



**A Changing Environment**  
**Organizational Embrace of Distance Learning**

*presented by*

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# Outline

- AltaPointe Health Systems Inc.
- How Did We Start?
- Components of Distance Learning
- Benefits Realized
- Future Direction



# AltaPointe Corporate Profile

- Established in 1957
- Serve more than 15,000 patients annually
- Employ approximately 680
- 41 outpatient, inpatient, residential facilities
- Accredited by The Joint Commission; certified by Alabama Department of Mental Health; licensed by Alabama Department of Public Health



# AltaPointe Programs and Services

Accredited by The Joint Commission; Alabama DMH Certified

- **Senior Adult Outpatient Services**
- **Adult Outpatient Substance Abuse Services**
- **Adult Residential Services**
- **Adult Voluntary/Involuntary Hospital**
- **Child/Adolescent Acute Care Hospital**
- **Child/Adolescent Outpatient Services**
- **Child/Adolescent Residential Services**
- **Pharmacy Services**
- **TeleHealth Services**
- **Hospital Management**
- **Hospital Consultation**
- **Nursing Home/Assisted Living Psychiatric Services**
- **Medical Education Services**



# University of South Alabama



College of Medicine-Department of Psychiatry

- **AltaPointe provides:**
  - **Administration, Faculty, Resident Program Recruitment**
  - **BayPointe facility for teaching/training**
    - **Certified Registered Nurse Practitioners**
    - **Residents**
    - **Physician Assistants**
    - **Allied Health Students**
    - **Medical Students**

## How Did We Get Started?

- **Strategic Plan 2000**
  - New Operational Accounting System 2001
  - JCAHO Readiness 2001
  - New HIS System 2002
  - Pharmacy System 2004
  - Electronic Medical Records 2004
  - Strategic Learning/Training Plan 2005



## How did we get started?

- **Infrastructure Ready Early 2003**
  - Fiber WAN Established
  - Many New Network Connections
  - Help Desk Formally Developed
  - IT Retooling (Accounting/Payroll/HIS/Email)
  - Purchase of RHub



# Components of Distance Learning

- Rhub (2003/2004) TurboMeeting
  - Remote Support
    - Accessing LAN/Remote users for Diagnostics
    - Servicing EMR users
    - Recording
  - Remote Access
  - Web Conferencing
    - Proprietary/SSL Encryption
    - IT Introduction of New EMR Functionality
    - IT Training for Office Applications
    - Financial Taskforce Meetings
    - Some Clinical Meetings
  - Webinar Functionality



# Components of Distance Learning

- Education Plan Developed 2005
  - PI, HR, Admin, Clinical, MIS
    - Needs Identified/Prioritized
    - Budget (Grant and Collaborate)
  - Evaluated Systems
    - Video Conferencing
    - Learning Management Systems
  - RUS Grant for Telemedicine/DLT 2006



# Components of Distance Learning

- Telemedicine Grant / Distance Learning
- Morehouse School of Medicine
  - Scalable Solution
    - Border Controller / Gatekeeper / MCU (Multipoint Control Unit)
    - TMS (Tandberg Management Suite)
      - Centralized Management (End Points/Schedule/Software Updt)
      - Conference Monitoring / Diagnostics / Auditing
  - Equipment
    - T-150 XMP(SD), T-1700(HD), T-550(SD),
    - Cisco 2960 Switches
  - Communication
    - VLAN (3Mbps), Cable/DSL



# Components of Distance Learning

- Learning Management System (2007)
  - Control the Content
    - Corporate Training (Compliance / Admin Support)
    - Clinical Training
    - Human Resource “Employee Friendly” Training
    - Consumer and Agency Training and Education
  - Employee Setup, Scheduling, Tracking
  - Creation of Questionnaires, Tests, Surveys
  - Text, Audio, Webinar, Video, Combinations of all
  - Compliance Reporting
    - Training Mandates based upon Supervisor request, Incident Reporting



## Benefits Realized

- **Diversification to the Training Experience**
  - Administration and IT Meetings and Training (Rhub)
  - Orientation Delivery W/Entire Organization (LMS)
  - Physicians and the USA School of Medicine (DLT)
  - Responsiveness to New Directives (LMS/DLT)
  - Teacher/Parent High School (DLT)
  - Connectivity with Other Mental Health Centers (DLT)
  - Consistent Training Delivered (LMS)
  - Corporate Conferencing for Clinical / Administrative Training (DLT)
  - Application Training (Rhub/LMS)
  - Complements Other Technology (Electronic Recruiting, Electronic Appraisals on Core Competencies, EMR)

## Future Directions

- Technology / Community Partners / Learning Experience
  - Expand on Video Conferencing
    - Collaborative effort with Schools, JJ, Jail
    - Better conferencing Internally, Movi Functionality, Content Server
  - Enhance LMS Training
    - AltaPointe Specific Clinical Training
    - Re-ups on EMR Training and Enhancements
  - Develop more Training for Community Partners
  - Develop Consumer Centric Training Consumers and Family
  - Partner W/ Local and State Agencies





*Thank You*

