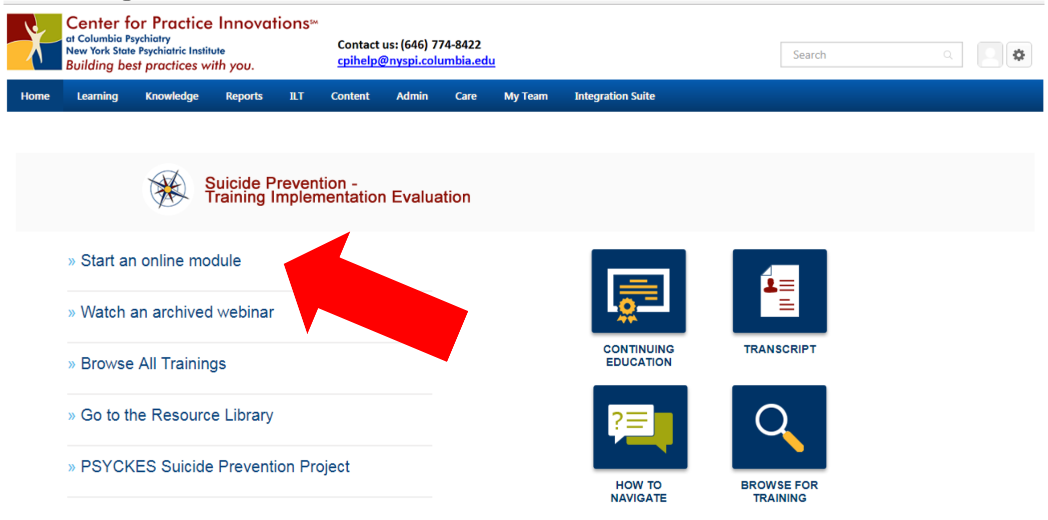
Assigning Training

As a supervisor, you will be responsible for assigning required trainings to your staff. You will only be able to assign trainings to your subordinates, so make sure you follow the directions above to check that the hierarchical structure for their clinic is correct. To assign trainings to your subordinates:

1. Log-in to the LMS at https://rfmh.csod.com with your Username and Password.
2. First, find the training you want to assign. Go to the Suicide Prevention page by clicking on the icon.



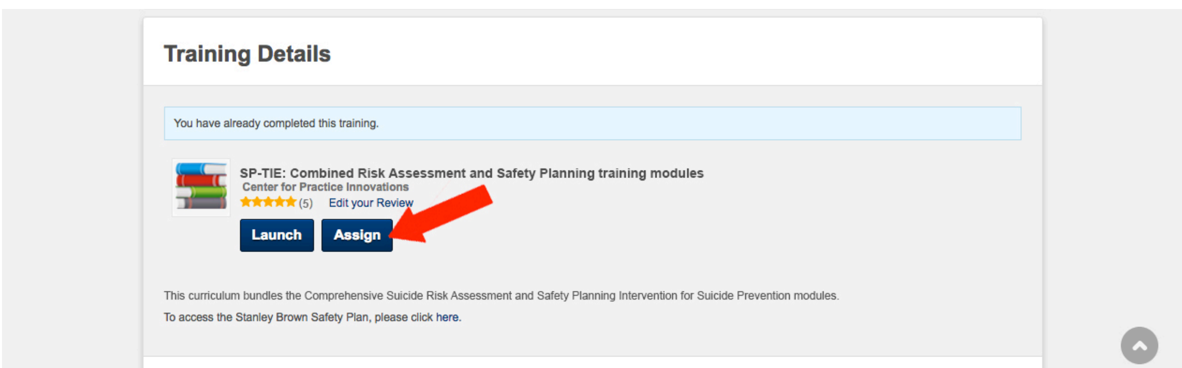
3. Locate the training you want to assign by clicking on the link to "Start an online module". Click on the titles of one of the required trainings for the PSYCKES Suicide Prevention Project, or click on the links for modules, archived webinars, or the full listing of trainings if you are assigning a different training.

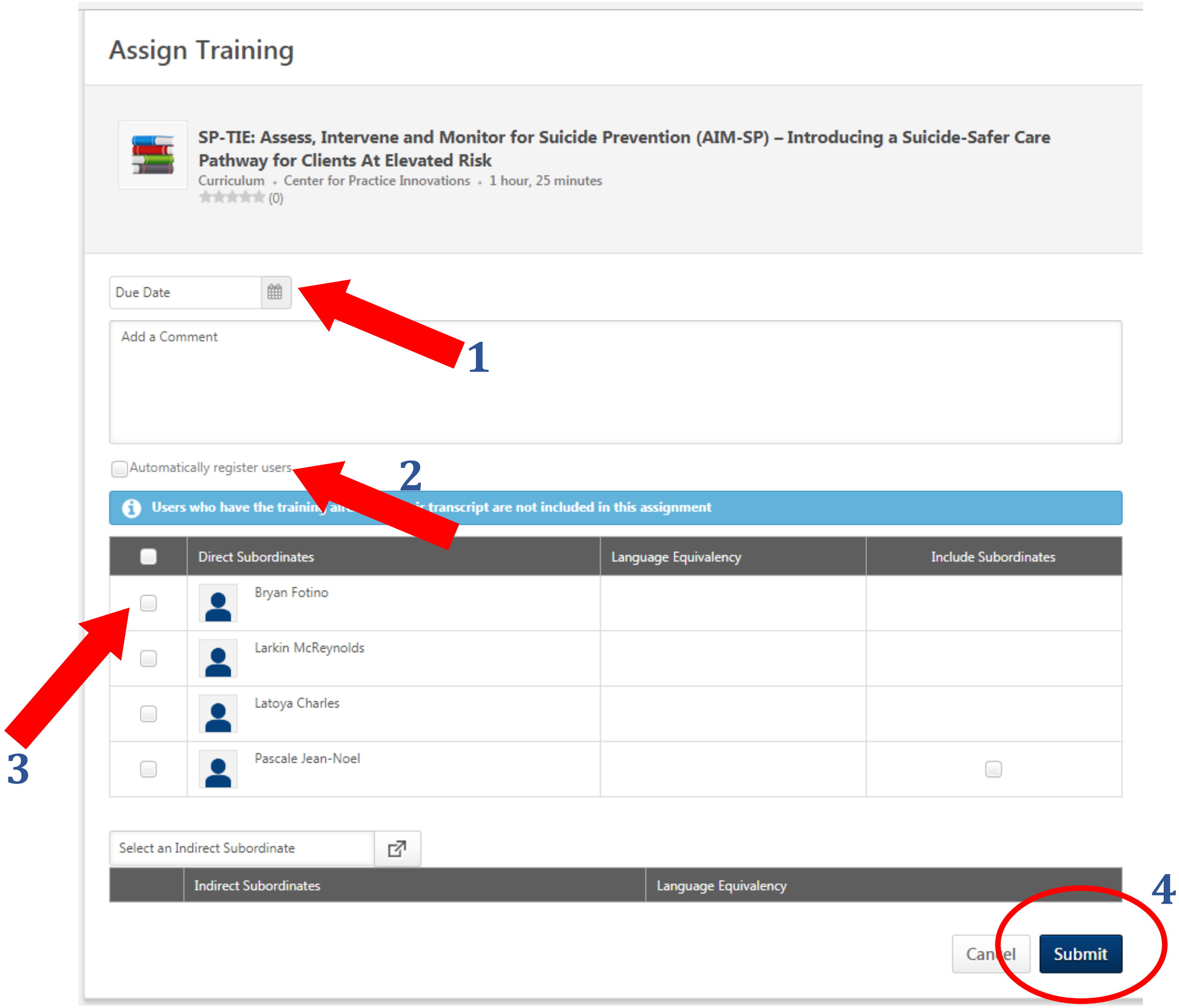


4. Click on the name of the training you want to assign to go to the *Training Details* page, and then click the blue button labeled *Assign*.

PSYCKES Project Training titles:

- Foundations of Suicide Management: Risk Assessment and Safety Planning
- Assess, Intervene and Monitor for Suicide Prevention (AIM-SP): Introducing a Suicide-Safer Care Pathway for Clients At Elevated Risk video
- Adaptations to Suicide-Safer Care for Children and Adolescents video



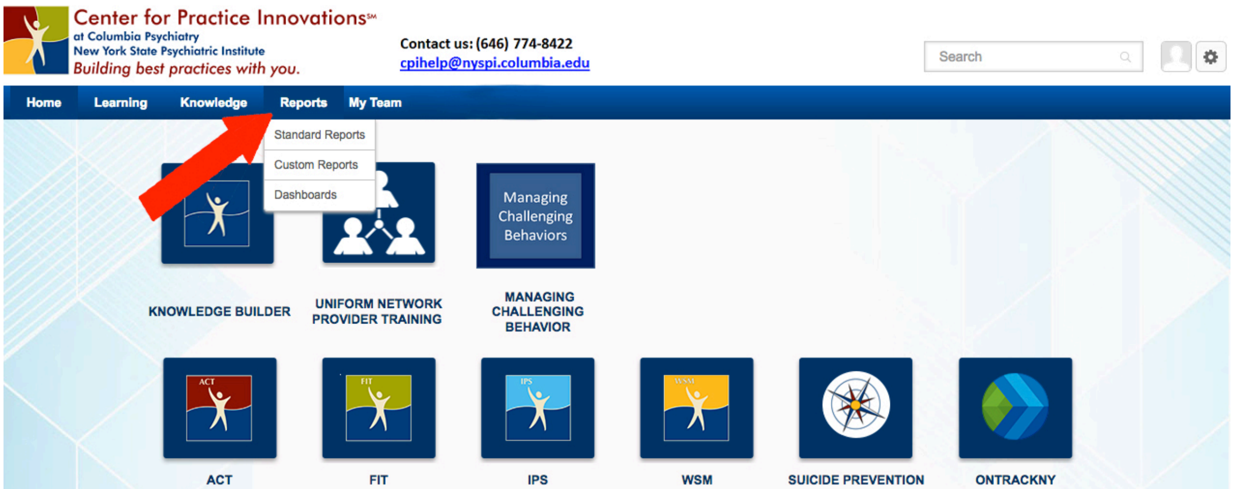


5. If you would like to select a due date **(1)**, you may do so by clicking the calendar box.
6. <u>Be certain to check the box that says *Automatically Register Users*</u> **(2).**
7. Click the box next to the name of the subordinate(s) to whom you would like to assign the training **(3).** If the person has already completed the training, the cursor will turn to a crossout sign (x).
8. Click the blue button labeled *Submit* **(4).**
9. Repeat these steps for all trainings needing assignment.

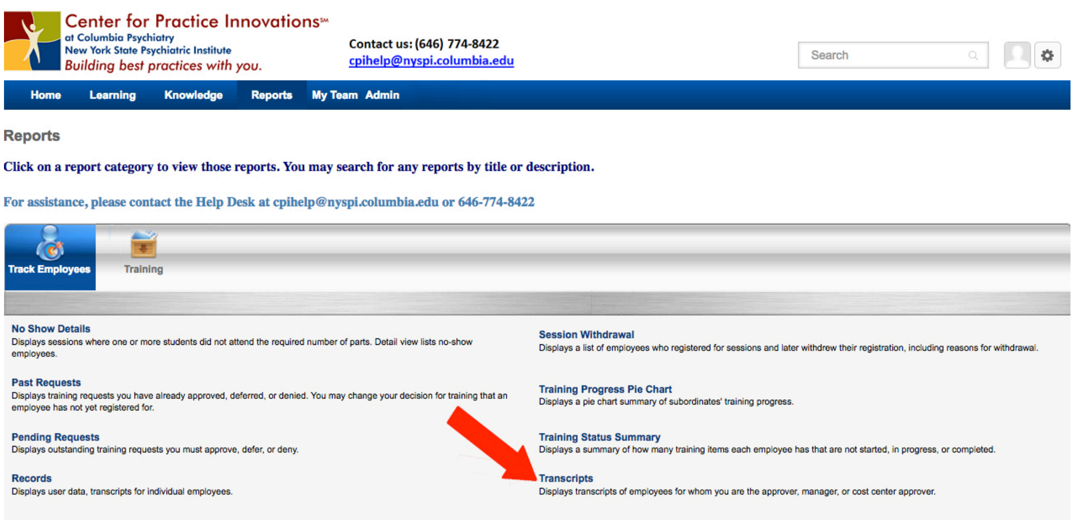
Tracking Training Progress

As a supervisor, you will be able to track what trainings have been assigned to and completed by your subordinates.

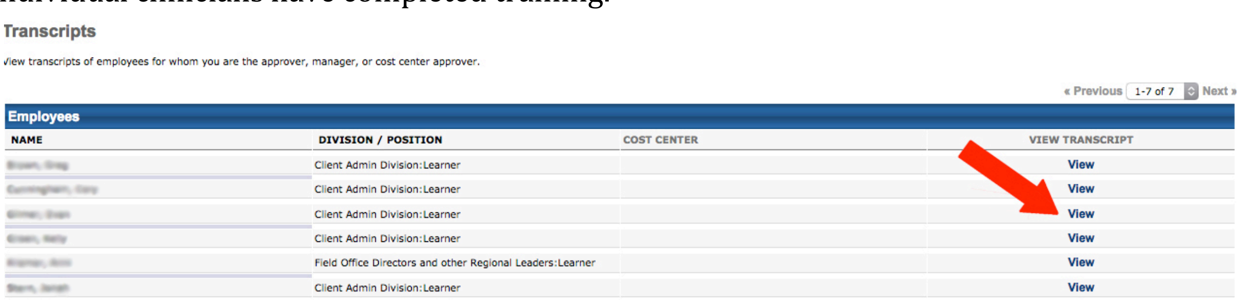
1. Log-in to the LMS at https://rfmh.csod.com with your Username and Password.
2. Hover over the *Reports* tab at the top of the page, and select *Standard Reports*.



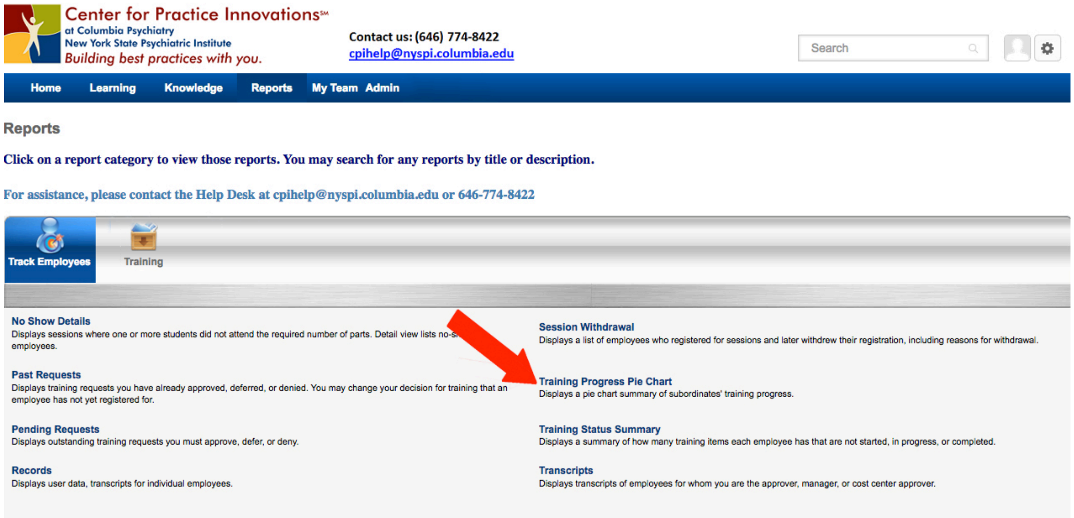
3. On the Reports page, choose *Transcripts* on the bottom right.



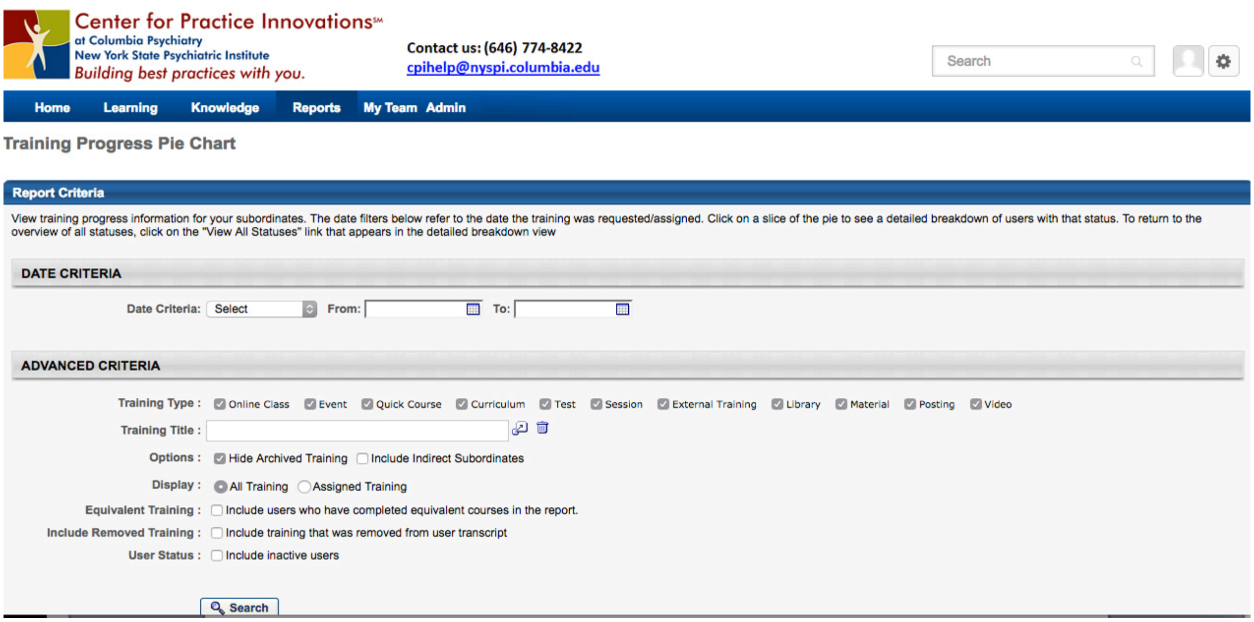
4. You will see every person in the system that you supervise. Click *View* next to a subordinate's name to view their transcript. Every training for which the subordinate has been registered and its status (Registered, Completed, In Progress, etc.) is visible. In this way, you can check if individual clinicians have completed training.



5. Or, if you prefer to check all clinicians' training progress at once, hover over the *Report* tab, select *Standard Reports*, then *Training Progress Pie Chart*.



6. You may specify a date range, training type, or training title, if desired, then hit *Search*. If you do not specify any field, it will bring up all the trainings ever completed by all of your subordinates.



7. Scroll down to see a pie chart and list of all subordinates' trainings. Click on *Printable Version* if you desire to print, or click on *Export to Excel* for easy viewing.