HealthStream Assess – Level 1
Administrator Guide

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Overview

HealthStream Assess – Level 1 allows managers to quickly assign knowledge assessments and skills self-assessments based on profession (e.g. Registered Nurse) and specialty (e.g. Emergency). Students access their assessment assignments from the *To-do* page, and view finished assessments from the *Completed* page. Managers are be able to view full assessment results which include raw score, percentile ranking, and benchmarking for the completed assessments. The knowledge assessment results are broken out by category, and include feedback for additional development based on questions answered incorrectly. The skills self-assessments report highlights skills where a clinician self-reports that they have no experience, allowing these skills to be easily identified during orientation.
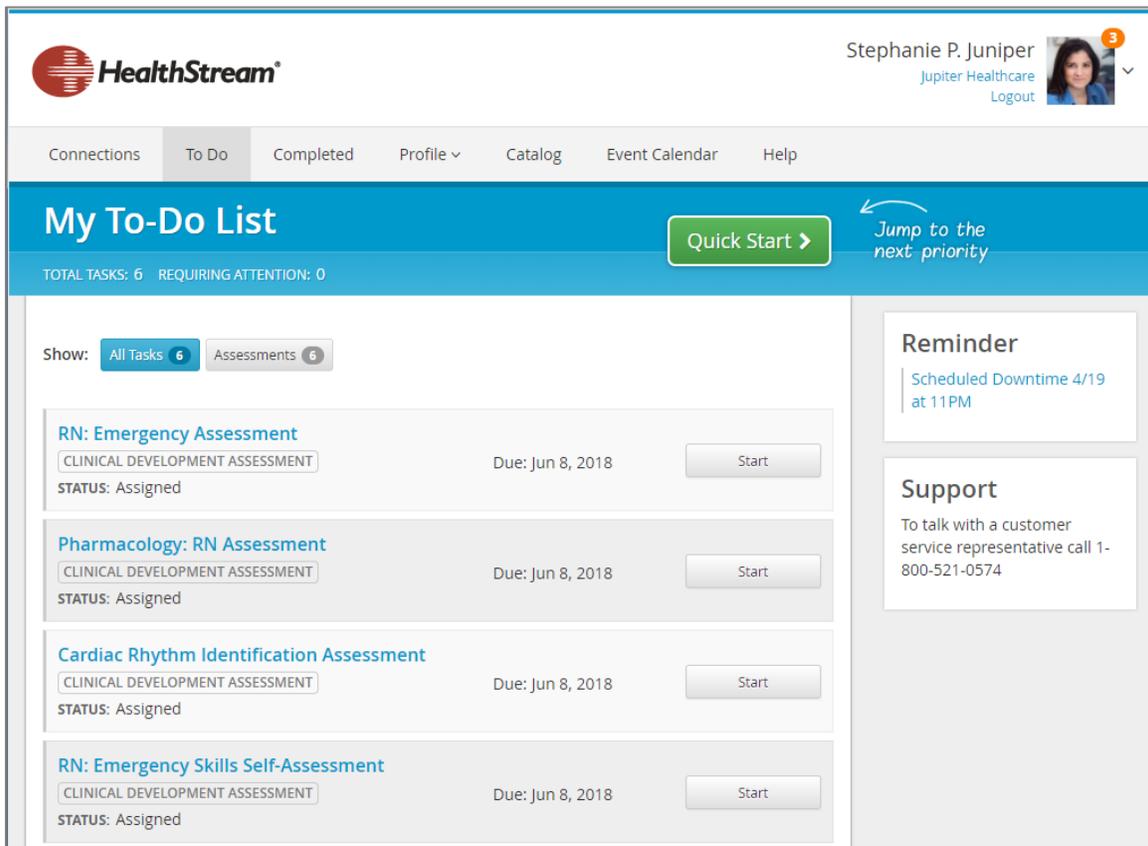
Customer Support

For customer support using HealthStream Assess, call us Monday – Friday 7:00A – 7:00P Central Time at **800-521-0574** or email us at customer.service@healthstream.com.

Accessing HealthStream Assess

Student Access

Students access their assessment assignments from their *To-Do* page (Figure 1). To start an assessment, they click on the "Start" button on the right side of the slat for the assessment they wish to complete. Upon completion of an assessment, it will display on their *Completed* page.

Figure 1

Administrator/Manager Access

Administrators and Managers can access HealthStream Assess by going to the URL provided to them by HealthStream. This URL is usually in the following format - https://www.healthstream.com/hlc/CustomerName. If you are a current HealthStream Learning Center customer, you will see the option to access HealthStream Assess from the selector box (Figure 2). Choose "Assess Administration Page" then click the "Login" button.
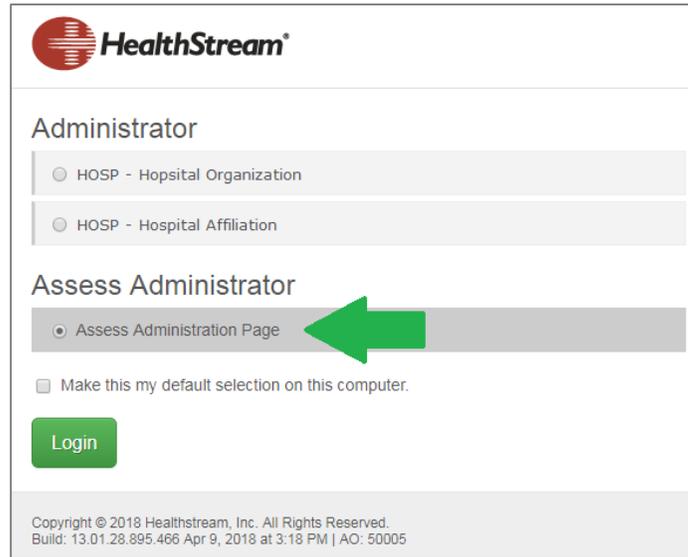
Figure 2

If you are not a HealthStream Learning Center customer, then you will not see the selector box, and will be taken directly to the HealthStream Assess Administrator home page (Figure 3).
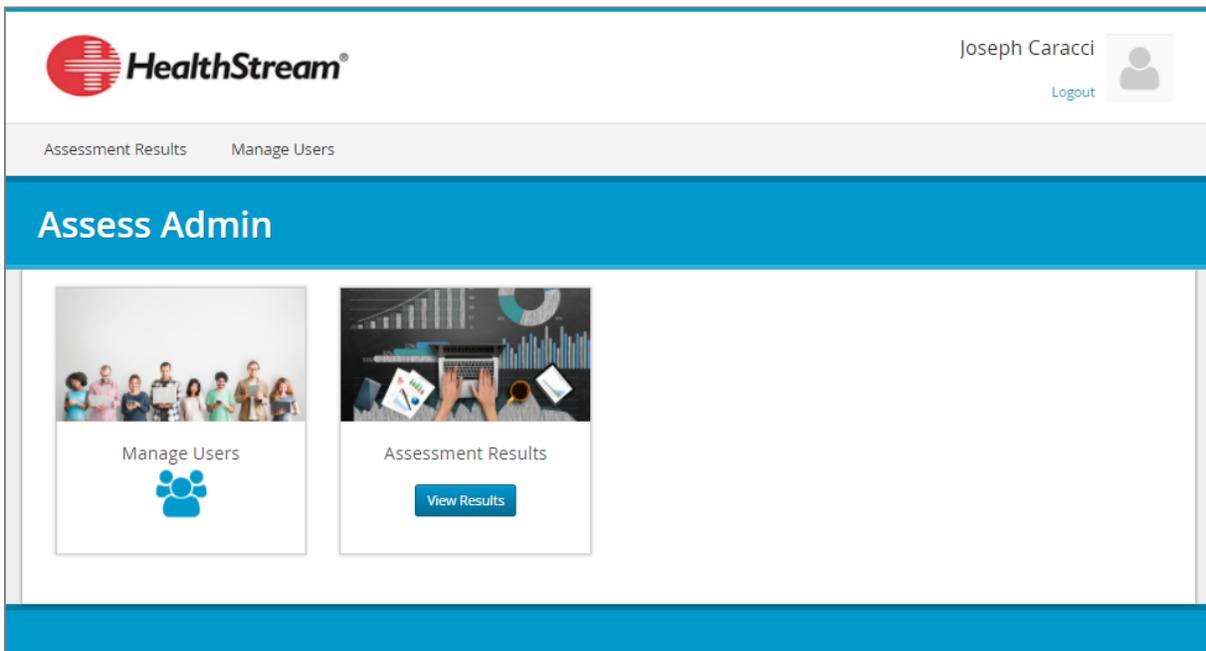

Figure 3

From the HealthStream Assess Administrator home page, you can navigate the site using the top horizontal navigation bar, or the cards on the home page.

Manage Users

To manage which users have access your HealthStream Assess site, you can either click on "Manage Users" from the top horizontal menu, or hover over the "Manage Users" card, then click on "Edit Users" to arrive at the main user management page (Figure 4). This page will display all Users that can access HealthStream Assess.
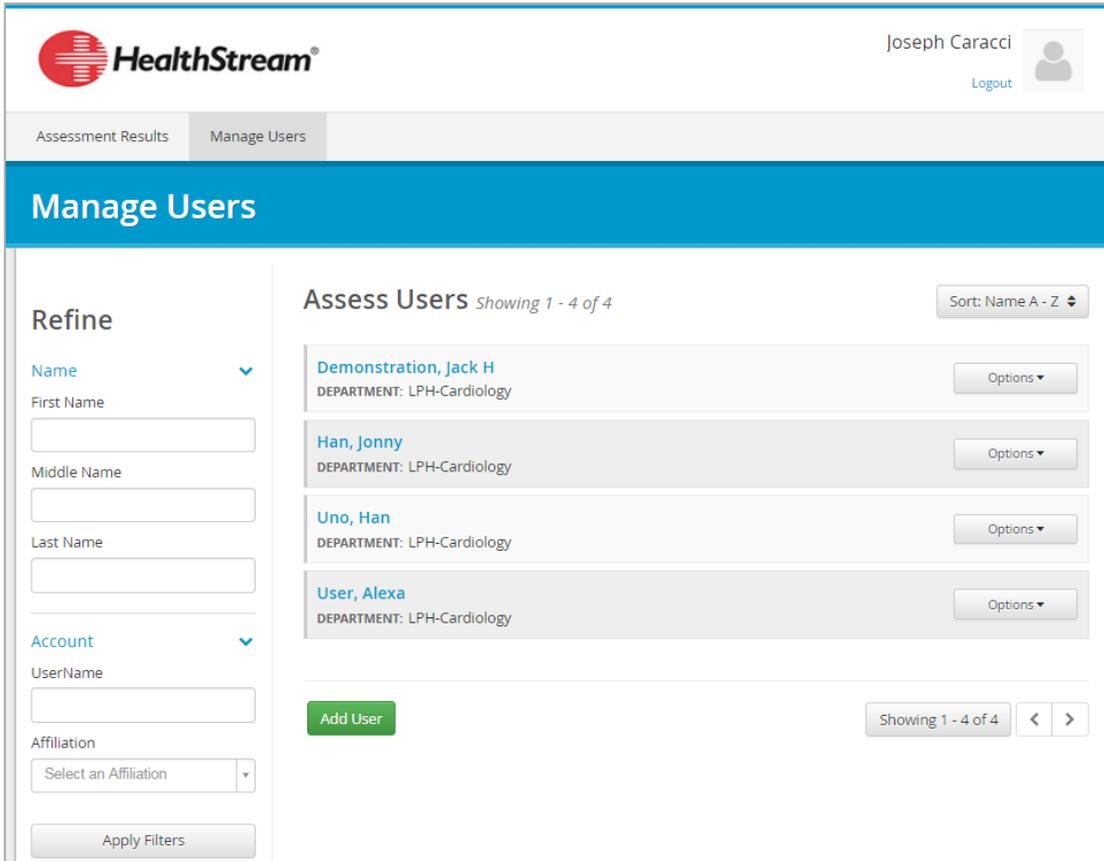
Figure 4

The main panel shows all of the users already registered in the system. Admin users have permission to view and edit all user accounts. To change the order in which the results are displayed, you can use the "Sort" drop-down in the upper right corner about the users' data grid. By default, the users are sorted alphabetically by their last name. To refine the users displayed, use the filters on the left side of the screen. Enter in your filter criteria (e.g. First Name, Middle Name, Last Name, and/or Username) then click the "Apply Filters" button. Depending on your level of access, you may also be able to filter by Affiliation and/or Department.

Edit a User / Reset Password

Next to each user account, there is an "Options" button that allows you to edit their account information, or to reset their password (Figure 5).

Figure 5

When "Reset Password" is chosen, you will be asked to enter a temporary password for the user. Upon the user's next login, they will be prompted to create a new password. When "Edit User" is chosen, you will be taken to the edit user page (Figure 6).
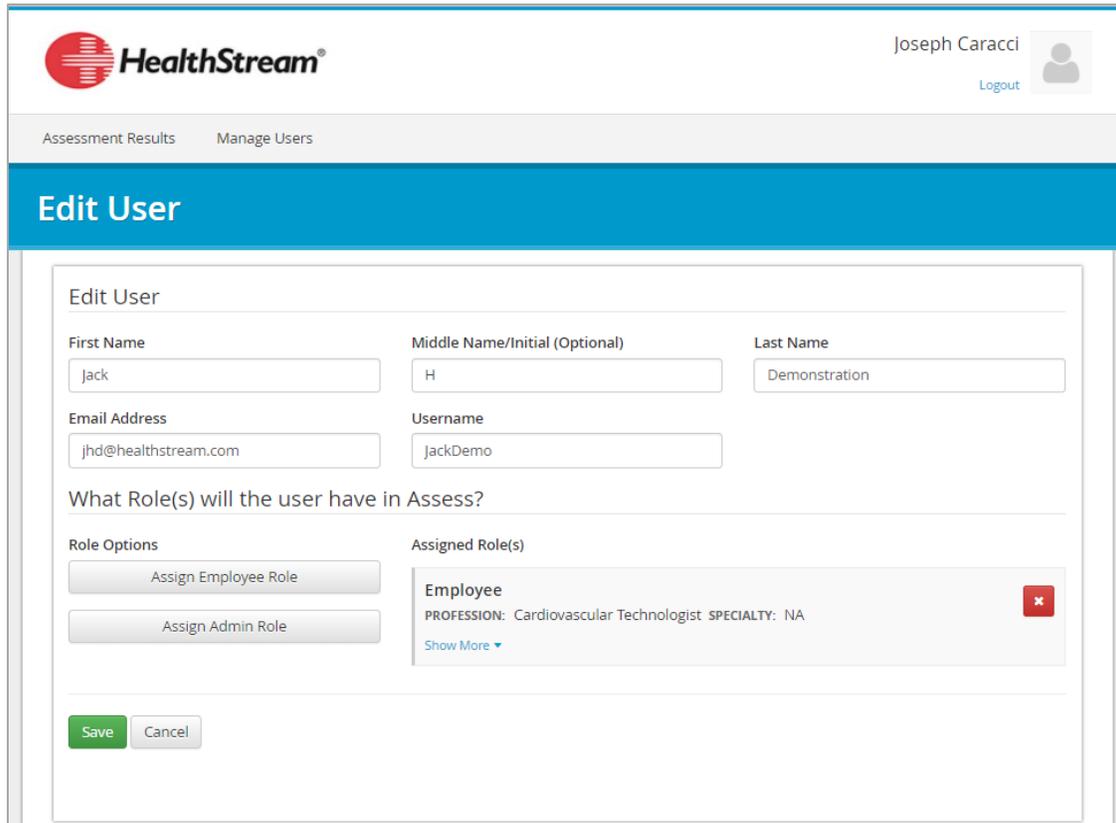
Figure 6

From this screen, you can edit the user's first name, middle name, last name, email address, and username. You can also add and remove roles. Please see the *Security Roles* section on page 13 of this document for a detailed description of security access. To save your changes, be sure to click on the "Save" button in the bottom left corner. To exit without saving the changes, click on the "Cancel" button.

Add User

To provide a new user access to your HealthStream Assess site, click on the "Add User" button on the main *Manage Users* page (Figure 4). If you are a HealthStream Learning Center customer, you will see a list of users that have access to your HealthStream Learning Center site (Figure 7). To add them as users to HealthStream Assess, select them from the list, then click the "Add Selected Users" button.

Figure 7

Just like the *Manage Users* page, you can also sort and filter the results to find the user you are looking for. If the user you want to add is not in the list, then click on the "Create New User" button (Figure 7) at the bottom of the page. This will take you to the *Create New User* page (Figure 8).

Figure 8

Enter the new user's first name, middle name (optional), last name, and email address. Also enter a username and temporary password. The user will be prompted to change their password on initial login. Next, choose either an "Employee" role or "Admin" role. Please see the *Security Roles* section on page 13 of this document for a detailed description of security access. See below for detailed role setup instructions. Once set, click "Save." If creating multiple users, you can choose "Save and Add Another."

Assign Employee Role

If you are assigning an employee role, you will be presented with up to four options to choose from based on your level of access, and the role being selected (Figure 9). If you have access to more than one affiliation, then you will first choose from the affiliations to which you have access, then the affiliation to be assigned to the user. If you are assigned to only one affiliation, then the user being added will automatically be assigned to the same affiliation, and you will not see this drop-down. Next, you will select the user's profession. If you choose "Registered Nurse", then you will be presented with an additional drop-down to choose the user's area of specialty (e.g. Emergency). Finally, if you have access to more than one department within the chosen affiliation, you will also be able to choose from the departments to which you have access, which ones can view this user's assessment results. After making your selections, click on the "Next" button to continue with the user setup.
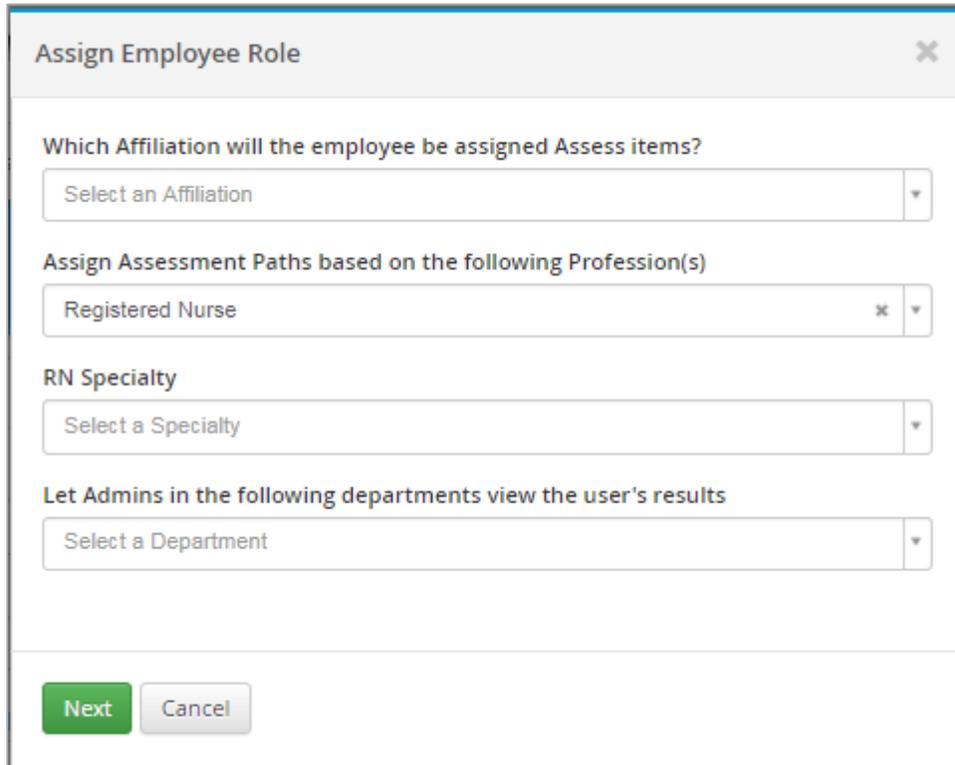
Figure 9

You will then be taken to a screen (Figure 10) that shows you the assessments that will automatically be assigned based on the chosen profession (and specialty-- if Registered Nurse is selected as the Profession). You can review the assessments being assigned, then click on "Apply Role Assessments." Repeat this step if multiple roles are being assigned. Please refer to page 15 to view the pre-configured role-based assessment paths.

Figure 10

Assign Admin Role

If you are assigning an Admin role, you will first need to select whether this user will have affiliation level access or department level access (Figure 11). If you choose affiliation level access, then you will only need to select an affiliation. If you choose department level access, you will first need to select the affiliation, then the department. Repeat this step if assigning Admin access to multiple departments and/or affiliations.

Figure 11

Security Roles

For HealthStream Learning Center customers, your established hierarchy is automatically applied to your HealthStream Assess site. If you are not a HealthStream Learning Center customer, then you will work with the HealthStream Implementations department to set up your hierarchy. HealthStream is able to configure your hierarchy using Organization -> Affiliation -> Department architecture. Figure 12 below depicts an example of this architecture.

Organization
[e.g. Acme Health System]

Affiliation 1
[e.g. ABC Regional Hospital]

Affiliation 2
[e.g. DEF Regional Hospital]

| Department A [e.g. Nursing] | Department B [e.g. Radiology] | Department C [e.g. Therapy] | Department A [e.g. Nursing] | Department B [e.g. Radiology] | Department C [e.g. Therapy] |
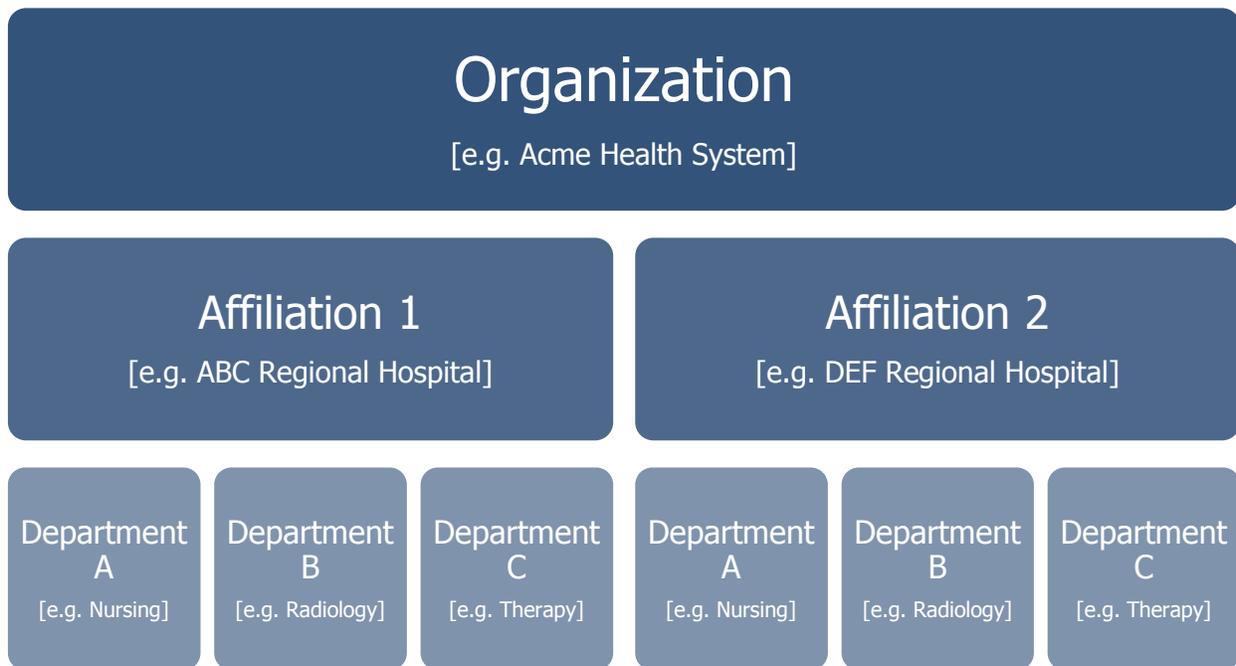
Figure 12

Employee users refers to those users that will be assigned assessments. *Admin users* refers to those users that can view assessment results and create other users. It is possible for a user to have both an Employee role and an Admin role. For example, a nurse manager may have been assigned an Employee role when working clinical shifts, and now has Admin access after being promoted to a manager.

- A user at the Organization level can be setup by a member of the HealthStream Implementations, Operations, or Support Team. This user has access to view results and create users at every affiliation and department within the organization.

- A user at the Affiliation level can be setup by an Organizational level administrator. This user has access to view results for every department of assigned affiliation(s). This user

can only create department level admin users. Users can be assigned to multiple affiliations by an Organizational level administrator.

- A user at the Department level can be setup by an Organizational or Affiliation level administrator. This user has access to view results for their assigned departments. This user can create "Employee" users, but is not able to create other department administrators.

Privileges	Organizational Level Admin	Affiliation Level Admin	Department Level Admin
Add Organizational Level User	No	No	No
Add Affiliation Level User	Yes	No	No
Add Department Level User	Yes	Yes	No
Add Employee User	Yes	Yes	Yes
View Users	All	Assigned Affiliations	Assigned Departments
View Results	All	Assigned Affiliations	Assigned Departments

Assessment Paths

Employees are automatically assigned content, based on their profession. If the profession is Registered Nurse, then the assignment is also based on specialty area. The table below shows the content assigned based on profession and specialty.

Profession	Specialty	Content
Cardiovascular Technologist	None	Allied: Cardiovascular Technologist Skills Self-Assessment Allied: Cardiovascular Technologist Assessment
Computed Tomography (CT) Technologist	None	Radiology: CT Skills Self-Assessment Radiology: CT Technologist Assessment
Cytotechnologist	None	Lab: Cytotechnologist Skills Self-Assessment Lab: Cytotechnologist Assessment
Sonographer	None	Radiology: Sonographer Skills Self-Assessment Radiology: Sonographer Assessment
Dietitian	None	Allied: Dietician Skills Self-Assessment Allied: Dietician Assessment
Emergency Medical Technician	None	Allied: Emergency Medical Technician Skills Self-Assessment Allied: Emergency Medical Technician Assessment
Histotechnologist	None	Lab: Histotechnologist Skills Self-Assessment Lab: Histotechnologist Assessment
Licensed Practical Nurse	None	LPN: Acute Care Skills Self-Assessment LPN: LPN/LVN Assessment Pharmacology: LPN/LVN Assessment

Magnetic Resonance Imaging Technologist	None	Radiology: MRI Technologist Skills Self-Assessment Radiology: MRI Technologist Assessment
Mammography Technologist	None	Radiology: Mammography Technologist Skills Self-Assessment Radiology: Mammography Technologist Assessment
Medical Laboratory Technician	None	Lab: Medical Lab Technician Skills Self-Assessment Lab: Medical Lab Technician (MLT) Assessment
Medical Technologist	None	Lab: Medical Technologist Skills Self-Assessment Lab: Medical Technologist Assessment
Medical Assistant	None	Allied: Medical Assistant Skills Self-Assessment Allied: Medical Assistant Assessment
Medical Social Worker	None	Allied: Medical Social Worker Skills Self-Assessment Allied: Medical Social Worker Assessment
Nuclear Medicine Technologists	None	Radiology: Nuclear Medicine Technologist Skills Self-Assessment Radiology: Nuclear Medicine Technologist Assessment
Certified Nursing Assistant	None	CNA: Acute Care Skills Self-Assessment CNA: Certified Nursing Assistant Assessment
Registered Nurse	Acute Rehabilitation	RN: Acute Rehabilitation Skills Self-Assessment RN: Acute Rehabilitation Assessment Pharmacology: RN Assessment
Registered Nurse	Behavioral Health	RN: Behavioral Health Skills Self-Assessment RN: Behavioral Health Assessment Pharmacology: RN Assessment

Registered Nurse	Cardiac Catheterization Lab	RN: Cardiac Catheterization Lab Skill Self-Assessment RN: Cardiac Catheterization Lab Assessment Pharmacology: RN Assessment Cardiac Rhythm Identification Assessment
Registered Nurse	Cardiovascular Intensive Care	RN: ICU Cardiovascular Skills Self-Assessment RN: ICU Cardiovascular Assessment Pharmacology: RN Assessment Cardiac Rhythm Identification Assessment
Registered Nurse	Case Management	Allied: Case Manager Assessment RN: Case Manager Skills Self-Assessment
Registered Nurse	Correctional	RN: Corrections Skills Self-Assessment RN: Corrections Assessment Pharmacology: Corrections RN Assessment
Registered Nurse	Dialysis	RN: Hemodialysis Skills Self-Assessment RN: Hemodialysis Assessment Pharmacology: RN Assessment
Registered Nurse	Emergency	RN: Emergency Skills Self-Assessment RN: Emergency Assessment Pharmacology: RN Assessment Cardiac Rhythm Identification Assessment
Registered Nurse	Endoscopy	RN: Endoscopy Skills Self-Assessment RN: Endoscopy Assessment Pharmacology: RN Assessment
Registered Nurse	Home Health Care	RN: Home Health Skills Self-Assessment RN: Home Health Assessment Pharmacology: RN Assessment
Registered Nurse	Labor and Delivery	RN: Labor and Delivery Skills Self-Assessment RN: Labor and Delivery Assessment Pharmacology: RN Assessment Fetal Monitoring Assessment
Registered Nurse	Medical Intensive Care	RN: ICU Medical Skills Self-Assessment RN: ICU Medical Assessment Pharmacology: RN Assessment Cardiac Rhythm Identification Assessment

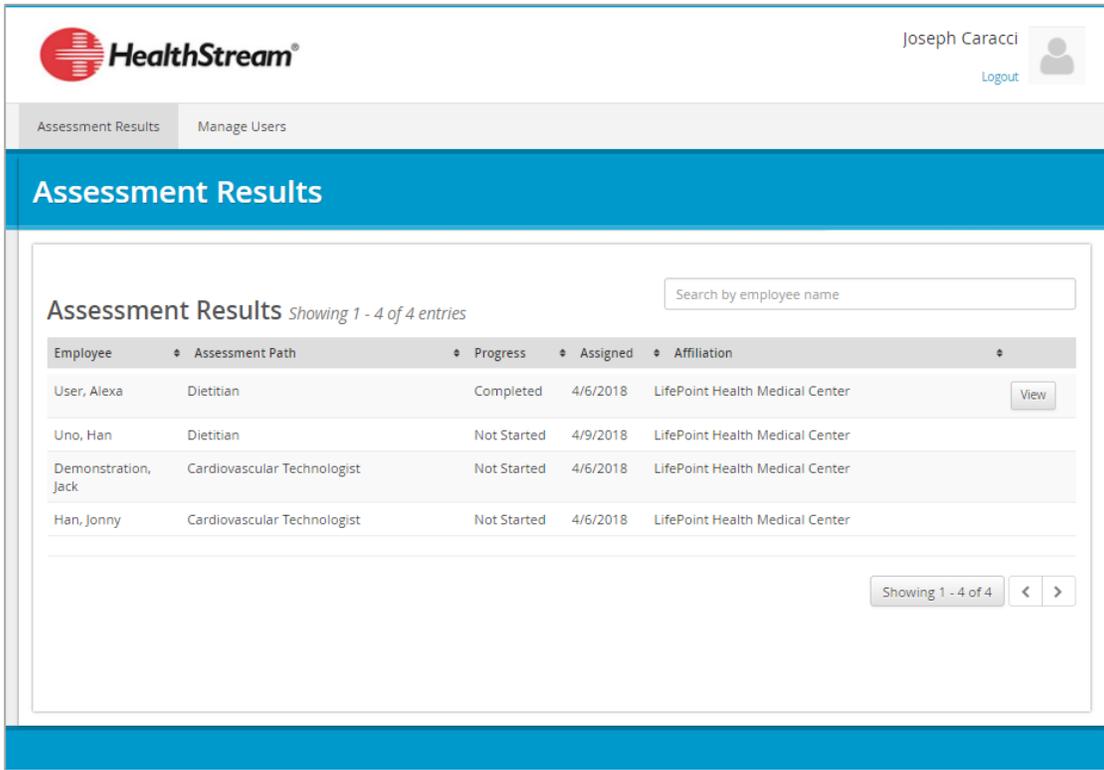| Registered Nurse	Medical Surgical	RN: Medical-Surgical Skills Self-Assessment RN: Medical-Surgical Assessment Pharmacology: RN Assessment
Registered Nurse	Neonatal Intensive Care	RN: ICU Neonatal Skills Self-Assessment RN: ICU Neonatal Assessment Pharmacology: RN Assessment
Registered Nurse	Neuro Intensive Care	RN: ICU Neuro Skills Self-Assessment RN: ICU Neuro Assessment Pharmacology: RN Assessment
Registered Nurse	Nursery	RN: Nursery Skills Self-Assessment RN: Nursery Assessment Pharmacology: RN Assessment
Registered Nurse	Oncology	RN: Oncology Skills Self-Assessment RN: Oncology Assessment Pharmacology: RN Assessment
Registered Nurse	Palliative Care	RN: Hospice Skills Self-Assessment RN: Hospice/Palliative Care Assessment Pharmacology: RN Assessment
Registered Nurse	Pediatric Critical Care	RN: ICU Pediatrics Skills Self-Assessment RN: ICU Pediatrics Assessment Pharmacology: Pediatric Assessment
Registered Nurse	Pediatrics	RN: Pediatric Skills Self-Assessment RN: Pediatric Assessment Pharmacology: Pediatric Assessment
Registered Nurse	Post Anesthesia Care	RN: PACU Skills Self-Assessment RN: Perianesthesia Assessment Pharmacology: RN Assessment
Registered Nurse	Postpartum	RN: Postpartum Skills Self-Assessment RN: Postpartum Assessment Pharmacology: RN Assessment

Registered Nurse	Progressive Care	RN: Progressive Care Skills Self-Assessment RN: Progressive Care Assessment Pharmacology: RN Assessment
Registered Nurse	Rehabilitation	RN: Long-Term Care Skills Self-Assessment RN: Long-Term Care Assessment Pharmacology: RN Assessment
Registered Nurse	Surgery	RN: Perioperative Skills Self-Assessment RN: Perioperative Assessment Pharmacology: RN Assessment
Registered Nurse	Surgical Intensive Care	RN: ICU Surgical Skills Self-Assessment RN: ICU Surgical Assessment Pharmacology: RN Assessment Cardiac Rhythm Identification Assessment
Registered Nurse	Telemetry	RN: Telemetry Skills Self-Assessment RN: Telemetry Assessment Pharmacology: RN Assessment Cardiac Rhythm Identification Assessment
Registered Nurse	Trauma Intensive Care	RN: ICU Trauma Skills Self-Assessment RN: ICU Trauma Assessment Pharmacology: RN Assessment Cardiac Rhythm Identification Assessment
Occupational Therapist	None	Therapy: Occupation Therapist Skills Self-Assessment Therapy: Occupation Therapist Assessment
Occupational Therapy Assistant	None	Therapy: COTA Skills Self-Assessment Therapy: COTA Assessment
Pharmacy Technician	None	Allied: Pharmacy Technician Skills Self-Assessment Allied: Pharmacy Technician: Hospital Assessment
Phlebotomist	None	Lab: Phlebotomist Skills Self-Assessment Lab: Phlebotomist Assessment

Physical Therapist	None	Therapy: Physical Therapist Skills Self-Assessment Therapy: Physical Therapist Assessment
Physical Therapist Assistant	None	Therapy: Physical Therapist Skills Self-Assessment Therapy: Physical Therapist Assessment
Behavioral Health Technologist	None	Allied: Behavioral Health Technician Skills Self-Assessment Allied: Behavioral Health Technician Assessment
Radiology Technologist	None	Radiology: Radiology Technologist Skills Self-Assessment Radiology: Radiology Technologist Assessment
Respiratory Therapist	None	Respiratory: Registered Respiratory Therapist Skills Self-Assessment Respiratory: Respiratory Therapist Competency Exam
Speech-Language Pathologist	None	Therapy: Speech Language Pathologist Skills Self-Assessment Therapy: Speech Language Pathologist Assessment
Surgical Technologist	None	Allied: Surgical Technologist Skills Self-Assessment Allied: Surgical Technologist Assessment

Assessment Results

Assessment results can be accessed by clicking on *Assessment Results* from the top horizontal menu, or by clicking "View Results" from the Assessment Results card on the Assess Administration home page (Figure 3 on page 5). This will bring you to the Assessment Results page (Figure 13). The results display in a data grid, with the following columns:

- Employee – displays employee's full name
- Assessment Path – the assessment path assigned to the employee
- Progress – this will show one of three progress statues:
    - "Not Started" will display if no assessments have been completed
    - "In Progress" will display if at least one assessment has been completed
    - "Completed" will display when all assessments in a path are completed
- Assigned – date the assessment path was assigned
- Affiliation – the employee's affiliation

Figure 13

The results can be filtered by the employee's name using the filter box that sits just above and to the right of the results data grid. The results will be filtered as you start to type in the employee's name.

View Results

When an assessment path is complete, the "View" button will be visible on the right side of the slat (Figure 14). Click this button to view the details.
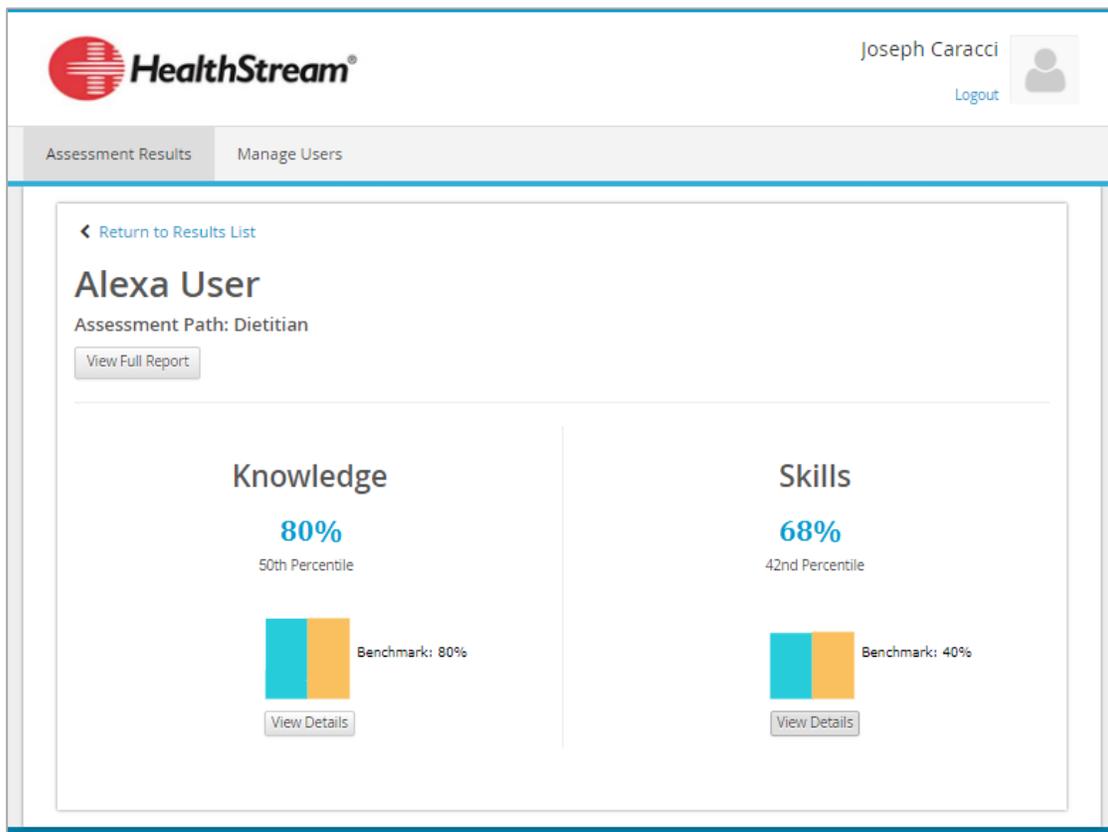
The knowledge score displayed on the left in Figure 15 above, is the score received on the "profession-based" knowledge assessment only. For example, an Emergency Nurse will receive the following knowledge assessments – RN: Emergency Assessment, Pharmacology: RN Assessment, and Cardiac Rhythm Identification Assessment. The score displayed is for the RN: Emergency Assessment. Clicking on the "View Details" button in this section will present the details for this assessment, and there will be tabs to view the results of the additional knowledge assessments (Figure 16). Just below the raw score received is the percentile ranking. For example, a percentile ranking of 50% means that this student scored at or above the scores

of at least 50% of all other users that have completed this assessment. There is a graph under the raw score with the blue bar graphically representing the raw score, and the orange bar graphically representing the national benchmark. Next to the graph is the national benchmark. This is the national average of all user's first attempt at completing this assessment.

View Full Report

To generate all of the knowledge assessments and skills self-assessments completed in an assessment path in one printable report, click on the "View Full Report" button.

Knowledge Assessment Details

When the "View Details" button under the graph is clicked, the details for each assessment will display (Figure 16).

RN: Emergency Assessment	Pharmacology: RN Assessment

RN: Emergency Assessment: 85%

Results by Category

Category	Number Answered Correctly	Percentage Correct
Cardiovascular	3 of 3 correct	100%
Respiratory	2 of 4 correct	50%
Gastrointestinal	3 of 4 correct	75%
Neurology	5 of 6 correct	83%
Professional Issues	0 of 1 correct	0%

Feedback

Based on the questions answered incorrectly, it is recommended that Abigail review the following topics:

- The most likely diagnosis for the patient who is experiencing symptoms of flank pain with hematuria
- The additional disease process for which a patient with a history of intermittent claudication of the lower extremities is at high risk
- Diagnoses that are surgical emergencies
- The appropriate dose of acetaminophen for pediatric patients
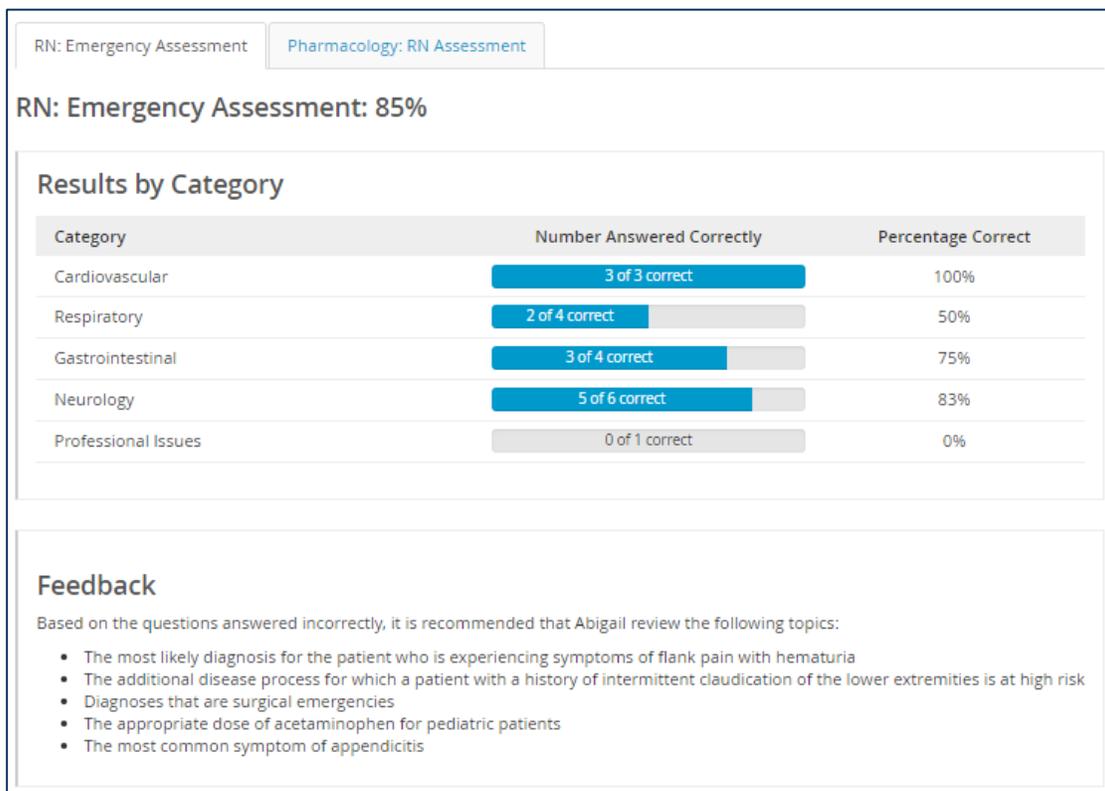- The most common symptom of appendicitis

Figure 16

If multiple knowledge assessments were completed, their details can be viewed by clicking on the tab with the assessment name. Every question is assigned a category and the detailed results will display the percentage of correct answers by category, followed by "Feedback" statements. These statements are generated based on the questions answered incorrectly.

Skills Self-Assessment Details

When the "View Details" button under the graph for Skills is clicked, the details for the skills self-assessment are displayed (Figure 17).

Figure 17

Employees are asked to rate their confidence level with each skill. The rating scale that employees use is shown below (Figure 18).

- **No Experience** - Theory or observation only during the past 12 months
- **Limited Experience** - Performed less than 12 times within the past 12 months and may need a review
- **Experienced** - Performed at least once per month within the past 12 months and may need minimal assistance
- **Highly Skilled** - Performed on at least a weekly basis over the past 12 months; proficient

Figure 18

Results are grouped by category (e.g. Cardiovascular) with skills where the employee chose "No Experience" highlighted. To normalize scoring between assessments, on a 0-100 scale, a rating of No Experience = 0, Limited Experience = 33.3, Experienced = 66.67, and Highly Skilled = 100. The raw score is the average of these ratings.