

Department of Veterans Affairs M-11

Veterans Health Administration Chapter 15

Washington, DC 20420

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1. Transmitted is a new chapter to the Department of Veterans Affairs, Veterans Health Administration (VHA) Manual, M-11, "Information Resources Management," Chapter 15, "Information Resources Management (IRM) Training."

2. Chapter 15 establishes policy and responsibilities for training to support VHA IRM activities, both at the local and national level

3. Filing Instructions

Remove pages Insert pages

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15-1 through 15-3

4. RESCISSIONS: VHA Circulars/Directives 10-85-93, 10-85-112, 10-85-116, 10-86-147, 10-87-19,

10-87-119, 10-87-122, and 10-87-123.

Kenneth W. Kizer, M.D., M.P.H.

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CHAPTER 15. INFORMATION RESOURCES MANAGEMENT (IRM) TRAINING

15.01 PURPOSE

The purpose of this chapter is to establish policy to ensure quality training opportunities in support of Veterans Health Administration (VHA) IRM activities.

15.02 POLICY

It is VHA policy to:

- a. Provide hardware and operating systems training for health care facility IRM staff and Information Systems Center (ISC) staff;
- b. Provide national package training for application coordinators who have the responsibility for training VHA personnel at health care facilities. NOTE: ISC staff will also receive applications training;
- c. Provide training support materials for new user training in computer literacy and applications for use by facility IRM staff and applications coordinators;
- d. Provide other IRM training in such areas as Automated Information System (AIS) security, top level management of IRM resources, and other areas, as needed; and
- e. Support a career IRM Training Program (see par. 15.05).

15.03 DEFINITIONS

- a. National Package. A national package is the Decentralized Hospital Computer Program (DHCP) software intended for national distribution and implementation. Each national package is considered a component of DHCP, and is assigned by the Director, Medical Information Resources Management Office (MIRMO), to an ISC for development and maintenance.
- b. National Training Program. Systemwide training needs generated by legislation or mandated changes, Department and VHA initiatives, new technology, and high priority concerns having systemwide impact.

15.04 RESPONSIBILITIES

- a. Responsibility for defining appropriate training for VHA IRM staff rests with the Director, MIRMO.
- b. Operational oversight and review of VHA IRM training is the responsibility of the Directorate for Training.
  - (1) The Directorate is responsible for maintaining a central point for the coordination of all VHA IRM training activities.
  - (2) The Directorate serves as the liaison with the Office of Academic Affairs (OAA) and the Health Care Management Continuing Education Center.

- c. The IRM Training Management Committee (TMC) is responsible for the coordination of national training priorities associated with VHA IRM training needs funded with National Training Program (NTP) funds (refer to Ch. 1).
- d. With the concurrence of MIRMO, the Associate Under Secretary for Academic Affairs appoints an OAA NTP representative who serves as a liaison between OAA and MIRMO to accomplish OAA support of NTP needs.
- e. Regional and local IRM training needs are the combined responsibilities of ISCs, Regional Medical Education Centers (RMECs), and health care facility IRM staff.
- f. NTP funded training activities will meet OAA approved education standards for development, implementation, and evaluation.
- g. National systems training will be reviewed and approved by the Directorate for Training to ensure it meets IRM training needs and contractual requirements, if applicable. The Directorate for Training will coordinate with a RMEC educator to ensure that the training meets approved education standards.
- h. DHCP national software package training will be developed by a RMEC educator in cooperation with the Development ISC and the appropriate representative user group.
- i. IRM training in such areas as AIS security (see Ch. 16), management of IRM resources, and other areas will be developed by a RMEC educator in cooperation with designated individuals or groups and the Directorate for Training.

#### 15.05 IRM TRAINING PROGRAM

- a. Program Characteristics. The IRM Training Program is the primary means of recruiting trainees for a national training program to develop skills required to carry out IRM activities at Department of Veterans Affairs (VA) health care facilities.
  - (1) This career system represents a planned process for identifying manpower needs and meeting these needs through a coordinated program of induction, training, and placement in an IRM position.
  - (2) After completion of training, the trainees may be placed in positions at health care facilities, ISCs, or MIRMO.
- b. Program Management. Overall program oversight and administration for the IRM Training Program is provided by MIRMO.
- c. Length of Training. The formal training program is designed to extend up to 12 months, but trainees may complete the program sooner, depending on individual progress as well as on unique qualifications brought to the job by each trainee.
- d. Training Program. The training program is conducted as an in-residence program. It includes pre-assessment of skill and knowledge development and evaluation. Specific training is given in the operation and maintenance of DHCP hardware and software, system security, programming in the Massachusetts General Hospital Utility Multi Programming System (MUMPS) computer language, and management skills with an emphasis toward service administration.
- e. Selection of Training Sites. Each year health care facilities are encouraged to compete for selection as training sites. An announcement inviting application and an application questionnaire requesting information on the site and the capabilities of the IRM Service Chief and staff are sent to each health care facility utilizing DHCP hardware and software.

(1) The completed applications are evaluated by the Associate Directors for Field Support at the ISC of jurisdiction.

(2) Sites recommended are referred to the Associate Under Secretary for Operations for final approval.

f. Selection of Trainees. The centralized positions in the IRM Training Program are recruited annually through the Centralized Staffing System.

g. Placement of Graduated Trainees. The Directorate for Training coordinates placement of graduated trainees into competitive positions at health care facilities, ISCs, or MIRMO.

h. Evaluation. A plan for ongoing evaluation of trainees and training sites, to include evaluation during the training program and follow-up evaluation after the trainee has been placed in a permanent position, will be conducted for each cycle of the program.