Professional Services | Training Services & Health IT Operations

TRAINING SERVICES	
Product	**Description**
STC | U LMS **Implementation and Annual Subscription**	The STC|U: Learning Management System offers a dynamic online resource to engage and communicate with participants while providing the training and tools essential for their success and continuing education. This is a customer branded LMS designed in collaboration with the customer to ensure it is visually and functionally aligned with the customer vision. During implementation we focus on overall feel and navigation of the LMS. In addition, we complete setup of the stie, any automations and an initial upload of learners. The platform has many benefits including integrating SCORM and AICC compliant training material into courses and lessons. It includes an integrated media center to simplify storage and organization of job aids and external resources. It creates interactivity by including tools to augment basic documents and presentations with fun and appealing games and assessments which increase knowledge retention for learners from new employees to continuing education of existing staff. It also provides customized reporting for content utilization, learner's progress, and the integration of each user into unique groups optimizing data metrics and analytics and reducing the time and energy required for administration and certification.
STC | U LMS **eLearning Course Package** STC|ONE Essentials Select For Administrators For End Users	The eLearning Courses designed for the STC|U: Essentials Select products are available for two audience groups: ADMINISTRATORS and END USERS. Courses include training on the following Products: 1) Registry 2) Inventory Management 3) Data Exchange. The training modules are customized to the audience and will include gamification, quizzes, videos and more to ensure learner knowledge retention. Most important, whenever the STC|ONE products experience a universal functionality enhancement or change, the modules are updated in a timely manner at no additional. *Admin and end user courses can be purchased separately.*
STC | U LMS **eLearning Course Package** STC|ONE School and Child Care Modules For Administrators For End Users	The eLearning Courses designed for the School and Child Care Modules are available for two audience groups: ADMINISTRATORS and END USERS. These courses are provide a comprehensive training program for Immunization Program staff overseeing the use of the STC|ONE School Nurse Module and Child Care Module and well as school staff confirming student immunization status.
STC | U LMS **Custom eLearning Course Creation**	STC training developers will create a custom training module in collaboration with customers to meet specific training needs. Cost is for up to fifty (50) slides on one (1) topic and two (2) revisions. Requires STC|U LMS.

Product Name	SOW Description
STC|U LMS SCORM Content Creation	STC training developers will create a custom training module in collaboration with customers to meet specific training needs using SCORM Compliant content creation tools. Provide on-demand, remote access to learners. These courses are available and assigned at the discretion of the customer to individual users or user groups. These modules incorporate text and visual content and can include instructor voiceover. Each module includes steps to navigate to the appropriate system functionality, processes, and best practices to use the system and assessments to check for understanding and retention. Each module also incorporates step-by-step video walkthroughs, interactive quizzes, graphics, integration of CDC resources, and gamification. Online modules contain multiple lessons that can be started and stopped while saving the learner's progress. Online modules also optimize reporting for trainers or administrators to easily determine individual progress, course adoption, and completion of each lesson. Separate modules are available for training of the customer staff as well as end-users such as providers. Training modules can be offered either preceding or following in-person or virtual training sessions. Cost is for up to ten (10) lessons on one (1) topic and two (2) revisions. *This offering requires an active subscription to the STC|U Learning Management Platform.*
Custom Video Creation	STC training developers will create a video walkthrough of a product or service using computer generated audio, screen recordings, and in-video callouts as well as uploading the content to the LMS based on client supplied content. New video walkthroughs are created with existing slide decks or scripts supplied by the client for a current process or procedure STC offers
Virtual Instructor-Led Training Development & Delivery	STC Training Specialist will collaborate with subject matter experts to develop an interactive virtual instructor-led training (VILT) that can be delivered to program or provider staff. Customers will define the subject matter and work with the Training Specialists to ensure their educational goals are met.
Office Hours	For each week, the customer can designate two (2) hours per day up to a total of six (6) hours total per week for one (1) month where a training specialist is available to jurisdiction-specific administrators and end users for Q&A.

HEALTH IT OPERATIONS

Product	Description
STC | ONE **Vaccine Wastage Reporting to CDC**	STChealth can provide support to Immunization Programs wanting to report vaccine wastage of publicly supplied vaccines to CDC. STChealth can work with CDC VTrckS through the testing phase and continue reporting waste weekly to the state for CDC submission. This work includes downloading and formatting data.
STC | ONE **DTT Upload for Immunization Providers**	To ensure providers that are unable to report immunizations via HL7 data exchange can submit data to the IIS, STChealth will assist with the DTT upload process. In collaboration with the IP, STC will refine the DTT Upload process and provider guidance, assess current import profiles, create new import profiles, and trouble shoot file specification issues with providers during initial setup. This approach will result in providers having the knowledge and permission to upload their own DTT files.
STC | ONE **Complete Interoperability Operations**	STC staff will become experts in customer interoperability processes and will act on behalf of the state by implementing these processes to connect immunization partners to the IIS. This includes, but is not limited to, facilitating the completion of kick off calls, system demos, readiness checklists and completing the full onboarding process which includes assessing message specifications, testing, and approval for Production.
STC | ONE **Interoperability Process Assess & Enhance**	The assessment and enhancement of any process is a constant cycle of improvement. Members of the STChealth Professional Services team will work in collaboration with Immunization Program (IP) staff to improve IIS Interoperability processes. The team will work with IP staff to 1) identify and define process objectives, 2) Complete an assessment of current activities and connections 3) Develop an implementation plan. In addition, the Immunization Program will gain access to various documentation and tools such as, but not limited to, a customized Interoperability Guide, Readiness Checklist, Discovery Questionnaire, Communication templates and more!
STC | ONE **Inventory Transaction Analysis**	STC staff will initiate this work by assessing manual inventory transactions completed by providers over the previous 6-12 months. STC and the customer will then review the results, discuss, and finalize the measures and format of ongoing monthly assessment. The analysis will identify transaction types used inappropriately, excess vaccine waste and providers in need of additional education or accountability. The goal is to improve dose-level accountability and reduce waste.
STC | ONE **Provider Maintenance**	STC staff will review and assess facility and org information in the IIS and reconcile with both CDC VTrckS. In collaboration with immunization program staff we will establish a standardize naming convention and ensure provider, facility and org information is correct and updated.
STC | ONE **Correct Lot Decrementation**	STC staff will conduct an initial assessment of lot decrementation for publicly funded vaccines. This information is shared with the customer and providers in need of additional education and accountability will be identified. STC can then provide guidance and support to providers to ensure improvement.

Product	Description
Addressing Orphan Records	Orphaned records, a record that cannot be matched to a specific patient, can have a significant impact on IIS data if left unresolved. These records can dilute the patient denominator when calculating coverage rates, can skew missed opportunity counts and impact data in other areas. STC will create a script to identify all orphaned records in accordance with a criterion approved by the customer. This script will be run automatically every month. Then, STC staff will manually remove the orphaned records from STC|ONE Registry. This will ensure that only active and valid records are maintained in the IIS which supports over-all data quality.
Manual Deduplication	STC staff will work with Immunization Programs using the STC|ONE platform to improve data quality in the IIS by 1) addressing orphaned records 2) conducting a bi-annual patient inactivation and 3) deduplicating patient records and updating Patient Status.
Immunization Records Request Assessment & Support	STC staff will work with Immunization Programs to assess their immunization records request process. In addition, Solution Support staff will process all records request in accordance with state requirements.

Information is STC
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