Overview of the Partnership for Patients Community of Practice Web Portal

The Community of Practice (CoP) is a forum for information sharing among Hospital Engagement Networks (HEN), participating hospitals, and other stakeholders. The PfP CoP was established in the first quarter of 2012 on the Health Resources and Services Administration’s Healthcare Communities website. This private web portal has been designed and maintained to provide member training, technical assistance and collaborative learning. Tools available for its members include document sharing, webinar videos and materials, listservs, forums, and a calendar of events for all participant members connected to and participating in the Partnership for Patients (PfP) campaign.

As of November 2014, the Homepage above was changed to provide a more accessible, user friendly New Tools and Links section (above right) that provides both links to popular tools and sustainability documents for the typical user.
The following pages will provide an overview on how to find these tools on the CoP. Please use this guide to help you access the main tools listed above with the assistance of written instructions and images of the different pages or tabs within the CoP. We will first start with the most actively used area on the CoP – the public **Resource Center**.

**PfP Public Resource Center Area**

The most widely used area within the CoP for public information sharing is the Resource Center Homepage (shown above). To get here after signing in, just click on the tab “Resource Center” shown above. This area provides several important features such as the **Tag Cloud** which allows users to click on “hot topics” surrounding the PfP campaign. The Tag Cloud is basically a search engine which provides a user-friendly way of locating important documents related to the most popular and important topics. There is also a **Registration Button** (blue circle above) which provides access to all recent events and a registration link to future events (see image on next page).
The Calendar icon takes you to the PfP calendar which shows all important daily events and meetings (see calendar view below).
Also within the Resource Center is the **Categories** folder tree (see below on next page) which categorizes all public folders by Topic and/or Hospital Acquired Conditions (HACs). The folders are categorized by topic/HAC in order for users to be able to find materials more easily and then view by subject matter. All folders contain at least two subfolders - **Tools and Resources** and **Webinars**. The **Tools and Resources** subfolder, under each Topic or HAC parent folder, provides resources like weblinks, toolkits, documents and other important resources that have been compiled over the years to be shared within the community. The **Webinars** subfolder contains PowerPoint slide decks and recordings and additional meeting materials and Notes from all Pacing and Affinity Group events related to that topic. These documents are stored and are made available to the public in order to help spread important techniques and tools to anyone interested in learning how to prevent harm.

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**Categories**

- CURRENT EVENTS
- Acute Renal Failure
- Adverse Drug Events (ADE)
- Airway Safety
- Catheter-Associated Urinary Tract Infections (CAUTI)
- Central Line-Associated Blood Stream Infections (CLABSI)
- Clostridium difficile
- Cost Savings Calculations
- Culture Change
- Culture of Safety - Worker Safety
- Early Elective Deliveries (EED)
- Failure to Rescue
- Health Disparities
- Iatrogenic Delirium
- Injuries from Falls and Immobility
- Leadership
- Measurement
- Obstetrical Adverse Events

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**PfP Private Community Homepage Area**

The PfP **Homepage** allows “member only” access to all the tools available on the PfP site including the community’s **calendar**, **forums**, shared **documents**, **listservs**, **video library** and the **Decision Tree**. All these links take you directly to resources that PfP members have easy access to for both viewing and downloading.
In order to get here, you must click on the following series of tabs – Communities/My Communities/Partnership for Patients/Partnership for Patients. This will land you on the Homepage area seen on next page. To get to the tools named above, click on the appropriate tool name (i.e. Calendar, Documents, etc.) on the left hand side as also shown below.

### Calendar
An image of the Calendar has already been shown on a previous page. Events and meetings are labelled within the calendar by color purposefully in order to reflect whether they are weekly, monthly, or special events. When any event or meeting is clicked on, a box is opened and you are able to see a brief description of the event and can register for the event if interested. The calendar is kept up-to-date as future events are planned and created.

### Forums
Private Forums are available on the CoP for all users to interact and share posts and threads involving any healthcare-related area of focus. Although forums were started early on in the process of members getting acquainted with the site, this tool has unfortunately not been utilized much during the campaign.

### Documents
One of the main areas of rapid growth and use on the PfP CoP is the Documents area organized by parent folders and subfolders. Healthcare related documents are stored within these folders for both HENs and hospitals to use and share. New content and events have been continually added and updated throughout the campaign. Examples of the types of content and documentation added include website links, hospital toolkits, articles, publishings, event flyers, newsletters, and reports – all for the purpose of sharing valuable information within the PfP.
community network. All these folders provide HEN and hospital specific information related to educating members on successful techniques and preventatives used in the field, progress reporting and evaluations, and other measures and tools used to help educate hospital staffs and healthcare providers. All documents can be clicked on and then downloaded using the icons as needed. Videos can be played on the embedded Video Player talked about on the next page after the Listserv section.

Listservs
Listservs, which allow a sender to send one email to a list of subscribers on a shared topic, are a built-in feature and are widely used to disseminate information to the HEN community via email. In the interest of the free flow of ideas, the CoP offers all subject-matter listservs to be open and unmoderated. Action teams have worked together to distribute the information in support of the PfP. The PfP CoP currently offers over 40 different listservs. Listserv archives can be accessed using the images and steps found below.

1) From Homepage, click on Listservs (first arrow)
2) From next page, see all listserv archive links listed separately (second arrow)
Video Player and Library
The CoP also provides a Video Library that houses all prior webinars and videos from all previous events by date and topic and allows the user to play the video right on the PfP Video Player page. This is a great feature that allows mp4 formatted recordings and videos to be played on the site without the user having to provide a video player on their PC. Just click on the Video Library link (circled on page 5) which will take you to the proper page.

There are currently five separate channels where recordings of all events can be found. The five channels include LEAPT Events, Technical Assistance, Affinity Group Meetings, Pacing Events and PfP Videos (circled in screen shot below). All videos are displayed by channel and in chronological order (see image of Video Player below).

Select the channel (listed above) you are interested in and view all events in that category in chronological order. After selecting a video, just click on it and it will appear in the Player for your ability to play it back. Just click on the play arrow and the video will start. You will need either headphones or your computer speakers turned on to hear the audio. All these webinar videos can also be found in the Documents area folders (mentioned on page 5) under the appropriate Topic or HAC area.
**Decision Tree**
The Decision Tree allows users to find resources based on answering a series of questions. Each question answered within the “Tree” helps narrow the user to the area or resource they are looking for. This “drilling down” process takes the user deeper until their topic area or search criteria are met. This search process is generally used by users not familiar at all with the web portal and how it is organized. It provides a great way to find folders related to your topic of choice.

A picture of the Decision Tree can be found below.

![Decision Tree Image]

**Other Reference Areas**
- **Photo gallery** which rotates photos in a window with captions on the Homepage
- **Announcements** which can be shared and managed as needed
- **Latest Videos** section shows the most recent videos uploaded to the site
- **Upcoming Events** pulls from the calendar and shows what’s next on the calendar
- **Emerging Content** also profiles the most recently uploaded documents to be shared
- Additional areas include the **Members** list, **Resources & Links** and **Forum** postings.
**Additional Private Areas on the Site**

**Administration Tools**
Admin Tools, *only if you have been granted administration rights to the CoP site*, can be seen on the Homepage as well. This area provides the tools necessary for an administrator to perform all edits and document uploads needed to run and keep all areas of the site up-to-date. Instruction and guidance on how and when to use these tools can be provided by CMS and the Webmaster. The area where the Admin Tools are located is shown on the following page. *Only Admins will be able to see and use this area of the Homepage.*

**Google Analytics**
This site is equipped with the ability to provide some analytics of data stored within the site. Google analytics allows an administrator the ability to find out how much traffic is coming to your community. Different tabs take you to various visual data displays such as user page views, response rate, average time on page and other analytics. Other tools include showing visitor data over a period of time including page views, number of visitors and page visits. There is also a map that shows visitors by state which provides useful data on your membership viewing.
CMS Work Products Area
This area contains restricted folders that are accessible only to CMS and its leadership. This allows CMS leaders to share a place on the CoP that contains important documents and data for confidential review and discussion. An example would include the HEN Run Charts which, due to their confidential nature by supplying performance data, should be restricted and allow only limited access. Another example would be the notes from CMS HEN COR calls which are too confidential. The location of the Work Products folder can be seen below.

This concludes the instructions to the most heavily used areas of the Community of Practice web portal. As a PfP member, if you have additional questions regarding this site, please email the webmaster at webmaster@healthcarecommunities.org or Help@mail.HealthcareCommunities.org. The webmaster will be glad to work with you and provide instruction or direction to any question or concern you might have.