

AHCA Florida Health Care Connections (FX)

[Project Name] Training Plan

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Revision History

DATE	VERSION	DESCRIPTION	AUTHOR
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Modifications to the approved baseline version (100) of this artifact must be made in accordance with the FX Artifact Management Standards.

Quality Review History

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SECTION 1 INTRODUCTION

1.1 BACKGROUND

The Florida Agency for Health Care Administration (AHCA or Agency) is adapting to the changing landscape of healthcare administration and increased use of the Centers for Medicare and Medicaid Services (CMS) Medicaid Information Technology Architecture (MITA) to improve the administration and operation of the Florida Medicaid Enterprise. The current Florida Medicaid Enterprise is complex; it includes services, business processes, data management and processes, technical processes within the Agency, and interconnections and touchpoints with systems necessary for administration of the Florida Medicaid program that reside outside the Agency. The future of the Florida Medicaid Enterprise integration is to allow the Agency to secure services that can interoperate and communicate without relying on a common platform or technology.

The Florida Medicaid Management Information System (FMMIS) has historically been the central system within the Florida Medicaid Enterprise; functioning as the single, integrated system for claims processing and information retrieval. As the Medicaid program has grown more complex, the systems needed to support the Florida Medicaid Enterprise have grown in number and complexity.

The Medicaid Enterprise System (MES) Procurement Project was re-named Florida Health Care Connections (FX) in the summer of 2018. FX is a multi-year transformation to modernize the current Medicaid technology using a modular approach, while simultaneously improving overall Agency functionality and building better connections to other data sources and programs.

1.2 PURPOSE

The purpose of the Training Plan is to identify the appropriate training approach and activities required to achieve the desired learning outcomes during the implementation of each FX project.

The Training Plan provides a clear understanding of what must happen to meet the training requirements that have been defined, thus, end-users receive training in the knowledge, skills, and/or abilities (KSAs) required to support the new roles, business processes and/or technology.



1.3 SCOPE

The scope of this Training Plan includes FX stakeholders that are impacted by the outcomes of [project name] project. The following bullets describe what is in scope vs out of scope for training on the project:

<<The below are examples only. The Training Lead is to update this section to include scope specific to the given change event.>>

In scope:

- Employees and managers who will need training on the new system and processes will be included in scope for the purposes of training development

Out of scope:

- The adaptation of any training-related documents for individual teams

1.4 GOALS AND OBJECTIVES

The goal of the training plan is to prepare impacted stakeholders with the right knowledge, skills, and abilities to support the impending change.

This goal will be accomplished by achieving the following objectives:

<<The below are examples only. Please update per the project requirements.>>

Objective #1 – Ensure that all impacted staff receive relevant training to prepare them for any new working practices

Objective #2 – Ensure appropriate level of skill is reached to perform role’s objective for reaching goal

Objective #n – Describe additional objective to assist in reaching goal

1.5 REFERENCED DOCUMENTS

<<Update below with additional artifacts that have information relevant to the Training Plan>>

- Change Identification Summary available in the FX Projects Repository
- Stakeholder Analysis available in the FX Projects Repository
- xxxx



SECTION 2 TRAINING NEEDS ASSESSMENT

The Training Needs Assessment identifies gaps in the knowledge, skills, or abilities (KSAs) of impacted stakeholders compared to levels required to support and sustain the changes implemented.

Please use the Training Needs Assessment Tool provided to identify end-user groups, required KSAs, and objectives/priorities to develop appropriate training activities.

<<The below are examples only. Please update per the project requirements.>>

STAKEHOLDER GROUPS	SIZE OF GROUP	REQUIRED KSAS	CHANGE TYPE	KEY LEARNING OBJECTIVES
<i>name of the stakeholder groups targeted for training</i>	<ul style="list-style-type: none"> # of people within the group that requires training 	<ul style="list-style-type: none"> identify the knowledge, skills, or abilities (KSAs) to be gained via training 	<ul style="list-style-type: none"> Specify the type of change to which the training is applicable; People (roles, skills, knowledge), technology, business processes 	<ul style="list-style-type: none"> learning objectives for gaining the KSAs
XXXX	<ul style="list-style-type: none"> XXXX 	<ul style="list-style-type: none"> XXXX 	<ul style="list-style-type: none"> XXXX 	<ul style="list-style-type: none"> XXXX
XXXX	<ul style="list-style-type: none"> XXXX 	<ul style="list-style-type: none"> XXXX 	<ul style="list-style-type: none"> XXXX 	<ul style="list-style-type: none"> XXXX

Exhibit 3.1: Training Needs Assessment

SECTION 3 TRAINING APPROACH

3.1 TRAINING METHODS

This section describes the training methods selected based on the options available within the Agency and the recommended use by the project:

<<The below are examples only. Please update per the project requirements.>>

1. Blended Training Approach
 - a. To help retention of learning, a blend of training delivery methods will best meet the needs of the [project name] project. This will include:
 - i. Instructor-Led Training
 - ii. Job-aids
 - iii. E-learning



3.2 TRAINING TEAM

The table below describes the key roles that will be part of the Training team. Individuals may have more than one role.

<<The below are examples only. Please update per the project requirements.>>

<DO NOT MODIFY or DELETE the header or information provided for this table.>

ROLE	RESPONSIBILITY
Training Lead	<ul style="list-style-type: none"> Training Plan development; Schedule; Participate during requirements gathering; Coordination across interdependent projects for inputs
Training Developer	<ul style="list-style-type: none"> Build training materials for delivery
Business SME	<ul style="list-style-type: none"> Advise on training content; Review for accuracy and completeness

Exhibit 3.2-1: Training Team

SECTION 4 TRAINING MATERIALS & CURRICULUM

4.1 TRAINING MATERIALS

The following table summarizes key training materials and their intended uses for [project name] project.

<<The below are examples only. Please update per the project requirements.>>

MATERIAL	DESCRIPTION	DEVELOPER	REVIEWER	FINAL DECISION
Instructor classroom slides	<ul style="list-style-type: none"> Instructor classroom slides – support live (in-person or virtual) classroom sessions 	<ul style="list-style-type: none"> Joe Jones 	<ul style="list-style-type: none"> Sam Samuels 	<ul style="list-style-type: none"> Mary T Moore



MATERIAL	DESCRIPTION	DEVELOPER	REVIEWER	FINAL DECISION
Quick Reference Guides	<ul style="list-style-type: none"> Job aid to remind users of key features, options, and methods of working with the new system 	<ul style="list-style-type: none"> Joe Jones 	<ul style="list-style-type: none"> Sam Samuels 	<ul style="list-style-type: none"> Mary T Moore
xxxx	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Exhibit 4.1-1: Training Materials Description

4.2 TRAINING CURRICULUM

The curriculum defines the training courses that will be developed and delivered, including the associated learning objectives, sourcing options, delivery methods and course owners. Use the table below to help plan and manage the training curriculum.

<<The below are examples only. Please update per the project requirements.>>

CURRICULUM	MODULE	LEARNING OBJECTIVE	DELIVERY METHOD	DURATION	AUDIENCE
System Access	<ul style="list-style-type: none"> Login 	<ul style="list-style-type: none"> How to login 	<ul style="list-style-type: none"> Quick Reference Guide 	<ul style="list-style-type: none"> 5 mins 	<ul style="list-style-type: none"> All system users
System Access	<ul style="list-style-type: none"> Password Resent 	<ul style="list-style-type: none"> How to reset password 	<ul style="list-style-type: none"> Recorded e-Learning 	<ul style="list-style-type: none"> 10 mins 	<ul style="list-style-type: none"> All system users
xxxx	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> 	<ul style="list-style-type: none">

Exhibit 4.2-1: Training Curriculum Description



SECTION 5 TRAINING LOGISTICS

5.1 TRAINING FACILITIES

The following is a list of the equipment and facilities that will be required for classroom training sessions:

<<The below are examples only. Please update per the project requirements.>>

- An instructor computer, attached to a projector
- A projection screen
- One computer for each learner (for hands-on systems training)

5.2 TRAINING ENVIRONMENTS

The following section describes the distinct training environments:

<<The below are examples only. Please update per the project requirements.>>

- 1) Training Development Environment
 - a) Will be used for creating training materials; this environment is for the exclusive use of the Training Team
- 2) Training Practice Environment
 - a) Will be used to deliver Instructor-Led Classroom Training
 - b) Will be used by end-users to practice in the new system
- 3) The Learning System
 - a) Will be used for loading, storing, managing, and tracking the eLearning and classroom training. The LMS is for tracking internal end users training registration and completions only.

5.3 TRAINING SCHEDULE

Key training program activities will be tracked as part of the OCM Project Schedule. The preliminary training schedule below will continue to evolve as the project progresses and additional details become available. The Training Needs Assessment and Training Curriculum will be critical inputs to the creation of the detailed training schedule.

<<The below are examples only. Please update per the project requirements.>>

ACTIVITIES	DESCRIPTION	RESPONSIBLE	TARGET DATE
Training Plan	<ul style="list-style-type: none"> High level approach to training 	<ul style="list-style-type: none"> Training Lead 	<ul style="list-style-type: none"> 5/15/2023
Training Materials	<ul style="list-style-type: none"> Course outlines 	<ul style="list-style-type: none"> Training Developer 	<ul style="list-style-type: none"> 5/15/2023
xxxx	<ul style="list-style-type: none"> Xxxx 	<ul style="list-style-type: none"> xxxx 	<ul style="list-style-type: none"> xxxx

Exhibit 5.3-1: Training Schedule

SECTION 6 ASSUMPTIONS, DEPENDENCIES AND RISKS

6.1 ASSUMPTIONS

The following assumptions apply to the Training Plan:

<<The below are examples only. Please update per the project requirements.>>

- The Training Plan will be based on the training requirements gathered through meetings and workshops
- Consideration will be given to the use of on-site and/or remote resources for the development of training materials

6.2 DEPENDENCIES

Successful training is dependent on the availability of:

<<The below are examples only. Please update per the project requirements.>>

- Access to business resources for input and review of the course outlines
- Access to business resources for input and review of the training materials
- Availability of training facilities including rooms, flip charts, whiteboards, etc. if in-person training is required
- A stable sandbox environment to allow for screenshot and documenting the workflow
- Required data will be available and refreshed in the Practice Environment to facilitate training, as needed



6.3 Risks

The following risks apply to the training for the project:

<<The below are examples only. Please update per the project requirements.>>

- End users want more training than required/feasible
- Changes to project occur during development and delivery of training



APPENDICES

APPENDIX A – TRAINING PLAN TOOLS

Excel document that houses the tools utilized by the Training Plan:

- Training Needs Assessment
- Training Materials
- Training Curriculum

The Training Plan Tools template can be found in the FX Project Repository.