AROC Online Services (AOS) User Manual

Version 5.0
(September 2014)

FIM/WeeFIM (Workshops)
# Contents

**Introduction** ........................................................................................................................................... 2  
**Flow chart of AOS functionality** ............................................................................................................ 2  
**Computing requirements** ....................................................................................................................... 2  
**Session time-out** ...................................................................................................................................... 3  
**Getting started with AOS** ....................................................................................................................... 3  
  
Getting a FIM ID .......................................................................................................................................... 3  
Getting an AOS login .................................................................................................................................... 3  
Logging into AOS ........................................................................................................................................... 5  
**Contacting AROC** ................................................................................................................................. 5  
  
If you have an AOS username ....................................................................................................................... 5  
If you have a FIM ID ...................................................................................................................................... 5  
If you do not have an AOS username of FIM ID ........................................................................................ 6  
**The AOS homepage** ............................................................................................................................... 7  
  
Returning to the AOS home page .................................................................................................................. 7  
**My Details** .............................................................................................................................................. 7  
  
Checking my FIM/WeeFIM status .................................................................................................................. 8  
Changing my password ............................................................................................................................... 8  
**My Facility** ............................................................................................................................................. 8  
**Getting help in AOS** ............................................................................................................................... 8  
  
Lodging a support ticket ............................................................................................................................ 9  
**Logging out of AOS** ............................................................................................................................... 10  
**FIM/WeeFIM in AOS** ............................................................................................................................... 11  
  
**FIM/WeeFIM Workshops** ...................................................................................................................... 11  
  
Types of FIM/WeeFIM Training Workshops ............................................................................................. 11  
  
FIM/WeeFIM training workshop hosted by a facility .................................................................................. 11  
FIM/WeeFIM training workshop hosted by AROC .................................................................................... 12  
FIM Facility Trainers Workshop Hosted by AROC .................................................................................... 12  
Organising or attending a workshop .......................................................................................................... 12  
Cost of workshops ....................................................................................................................................... 13  
Checklists .................................................................................................................................................... 13  
  
Check List for Facility Trainers Running Workshops at their own facility ................................................. 13  
Check List for Facility Trainers Requesting a Master Trainer Workshop at their Facility ....................... 14  
Evaluation .................................................................................................................................................... 14  
Finance ....................................................................................................................................................... 14
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 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 3)
- 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 Error! Bookmark not defined..

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*
- email address*
- your telephone number at this facility*

*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 9). 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.
Figure 3: AOS Login screen

If you do not have an AOS username of 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](image)

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 9).

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 9).

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 9).

---

**Figure 5: Changing password in “My Details” screen**
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).

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

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
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.
FIM/WeeFIM in AOS

In the recent upgrade of AROC Online Services (AOS) extra FIM functionality is now available.

FIM/WeeFIM Clinicians can now:
- Order and pay for a FIM/WeeFIM exam for themselves
- Order and pay for a FIM/WeeFIM Manual for themselves (manual will still be sent via normal post)
- Order and pay for a FIM/WeeFIM Online Refresher Course (which includes an exam key) for themselves
- Sit the online exam and receive their results and credentialing certificate (if they pass)
- Will be automatically notified that their FIM/WeeFIM exam is about to expire
- Will be automatically notified that their credentialing is about to expire

FIM/WeeFIM Facility Trainers can now:
- Order, pay for and receive FIM/WeeFIM exams for their workshop participants
- Order and pay for FIM/WeeFIM Manuals for their workshop participants (manuals will still be sent via normal post)
- Assign exams to participants at their facility. Assignment of an exam will trigger an email 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 exams 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 a credentialing report for staff at their facility at any time

Note: Facility Trainers whose credentialing has lapsed will only have FIM/WeeFIM Clinician access privileges

FIM/WeeFIM Workshops

Types of FIM/WeeFIM Training Workshops

AROC offers several types of workshops:
- FIM/WeeFIM training workshop hosted by a facility (for staff from the facility hosting the workshop)
- 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

This type of workshop is held at a facility for staff from that facility. It is for clinicians who have not used the FIM/WeeFIM assessment measure before, or who have limited knowledge of the assessment. 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 9:00 am and conclude at 16.00 pm.

Recommended class size:

- 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 workshop is being conducted by a Master FIM Trainer, we recommend that classes should not exceed 20 participants.

If you require a 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, we will proceed with the organisation of the workshop i.e. organising dates and resources. From this point forward it is up to the facility 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 can attend this workshop. FIM/WeeFIM workshops usually commence at 9:00 am and conclude at 16.00 pm and cater for a maximum of 20 participants.

FIM Facility Trainers Workshop Hosted by AROC

This type of workshop is for clinicians who meet the criteria to become a Facility Trainer and can only be conducted by an AROC Master FIM Trainer. The aim of this workshop is to train and equip clinicians with the skills needed to train other staff at their facility in the use of the FIM assessment. Before sending clinicians, 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 16.00 pm, and cater for a maximum of 10 participants.

Organising or attending a workshop

To organise or attend 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 and in our quarterly newsletter, Data Matters. 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 the 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 5.

**Table 1 FIM/WeeFIM Workshop Expenses for AROC Members**

<table>
<thead>
<tr>
<th></th>
<th>FIM/WeeFIM Workshop Hosted by Facility</th>
<th>FIM/WeeFIM Workshop Hosted by AROC</th>
<th>FIM Facility Trainer Workshop Hosted by Facility</th>
<th>FIM Facility Trainer Workshop Hosted by AROC</th>
</tr>
</thead>
<tbody>
<tr>
<td>Weekday workshop</td>
<td>$1300 ($2500 Non AROC Member)</td>
<td>$160/person</td>
<td>$1300 ($2600 Non AROC Member)</td>
<td>$160</td>
</tr>
<tr>
<td>Trainer’s expenses</td>
<td>Travel / Car Hire/Km’s/ Travel Time</td>
<td>Travel / Car Hire/Km’s/ Travel Time</td>
<td>Travel / Car Hire/Km’s/ Travel Time Accommodation</td>
<td>Travel / Car Hire/Km’s/ Travel Time Accommodation</td>
</tr>
<tr>
<td>Participant expenses</td>
<td>Travel / Car Hire/Km’s/ Accommodation</td>
<td>Travel / Car Hire/Km’s/ Accommodation</td>
<td>Travel / Car Hire/Km’s/ Accommodation – If required</td>
<td>Travel / Car Hire/Km’s/ Accommodation – If required</td>
</tr>
</tbody>
</table>

**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 Running Workshops at their own facility**

1. Determine date of workshop
2. Book venue
3. Advertise workshop within facility and register interested people
4. Complete a registered FIM ID form and forward to AROC at least 2 weeks prior to your workshop – AROC will assign FIM ID’s to those participants that don’t already have one
5. Log in to THE NEW FIM SYSTEM and order any FIM/WeeFIM manuals you need (allow 2 weeks for delivery)
6. Log in to THE NEW FIM SYSTEM and purchase exams for workshop participants. Upon receipt log in to THE NEW FIM SYSTEM and assign each participant an exam.
7. Print the attendance sheet and evaluation forms for use at the workshop; these can be found on your CD of presentation slides along with other useful documents.
8. The day after the workshop send the completed attendance sheet and evaluation forms to AROC by fax, or scan and email fim@uow.edu.au
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 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

4. Log in to THE NEW FIM SYSTEM and order any FIM/WeeFIM manuals you need (allow 2 weeks for delivery)

5. Log in to THE NEW FIM SYSTEM and purchase exams for workshop participants. Upon receipt log in to THE NEW FIM SYSTEM and assign each participant an exam

Evaluation

AROC aims to continually improve the process of FIM/Wee/FIM 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 number generated by the finance department of your organisation.

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