



Shared health  
**Soins communs**  
Manitoba

# PHIMS Resources for Trainers

# Agenda

- Feedback Forms
- How to Access Support
- PHIMS Website
  - Training materials
- Train-the-Trainer Primers
- Training Environment
- How-tos
  - Creating a screen shot
  - Loading Data to the Training Environment
- Planning to Deliver Training

# Where to Get PHIMS Support?

- Knowing which support organization to contact will help you get the support you need more quickly
- There are four support organizations:
  - Manitoba Shared Health – Soins communs
  - Your Local IT Support
  - Your Local Immunization/CD Coordinators
  - The PHIMS Team

# When to contact PHIMS Support?

- Can't log into PHIMS
- You can't perform the actions that you expect in PHIMS
- Get a red dot error using the steps in the QRCs
- You need a password reset
- Set up a new user or change user role

# When to contact local IT support

- Connectivity issues either at your public health site or at an offsite clinic
- When you need to make changes to your desktop and it is locked down e.g.
  - Make changes to Internet Explorer Settings
  - Add a printer

# When to contact your local Immunization/CD Coordinator or Manager

- Immunization/Inventory/Investigation/Outbreak Practice issues:
  - If/when to immunize a client
    - i.e. Forecaster questions
  - Role clarification between clerks and nurses
    - i.e. who does what?
  - End dates for immunization consents
  - What should be documented
    - Whole medical history or just immunization issues
    - Detail in documenting historical immunization
  - Infection control
  - Who should document
    - What notes should be appropriate for a clerk to enter
    - Can one nurse document for another

# How to contact PHIMS Support

- Phone
  - 1-866-999-9698
  - (204) 940-8500
- Email
  - [servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca)

# What should be included in a PHIMS Ticket/Support Call?

- Description of what you are trying to do
- Your user role = PHN, PH clerk, etc
- Screen shot of the window with the problem
  - Include the URL with the shot
- List of steps that you executed when you got the problem
- Enter the word “PHIMS” in the subject line



# When to contact the PHIMS Team Directly

- Questions about how to deliver training or using the training environment
- When you need an escalation on an issue that hasn't been resolved
- **NOTE:** the PHIMS Project Team is not operational support. We are providing support to sites and adopters and cannot be used to bypass the help desk



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# Training Materials Available



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Training Resources

**TRAINING RESOURCES**

# Training Environment

- What is in the PHIMS Training Environment?
- How do I access the environment?
- User IDs
  - Named
  - Generic
  - User Roles
- Data in Training
- Refresh schedule

# Training Environment

- <https://phims-trn.sharedhealthmb.ca>
- Your username and password
  - Same as for all other MB provincial systems
  - Confirm that you can access

# What is the Training Environment?

- A non-production version of PHIMS
  - to be used to deliver PHIMS Training or to practice scenarios
- Contains real:
  - Organizations
  - Service delivery locations/holding point locations
  - Vaccines/catalogue items
- Does not contain:
  - Real data like real clients names, address or PHINs
  - Real providers
- Training Environment will be updated with patches and new data but it may not ever perfectly reflect the production version

# How do I access the environment?

- Our URL for training is

<https://phims-trn.sharedhealthmb.ca>

You can create a shortcut to the training environment on your desktop

- Make sure that your shortcut does not include any characters after .ca/ or your shortcut won't work

# Named User IDs

- Trainers will receive their own named user accounts to the training environment after completing the Train the trainer program
- Trainees will use generic accounts to participate in locally offered training
- Trainers are expected to practice the exercises from Train the trainer in the weeks following training to keep their learning up



# Generic User IDs

- Each Region received 20 Generic Training IDs (WRHA received 30)
  - Each will manage their own IDs and will assign them for training as they see fit
  - Each region will have a MDA role to facilitate inventory fulfillment
- There are 30 First Nations Generic Training IDs
  - They are managed by the FN Trainer
  - There is one MDA role to facilitate the fulfillment of inventory

# Generic Training ID Names and Roles

Region	#	Role	Name format	Organization	SDL
WRHA	30 1	Public Health MDA	TrainPanWRHA01 – 30 TrainPanWMDA	WRHA MDA	River East MDA
Prairie Mountain	20 1	Public Health MDA	TrainPanPM01 – 20 TrainPanPMMDA	Prairie Mountain MDA	Brandon MDA
Southern	20 1	Public Health MDA	TrainPanS01 – 20 TrainPanSMDA	Southern MDA	Altona MDA
Northern	20 1	Public Health MDA	TrainPanN01 – 20 TrainPanNMDA	Northern MDA	Thompson MDA
Interlake Eastern	20 1	Public Health MDA	TrainPanIE01 – 20 TrainPanIEMDA	Interlake Eastern MDA	Selkirk MDA
First Nations	15 15 1	Public Health Public Health MDA	TrainPanFN01-15 TrainPanFN16-30 TrainPanFNMDA	FNIHB FNIHB MDA	Fisher River Cross Lake MDA

# PHIMS Immunization and Inventory Roles for Public Health Sites

There are six user roles available for PH Sites:

1. Public Health Nurse
2. Public Health Nurse Close
3. Public Health Nurse Coordinator
4. Public Health Clerk
5. Public Health Manager
6. Medical Officer of Health

# Maintenance of the Training Environment

- The PHIMS Project Team will determine a schedule for removing data from the training environment, updating or making changes
- These updates may make the environment unavailable for a short period of time
- You will receive notification of the outage from the Manitoba Shared Health – Soins communs Service Desk

# Demonstrations

- Using the Snipping Tool/Page Print
- Creating and Loading Data to the Training Environment

# Plan for Delivering Training

- Checklist of Planning for Training

# Trainer Activities

- Vaccines available in the training environment
- Pick/Pack/Ship for trainers

# Vaccines in the training environment

Catalogue ID code	Agent	Trade Name
1715129	Covid19-Moderna	Moderna Covid-19 Vaccine
1715001	DTap-IPV-Hib	Pediacel
1715055	Tdap-IPV	Boostrix-Polio
1715011	Pneu-C-13	Prevnar 13
1715064	Rotavirus	Rotarix
1715054	Tdap	Adacel
1715007	Influenza	Agriflu
1715012	Pneumo 23	Pneumovax 23
1715008	Men C	Menjugate
1715003	Hep B pediatric	Recombivax
1715040	MMRV	PriorixTetra
1715005	HPV	Gardasil
1715002	DTaP-IPV	Quadracel



# Pick/Pack/Ship for Trainers

- In order to have orders ready to receive, the trainer will need to act as “MDA” by picking, packing and shipping in PHIMS
- Orders will be auto-approved in the training environment but it takes **15 minutes** for the status to change from pending manual approval to pending pick
- You need to plan accordingly if you want to order and receive the same requisition during the same lesson or class

# Planning to Deliver Training

- Roundtable of self-directed learning options
- What kind of support do you need?