

PopHealth+

Get Started Guide

Version 2.0
October 1, 2024



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First Time Login

You will receive an email from Population Health that will provide your username and password followed by “To log in to your account, click this link: <https://pophealthlearningcenter.org/elearning-login/>.”

Clicking the link will take you to the login page. Enter the username and password provided in the email. It will then prompt you to change your password. After changing your password, it will take you to your profile page where you can update your account information. Click the house icon on the top left of the window to open your Home page where you can start exploring the courses and other features.

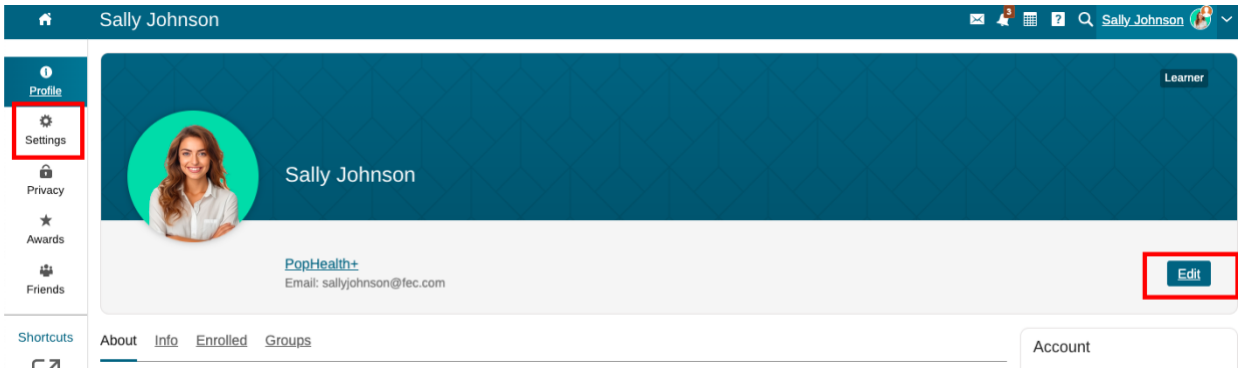
FAQs:

- The login page isn’t recognizing my user id (email), any tips?
 - Both user id and password fields are case sensitive. Please make sure you are typing your email (user id) in all lowercase letters.
- I didn't receive an email – what do I do?
 - Check your Spam folder. If the email is not in Spam, send an email to elearning@pophealthlc.org.
- The username and/or password in the initial email don’t work.
 - Your username should be the email address that Learning Center has on file for you (all lowercase). All accounts are created with the generic password 1PopHealth! (case sensitive). If these credentials aren’t working, please email elearning@pophealthlc.org so we can troubleshoot.

Updating Account Information

Your account information is found on your profile page. To open your profile page, click on your name in the top right corner. To update any of your profile information (picture, description, password, account information, etc.) click “Edit” on the right side.

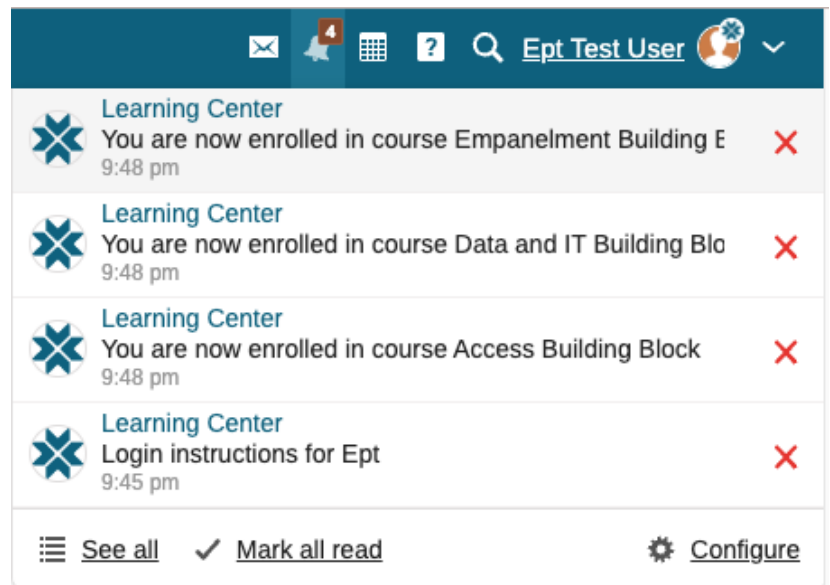
Click the “Settings” button on the left side navigation bar to turn off notification sounds, enable accessibility display, or update your language preference or time zone.



Notification Settings

Notifications are used to alert you about courses you have been enrolled in and other updates. To see your notifications, go to the notifications icon (ringing bell) in the top right corner. A drop-down menu that lists your most recent notifications will appear. Click “Mark all read” to clear the notification alert.

To select which notifications are automatically emailed to you, click “Configure” in the lower right of the Notifications dropdown. This will bring you to a page where you can select which notifications you receive an alert via email (you can ignore the Mobile column because we aren’t collecting your cellphone information).



Notifications

List

Configure

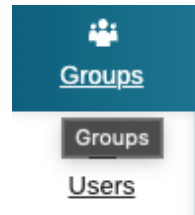
Configure

Select the notifications that you want to receive an email copy or mobile notification of:

Email	Mobile	Event
☐	☐	A blog comment needs your moderation
☐	☐	A custom alert
☐	☐	A new module is available
☐	☐	An assessment was given
☐	☐	Comment post alert
☒	☒	Course announcements

Accessing your Learning Community Group

Groups in PopHealth+ allow EPT practices to engage with their Learning Community and access agendas, meeting information, and shared resources. From the homepage, hover over “Groups” in the left side menu and click your group name. The image is an example; you may be assigned to another of the three EPT Learning Communities.



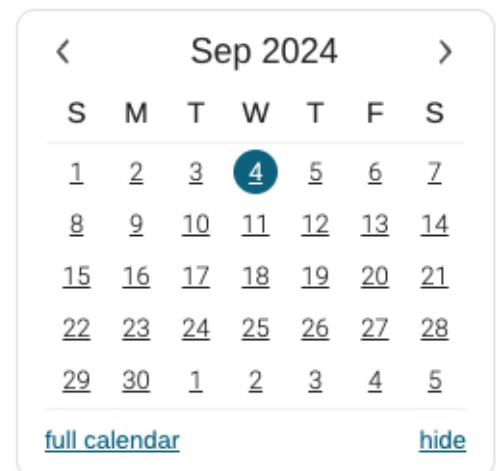
Palm Learning Community

Your Learning Community group has a Newsfeed where you can reply to announcements. We will add a Forums feature within the group for asking questions and peer-sharing.

Calendar Options

From the homepage, the small calendar on the right side of your dashboard shows upcoming events. Today's date is identified by the blue circle. Dates with an EPT event appear in bold. Click on a bolded date to see more details.

To browse events by category, click the “full calendar” link (find it on bottom left of the calendar), which will open up a full-screen calendar and allow you to filter by types of events (Learning Community, Office Hours, or EPT-Wide calendar). Click on the filter options to change their icon color. If you don't want to filter, you can minimize the right side panel by click the little blue arrow on the divider line on the right side of your screen.



Accessibility Features

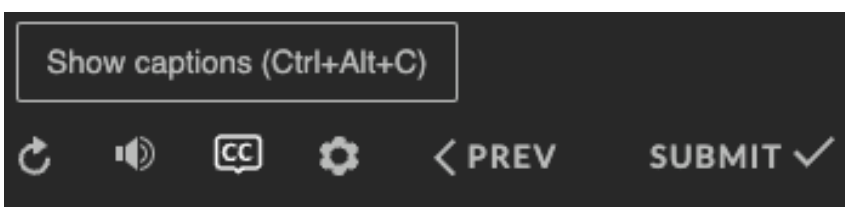
Immersive Reader

Where available, you'll see a button for “Immersive Reader” within PopHealth+ modules. Click this button to turn on accessibility settings, including having the content read aloud to you. You can also adjust the text size, color, or font by clicking “AA” in the top right corner while in the Immersive Reader.



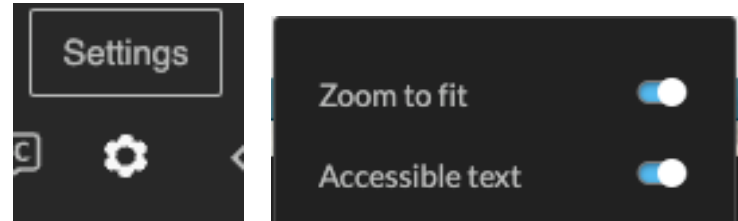
Subtitles

Within the interactive eLearning modules, you can turn on subtitles by clicking the CC button on the bottom right of the module window.



Accessible Text

Within the interactive eLearning modules, you can turn on Accessible Text by clicking the “Settings button” and toggling the control for Accessible Text. This makes the text within the modules bolder and easier to read.



Viewing Your Courses

As part of your practice’s EPT Core Team, you’ll be automatically enrolled in courses to help you succeed in EPT. For the September launch of PopHealth+, EPT practices will be enrolled in the following courses:

- Access Building Block
- Data and IT Building Block
- Empanelment Building Block*
- EPT Milestones and Deliverables
- EPT Program Resources

* If your practice received notification that you’ve been exempted from the Empanelment milestones, you will see the Empanelment Building Block under your “Completed” courses. Courses that are marked as “completed” can be viewed again at any time and you can re-enroll yourself.

To see your course list in PopHealth+, navigate to your homepage and you will see enrolled courses below the welcome banner. Alternatively, you can click “Courses” on the left side navigation bar. On your homepage, you can change how you see your courses by clicking the little square icon on the top right corner of the Course section and selecting “Tile View” and then “Maximize.”

Courses <u>Enrolled</u> 5 						
Name	Progress	Scores	Score	Due	Game	
 Access Building Block	-	-	-	=	-	
 Data and IT Building Block	-	-	-	<u>2</u>	-	
 Empanelment Building Block	-	-	-	<u>3</u>	-	
 EPT Milestones and Deliverables	-	-	-	=	-	
 EPT Program Resources	-	-	-	=	-	

Moving forward, you will receive emails each time you are enrolled in a new course or when a new module is added to one of your courses. You can go directly to the course by clicking “Visit the Course” in the notification email.

Accessing Resources/Program Specific Documents

Under your Enrolled Course list, you will see the “EPT Program Resources” and “EPT Milestones and Deliverables” courses. These courses contain several helpful documents you can reference at any time. Download any of these resources within by clicking the file name.

EPT Program Resources
✉️ 🔔

Modules ^ Hide sections

Modules and sections can be completed in any order. ➤ Available ✅ Completed

X

General

Resources to support EPT program participation, payments, and more.

Completed
3 sections ^

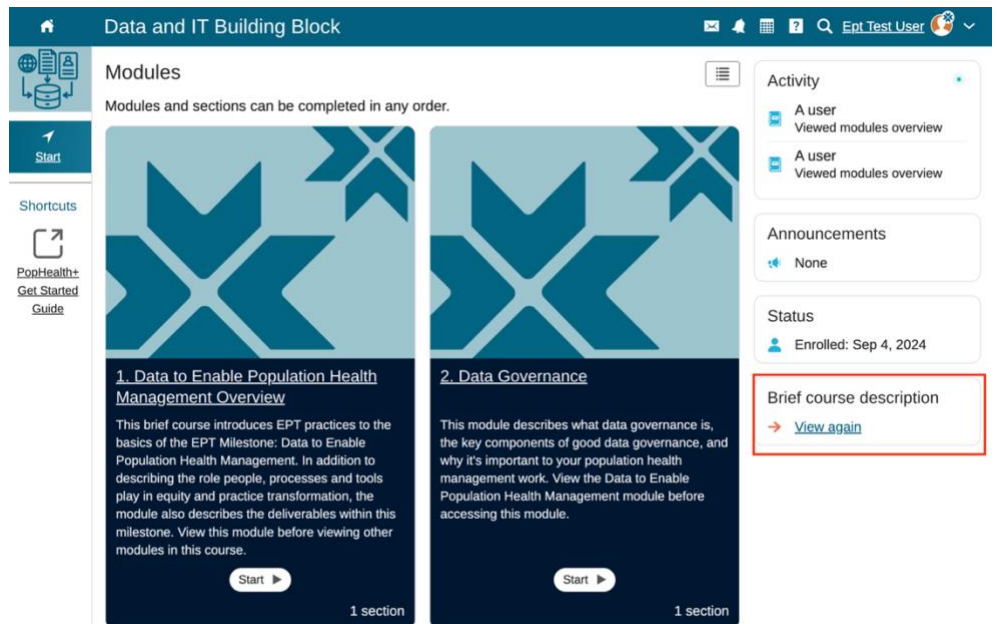
Section	Required	Status
EPT FAQs V1		➤
Spreadsheet with Final Potential Payments by Practice		➤
Spreadsheet with Practice Track and Learning Community Assignments		➤

Completing Courses

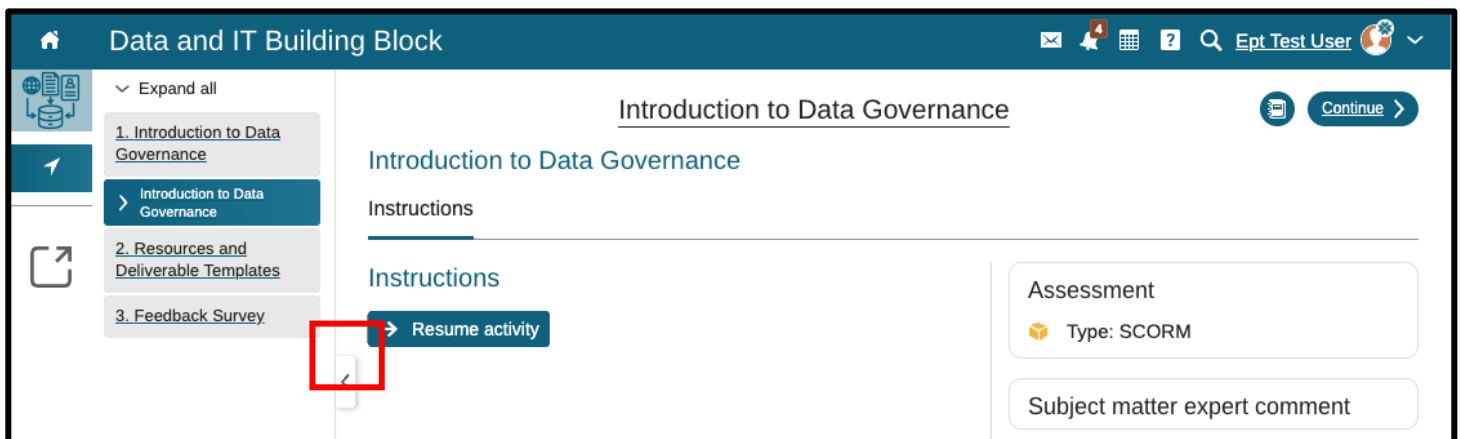
There are a few helpful actions to be aware of when completing a course:

- **Brief Course Description:** The first time you start a course, you’ll see a page with a brief course description. You can re-open this page by clicking “View Again” under “Brief Course Description” on the bottom right of your screen when inside the course.

- After the Brief Course Description page, you'll see the modules that make up the course. For example, the Data and IT Building Block course has four modules:
 - Data to Enable Population Health Management Overview
 - Data Governance
 - Feedback Survey (Optional)
 - Deliverable Templates



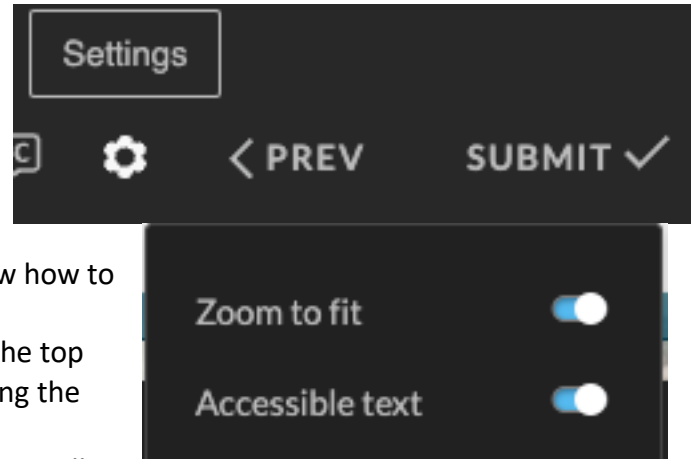
- Choose which module you'd like to complete by pressing "Start." Please note: Our interactive modules have voice-over narration. Please connect your computer to headphones before starting the modules.
- Once you're in a module, you can navigate to other sections of the course using the course table of contents. Click "Expand all" to see the sections that make up each module. This will show you where you are in the course and the percentage of the Module you have completed.
 - You can enlarge or minimize the table of contents panel by clicking the little sideways arrow on the left-hand side.



Course Completion FAQs

- Why does it say I've already progressed 50% through a course when I haven't started?
 - Some of our courses include static and downloadable content. Because these modules aren't interactive, they automatically show up as already being completed by a Learner. Feel free to disregard the progress meter and access the course content as often as needed.
- Why does it say that I've already completed a course if I haven't?

- If your practice previously met the Empanelment Milestones, the Empanelment building block course will show up as “Completed” on your Homepage. However, the course content is still accessible if you’d like to go through the interactive modules and access the resources provided.
- Do I need headphones to do the modules?
 - We encourage you to turn your computer sound on or connect to headphones to hear the sound in the interactive module. If you’re unable to listen aloud, you can turn on subtitles to follow along without sound. See the Accessibility Features section for more info.
- I can’t find the “Next” or “Submit” button in the interactive module.
 - We apologize for this difficulty. You may need to scroll down to see the buttons on the bottom of the interactive module window. Look for the Settings icon and turn on “Zoom to Fit” to help the window stay fully visible.
- I’ve completed an interactive Module, but I don’t know how to get back to the full course.
 - Look for the “Continue” or “Close” button on the top right of your window. If it’s not there, try clicking the Home icon on the top left to go back to your homepage – your progress will be saved automatically.



Submitting Deliverables

The Learning Center team will begin accepting deliverable submissions on October 1, 2024 via the Deliverable Portal. To help practices prepare their deliverable submissions, please see the deliverable templates from within the EPT Program Resources course. For detailed instructions on the November 2024 Deliverable Submission, please see our FAQs: <https://mailchi.mp/pophealthlc/nov-2024-faqs>

Requesting New Users

If you have new staff that needs access to PopHealth+, email elarning@pophealthlc.org. In the email, please include the following information:

- Organization name
- Staff member’s first and last name
- Their email address (which will be used as their username)
- Their job title
- Indicate if this person will be the new Point of Contact for your organization
- Indicate if this person is replacing another staff member. We will update our contact list accordingly.

Glossary of Terms

We prepared a glossary of terms to define key words and phrases that EPT practices may encounter in PopHealth+.

Building Block: Population health management domain areas or change concepts (e.g., Access, Empanelment). Each building block has its own course.

Brief Course Description: The introduction page (sometimes referred to as a Splash Page) is what you see when you first click into a new course. You can re-open this page from within the course landing page (bottom right of your screen).

Course: Collection of related modules that are structured to guide practices through a learning journey.

Deliverable template: A document that contains the questions and actions that are required for practices to meet a milestone. The template is meant to help a practice prepare to submit their deliverable but won't be used as the deliverable submission. Please do not submit the deliverable template as it will not serve as your completed deliverable. For detailed instructions on submitting deliverables, please see our [November 2024 Deliverable FAQs](#).

Deliverable Portal: The website where EPT Practices log-in to submit their deliverables and KPIs. EPT Practices need to have an account in PopHealth+ in order to log-in to the Portal. The Portal launched on October 1 and is available at: <https://pophealth.healthcare.dev/>

Key Performance Indicators (KPIs): The portion of [EPT Milestones](#) that practices will report as quantitative measures. There are two types of measures among the KPIs: HEDIS-like measures and Administrative measures.

HEDIS: Quality measures from the National Committee for Quality Assurance (NCQA) Healthcare Effectiveness Data and Information Set (HEDIS).

Learning Community: A cohort of EPT practices grouped together by geography and practice type that will meet 3 times a year for a 4 hour virtual training. There are 3 total Learning Communities in EPT.

Lead Contact: The staff member your practice identified as your EPT team's main point of contact.

Practice Track: A group of ~15 EPT practices that meet for 90 minutes every other month to share progress and problem solve together. Each practice track has an assigned practice track facilitator that guides each session. There are 12 EPT practice tracks and they are grouped together by practice type (health center, independent practice etc.), practice size, geography, and population of focus.

Providers: All staff at practices, including clinicians/providers, front office, medical assistants, IT, program managers, etc.

Subject matter experts (SMEs): Course instructors who have assisted the Learning Center in developing the EPT curriculum.