

HealthStream Student Manual

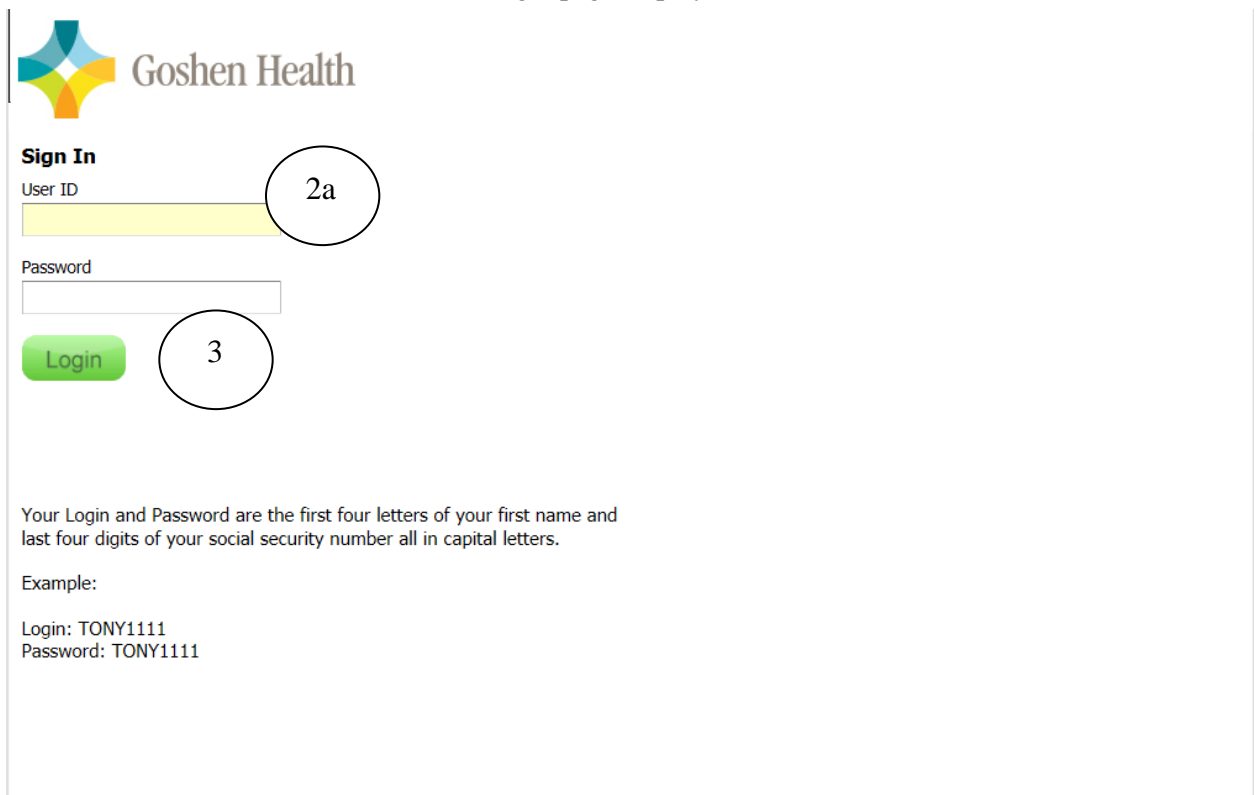


HealthStream – Student Education Access Instructions

HealthStream is an online Learning Management System. You are able to take web based computer courses and exams, print your education transcript, view upcoming classes and enroll in classes. The annual in-service will be completed via HealthStream.

How to complete Computer Based Learning (CBL)

1. Open or launch HealthStream application by double clicking on the HealthStream icon on the desktop on your computer or at InfoPlace/Colleague Education/HealthStream. You can also access HealthStream from home by going to www.healthstream.com/hlc/goshen. You will not be paid for completing education from home unless you have previously obtained authorization from your Director.
2. The HealthStream Student Interface Login page displays:



Sign In

User ID 2a

Password

Login 3

Your Login and Password are the first four letters of your first name and last four digits of your social security number all in capital letters.

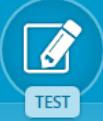
Example:

Login: TONY1111
Password: TONY1111

- a. On the **USER ID:** line, type the first four letters of your first name **in all capital letters** and the last four digits of your Social Security number. The **Password** is the same as your **USER ID**. Remember - the first four letters of your name must be in capital letters.
3. Click **Login** or press the **Enter** key to access the *student interface*.

4. The **Student Interface** opens to the *My To-Do List* Page which displays the list of mandatory course that have been assigned, such as the annual in-service, as well as any elective computer based learning modules that you have enrolled in.
5. Click on the *Course Title* you wish to complete (if there are any that have been assigned or that you have enrolled in).
6. The *Course Details* page displays. Certain courses will have a pre-assessment (Pre-test) that you must take prior to taking the course. If you achieve 85% or better on this pre-assessment you will not have to take the course.

7. Click on the pre-assessment Start button to begin.

 **Pre-Assessment**
FROM COURSE: Customer Service (PA)

TEST STATUS: Not Yet Started QUESTIONS: 11


You are about to take a test

- Length: **11** question(s).
- To Pass: Score **80%** (**9** out of **11** questions).
- Click **Complete Test** at the end to score the test.
- This test is not timed.
- Attempt(s) allowed: **1**.
- You have **1** attempts remaining to pass this test.

Do not close the test: If you do, the test will be scored and you might not be able to re-take it.

8

8. Click on the *Start Test* button and complete the test.
9. Once you have completed the pre-assessment click on *Submit* to submit your answers.

 **Exceptional Customer Service** 0%

COURSE STATUS: Not Yet Started EST. TIME: 1h

Learning Activities Overview

Learning Activities *in this Course*

Exceptional Customer Service ONLINE STATUS: Not Yet Started	10 <input type="button" value="Start"/>
Exceptional Customer Service Video VIDEO STATUS: Not Yet Started	<input type="button" value="Locked"/>

Description

Recording of live presentation on September 9, 2015 by Chris Martin, Customer Service Specialist. Please use headphones or speakers to view this course.

Course Version: 1

Options

Support
For assistance call Colleague Education at ext 2827, ext 2427, or ext 1457

10. If there is no pre-assessment, click on the course to begin.

Developmentally Appropriate Care of the Adult Patient - Windows Internet Explorer

Developmentally Appropriate Care of the Adult Patient

Introduction

Welcome to the introductory lesson on developmentally appropriate care of the adult patient.

This lesson gives the course rationale, goals, and outline.

As your partner, HealthStream strives to provide its customers with excellence in regulatory learning solutions. As new guidelines are continually issued by regulatory agencies, we work to update courses, as needed, in a timely manner. Since responsibility for complying with new guidelines remains with your organization, HealthStream encourages you to routinely check all relevant regulatory agencies directly for the latest updates for clinical/organizational guidelines.

If you have concerns about any aspect of the safety or quality of patient care in your organization, be aware that you may report these concerns directly to The Joint Commission.

Powered by HealthStream

Course Map | Search | Help | Objectives | Glossary

1 of 4

Progress

11

12

13

11. The course will display in a new window. If you do not wish to have the sound play click on the mute button on the bottom of the page.
12. The forward and back arrows advance the screen and can take you back to the previous screens.
13. If you need to stop at any point you can click on *Exit* at the top of the screen. The program will automatically bookmark where you are in the program, so the next time you open the program you can start where you left off.
14. Once you have completed the module, the course details screen will display again. If there is a post- test you must complete it and achieve 85% to pass the course. Click on *Exam or Post Test* to complete the exam.

You're viewing the new look. Looking for the current version? [Switch back.](#)

✓ You have completed a learning activity
Developmentally Appropriate Care of the Adult Patient

Goshen Health

MARY ELIZABETH VOELKER
IU Health Goshen Hospital | Logout

Connections To Do Completed Profile Catalog Help

Developmentally Appropriate Care of the Adult Patient

STATUS: In Progress EST. TIME: 45m

89%

Learning Activities Overview

Learning Activities *in this Course*

Developmentally Appropriate Care of the Adult Patient
ONLINE | STATUS: Completed

Exam
TEST | STATUS: Not Yet Started

Start

Description

Healthcare professionals should be committed to providing quality patient care. In order to do so, they must understand a patient's age-specific: •Characteristics •Needs •Challenges Understanding these features will allow you to better meet your patient's needs.

Course Version: 603

Options
Un-Enroll from Course

Support
For assistance call Colleague Education at ext 2827, ext 2427, or ext 1457

15. Once you have completed the exam click on submit to grade your test. If you need to stop the exam you can click on the *pause* button to pause the exam. You will automatically be logged out of HealthStream after two hours of inactivity.

Exam

TEST STATUS: Passed SCORE: 90 %

16

✓ Congratulations, you passed this test!

Question 1 of 10 CORRECT

The term “competency” refers to a set of knowledge, skills, and abilities that allow a person to perform a specific task.

✓ Your Answer
True

Feedback
This is an accurate definition of competency.

Question 2 of 10 CORRECT

Which statement best describes the healthcare facility role in regard to age specific competencies?

17

Exit Test

16. A page will display showing your score along with both the correct and incorrect answers. If you did not pass the exam, review your answers and click on *Review Course Activities* to retake the exam. Most courses will allow 2 attempts to pass the exam.

17. If you passed the exam, Click on *Exit Test*. You will then receive the pop up below offering you the option to *Return to To Do*, *View Certificate* or *View Transcript*.

✓ Congratulations!

You have successfully completed this course.

Return to To Do View Certificate View Transcript

17

Connections To Do Profile Catalog Help Take a Tour

18

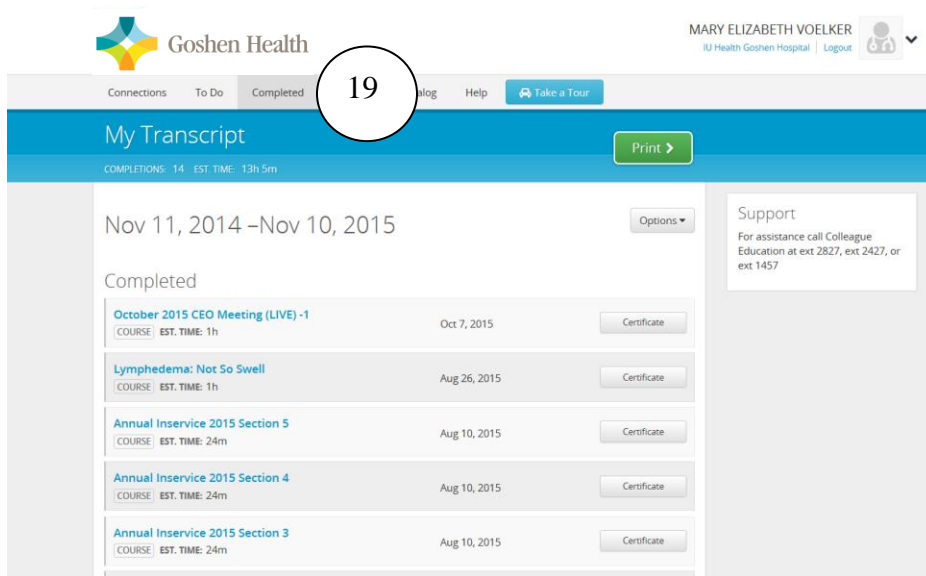
My To-Do List

TOTAL TASKS: 0

You are up to date, but there is always room to grow

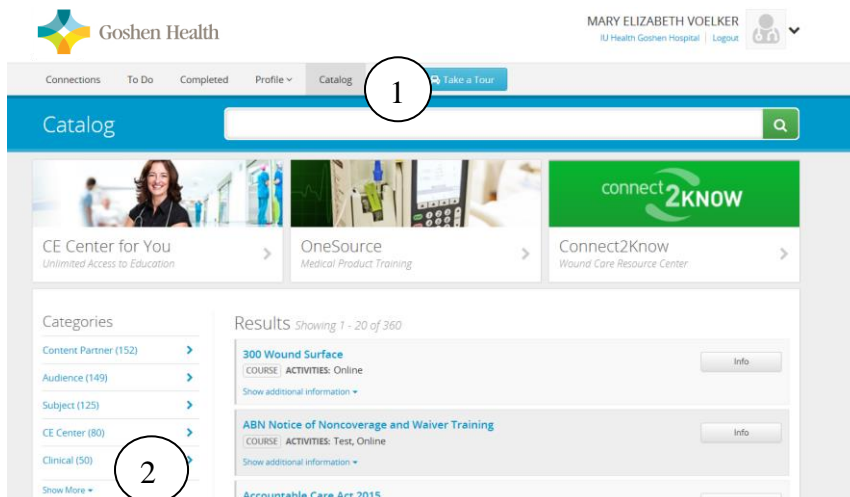
Find an Elective in the Catalog

18. Click on the *To Do* tab to go through another course you are enrolled in or that has been assigned to you.

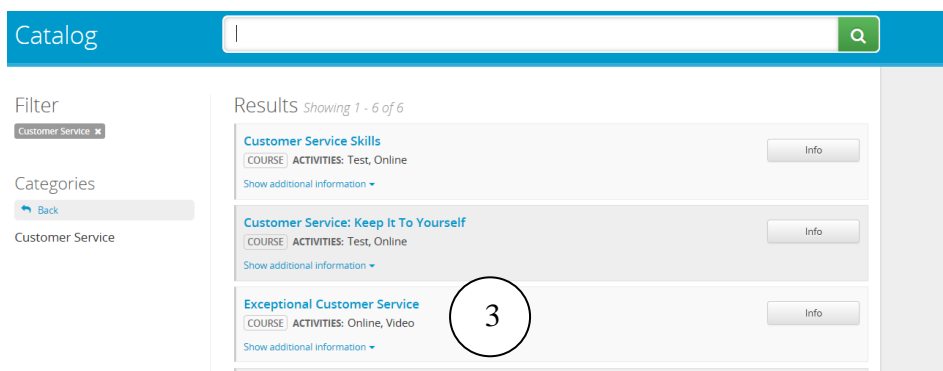


19. Click on the *Completed* tab to review all of the courses you have completed (transcript).

Catalog Tab



1. This tab allows you to search for courses by typing in the name, selecting a category or clicking on the search button to see all available courses.
2. To choose a course by Category, select *Show More* on the left side of the screen under categories. This allows all of the Categories available to be displayed. Choose the category you wish to view.



3. To register for a computer based course, click on the course you wish to take.

Exceptional Customer Service 4 [Enroll >](#)

STATUS: Not Yet Started EST. TIME: 1h

[Return to Search Results](#)

Learning Activities *in this Course*

- Exceptional Customer Service** (ONLINE) STATUS: Not Yet Started [Locked](#)
- Exceptional Customer Service Video** (VIDEO) STATUS: Not Yet Started EST. TIME: 1h [Locked](#)

Description

Recording of live presentation on September 9, 2015 by Chris Martin, Customer Service Specialist. Please use headphones or speakers to view this course.

Learning Objectives

At the conclusion, participants should be able to:

Technical Requirements

[Click here](#) to check your current browser configuration.

Browser Requirements

- Minimum: Microsoft Internet Explorer 8.0
- Recommended: Microsoft Internet Explorer 8.0 and higher

Plug-ins

Many of HealthStream's courses offer audio or animations, requiring a plug-in for your browser. The plug-ins most often required by HealthStream courses are listed below. Contact your IT administrator for information about downloading

4. The courses details will be displayed. Click on 'Enroll' to complete the registration.

You're viewing the new look. Looking for the current version? [Switch back](#)

[You have enrolled successfully in a course | Exceptional Customer Service](#)

Goshen Health MARY ELIZABETH VOELKER IU Health Goshen Hospital [Logout](#)

Connections To Do Completed Profile Catalog Help

Exceptional Customer Service

0% STATUS: Not Yet Started EST. TIME: 1h

Learning Activities Overview

Learning Activities *in this Course*

- Exceptional Customer Service** (ONLINE) STATUS: Not Yet Started [Start](#)
- Exceptional Customer Service Video** (VIDEO) STATUS: Not Yet Started [Locked](#)

Description

Recording of live presentation on September 9, 2015 by Chris Martin, Customer Service Specialist. Please use headphones or speakers to view this course.

Course Version: 1

Options

[Un-Enroll from Course](#)

Support

For assistance call Colleague Education at ext 2827, ext 2427, or ext 1457

5. You will now be registered for the computer based course. You can choose to take the course now or later.

Profile tab

Connections To Do Completed Profile ▾ Catalog Help

My Licenses

Licenses
Personal Information

Manage your licenses to assure continuing education credit is awarded for qualifying CE courses.

Other Manage

STATE/PROVINCE: ID COUNTRY: United States

Add License

1. The *Profile* tab displays your current account information and license information.
2. By clicking on the **arrow** and selecting *Licenses* from the drop down menu, then selecting *Manage* you can manage your license information.

Adding your email address in HealthStream to receive email notification of assignments

Goshen Health MARY IUH

Connections To Do Completed Profile ▾ Catalog Help

My Connections

Introducing: Wound Care Resource Center connect 2KNOW

What's New **Learning Links** **Resources**

Class Registration
Video Tour of HealthStream Changes
The Completed Tab (Transcript)
To Do List

Check back for new connection links

Check back for

Sitemap
To-Do List
Completions
Connections

Licenses
Catalog
Help

Account Settings
Logout

2) Select Account Settings

- 1) Log in to HealthStream
- 2) Select **Account Settings** at the bottom right of your screen

Account Settings

Account Settings

First Name

Middle Name


Last Name

User ID

Email Address

Time zone
Eastern Time

Preferred Language
English



- 3) Enter your email address (you may use your goshenhealth.com address or your personal email address) where indicated
- 4) Click on **Save Account Settings**.