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Products

- Clinical Skills
- Home Health Care
- Performance Manager

Frequently Asked Questions

Clinical Skills

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Home Health Care

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Clinical Skills

Product Description

What is Elsevier Clinical Skills?
Elsevier Clinical Skills combines the power of evidence-based skills with robust competency management. Users get more than 1,450 evidence- based procedures covering 14 areas of expertise, including all major nursing specialties, Respiratory Care, Physical Therapy, and Occupational Therapy. Additionally, they get an advanced level of control to customize content, assign skills, and perform assessments, all from an easy-to-use interface. Elsevier Clinical Skills helps healthcare organizations increase safety of care, standardize practice, ensure staff competency, and more.

What are the key features of Elsevier Clinical Skills?
Elsevier Clinical Skills offers major benefits in content, customization, and competency management:

Content
- Over 1,300 evidence-based Skills tailored to meet the needs of home health care nurses, therapists and other health professionals
- Thousands patient education handouts

Customization
- Customize all Skills content, including Quick Sheets, Supplies, Tests and Checklists
- Create completely new Skills
- Link to policies, procedures and other documents from within a skill

Competency Management
- Create learning modules
- Assign tests and checklists
- Track assignment progress
- Create departments, facilities and groups
- Enable remediation
- Obtain user reporting

When is the content updated?
Skills are authored and peer-reviewed following a rigorous editorial process by experienced nurses currently practicing in their clinical specialties. Content is continuously reviewed based on the latest evidence, with updates published monthly. Skills are reviewed and updated annually with more frequent updates when regulatory or professional practice standards change.

Using Clinical Skills

How is Clinical Skills accessed?
Clinical Skills is a website with an institution-specific URL. You may have the ability to log on to the site with an account created by the product administrator at your institution.

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How will staff be trained once a hospital has purchased Clinical Skills?
Training sessions are scheduled at regular intervals and information to sign-up for upcoming sessions will be provided to the system administrator at your institution.

Am I able to set up automatic assignments?
Yes. Administrators can set up automatic assignments with a Human Resources import. This enables easy onboarding.

Can we edit the skills content?
Yes. The organization needs to appoint a system administrator who can grant permission to specific users who can modify the content to reflect their practice. Every component of a skill can be edited. Your organization can change the content found on the Quick Sheet, Checklist, Supplies, Competency Test, and Extended Text sections of each skill. You can also manage the demonstrations and illustrations that come with each skill and can even add your own. Skills can be turned on or off, alerts included, and skill titles can even be changed. Each skill has an optional notes component that your organization can use to communicate information about the skill without customizing the original skill.

Can we add a new skill on a topic that we need?
Yes. All customers can create an unlimited number of their own skills.

Can we upload our own content?
Yes. Administrators can upload their own content, such as lessons created using PowerPoint or Word. The system also supports SCORM-compliant lessons.

Is there a simple way for learners to provide feedback or submit questions about skills to someone in our organization?
Yes. Organizations can turn on a feature called Submit Content Comments. When this feature is active, learners can email a designated person within your organization with comments or questions about a skill by using the email link at the top of a skill.

Can I create and assign my own assessments?
Yes. Administrators can create their own assessments that are not tied to a skill. There is also an option for automatic assignment of remedial lessons for incorrect answers.

Can I create discussions with my learners?
Administrators can create and assign moderated discussions with their learners. Those discussions can be graded.

What type of reports am I able to obtain on Clinical Skills?
Administrators can obtain basic reports such as site traffic or top viewed skills. You also have the flexibility to gather reports either by people (such as group, department, or facility) or material assigned (such as module or lesson). To see the list, click on the Reports tab.

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Integration

Does Clinical Skills integrate with ClinicalKey for Nursing?

Yes. Users who have purchased both Clinical Skills and ClinicalKey for Nursing will see skills appear in search results in ClinicalKey for Nursing. There is no need to go to Clinical Skills to view the skill. ClinicalKey for Nursing reflects any skill that have been added, suppressed, or customized by the hospital.

Accessing Clinical Skills

Is Clinical Skills available on a mobile device?

Yes. Elsevier Clinical Skills works on virtually all mobile devices, as long as you're connected to the Internet. The experience is tailored for each type of device. We do not provide a downloadable app from the Android and Apple App stores. To access on your mobile device, you will need to enter your Elsevier Clinical Skills URL in your browser. You may consider bookmarking the URL for easy access.
The tablet version of the product includes all of the functionality that is available on a computer. You can do competency management functionality (take a test) from the phone but it is not an optimal experience. We will be improving that in future.

Can users access Clinical Skills remotely?

Clinical Skills is accessible remotely, depending on how your institution has chosen to set up access. The product can be accessed through the institution's VPN or Proxy server, and/or via username and password.

What does IP authentication mean?

IP authentication allows users who are on the institution's network access to Clinical Skills without logging in. IP Authentication is obtained by supplying Clinical Skills with all of the external-facing IP addresses for your institution. This allows any learner coming from one of the supplied IP addresses to get access to Clinical Skills.

Technical Specifications

What are the system requirements for Clinical Skills? Clinical Skills is delivered via the internet.

Using your web browser, the product is available from any computer used within your network without any integration into your hospital systems. Access for your institution's network is setup using IP address authentication.

Browser	Minimum Version	Recommended Version	Notes
Google Chrome	30.0	Latest	For Learners Only
Mozilla Firefox	25.0	Latest	For Learners Only
Microsoft Internet Explorer	9	Latest	Silverlight and Java are required for Admin features

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Sound and Media Plug-Ins and Other Software
- Adobe Flash Player 12 or higher
- Windows Media Player 9.x or higher
- Adobe Acrobat Viewer
- CDS/DirectCourse clients require Quicktime be installed

Plug-Ins
- Flash® 12.0 or higher (This can be downloaded directly from the Adobe Website)
- Adobe® Reader® 7.0 or latest version available
  Note: The listed plug-ins are not required in all instances; their use depends upon the content utilized.
- Microsoft Silverlight latest version available

Purchasing and Marketing

Who is my sales contact?
If you are not sure who your sales representative is, you can contact us at customercare@elsevier.com and the sales representative for your area will get in touch with you.

What types of marketing materials are available and how do I obtain them?
We have several different types of marketing materials available that can be obtained by contacting your sales representative or client service specialist.

Training and Support

How do I obtain training for my administrators?
Please contact client services at customercare@elsevier.com.

Who can I talk to about rolling out Clinical Skills?
You can work with client services to discuss options. You can contact them at customercare@elsevier.com.

How does the user import process work?
Client Services can help you with the import process and can give you detailed instructions. Please contact them at customercare@elsevier.com.

Who should I contact for technical issues?
Client Services can help with any technical issues you may have. Please contact them at customercare@elsevier.com

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Home Health Care

Product Description

What is Elsevier Home Health Care?
Elsevier Home Health Care combines authoritative home health care clinicians content with convenient competency management functionality to provide a single comprehensive resource for home health care nurses, nurse educators, physical therapists, occupational therapists and others. Home Health Care helps home health care organizations increase safety of care, standardize practice, ensure staff competency, and more.

What are the key features of Home Health Care?
Home Health Care offers major benefits in content, customization, and competency management:
Content
- Evidence-based Skills tailored to meet the needs of home health care nurses, therapists and other health professions
- Thousands patient education handouts
- Drug monographs
- Labs and scales

Customization
- Customize all Skills content, including Quick Sheets, Supplies, Tests and Checklists
- Create completely new Skills
- Link to policies, procedures and other documents from within a skill

Competency Management
- Create learning modules
- Assign tests and checklists
- Track assignment progress
- Create departments, facilities and groups
- Enable remediation
- Obtain user reporting

Content

What materials are available for patient education?
Home Health Care includes thousands of patient education handouts, including over 700 that are appropriate for the home health care setting, with key topics available in Spanish as well as English. The handouts are written at a 6th to 8th grade reading level. "Easy to Read" titles are written at a 2nd to 4th grade reading level. You can print individual handouts or a collection of handouts. You can add special instructions, include your facility's contact information, and control how handouts print from the Print Manager tool.

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What drug information is included?

You can search or browse thousands of drug monographs. The monographs provide information on indications, contraindications, adverse reactions, and much more. They also contain drug images.

What labs and scales information is included?

Labs contain normal values for common labs, nursing implications of abnormal values, and measurement considerations. Scales provide links to commonly used scales such as pain scales to help you assess patients and improve outcomes.

How many skills are available?

Roughly 160 skills are available, with more being added to the product on a regular basis. Skills are based on the most current evidence, including recent research, national standards, and clinical practice guidelines. References and levels of evidence are included in each skill. Skills include:

- **Quick Sheet** – short summary of the steps to perform a skill
- **Extended Text** – detailed explanation of the skill
- **Supplies** needed to perform the skill
- **Demonstration** – animation or video of the skill being performed
- **Illustrations** – images, graphics, etc., to further explain the skill
- **Competency Test** – online exam – results can be tracked and reported
- **Checklist** – used to assess competency in performing the skill

Who writes and updates the skills?

Skills are written and revised by home health care clinicians experts currently practicing in a clinical setting with a minimum of 5 years' experience in home care, are members of their professional organization, and have knowledge of evidence-based practice. Using journals, practice guidelines, and standards, as well as mandates from regulatory bodies and recent textbooks, authors develop and update skills based on widely accepted evidence. Prior to publication, skills are reviewed by clinical editors and peer reviewers as well as Elsevier's editors and copyeditors.

When is the content in the skills updated?

Skills are authored and peer-reviewed following a rigorous editorial process by experienced nurses currently practicing in their clinical specialties. Content is continuously reviewed based on the latest evidence, with updates published monthly. Skills are reviewed and updated annually with more frequent updates when regulatory or professional practice standards change.

Is there a simple way for learners to provide feedback or submit questions about skills to someone in our organization?

Yes. Organizations can turn on a feature called Submit Content Comments. When this feature is active, learners can email a designated person within your organization with comments or questions about a skill by using the email link at the top of a skill.

Customizing the Skills

Can my organization edit the content in Home Health Care?

Yes. Every component of a skill can be edited. Your organization can change the content found on the Quick Sheet, Checklist, Supplies, Competency Test, and Extended Text sections of each skill. You also can

manage the demonstrations and illustrations that come with each skill and can even add your own. Skills can be turned on or off, alerts included, and skill titles can be changed. Skills can be added to additional categories or specialties and new categories and specialties can be added. Each skill has an optional notes component that your organization can use to communicate information about the skill without customizing the original skill.

Can we add a new skill on a topic that we need?
Yes. All customers can create their own skills. An unlimited number of empty Skills templates come with the product for this purpose.

Can we link to other sites, for instance, an internal website that houses our policies?
Yes. Our system allows you to create hyperlinks to other websites.

Accessing Home Health Care

How do I access Home Health Care?
You simply click on a Website link that is specific to your organization. If you are IP authenticated, you can search and view content without having to login. You will need to have to log in to perform such activities as completing a learning assignment (called a module).

Can I use Home Health Care on a mobile device?
Yes. Home Health Care works on virtually all mobile devices, as long as you're connected to the Internet. The experience is tailored for each type of device. We do not provide a downloadable app from the Android and Apple App stores. To access on your mobile device, you will need to enter your Home Health Care URL in your browser. You may consider bookmarking the URL for easy access.
The tablet version of the product includes all of the functionality that is available on a computer. However, from your smartphone, you can only view the content referentially. For instance, view all the content on any device, but you can't take a test for credit on a smartphone, though you can on a tablet.

Can users access Home Health Care remotely?
Yes. Home Health Care is accessible remotely through your organization's virtual private network (VPN) or proxy server. You may also be able to access via username and password as long as your organization allows it. You will need to know your organization's correct URL for Home Health Care to get to your log-in page.

Technical Specifications

What are the system requirements for Elsevier Home Health Care?
Elsevier Home Health Care is delivered via the internet. Using your web browser, the product is available from any computer used within your network without any integration into your hospital systems. Access for your institution's network is setup using IP address authentication.

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Plug-Ins
- Flash® 12.0 or higher (This can be downloaded directly from the Adobe Website)
- Adobe® Reader® 7.0 or latest version available
  Note: The listed plug-ins are not required in all instances; their use depends upon the content utilized.
- Microsoft Silverlight latest version available

Training and Support

How will staff be trained after Home Health Care has been purchased?

An Engagement Analyst will be assigned to help facilitate planning, setup, and training. Elsevier takes a "train the trainer" approach so that your staff can roll out the solution according to your objectives. Virtual training sessions will be available during and after implementation to reinforce product functionality, to share best practices, and to present pertinent healthcare industry information. Onsite training is available for an additional fee. Product Implementation will be considered complete when your system administrators are prepared to launch the solution to meet your initial objectives.

How do I obtain training for my admins?

System administrators will receive one-on-one training during onboarding and implementation. Beyond implementation, the Elsevier Engagement & Training Team will be available to answer questions, provide ongoing training, and share best practices to enable continued and expanded use of features and functions within your workflows. We provide continuous monthly training sessions on various topics. Training sessions are scheduled at regular intervals, and are open for anyone to enroll. The calendar of events is available on the Resource Center, or you may obtain the most recent schedule by contacting Customer Support at customercare@elsevier.com.

How does the user import process work?

During onboarding, your Engagement Analyst will provide guidance for developing an import file to load user credentials. If you have questions regarding this process, please contact Customer Support at customercare@elsevier.com.

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Who should I contact for technical issues?

Customer Support will help with any technical issues you may have. Please contact them at customercare@elsevier.com

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Performance Manager

Product Description

What is Elsevier Performance Manager?

Elsevier Performance Manager (EPM) is an online education and performance management solution. It includes the tools you need to better manage, develop and communicate with your staff, deliver online in in person training, easily evaluate staff competencies, and measure improvement with built-in learning and performance management tools right at your fingertips. With EPM, you can maintain awareness of staff education and performance with reporting features that allow you to identify, trend, and help resolve gaps in competency and offer opportunities for remediation. EPM provides tangible results that prove your ability to perform within operating and regulatory guidelines through easy compliance documentation and quick, summarized reports. It all happens on our always-available, easy-to-use online platform.

What are the benefits of EPM?

EPM delivers organizational wide learning management functionality along with expanded features that support professional growth and competency management. Administrative options give you control to schedule in-person and virtual events and conduct competency and orientation assessments. Surveys and discussions provide two-way communications that foster collaboration. And, with the ability to track licensing and certifications, you can ensure regulatory compliance today and promote the continued success of staff members tomorrow.

EPM Includes:

- Employee Information
- Assignments & Testing
- Assessments with Remediation
- Provide the ability to make an announcement and require an acknowledgement
- Acknowledgements & Discussions
- Transcripts & Credits Earned
- Reports
- Licensure & Certification
- Classes & Events
- Competency Checklists with Online Grading
- Surveys with Graphical Trending

Using Performance Manager

How is EPM accessed?

EPM is a website with an institution-specific URL. You may have the ability to log on to the site with an account created by the product administrator at your institution.

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How will staff be trained once a hospital has purchased EPM?
Training sessions are scheduled at regular intervals and information to sign-up for upcoming sessions will be provided to the system administrator at your institution.

Am I able to set up automatic assignments?
Yes. Administrators can set up automatic assignments with a Human Resources import. This enables easy onboarding.

Can we upload our own content?
Yes. Administrators can upload their own content, such as lessons created using PowerPoint or Word. The system also supports SCORM compliant lessons. Administrators can also create and assign a regular test as a way to document a live training session, such as an equipment demonstration.

Can I create and assign my own assessments?
Yes. Administrators can create their own assessments that are not tied to a skill and assign them. There is also an option for automatic assignment of remedial lessons for incorrect answers.

How do I create discussions with my learners?
Administrators can create and assign discussions with their learners. To do so, navigate to the discussions tab and click on 'Create Discussion.' You are also able to view and edit your discussions.

What type of reports am I able to pull on EPM?
EPM includes extensive reporting on all aspects of learning and employee competency and performance. To see the list, click on the Reports tab.

Accessing Performance Manager

Is EPM available on a mobile device?
While EPM can be accessed via a mobile device with internet access, it has not been optimized to display properly on mobile devices.

Can users access EPM remotely?
EPM is accessible remotely, depending on how your institution has chosen to set up access. The product can be accessed through the institution's VPN or Proxy server, and/or via username and password. The correct URL for your institution's instance of EPM will need to be known to get to your institution's login page.

Can my users access through a VPN or proxy server?
Yes. EPM can be accessed using a VPN or proxy server so long as we have the IP addresses associated with these services and your institution allows it.

Can I access EPM content offline?
No. EPM is a web-based product that is not available offline.

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Technical Specifications

What are the system requirements for EPM? How much integration is necessary with my hospital system?

EPM is delivered via the internet. Using your web browser, the product is available from any computer used within your network without any integration into your hospital systems. Access for your institution's network is setup using IP address authentication.

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Purchasing and Marketing

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Training and Support

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With whom can I talk about rolling out EPM?

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How does the user import process work?

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