

## **Staff Training and Support**

### **Minimum Training Proficiency Guidelines for LRCs**

Information Coordinators working with AIHA on the Learning Resource Center (LRC) Project are required to provide training to physicians, nurses, and other staff at their institutions to show them how to effectively use the Internet and other information resources made available at the LRC.

The format of the training is at the discretion of the information coordinators; training may be conducted in formal small group sessions or through one-on-one consultation work. However, all information coordinators should be sure that they incorporate the following set of skills into their training curriculum.

#### **All trained staff should know:**

- A. Basic Computer Knowledge
- B. How To Use E-Mail
- C. How To Find Information On The Internet
- D. How To Search Medline Using PubMed
- E. How To Critically Evaluate Information Sources
- F. What Is On Your Institutional Web Page
- G. How To Use LRC CD-ROMs
- H. Advanced Training Topics (Optional—For Advanced Trainees)

A more detailed description of each of these skills is provided below. To help information coordinators assess the effectiveness of their training programs, AIHA is providing a set of questions that can be used as a pre-test and a post-test. The idea of using a pre-test and a post-test is to measure the trainees' level of knowledge both prior to and after the training session in order to determine how much they have learned. Information coordinators can modify these questions to reflect the focus areas of their individualized training programs.

#### **A. Basic Computer Knowledge**

- 1. How to boot-up and shut-down the computer
- 2. How to find, start, and exit from program files
- 3. How to cut and paste text between documents
- 4. How to move, copy, and delete files from a disk
- 5. How to organize, save, find and protect a document
- 6. How to connect to the Internet
- 7. How Internet use is charged - importance of working off-line and disconnecting when done
- 8. How to work with MS Office applications
- 9. How to compress/uncompress and encode/decode files
- 10. How to work with graphic files.

#### **B. How To Use E-Mail**

- 1. Main features of e-mail programs: MS Outlook, MS Outlook Express, The Bat, Eudora, Netscape Mail and/or others

2. What main fields of an e-mail message header mean
3. How to compose an e-mail message
4. How to attach a file to a message
5. What message encoding means and how to select encoding when sending a message
6. The dos and don'ts of e-mail correspondence
7. What is a mailing list (LISTSERV) and how do you subscribe or unsubscribe
8. Basic knowledge of Antivirus protection
9. Free e-mail addresses

### **C. How To Find Information On The Internet**

1. How to use Internet Explorer and/or Netscape - What are the purposes of browser navigation buttons and toolbars
2. How to navigate the World Wide Web
  - How a web page works (What is a hypertext link; What is a URL)
  - How to go to an Internet site using Explorer Favorites or Netscape Bookmarks
  - How to go to an Internet site by typing in a URL
  - How to organize and save your Explorer Favorites or Netscape Bookmarks
3. Where do you go to search for information
  - What are the major Internet search engines (Google, Yahoo, Yandex, etc.)
  - What are the major Internet medical directories and indices (OMNI, Hardin Meta Directory, HealthWeb, etc.)
  - What are the key sources of evidence-based information
  - How to find and use clinical image libraries on the Internet
4. How to formulate a question and design a search strategy
  - How to select terms to perform keyword searches
  - How to use Boolean operators (AND, OR, NOT) to combine search terms when using an Internet search engine
  - How to search for a phrase
  - How to truncate search terms using a wildcard character
5. How to access Internet newsgroups
  - How to browse Internet newsgroups and how to post messages
  - How to use search Usenet using a search engine
6. How to communicate with colleagues and others
  - How to formulate a clinical consultation request to professional colleagues (by e-mail correspondence or via a mailing list)
  - What is Chat (IRC) — How to use chat software like MIRC

### **D. How To Search Medline Using PubMed**

1. What information/resources are available through Medline
2. How to perform searches
  - What do each of the search fields mean (and how do these apply to searching in the following fields: title, author, and publication type)
  - What is MeSH
  - How to map the search to a subject heading and how to 'explode' and restrict to Major Topic (MeSH Database)
  - How to combine and limit search statements (using History, Limits, Preview/Index options)
  - What are Clinical Queries

- What are the different display formats (summary, abstract, citation, Medline)
  - What are the different document types (journal article, editorial, letter, review, practice guideline, clinical trial)
  - How to use the hyperlinks in a displayed citation
3. How to save output /search strategy
    - How to save search output using PubMed Clipboard function
    - How to save search output to the hard drive or a floppy disk
    - How to send search output via email
    - How to save and recall a search strategy (History, Cubby)

### **E. How To Critically Evaluate Information Sources**

1. What are "peer-reviewed" resources
2. What are practice guidelines and where can these be found on the Internet
3. What are the major types of study designs
4. Which types of study design help to answer which clinical questions (diagnosis, etiology, effect, etc.)
5. What are meta-analyses, systematic reviews and randomized controlled trials
6. What are the different levels of evidence (evidence pyramid)
7. What is the philosophy of evidence-based medicine
8. What is the purpose of the Cochrane Collaboration and what database do they produce (see CLIB guidelines below)
9. What are the basic criteria for assessing the quality of information on the World Wide Web
10. What are the criteria/factors for determining if the results of a study can be applied to a specific clinical case

### **F. What Is On Your Institutional Web Page**

1. What information is available on the institutional Web page
2. How can staff contribute information to be added to the Web page
3. How to design Web pages in HTML

### **G. How To Use LRC CD-ROMs**

1. What are the contents of each CD available at your LRC
2. What is the proper care / handling of CDs
3. How to use individual CD-ROMs (Only those that are useful and relevant for particular staff. Info coordinators do not need to train every person on how to use every CD-ROM.)

#### **G1. Stat-Ref! CD-ROM**

1. How to select documents to search
2. How to search by keyword using the precision bar
3. How to broaden the search by including suffixes / synonyms
4. How to display the search results (match) summary
5. How to display the document text
6. How to search through document text
7. How to save and print document text

8. How to toggle between document text and search results
9. How to display the document table of contents

### **G2. Cochrane Library CD**

1. The organization and purpose of the Cochrane Collaboration
2. How to search by keyword in Simple Search Mode
3. The difference in content among the different databases
4. How to find documents specified as search results
5. How to define these terms: Randomized Control Trial, Systematic Review, Meta-Analysis
6. How to find the Meta-Analysis in a systematic review
7. How to interpret the comparisons and outcomes of the Meta-Analysis

### **G3. Zdravreform CD (NIS LRCs only)**

1. How to search the documents
2. How to save the search output

### **G4. Electronic Medical Library CD (NIS LRCs only)**

1. How to select documents to search
2. How to search (using Yandex search engine)