Administrator Guide:

Delivering the American Academy of Pediatrics (AAP) NRP™ Online Examination, 6th Edition



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About this Quick Guide

Follow the steps outlined in this guide to administer the American Academy of Pediatrics (AAP) NRP™ Online Examination, 6th Edition at your organization. The majority of this guide details the use of the HealthStream Express platform to effectively deliver the NRP™ Online Examination, 6th Edition within your organization.

However, there are two alternatives to using the HealthStream Express platform:

If you are an existing HealthStream Learning Center (HLC) customer, you will deliver the exam via your HLC site.

Your organization may elect to utilize the HealthStream Connect platform. This platform allows you to deliver the NRP™ Online Examination, 6th Edition through your primary learning management system (LMS).

For HealthStream Learning Center Customers

If you are an existing HLC customer, you will deliver the NRP $^{\text{m}}$ Online Examination, 6th Edition to your students in the same way that other courses are administered. Please review the NRP Exam Rules and Policies section of this guide before making the course available to students.

Additionally, you may wish to provide the **Student Guide: Completing the American Academy of Pediatrics NRP**TM **Online Examination, 6**th **Edition** to your students.

For HealthStream Connect Customers

If you are customer utilizing HealthStream Connect to deliver the NRP™ Online Examination, 6th Edition to your students via your primary LMS, you should refer to your LMS provider for more information about making assignments to your students.

For assistance using the administrator access to your HealthStream Connect platform, please refer to the Connect User Guide in the HealthStream Connect Help system.

Note that when delivering the exam via HealthStream Connect, your students will see the Connect Switchboard page when launching the exam. This page displays details about the exam and allows students to maintain discipline and license information to ensure that you earn appropriate continuing education (CE) credit, when available.

A video tour of the HealthStream Connect Switchboard page is available at http://www.healthstream.com/content/training media/connect switchboard page.swf. This resource can be provided to your students in advance of taking the exam.

Additionally, you may wish to provide the **Student Guide: Completing the American Academy of Pediatrics NRP**[™] **Online Examination, 6**th **Edition** to your students. This guide details the rules of NRP[™] Online Examination, 6th Edition and also includes details about The HealthStream Connect Switchboard page.

NRP Exam Rules and Policies

Rules and policies of the NRP exam are provided to students in the Student Guide: Completing the American Academy of Pediatrics NRPTM Online Examination, 6th Edition. These rules are also included as a learning activity within the course.

Completion of the Lessons

The NRP[™] Online Examination, 6th Edition is comprised of nine lessons.

- Lessons 1 through 4 and lesson 9 are required; these lessons must be passed in order to complete the exam.
- You may require students to pass all required lessons plus additional assigned lessons.
- Each required Lessons (1 through 4 and 9) must be passed with a score of 80% or greater. Any optional Lessons must also be passed with a score of 80% or greater.
- Lessons are not timed. However, once the student begins and signs into the overall exam for the first time, he/she must then

complete the required lessons within 14 days, and he/she has 30 days to take the NRP

Definitions:

Exam:

The complete NRP 6th edition examination, consisting of 9 lessons.

Required Lessons:

Lessons 1 through 4 and lesson 9 are required by the AAP.

Other Lessons:

Lessons 5 through 8 are optional according to the AAP. However, your facility/employer may require you to complete these sections.

Completion of the Exam

instructor-led live course.

- The exam is passed when all five required lessons (lessons 1 through 4 and lesson 9) are passed.
- Once the exam is passed, the student has 30 days to take the NRP instructor-led live course.
- If the student does not complete the NRP live course within 30 days of completing the online exam, the online exam becomes invalid. The exam fee is not refundable. Either you or the student will need to purchase another exam.
- The student is allowed one failure of each required lesson (lessons 1 through 4 and lesson 9). If the student fails any one of the required lessons a second time, he/she will have failed the entire NRP exam and will be required to purchase and complete another exam. The internal policy at your facility determines how this second exam is paid for and accessed.
- Lessons are passed with a score of 80% or higher.

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Exam Navigation

- Though the student can access the non-required lessons, once all five required lessons (lessons 1 through 4 and lesson 9) are passed, the exam is considered complete and optional lessons can no longer be accessed. If the student wishes to access the non-required lessons, he/she should do so **before** completing all required lessons.
- The student may skip questions within a lesson and come back to them. He/she may also change answers on any question before the lesson is submitted. Click the **Submit** button to submit the final answers for scoring.
- If the student passes the lesson, he/she will be able to see and print questions that were missed/incorrect, with the correct answers. The student may wish to discuss the results of the lesson with the instructor and clarify any questions or concerns. If the student does not pass the lesson, he/she will not be able to print the questions missed. Note that students must print when the lesson summary page appears; this is the only opportunity to print.
- If your hospital policy allows, the student can take the course from any internetconnected computer.

Scoring

- Online testing is arranged in sections, starting with lesson 1.
- The questions and distracters are randomized, so the questions and distracters are never in the same order. New questions may be piloted through the system as well, but these will not count against the learner.
- The student may skip questions within a lesson and come back to them. The student also may change answers on any question until the lesson is submitted for grading.
- The student must hit the submit button to submit answers for scoring.

Failure

- If the student does not achieve the minimum passing score of 80% on any lesson, he/she must retake that section of the examination.
- The NRP Exam is automatically re-assigned to the student after a failure of the exam.
 The student becomes enrolled in the second course when he/she accesses the first learning activity.
- If, after retaking the lesson for a second time, the student is unable to achieve a minimum passing score, the student will be required to purchase the exam again and retake and pass all lessons prior to attending an NRP Course. At this time the instructor and student should work together on a remediation plan. The student will need to verify the policy is for payment of the second exam with his/her employer.

Exam Policies to Consider

As an administrator, you will want to consider how to best handle a failed exam and create a clear policy that addresses this scenario. Work with your internal team to determine:

- Will the facility pay for a student who fails the exam?
- Will the facility require the student to reimburse the education department for the second exam?

Important note: The NRP exam is automatically re-assigned to the student via HealthStream after a failure of the exam. Please consider this when developing your internal policies.

Overview: Steps to Getting Started

Step 1: Determine how your student records will be entered.

Students can be entered into your HealthStream Express platform two ways:

- Administrator management.
- Through student self-registration.

Note that you may or may not have initial student data imported to your HealthStream Express platform. After that initial data import administrators will manually add and manage students.

See the Adding Students to Your Site section of this guide for more information.

NOTE: All students will be associated with the department named *Other*. If you choose, you can add additional departments to your HealthStream Express. See the *Managing Departments* section of this guide for more information.

Step 2: Identify your administrators.

Determine who within your organization will serve as an administrator for the HealthStream Express platform.

- If your potential administrators will also be taking the NRP examination, first set up their student account, using the method you have determined (see Step 1). Once the student record has been added to the system, use the Promote to Administrator link to create an administrator account for the student.
- If your potential administrators will NOT be taking the NRP examination, use the Add an Administrator feature to create their administrator accounts.

See the *Managing Administrators* section of this guide for more information.

Step 3: Deliver the NRP examination to students.

The NRP examination can be delivered to students one of two ways:

- Through student self-enrollment from the Catalog tab.
- Via a one-time individual assignment made to students who are due to take the examination.

The Student Guide provides detail about accessing the examination via either method. Encourage your students to access this guide for more information.

See the *Delivering the NRP*TM *Online Examination, 6*th *Edition* section of this guide for more information about both delivery methods.

Remember: There is a 14 day window in which the student must complete the exam once they have begun the exam. Once the exam is passed, the student has 30 days to take the NRP instructor-led live course.

Step 4: Run reports.

Several reports are available in HealthStream Express to track your students' progress toward completing the NRP examination. Full descriptions of each report, including instructions for configuring and running the reports can be found in the *Running Reports* section of this guide.

Step 5: Manage students.

Student records can be managed by Express administrators, including editing the student record, or when needed, inactivating a student. See the *Editing Student Records* section of this guide for more information.

Step 6: Manage administrators.

Administrators can manage their own profile. Log into the system as an administrator and click the My Profile tab. From the My Profile tab, you can edit and save updated information within the student record, except for the User ID which cannot be changed. Administrators can also be deleted when necessary. See the *Managing Administrators* section of this guide for more information.

Logging In and Logging Out of Your Express Site

Logging In

Your HealthStream representative will provide your login credentials after your site has been implemented.

To log in

- Open Internet Explorer browser and enter the URL provided to you for access to your HealthStream organization. The format of the URL will be http://www.healthstream.com/hlc/YOUR ORGANIZATION NAME.
- 2. In the **User ID** box, enter your user ID.
- 3. In the **Password** box, enter your password. Passwords are case-sensitive. **Note:** If you have forgotten your password, enter your user ID and click **Password Reminder** (if available). Also note that email password reset will soon be available on the site.
- 4. Click **Login**. The **Site Map** appears by default unless you have more than one role within the system that share the same user ID and password (see *Login Options* below).

Login Options

You may have more than one role in Express, both of which use the same user ID and password for access. For example, you may be an administrator as well as a student. When logging in, you will be presented with the **Select Affiliation** page and will choose which role you wish to log into. After completing HLC activities in one role, you can easily switch to the other role.

To switch access between roles

- 1. Click the **Role** name (Student or Administrator) to the right of your name and institution. The **Select Affiliation** page appears.
- 2. Click **Administrator** or **Student** beside the desired institution.
- 3. Select the **Make this my default selection on this computer** check box for your choice to be remembered on the computer you are on.
- 4. Click **Proceed with Login** to log in as either a student or administrator, depending upon the selection you made in step 2.

Logging Out

To log out

Click **LOG OUT** on the right-hand side of the menu bar when you wish to exit the system. If you do not exit, the system will automatically log you out after 30 minutes for administrators and two hours for students.

Adding Students to Your Site

Adding students requires both a method for adding your initial student data and adding new students on an ongoing basis. You have two options for adding students to your site.

Option 1: Administrator Management of Student Data

- Import an initial student demographic data file into your site.
- Manually add new students going forward.

Option 2: Student Self-Registration

Allow students to self-register by creating their own login.

Option 1: Administrator Management of Student Data

Initial Student Data: Import via a Data Import File

You can choose to do a one-time data import to create a user account for each of your current students who are required to complete the NRP Examination. You will work with your HealthStream Implementation Manager, who will provide you with file specifications for this import. Once imported, each student from the data file will have a record in your Express site.

You will need to communicate about the Express platform to your students and provide them with information such as:

Access via URL or home page icon
Each student's unique Express User ID
Each student's password.

Note: Be sure to inform students that passwords are case-sensitive.

Additionally, you may wish to provide them with the Student Guide: Completing the American Academy of Pediatrics NRP^{m} Online Examination, 6th Edition., which will be provided by your HealthStream implementation specialist.

Ongoing Management of Student Data: Manually Adding a Student

New students who need to be added to your Express site after your initial data import must be added manually by an administrator.

To manually add a student

- 1. On the **People** tab, click **Add a Student**. The **Add a Student** page appears.
- 2. In the **Last Name**, **First Name**, and **Middle Name** boxes, enter the student's last, first, and middle names.
- 3. In the **User ID** box, enter the student's user ID. This can be any combination of letters and numbers you want, but we recommend you create a standard format by policy and follow the standard when entering new students.
- 4. In the **Password** box, enter the student's password. Passwords are case-sensitive.

- 5. In the **Confirm Password** box, retype the password exactly as you did in the **Password** box.
- 6. In the **Password Reminder** box (if available), enter a phrase that will help the student remember his or her password, if desired.
- 7. In the **Email** box, enter the student's e-mail address.
- 8. Leave the **Allow this student to access the system** check box selected for active students.
- 9. The Hire/Re-hire Date defaults to today's date.
- 10. The **Review Month/Day** field is optional.
- 11. In the **Department** list, select **Other**. You may create additional, more descriptive departments in your Express site. If you do so, select the appropriate department from the drop-down menu. See *Managing Departments* in this document.
- 12. The **Active Date** defaults to today's date. This represents the day the student became active in his or her current role. It cannot be earlier than a student's hire/re-hire date.
- 13. In the **Student Notes** box, enter any notes to the student, if desired.
- 14. In the Roles box, note that the Student role is selected by default.
- 15. Click **Save** to save the new student to the system or click **Save and Add Another** if you wish to add another student.

Option 2: Student Self-Registration

If you choose the Student Self-Registration method, you will direct students to the URL for your HealthStream organization. This will be the same URL that you use to login.

On the login page, students will click the **First time students click here to register** link. They will then complete the **General Information** form, which asks them to specify:

- Last name
- First name
- Email Address
- Their chosen user ID
- Their chosen password
- Password reminder (if available)
- Their time zone
- Their department. Note that students will have one available department—other—unless you choose to enter additional departments. See Managing Departments in this document.

The **Hire/Re-hire Date** defaults to today's date, as will the **Active Date**. Students do not need to enter a **Review Month/Day**.

Upon completing this page and clicking **Submit**, the student record is created.

Note: It is important that new students only register one time in the system. If a student forgets his/her user ID or password, he or she can retrieve the password through an automated email or

the student should contact the Express administrator and NOT create another new account in the system. Also note that email password reset will soon be available on the site.

Editing a Student Record

To edit a student record

- 1. On the People tab, click Manage Students. The Manage Students page appears.
- 2. Enter the search criteria. You may search for students by last, first, and middle names, user ID(s), and status. There is no minimum number of characters you must enter into a search field. To narrow search results, simply enter more characters in a search field. You may also enter more than one user ID by separating each with a comma.
- 3. Click **Search**. The page refreshes, displaying matching search results.
- 4. Click the name link of the desired student. The Manage a Student page appears.
- 5. Make the desired changes.
- 6. Click **Save** to save the edits or click **Save and Add Another** if you wish to add another student.

Note: By default, you cannot edit the student's user ID. Also, passwords are always encrypted. You cannot view a student's password but can reset a new password.

Inactivating a Student

If a student leaves your employ or is no longer required to complete the NRP Examination, the student must be inactivated in the system.

Inactivating a student records **does not** automatically delete an associated administrator record.

Note: Student records cannot be deleted.

To inactivate a student

- 1. On the People tab, click Manage Students. The Manage Students page appears.
- 2. Enter the search criteria. You may search for students by last, first, and middle names, user ID(s), and status. There is no minimum number of characters you must enter into a search field. To narrow search results, simply enter more characters in a search field. You may also enter more than one user ID by separating each with a comma.
- 3. Click **Search**. The page refreshes, displaying matching search results.
- 4. Click the name link of the desired student. The **Manage a Student** page appears.
- 5. Clear the **Allow this student to access the system** check box.
- 6. Click **Save** to save your changes to the student's record. The student will no longer have access to the Express site.

Note: If you choose to reactivate the student at a later date, you may do so by searching for the student record using the **Inactivated** search filter, clicking on the student's name from the search return, checking the **Allow this student to access the system** check box and clicking **Save**. The student will once again have access to the system.

Important Note about CE Credit

The NRP Examination provides continuing education (CE) credit to four disciplines:

- Nursing
- Respiratory Therapists
- Physicians
- EMTs

Students must enter their discipline and license information into the system to receive the CE certificate for which they qualify. Students may print a general CE certificate if your discipline is not listed. Detailed instructions on entering discipline and license information can be found in the Student Guide: Completing the American Academy of Pediatrics NRP^{TM} Online Examination, 6th Edition.

Managing Administrators

You can add and manage other administrators in your Express site who can review student records and assign the NRP Examination to students.

Administrator Roles

There are two available administrator roles in your Express site: Express Administrator and Express Administrator – View Only.

- The Express Administrator has access to all features and functions within the Express site.
- The Express Administrator View Only can only view Express data, including reports.

Adding an Administrator

Note: If the person you wish to add as an administrator is also a student in the system, use the **Promote to Administrator** feature from the student record. Do not use **Add an Administrator**; this feature is used to create an administrator record for someone who is not a student in the system.

To promote a student to an administrator

- 1. Click Manage Students.
- 2. Search for the student record.
- 3. Click **Promote to Administrator**. The **Manage an Administrator** page appears. Information, including user ID and password are auto-populated to the administrator record fields.
- 4. Enter the email address (mandatory field for administrators).
- 5. In the Roles box, select Express Administrator or Express Administrator View Only.
- 6. In the **Affiliations** box, select either **Entire Institution** or **Departments**. If you select **Departments**, you must indicate which departments the administrator can have access to by selecting the check box to the left of the selected department name(s).

Note: Select entire institution unless you have added more departments to your Express site. See Managing Departments above.

7. Click Save.

To add an outside administrator

- 1. From the **People** tab, click **Add an Administrator**. The **Manage an Administrator** page appears.
- 2. In the Last Name box, enter the administrator's last name.
- 3. In the **First Name** box, enter the administrator's first name.
- 4. In the Middle Name box, enter the administrator's middle name, if desired.
- 5. In the **User ID** box, enter a user ID.

- 6. In the **Password** box, enter a password.
- 7. In the **Confirm Password** box, type the password exactly as you did in the **Password** box.
- 8. In the **Password Reminder** box, enter a password reminder.
- 9. In the **Email** box, enter the administrator's email address.
- 10. In the **Time Zone** list, select the administrator's time zone.
- 11. In the Roles box, select Express Administrator or Express Administrator View Only.
- 12. In the **Affiliations** box, select either **Entire Institution** or **Departments**. If you select **Departments**, you must indicate which departments the administrator can have access to by selecting the check box to the left of the selected department name(s).

Note: Select entire institution unless you have added more departments to your Express site. See Managing Departments below.

13. Click **Save** or **Save and Add Another** if you wish to save this administrator record and add another.

Editing an Administrator

To edit an administrator

- 1. From the **People** tab, click **Manage Administrators**.
- 2. Search for the administrator you wish to manage.
- 3. Click the name link of the administrator from the search return. The **Manage an Administrator** page appears.
- 4. Make the desired edits.
- 5. Click Save.

Deleting an Administrator

To delete an administrator

Note: Deleting an administrator does not inactivate an associated student record.

- 1. From the **People** tab, click **Manage Administrators**.
- 2. Search for the administrator you wish to delete.
- 3. Click the name link of the administrator from the search return. The **Manage an Administrator** page appears.
- 4. Click **Delete**. A confirmation prompt appears.
- 5. Click **OK**.

Managing Departments

Your Express site includes one department: Other. All students can be associated with that single department, or if you choose, you can add more departments to your site and associate students with different departments.

Adding a Department

To add a department

- 1. On the **Tools** tab, click **Add a Department**. The **Add a Department** page appears.
- 2. In the **Code** box, enter the department code.
- 3. In the **Name** box, enter the department name.

Note: It is not necessary to enter both a code and name. One or both will fulfill the data requirement for this page.

Tip: To avoid duplication, you may start by reviewing your current department listing by clicking **Manage Departments** and then adding a new department from there. While the system will not accept exact duplicates, slight variations in the department code or name would be accepted and may result in the same department having two records within the system. For example: Code 0123-ER and Code 123-ED could be the same department duplicated in the HLC.

- 4. If you wish to include the department address, select the Include **Address Information** check box. The page will refresh, allowing you to enter address information.
- 5. Click **Save** or **Save** and **Add Another** if you wish to add another department.

Editing a Department

To edit a department

- 1. From the **Tools** tab, click **Manage Departments**.
- 2. Search for the department that you want to edit.
- 3. From the search results, click the name of the desired department. The **Edit a Department** page appears.
- 4. Edit department information or address information.
- 5. Click **Save** or **Save and Add Another** if you wish to add another department. Any changes made to the department code or name will appear wherever the department is referenced (such as on student records).

Deleting a Department

To delete a department

- 1. From the **Tools** tab, click **Manage Departments**.
- 2. Search for the department that you want to delete.
- 3. From the search results, click the name of the desired department. The **Edit a Department** page appears.
- 4. Click **Delete**. A confirmation prompt appears.

Note: Departments with associated students cannot be deleted from the system; the **Delete** button will be disabled. All associations must be removed first. To view associations prior to attempting to delete a department, run the Department Utilization report.

5. Click **OK** to delete the department.

Delivering the NRP Exam

Overview of the NRP Examination

The NRP Examination is available in your Express site as a course. A course is a group of one or more learning activities delivered to a student. In the case of the NRP Examination, there are several learning activities within the course, including a course attachment document that provides students with instructions on completing the examination, and the examination itself. Mandatory learning activities are marked with an orange asterisk.

Remember: With the 6^{th} edition Neonatal Resuscitation Program, completion of the NRP examination does not result in NRP course completion. Instead, the examination is a prerequisite for attending the instructor-led NRP course that must be completed to fulfill program requirements. The NRP Provider course completion card is valid for two years.

Per AAP requirements, there is a 14 day window in which the student must take the exam once they have begun the exam. Once the exam is passed, the student has 30 days to take their NRP live course. For example:

A student's Provider card will expire on July 1, 2011. The student registers for an AAP instructor-led course being held on June 15.

The student must complete the NRPTM Online Examination, 6th Edition no earlier than May 15th in order to complete the instructor-led course within the 30 day limit.

The student will be responsible for providing the NRP instructor with documentation that the NRP Examination was completed within the stated 30 day window. Students can view and print an examination verification from the **My Transcripts** tab in the Express site that includes the date on which the examination was successfully completed

Delivering the NRP Examination via HealthStream Express

There are two ways in which a student can access and complete the NRP Examination through Express:

Student Self-enrollment - By allowing students to self-enroll, they can access the NRP Examination from the **Catalog** tab when logged in as a student and begin the examination. Instructions for self-enrollment can be found in the *Student Guide: Completing the American Academy of Pediatrics NRP™ Online Examination, 6th Edition.*

Assignment by an Express administrator – If you choose, you may use the Express assignment functionality to create an NRP Examination assignment. The assignment will appear on the student's **My Learning** page, with a specific due date noted on the page.

To create an NRP Exam course assignment

- 1. Click the **Education** tab.
- 2. Click Add an Individual Assignment.
- 3. Search for the student to whom you wish to assign the NRP Examination.
- 4. Click the **Assignments** link in the left-hand navigation pane of the student record.
- 5. Click **Add an Individual Assignment**. The **Add an Assignment** page appears.
- 6. Enter the assignment name.
- 7. Enter a description of the assignment.
- 8. Click Select.
- 9. Click the Search icon to display the **NRP Examination** within the search return.
- 10. Select the check box to the left of the course name, and click **Select**.
- 11. The **Effective Date** defaults to the date that you are creating the assignment. This is the date the assignment begins, and the system begins looking for assignment completion.
- 12. The **Start Date** defaults to the day after the assignment is created. This is the date that the student will see the assigned examination on the **My Learning** page. If you choose, you can back-date the **Start Date** to the same date as the **Effective Date** (so that the student will see the assignment immediately) or you can forward date the **Start Date** to the date that you wish the assignment to appear.
- 13. Enter an **End Date** if you wish to end the assignment on a specified date.
- 14. Select One-time Assignment.
- 15. Enter a due date for the assignment, using the calendar tool to the right of the **Due Date** field.
- 16. Click **Save**. The assigned NRP Examination will appear on the student's **My Learning** page on the start date with the selected due date displayed.

Notes about assignment timing:

Once the assignment start date arrives, the assignment timing and type cannot be edited, except for the end date field.

If the student fails to complete the assigned NRP examination by the specified due date, the assignment will remain on the student's **My Learning** page and the due date will display in red (as past due).

If you add an end date to the assignment and the student has not started the assigned examination by the end date (in other words, the course remains in **Assigned** status on the **My Learning** page) the assignment is removed.

If you add an end date to the assignment and the student has started but not completed the examination by the end date, the examination will move from **Assigned Learning** to **Elective Learning** on the **My Learning** page, but can still be completed by the student.

Do not use a relative due date when making an NRP Examination assignment, unless you are certain that there is a correlation between the student's hire/re-hire date and the date on which the examination must be completed.

Do not use a recurring assignment. Since the examination must be scheduled to coincide with completion of the AAP instructor-led course, an appropriate recurring schedule cannot be predicted in advance.

Deleting an assignment deletes all assignment-related report data found on the Student Assignment Completion Report.

Helping Students Access the Exam

Once you have chosen your delivery method, you should notify your students that they can begin completing the exam.

Both methods for accessing the course – whether by assignment or by self-enrollment – are covered in detail in the *Using HealthStream Express: Exam Enrollment Options* section of the **Student Guide: Completing the American Academy of Pediatrics NRP**TM **Online Examination, 6**th **Edition.**

After Completing the Exam

After the online examination is complete, the student receives a verification of completion delineating which lessons have been successfully completed and the date of completion. The verification of completion is valid for admission into an NRP course for 30 days after completion.

If 30 days pass after completion of the online examination without completion of the NRP Provider course, the online exam becomes invalid. The exam fee is not refundable.

Note: The 30 days start on the day that the learner takes the examination the first time.

Running Reports

There are several reports that you can use to manage your HealthStream Express site and monitor student completions. The information below provides step-by-step instructions for running available reports.

Scheduling Reports

Many of the reports available in your HealthStream Express site can be scheduled to run at predetermined intervals if desired. Scheduling is available after the report has been configured and generated.

Important Note: If you search for and select specific students for the report and use the current report configuration for future scheduled reports, only those students selected in the original configuration will be included.

To schedule a report

- 1. Configure the report and click **Continue** to generate it.
- 2. The report opens in a new browser window. Confirm that you have received the desired results. The report configuration page remains open in the previous browser window.
- 3. Return to the report configuration window. A **Schedule this Report** link appears on the report configuration screen.
- 4. Click **Schedule this Report**. The **Scheduling** page appears.
- 5. In the **Request Name** box, the request name defaults to the name of the report and date and time it was created. You may want to change to a simpler or more familiar name. For example, Monthly NRP Completion Report.
- 6. In the **E-mail Address** box, change the address that appears or add additional addresses separated by semicolons. The default e-mail address is that of the administrator currently logged into the Express site.
 - **Note:** By default, e-mail recipients of reports are not required to have an account or login in to view reports for which they are listed as recipients. If you wish to require recipients to log into the HLC to access reports, you can enable the Report Security option.
- 7. In the **Report Format** list, select the desired format.
- 8. Choose how frequently the report will run (**Daily**, **Weekly**, **Monthly**, or **Quarterly**). **Note:** Quarters are defined as calendar quarters.

If you choose **Weekly**, select the day or days of the week on which you want the report to run. If you choose **Monthly** or **Quarterly**, select whether you want the report to run on the first or last day of the month or quarter, or enter the specific day of the month or quarter in the appropriate box.

9. In the **Schedule Start Date** and **Schedule End Date** boxes, enter the duration of the scheduled report. The default duration is **30 days**.

Tip: You can also click **311** to select the dates.

10. Click **Save**. The report will be accessible from the Request Manager under Scheduled Tasks at the interval determined by the schedule selected above. Report data remain available within the Request Manager for 14 days.

Student and Group Transcript Report

The Student and Group Transcript report allows you to view students' transcripts of NRP™ Online Examination, 6th Edition completions.

To run this report

1. On the Reports tab, click Student and Group Transcript Report.

Tip: This report is also accessible by clicking **My Transcript** from the left-hand navigation tree of a student's **General Information** page. Click **Customize & Print** from the student's transcript to configure and run this report.

- 2. In Report View, click Completion Date or Completion Name (Alphabetical).
- 3. In the **Date Range** list, select the range of dates that you want to use in the report. You can select the date range from the list, or enter the dates in the **From** and **Through** boxes. The default is **Last 12 Months**.

Tip: You can also click **311** to select the dates.

- 4. In **Students**, select the **Report on All Active Students** check box if you want the report to include all active students within your Express site, or click **Search for Students** to search for and select specific students. You cannot search by student groups for your Express site.
 - **Note:** If you search for and select specific students for the report and use the current report configuration for future scheduled reports, only those students selected in the original configuration will be included.
- 5. In **Completions To Include**, click **All**, **Assigned only**, or **Elective only**. Learning Events are not available in your Express site.
- 6. Click **Show Additional Options** if you wish to further define your report configuration; otherwise, proceed to step 11. If you choose to add additional criteria, the **Student and Group Transcript** report page refreshes to include additional fields.
- 7. In **Student Demographics**, select the check boxes next to the desired options:

Include Student User ID

Include Job Title (only one default job title is available in your Express site)

Include Job Category (not available in your Express site)

Include Department

Include Hire/Re-hire Date

Include Active Date

Include Review Date

8. In **Transcript Data Options**, select the check boxes next to the desired options:

Include Estimated Time (selected by default)

Include Time with Completion Date

Include Course Score

Learning Event Comments (not available with your Express site)

Include Failed Courses

Note: Learning events are not available in your Express site.

- 9. In **Sort Students By**, select **Student Name** or **Department**.
- 10. Click **Continue**. The report will open in a secondary window.

The report can now be scheduled if desired.

Student Assignment Completion Report

The Student Assignment Completion Report allows you to view students' status relative to an assigned NRP examination.

To create the report

1. On the **Reports** tab, click **Student Assignment Completion**. The **Student Assignment Completion** page appears.

Tip: This report is also accessible by clicking **Student Assignment Report** from the left-hand navigation tree of a student's **General Information** page

2. Click **Search for Students** to select one or more students for the report.

Note: If you search for and select specific students for the report and use the current report configuration for future scheduled reports, only those students selected in the original configuration will be included.

- 3. In Score Not Yet Due As, select Not Yet Due, Completed On Time, Delinquent, or Not Scored.
- 4. In the **Due Date Range** box, select the range of due dates of the examinations you want to use in the report. You can select the date range from the list, or enter the dates in the **From** and **Through** boxes. The report will look for instances of the examination with due dates within this range, inclusive of the specified dates. The default is **Last 12 Months**.

Tip: You can also click 311 to select the dates.

- 5. In **Presentation**, select **Standard Report** or **Data Tables Only (no headers)**. **Standard Report** includes report headers. **Data Tables Only (no headers)** includes the tabled data and is suitable for use in spreadsheet and database applications.
- 6. In **Display Options**, select the **Include User ID** and/or **Include Job Title** check boxes. **Note:** There is only one default job title in your Express site.
- 7. Click **Continue**. The report appears in a new window. Student status will display as follows:

Not Yet Due

Completed on Time

Completed Late

Past Due (assignment is still available for completion)

Delinquent (assignment is no longer available for assignment completion)

This report can now be scheduled.

Course Completion Drill-through Report

The Course Completion Drill-through report lists students who have either completed or not completed the NRP Examination, or lists all students regardless of their completion status. This includes any assigned or elective instances of the learning items selected. The data can be based upon all completion types or filtered to assigned completions or elective completions.

Note: The report cannot show students who are incomplete for assigned learning. To report on students who are incomplete for assignments, use the Student Assignment Completion Report.

To create the report

- On the Reports tab, click Course Completion Drill-Through. The Course Completion Drill-Through page appears.
- 2. In Students to Include, select All Selected Students, Students with Completions only, or Incomplete Students only.
- 3. In Learning to Include, select All Learning, Assigned Learning only, or Elective Learning only.
 - **Note:** When you select **Assigned Learning only** or **Elective Learning only**, the **Students to Include** setting is set to **Students with Completions only**.
- 4. In the Completion Date Range list, select the range of dates that you want to use in the report, or enter the months in the From and Through boxes. The default is Last 12 Months. The report will look for instances of the NRP Examination that were completed within this range.
 - Tip: You can also click **311** to select the dates.
- 5. In **Report Size**, select **Complete Report** or **Summary Only**. The summary produces the top-level page of the report only.
- 6. In Learning, select the Report on All Learning check box. Your Express site only includes the NRP Examination, so that is the only learning that will be available to the report. Do not click Select Learning from an Assignment. This feature is not available in your Express site. You are returned to the Course Completion Drill-Through page with the NRP Examination in the Learning box.
- 7. In **Students**, select the **Report on All Active Students** check box if you want the report to include all active students within the Express site, or click **Search for Students** to search for and select specific students. Do not click **Select a Student Group**. This feature is not

available in your Express site. You are returned to the **Course Completion – Drill-Through** page with the students that you selected in the **Students** box.

Note: You may include inactive students by using search criteria.

Note: If you search for and select specific students for the report and use the current report configuration for future scheduled reports, only those students selected in the original configuration will be included.

- 8. In **Presentation**, select **Standard Report** or **Data Tables Only (no headers)**. **Standard Report** includes report headers. **Data Tables Only (no headers)** includes the tabled data and is suitable for use in spreadsheet and database applications.
- 9. In **Display Criteria**, select **Summary** or **Detailed Appendix**.
- 10. In **Display Options**, select the **Include Student User ID** check box if you want to include the user ID in the report.
- 11. In **Sort Department Detail By**, select **Student Name**, **Job Title**, or **Completion Date**. **Note:** There is only one default job title in your Express site.
- 12. In the Sort Course Detail By, select Student Name or Completion Date.
- 13. Click **Continue**. The report appears in a new window.

The report can now be scheduled.

Course Completion Schedulable Report

The Course Completion – Schedulable report lists students who have completed the NRP Examination or lists all students regardless of their completion status. This includes any assigned or elective instances of the examination. The data can be based upon all completion types or filtered to assigned or elective completions.

To create the report

- On the Reports tab, click Course Completion Schedulable. The Course Completion Schedulable page appears.
- 2. In the **Report Order** list, select the order in which you want the data to appear in the report.
- 3. In Students to Include, select All Selected Students, Students with completions only, or Incomplete Students only.
- 4. In Completion Types, select All Courses, Assigned Learning only, or Elective Learning only.

 Note: When you select Assigned Learning only or Elective Learning only, the Students to Include setting is set to Show only those with completions.
- In the Completion Date Range list, select the range of dates that you want to use in the report, or enter the months in the From and Through boxes. The default is Current Year.
 The report will look for instances of the examination that were completed within this range.
- 6. In Courses, click Search for Courses to search for and select the NRP™ Online Examination, 6th Edition. Do not choose Select Courses and Students from an Assignment to search for

- and include all examinations within a specified assignment. This feature is not available in your Express site.
- 7. In **Students**, select the **Report on All Active Students** check box if you want the report to include all active students or click **Search for Students** to search for and select specific students. Do not click **Select a Student Group to search for and include a student group**. This feature is not available in your Express site.

Note: If you search for and select specific students for the report and use the current report configuration for future scheduled reports, only those students selected in the original configuration will be included.

Note: You may include inactive students by using search criteria.

- 8. In **Display Options**, select the **Include Student User ID** check box if you want to include the user ID in the report.
- 9. In **Format Options**, select **Include Page Break** after each group if you want a page break between groups.
- 10. Click **Continue**. The report appears in a new window.

The report can now be scheduled.

Failed Courses Report

The Failed Courses report provides a view of all students who have failed the NRP Examination.

To create the report

- 1. On the **Reports** tab, click **Failed Courses**. The **Failed Courses** page appears.
- 2. In **Report Focus**, select **Courses** or **Departments**. If you select **Courses**, students are listed per examination. If you select **Departments**, students are listed by department with their respective examination.
- 3. In **Failed Date Range**, in the **From** and **Through** boxes, enter the dates for which you want to generate the report. The report will look for all instances of failures that occurred within this date range for the NRP examination.

Tip: You can also click 311 to select the dates.

- 4. In **Courses**, click **Search for Courses** to search for and select the NRP Examination. Do not click **Select Courses and Students from an Assignment**. This feature is not available in your Express site.
- 5. In **Students**, click **Search for Students** to search for and select specific students. Do not click **Select a Student Group**. This feature is not available in your Express site.

Note: You may include inactive students by using search criteria.

- 6 In **Presentation**, select **Standard Report** or **Data Tables Only (no headers)**. **Standard Report** includes report headers. **Data Tables Only (no headers)** includes the tabled data and is suitable for use in spreadsheet and database applications.
- 7. In **Display Criteria**, select **Summary** or **Detailed Appendix**.

- 8. In **Display Options**, select the **Include User ID** check box if you want to include the user ID on the report.
- 9. Click **Continue**. The report appears in a new window.

The report can now be scheduled.

Department Listing Report

The Department Listing report allows you to view all departments within your Express site.

To create the report

- 1. On the **Reports** tab, click **Department Listing**. The **Department Listing** page appears.
- 2. In **Sort By**, select **Department Code** or **Department Name**.
- 3. Click **Continue**. The report appears in a new window.

The report can now be scheduled.

Department Utilization Report

The Department Utilization report allows you to view selected departments and their associated students, if you choose to add more than one department to your Express site.

Tip: If you're unable to delete a department, this report will show you where the department is still in use. A department must be disassociated with all students before it can be deleted.

To create the report

- 1. On the **Reports** tab, click **Department Utilization**. The **Department Utilization** page appears.
- 2. In the **Department** list, select a department for the report.
- 3. In **Administrators**, clear the **Include Department-Specific Administrators** check box if you do not want the report data to include department administrators.

Note: Your Express site does not include department-specific administrators.

 In Students, clear the Include Students in selected Job Title, Include User ID, and/or Include Department check boxes for those options you do not want the report data to include.

Note: Your Express site only includes one default job title.

- 5. In **Students to Include**, select **All**, **Active Only**, or **Inactive Only**. The default is **All**.
- 6. In **Sort Students By**, select **Student Name**, **User ID**, or **Job Title**. The default is **Student Name**.

Note: Your Express site only includes one default job title.

7. Clear the **Include Assignments for Selected Department** check box. Your Express site does not include the Group Assignments feature.

- 8. Clear the **Include Student Groups with Selected** check box. This feature is not included in your Express site.
- 9. Clear the **Student Group to Include** check box. This feature is not included in your Express site.
- 10. Clear the Include Courses, Curricula or Equivalents Published to Selected Department check box. This feature is not included in your Express site.
- 11. Clear the **Include Annotations made for Selected Department** check box. This feature is not included in your Express site.
- 12. Clear the **Include Classes with Selected Department** check. This feature is not included in your Express site.
- 13. Clear the **Include Forms with Selected Department** check box. This feature is not included in your Express site.
- 14. Click **Continue**. The report appears in a new window.

The report can now be scheduled.

Additional Resources

HealthStream Help

To access additional HealthStream Express Help documentation, click the Help icon in the upper right-hand corner of any page in Express. Depending on which page you are on when you access the Help, a topic relevant to where you are in the platform will display.

When accessing Help from the Help icon, click the **Show** link in the upper left-hand corner to display the Help navigation tree.

Note: The Help system covers all features and functions available in the HealthStream Learning Center, not just those that are used for delivery of the NRP $^{\text{M}}$ Online Examination, 6th Edition.

HealthStream Express for NRP Webinars

Two pre-recorded training sessions are available for administrators who wish to learn about using HealthStream Express to deliver the NRP™ Online Examination, 6th Edition:

- Using HealthStream Express: Administrator Functionality Overview
- Using HealthStream Express: Student Functionality Overview

Student Guide: Completing the American Academy of Pediatrics NRPTM Online Examination, 6th Edition

Please direct your students to the Student Guide for the information about the role of the NRPTM Online Examination, 6th Edition, as well as how it can be accessed through HealthStream Express. The guide also covers basic student use of the HealthStream Express platform.

The Student Guide is available in the following locations:

- In the APP NRP Exam chapter of the HealthStream Help system. (Click the Show link to access the Table of Contents.)
- In the welcome email sent to you by your HealthStream Implementation Manager.
- At www.aap/org/nrp/exam.

HealthStream Customer Support

If at any time you have a question or support issue, please contact HealthStream Customer Support at 1-800-521-0574.