AROC Online Services (AOS) User Manual

Version 5.1.2
(April 2020)

Full AOS system

Contents

Introduction

AROC Online Services (AOS) is a secure, web-based service that enables staff of AROC member facilities to manage their facility's AROC data, their personal details and FIM/WeeFIM credentialing status.

AOS is intended for:

- Staff involved in the data entry or data upload of AROC data
- Staff responsible for downloading and reviewing AROC benchmarking reports
- Staff wanting to extract and analyse their facility's data
- Staff needing to become credentialed/re-credentialed in FIM/WeeFIM
- Staff planning on sitting the online FIM/WeeFIM refresher course
- Staff intending on purchasing/managing FIM/WeeFIM keys and resources.

Facilities can opt to have one or many of their staff registered to use AOS and are responsible for ensuring that no unauthorised staff gains access to AOS.

This user manual provides AROC members with detailed instructions on how to use the functions available within AOS.

Flow chart of AOS functionality

The flow chart presented in Figure 1 (refer to page 6) provides a quick reference to all the functions available from the AOS menu and demonstrates the pathways of entry into the system:

A) AOS Login
B) FIM ID

Each function listed in the flow chart is explained in detail within this document.

This manual is available online at from both the AROC Homepage (AROC Online Services … AOS and FIM User Manuals) and from all AOS Menus (Help … User Manual) and can be downloaded as a complete document or by chapter.

Computing requirements

To access AOS users will need:

- An AOS username and password or FIM ID (page 6)
- Internet connectivity
- A standard internet browser with pop-ups, browser scripting and cookies enabled
- Adobe Acrobat reader to view or open PDF files.

The recommended browsers are:

- Internet Explorer 8.0+
- Mozilla Firefox
- Google Chrome
- Safari

The recommended screen resolution is 1024 x 768.

Session time-out

To maintain security, AOS sessions (including data entry and FIM/WeeFIM online exam) will automatically time out if inactive for periods of 30 minutes or more. If in the middle of a data entry tab or an exam, the user will lose any unsaved data or exam progress. An error message will appear indicating the session has timed out and the user will be returned to the AOS login screen.

Getting started with AOS

To access AOS users require either an AOS username and password (AOS login) or a FIM ID. FIM and WeeFIM clinicians wishing to purchase an exam key and/or sit an exam (with or without the refresher course) can access this limited functionality of the online FIM system within AOS by logging in with their FIM ID. For full online FIM system functionality or access to other AOS functions (such as data entry and data upload) users of AOS require an AOS login.

Getting a FIM ID

A FIM ID is a unique and unchanging identifier assigned to each individual FIM/WeeFIM clinician known to AROC.

The FIM ID is provided on your FIM/WeeFIM credentialing certificate. If you cannot locate your FIM ID, please ask your Facility Trainer, who will have the latest credentialing status report, listing all FIM/WeeFIM clinicians and their FIM IDs. If the Facility Trainer cannot locate it either, please email fim@uow.edu.au and include your name, facility, email address and the date you last completed the FIM/WeeFIM Exam.

If you are new to FIM/WeeFIM and are booked to participate in a workshop, you will receive your FIM ID and instructions about how to access the FIM/WeeFIM online system via email shortly after the workshop, for more detail, see page 66.

Getting an AOS login

If you require an AOS username and password please email AROC at aroc@uow.edu.au, and provide the following details:
- Your name:
- Facility Role*:
- Facility Name*:
- Telephone*:
- Email*:

- Reason for request:
- Data collection
  (Inpatient and/or Ambulatory):
- Authorised by:

If you work at more than one facility please clearly state each facility along with your role and telephone number at each.

A unique AROC username and password will be provided to you by email. Your username and password will be case-sensitive so it is best to copy and paste from the email sent to you by AROC to your internet browser. When you first log in to AOS you will be prompted to change your password.
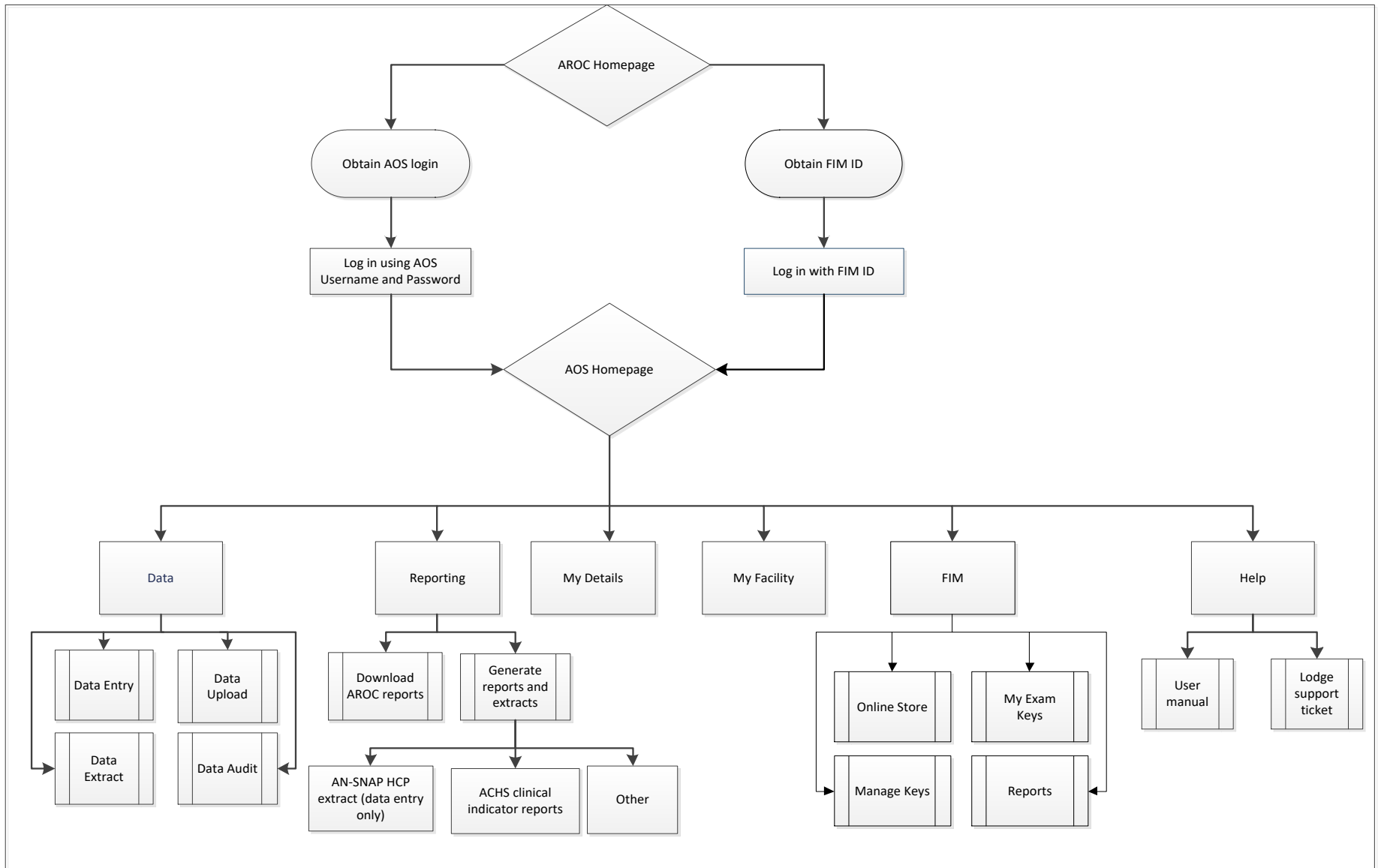
Figure 1: AOS flow chart

Logging into AOS

1) Log into AOS from the AROC homepage http://ahsri.uow.edu.au/aroc (Figure 2).

2) Once the Login screen has opened (Figure 3), choose from "AOS LOGIN" or "FIM LOGIN".
   a. To log into AOS using the AOS login enter "Username" and "Password" in the corresponding fields and click "Log In to AOS".
   b. To log into AOS using the FIM login enter your "FIM ID" in the corresponding field and click "Log In to FIM".
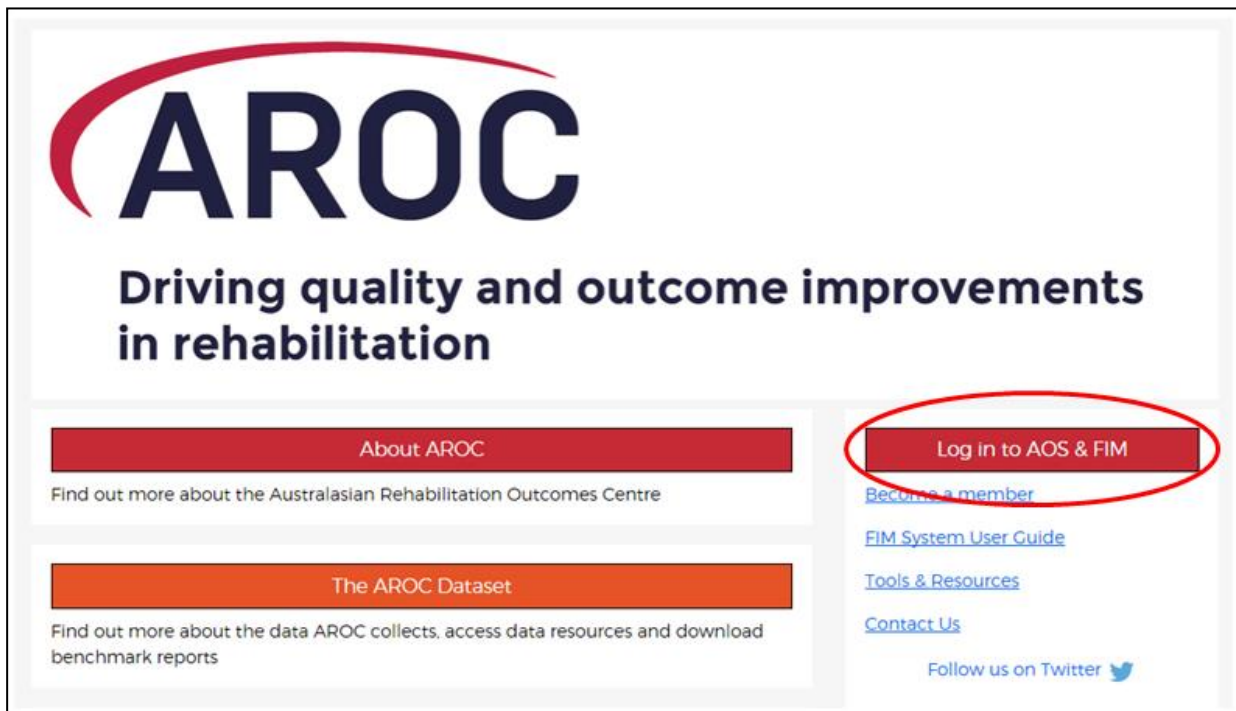
Figure 2: Location of AOS Log in on AROC Website

Contacting AROC

If you have an AOS username

For any general AROC questions or queries related to functions within AOS please contact AROC using the AOS Menu: HELP → Lodge Support Ticket (page 12). If your query relates to an inability to login, please email aroc@uow.edu.au. For information related to FIM, workshop organisation, clinical queries or invoicing queries please email fim@uow.edu.au.

If you have a FIM ID

For information related to FIM, workshop organisation, clinical queries or invoicing queries please email fim@uow.edu.au.

Welcome to AROC Online Services

AOS Login

* Username:

* Password:

Log In to AOS

FIM Login

* FIM ID:

Log In to FIM

Go to the AROC Home page

Figure 3: AOS Login screen

If you do not have an AOS username or FIM ID

For any general AROC questions or access requests to AOS please email aroc@uow.edu.au. For information related to FIM, workshop organisation, clinical queries or invoicing queries please email fim@uow.edu.au.

The AOS homepage
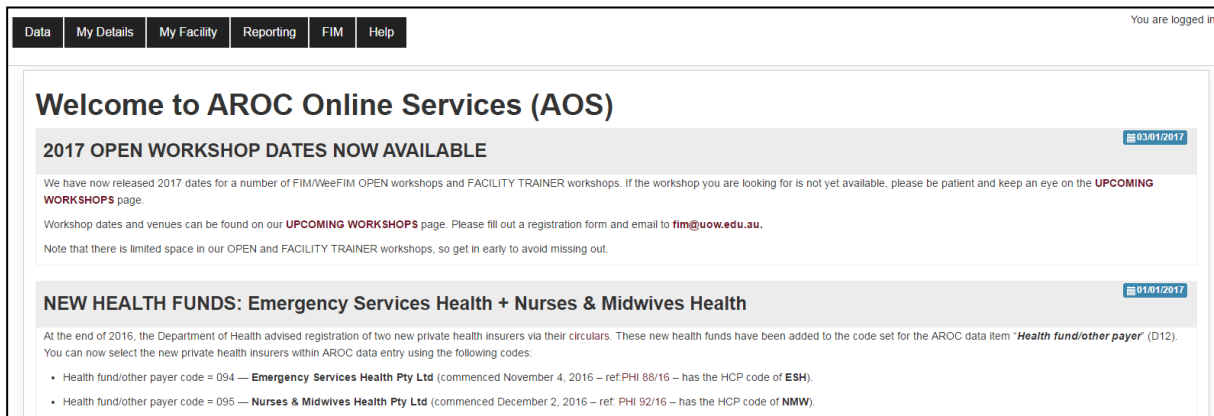
After logging in, the AOS homepage (Figure 4) will open. The AOS home page provides the latest news about AOS and AROC and a list of available functions. If access to additional functions is required please email AROC at aroc@uow.edu.au.

Depending on the user's level of access, the functions available may include:

- My Details
- My Facility
- Data Entry
- Data Upload
- Data Extract
- Data Audit
- Reporting
- FIM Online Store
- FIM My Exam Keys
- FIM Manage Keys
- Help

Returning to the AOS home page

Clicking on the AROC logo on the top left corner of the screen will exit the function the user is in and return them to the AOS homepage.

Figure 4: AOS homepage

My Details

This menu option allows users to view their profile. Users are able to edit certain details by clicking on "Edit" under "Quick Links" on the left hand side. We encourage users to keep their details as up to date as possible.

Users are unable to update details in greyed out fields. These include:

- Contact Person Details
- AOS Login
- Credentialing

If you need to change any of these details, please lodge a support ticket, which can be found in the "Help" menu option.

Checking my FIM/WeeFIM status

If you are FIM/WeeFIM credentialed you can view your FIM ID and exam results, including when your FIM certification expires, via "My Details". If you believe these details are not correct please lodge a support ticket (refer to page 12).

Changing my password

In the AOS login section click "Change Password" (Figure 5). The Change Password screen will appear.

My Facility

This menu option shows users which facility or facilities their AROC account is associated with (Figure 6). This option is read-only and users will not be able to edit the facilities they are listed against or details recorded for a facility. If the facility or list of facilities is incorrect please lodge a support ticket (refer to page 12).

Getting help in AOS

The HELP menu (Figure 7) is always available during an AOS session and has two options:

- **USER MANUAL**: this links to the AROC documentation page relevant to the system currently being accessed – a PDF of the User Manual and Quick Reference Guide relevant to this system are located here. The online data dictionary is also accessible here. This should be the first port of call for help. This page will be continually updated so it is worth bookmarking.
- **LODGE SUPPORT TICKET**: If you are unable to find an answer to what you need within the online documentation you should lodge a support ticket (page 12).

Figure 5: Changing password in "My Details" screen
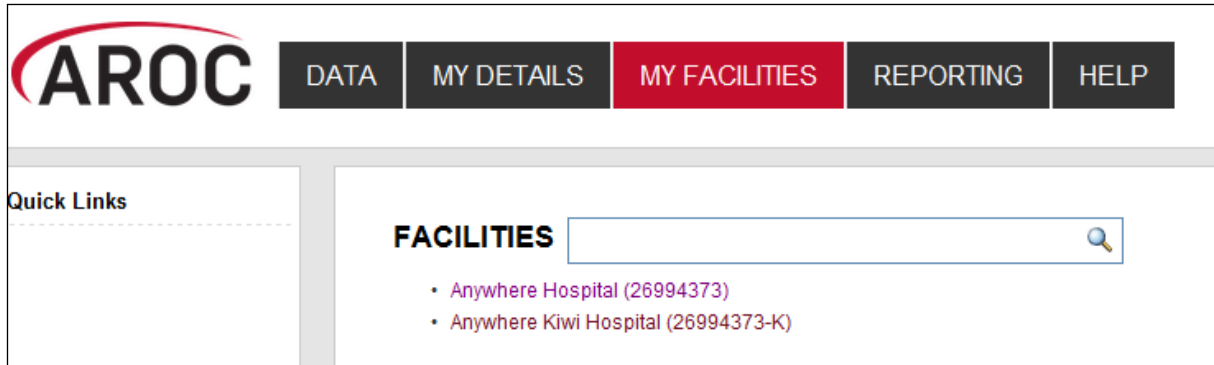
Figure 6: My Facilities Screen
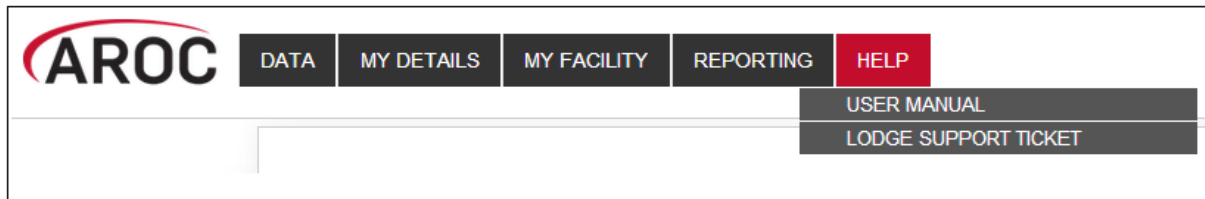
Figure 7: Help menu

Lodging a support ticket

From all systems within AOS users can send AROC a message asking for support by clicking HELP … LODGE SUPPORT TICKET. After selecting this option a pop up screen titled "Lodge a support ticket" will appear (Figure 8) or you will be redirected to an email pop-up in your default mail browser. If you are emailing, please include a clear subject, details of the problem and any relevant screenshots.

NOTE: if the support ticket window does not appear, check that pop ups are enabled in your browser or your default mail application.

Some items may pre-fill, based on the account you are logged in as. Please fill out all the other items where you can before submitting, otherwise, we may not be able to get back to you.

- Summary – This is a summary of your issue, think of it like a subject line in an email.
- Description – This is the overall description of the issue you are having.
- Attach file – If you have a file that is relevant to the issue, attach it here. Files that may be useful are screenshots of your issue, or a data file that is causing the issue.
- Component/s – This is where you will select what area of AOS you are having an issue with.
- Organisation – This is where you will select what facility or area you are representing with respect to this issue
- Name – Your name
- Email – Your email address

Figure 8: Lodge a support ticket

Logging out of AOS

Clicking on the "Logout" button in red at the top right corner of the screen will log users out of their AOS session and re-direct them to the AROC homepage.

Entering data in AOS

The AOS Online Data Entry System (AOS-ODES) is only available to staff authorised by their facility to complete data entry.

AOS-ODES allows users to enter and save data as they go, that is, users do not need to enter data for a complete rehabilitation episode of care in one session. The system allows:

- Creation and completion of data entry for a new episode of care in one session
- Partial completion of data entry for a new episode, which can be resumed and completed at a later date. For partial completion a minimum of pathway and episode begin date must be entered to be able to save the episode.

Only required data items will be visible on each data entry screen. If a required data item is left blank, the system will consider it missing and generate an error message when the data is saved. All visible data items will have a default label, "Item Required" (Figure 9), indicating that data needs to be supplied.

Figure 9: Example of "Item Required" in Data Entry screens

Some data entry basics

Getting help on a data item

Clicking on the question mark (Figure 10) to the left of a data item label will display a text box that provides more information about that data item. For justification about why each item is collected and a guide for use please refer to the online data dictionary (page 11) and on the AROC website http://ahsri.uow.edu.au/aroc/onlinedd/index.html.

Figure 10: Getting help on data items

Error and warning markers on data items

During data entry users may notice one or more error markers (⚠ ⚠ ⚠) appearing against some data items (Figure 11). Clicking on an icon will present a pop-up text box explaining the error/warning. To hide the pop-up click on the marker again. The red triangles indicate errors. These will appear if data items are missed, invalid or in conflict with responses made for previous items or episodes, e.g. episode start and end dates are in conflict with a previous episode.

The blue triangles indicate warnings. These will appear where there is a suspected conflict between responses that will need to be crosschecked. These should only be changed if there is an actual error. The orange triangles indicate a date conflict between two or more episodes entered for this patient. Error markers will disappear once errors have been corrected and saved. Warning markers will remain if the episode is accurate.

Moving between data items and between data tabs

Users can move between data items using the "Tab" key on the keyboard. Alternately the mouse can be used.

To move between data tabs use the "Tab" key to select the relevant tab or button at the top and bottom right hand side of the screen and press "Enter".
- Save and Go Back (to return to previous tab)
- Save and Continue (to continue to next tab)

Note: to save the entries made in the current tab without moving to the next tab, click on the current tab name.

Figure 11: Error and warning Marker

Entering dates and making value selections within a data tab

All dates in AOS-ODES are in the format DD/MM/YYYY – leading zeros for days and months are required. Users can enter any date data item on any data tab by entering only the 10 numbers of the date and AOS-ODES will automatically add the slashes, e.g. enter 01022003 and AOS-ODES will display 01/02/2003.

To make a selection from a data item with a drop-down list users can either use the up/down arrows or the first letter of the value to toggle between available options.

To make a selection from a data item with check boxes without using the mouse, tab to the option required and press the space bar/enter to insert a tick.

Flow for entering data in the AROC database

The flow chart in Figure 12 (page 17) demonstrates the process for entering data in AROC using AOS-ODUS. This flow chart can also be found on the quick reference guide for data entry in AOS available from the help menu in AOS (page 11).
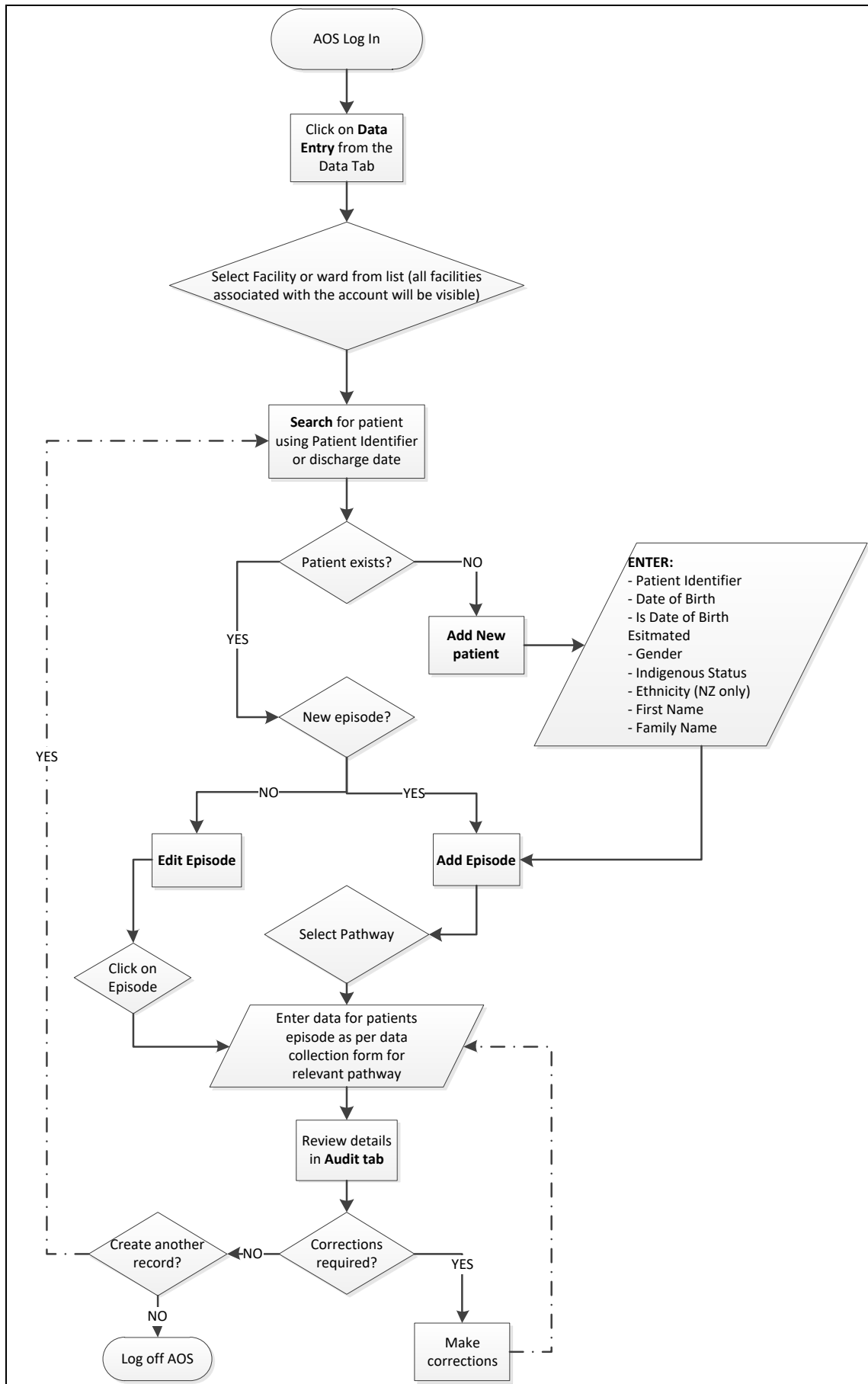
Figure 12: AOS Online Data Entry System flow chart

Accessing the online data entry system (AOS-ODES)

1) Click on "DATA ENTRY" from the DATA menu (Figure 13).
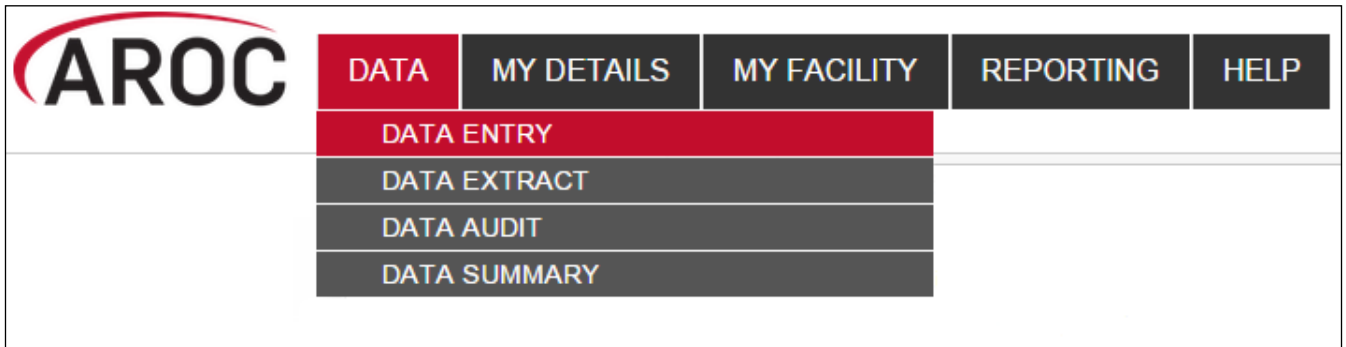
Figure 13: AOS data menu

2) Click on the facility or ward (Figure 14) for which you will be entering data. If the user works at a single facility, only the name of that facility will be displayed. If the user works across multiple facilities, the names of all the facilities the user is affiliated with will be displayed. If the facility has provided ward details the wards will be available for selection (refer to page 26).
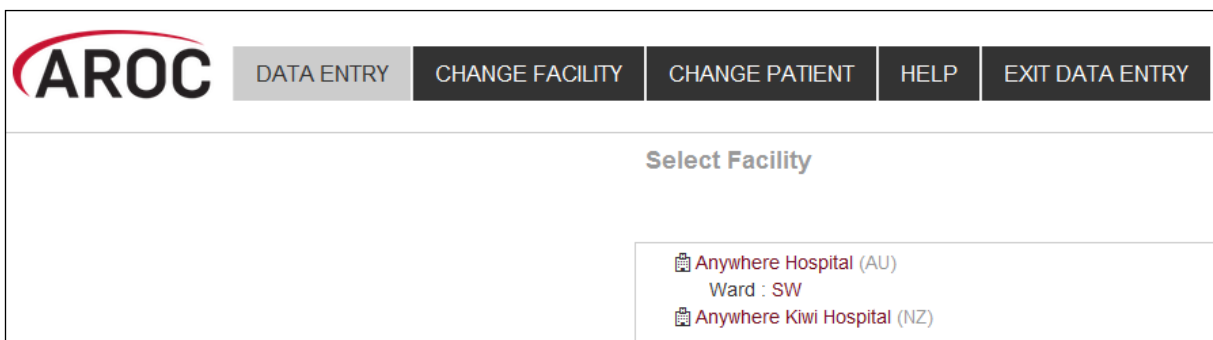
Figure 14: Select Facility screen

3) The "Patient Search" screen will appear. Choose from two options:
   a) "Search" for an existing patient, or
   b) Create a "New Patient".

It is recommended to always first "Search" for the patient to ensure that they do not already exist in AOS (Figure 15). Users can "Search" by "Patient Identifier" and/or episode date(s).

Figure 15: Patient Search screen

Searching for a patient

1a) To search by Patient Identifier enter into search bar and click on "Search" (Figure 15).

Note: This variable is required in order to facilitate data quality reporting back to facilities. It is absolutely **not** used in research.

Facilities are not required or asked to use MRN as their unique patient identifier, only to use some code which would enable them to 'locate' the person referred to by that code in their own IT system for the purpose of correcting data quality issues.

Exact search vs partial search

To search for an exact "Patient Identifier", click on the drop-down search button and tick "Patient Identifier Exact Match" prior to clicking "Search" (Figure 16).

Figure 16: Patient search options

If the exact "Patient Identifier" is unknown a partial search can be performed, for example, if the "Patient Identifier" contains "123" enter "123" and click "Search" to see a list of all "Patient Identifiers" that include "123" (Figure 17).

Note: make sure "Patient Identifier Exact Match" is not ticked when performing a partial search.

Note: Error markers ⚠ appearing against episodes in the search screen indicate that the episodes contain missing/invalid or conflicting entries on at least one data item. For more information about error markers see page 15.

1b) To search by episode date, click on the drop-down search button and enter the patient's Episode Begin Date, and/or Episode End Date, and/or date ranges and click on "Search"(also seen in Figure 16).

2) If the "Search" results in a match (Figure 18), the patient's record including any episodes will appear along with a series of options:

- +Add Episode (refer to page 24)
- Edit Patient (refer to page 22)
- Delete Patient (refer to page 23)
- Edit Episode (refer to page 37)
- Delete Episode (refer to page 37)

Figure 17: Partial search on Patient Identifier

Figure 18: Results of patient search

Creating a new patient

1) If the search does not result in a match click on "New Patient" (Figure 19).

Note: If patient identifier does not exist, the system will pre-populate the identifier search for when "+New Patient" is clicked.

Figure 19: Creating a "New Patient"

2) Enter all patient details required to create a new patient (Figure 20)

Note: it is important to enter the patients exact "First Name" and "Surname" and select "Generate" to populate the "Letters of Name" field. If the patient's name is entered incorrectly, it can be rectified by selecting "Modify" and re-entering the patients name and clicking on "Regenerate".

Note: the patients "First Name" and "Surname" are not saved to the AROC database, only the "Letters of Name" field derived from this information is stored for use in generating the Statistical Linkage Key (for more details refer to Appendix B - Statistical Linkage Key (SLK)).

Figure 20: Create patient screen

3) Click on "Save and Validate" to ensure patient's record has been added without error (Figure 20). The screen will change from "Create Patient" to "Edit Patient".

Note: If patient already exists in AOS the system will not allow the user to save the record.

Figure 21: Patient record added

4) Click on "Save and Return to List" to return to "Patient Search" screen and view patient created (Figure 21) and add an episode (Figure 22).

Editing a patient

1) Search for patient (refer to page 19).

2) Check patient's details match that of the patient whose record needs to be edited.

3) Click "Edit Patient" (Figure 23).

Figure 22: Add episode to patient

Figure 23: Edit or delete patient

4) Update or add details as required.

5) Click on "Save and Return to List" to view patient created and add or edit an episode

Note: A patient can also be editing whilst in an existing episode by clicking on "Edit Patient" (Figure 24). Once editing is complete the system will return user to the episode they were in prior

Figure 24: Edit patient from within the episode screen

Deleting a patient

This option is only available to delete duplicate patient records or records that have been created in error.

1) Search for patient (refer to page 19).

2) Check patient's details to verify that the patient is a duplicate or created in error.

3) Click "Delete Patient" (Figure 23). A warning message will appear requesting confirmation of deletion (Figure 25).

Note: a patient cannot be deleted if they have episodes attached.

4) Click on "Cancel" to keep patient and go back to "Patient Search" screen or "Delete" to delete record permanently and go back to "Patient Search" screen.

Delete Patient

Are you sure you want to delete this patient?

Patient Identifier	12348
Date of birth	11/11/1947
Gender	Female
Letters of name	OE2AN

← Cancel   🗑 Delete

Figure 25: Delete patient screen

Creating a new episode

1) Search for patient (refer to page 19).

2) In the "Patient Search" screen click "+Add Episode" on the right-hand side of the patient record (Figure 26).

3) Select the appropriate episode type, either "Inpatient" or "Ambulatory" from the right-hand side of the patient record (Figure 26).

4) The "Episode" screen will open (Figure 27) with multiple tabs across the top of the screen that correspond to the data collection form sections within each pathway.

    These tabs are:
    • Episode Start and Clinical
    • Rehabilitation Program
    • Episode End
    • Impairment Specific (only visible when certain impairment codes are selected, refer to page 30)
    • Comments
    • Audit
    • Summary

Figure 26: Adding an episode to a patient record

Figure 27: Episode screen for Inpatient entry

5) Select the appropriate pathway (model of care) from the drop-down menu. For more information about each model of care, please refer to Appendix A on page 104. The data items relevant to the pathway selected will appear.

Note: The name of the pathway required can be found at the top of the data collection form for the patient.

Episode start and clinical tab

This tab relates to data items from the section of the form headed Clinical Data Items, Episode Start and Prior to this Impairment.

It is important to note that the Ward Name field is locked unless something has been entered in the Ward Code field. These fields are only required by those facilities that report by ward.

Enter all items on the screen, then click "Save and Continue" to save data entered and move to the next tab.

Notes:

- At a minimum, Pathway and Episode Start Date must be entered to save the episode.
- Completion of some data items in the dataset is conditional on responses to other data items. These items will only be visible when they are required. "Type of accommodation prior to this impairment" is an example of a conditional item, see Figure 28.
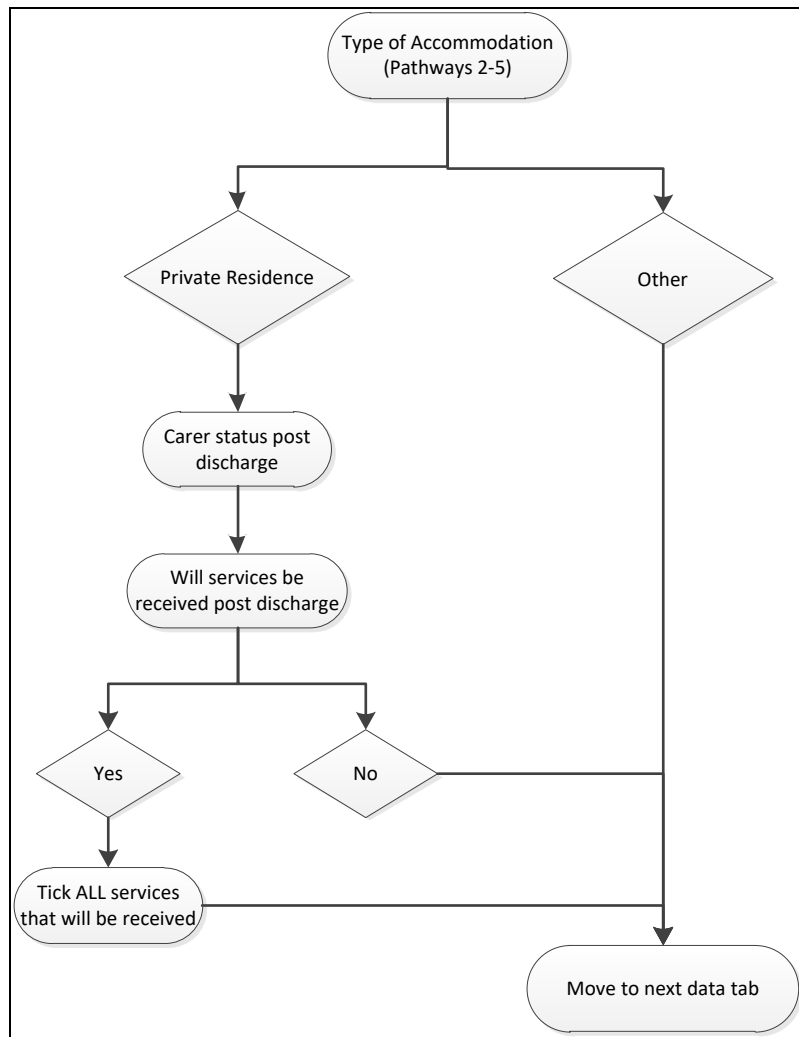
Figure 28: Type of accommodation flow chart

Use of ward ID and ward name

While "ward ID" and "ward name" are optional items in the AROC data set and can be left blank, they are required if you wish to do analysis and/or receive benchmark reports by ward.

Unlike "facility ID", the actual value recorded against ward ID is at the facility's discretion. To try and reduce errors in data entry AROC suggest keeping ward ID as simple as possible i.e. use "1A", rather than "Ward 1A". You can use the same value for both Ward ID and Ward

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Name, or Ward ID can be short *"1A"* and Ward Name can be more detailed "Ward 1A - Amputees".

For facilities wishing to record Ward ID and Ward Name you have the option of either providing a list of Ward details to AROC for pre-population of these two data items in the episode screen, OR, you can manually enter them yourself.

Pre-population of ward details: email AROC the list of Ward ID's and Ward Names you would like used at your facility – you will then have the ability to select by ward for data entry. NOTE: If the wrong ward is selected simply amend the values for the Ward ID and Ward Name.

Manually entering/changing ward details: it is essential that Ward ID is entered consistently and correctly for under(every) episode – it is the Ward ID that determines which benchmark report the episode is reported in. **NOTE:** Ward ID is case sensitive so *"1a"* is not the same as *"1A".*

Rehabilitation program tab

This tab relates to data items from the section of the form headed During Rehabilitation, Episode start (admission) and Episode end (discharge) relevant to the pathway being entered.

Enter all items on the screen, then click "Save and Continue" to save data entered and move to the next tab.

Notes:
- Completion of some data items in the dataset is conditional on responses to other data items. These items will only become visible when they are required. Comorbidities and/or complications in the "Rehabilitation Program" only appear if "Yes" is selected for "Is there an existing comorbidity interfering with this episode?" and/or "Were there any complications interfering with this episode?"
- When "Yes" is selected for either of the above items, a list of tick box options will become visible. Figure 29 shows the comorbidity options
- A maximum of 4 comorbidities/complications can be selected for each of these data items
- If a 5th item is ticked a reminder will appear on screen: "You may only select up to 4 comorbidities/complications" (Figure 29)
- If the patient has more than 4 comorbidities and/or complications ticked on the data form please consult with the relevant clinician to determine which are the 4 most important items to enter

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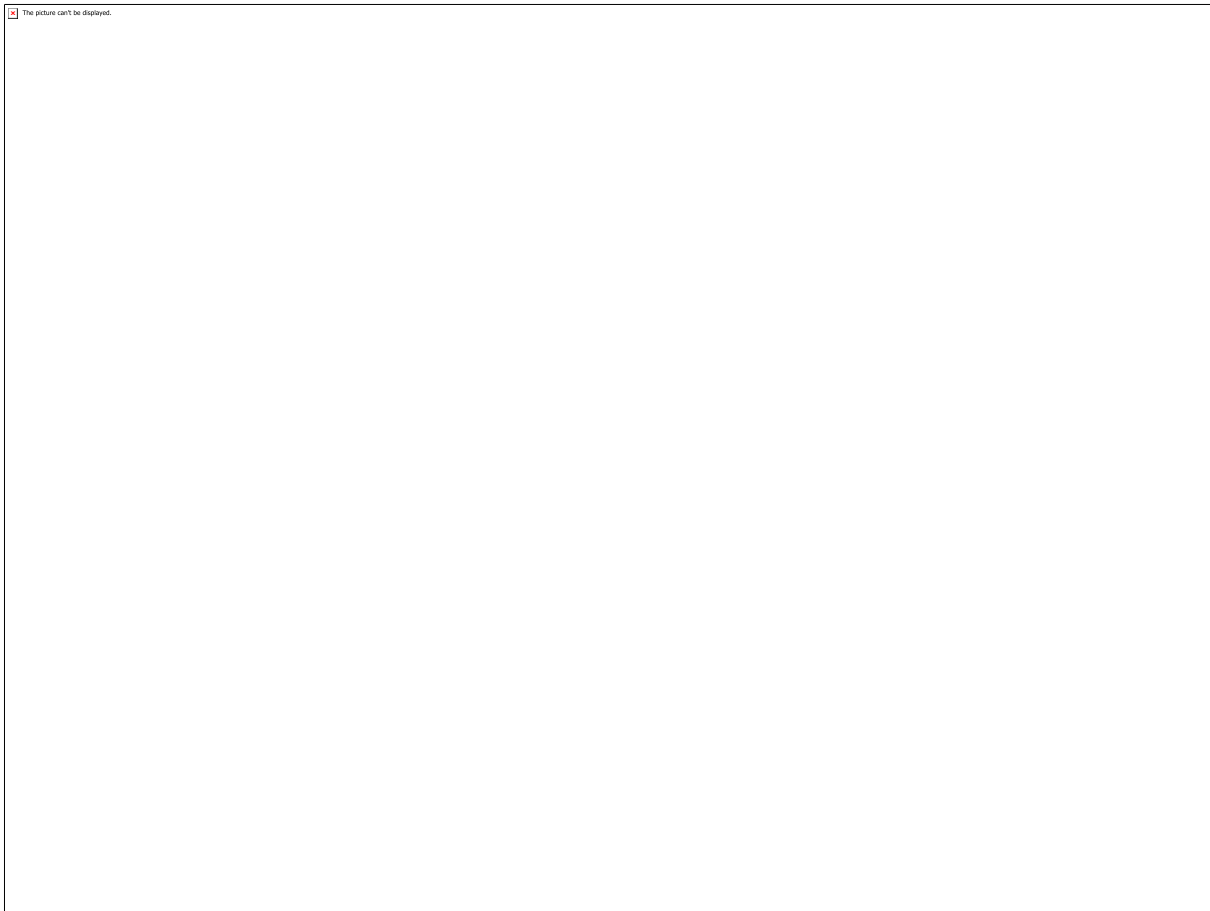
Figure 29: Comorbidities

Episode end tab

This tab relates to discharge details and post discharge items. Enter all items on the screen, then click "Save and Continue" to save data entered and move to the next tab (Figure 30).

Figure 30: Episode end tab

Note: Completion of some data items in the dataset is conditional to responses to other data items. These items will only be visible when they are required. "Mode of episode end" in the "Episode End" tab is a conditional item and depending on selections made a different set of items will require completion (Figure 31).
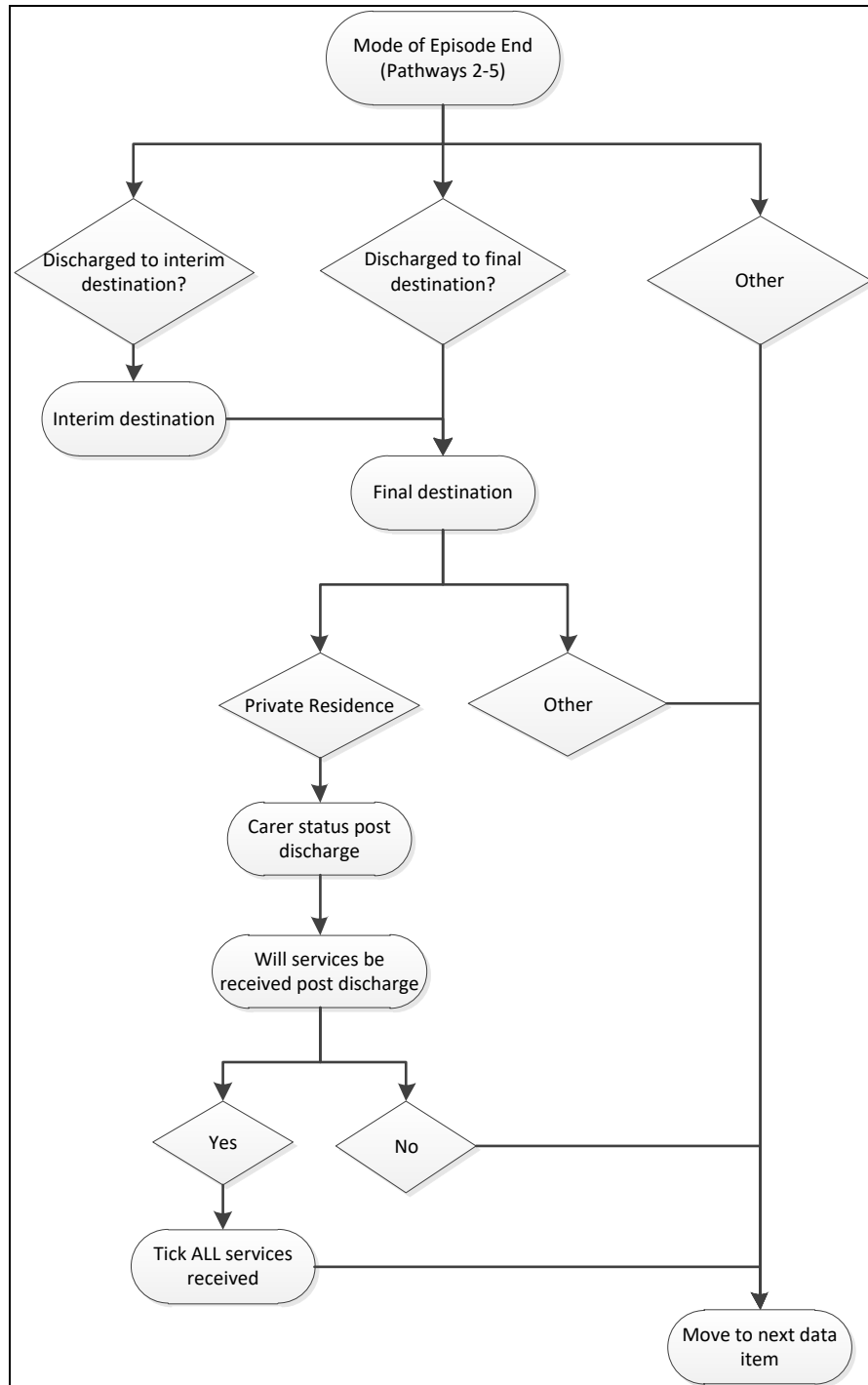
Figure 31: Mode of episode end flow chart

Ambulatory episodes: Staff types

- Enter the staff type who provided therapy during the episode of ambulatory care. Figure 32 shows the Staff Types options
- A maximum of 10 Staff Types can be selected
- If an 11th Staff Type is ticked a reminder will appear on screen: "You may only select up to 10 staff Types" (Figure 32)
- If more than 10 Staff Types are ticked on the data collection form please consult with the relevant clinician to determine which are the 10 most important items to enter
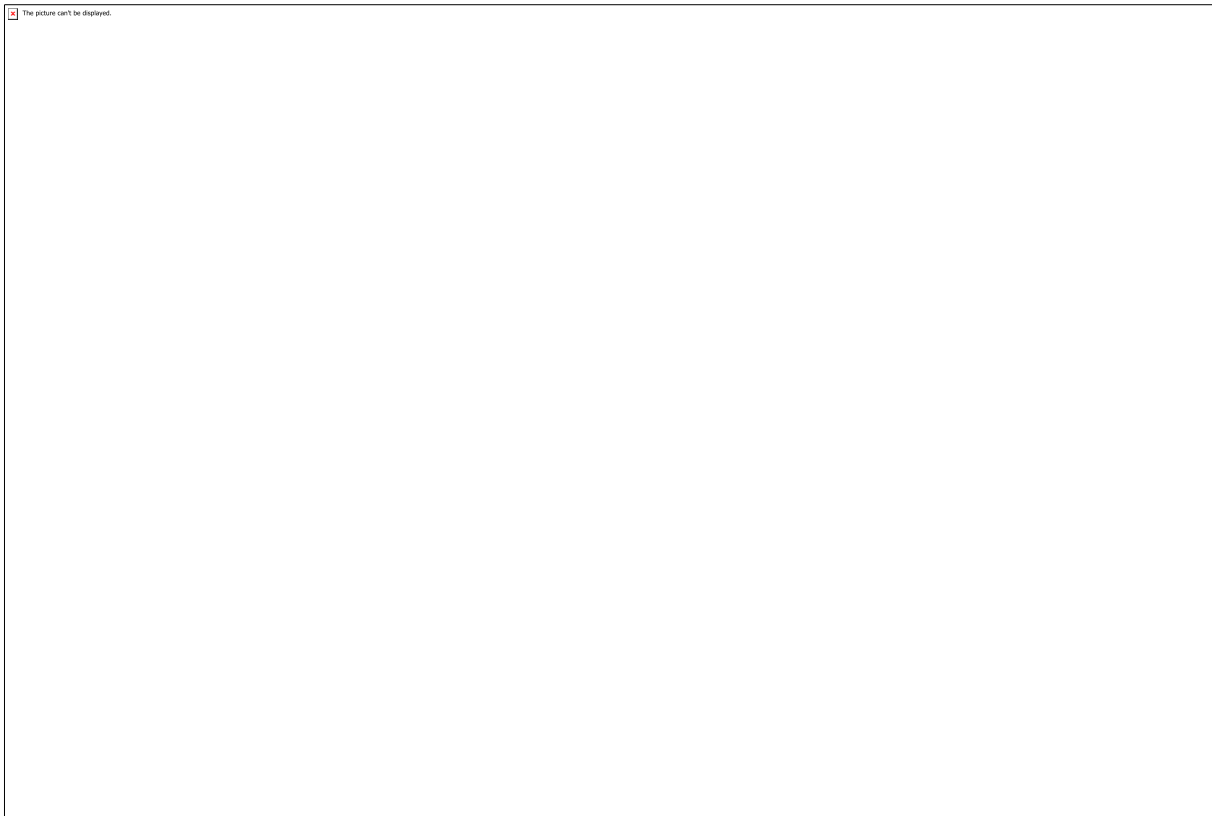
Figure 32: Ambulatory episodes: Staff types

Impairment specific tab

This tab will only be visible if any of the following AROC impairment codes are selected in the "Episode Start and Clinical" tab (Figure 33):

- Traumatic Brain Injury: 2.21, 2.22
- Spinal Cord Injury: 4.1111 – 4.23
- Amputation: 5.1 – 5.9
- Reconditioning: 16.1, 16.2, 16.3

The data items listed on this tab are relevant only to the impairment selected.

Enter all items on the screen, then click "Save and Continue" to save data entered and move to the next tab.

Figure 33: Impairment specific tab for reconditioning

Amputation of Limb (5.11-5.29)

Casting and prosthetic fitting date fields

To enable collection of all data items for this impairment the data entry screen and forms have been slightly modified for the following two date fields.

Details of date ready for casting

This data item has three options in the drop down menu (Figure 34). Choose the appropriate option:

1) Date ready for casting for patient is **KNOWN** (default option). The "Date ready for casting" field will be visible; enter the date in the required format (DD/MM/YYYY).

2) Casting is planned, but date ready for casting is **UNKNOWN.** The date field will not be visible and the message: "Ready for Casting Date is not required as either the date is unknown or the patient is not suitable" will appear (Figure 35).

3) Patient is **NOT SUITABLE** for casting. The date field will not be visible and the message: "Ready for Casting Date is not required as either the date is unknown or the patient is not suitable" will appear (Figure 35).

Figure 34: Date ready for casting

Figure 35: Date ready for casting unknown or patient is not suitable for casting

Details of first prosthetic fitting date

This data item has three options in the drop down menu (Figure 36). Choose the appropriate option:

1) Date for first prosthetic fitting is **KNOWN** (default option). The "Date ready for casting" field will be visible; enter the date in the required format (DD/MM/YYYY).

Figure 36: Date of first prosthetic fitting

2)   Patient will receive a prosthetic device, but date of fitting is **UNKNOWN.** The date field will not be visible and the message: "First Prosthetic Fitting Date is not required as the date is unknown" will appear (Figure 37).

3)   Patient has a prosthetic device fitted, but date of fitting is **UNKNOWN**. The date field will not be visible and the message: "First Prosthetic Fitting Date is not required as the date is unknown" will appear (Figure 37).

Figure 37: Date of first prosthetic fitting is unknown

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Reason for delay in prosthetic fitting

1) Choose the applicable reason from the drop down menu (Figure 38).

Figure 38: Reason for delay in prosthetic fitting

2) If the option "Patient has a prosthetic device fitted, but date of fitting is **UNKNOWN**" is chosen the date field will not be visible and the message: "Not relevant when prosthetic device was fitted outside the context of this episode" will appear (Figure 39)

Figure 39: Reason for delay in prosthetic fitting – date of first prosthetic fitting unknown

Comments tab

This tab provides the user with the ability to type in any comments about the episode being entered. If "other" is selected for comorbidity, complication or staff, please record details here (Figure 40).

Audit tab

This tab provides the Episode Data Audit for all data items reported against this episode (Figure 41). Please review carefully and make any corrections necessary in the appropriate tabs (corrections cannot be made in the "Audit" tab). If corrections cannot be made immediately, print a copy to attach to the data entry form for review. To print click "Print Audit".

1) Move back through episode tabs and complete and/or make corrections to data items, then click "Save and Continue" to save data entered.

2) Return to the "Audit" tab to check no incorrect or missing data items remain, then click "Save and Continue" to move to the last tab.

Figure 40: Comments tab

Figure 41: Episode Data Audit tab

Summary tab

This tab provides a summary about this patient's episode, based on the data entered in the episode so far. The episode summary can be run at any time during data entry for a patient. This tab can be printed (Figure 42) and may be useful in case conferences and or patient planning meetings. To print click "Print Summary".
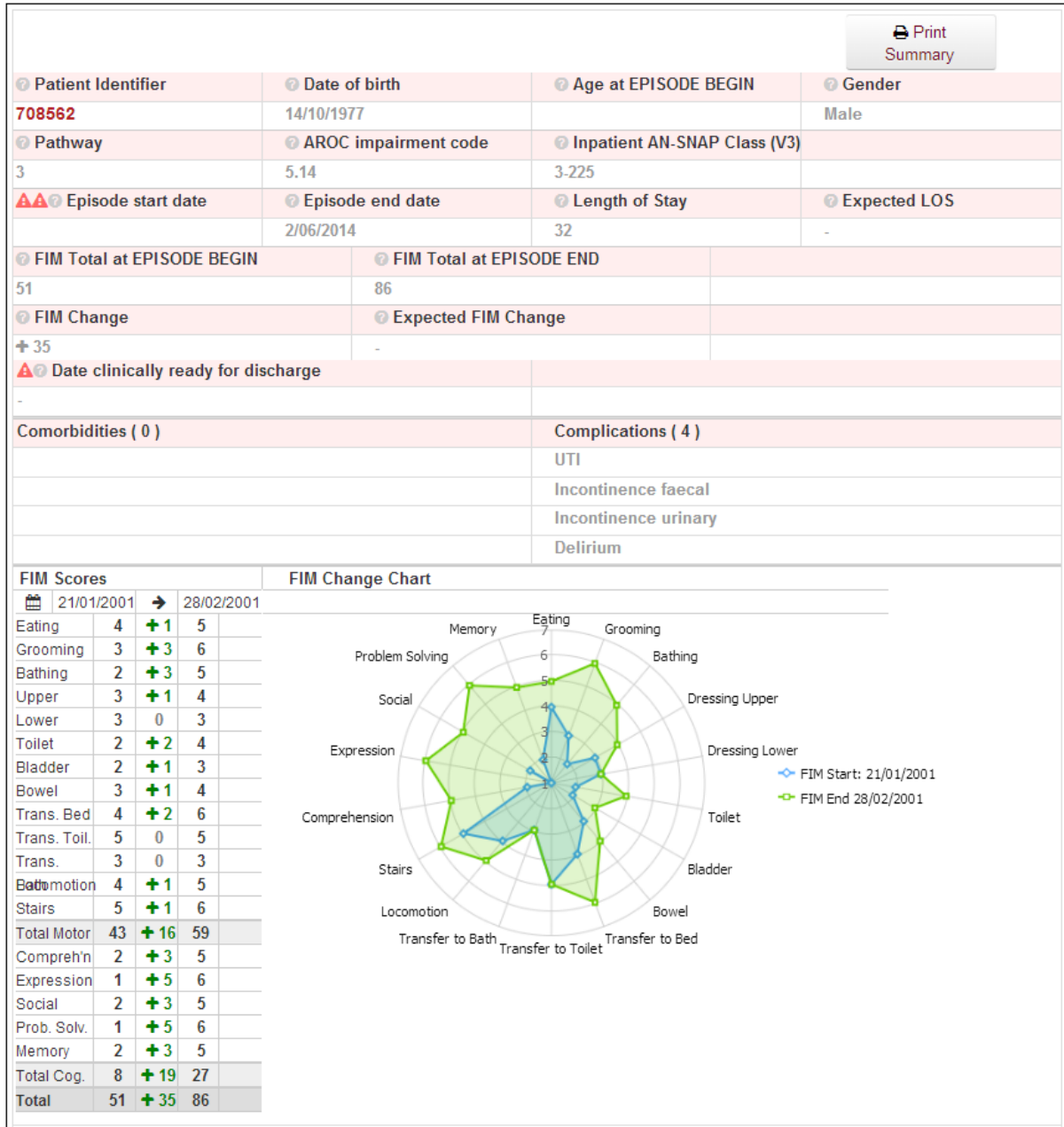
Figure 42: Summary tab

Completion of episode

On completion of the episode, the user can choose (See Figure 43) to:

- Return to the "Patient Search" screen and continue entering the next episode of care for the same or different patient by clicking on "Change Patient"
- Change facilities by clicking on "Change Facility"
- Log off by clicking on the "Logout" button on the top right hand side of the screen
- Return to the AOS homepage by clicking on "Exit Data Entry" or the AROC logo.

Figure 43: Completion of episode

Editing an episode

This function allows a user to make changes or additions to a saved episode for a patient already recorded in AOS-ODES (Figure 44).

1) Search for patient using "Patient Identifier" or episode date (refer to page 19).

2) Identify episode based on dates, pathway, impairment and ward.

3) Select "Edit Episode" to open the episode that requires editing.

4) Make required changes and click "Save and Continue" to save changes.

Figure 44: Edit or Delete an episode

Deleting an episode

This function enables a user to delete an episode created in error or an episode that is a duplicate of an existing episode in AOS (Figure 44).

1) Search for patient using "Patient Identifier" or episode date (refer to page 19).

2) Identify episode that requires deletion based on dates, pathway, impairment (and ward).

3) Click on "Delete Episode"

4) A message will appear on the screen requesting the user to confirm episode to be deleted. To confirm click on "Delete" (Figure 45).

Figure 45: **Confirm deletion of episode**

Uploading data in AOS

The AOS Online Data Upload System (AOS-ODUS) enables users to upload their data directly into the AROC database. Users responsible for data submission across multiple facilities, e.g. for an area health service or private hospital group, are now able to upload data from all their facilities in one upload file. This function is only available to individuals whose AOS account reflects such security privileges.

IMPORTANT NOTE: If conflicts are found in an upload file they will need to be resolved in the conflict review screen before the upload can be added to the AROC database. Until the conflicts are dealt with no further episodes can be uploaded to this facility.

Flow for uploading data to the AROC database

The flow chart in Figure 46 (page 39) demonstrates the process for uploading data to AROC using AOS-ODUS. This flow chart can also be found on the quick reference guide for data upload in AOS available from the help menu in AOS (page 11).
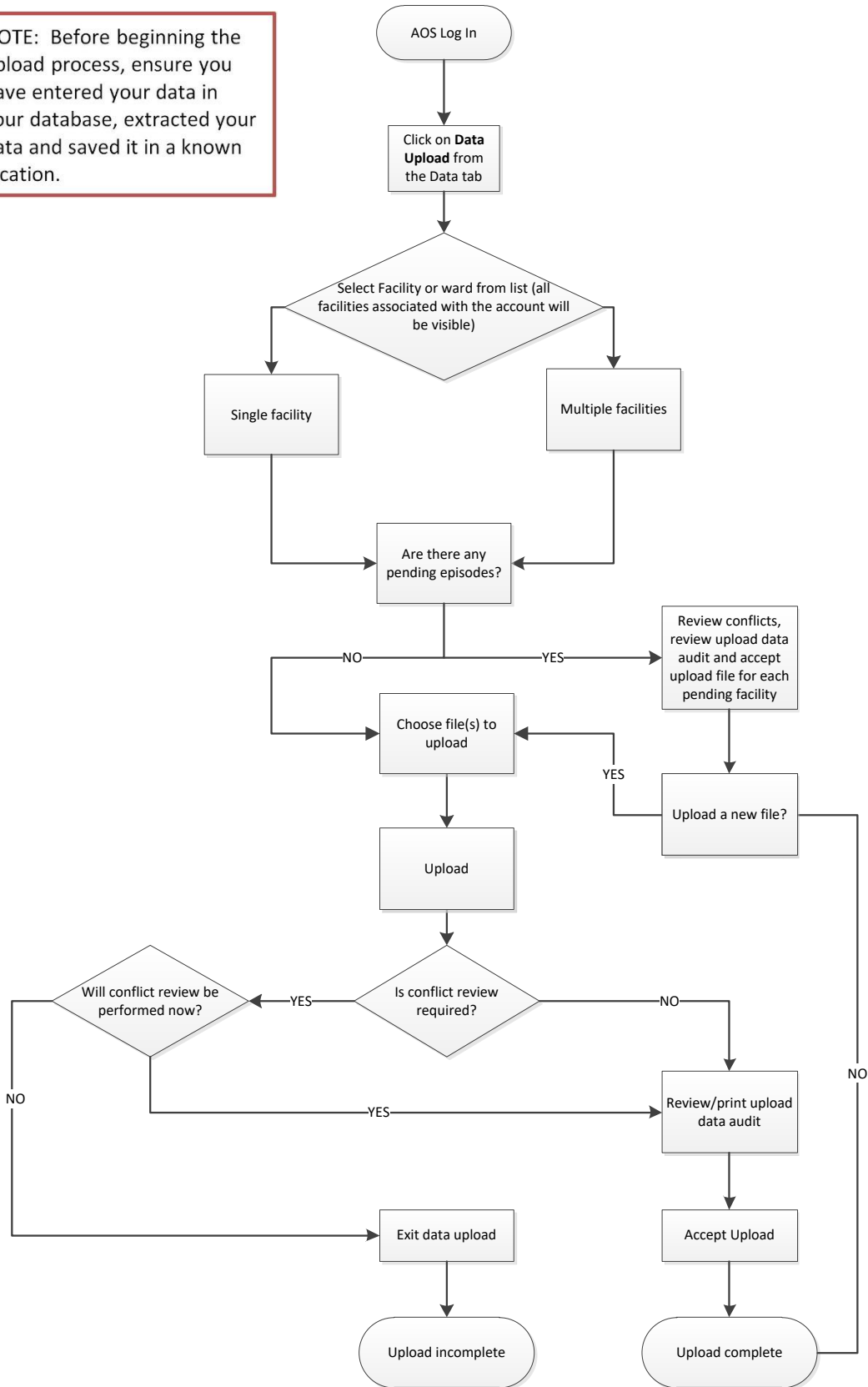
Figure 46: AOS Online Data Upload System flow chart

Accessing the Online Data Upload System (AOS-ODUS)

1) Click on "DATA UPLOAD" from the DATA menu (Figure 47).

2) If the user works at a single facility, only the name of that facility will be displayed in the "Select Facility" screen. If the user works across multiple facilities, the names of all the facilities the user is affiliated with will be displayed. If the facility has provided ward details the wards will be available for selection (refer to page 26).
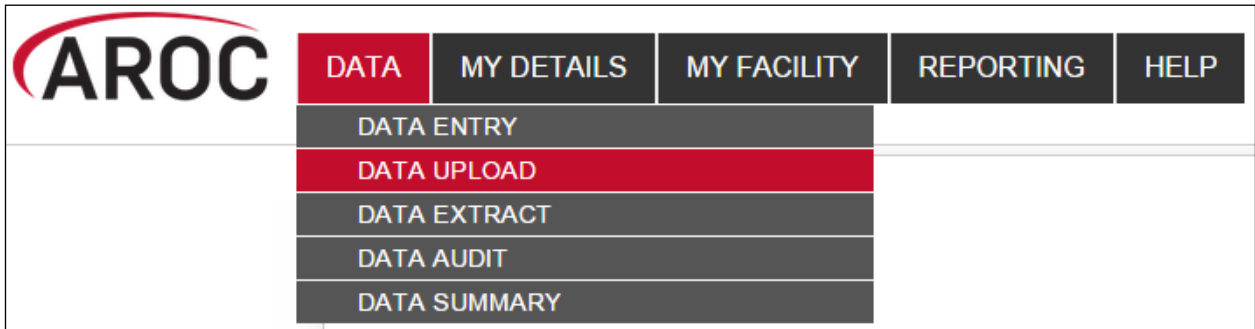
Figure 47: AOS data menu

Selecting one facility or one ward to upload data to

a) From the list displayed click on the facility name or ward name (Figure 48) for which you will be uploading data.
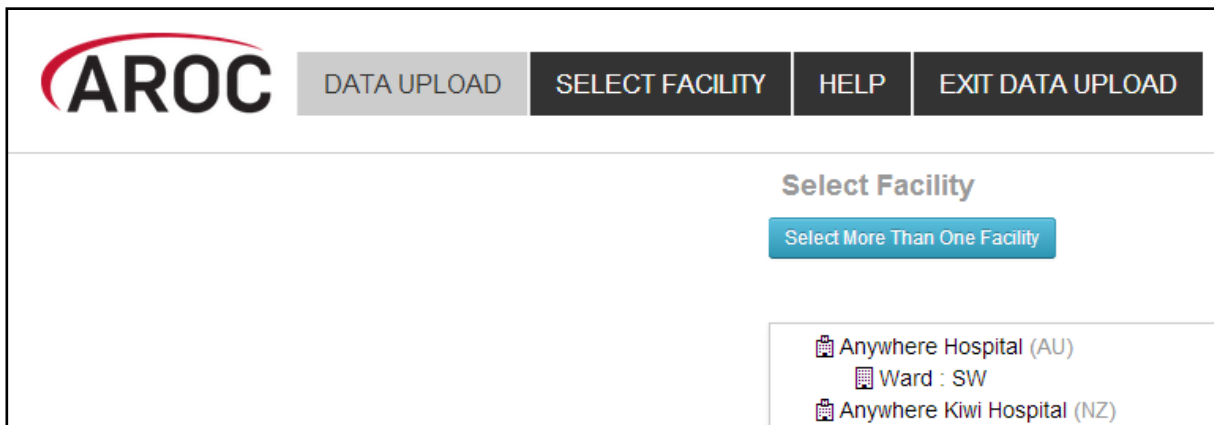
Figure 48: Select Facility screen

Selecting more than one facility to upload data to

a) If the user works across multiple facilities and would like to upload data from two or more of these facilities, click "Select More Than One Facility" (Figure 48).

b) The user will now have a choice to either "Select All" facilities/wards listed or manually select a subset of facilities/wards they would like to upload data from (Figure 49). Selected facilities/wards will be added to the selection list, highlighted in blue.

c) To change any or all of the facilities selected for data upload, the user has the option to:
- "Select None", which removes all facilities/wards from the selection list
- Manually select which facilities/wards to remove from the selection list by clicking the cross on the blue box with the facility name to be removed
- "Select ONLY One Facility", which will return the user to the previous screen (Figure 48)
d) To confirm the facilities selected for data upload data, click, "Confirm Selection and Continue".
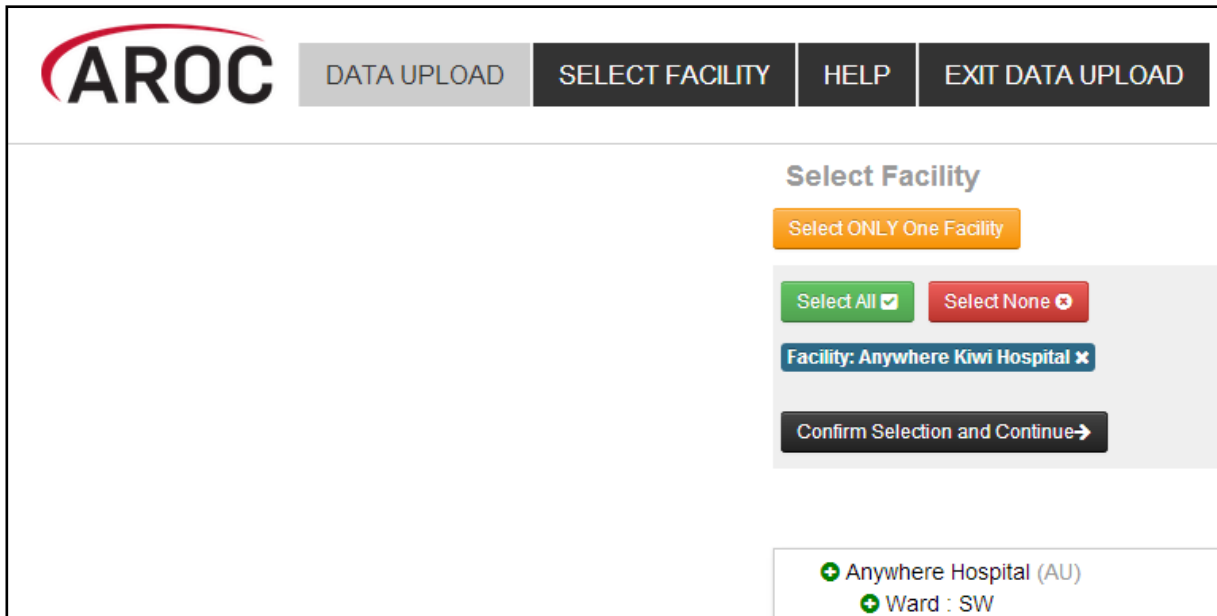
Figure 49: Select Facility screen

Uploading an AROC data extract file

The upload data Select File screen will appear. At the bottom of this screen the Selected Facilities are listed. To change your facility selection click "Select Facility" from the Data Upload menu bar.

IMPORTANT NOTE: If conflicts were found in the previous upload file for any one of the Selected Facilities listed, they will need to be resolved in the conflict review screen before any further upload to this facility is possible (refer to page 43). To complete the outstanding conflict review from the previous upload click on the pending uploads link for that facility. Until the conflicts are dealt with and the upload has been accepted to the AROC database the data cannot be uploaded to this facility and the "Choose file to upload" button will remain disabled. To skip this facility for now and upload data to the remaining facilities click "Select Facility" from the Data Upload menu bar and change your facility selection (you will need to amend your AROC extract file also).

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3) Click "Choose file to upload" and attach most current AROC extract for the facility(s) selected (Figure 50). If you are uploading inpatient episodes, please select Upload File Type: AROCv4 Fixed Width Upload (Inpatient); if you are uploading ambulatory episodes, please select Upload File Type: AROCv4 Fixed Width Upload (Ambulatory) or AROCv4.1 Tab Delimited Upload (Ambulatory), depending on which version of data you are collecting.

Note: If you upload files that contain both inpatient and V4 ambulatory episodes, you will have to upload the file twice, once selecting AROCv4 Fixed Width Upload (Inpatient) and once selecting AROCv4 Fixed Width Upload (Ambulatory). If you upload both inpatient and V4.1 ambulatory episodes, you will need to upload inpatient episodes in one file (fixed width) and the ambulatory episodes in a separate file (tab delimited).

Select File

Choose file to upload		
Upload File Type	AROCv4 Fixed Width Upload (Inpatient)	▼
	–	
Upload ⊕	AROCv4 Fixed Width Upload (Inpatient)	
	AROCv4 Fixed Width Upload (Ambulatory)	
	AROCv4.1 Tab Delimited Upload (Ambulatory)	

ⓘ Your file must comply with the **AROC Specifications**

Recommended file size < 5MB (7000 records), limit 30MB (40,000) records

Selected Facilities

Facility	Pending Uploads
Anywhere Hospital	–

Figure 50: Select File screen

4) The chosen upload file will appear next to the "Choose file to upload" button; you are able to click the "Choose file to upload" button again if the chosen file is incorrect. If the file is correct, click "Upload".

5) The "Upload Processing" window will open. The progress bar will appear twice, once while AOS-ODUS processes Patients in the submitted data file and again when processing Episodes in the submitted data file. Each time the progress bar starts blue and turns green as the upload is completed. Click "Continue".

6) This will bring you to the "Upload Summary" screen (Figure 51), which summarises the data upload for each selected facility:
   - Number of patients in the upload file
   - Number of patient with conflicts
   - Number of episodes in the upload file
   - Number of episode with conflicts
   - Link to Review Conflicts if any conflicts were found
   - Link to Review Audit if any errors were found
   - Button to accept the upload (greyed out until both reviews completed)
   - Button to discard the upload

Figure 51: Upload summary screen

Performing a Conflict Review

All upload files submitted to AROC undergo an automated audit and duplication check prior to being added to the AROC database. This is done to ensure that episodes resubmitted after correction over-write the previously submitted erroneous episode and do not create new duplicate episodes. It will also identify where any episode has been accidentally entered more than once in the source data. A conflict is recorded against the upload file if any of the following is found:

- Two or more occasions of a Patient Identifier occur within the upload file and the gender and/or DOB is different – PATIENT LEVEL CONFLICT WITHIN UPLOAD
- Two or more occasions of a Patient Identifier occur within the upload file and AROC database and the gender and/or DOB is different – PATIENT LEVEL CONFLICT BETWEEN UPLOAD AND AROC DATABASE
- Within a Patient Identifier, the upload file has more than one episode with the same episode begin date but the episode end dates are different, or vice versa – EPISODE LEVEL CONFLICT WITHIN UPLOAD
- Within a Patient Identifier, the upload file and AROC database have more than one episode with the same episode begin date but the episode end dates are different, or vice versa – EPISODE LEVEL CONFLICT BETWEEN UPLOAD AND AROC DATABASE
- Within a Patient Identifier, the upload file and AROC database have different impairment codes for the same episode or overlapping episodes – EPISODE LEVEL CONFLICT BETWEEN UPLOAD AND AROC DATABASE

Where a conflict is identified AOS-ODUS needs to know exactly which episodes to delete from the AROC database and which episodes to add from the upload file to the AROC database. The process of making these decisions is called the Conflict Review; it MUST be completed for the uploaded data to be added to the AROC database.

Where a patient level conflict is identified only one patient's details can be maintained. Select which patient is to be kept – all episodes belonging to both versions of the patient will be merged against the chosen patient's details. If the conflict has identified two different people that by data entry error in the data source have the same Patient Identifier the user will need to discard the upload, amend the source data such that the Patient Identifiers are no longer the same and create a new extract for uploading to AROC.

Where an episode level conflict is identified the user can select which episode to keep and which to delete, and can also chose to delete both episodes or keep both episodes. If episodes with conflicting dates are kept and not subsequently corrected an error flag will be recorded against them in the AROC database. Where a correction to a date is required, amend your source data and create a new extract.

7) If the upload file has had any conflicts recorded at either patient or episode level the word "Review conflicts" will appear in the upload summary line for that facility. Click on "Review conflicts" to go to the Upload Data Conflicts review screen (Figure 52).
   a) For each patient level review click "Keep" for the patient with the correct details - the patient being kept will be highlighted green and the patient being discarded will be faded grey.
   b) For each episode level review click "Keep" for the episode(s) to be added to or kept in the AROC database (the selected episodes will be highlighted green) and click "Discard" for the episode(s) to be discarded from the AROC database or upload file (the selected episodes will be faded grey).
   c) To confirm which patients/episodes to keep users may need to go back to their source data – for a hard copy of the conflicts click "Print Data Conflicts".
      i. To leave the Upload Data Conflicts review screen click "Return to Upload Summary" to complete the Data Audit review, or "Exit Data Upload". Users will need to complete the conflict review before the next data file can be uploaded (Handling a pending upload, page 47).
   d) Once all conflicts have been dealt with click "Confirm Resolution and Continue". The upload summary line for that facility will now display " Conflicts Reviewed ✔".

Figure 52: Upload Data Conflicts review screen

Reviewing the Upload Data Audit

All upload files submitted to AROC undergo an automated data audit that checks the upload file for missing and/or erroneous data values prior to being added to the AROC database. This is done to ensure that episodes submitted to AROC are as complete and accurate as possible. Where a data item is identified as missing, out of codeset, or otherwise suspected of being invalid an error code is assigned to that data item. Corrections should be made to the source data and a new extract created and uploaded. Any data from an upload file that is added to the AROC database without correction will keep all error code tags and be reviewable later via the Facility Data Audit (page 56).

IMPORTANT NOTE: The Upload Data Audit is specific to the upload file and is only viewable prior to the upload file being finalised and added to the AROC database. Once the upload file has been added to the AROC database the Facility Data Audit can be used to check a facility's data for missing/erroneous records. What this means is if a user submits an upload file with discharges only in August 2014, the Upload Data Audit will only list errors from this file (i.e. discharges in August). Once this upload file has been added to the AROC database, the Facility Data Audit must be used and this will list all errors for all discharges in the current reporting period – either from 1 January or 1 July. To restrict the list of errors displayed in the Facility data audit users will be able to enter episode end date ranges.

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8) If the upload file has had any error codes recorded against any patient or episode data items the word "Review Audit" will appear in the upload summary line for that facility. Click "Review Audit" to go to the Upload Data Audit screen (Figure 53).

a) A summarised list of the first 20 "Errors by Error Group" will appear (a summarised list of the errors by error code). By looking at how many episodes have each type of error this will help highlight areas in the facility's data collection processes where there may be issues.

b) There are 3 download options at the top of the page:
   - "Download Audit Summary" – This will download a HTML Document with a summary of how many errors for each error group.
   - "Download Audit (by Patient)" – This will download a HTML Document listing each patient and their corresponding errors.
   - "Download Audit (by Error)" – This will download a HTML Document similar to the audit summary, but this document will list each episode in error within each error group.
   There is a "Print Error Report" option at the top of each of these HTML Documents.

c) Once all errors have been reviewed and an audit report generated for correction at the source, click "Return to Upload", The upload summary line for that facility will now display " Audit Reviewed ✔".

Figure 53: Upload Data Audit screen

Accepting the uploaded data into the AROC database

9) Once the conflicts and audit have been reviewed the Accept button will appear green and be enabled (Figure 54). To finalise a facility's data from the upload file and add it to the AROC database click "Accept".

10) Repeat steps 7, 8 and 9 for each facility's data in the upload file.

Figure 54: Upload Summary screen with Accept button enabled

Handling a pending upload

If when a user attempts to upload a file to a facility where the previous upload file was not fully processed they will be blocked from selecting the button "Choose file to upload" and the warning "You must first resolve any pending uploads" will appear above the selected facilities list (Figure 55). This is because the previous upload file is still in the temporary data store and needs to either be accepted to the AROC database or discarded. A link to "View Pending Upload" will appear against each facility in the selected facilities list that has not had the previous upload fully processed. Click on "View Pending Upload" to open a new tab to view the Upload Summary screen (page 43). Complete the data upload process for the pending upload file and once complete close tab. The temporary data store will be made available to the new upload file and the "Choose file to upload" button will be enabled again.

Figure 55: View pending uploads

Discarding an upload file

Once in the upload summary screen a user can choose to discard the upload file for a facility. This can be done with or without considering the conflict review and/or data upload audit screens.

An upload file can also be aborted during the upload by clicking cancel while the file is uploading.

Deleting an upload file AFTER it has been added to the AROC database

If a user with data responsibility at a facility/ward should inadvertently accept an upload file to their facility please advise AROC **URGENTLY** by lodging a support ticket (page 12). In the summary please enter "Request to delete accepted upload". In the description please provide the name of the facility/ward(s) affected, the reason the uploaded file should not be added to the AROC database and the date and time the upload file was accepted into the AROC database. Please attach the upload file to the support ticket and select the component "Data Upload". **Do not upload any further data** until a member of the AROC Team has been in contact.

NOTE: The AOS Online Data Entry System prevents users with data responsibility at multiple facilities/wards inadvertently uploading data from one facility/ward into a different one.

Extracting data from AOS

Some Data Extract basics

AOS enables users to extract their own data, using a range of parameters. This functionality allows users to extract their AROC v4 data with calculated fields such as AN-SNAP class, FIM change, length of stay, etc that has been entered directly or uploaded into the AROC database.

The default extract includes all CLOSED episodes of care i.e. episodes with an episode end date, within the current reporting period. Users are able to

- Restrict the extract by date range by either rehab episode start or end dates
- choose between extracting only CLOSED episode, only OPEN episodes (i.e. without an end date), or CLOSED + OPEN episodes
- restrict the extract to certain impairment groups or impairment codes
- restrict the extract by care pathway(s)

Data extracted from the AROC database in a CSV format and can be opened in Excel.

Users can extract data for multiple wards or facilities, where appropriate. Personnel with overarching data responsibilities, for example, area health services or private hospital groups, are now able to extract data for multiple sites simultaneously. This function is only available to individuals whose AOS account reflects such security privileges.

If the user works at a single facility, only the name of that facility will be displayed. If the user works across multiple facilities, the names of all the facilities the user is affiliated with will be displayed. If the facility has provided ward details the wards will be available for selection (refer to page 26).

Flow for extracting data from the AROC database

The flow chart in Figure 56 (page 50) demonstrates the process for extracting data from AROC using AOS-ODUS. This flow chart can also be found on the quick reference guide for data extract in AOS available from the help menu in AOS (page 11).
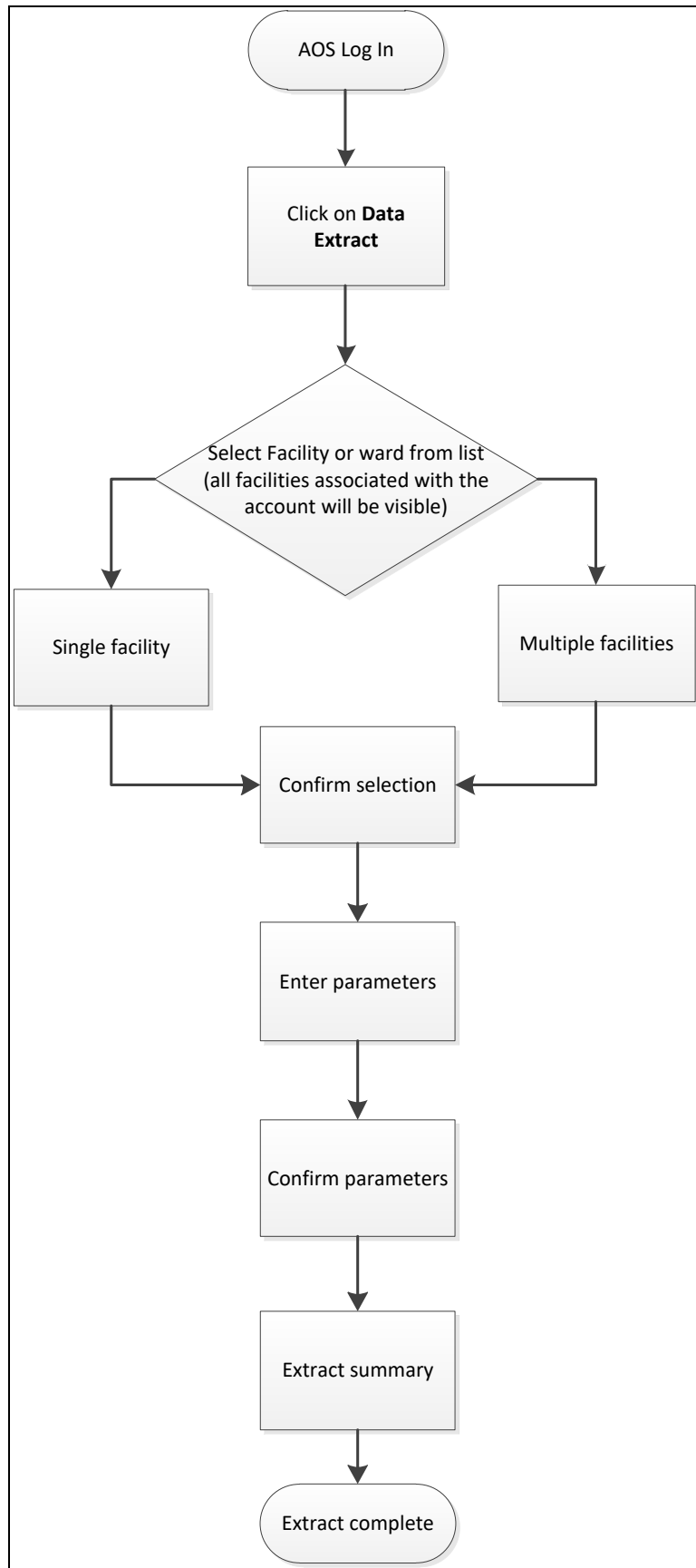
Figure 56: AOS Online Data Extract flow chart

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Accessing online data extract

1) Click on "DATA EXTRACT" from the DATA menu (Figure 57).
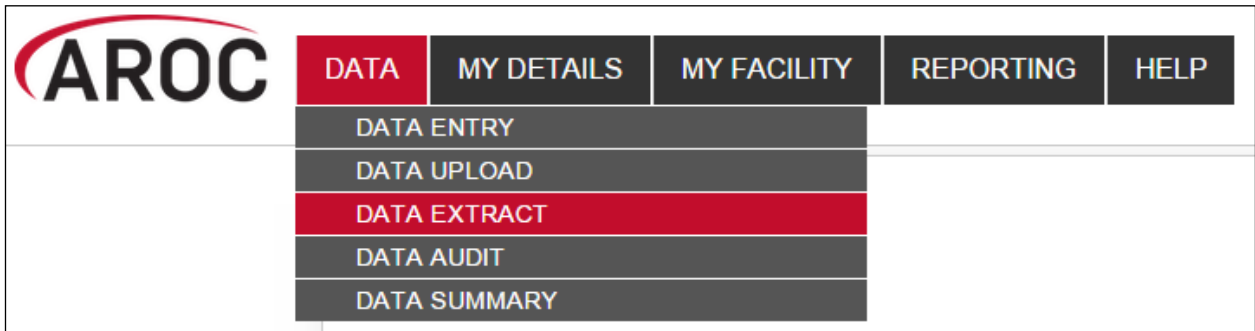
Figure 57: AOS data menu

2) If the user works at a single facility, only the name of that facility will be displayed. If the user works across multiple facilities, the names of all the facilities the user is affiliated with will be displayed. If the facility has provided ward details the wards will be available for selection (refer to page 26).

Selecting one facility or one ward to extract data from

a) Click on the facility or ward (Figure 58) for which you will be extracting data.
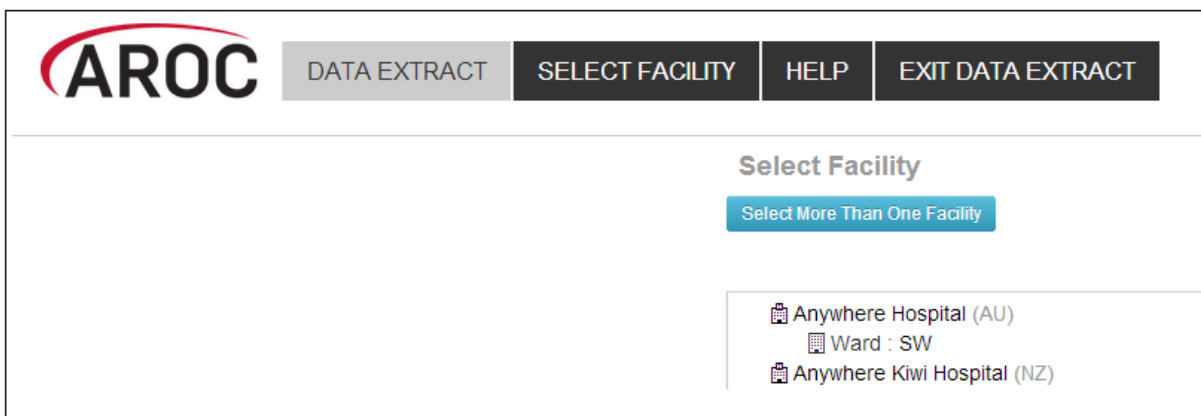
Figure 58: Select Facility screen

Selecting more than one facility to extract data from

a) If the user works across multiple facilities and would like to extract data from two or more of these facilities, the user will click "Select More Than One Facility" (Figure 58).

b) The user will now have a choice to either "Select All" or manually select which facilities/wards they would like to extract data from (Figure 59). Selected facilities/wards will be added to the selection list, highlighted in blue.

c) To change any or all of the facilities selected for data extract, the user has the option to:
- "Select None", which removes all facilities/wards from the selection list.
- Manually select which facilities/wards to remove from the selection list.
- "Select ONLY One Facility", which will return the user to the previous screen (Figure 58).

d) If the selection list is correct, "Confirm Selection and Continue".
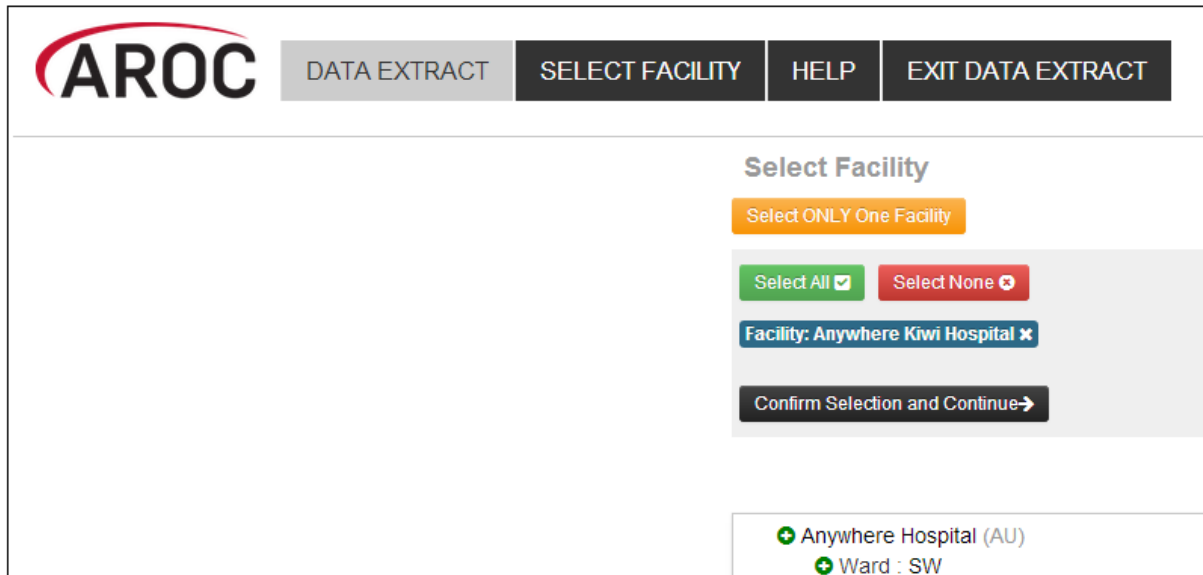
Figure 59: Select Facility screen

Defining the Extract Parameter Selection

3) Users will define the extract parameter selection by either:
   a) accepting all the default extract parameter selections
   OR
   b) further filtering the data extract by one or more parameters (Figure 60):
   - Episode End Date – enter date range "From" and "To" (DD/MM/YYYY)
     - default = current reporting period
   - Episode Start Date – enter date range "From" and "To" (DD/MM/YYYY)
     - no default
   - Open Episodes – select option from drop-down list and click "Add+"
     - default = "exclude"
   - Pathway – select option(s) from drop-down list and click "Add+"
     - default = "all"
     - multiple pathways can be chosen
   - Impairment Group – select option(s) from drop-down list and click "Add+"
     - default = "all"
     - multiple impairment groups can be chosen
     - if selecting impairment group(s) users cannot filter by impairment
   - Impairment – select option(s) from drop-down list and click "Add+"
     - default = "all"
     - multiple impairments can be chosen
     - if selecting impairment(s) users cannot filter by impairment group

Figure 60: Data Extract screen – extract parameters

Extract File Properties

4) Users will select an "Extract File Type" from the drop down list (Figure 61)
   - AROCv4 CSV Extract – all pathways
     - The full AROC V4 data set and all calculated fields
   - AROCv4 CSV Extract – inpatient pathways
     - Inpatient AROC V4 data item and calculated fields
   - AROCv4.1 CSV Extract – ambulatory pathways
     - Ambulatory AROC V4.1 data items and calculated fields

5) Users extracting data from more than one facility/ward can tick the box "Create a separate file for Each Facility" to extract a ZIP file containing one CSV file for each facility/ward. This option is not relevant to users associated with one facility/ward. **NOTE:** If left un-ticked, the extracted data for all facilities/wards selected will appear in one CSV file.

Figure 61: Data Extract screen – file properties

6) Click on "Confirm Parameters and Continue" (Figure 60) once extract parameters and file properties have been selected.

Data Extract Summary and Download

The "Data Extract Summary" page (Figure 62) summarises by facility how many episodes are in your data, are within the date range and meet the extract parameter criteria.

Figure 62: Data Extract Summary screen

7) Click on "Download Extract File" to extract the data requested from the facility/facilities listed in the summary table into your selected file type. You will be prompted to select a destination to download the file to.

Interpreting the extracted data

The data extracted from the AROC database will be in AROC V4 data format and use V4 data item short form names and codesets. For example, the data item "Sex" has four codeset values:

Data Item: Sex	Codeset Value
Male	1
Female	2
Indeterminate	3
Not stated/inadequately defined	9

The extracted data file will not list the data item descriptions, but instead, their codeset values.

The AROC Online Data Dictionary (V4) for data analysts provides all necessary information required to properly interpret the extracted data from the AROC database. The data dictionary contains the following information about each data item in the extract file:

- Data element short and long name
- Country for which the data element is to be collected
- Pathway in which the data element is to be collected
- The definition of the data item
- Why it is being collected (justification)
- The codeset
- Business rules

The AROC Online Data Dictionary (V4) for data analysts can be accessed from the AOS Help menu (user manual) and from the AROC homepage (select *About AROC* in the menu on the left, then *Online Data Dictionary (V4)* from the bottom of the list).

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Data Audits in AOS

There are three levels of data audit within AOS:

1) Episode Data Audit
2) Upload Data Audit
3) Facility Data Audit

The **Episode Data Audit** is used in the AOS Online Data Entry System (page 34). It is specific to the episode being entered/edited and can be viewed anytime by opening that episode within the online data entry system.

The **Upload Data Audit** is used in AOS Online Data Upload System (page 45). It is specific to the upload file and is only viewable prior to the upload file being finalised and accepted to the AROC database.

The **Facility Data Audit** is specific to all facility data that has been accepted into the AROC database and can be viewed anytime by selecting "Data Audit" from the Data Menu.

The facility data audit has several filter options (Figure 63) that the episode and upload data audit do not have.

Figure 63: Data audit parameter selection

All three types of data audits in AOS check episodes for missing and/or erroneous values. These checks compare data items within an episode as well as between episodes. The data

audits provide a list of the first 20 "Errors by Episode", (with an option to view the next/previous 20 "Errors by Episode"). Audit reports can be printed in whole or part.

There are 4 download options at the top of the page (**Figure 64**):

- "Download Audit CSV (Excel) *NEW*" – This will download a CSV file with a summary of total errors in each error group, openable in Microsoft Excel.
- "Download Audit Summary" – This will download a HTML Document with a summary of how many errors for each error group.
- "Download Audit (by Patient)" – This will download a HTML Document listing each patient and their corresponding errors.
- "Download Audit (by Error)" – This will download a HTML Document similar to the audit summary, but this document will list each episode in error within each error group.

There is a "Print Error Report" option at the top of each of these HTML Documents.

Figure 64: Data Audit download options

Correcting errors identified by the Facility Data Audit

By default the Facility Data Audit will show all errors in the current reporting period. Users can restrict/expand the errors displayed to a specific time period by entering the episode end date ranges.

Facilities using the AOS Online Data Entry System

To make corrections users can click through to the patient or episode from the Facility Data Audit screen.

Facilities using AOS Online Data Upload System

To make corrections users will have to print out their preferred layout of the Facility Data Audit report, then make their corrections to their source data, re-extract it and re-upload to the AROC database.

Viewing your Data Summary

You can view a summary of how many episodes have been submitted to AROC in the current reporting period in AOS. To do this, select DATA SUMMARY under the DATA heading.
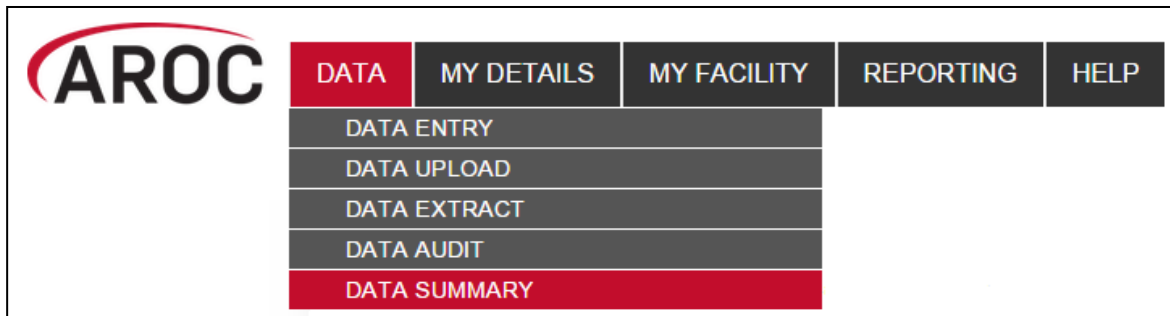
Figure 65: AOS data menu

IMPORTANT NOTE: The numbers of episodes that are listed in the summary are not updated instantly. AOS will update the number of episodes in the summary once per day, at midnight. So if you upload/enter some data, you won't see these episodes represented in your summary until the following day. Also note, for upload files, you need to select 'accept' as the final step after viewing your data audit for the data to be uploaded into AOS.

Understanding the summary table

The summary table gives the total episode count, red error count and blue error (crosscheck) count, by pathway for each month at your facility. If your facilities data is separated by ward for reporting, then the summary table will also display the episodes and errors by ward. Please note that the red and blue numbers, which represent the errors, are counting the number of errors in the relevant month, NOT the number of episodes with errors.

The summary will also alert you if any of the months seem to contain a low number of episodes. This is demonstrated with a downwards arrow symbol ⬇. This symbol will appear next to a month if the number of episodes is less than 80% of the median for the period.

Reports in AOS

Downloading AROC benchmarking reports

AROC **financial year** and **calendar year facility benchmark** reports can be downloaded via the AOS Document Library. You will need Adobe Acrobat reader (any version) to view or open the PDF files. The AROC Document Library is only available to individuals whose AOS account reflects such privileges.

To download your facility's benchmark report(s), follow these steps:

1) Click "**DOWNLOAD BENCHMARK REPORTS**" from the REPORTING tab on the main menu (Figure 66). If you can't see the REPORTING tab, then you do not have this privilege assigned. Contact AROC if you think you should have access.
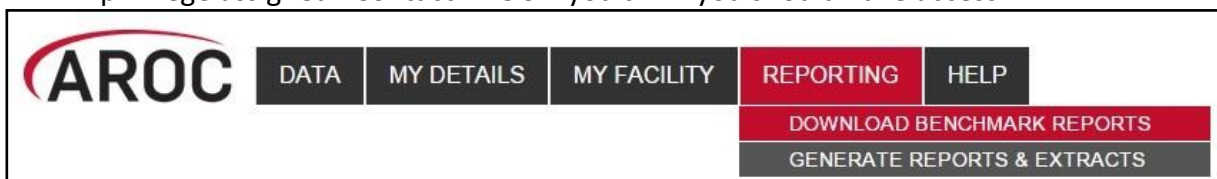
Figure 66: AOS Reporting homepage

2) Select facility from the list displayed. Click on the facility name or ward name for which you wish to download a report.

Figure 67: Reports and Documents Page

3) A list of all reports for the selected facility/ward will appear (Figure 67):
   A. Filter how many reports to display per page.
   B. Sort by heading.
   C. Navigate through pages.
   D. Search for specific reports (see Table 1)
   E. Download all reports currently displayed on page.
   F. Download specific report.

4) Click the "Download" button that corresponds to the report you wish to download OR click the "Download All On Page" button. The .pdf report/s will download to your Downloads folder (or other predetermined location).

Table 1: Quick Search

Search Word	Report
"Core"	All core reports
"Spec"	Impairment specific reports
"Targ"	Outcome target reports
Specific facility* – e.g. "Anywhere"	All of Anywhere Hospital's reports
Specific ward** – e.g. "SW"	All reports from ward SW
"Calendar"	Calendar year reports
"Financial"	Financial year reports
Specific year – e.g. "2014"	All 2014 CY and FY reports
"Brain"	Brain outcome target reports
"Mult"	Multiple impairment reports
"NOF"	Fractured neck of femur reports
"Ortho Frac"	Orthopaedic fracture impairment specific reports
"Recon"	Reconditioning outcome target reports
"Repl"	Orthopaedic replacement impairment specific reports
"Spinal"	Spinal outcome target reports
"Stroke"	Stroke impairment specific reports
"Frac"	Orthopaedic fracture and neck of femur reports

*Only for users attached to more than one facility.

**Only for facilities that report by ward.

Generating AN-SNAP HCP Extracts

To generate reports and/or extracts for your facility/facilities, follow these steps:

1) Click "**GENERATE REPORTS & EXTRACTS**" from the REPORTING tab on the main menu (Figure 68). If you can't see the REPORTING tab, then you do not have this privilege assigned. Contact AROC if you think you should have access.
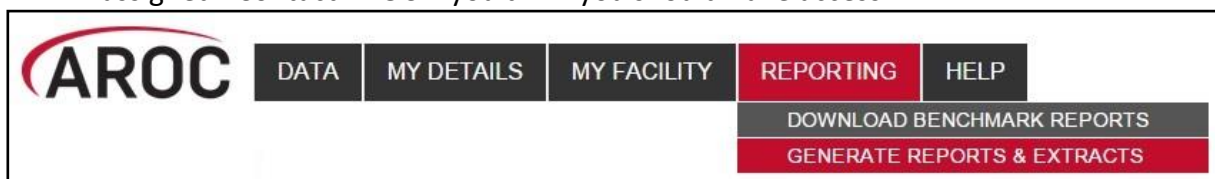
Figure 68: AOS Reporting homepage

2) Click on the desired facility or ward. If the user works at a single facility, only the name of that facility will be displayed. If the user works across multiple facilities, the names of all the facilities the user is affiliated with will be displayed. If the facility has provided ward details the wards will be available for selection (refer to page 26).

3) You will be directed to the "Generate Reports and Extracts" page (Figure 69) where you will need to "Select Report".

4) Once AN-SNAP HCP extract has been selected, choose the period for the extract. There are quick links to select the previous two months and the current month. If you wish to download more than one months' worth of date, use "Period From" and "Period To".

Note: AN-SNAP HCP Extracts will be generated for any months included in the date range.

5) Click on "Generate AN-SNAP HCP Extracts" once date range is defined. The text reports will download to your Downloads folder (or a predetermined location) in a zip file.

Figure 69: Generate Reports and Extracts

Running reports in AOS

The AOS Report Builder will only be available to individuals whose AOS account reflects such privileges. Within the AOS Report Builder users will be able to run AN-SNAP HCP extracts (AOS-ODES users only), ACHS Clinical Indicators reports and other Ad-hoc reports as they are added.

FIM/WeeFIM in AOS

AROC Online Services (AOS) is an online system available to assist both FIM clinicians and Facility Trainers. It provides services such as those listed below.

FIM/WeeFIM Clinicians:
- Order and pay for a FIM or WeeFIM Exam for themselves
- Order and pay for a FIM or WeeFIM Manual for themselves (the manual will still be sent via courier)
- Order and pay for a FIM or WeeFIM Online Refresher Course (which includes an exam key) for themselves
- Sit the online exam and download their credentialing certificate (if they pass)
- Automatically notified that their FIM/WeeFIM Exam is about to expire
- Automatically notified that their credentialing is about to expire

FIM/WeeFIM Facility Trainers:
- Order, pay for and receive multiple FIM/WeeFIM Exams for their workshop participants
- Order and pay for multiple FIM/WeeFIM Manuals for their workshop participants (the manuals will still be sent via courier)
- Assign exams and online refreshers to clinicians at their facility. Completing the full process of assigning an exam or refresher will trigger an email notification to be sent to the assigned person with details of how to access the online exam
- Manage the assignment, or re-assignment, if necessary, of all products they have purchased
- Review the status of all exams they have purchased (assigned, not yet assigned, activated , completed, expired, etc)
- View the exam results of participants
- Generate exam key data reports for all keys they have purchased at their facility
- Generate a credentialing report for staff at their facility at any time

To receive full services, please ensure your details (e.g. facility, email address) remain accurate in the system.
Note: Facility Trainers whose credentialing has lapsed will only have FIM/WeeFIM Clinician access privileges until they regain the appropriate accreditation

FIM/WeeFIM fundamentals

Introducing AROC's FIM Team

The Australasian Rehabilitation Outcomes Centre aims to effectively and efficiently administer the training and use of the FIM/WeeFIM within Australia and NZ. To achieve this several staff members are dedicated to assist with any need that may arise. **Our website** lists AROC staff and their FIM roles. Should you need assistance in any of these areas please email the appropriate person and they will be happy to help.

Table 2: The FIM Team

Member	Designated FIM Role	Contact Details
Frances Simmonds	AROC Director Overall management of FIM administration	Email: aroc@uow.edu.au
Donna Byham	FIM Manager • Workshop Organisation • Credentialing Queries • Exams & Resources • Clinical Questions • Invoicing Please send your query to this email address, it will be filtered to the correct contact to address.	Tel: 02 4221 5282 Email: fim@uow.edu.au
Rebecca Lachlan	FIM Administrative Assistant • FIM IDs • Purchases	Email: fim@uow.edu.au

What AROC needs from facilities?

If AROC is going to achieve its aim of making the administration of FIM/WeeFIM as efficient as possible, it needs the help of individuals and facilities alike.

Help us keep your records up to date

The distribution of FIM/WeeFIM information relies on having correct contact information, for this reason it is imperative that details are kept up to date, please keep your own details as current as possible in the system (refer to My Details on page 10).

Details that should be kept updated include:
- • Changes of name e.g. where a staff member has married*
- • Change of role within the facility or change of facility*
- • Email address, phone number changes

ahsri
australian health services
research institute | UNIVERSITY OF WOLLONGONG

aroc
australasian rehabilitation
outcomes centre

Note: Changes to certain details, for example name, are not possible for users to do themselves, a support ticket must be lodged. Please refer to page 12 for more details. If your email or phone number need updating, you can ask your Facility Trainer to do this for you.

Please advise AROC of any staff who are longer at your facility via email, and we will remove their contact details from your facility stored in our system.

FIM/ WeeFIM Credentialing

To become credentialed you must pass the FIM/WeeFIM online credentialing exam. It is recommended that clinicians are competent in FIM scoring before attempting the exam. Competence will result from training, revision and practical experience.

To gain access to the online exam you, your Facility Trainer or FIM Facility Coordinator on your behalf, will need to purchase a FIM/WeeFIM Exam (refer to the Online Store on page 67). Credentialed status lasts for 2 years, after which candidates must re-sit the exam if they wish to remain credentialed.

Credentialing Levels

There are three levels of FIM/WeeFIM credentialing:
• FIM Clinician
• Facility Trainer
• Master Trainer
The attainment of each level has different requirements.

FIM/WeeFIM Clinician

Clinicians use the FIM/WeeFIM tool within their facility in their paid time. The initial and ongoing criteria for clinicians are listed in Table 3.

Table 3: Initial and Ongoing Criteria for FIM/WeeFIM Clinicians

Initial	Ongoing
· Attended a FIM or WeeFIM workshop conducted by an endorsed AROC trainer · Pass credentialing exam with 80%+	· Pass the exam at 80+ every 2 years · Undertake a refresher course at least every 4 years, alternating between a Face to Face Workshop and a FIM/WeeFIM Online Refresher Course

Facility Trainers

Facility Trainers train staff within their facility, as part of their job description, in their normal paid time (i.e. not as an independent contractor). The initial and ongoing criteria for Facility Trainers are listed in Table 4. More information can be on our website *https://ahsri.uow.edu.au/aroc/training/index.html*

In addition to the ongoing criteria below, to retain Facility Trainer status, trainers can only train staff from their <u>own facility or site</u>, not from different sites even if they are a part of the same health service.

Table 4: Initial and Ongoing Criteria for Facility Trainers

Initial	Ongoing
- Trained in FIM by an AROC Master Trainer in the preceding 12 months - Have current credentialing status - Achieve 85+% on your first attempt of your most recent credentialing exam - Have 3+ years' experience using the FIM tool as a credentialed FIM clinician, inclusive of the last 12 months (for currency of practice) - Have expertise and/or relevant experience in training others - Be prepared to actively participate in the workshop - Must be supported by employer	- Conduct at least 1 workshop/year - Undertake a Facility Trainer workshop as a refresher run by a AROC Master Trainer at least once every 4 years - Pass the exam at 85+% on your first attempt every 2 years - Submit to AROC the workshop evaluation and attendee forms completed by participants after each workshop - Recommend attend your state Trainer support meetings

Please note: *Every 2 years (at your FIM exam credentialing) Facility Trainers are to submit to AROC an **Ongoing Requirements Form** found on the website at* https://ahsri.uow.edu.au/aroc/training/index.html.

Master Trainers

Individuals are <u>invited</u> by AROC to become AROC Master Trainers. AROC Master Trainers are contracted to AROC and train outside their facility for payment, but within their facility they act as Facility Trainers and training is done as part of their normal paid time. The initial and ongoing criteria for Master Trainers are listed in Table 5.

Table 5: Initial and Ongoing Criteria for Master Trainers

Initial	Ongoing
- Invited to become a Master Trainer by AROC - Have current credentialing status - Pass the most recent credentialing exam with at least 90% - Have 5+ years experience using the FIM/WeeFIM tool as a credentialed FIM clinician and 3+ years as a Facility Trainer - Contracted to AROC - Have training qualifications or relevant experience - Have attended at least 1 AROC FIM Facility Trainer Workshop	- Meet a set of standard competencies - Undertake a Facility Trainer refresher course run by a FIM Master Trainer at least every 4 years - Pass the exam with at least 90% every 2 years - Submit to AROC the workshop evaluation forms completed by participants after each workshop (as per the Facility Trainer User Manual)

Re-credentialing Reminders

Credentialing lasts two years. AROC will send you a reminder one month before your credentialing is about to expire, notifying you that your credentialing is about to expire and reminding you to re-sit the exam to maintain your credentialed status. For exact details regarding re-credentialing, please refer to the website's training and credentialing page.

Accessing the Online FIM/WeeFIM system

Getting a FIM ID

A FIM ID is a unique and unchanging identifier assigned to each individual FIM/WeeFIM clinician known to AROC.

The FIM ID is provided on your FIM/WeeFIM credentialing certificate. If you cannot locate your FIM ID, please ask your Facility Trainer, who will have the latest credentialing status report which lists all FIM/WeeFIM clinicians and their FIM IDs. If the Facility Trainer cannot locate it either, please email fim@uow.edu.au and include your name, facility, email address and the date you last completed the FIM/WeeFIM Exam.

If you are new to FIM/WeeFIM and are booked to participate in a workshop, you will receive your FIM ID and instructions about how to access the FIM/WeeFIM online system via email shortly after the workshop.

Logging into AOS as a FIM/WeeFIM clinician

1) Log into AOS from the AROC homepage http://ahsri.uow.edu.au/aroc (refer to Figure 2 on page 8).

2) Once the Login screen has opened (Figure 70), choose from "AOS LOGIN" or "FIM LOGIN".
   A. **If you are a FIM/WeeFIM clinician**: log into AOS using the FIM login – enter your "FIM ID" in the corresponding field and click "Log In to FIM".
   B. **If you are a FIM/WeeFIM trainer or coordinator:** log into AOS using the AOS login – enter your "Username" and "Password" in the corresponding fields and click "Log In to AOS". Please see the corresponding section on Facility Trainer login.

If you are a Facility Trainer you are required to login to AOS using your username and password (refer to page 6 for how to obtain an AOS login) to view and manage keys, generate reports and assign keys (see page 91). As a Facility Trainer you can also log in using your FIM ID, however logging in this way will provide you with only limited access to FIM functions (e.g. you may only purchase one of each product at a time).

NOTE for Facility Trainers: If you log in with your FIM ID instead of your username and password, you may only purchase one of each item from the online store per transaction.

Figure 70: FIM Login

Once you login, the AOS Home Page will appear. The FIM system will know whether you are a FIM and/or WeeFIM Clinician, Facility Trainer, Facility Coordinator or Master Trainer as well as the facility(s) you work for.

FIM/WeeFIM Clinicians have the following menu options available in AOS (Figure 71):

- **MY DETAILS** – this is where you can amend your personal details to ensure AROC has the most current information (refer to My Details on page 10)
- **FIM … ONLINE STORE** – this is where you can purchase exam keys, manuals and/or an online FIM/WeeFIM refresher course (refer to Online Store on page 67)
- **FIM … MY EXAM KEYS** – this section provides details of any current or used exam keys you have (refer to My Exam Keys on page 71)
- **HELP** – this is where you go to get help (refer to Getting help in AOS on page 11)

Figure 71: FIM/WeeFIM clinician AOS menu options

Online Store

This service enables users to purchase Exam Keys, Manuals, Lanyards or an Online Refresher Course.

Click on "ONLINE STORE" from the FIM menu (Figure 72)

Figure 72: Online Store

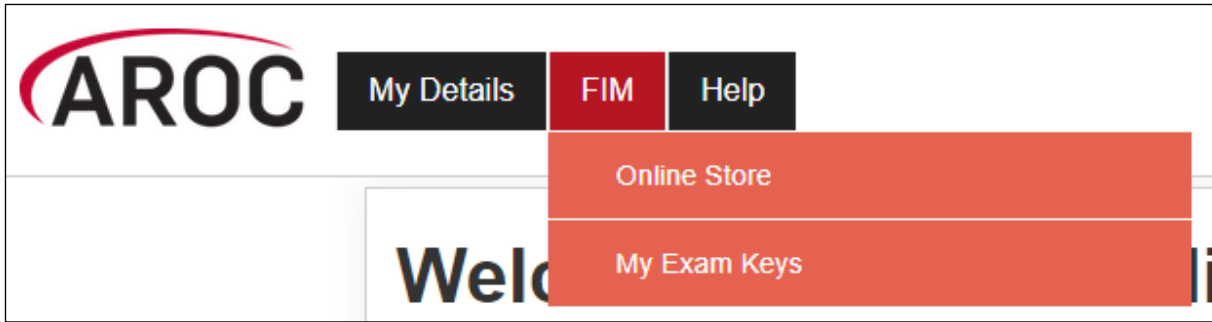## STEP 1: Select Products

      1) Check the boxes next to the product(s) and enter quantity of product to purchase (Figure 73).

Notes:

- To clear, simply click 'BACK'
- For FIM/WeeFIM clinicians quantity will automatically default to "1"
- Purchasing multiple products is only available to Facility Trainers

  2) Click on "CONTINUE"

Figure 73: Purchasing FIM/WeeFIM products

STEP 2: Contact Details

Enter your details and click continue (Figure 74).
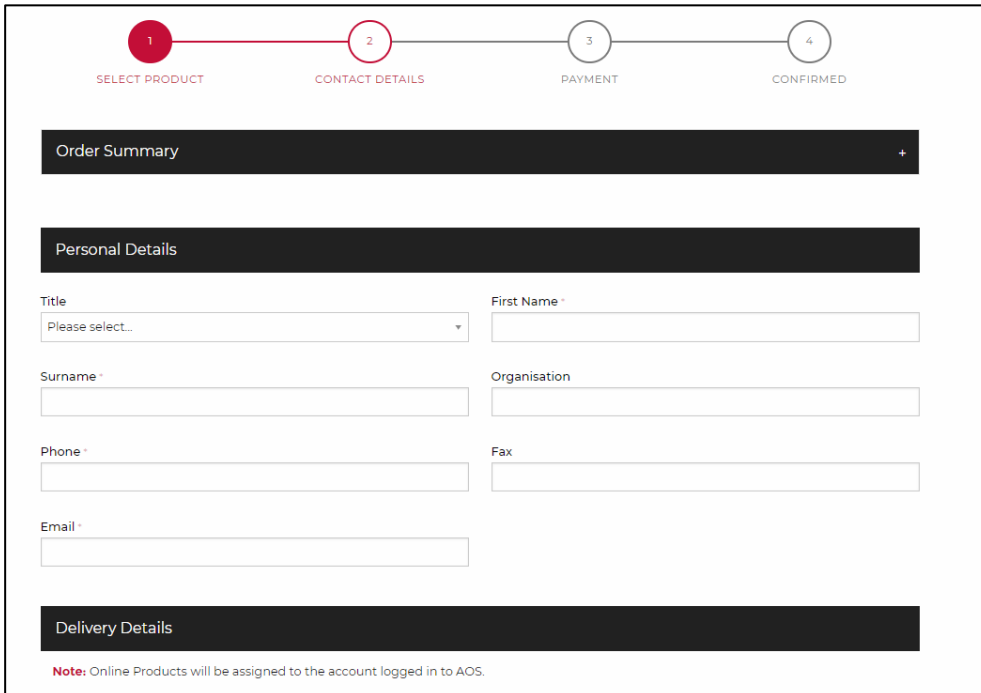
Figure 74: Contact details

STEP 3: Payment

The Order Summary and Payment Method screen will now appear (Figure 75).

1) Check your Order Summary

2) Click on your preferred payment method. There are 2 payment methods:

- **Credit card / Debit Card** – payment is processed immediately & resources dispatched.
- **Purchase Order** - we require you to provide us with a copy of a valid Purchase Order (PO) document. The resources will be dispatched after the Purchase Order document is received by AROC.

3) Enter the details requested and read information carefully.

4) Remember to tick the box indicating agreement to the terms and conditions of the online ordering system. Failure to do this will prevent the user from moving through to the next step.

Figure 75: Payment

5) Review the payment and order details and click on "SUBMIT".

STEP 4: Confirmation

Review your "Order Confirmation" (Figure 76) and choose to:

- PRINT PAGE
- Go "BACK TO FIM SYSTEM"

Figure 76: Order summary when Purchase Order selected

An email confirming the order will be sent to the AOS user's log in email. If Purchase Order was selected, you can still pay via Credit Card by clicking the "VISIT THE FIM SYSTEM" link in the Awaiting Payment email.

My Exam Keys

A key must be purchased before sitting the FIM/WeeFIM online exam (refer to Online Store on page 67). Keys can be purchased by:

- An individual FIM/WeeFIM clinician, or
- A Facility Trainer or Facility Co-ordinator on behalf of staff at their facility.

Exam keys have a life of 6 months from the date of purchase. If an exam key is not used within 6 months it will become invalid and appear as an Expired Key in the FIM system. An email is automatically generated one month prior to exam key expiry to remind the purchaser and person the key is assigned to (if they are different) that it expires in one month.

Facility Trainers who purchase exam keys on behalf of their workshop participants are responsible for assigning each key to an individual. Assignment is automatic if a single exam key was purchased by an individual FIM Clinician. Once a key is assigned to an individual they will be able to 'see' this key in My Keys in AOS.

Exam keys require activation before the exam can be accessed. The individual to whom the key has been assigned is responsible for activation of the key. Once activated, the key must be used within 1 month or it will become invalid and appear as an Expired Key in the FIM system.

Flow for lifespan of a FIM/WeeFIM Exam key
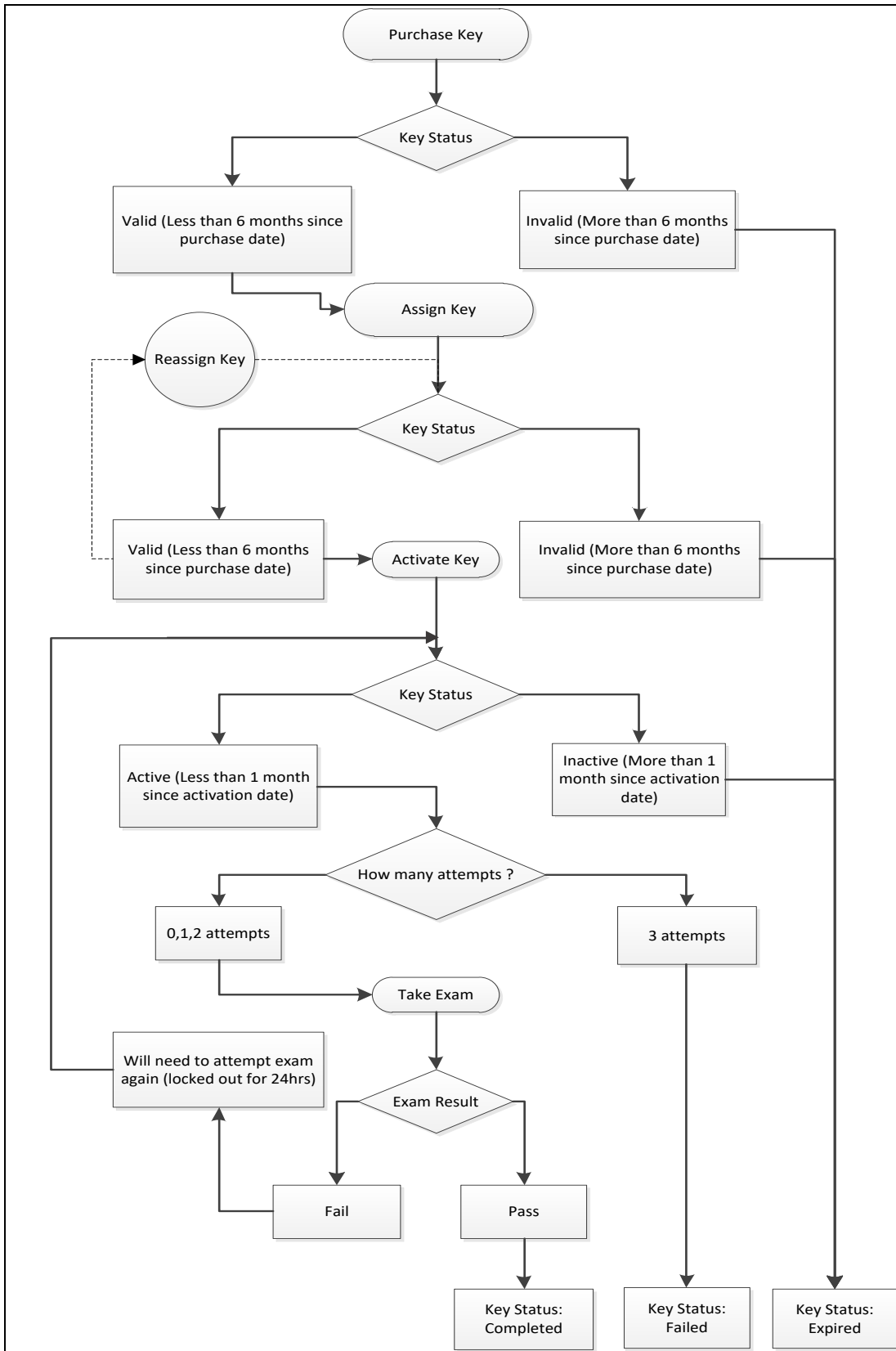
Figure 77: A visual guide to the lifespan of a FIM/WeeFIM Exam key

Navigating to your purchased/assigned exam key or refresher

How to navigate to your FIM Exam after purchase/assignment

All clinicians can access their online exam/refresher by logging into AOS using their FIM ID and following the links as outlined:

1) Log into AOS using your FIM ID (See Figure 70)
2) Select "My Exam Keys" from the FIM drop down menu (See Figure 78)
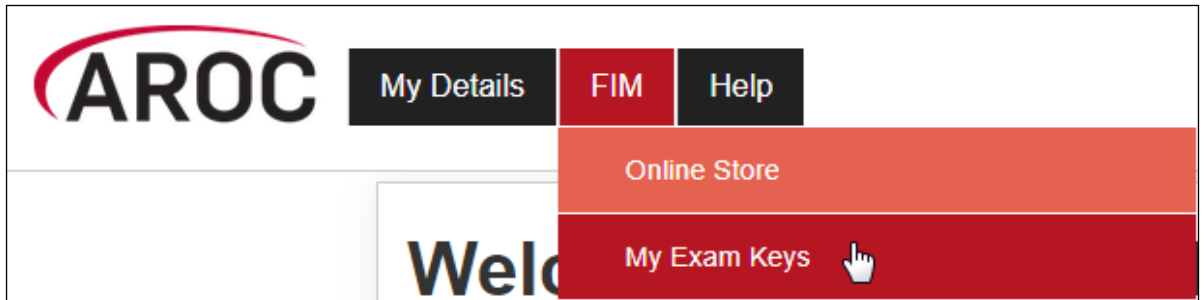
Figure 78: Exam Keys drop down menu

3) Under the "My Current Keys" heading, your assigned exam and/or refresher will be listed. See Completing the FIM/WeeFIM Exam for how to sit the exam now that you've found it.

Completing the FIM/WeeFIM Exam

To become credentialed, or to re-credential, a clinician must successfully complete an online examination.

The FIM/WeeFIM Exam is an open book exam, which means that clinicians can refer to their FIM/WeeFIM Manuals whilst taking the exam. The exam is designed to test the knowledge of each individual, thus COLLABORATION is not allowed. Clinicians who collaborate will be identified automatically by the online FIM system, and be required to re-sit the exam under more stringent exam conditions and at their own expense.

The conditions under which the exam must be done are quite flexible and can be altered to suit the individual facility. The exam can be supervised in a group environment, where everyone does the exam at a computer in a teaching room, or clinicians can complete the exam online in their own time at work or at home.

To access and complete an exam, follow these steps:

1) Click on "MY EXAM KEYS" from the FIM Menu (Figure 78)

2) Click on the green "Activate" button (Figure 79)

Figure 79: My Current Keys - Activate

3) Click on "Go to activity" (Figure 80)

Figure 80: My Current Keys - Go to activity

4) This will bring you to the AROC Learning System's FIM Qualification Activity page where all your available courses can be seen (Figure 81). Click on "FIM Exam" to commence the exam.

Figure 81: FIM Qualification Activity page

5) Click on "Attempt exam now"

6) A confirmation pop up box will appear. Click on "Start attempt" to start exam (Figure 82)
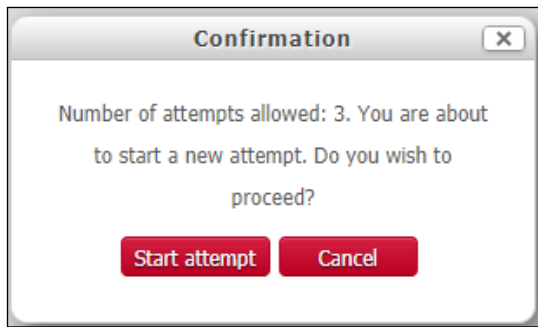
Figure 82: Confirmation pop-up

The FIM/WeeFIM Exam comprises of 2 randomly chosen case studies, each with 18 questions, one per FIM/WeeFIM item. You need to answer all 18 questions in each case study to complete the exam (Figure 83).
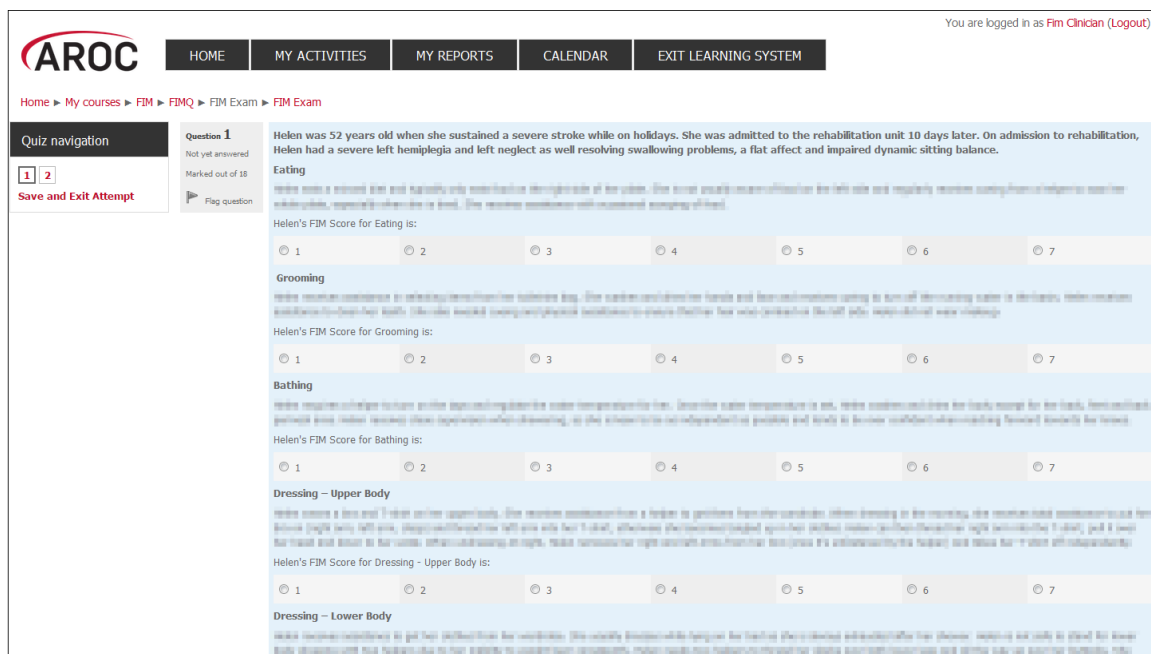
Figure 83: FIM Exam screen

7) Select your responses in the exam by clicking on the FIM/WeeFIM score you choose for each item (Figure 83).

Pausing and resuming the online FIM/WeeFIM Exam

1) You can do part of the exam, then save and exit. After selecting "Save and Exit Attempt" on the left hand side of screen, you can leave AOS and your results will save, allowing you to return and complete the exam later.

2) We recommend you "Save and Exit Attempt" regularly to avoid losing your answers should there be a timeout or connection issues.

3) You can "return to attempt" at any time see Figure 84.
4) When you come back the system a Summary of your previous attempts will be shown. You will be able to "Continue the last attempt" as long as your exam has not expired.
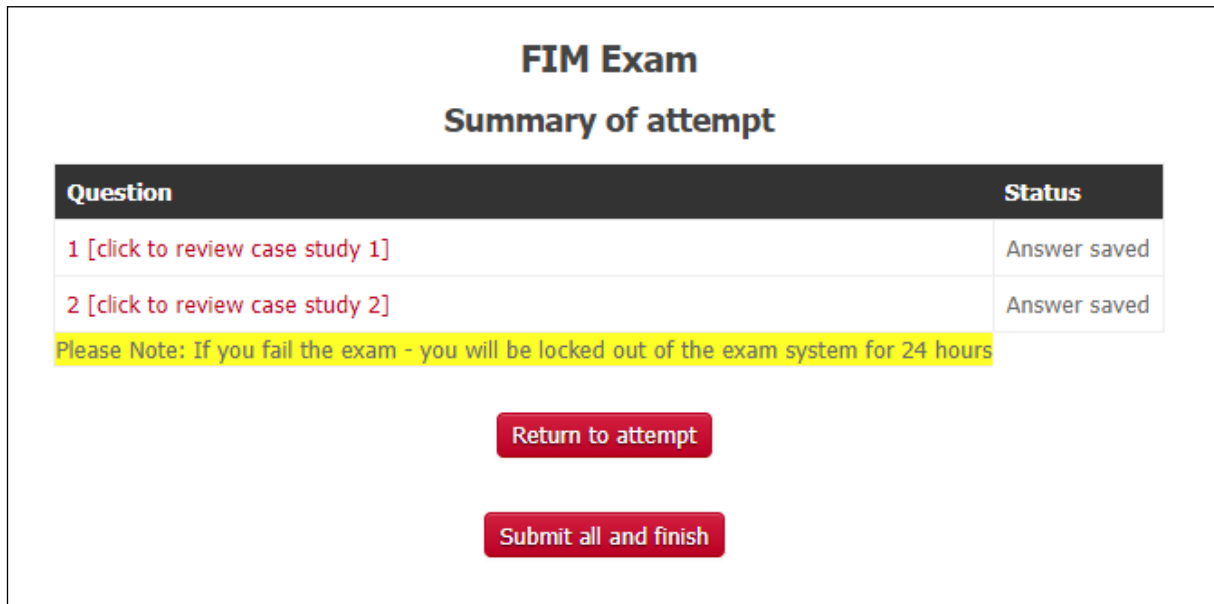
Figure 84: FIM Exam submission screen

Completing the online FIM/WeeFIM Exam

1) Ensure you answer both questions (case studies) for a total of 36 FIM scores.
2) Once you have completed the exam click 'Submit all and finish' (Figure 84).
3) The system will mark your exam immediately. The next screen will show you how many answers you got correct. The example in Figure 85 shows a user getting only 3 of 36 questions correct, so a failed attempt, and then two days later getting a perfect 36 out of 36. The pass mark for a FIM/WeeFIM clinician is 80% (or 29 of 36 questions).

If you fail you will be locked out of the exam for 24 hours. Clinicians should use this time to review their FIM/WeeFIM manual and seek help from their Facility Trainer before they re-sit the exam. Everyone has 3 attempts to pass the exam; each time the system will present 2 randomly chosen case studies to be answered. If you fail 3 times, the exam key will become invalid and to re-sit you will need to purchase another exam key. If you fail twice we recommend that you seek help and clarification about scoring the FIM/WeeFIM from your Facility Trainer or contact AROC for advice.

Figure 85: FIM Exam Summary of Results

Completing the FIM or WeeFIM Online Refresher Course (includes Exam)

If you have been previously credentialed in FIM/WeeFIM and need to undertake a Refresher Workshop (required every 4 years for both FIM/WeeFIM clinicians and Facility Trainers), instead of attending a whole day face to face workshop you can now access the FIM/WeeFIM Online refresher course. The Online Refresher course includes an e-learning module to complete. You must then also successfully complete the attached exam to re-gain/retain accreditation.

To access and complete the course follow these steps:

1) Purchase an online FIM or WeeFIM Refresher Course key from the Online Store (page 67) – examples here refer to the completion of the FIM Refresher Course
2) Navigate to your Online Refresher Course (page 74)
3) Click on the green "Activate" button (Figure 79)
4) Click on the blue "Go to activity" button (Figure 80)
5) Click on FIM Qualification (Figure 86)

Figure 86: Starting the FIM Refresher Course

6) When the Welcome Page appears, click on Enter (Figure 87)
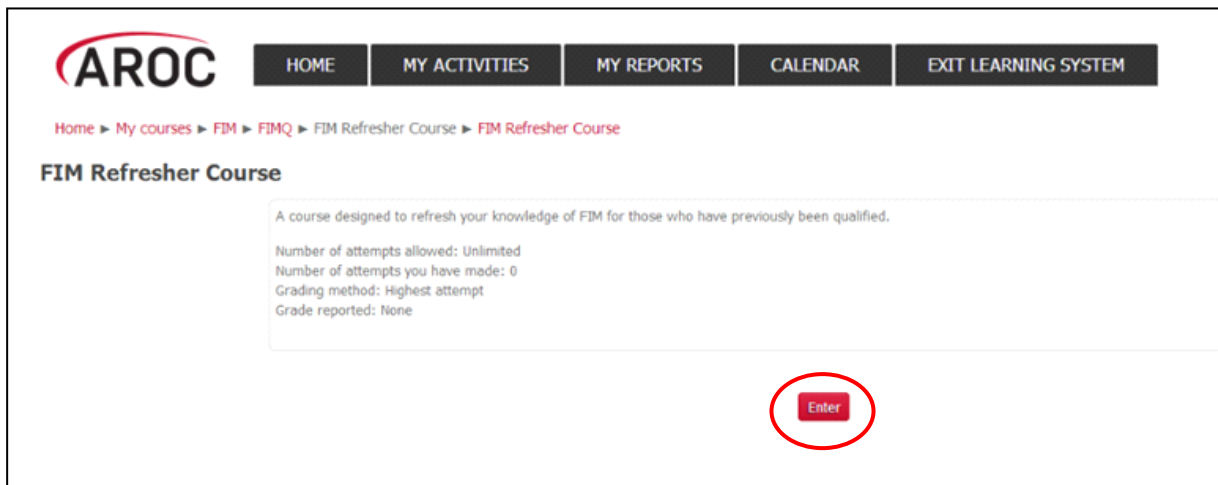
Figure 87: Entering the FIM Refresher Course

7) This takes you to the front page of the FIM or WeeFIM Refresher Course. Select "Start Module" (Figure 88)

Figure 88: Front Page of the FIM Refresher Course

8) Read the introduction carefully & ensure you have your Training Manual with you. (Figure 89).
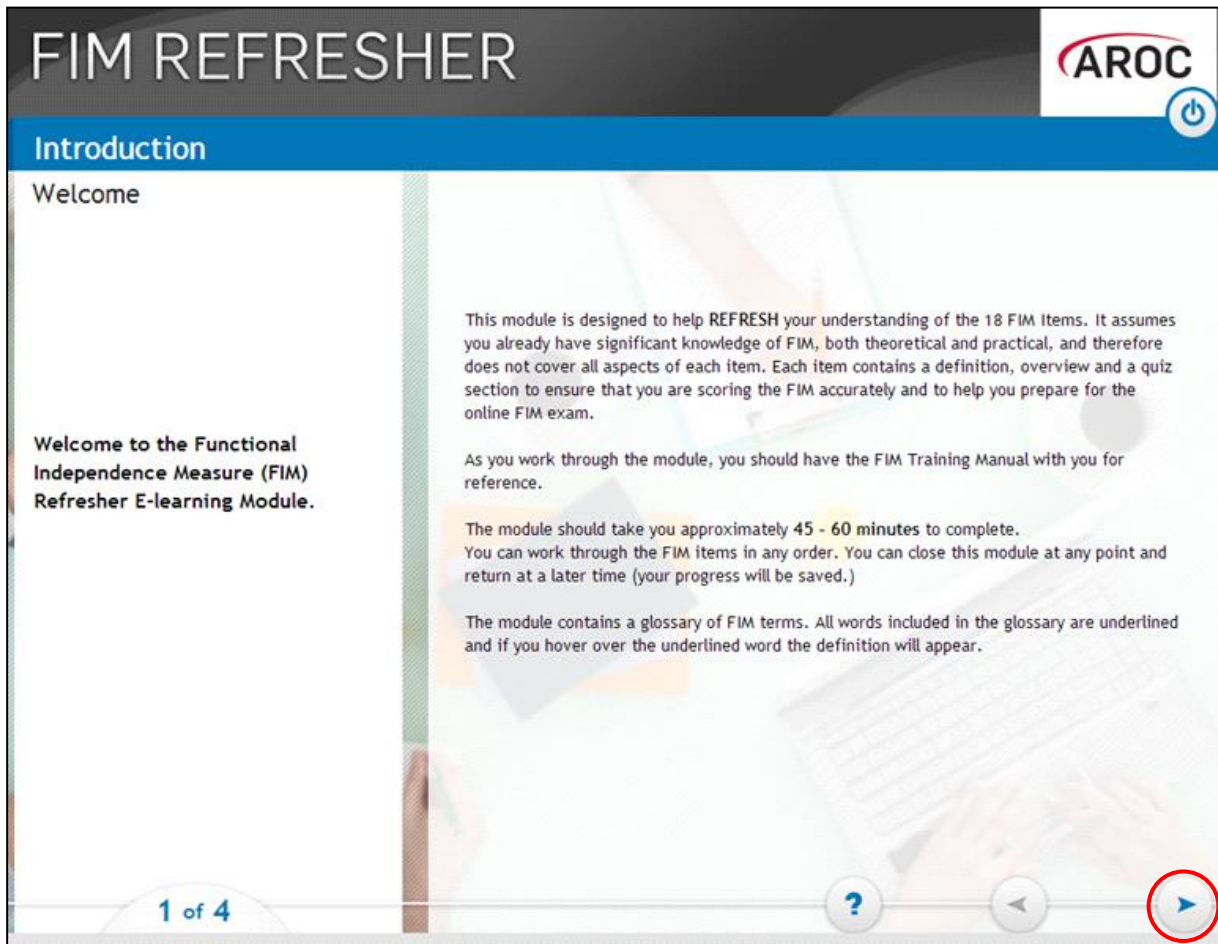
Figure 89: Introduction Page of the FIM Refresher Course

Navigating in the FIM Refresher Course

1) When navigating in the FIM/WeeFIM Refresher course, many pages have blue menu items in the left column. On the bottom right of the page is the 'back' and 'forward' arrows (Figure 89). For each page, you must click through the blue menu items to see the content for that page before the 'forward' arrow to move to the next page will become available.

2) When you have completed the introduction section you will reach the summary page. At this point the system will give you two options:
   a) '**Continue to FIM Item 1: Eating**': this allows you to jump straight into the course content for Eating. Using this option, you can follow the course in a sequential fashion, completing each item one at a time and stepping on to the next item.

b) '**Select an item from the main menu**': this will take you to the course menu, which presents a list of the 18 FIM items and allows you to work through them in any order. You will still need to work through each of the 18 items to complete the refresher course, however this method has the benefit of allowing you to do the course in your own way (Figure 90).
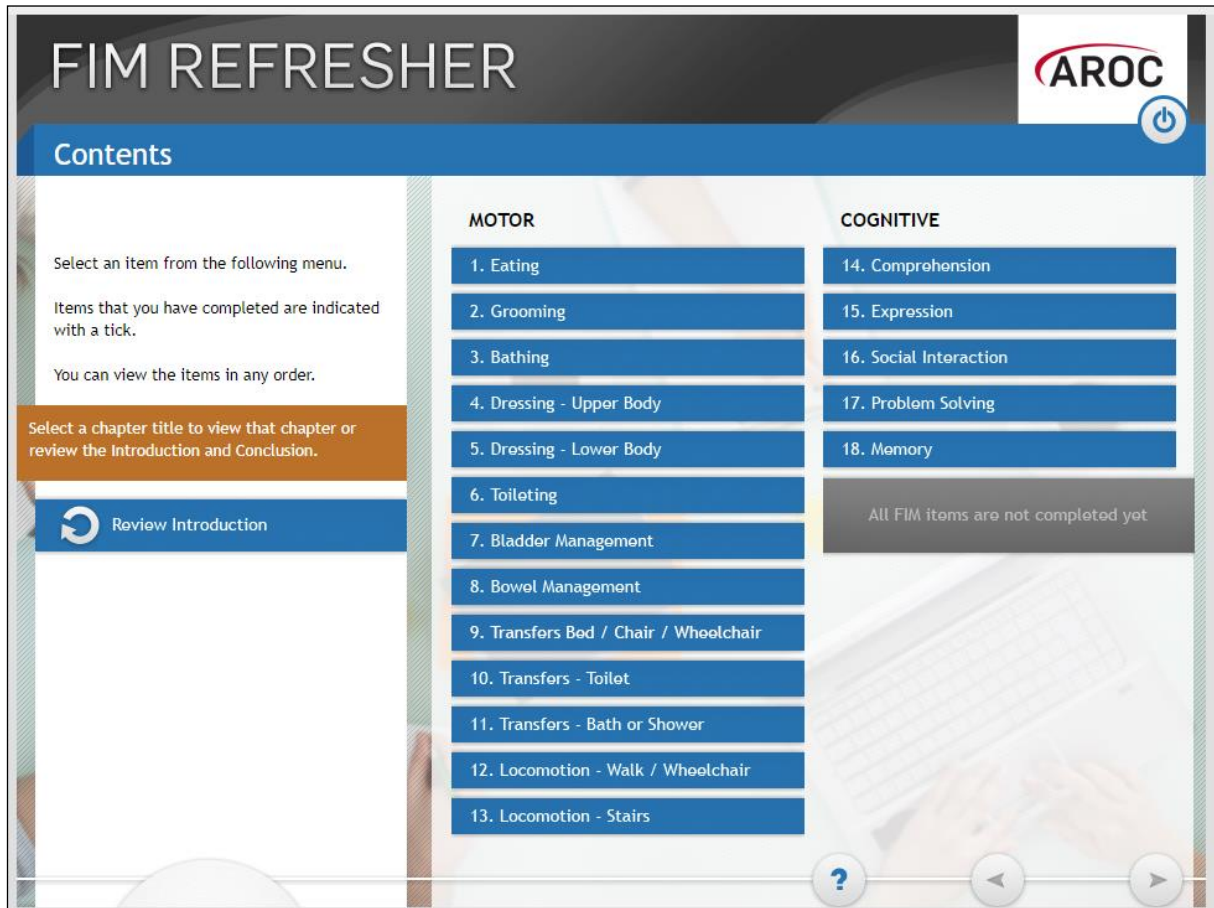
Figure 90: FIM Refresher Contents Page

Each item consists of a few pages of information, followed by a few questions. Please note that these questions are NOT THE FIM EXAM. There is no penalty for answering incorrectly here, the purpose is educational.

3) To answer the question, select the best option and click 'Submit' (as per the instruction on the screen). If you answer correctly, you will see a 'tick' and an explanation. If you answer incorrectly, you will see a 'cross' and an explanation of the correct answer. After you have reviewed the answer, click the 'forward' icon in the bottom right to move on.
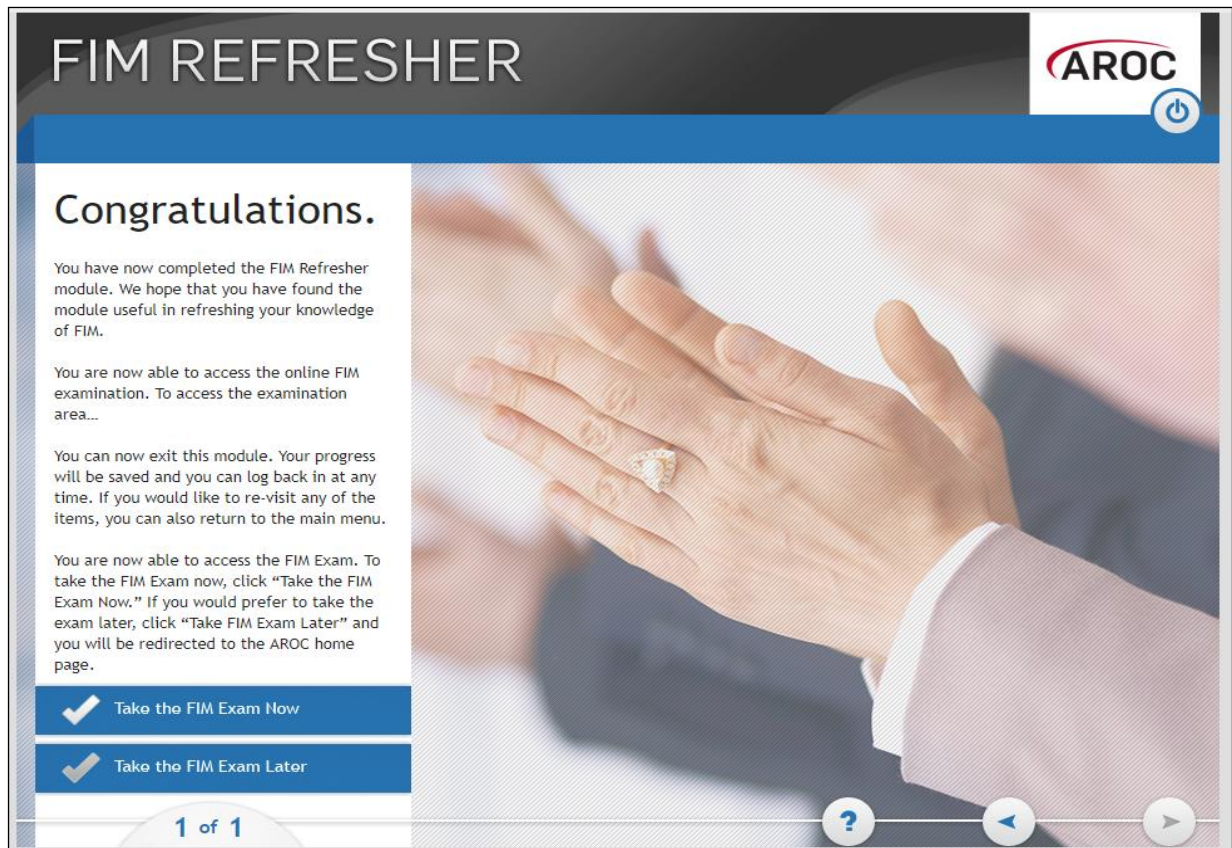
Figure 91: FIM Refresher completion screen

4) Once you have completed your course, you will be directed back to AROC Learning System's FIM Qualification Activity screen. From here you can choose to go directly to complete your FIM/WeeFIM Exam or you can exit the system and come back to do your FIM Exam later (remembering that as your Exam Key is activated you only have 1 month before the key becomes invalid and expires).

Your FIM/WeeFIM Credentialing Certificate

1) Once you pass your exam you are returned to the AROC Learning System's FIM Qualification Activity page where your FIM/WeeFIM certificate can be accessed (Figure 92). Click on FIM Certificate Complete to access your certificate;
   OR alternatively

2) Log into AOS with your FIM ID and select MY EXAM KEYS under the FIM drop down menu.
   a. Click on "Go to activity" for the relevant exam key
   b. Click on "MY ACTIVITIES"
   c. Then click on "FIM Qualification"
   d. Click on "FIM Certification Complete"
   e. To get your certificate, click on "Get your certificate" (Figure 93).

Figure 92: Generating the credentialing certificate

Figure 93: Notification of Certificate
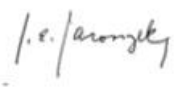
Figure 94: Example copy of FIM Certificate

Additional AOS Permissions for Facility Trainers & Facility Coordinators

How to Login to AOS as a Facility Trainer/Coordinator

1) Access AOS from the AROC homepage http://ahsri.uow.edu.au/aroc (refer to Figure 2 on page 8).
2) To gain access to your additional permissions, log into AOS using the AOS login, entering your "Username" and "Password" in the corresponding fields, then click "Log In to AOS".

Logging in with your username and password gives you access to "Manage Keys" and "Credentialing Reports". As a Facility Trainer you can also log in using your FIM ID, however logging in this way will provide you with only limited access to AOS functions.

If your FIM accreditation expires as a Facility Trainer, you will automatically be reverted to the access level of FIM Clinician in AOS. Please contact AROC to enquire as to how to regain your accreditation.

Facility Trainers & Facility Coordinators have the following menu options available in AOS (Figure 98):

- **MY DETAILS** – this is where you can amend your personal details to ensure AROC has the most current information (refer to My Details on page 10)
- **MY FACILITY** – this is where you can amend your personal details to ensure AROC has the most current information (refer to My Facility on page 11)
- **FIM … ONLINE STORE** – this is where you can purchase exam keys, manuals and/or online FIM/WeeFIM refresher courses (refer to Online Store on page 67)
- **FIM … MY EXAM KEYS** – this section provides details of any current or used exam keys you have (refer to My Exam Keys on page 71)
- **FIM … MANAGE KEYS** – this is where you manage the keys you have purchased for your workshop participants or facilities (refer to
- on page 87)
- **FIM … REPORTS –** this is where you can generate a FIM/WeeFIM credentialing report for your facility(s) (refer Credentialing Status Report on page 86)
- **HELP** – this is where you go to get help (refer to Getting help in AOS on page 11)

Updating Clinician Details

As a Facility Trainer it is possible to update your clinicians' emails, contact numbers and addresses.

1) Log in to AOS using your username and password.

2) Click on "MY FACILITIES" and select your facility.
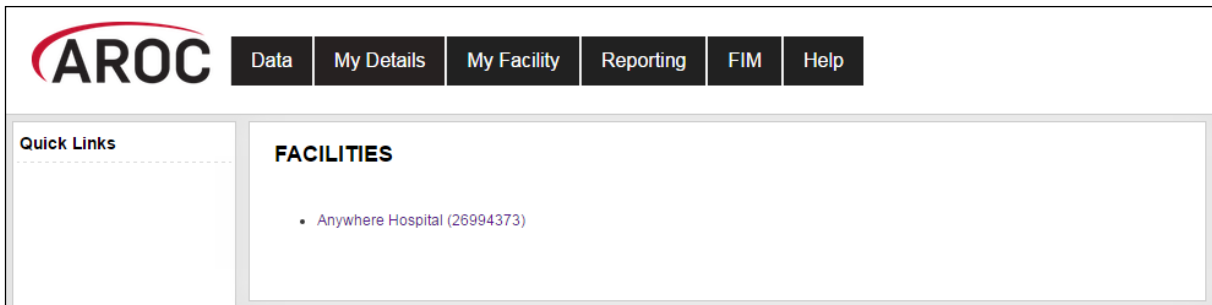
Figure 95: Facility selection screen

3) Scroll down to "FACILITY ROLES" and click on the name of the clinician you'd like to update. Alternatively, click on "View Roles" under the quick links menu.

Figure 96: Clinician Selection

4) Click on "EDIT" at the top left hand of the screen.

Figure 97: Editing the selected FIM Clinician

5) Make the appropriate updates and click "SAVE". Users are unable to update details in greyed out fields. If you need to change these details, please lodge a support ticket.
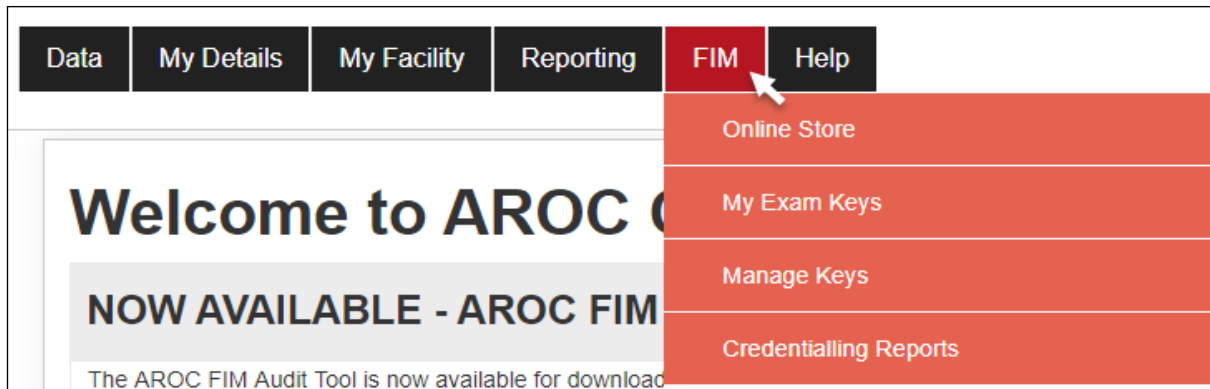
Figure 98: Facility Trainer & Facility Coordinator AOS menu options

Credentialing Status Reports

Facility Trainers and Facility Co-ordinators can generate a FIM Credentialing Status report for their facility at any time.

To access the Credentialing report:
1. Log in with your AOS Username and password
2. Go to the FIM drop down menu (Figure 98)
3. Click on "Credentialing Reports")
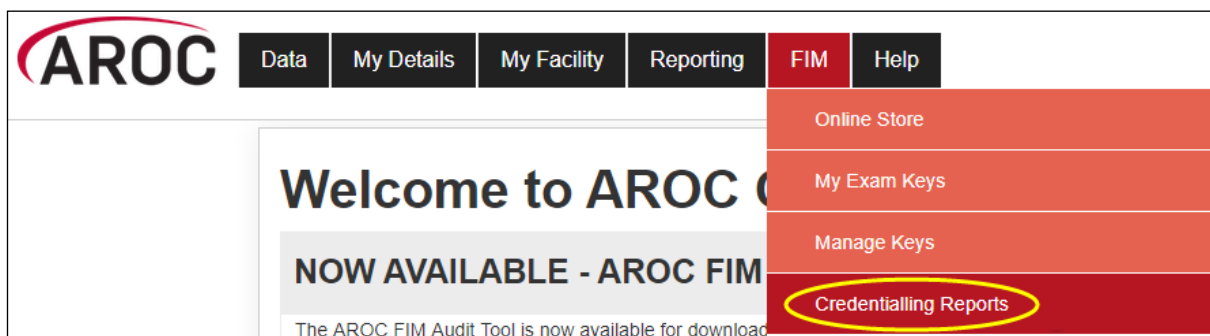
Figure 99: Accessing Credentialing Reports

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4. Select the report you want **(NB: Depending on your credentials you will see 'FIM' or 'WeeFIM')**

Anywhere Hospital   FIM   WeeFIM

Figure 100: Selecting a Report

5. This report can be saved as an Excel document by clicking the 'Excel' icon

Excel ⬇   or it can be printed by clicking the 'Print' icon   Print 🖨
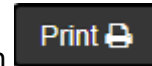
FIM Resources Portal

1. Log in to AOS using your username and password
2. Go to the FIM drop down menu (figure 98)
3. Click on **"FIM Resources"**
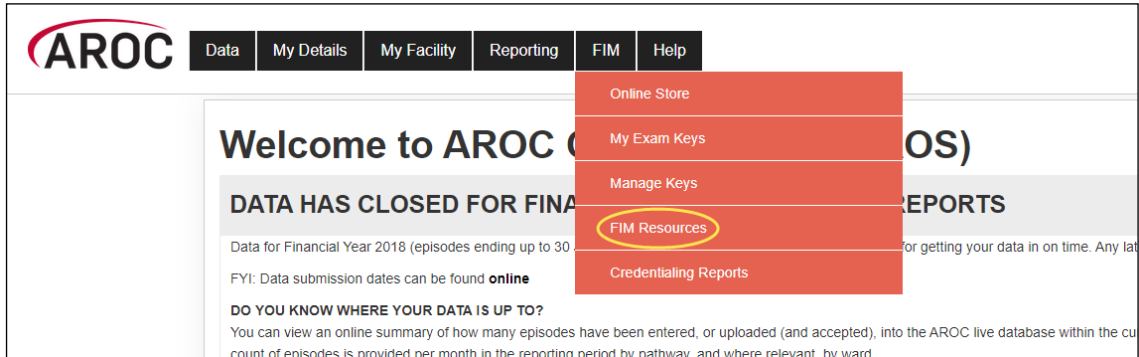
Figure 101: Accessing FIM Resources

4. Use the search bar or select the category you wish to search in
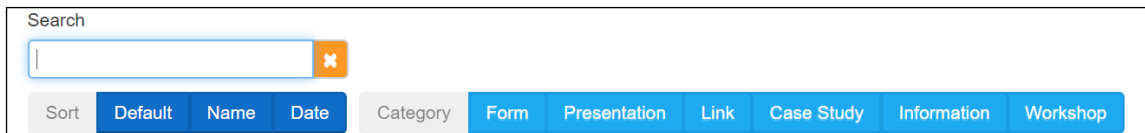
Figure 102: FIM Resources Search Bar

5. Select the resource you wish to download or open by clicking the blue **"*Download*"** button.
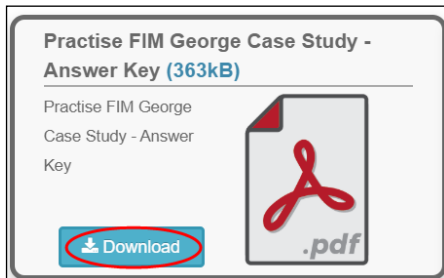
Figure 103: Downloading FIM online resources

6. The download should appear in you downloads bar in the bottom left corner of the screen (if you are using Google Chrome.)

Figure 104: Opening downloaded files in the Google Chrome downloads bar

7. Left click the file to open it.
8. If you wish to move the file to a separate location left click and drag to your desired destination.

NB: If you are using **"Internet Explorer"** complete steps 1-5 and you will be given the option to **"Save"** (This saves the file in your 'Downloads folder') or you can select **"Save as"** to save the file to your desired destination.
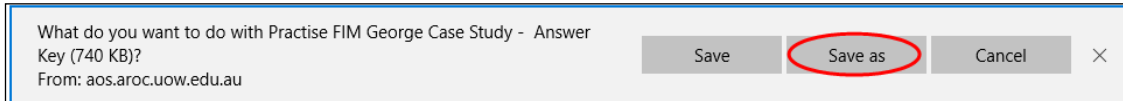
Figure 105: Using "Save" or "Save as" in Internet Explorer

If you have chosen to **"Save as"** You will be asked to provide a location to save the file. Browse through and select your desired destination (Desktop chosen here) and click on **"Save"**
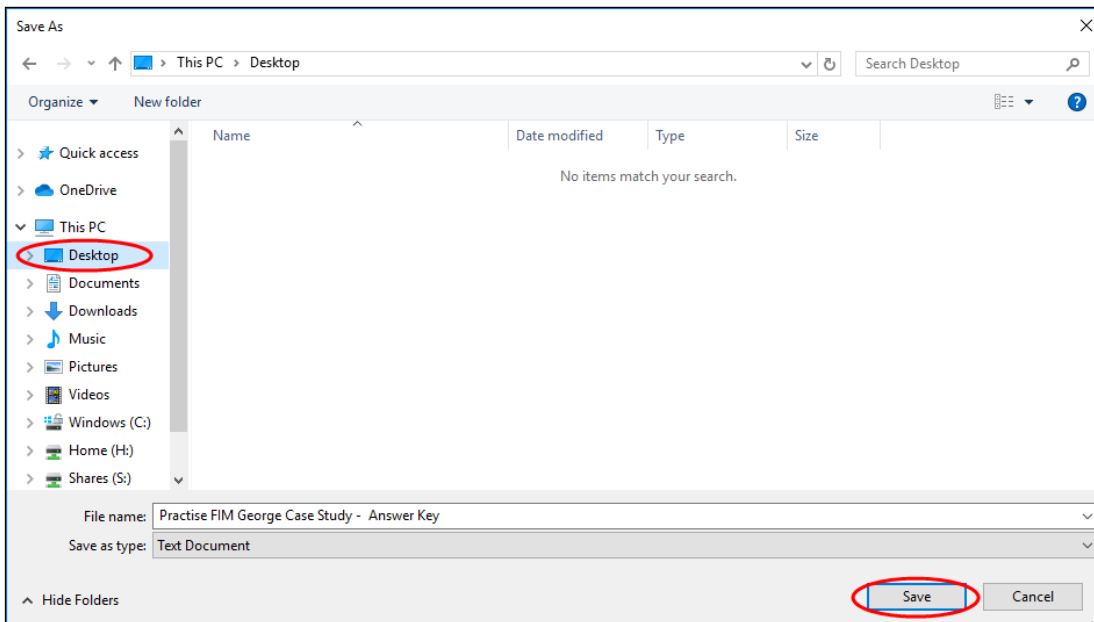
Figure 106: Using "Save As" in Internet Explorer

Then you can select *'Open'* to view your file (make sure you have the correct software installed to view the file.)
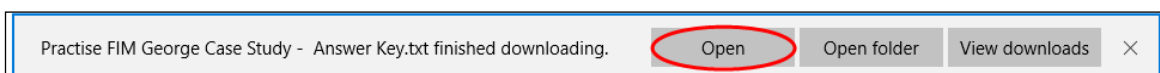
Figure 107: Opening a Saved File in Internet Explorer

NB: If you see a blocked symbol (⊠), this may be because you do not have appropriate permission to move things from your computer to the device you are using. Please try on your personal computer or contact your IT department.

Manage Keys

This functionality is only available to Facility Trainers/Coordinators and allows them to manage the keys they have purchased. At this stage a Trainer/Coordinator will only have access to, and only be able to see, the keys they are noted as "Purchaser" for. We are working on expanding this functionality in the future so that Trainers & Coordinators can see all keys linked to their facility, rather than just the keys they purchase.
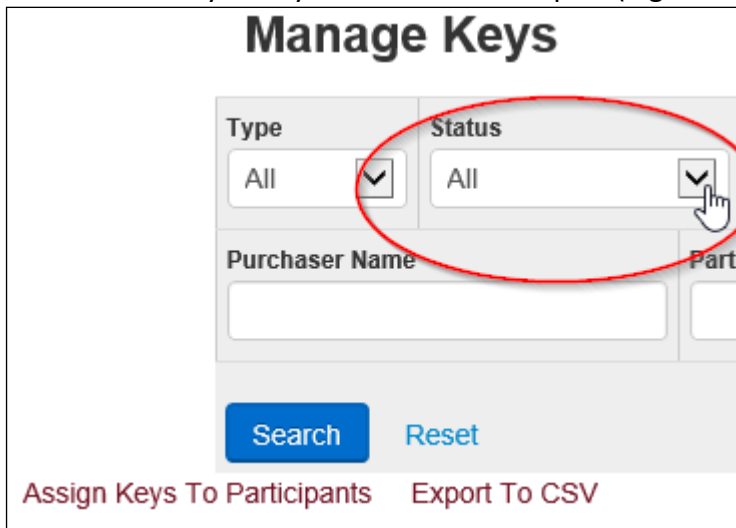
Manage Keys allows Facility Trainers/Coordinators to:
- Assign exams to participants. Assignment will trigger an email notification to be sent to the assigned participant with instructions of how to sit the exam.
- Manage the assigned key. It is possible to re-assign a key to the same or to a different clinician.
- Review the status of exams they have purchased (assigned, not yet assigned, used, expired, etc)
- View exam results of participants they have assigned exams to.

Manage Keys Reports

In a similar fashion to credentialing reports, Exam Key data can be exported as a CSV file and opened in Excel for ease of data processing.

1. In Manage Keys leave the "Status" of keys leave it as "All" or alternatively select the Status of the key data you would like to export (Figure 108)

Figure 108: Manage Key Status Selection

2. Click the blue "Search" button

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3. Click "Export to CSV" (Figure 109)
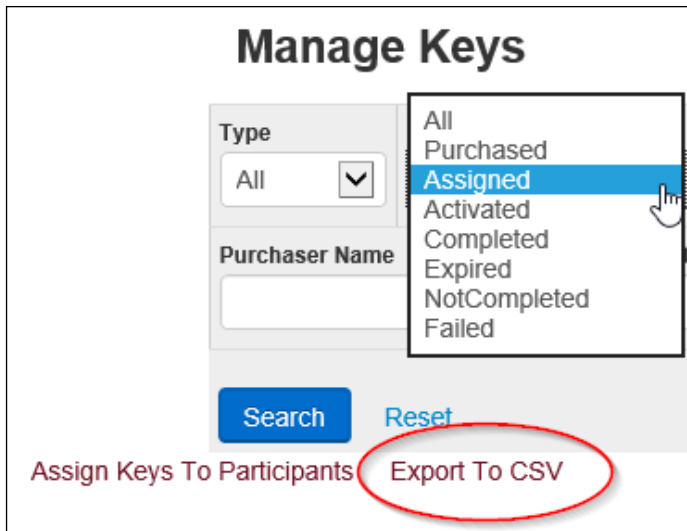
Figure 109: Export to CSV

4. Open your CSV file, change/highlight as needed for reports and record keeping
5. Save as an Excel document (Figure 110)

Figure 110: Sample data from a keys report

Assigning Exams to Participants

You can only assign one exam to each participant. If you attempt to assign an exam to a participant that already has an exam assigned to them, an error message will be displayed.

There are 2 methods of assigning exams to participants. Please keep in mind that for either option, you will need to complete the process by emailing the notification of assignment to the participant.

Method 1 – using the fields and "SEARCH" buttons in Manage Keys to assign an exam

STEP 1: Finding Purchased Keys

1. Click on "Manage Keys" from the FIM Menu (Figure 111). The Manage Keys screen will appear
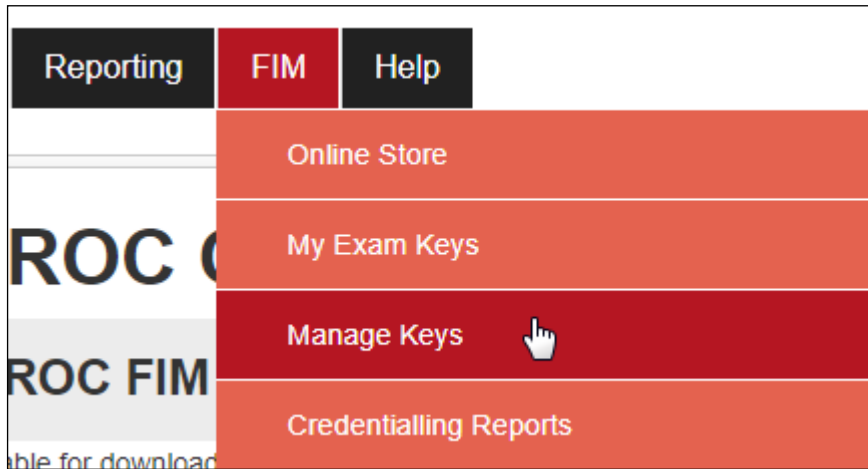
Figure 111: Manage Keys selection

2. Select the facility you would like to assign exams for using the drop down list. You can also filter using any of the fields available on the screen.
3. Select "Purchased" from the status field (Figure 112)
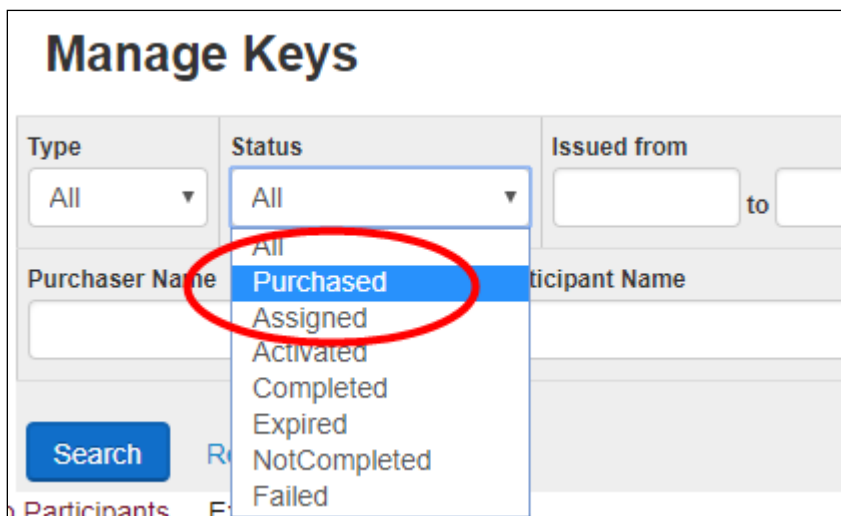
Figure 112: Status Filters

4. Click "Search" to display all the exams you have purchased that are available to be assigned.

A list will appear with all the Keys/Products you have purchased. Details for each exam key are displayed in the rows. Details include Facility, Product, Purchaser, Participant, Status, Result and Actions.

5. On the far right of each row, there are two options:
   - View – allows you to view the details for that individual Key, including the Key Details, FIM Participant Details & Exam Results.
   - Assign – allows you to assign the exam to a participant

6. Click the "Assign" button on the row of the key you want to assign

NOTE: If you cannot find the participant you wish to assign the key to in the FIM system, it probably means that they are not registered with AROC or attached to your facility. Contact AROC to arrange for this person to be registered or attached to your facility.

STEP 2: Assigning Keys

The Assign Participant screen will appear (Figure 113).

Figure 113: Assign Keys to Individual

1. You can now search the FIM system for the participant you would like to assign the key to. You can search by FIM ID, First Name, Last Name or Email or a combination of these. Click "Search" (Figure 114).

Figure 114: Assign Keys to Individual cont.

2. A list of all participants with matching details will appear. Select the participant you would like to assign the key to by clicking in the small circle on the far left of the row.

3. Scroll to the bottom of the page and click "Assign"

4. The key will now be assigned to the chosen participant and you will see a message at the top of the page confirming this. Click "Close" at the bottom of the window to close the window.

5. Proceed to page **96**

Method 2 – using "Assign Keys to Participants" to assign exam

STEP 1: Finding Purchased Keys

1. Click on "Manage Keys" from the FIM Menu (Figure 111). The Manage Keys screen will appear

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2. Select the facility you would like to assign keys for using the drop down list. You can also filter using any of the parameters available on the screen; e.g. Key (Exam) ID, Status of the exam, Assigned status, Participant name, etc

3. Click Assign Keys to Participant (Figure 115).

Figure 115: Manage Keys – Search Screen

The "Assign Exams To Participants" screen will appear (See

Figure **116**)Figure 113: Assign Keys to Individual. This screen displays a table listing all unassigned keys. Details for each key are displayed in rows. The table shows the Key ID, Status, Facility and Participant (but not the product type, **Method 1** – using the fields and "SEARCH" buttons in Manage Keys to assign an exam shows the Product Type). You can display assigned exams (as well as unassigned) by clicking on the "Show Assigned Keys As Well" tab in blue just above the table.

To assign a key to a participant, click "Assign Participant" on the far right of the exam you wish to assign.

Figure 116: Selecting the Key to Assign

STEP 3: Email Participants

After you have assigned keys, you can change the status field to "Assigned". All your currently assigned (but not activated) keys will be listed. You have the option to re-assign these keys if necessary (see page 98 for more information)

Emailing participants to notify them of their assigned exams

Method 1: As you assign each key, email the participant to let them know that they have been assigned an exam or refresher.

Method 2: Once you have finished assigning keys to participants, you can email them to let them know that they have been assigned an exam or a refresher.

To do this, follow these steps:

1. Highlight the row(s) of the participant(s) you would like to email by clicking on them. To unselect any of your choices, just click on the row again.

2. Click "Email Selected Exam Keys to Participants" at the top of the table (See Figure 117).
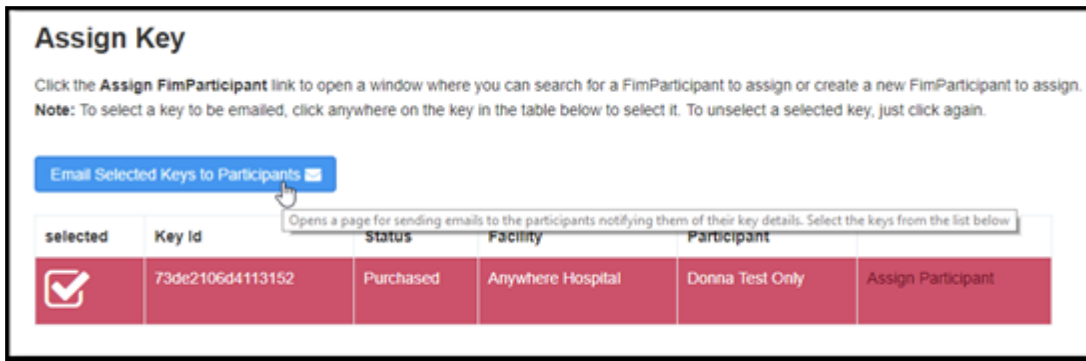
Figure 117: Emailing participants exam keys

3. An email template will appear, you cannot amend this template (See Figure 118).
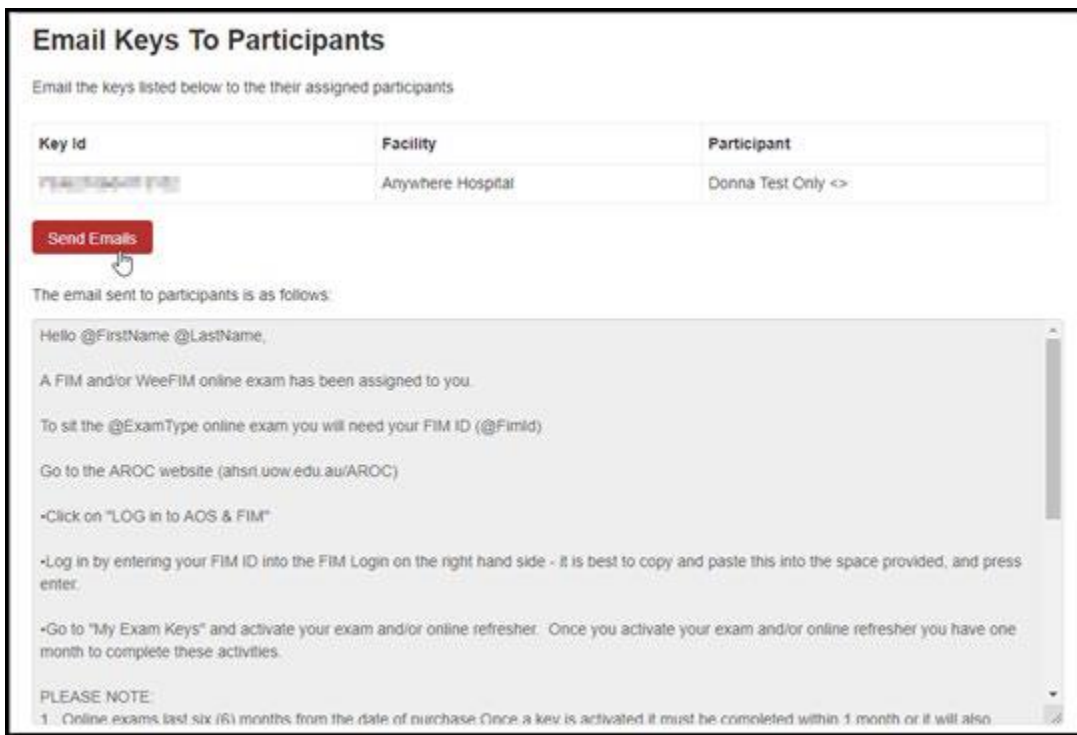
Figure 118: Email Template

4. Click "Send Emails" A message will then be displayed confirming that the emails have been sent.

Please note that this process simply results in a notification that an exam has been assigned to a participant. The email generated will inform them of how to access this exam, by logging into AOS with their FIM ID. The exam must have been already assigned as per page 91.

Re-assigning exams

An exam can be re-assigned to another participant as long as the exam has **NOT BEEN ACTIVATED** by the original participant.

To re-assign an exam, follow these steps:
1. From the Manage Keys screen select the facility you would like to assign exams for using the drop down list.

2. Click SEARCH to display all the assigned exams you have purchased.
A table will appear with a list of all the assigned exams you have purchased.

3. On the far right of each row, there are two options (see Figure 119):
    *   View – allows you to view the details for that individual exam, including the individual exam question answers.
    *   Re-assign – allows you to re-assign the exam to a different participant.

Facility	Product	Purchaser	Participant	Status	Expiry	Result	Actions
Anywhere Hospital	FIM Exam Only	FT Test Contact	FT Test Contact	Assigned	03/06/2019		View Re-assign
Anywhere Hospital	FIM Exam Only	FT Test Contact		Purchased	03/06/2019		View Assign

Figure 119: Reassigning an exam key

FIM/WeeFIM Workshops

Types of FIM/WeeFIM Training Workshops

Types of FIM/WeeFIM Training Workshops
AROC also provides several types of workshops:
*   FIM/WeeFIM training workshop hosted by a facility (for staff from the facility hosting the workshop)
    *   Conducted by a FIM Facility Trainer

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    o Conducted by an AROC Master Trainer
- FIM/WeeFIM training workshop hosted by AROC (Master Trainer)
- FIM Facility Trainers Workshop Hosted by AROC (Master Trainer)

FIM/WeeFIM training workshop hosted by a facility

Conducted by a FIM Facility Trainer (FIM workshop only)

This type of workshop is held at a facility for staff from that facility only. It is for clinicians who have not used the FIM assessment measure before, who have limited knowledge of the assessment, or who require re-training. Clinicians can attend this workshop and then sit the FIM online exam to become credentialed FIM users. FIM workshops usually commence at 8:30 am and conclude at 4:00 pm. The only costs to AROC are for the resources needed (FIM Manuals, FIM Lanyard Cards, FIM Exams). It is the responsibility of the Facility Trainer to organise purchase of the products and assigning of exams.

- If workshop is being conducted by a single Facility Trainer, we recommend that classes should not exceed 12 participants.
- If workshop is being conducted by 2 Facility Trainers together, we recommend that classes should not exceed 20 participants.

If a unit is new using FIM or has a large number of new clinicians to be trained in FIM, it is extremely beneficial (and recommended) to have an AROC Master Trainer provide the initial training. Many facilities that have their own Facility Trainers invite an AROC Master Trainer to provide training for new clinicians once per year; due to the experience and knowledge the Master Trainer imparts.

Conducted by an AROC Master Trainer (FIM or WeeFIM workshop)

This type of workshop is held at a facility for staff from that facility. Staff from other sites can be invited to join this workshop. It is for clinicians who have not used the FIM/WeeFIM assessment measure before, who have limited knowledge of the assessment, or who require re-training. Clinicians can attend this workshop and then sit the FIM/WeeFIM online exam to become credentialed FIM/WeeFIM users. It can be run by either a Facility Trainer or AROC Master Trainer. FIM/WeeFIM workshops usually commence at 8:30 am and conclude at 4:00 pm.

Recommended class size:
- If workshop is being conducted by an AROC Master Trainer, we recommend that classes should not exceed 20 participants.

If you require an AROC Master Trainer to conduct a workshop at your facility, please contact AROC and not the Master Trainers themselves.

AROC will organise the Master Trainer workshop. Please complete a workshop request form http://ahsri.uow.edu.au/content/groups/public/@web/@chsd/@aroc/documents/doc/uow094426.pdf and email (fim@uow.edu.au) or fax (02 4221 4679) it to the FIM manager.

Once we have received your request and confirmed a date with you, we will provide a quote. An estimate total can be calculated from our website here Master Trainer at your site. It is

the facilities responsibility to provide the equipment needed for training i.e. overhead projector, screen, laptop with USB port and catering. AROC will email the facility with a list of equipment required.

FIM/WeeFIM training workshop hosted by AROC

Commonly referred to as an Open FIM/WeeFIM workshop, this is the same in content as a workshop hosted by a facility (see above). The difference is that it is conducted at a venue other than a facility, is organised by AROC and conducted by an AROC Master Trainer. People from many different facilities or organisations can attend this workshop. FIM/WeeFIM workshops usually commence at 9:00 am and conclude at 4:30 pm and cater for a maximum of 20 participants.

FIM Facility Trainers Workshop Hosted by AROC

FIM clinicians who meet the criteria to become a Facility Trainer can attend this workshop. A Facility Trainer workshop can only be conducted by an AROC FIM Master Trainer. The aim of this workshop is to train and equip experienced FIM clinicians with the skills needed to train other staff at their facility in the use of the FIM assessment. Before sending clinicians to this workshop, employers/ supervisors should be aware of the criteria and ensure that the clinician is proficient in the FIM, is willing to present items at the workshop and is prepared to conduct FIM training at their facility on their return. Facility Trainer workshops usually commence at 9:00 am and conclude at 5:00 pm, and cater for a maximum of 8 participants.

Organising or attending a workshop

To organise a workshop, simply download the Workshop Request form from the AROC website http://ahsri.uow.edu.au/aroc/index.html and email (fim@uow.edu.au) or fax (02 4221 4679) it to the FIM manager. Alternatively, you can contact the FIM Manager on fim@uow.edu.au who will be happy to help you.

All open workshops will be advertised on our website. To register your interest simply download a registration form and email (fim@uow.edu.au) or fax (02 4221 4679) it to the FIM manager. Once your place in the open workshop has been confirmed, transport and accommodation (if required) is your own responsibility.

Cost of workshops

The structure is designed so that it is more economical for hospitals to have workshops run at their facility rather than sending them to an AROC OPEN Workshop. This is true for a facility if they have 8 or more people to train. The great thing about a Master Trainer coming to your facility is that you can have up to 20 people trained for that flat rate, provided the venue can hold the numbers comfortably. For further pricing details please see Table 6.

Table 6: FIM/WeeFIM Workshop Expenses for AROC Members (excluding GST)

	FIM/WeeFIM Workshop Hosted by Facility	FIM/WeeFIM Workshop Hosted by AROC	FIM Facility Trainer Workshop Hosted by Facility	FIM Facility Trainer Workshop Hosted by AROC
Weekday Workshop	$1500 ($3000 Non AROC Member)	$185/person	$1500 ($3000 Non AROC Member)	$185/person
Resources	$30/manual	$30/manual	$38/manual + CD	$38/manual + CD
Trainer's Expenses	Travel/Car Hire/Km's/Travel Time/ Accomodation		Travel/Car Hire/Km's/Travel Time/ Accomodation	
Participant Expenses		Travel/Car Hire/Km's/ Accomodation – if required		Travel/Car Hire/Km's/ Accomodation – if required

NB: The above fees do not include GST. This must be added to the total cost. Also note that these expenses only apply when a Master Trainer has been requested to run the workshop. Non-members of AROC should contact AROC for the relevant charges.

Checklists

Check List for Facility Trainers conducting a FIM Workshop at their own facility

1. Determine date of workshop and book your venue,
2. Advertise workshop within facility and register interested people,
3. Log in to AROC Online Services (AOS) Online Store (with your username and password) and order necessary resources for participants - FIM Exams, FIM Manuals, FIM Lanyard Cards,
4. Email the Purchase Order document or remittance of payment to AROC (your order cannot be processed without payment). Allow 2 weeks for delivery of Manuals and/or Lanyard cards. AROC will post your products and issue the FIM Exams to your AOS account ready for you to assign to each participant,
5. Complete a typed FIM ID application form and forward to AROC at least 1 week prior to your workshop – AROC will create FIM ID's for those participants that don't already have one,
6. Print the attendance sheet and evaluation forms for use at the workshop; these can be found on your Trainer CD and at the back of your Trainer manual, along with other useful documents,
7. The day after the workshop send the completed attendance sheet and evaluation forms to AROC by scanning and emailing to fim@uow.edu.au,
8. Assign FIM exams to your participants if you haven't already,

9. Record details of the workshop you conducted in a log (e.g. date, attendee names) for the "Ongoing Requirements Form".

Facility Trainers **Requesting a Master Trainer** to conduct a **FIM Workshop at their Facility:**
- Please refer to our website here
  https://ahsri.uow.edu.au/aroc/training/index.html#organise
- Complete a workshop request form providing dates that may be suitable for training at your facility and email into FIM@uow.edu.au. We will try to accommodate your requested dates

For more detailed information regarding the above other processes, please refer to the **AOS User Manual – FIM and WeeFIM (Facility Trainer) found**:
https://apps.ahsri.uow.edu.au/confluence/display/AD/FIM+and+WeeFIM

Check List for Facility Trainers Requesting a Master Trainer Workshop at their Facility
1. Complete a workshop request form providing dates that may be suitable for training at your facility. Where possible we will try to accommodate your requested dates: http://ahsri.uow.edu.au/content/groups/public/@web/@chsd/@aroc/documents/doc/uow094426.pdf
2. The date of workshop will be confirmed by email and you will be provided with a quote & list of equipment and other requirements for training
3. Complete a FIM ID form for registered participants and forward to AROC at least 2 weeks prior to your workshop – AROC will create FIM ID's to those participants that don't already have one

Evaluation

AROC aims to continually improve the process of FIM/WeeFIM Training and management. To aid this, evaluation forms are to be completed for all workshops conducted by a Master Trainer or Facility Trainer. It is very important that these are completed and sent to the FIM Manager at AROC. After AROC has received the forms they are entered into a database to be analysed so a report can be produced. Through this process it is hoped that any problem areas that are identified will be rectified. For this reason we ask that all people doing the FIM/WeeFIM training complete the evaluation forms.

Finance

Please contact the FIM Manager if you have any queries regarding financial matters. AROC sits within the Australian Health Services Research Institute (AHSRI) which in itself sits within the University of Wollongong. AHSRI therefore utilizes the University's financial infrastructure.

Workshop billing will occur at the time of registering for an AROC hosted workshop. For a facility hosting an on site workshop billing will occur once all expenses are finalised.

Should your facility require an invoice, you will first need to provide AROC with a copy of a valid purchase order document generated by the finance department of your organisation.

If you require any more information, please contact the AROC team at fim@uow.edu.au

Appendix A – Which pathway and data collection form should our service be using?

V4 of the AROC Dataset comprises a "bank" of data items. The "bank" holds data items pertaining to inpatient and ambulatory episodes of rehabilitation care. In development of the V4 AROC dataset, episodes of rehabilitation care have been grouped into 6 pathways (models of care); 3 inpatient (admitted) and 3 ambulatory (non- admitted). The pathway (model of care) your service provides will determine which set of data items within the data "bank" you are required to collect and submit to AROC. Pathways 3, 2 and 1 include the data items pertinent to inpatient rehabilitation and pathways 4, 5 and 6 collect data items relevant to ambulatory care. Pathways 1 (inpatient) and 6 (ambulatory) require collection of a mini dataset only.

Inpatient pathways

Pathway 3 – Inpatient Direct Care

Inpatient direct rehabilitation care is when rehabilitation is delivered in an inpatient setting, with the patient accommodated overnight in the hospital and included in the bed occupancy reporting at midnight. The inpatient is under the care of the rehabilitation physician who holds the medical governance/ bed card.
For example, the rehabilitation physician or rehabilitation team is the primary rehabilitation provider for a stroke patient receiving rehabilitation on the inpatient stroke rehabilitation unit.

Pathway 2 – In-reach Rehabilitation Care

In-reach rehabilitation care is when the inpatient is under the care of an acute physician who holds the medical governance/bed card and the rehabilitation physician or team "reaches into" the acute setting to begin the process of rehabilitation on top of the acute care the inpatient is already receiving (but the rehabilitation physician does not hold the bed card.)
For example: A patient is in ICU under the care of the neurosurgeon and the rehabilitation team "reaches in" and starts providing the inpatient with rehabilitation care.

Pathway 1 - Consultation Liaison (see patient only once)

Consultation liaison is when the inpatient is under the care of one physician who holds the medical governance/bed card and another physician or team provide a one-off consultation service for the inpatient.
For example: A 'second opinion', advice on a particular problem, a case review, a one-off assessment or therapy session. Consultation liaison applies to inpatient (admitted) episodes only. Joint care in other settings is classified as shared care.

Ambulatory pathways

Pathway 4 - Ambulatory Direct Rehabilitation Care

Rehabilitation is delivered in an ambulatory setting, either as an out-patient, at a community facility or in the home. The ambulatory patient is under the care of the rehabilitation physician or rehabilitation team in the ambulatory setting.

For example: A patient is receiving therapy in their home from the community based rehabilitation team twice weekly.

Pathway 5 - Ambulatory Shared Care

Shared care is when one subacute service works with another clinical service in a formal shared care arrangement that includes joint care planning and the exchange of relevant clinical information. In shared care both parties may have ongoing involvement with the ambulatory patient throughout the episode of care and both have direct contact with the patient.

For example: A cancer patient is receiving home based rehabilitation as well as input and support from the palliative care team. The rehabilitation team and palliative care team are working together in a shared care arrangement to meet the patient's needs.

Shared care applies to ambulatory (non-admitted) patients only.

Pathway 6 – Ambulatory Shared Care; one off assessment

Shared Care; one off assessment is when an ambulatory patient is under the care of one rehabilitation physician or team and another physician or team provide a one-off service for the patient.

For example: A amputee patient is attending outpatient appointments at the hospital to address prosthetic fitting and gait retraining and another service provider is asked to provide advice on a particular problem or a 'second opinion.'

Appendix B - Statistical Linkage Key (SLK)

The SLK581 is a 14 character key used by AROC to link patient's episodes of care through their rehabilitation journey. It enables linkage of episodes across settings (inpatient and ambulatory) and upstream to acute, independent of which hospital provided the care. It allows probabilistic matching of records with up to 95% accuracy and does not compromise the de-identified nature of the AROC dataset.

If you would like further information about data linkage protocols using a SLK, the Australian Institute of Health and Welfare (AIHW) published the following report in 2005.
AIHW: Karmel R 2005. Data linkage protocols using a statistical linkage key. AIHW cat. no. CSI 1. Canberra: AIHW (Data Linkage Series no. 1)

This report is available on our website and examines the quality of the data available for undertaking statistical data linkage between programs, services and datasets and describes the protocols followed to ensure that the privacy of individuals are not compromised. It also outlines practices that allow consistent linkage procedures to be used over time and across data sets.