



Annual Report

October 2016 to September 2017



pennsylvania
DEPARTMENT OF HEALTH



pennsylvania
EMERGENCY MANAGEMENT AGENCY

Contents

Executive Summary	3
TRAIN PA Mission	4
Background.....	4
Cost Savings	4
Users	4
Courses	5
Course Completions.....	6
Accomplishments During This Reporting Period.....	7
County and Municipal Health Department Involvement.....	7
Commonwealth Agency Outreach and Onboarding	7
EMS Agency Outreach and Onboarding	7
Governor’s Emergency Preparedness Summit	7
PEMA Training Plans and Outreach	7
Plans for Next Year.....	7
Future Agency and Partner Onboarding	7
Federal Emergency Management Agency (FEMA) NIMS Courses	8
EMS Registry Upgrade.....	8
EMS Learning Content	8
TRAIN PA Upgrade	8

Executive Summary

What is TRAIN PA?

TRAIN PA is an online learning management system (LMS) that provides access to web-based training, manages classroom and conference registrations, and manages training records for public health organizations and their users. TRAIN PA is a one-stop shop tying together the learning and development needs for public health, emergency medical services, and emergency management.

TRAIN PA is part of the Public Health Foundation (PHF)'s TRAIN¹ network—30 affiliate agencies, including 27 state health and preparedness agencies, that share learning resources.

TRAIN PA is funded by federal and state funding from the Pennsylvania Department of Health (PA DOH) and the Pennsylvania Emergency Management Agency (PEMA) and is **saving the Commonwealth of Pennsylvania nearly \$3 million over the course of five years in comparison to our previous LMS, PA Prepared.**

Who uses TRAIN PA?

TRAIN PA has 156,361 users. Over half of all users are emergency medical services (EMS) providers.

Commonwealth agencies have posted 357 courses and conferences during the reporting period, with PA DOH providing 172 courses and PEMA 146. Learning content is evenly divided between web-based and classroom training.

94% of all course completions are for EMS-related training.

Major Accomplishments During This Year

TRAIN PA went live on October 1, 2016, after a 90-day implementation period. During implementation, users and courses from EMS, PEMA, and the Bureau of Public Health Preparedness (BPHP) were imported into TRAIN PA.

New agencies and partners have started using TRAIN PA this year, including two local health departments, 27 county emergency management agencies, three commonwealth agencies, three units with the PA DOH, and three EMS agencies.

The **Governor's Emergency Preparedness Summit (GEPS) used TRAIN PA for attendee registration** for over 650 users and 120 different sessions.

Plans for Next Year

TRAIN PA administrators will **continue discussions with county and municipal health departments, commonwealth and partner agencies, and other organizations** interested in becoming course providers or administrators on TRAIN PA.

The PA DOH will discuss with FEMA its **placing the National Incident Command System (NIMS) courses directly on TRAIN PA** (rather than as a pass-through to courses on FEMA's LMS) for use by users across the TRAIN network, saving time and minimizing duplication of efforts.

EMS will upgrade its registry of EMS providers and increase its offering of courses internally developed and owned by PA DOH.

TRAIN PA will be **upgraded to a streamlined and more mobile friendly platform** by fall 2018.

¹ TRAIN was formerly referred to as the TrainingFinder Real-time Affiliate Integrated Network (TRAIN).

TRAIN PA Mission

A learning management system and network that develops and strengthens a competent public health workforce by providing access to training for anyone in Pennsylvania with a role in assuring the public's health.

Background

In 2002, the PA DOH established a learning management system (LMS) to meet public health preparedness training needs for audiences associated with BPHP, PEMA, the Bureau of Emergency Medical Services (BEMS), and others. This LMS, called PA Prepared, became a major source of continuing education-granting, online training for EMS providers, who became its largest and most active user population.

While PA Prepared became an asset for the preparedness community, the department and its partners found a need to expand LMS services to a broader public health audience by establishing a one-stop shop tying together the development needs for public health, emergency medical services, emergency management, and more. These expanded needs were reflected in an Invitation for Bid (IFB) issued as the contract for PA Prepared was concluding. This IFB resulted in the Public Health Foundation (PHF)'s TRAIN LMS being selected as the lowest cost service that would meet all parties' needs. TRAIN PA went live on October 1, 2016, after a 90-day implementation period, during which users and some learning content was migrated to TRAIN PA.

According to the PHF, "the TRAIN Learning Network brings together agencies and organizations in the public health, healthcare, and preparedness sectors to disseminate, track, and share trainings for the health workforce on a single national online learning management system (LMS) platform."² Pennsylvania is one of 30 TRAIN affiliate agencies, including 27 state health and preparedness agencies and 3 federal agencies, that share learning resources across the network.

Cost Savings

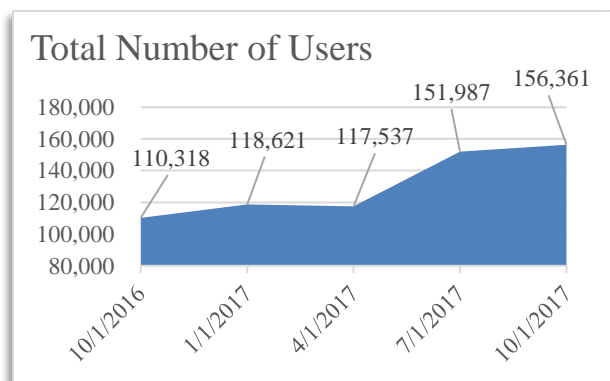
PA Prepared cost \$360,000 for one year during our final contract with a limitation of 60,000 users. In response to the IFB, the PA Prepared vendor bid \$600,000 for the first year with a yearly increase of \$30,000 for the following 4 years totaling \$3.352 million for five years.

TRAIN PA's provider, the Public Health Foundation, bid \$153,100 for the first year and between \$68,000 to \$71,000 each year for the next four years with unlimited users, with a total of \$460,500 for five years.

Cost savings for the five-year period is nearly \$3 million dollars in comparison to PA Prepared.

Users

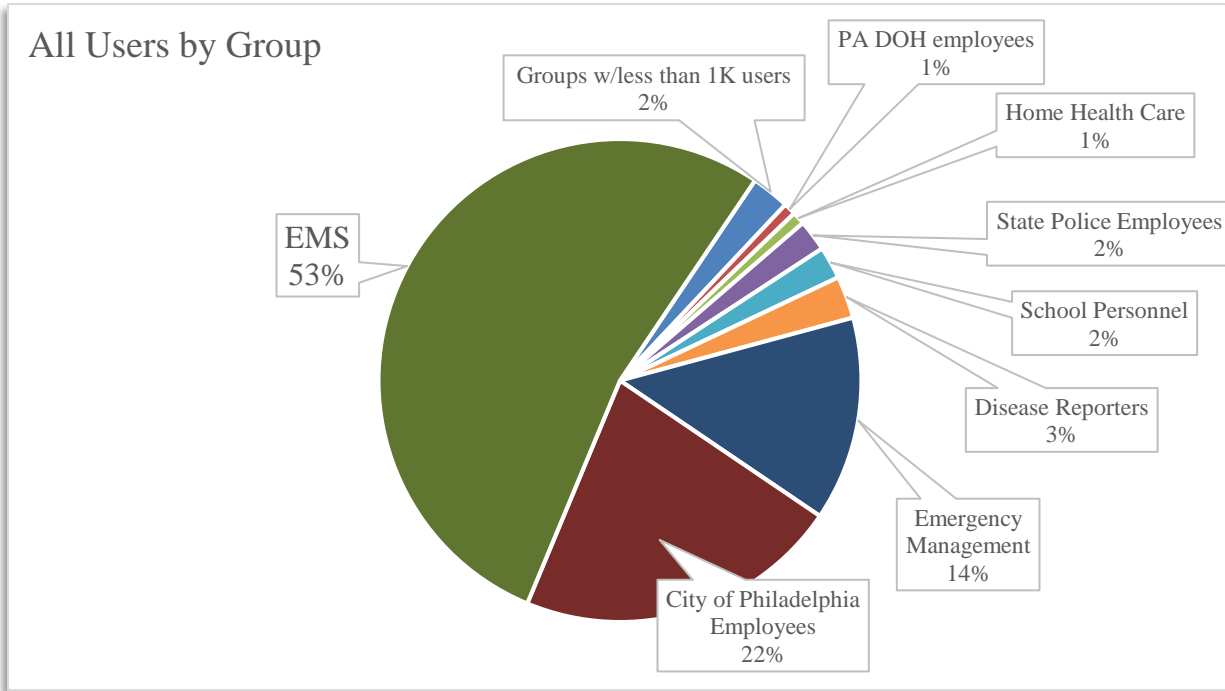
TRAIN PA's initial user base included over 110,000 users who were migrated from PA Prepared. A small decrease was experienced during CY2017 Q1 as inactive historical accounts were purged. A large increase was experienced during the following quarter as employees in the City of Philadelphia were added to the LMS (see "Accomplishments" below for additional discussion on Philadelphia's use of



² "What is TRAIN?" *Public Health Foundation*. <http://www.phf.org/programs/TRAIN/Pages/default.aspx>

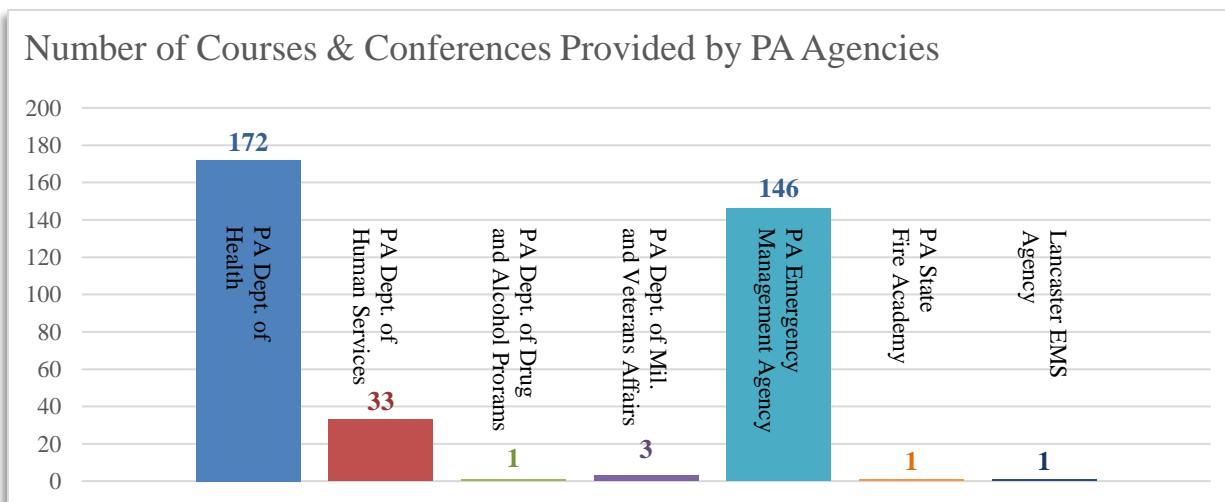
TRAIN). The number of TRAIN PA users has increased 42% over the reporting period.

All users in TRAIN PA are a part of one or more groups, which provides access to training and enhances reporting and communication abilities. A majority of users are part of the EMS group, while the City of Philadelphia employees and PA emergency management groups are the second and third largest groups, respectively. These three groups represent 89% of user affiliations in TRAIN PA.



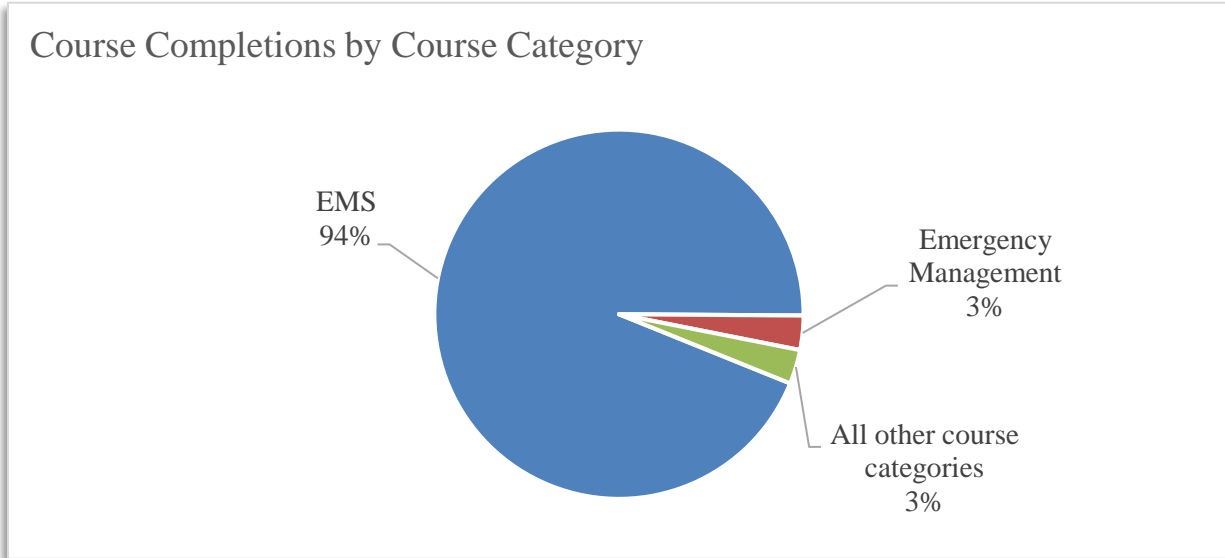
Courses

Commonwealth agencies have made available 357 courses and conferences during the reporting period, with an almost equal split between classroom and web-based training courses.

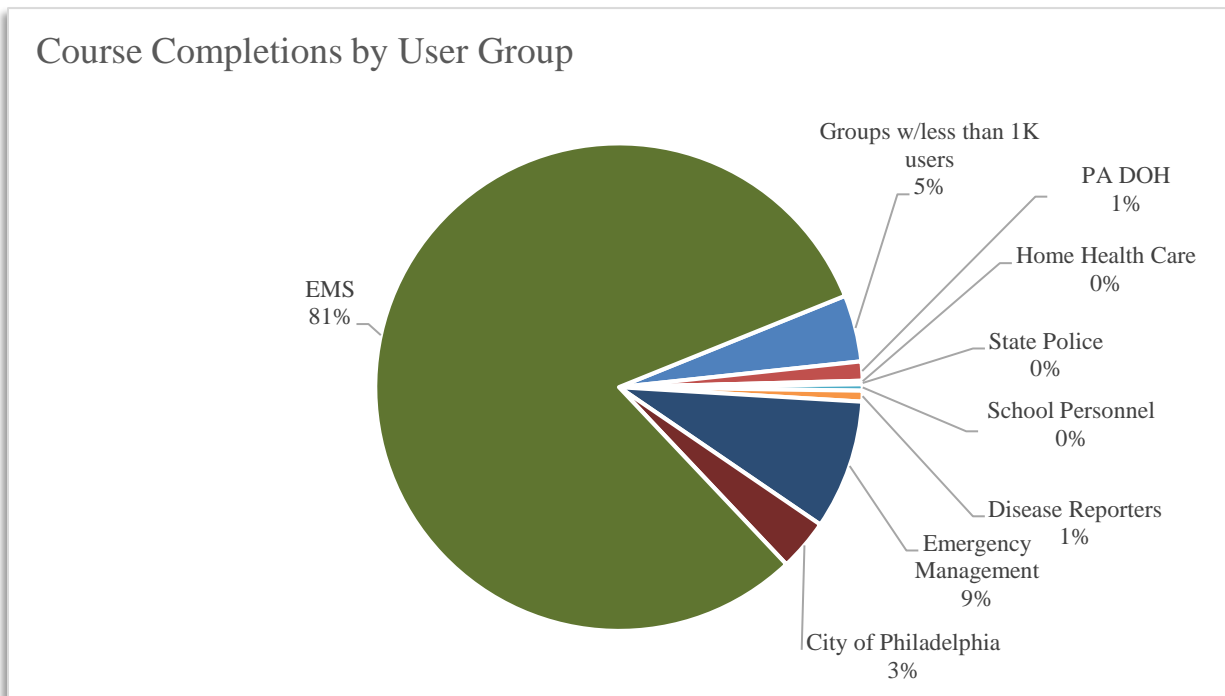


Course Completions

Course completions can be categorized in two ways—by course category and by user group. When viewed by course, 94% of all course completions are for EMS content, with the next largest category being emergency management content at 3%.



When viewing course completions by user, a more diversified view of TRAIN PA engagement is seen since users can simultaneously be members of multiple groups. For example, many staff in the City of Philadelphia’s Fire Department are members of both the EMS and Philadelphia employee user groups, and both group memberships are taken into account in the chart below. Similar situations with multiple group memberships occur across all groups.



Accomplishments During This Reporting Period

County and Municipal Health Department Involvement

Both the Allegheny County Health Department (ACHD) and the Philadelphia Department of Public Health expressed early interest in TRAIN PA. System administrators worked with both agencies to support their use of TRAIN PA. ACHD is currently using the system for its internal HIPAA and safety courses, and the City of Philadelphia has integrated its employee LMS with TRAIN PA to provide its staff with a seamless experience that makes both city and public health training available.

Commonwealth Agency Outreach and Onboarding

TRAIN PA administrators spoke with many agencies during this year regarding their potential use of TRAIN PA. The Department of Military and Veterans Affairs, the Department of Drug and Alcohol Programs, and the Pennsylvania State Fire Academy all have web-based training posted for their users. Expanding beyond EMS and preparedness within the PA DOH, organizations such as the Deputate for Quality Assurance, the Bureau of Health Statistics and Registries, and the Office of Medical Marijuana have also begun using TRAIN PA this year.

EMS Agency Outreach and Onboarding

The Bureau of EMS (BEMS) has provided reporting roles to the Lower Alsace Ambulance Association, Lancaster EMS, and Schuylkill EMS agencies, and the Lancaster EMS agency has started adding content for agency-specific training to TRAIN PA under the review and oversight of BEMS.

Governor's Emergency Preparedness Summit

Staff from PEMA and the BPHP used TRAIN PA to manage registration for the Governor's Emergency Preparedness Summit. Over 650 attendees representing dozens of state and local emergency preparedness collaborators used the system to sign up for over 120 learning sessions. Commonwealth staff were supported by the TRAIN PA vendor with conference-specific reports and data field issues to fix short falls in the prefabricated reports in the TRAIN PA program.

PEMA Training Plans and Outreach

PEMA administrators created National Incident Management System (NIMS) training plans for each PEMA job classification to aid staff in completing all required courses and ensure training compliance. These training plans are used by approximately 390 users at the state and county level. Additionally, county-level emergency management providers have been trained in creating and managing registrations for classroom training sessions.

Plans for Next Year

Future Agency and Partner Onboarding

The Bureau of Women, Infants, and Children are in the process of onboarding to TRAIN PA, and the Turnpike Commission plans to deploy traffic incident management responder training through the system during the next year.

Ongoing discussions are occurring with the Department of Agriculture, the Department of Environmental Protection, the Office of Mental Health and Substance Abuse Services, and the Department of Conservation and Natural Resources to explore their use of TRAIN PA.

TRAIN PA administrators will continue to work with other county and municipal health departments in the future to expand the system's use with these agencies.

BEMS will continue its work with the approximately 1,300 EMS agencies in the commonwealth for those that wish to become administrators or course providers on TRAIN PA.

Federal Emergency Management Agency (FEMA) NIMS Courses

FEMA provides many web-based training courses for the NIMS that are mandatory for many staff in the PA DOH, PEMA, and other agencies; however, FEMA has chosen not to add these courses to the TRAIN learning network, instead maintaining them on their own learning management system. This decision creates duplication of efforts and difficulty in reconciling training records for Pennsylvania and the other 26 states that are using TRAIN. BPHP plan to continue discussions with the Public Health Foundation, FEMA, and other relevant parties to request FEMA's courses be added to TRAIN directly.

EMS Registry Upgrade

The PA DOH maintains a registry of all EMS providers in the state to ensure compliance with licensure and continuing education regulations, and this registry integrates with TRAIN PA to track EMS providers' earned credits. The EMS Registry is undergoing an upgrade this year, and the BEMS, the Bureau of Informatics and Information Technology, and the TRAIN vendor are working together to ensure a smooth transition as the new registry is launched in fall 2017.

EMS Learning Content

Prior to TRAIN PA, EMS learning content was supplied by the vendor providing PA Prepared, and many EMS courses currently on TRAIN PA continue to be licensed from a third-party vendor. BEMS is planning to enhance its course offerings by internally developing approximately 15 courses by the end of the calendar year that will be owned by the Commonwealth of Pennsylvania. Creating this training requires the use of specialized equipment and software, most of which has been assembled by the BEMS and the BPHP this year. By developing learning content in house, PA DOH will ultimately realize a cost saving as less content needs to be purchased or licensed from a vendor.

TRAIN PA Upgrade

The PHF is upgrading this LMS to a more streamlined and mobile friendly design. TRAIN PA will adopt this latest version, TRAIN 3.0, in summer 2018.