

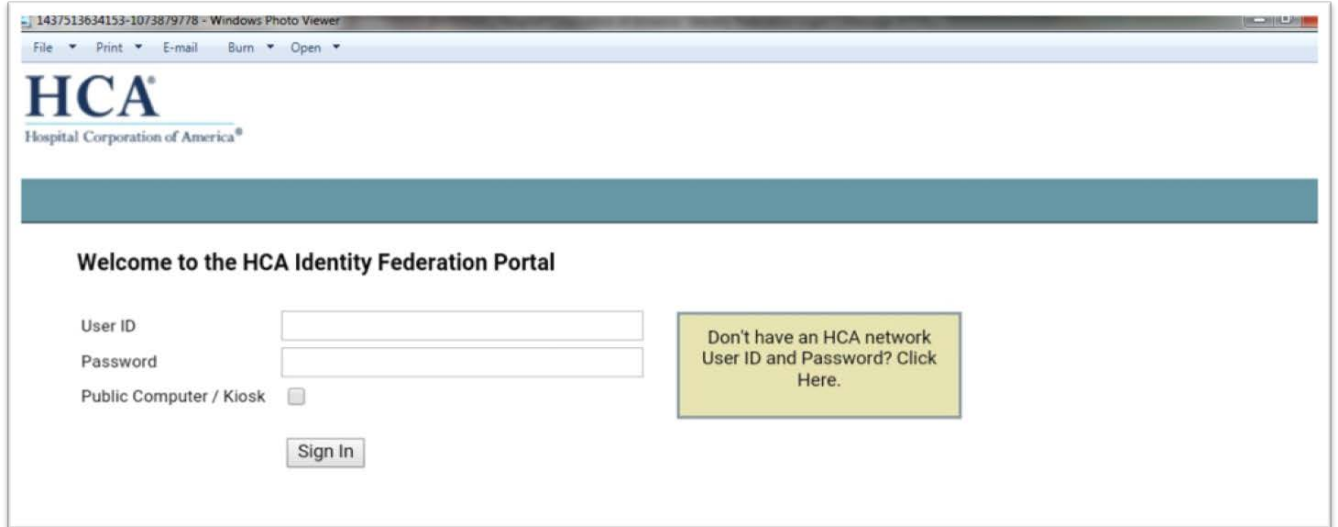
**St. David's Institute for Learning  
HealthStream Next Gen HLC Tips and Tricks**

❑ **Finding HealthStream**

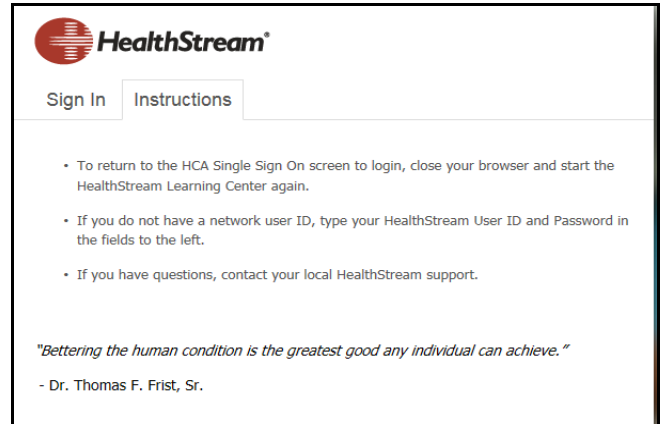
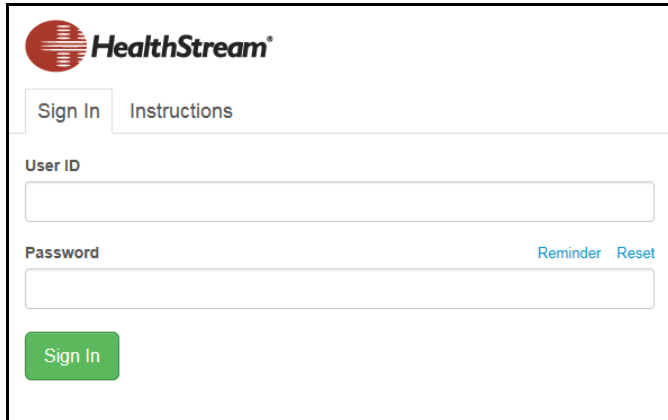
- HealthStream Next Gen HLC is available 24/7:
  - From your facility intranet site; click **HealthStream** on the left under **Admin Tools**
  - From the **Institute for Learning Intranet** page click the **Healthstream** quicklink on the left.
  - From the **Institute for Learning internet** site at [www.stdavids-institute.com](http://www.stdavids-institute.com), click **HealthStream** button in the lower right.
  - From *any* PC by typing [www.healthstream.com/hca](http://www.healthstream.com/hca) into the address line.

❑ **Accessing/Logging in into HealthStream**

- To access HealthStream, proceed to the log in page you find with one of the above methods.
- If you are **logged into the SDH/HCA network**, you will be automatically logged into Healthstream.
- If you are outside the network when logging in you will get the login page below:



- If you have an SDH/HCA network password that you use to log onto the network when at work, enter it with your 3-4 ID on the left.
- If you do not have a network password or cannot remember it, **click the yellow box on the right to log in.**



- Enter your 3-4 ID as BOTH your User ID *and* Password—**the user ID is not case sensitive but the password is, so if lower case does not work, try capitals.**
  - Each employee is given a 3-4 ID (3 letters, 4 numbers) which is the User ID.
  - Unless it has been changed, the 3-4 ID is **also** the password—it is recommended that you DO NOT change the password
- If prompted to change your password, it's recommended to keep your 3-4 ID as the password, but change it to the opposite case that you used initially—if CAPS, change it to lower case and vice versa.
  - If you do not know your 3-4 ID:
    - Go to [www.stdavids-institute.com](http://www.stdavids-institute.com)
    - Click "HealthStream" button.
    - Follow the directions to locate the 3-4 ID
  - You can also go to this weblink to obtain a 3-4 ID is <https://saf.hca.corpad.net/uidlookup/>

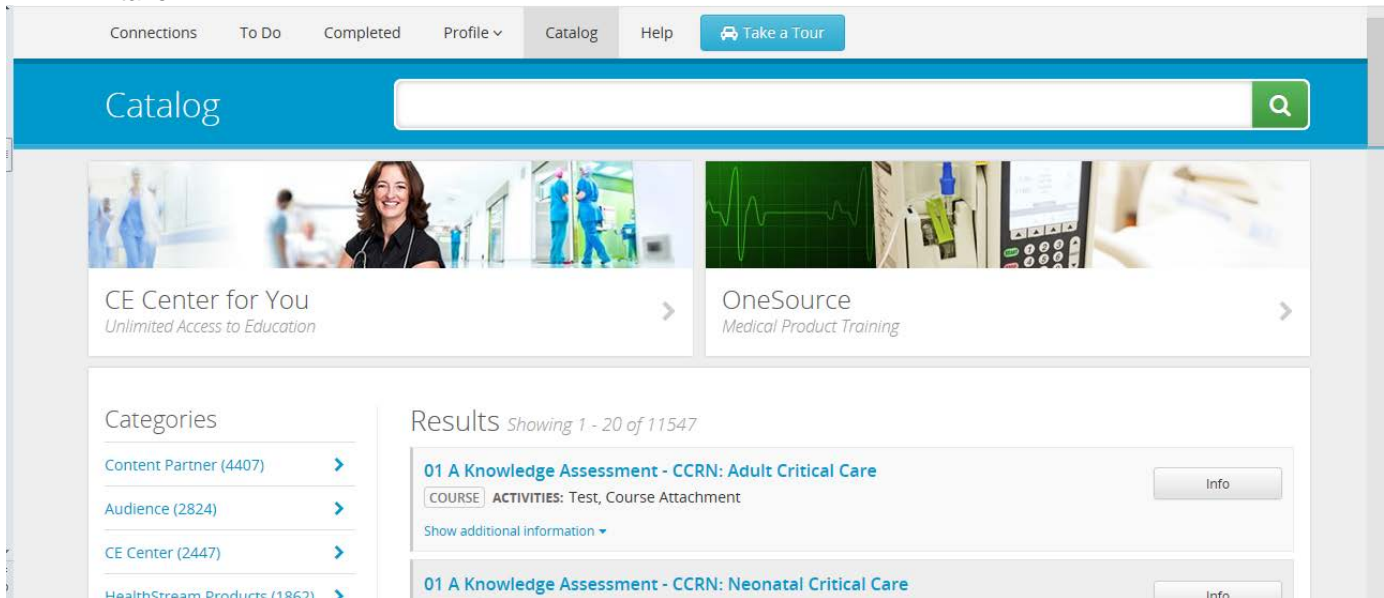
- Once logged in you will see the log in page identified with your name as illustrated below. Click the **Take a Tour**—for an overview of the system and how it works.

□ **Healthstream Home Page Overview:**

- After logging in, click the **Profile** tab and update your profile information. Most importantly,
  - **Update your discipline and license information** so that if you do a course with CEs you get credit.
- The default page that appears is always your **To Do** page:
  - This page lists course that have either been assigned to you or that you have elected to take yourself
  - Due dates for assigned courses are to the right.
  - **Quick Start** opens the first course due on your list.
  - Click **Start** to take a course that has not yet been started.
  - Click **Choose** to take a course that has more than one option for completing it and click **Enroll** to choose the option.
  - Click **Resume** to return to a course already in progress.
  - Course highlighted in **RED** are past their due date.
- To view course you have completed and to print your transcript click the **Completed** tab. You have several options for managing this section:

- **Change the Date Range**—change the date range of your transcript displays and how it sorts
- **Customize and Print**—determine how the transcript will print: date range, sort and the type of completions (assigned or elective)

- **Add a Learning Event**—Use to enter a course you have completed outside of Healthstream and add it to your transcript. These will be labeled **Entered by User** in your transcript.
- To look up courses click the **Catalog** tab and search either alphabetically or by course category. You can take:



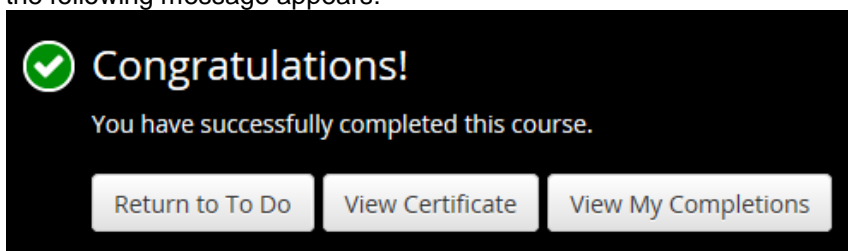
- **Courses published by SDH as well as other HCA facilities.**
- **CE courses from the CE Center**—course can be searched by:
  - Alphabetically
  - Specialty
  - Accreditation Body
  - Certification Prep titles
  - Industry Topics
  - CE by State
  - Practice Area
- **You must have your license information entered under your Profile to receive CEs:**
  - Your CE totals will be displayed on your Completed page in the upper right.
  - If you enter your license information AFTER taking a course and expect to see CEs you must then open the course from your transcript and:
    - Click the CE and Certifications tab
    - Click **Refresh Credits** in the lower right.
  - Once updated, CE Certificates can be printed from your transcript

- For Help using Healthstream, click the **Help** tab—the help system is thorough and user friendly and references the page you are currently on.

□ **If You Have Problems Accessing HealthStream or Running Courses:**

- Healthstream was originally designed for PC computers with Internet Explorer but now should work with other browsers such as Chrome, Safari, Firefox, etc. It should also work with Apple products and with mobile platforms. You will need to try them to see if you have any problems.
  - **Apple products have traditionally been a problem because they don't usually work with Flash and other Adobe programs.** If you have problems with an Apple Mac, below is a possible fix:
    - Update the Safari browser to the **most recent update**.
    - Click Safari in the top left of the screen
    - Click preferences
    - Click the Advanced tab
    - The bottom of the advanced tab has a click box option to “Show develop menu in menu bar”.
    - Click develop in menu bar
    - Scroll to user agent
    - Click Internet Explorer 10.0
- Make sure your browser **automatically refreshes every page:**
  - At the top of Internet Explorer, click **Tools**
  - Click **Internet Options**
  - Under “Browsing History” click **Settings**

- Under “Temporary Internet Files” and “Check for newer versions of stored pages” Make sure that **Automatically** is selected.
  - Under **Disk space to use** make sure the amount of disk space used is set to at least 50 MB (this is typically set to 1024)
    - Click OK and Ok again.
- Make sure your **Temporary Internet File** is cleared out—**this is important for large, graphically-intensive courses such as the Regs, Code of Conduct and ECCO courses**. Check your browsers Help system for directions but for Windows:
  - Delete the temporary Internet Files in Internet Explorer by clicking Tools, Delete Browsing History or pressing and holding CTRL+SHIFT+DEL. Uncheck Preserve Favorites Website Data and check Temporary Internet Files, Cookies and Website Data, History, and Download History, then click Delete.
  - In Google Chrome, click the three dots in the upper right corner click History, History, and Clear Browsing Data. Leave the default options selected, and click Clear Browsing Data.
  - Close your browser and then reopen it and log back into Healthstream—**you must do this step for the above options to take effect!**
- Set your browser security settings to MEDIUM,
- Your hospital PCs with internet access can be used for HealthStream education and should be compliant with Healthstream.
  - Computers outside the SDH network, however, may not be compliant and Healthstream and SDH does not support non-HCA computers.
  - To check a PCs HealthStream compliance, log into HealthStream and go to the following link: <http://learn.healthstream.com/browsercheck/>
  - Any areas marked with a RED X indicates a necessary element, which requires intervention:
    - If you are in the hospital, this must be done by your Information Systems (IS) dept.
    - If you are at home, you should be able to do this by going to manufacturer websites and downloading the FREE plug-ins:
      - <http://www.macromedia.com> for Macromedia Flash or Shockwave.
      - <http://www.adobe.com/products/acrobat/readstep2.html> for Adobe Acrobat Reader.
  - For connectivity issues (how fast your computer runs):
    - In the hospital contact your IS dept.
    - At home contact your internet service provider.
  - **Popup Blockers must be turned off** for Healthstream to run many courses. To turn off **Popup Blocking**:
    - In the hospital:
      - In your browser, click Tools
      - Scroll to Pop-up blocker and turn off. You know the pop-up blocker is **off** when the selection says “Turn on Pop-up Blocker”.
      - If you’re unable to do this, contact your IS dept.
    - At home:
      - Same as above, plus other blockers listed below
      - If you have a Google or Yahoo toolbar (or some other toolbar) on your browser, disable the Popup blocker there. This is usually found in the tool bar’s Settings or Tools menu.
      - If you are using *Windows XP Service Pack 2*, the Pop-up Blocker is a new feature in **Internet Explorer**. This feature blocks most unwanted pop-up windows from appearing. By default, the Pop-up Blocker is turned on. When the Pop-up Blocker is turned on, the automatic and background pop-up windows are blocked, but the pop-up windows that are opened by a user will still open in the usual manner.
- **Additional Help with Course Completion**
- For online activities, ensure you have completed every module or section. The course is complete only when the following message appears:



- You can often determine your progress by clicking a **Menu** button or viewing the **Table of Contents**. If the menu or Table of Contents indicates that one or more modules or sections are incomplete, complete these modules or sections.
- If you are at the end of an online activity, try clicking the **Next** button again to complete it.
- Ensure you complete online activities at the speed for which they were designed to be completed and no faster.
- **Never skip a slide until it is finished--many courses have timed sections.** Even if you are on the final screen, your course may not complete if you have not completed all of the modules or sections within the activity.
- Read the screen. Does it include any instructions for course completion that you haven't done yet?
- If your course includes a required classroom activity or a virtual class that says "Not Yet Graded," contact the instructor and ask him or her to grade it.
- If you are having trouble opening a course attachment, and you are working from home, it could be because the file is located on an HCA intranet site that you don't have access to from home, or requires software to open that isn't installed on your computer. If this is the case, you may need to open the file from a work computer.
- We have found that some courses launch and complete in Google Chrome but not Internet Explorer. To start a course in Google Chrome, start Google Chrome, and type [www.healthstream.com/hca](http://www.healthstream.com/hca) in the address bar.

□ **Healthstream Support**

- For more info go click **Help** tab. Help information for the page you are on will be displayed. For the complete **Help** search menu click the **Show** link in the upper left corner of the Help page.
- For a tutorial on the Next Gen HLC, in Healthstream, click the **Catalog** tab, type **Next Gen HLC** and select the online course "**Student Introduction to the Next Generation HLC**".
- If you still have problems, contact your facility Healthsteam Institutional Administrator (IA). IAs are listed at our Healthstream page at <http://sdh.hca.corpad.net/sites/Learning/SitePages/HealthStream.aspx> or at [www.stdavids-institute.com](http://www.stdavids-institute.com)
- Contact the SDH Market administrator at 544-0103.
- Computers OUTSIDE the St David's system are not supported due to the wide variety of hardware and software issues.
- Apple products have typically had problems running Healthstream courses, but many now seem to work well (IPADS now usually work) so try them and see.