

# Lessons Learned Using Technology in A Rural Setting

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# Disclosure

We have no financial ties to disclose.

## HRSA Education Committee Disclosures

HRSA Education Committee staff have no financial interest or relationships to disclose.

## CME Staff Disclosures

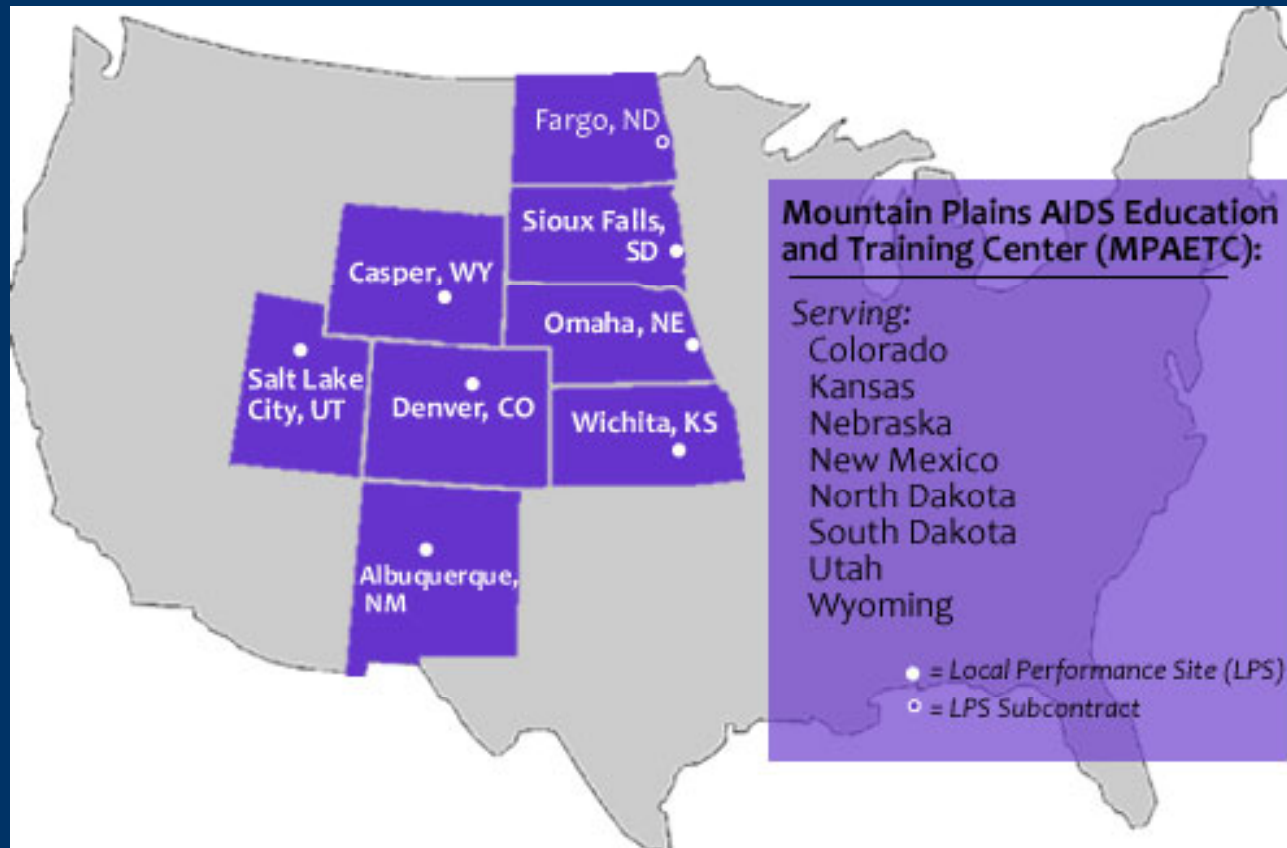
Professional Education Services Group staff have no financial interest or relationships to disclose.

**“This gives me the chance to feel connected to others in the state who have similar issues.” RW case manager**

# Session Objectives: By the end of this session:

- The participants will be able to discuss lessons learned incorporating the use of distance based technology to cover a rural/frontier state.
- The participants will be able to compare the effectiveness and cost benefits for training utilizing a webinar versus live presentations.
- The participants will be able to identify programming options and collaborations available across Federal and State programs.

# Mountain Plains AETC



# Welcome to Wyoming....



20 Years of Leadership  
A LEGACY OF CARE



2018 RYAN WHITE ALL GRANTEE MEETING AND 10TH ANNUAL CLINICAL CONFERENCE

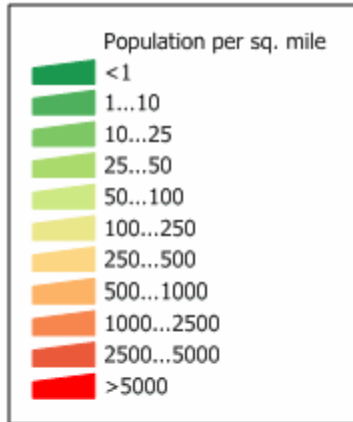


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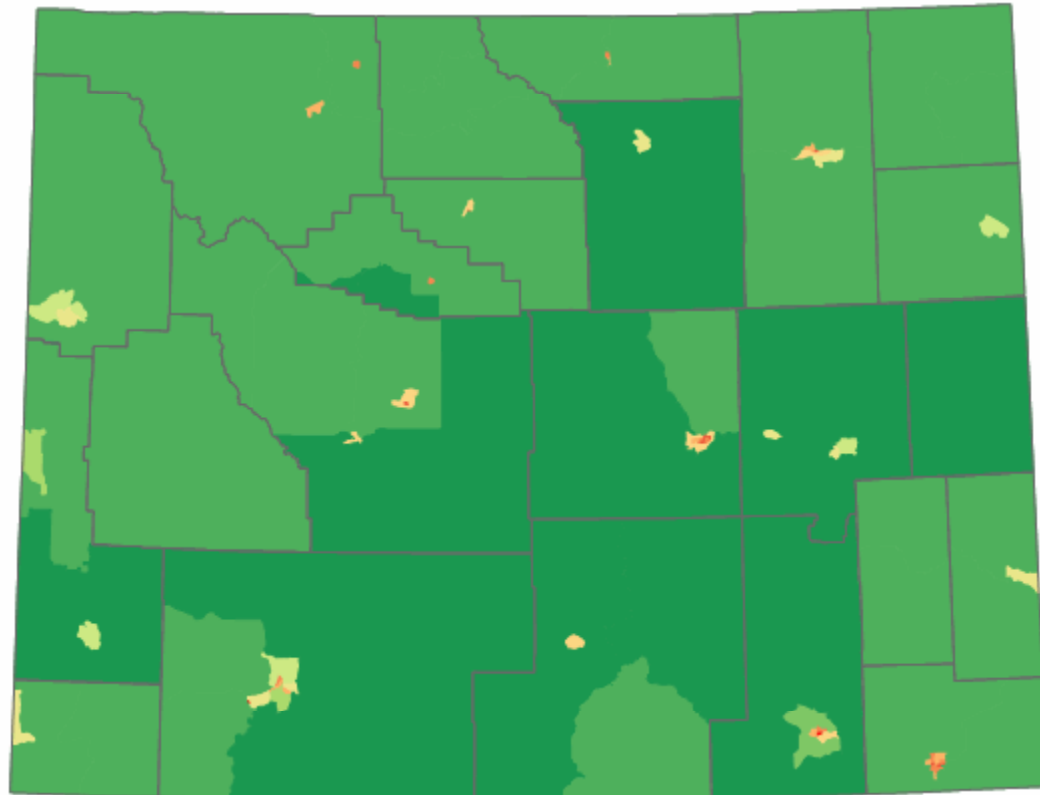


2018 RYAN WHITE ALL GRANTEE MEETING AND 10TH ANNUAL CLINICAL CONFERENCE

# Welcome to Wyoming....



Source: U. S. Census Bureau  
Census 2000 Summary File 1  
population by census tract.





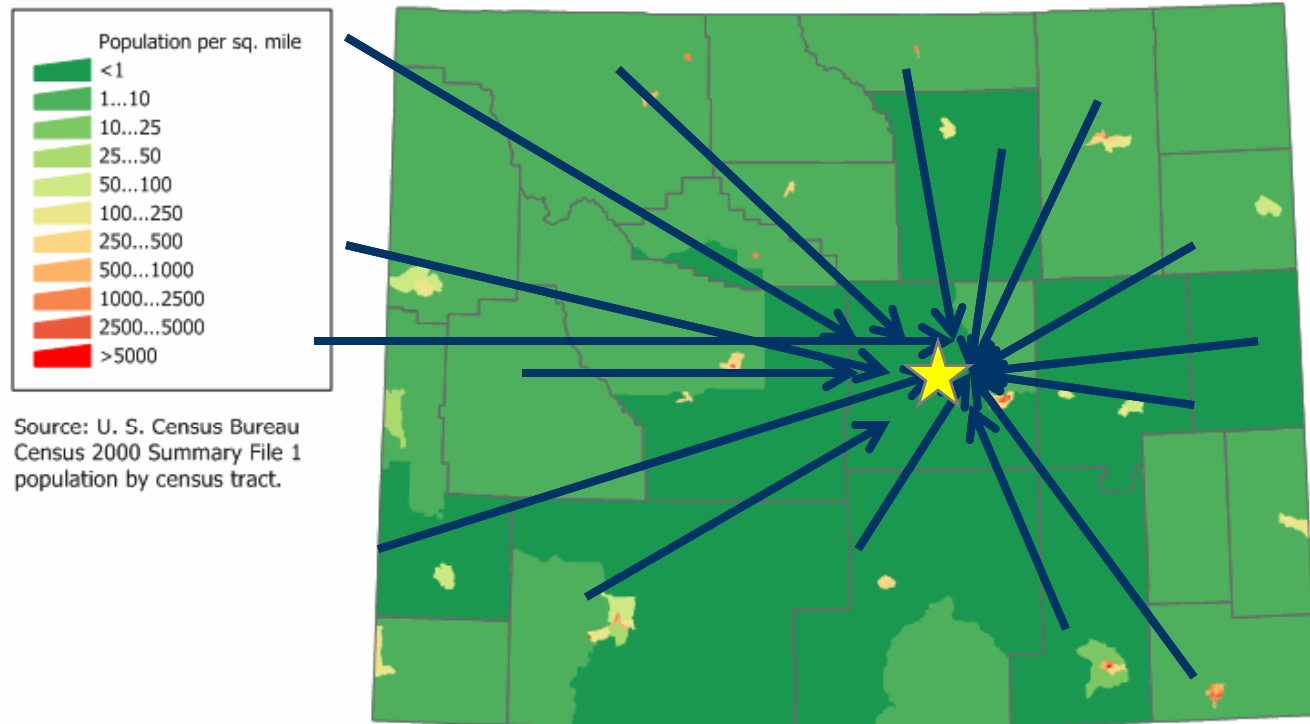
# How it all began...

- Travel restrictions imposed in 2009
- Cost containment of the grant
- Traveling to “larger” cities, only reaching small percentage
- OPR/ORO visit recommendation to raise the level of “expertise” among case managers - limited availability of health care providers/low access to care

# The Problem

- Needed stronger network with Ryan White state nurse-case managers
- Nurse-case managers needed increase in HIV knowledge and skills
- Needed a new “hook”
- Needed to keep HIV on the “radar” (quick and easy)
- Justification WyAETC travel to all 22 case managers individually or all-day semi-annual event

# Before: Annual Training in Casper



# Benefits

- Putting the “face to the name” – very important in rural culture
- Make connections and relationships for support
- Identify consultation and referral networks
- Instant “feedback” and understanding of message
- Human connection
- Paperwork/documentation – PIFs!

# Show Me the Money – Annual Conference

- Annual Extreme ID Conference
- One-day conference in Casper, WY
- Direct Costs Roughly \$4000
- 70 participants
- \$57 per trainee for WyAETC

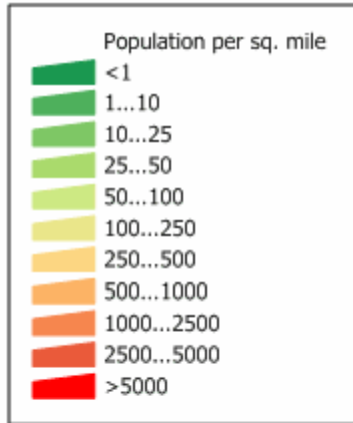
# Case Manager Annual Training

- Average drive to Casper, WY: 140 miles one way
  - To Casper from: Jackson = 329 miles; Cheyenne = 178; Riverton = 128; Laramie = 149
- \$.50/mile rate
- Time: typically a day travel (~2.5 hours one way)
- If longer, hotel for one-day training: \$75/night
- TOTAL: **\$215 per trainee** + *time away from work*

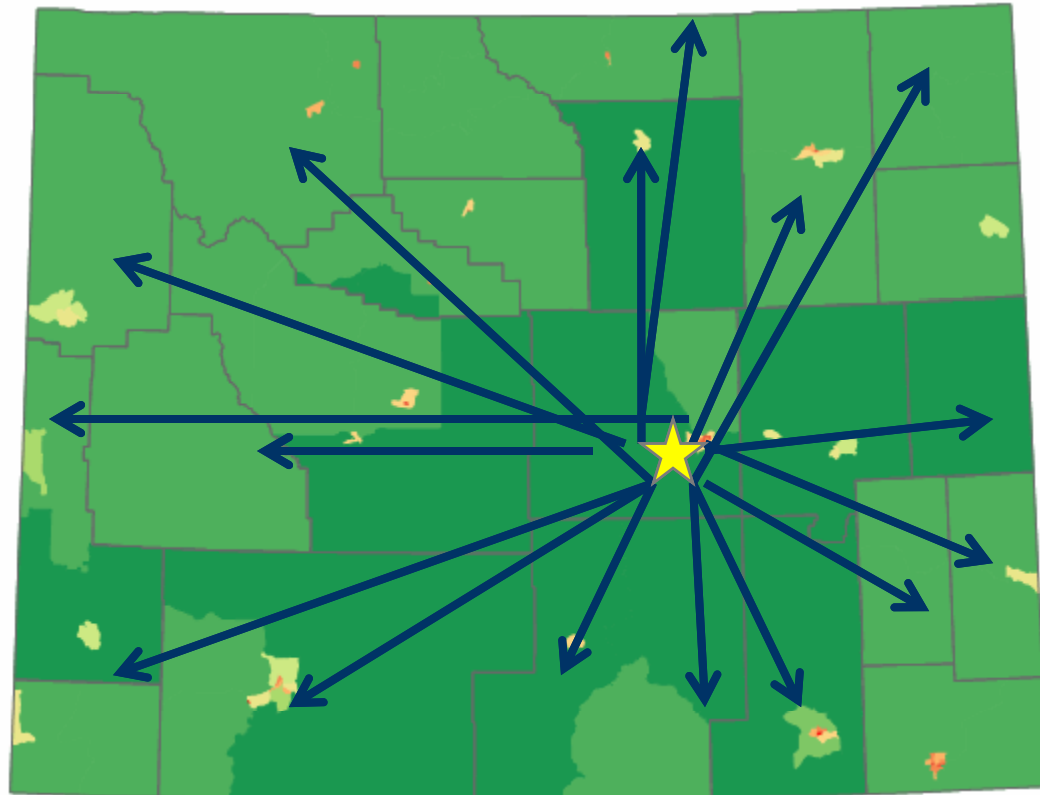
# Show Me the Money – Other “Costs”

- Logistics and Planning Time & effort
- TIME!
- HIV isn't priority – so may need to take vacation time to attend; expenses aren't paid by facility
- Only provider, so offices must be closed to attend training
- IHS and VA – limited training dollars

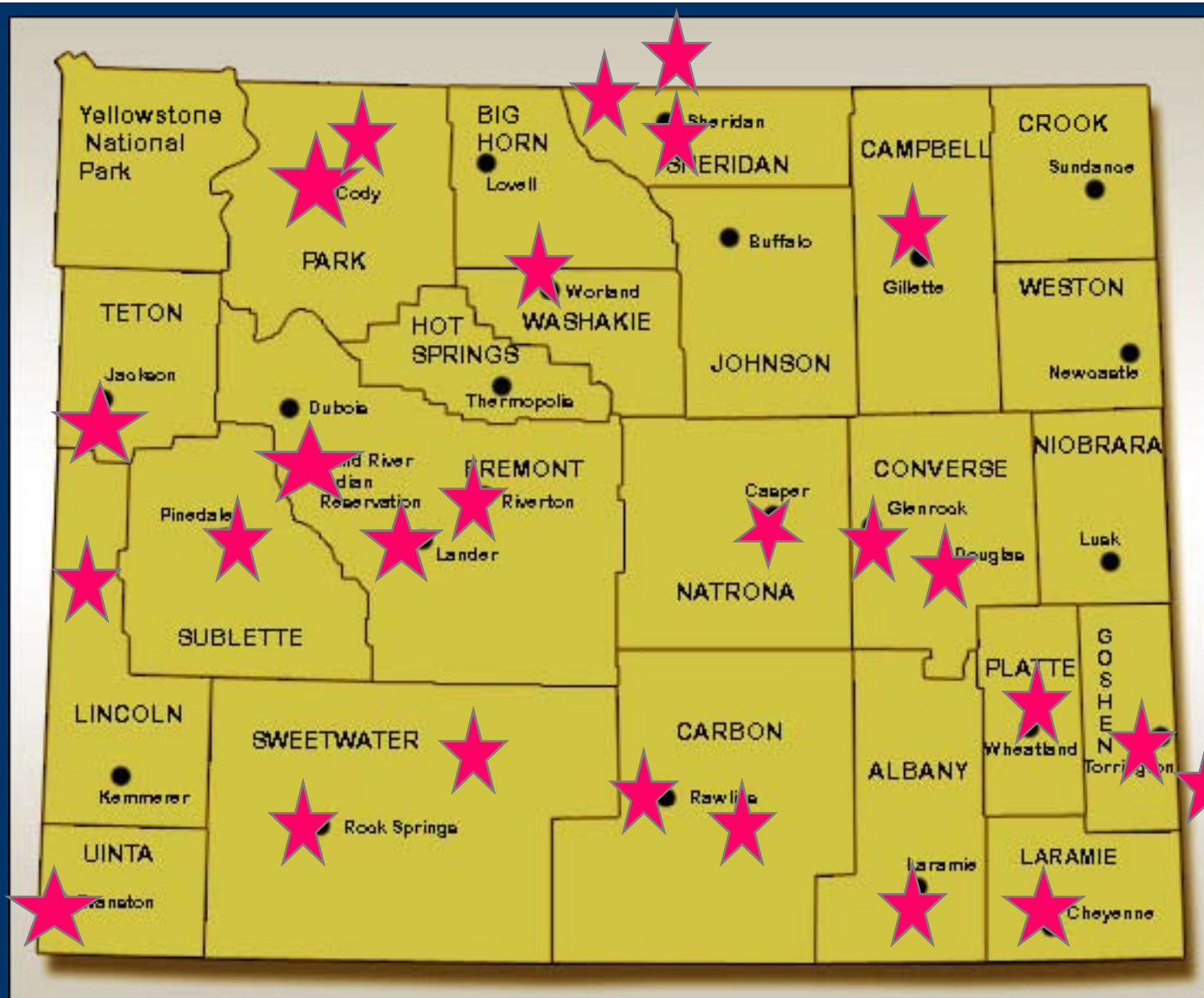
# Webinar Solution:



Source: U. S. Census Bureau  
Census 2000 Summary File 1  
population by census tract.







# Technology

- Adobe Connect
- Used phone and web (depending on connection speed)
- Synchronous learning
- Live Q&A
- Slides/web share

# Webinar Benefits

- TIME! Only ~90 minute commitment
- Consistency – checking in monthly vs. annually
- Zero speaker travel
- Zero trainee travel
- Group discussion at site
- Opens time for other trainings (other priorities)
- Reaching more people – can train 3 people in one offices versus only allowing one to travel

# Show Me the Money – Web Conferences

- Phone Line – \$.09/min/line - \$5.40/participant/webinar
- Webinar “service”
  - Through regional office at University of Colorado:
    - \$1.00/participant + \$25 setup fee
    - Adobe Connect prices range from \$35K\* - \$6K per year
  - Wyoming Direct Cost (average sessions:
    - CMC: 16.4 average attendance = \$7.92/trainee
    - STD: 49.5 average attendance = \$6.91/trainee

# Show Me the Money – Other “Costs”

- Logistics and planning time & effort
- Web coordinator time
- Web upkeep
- Paperwork logistics/Administration time

Live Event in Casper	Webinar
Once-Twice per Year	Monthly
In-person	Via web
Limited attendance (\$, availability)	Unlimited attendance
Sporadic connection/contacts	Consistent contact
\$60-\$250+	\$7-\$10
Higher cancellation fee/risk	Low risk/cancellation fee
Weather restrictions!!	No weather factors
No technology/internet requirements on end-user	Needs high-speed internet connection and/or phone
Meet WyAETC and brand	Less “brand identity” to WyAETC
Coordination & event logistics	Learning curve for coordinator
Travel for speaker(s) and trainee	No travel
Can “count” actual trainees	More than one trainee per site



# Lessons Learned

- Technology issues – have a partner
  - New/Different system
  - Use of phones
  - Typical computer issues
  - Chaos when participating onsite
- Attendance tracking – use online registration
- Insecurity of trying something new (coordinator and speakers) – get over it, find a “mentor”

# WyAETC Start and Success

- Partnered with the Wyoming Dept. of Health for training with the RW case managers, monthly webinars
- Live conference scheduled for August of 2009 in collaboration with Wyoming Dept of Health and the Denver PTC, only 17 people registered.
- Canceled conference and discussed moving to a webinar format
  - 4 months later – first WyAETC/Denver PTC webinar – 76 participants!
- Attempting to bring in the RTC, other states, and across all disciplines



# On the Fly

- National expert in Casper for ID/HIV update and small local training
- Set up a webinar while person was in town
  - Set up within one week
  - Reach places and people that have never been able to reach before (VA Dental Clinic)
  - Able to provide 3 trainings instead of two - an additional 16 participants

# Observations

- While offices/teams participate, there is topic-specific dialogue and collaboration
  - **IDEAS:** provide follow-up cases and discussion points
- Participants are asking questions or attempting to clarify a situation live and engaging the webinar community
  - **IDEAS:** mix in an “open forum” or case presentation style webinar for enhanced participation

# Topics Range

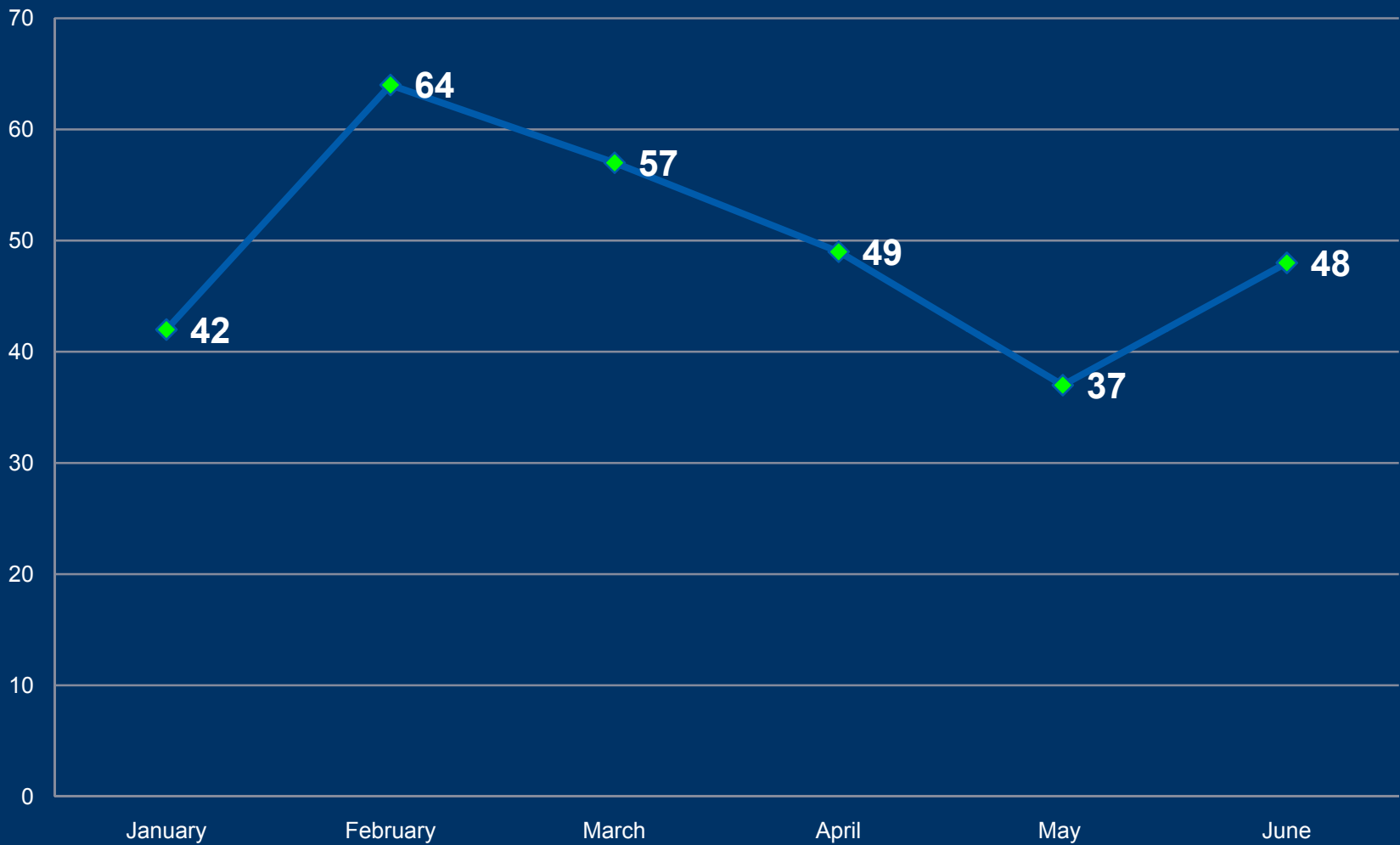
- Specific RW programming information
- HIV Counseling and Testing Update
- HIV Medication Updates
- HOPWA
- Oral Health and HIV
- Prevention for Positives
- Sexual History and Risk Assessment Taking
- Chlamydia, HPV, Syphilis, Gonorrhea, Herpes, HCV



# Case Manager Connections



# HIV/STD Update



# Range of participation

- Nursing
- Administration of Wyoming Department of Health
- Social Work
- Advance Practice Nursing
- Health Educators
- CMA, CNA
- PA
- Dental
- Pharmacy



# Types of Work Sites

- Public Health Offices
- Family Planning Offices
- VA Clinics
- Private Practice Offices



# How the Webinar Works

- Beth takes us on tour





# Next Steps

- Learning to make the presentations consistently a “Level II”
  - Training of presenters
  - Increase comfort level of participants
  - Allowing the “right” time to decide on an answer
  - Incorporate ideas discussed before

# Key Takeaways

- You never know until you try – challenge assumptions (participation, internet access)
- Great way to reach trainees otherwise may not be able to
- Noticing more engagement in HIV care issues – outside of “core” audience

# Key Takeaways

- Seen as a platform for other disease/co-morbid conditions (Hepatitis, STDs)
- Greater visibility for WyAETC and services
- Bring in National/Regional experts easily (not a lot in Wyoming)

Questions?

# THANKS!



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