

# Lessons Learned Using Technology in A Rural Setting

Anna Kinder, M.S.OTR/L  
Project Director, Wyoming AETC

Beth Mullin Rotach, MA  
Director, Mountain Plains AETC

**“This gives me the chance to feel connected to others in the state who have similar issues.” RW case manager**

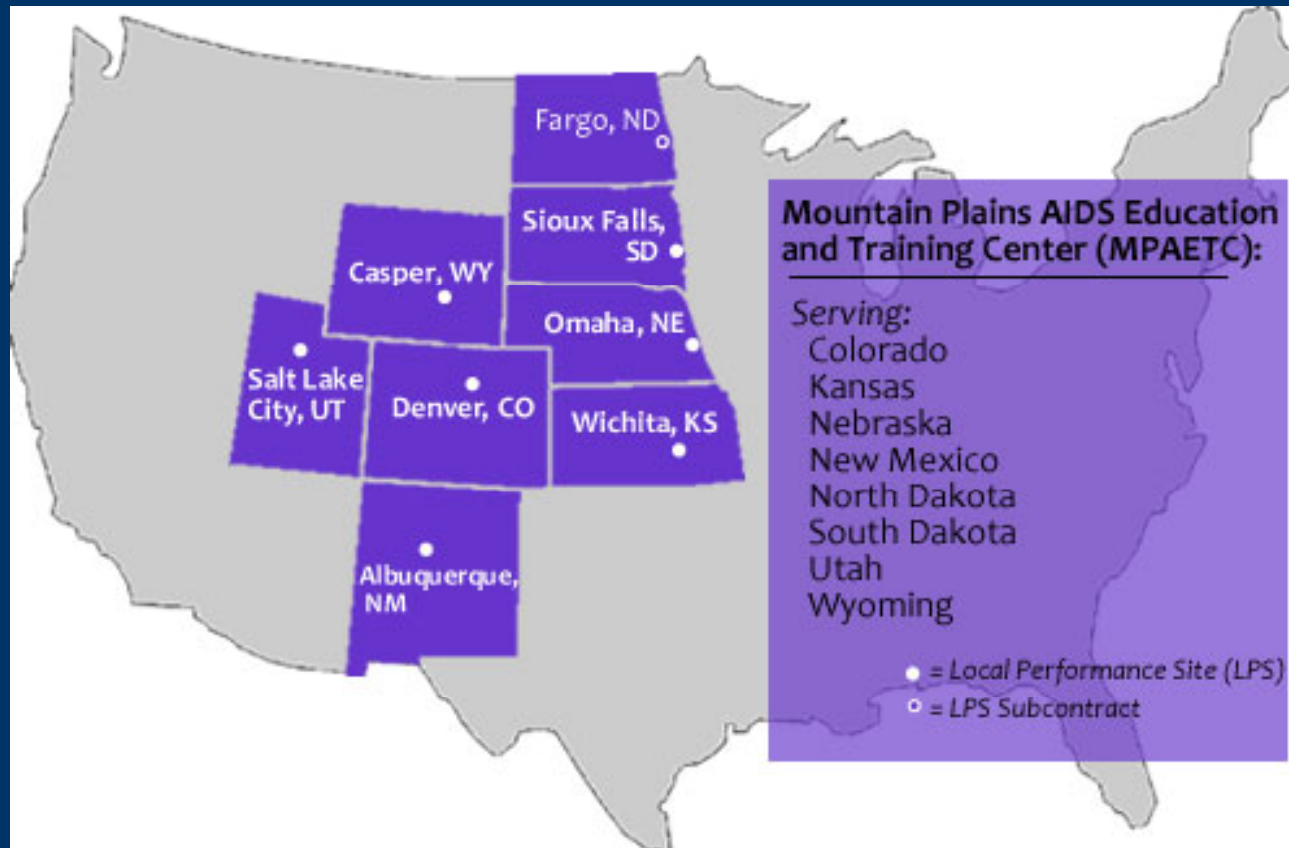
# Session Objectives: By the end of this session:

- The participants will be able to discuss lessons learned incorporating the use of distance based technology to cover a rural/frontier state.
- The participants will be able to compare the effectiveness and cost benefits for training utilizing a webinar versus live presentations.
- The participants will be able to identify programming options and collaborations available across Federal and State programs.

# Disclosure

We have no financial ties to disclose.

# Mountain Plains AETC



# Welcome to Wyoming....



20 Years of Leadership  
A LEGACY OF CARE



20th RYAN WHITE ALL GRANTEE MEETING AND 10th ANNUAL CLINICAL CONFERENCE



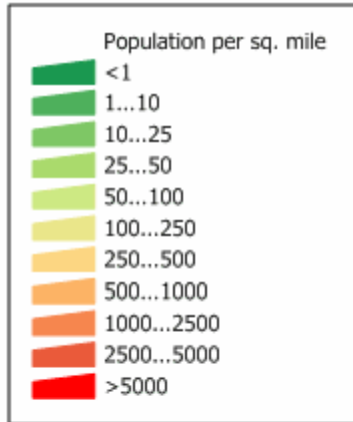


20 Years of Leadership  
**A LEGACY OF CARE**

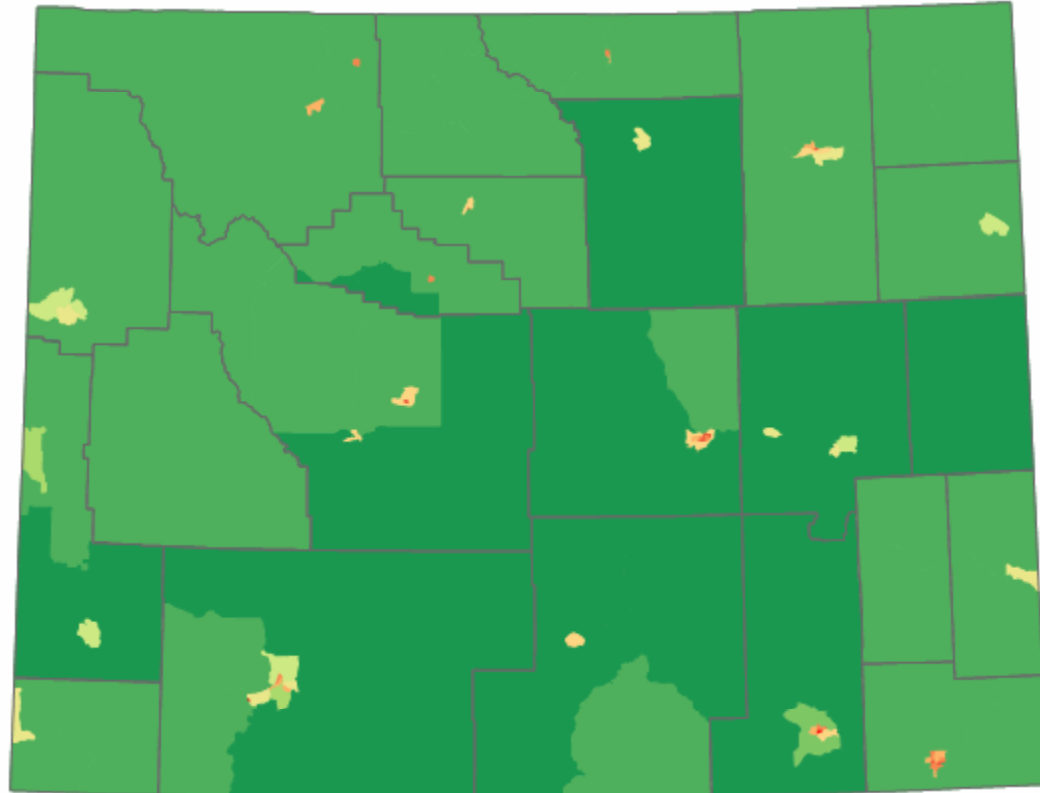


2018 RYAN WHITE ALL GRANTEE MEETING AND 10TH ANNUAL CLINICAL CONFERENCE

# Welcome to Wyoming....



Source: U. S. Census Bureau  
Census 2000 Summary File 1  
population by census tract.





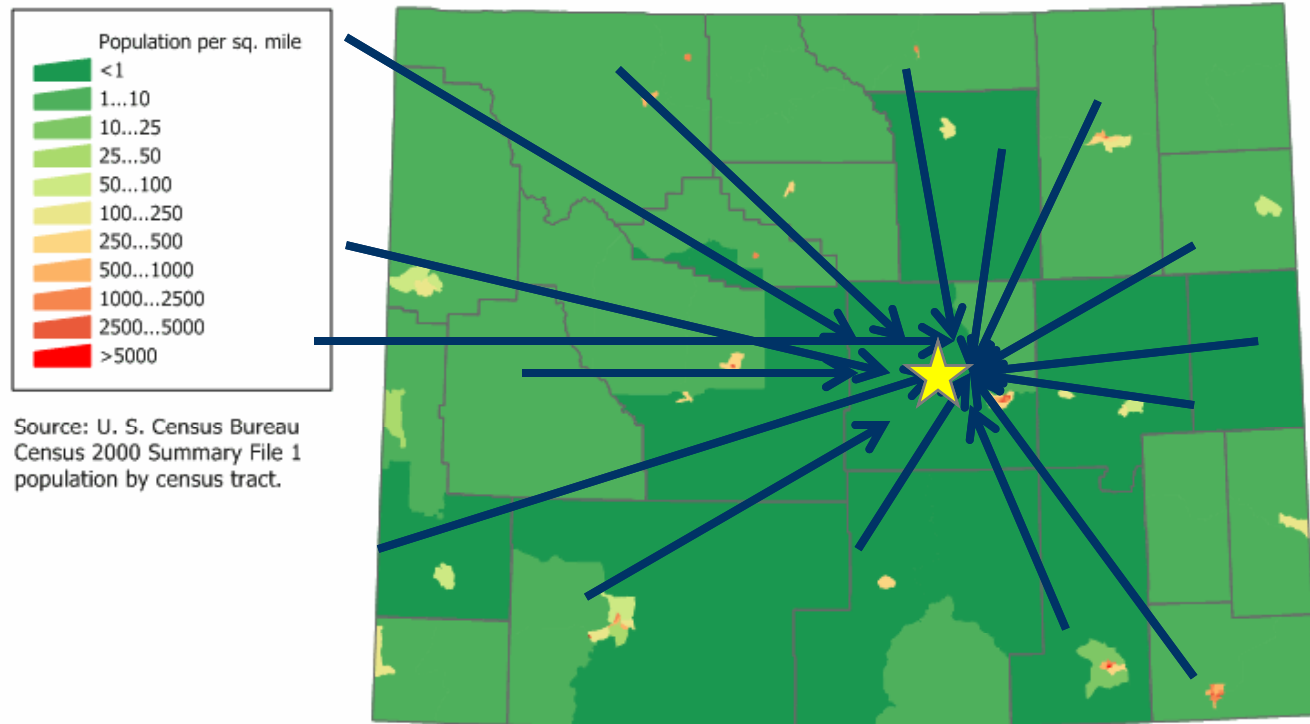
# How it all began...

- Travel restrictions imposed in 2009
- Cost containment of the grant
- Traveling to “larger” cities, only reaching small percentage
- OPR/ORO visit recommendation to raise the level of “expertise” among case managers - limited availability of health care providers/low access to care

# The Problem

- Needed stronger network with Ryan White state nurse-case managers
- Nurse-case managers needed increase in HIV knowledge and skills
- Needed a new “hook”
- Needed to keep HIV on the “radar” (quick and easy)
- Justification WyAETC travel to all 22 case managers individually or all-day semi-annual event

# Before: Annual Training in Casper



# Benefits

- Putting the “face to the name” – very important in rural culture
- Make connections and relationships for support
- Identify consultation and referral networks
- Instant “feedback” and understanding of message
- Human connection
- Paperwork/documentation – PIFs!

# Show Me the Money – Annual Conference

- Annual Extreme ID Conference
- One-day conference in Casper, WY
- Direct Costs Roughly \$4000
- 70 participants
- \$57 per trainee for WyAETC

# Case Manager Annual Training

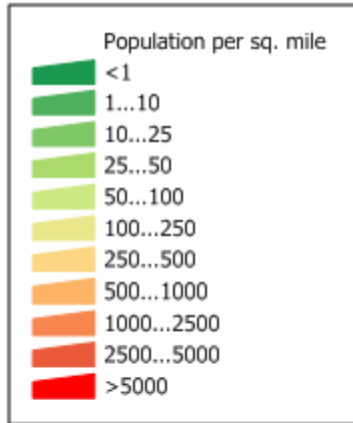
- Average drive to Casper, WY: 140 miles one way
  - To Casper from: Jackson = 329 miles; Cheyenne = 178; Riverton = 128; Laramie = 149
- \$.50/mile rate
- Time: typically a day travel (~2.5 hours one way)
- If longer, hotel for one-day training: \$75/night
- TOTAL: **\$215 per trainee** + *time away from work*



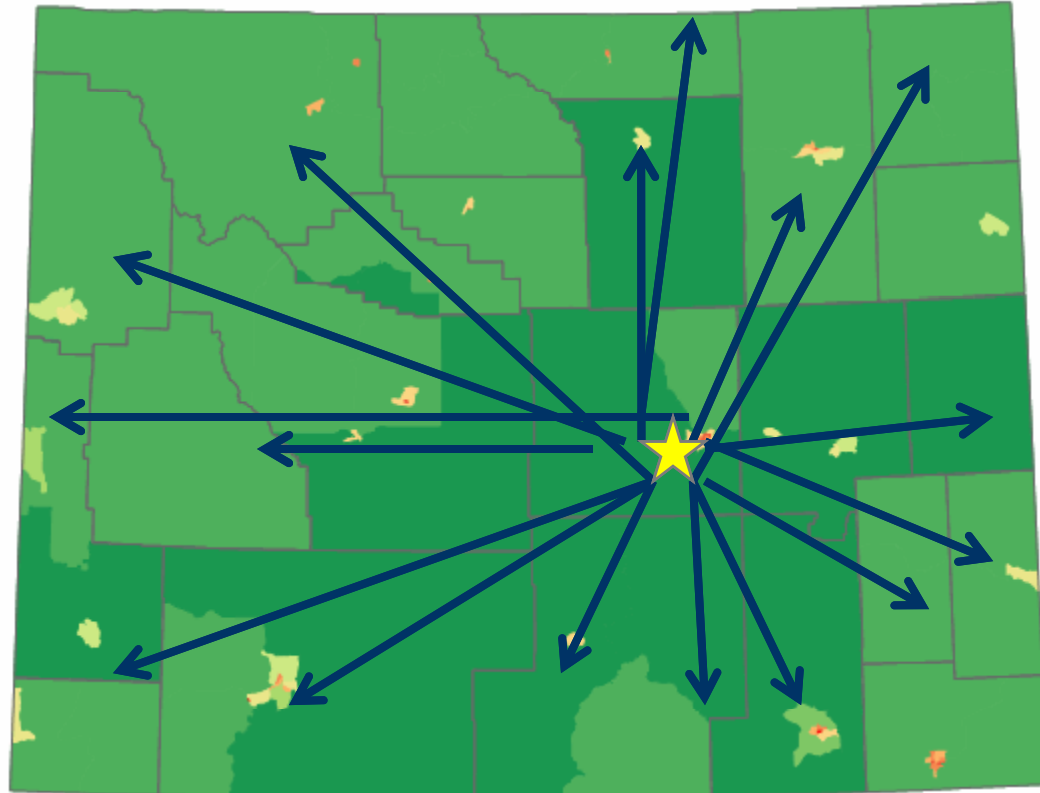
# Show Me the Money – Other “Costs”

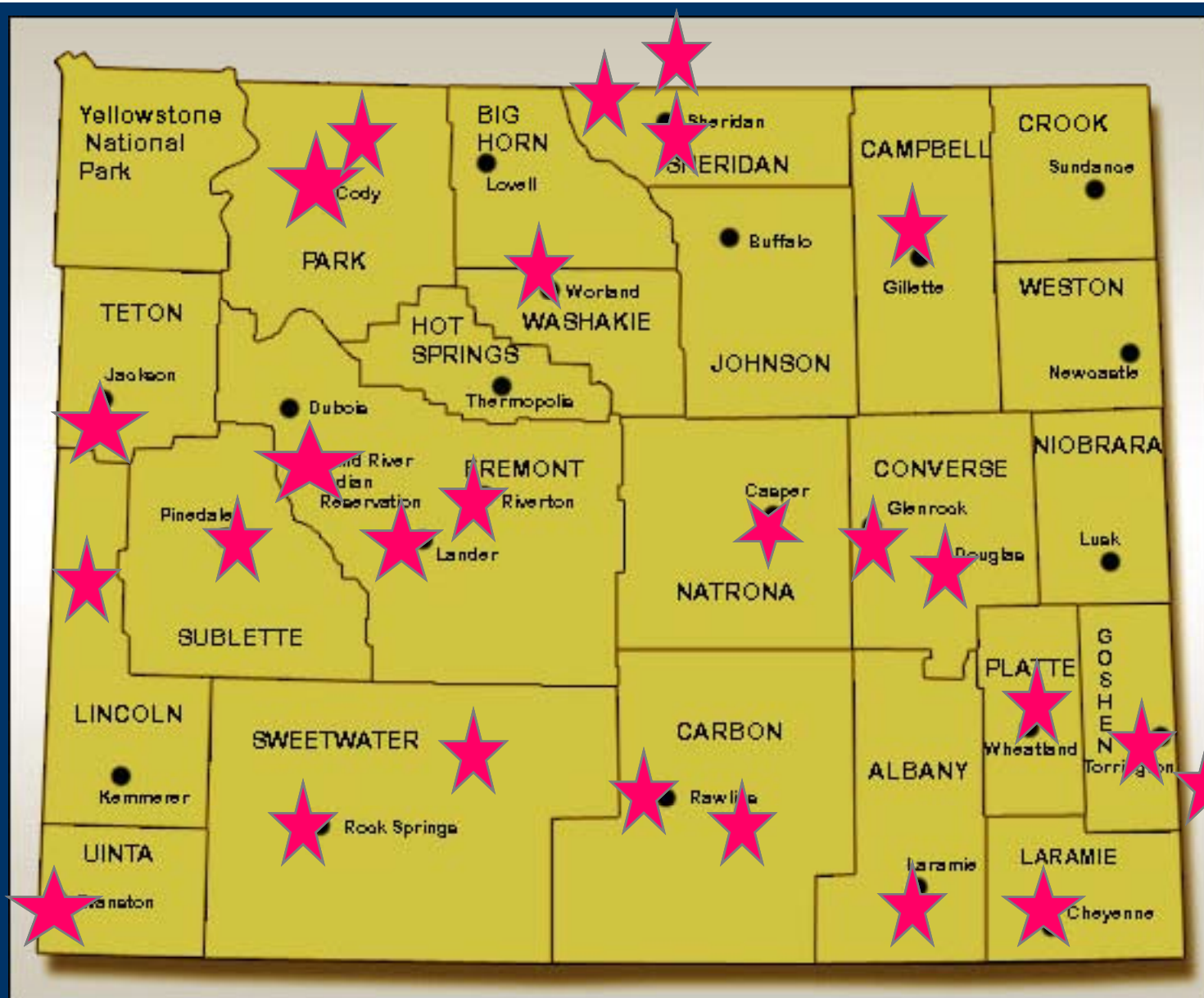
- Logistics and Planning Time & effort
- TIME!
- HIV isn't priority – so may need to take vacation time to attend; expenses aren't paid by facility
- Only provider, so offices must be closed to attend training
- IHS and VA – limited training dollars

# Webinar Solution:



Source: U. S. Census Bureau  
Census 2000 Summary File 1  
population by census tract.





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# Technology

- Adobe Connect
- Used phone and web (depending on connection speed)
- Synchronous learning
- Live Q&A
- Slides/web share

# Webinar Benefits

- TIME! Only ~90 minute commitment
- Consistency – checking in monthly vs. annually
- Zero speaker travel
- Zero trainee travel
- Group discussion at site
- Opens time for other trainings (other priorities)
- Reaching more people – can train 3 people in one offices versus only allowing one to travel

# Show Me the Money – Web Conferences

- Phone Line – \$.09/min/line - \$5.40/participant/webinar
- Webinar “service”
  - Through regional office at University of Colorado:
    - \$1.00/participant + \$25 setup fee
    - Adobe Connect prices range from \$35K\* - \$6K per year
  - Wyoming Direct Cost (average sessions:
    - CMC: 16.4 average attendance = \$7.92/trainee
    - STD: 49.5 average attendance = \$6.91/trainee



# Show Me the Money – Other “Costs”

- Logistics and planning time & effort
- Web coordinator time
- Web upkeep
- Paperwork logistics/Administration time



Live Event in Casper	Webinar
Once-Twice per Year	Monthly
In-person	Via web
Limited attendance (\$, availability)	Unlimited attendance
Sporadic connection/contacts	Consistent contact
\$60-\$250+	\$7-\$10
Higher cancellation fee/risk	Low risk/cancellation fee
Weather restrictions!!	No weather factors
No technology/internet requirements on end-user	Needs high-speed internet connection and/or phone
Meet WyAETC and brand	Less “brand identity” to WyAETC
Coordination & event logistics	Learning curve for coordinator
Travel for speaker(s) and trainee	No travel
Can “count” actual trainees	More than one trainee per site



# Lessons Learned

- Technology issues – have a partner
  - New/Different system
  - Use of phones
  - Typical computer issues
  - Chaos when participating onsite
- Attendance tracking – use online registration
- Insecurity of trying something new (coordinator and speakers) – get over it, find a “mentor”

# WyAETC Start and Success

- Partnered with the Wyoming Dept. of Health for training with the RW case managers, monthly webinars
- Live conference scheduled for August of 2009 in collaboration with Wyoming Dept of Health and the Denver PTC, only 17 people registered.
- Canceled conference and discussed moving to a webinar format
  - 4 months later – first WyAETC/Denver PTC webinar – 76 participants!
- Attempting to bring in the RTC, other states, and across all disciplines

# On the Fly

- National expert in Casper for ID/HIV update and small local training
- Set up a webinar while person was in town
  - Set up within one week
  - Reach places and people that have never been able to reach before (VA Dental Clinic)
  - Able to provide 3 trainings instead of two - an additional 16 participants

# Observations

- While offices/teams participate, there is topic-specific dialogue and collaboration
  - **IDEAS:** provide follow-up cases and discussion points
- Participants are asking questions or attempting to clarify a situation live and engaging the webinar community
  - **IDEAS:** mix in an “open forum” or case presentation style webinar for enhanced participation



# Topics Range

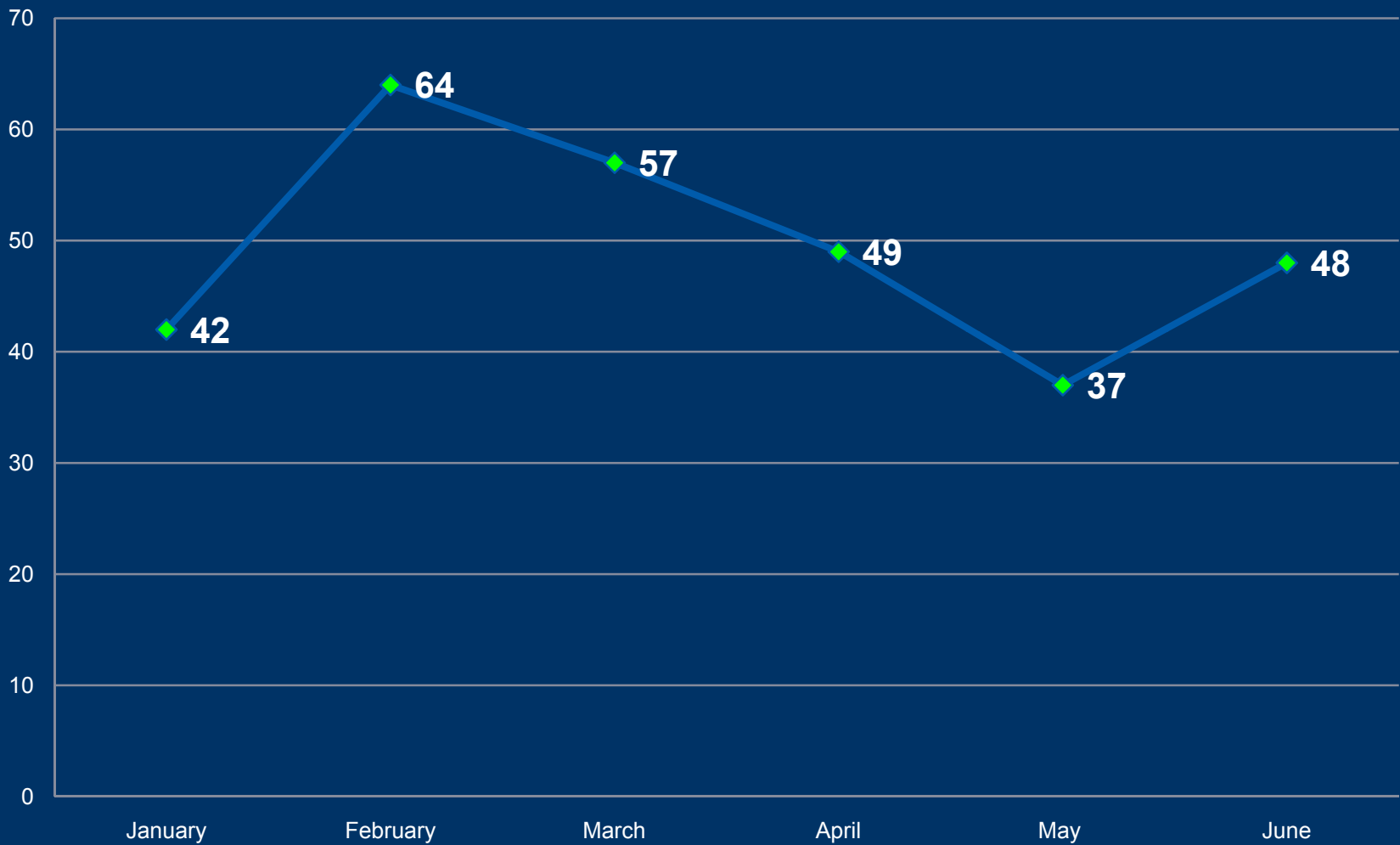
- Specific RW programming information
- HIV Counseling and Testing Update
- HIV Medication Updates
- HOPWA
- Oral Health and HIV
- Prevention for Positives
- Sexual History and Risk Assessment Taking
- Chlamydia, HPV, Syphilis, Gonorrhea, Herpes, HCV



# Case Manager Connections



# HIV/STD Update



# Range of participation

- Nursing
- Administration of Wyoming Department of Health
- Social Work
- Advance Practice Nursing
- Health Educators
- CMA, CNA
- PA
- Dental
- Pharmacy



# Types of Work Sites

- Public Health Offices
- Family Planning Offices
- VA Clinics
- Private Practice Offices



# How the Webinar Works

- Beth takes us on tour



Questions

**Beth Rotach:** Type questions for today's speaker here at any time.

---

To: Everyone

Tech Support (Q & A)

**Beth Rotach:** Submit any technical support questions here.

---

Question:

ALM\_webinar.scpt

# Lessons Learned Using Technology in A Rural Setting

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Project Director, Wyoming AETC

Beth Mullin Rotach, MA  
Director, Mountain Plains AETC

Meeting Present Help

Questions

**Beth Rotach:** Type questions for today's speaker here at any time.  
**Joe schmoe, RN:** Hi. we have Jane Doe, Dave Matthews and Bobbie Booshay logging in from Laramie.  
**Beth Rotach:** Great - thanks Joe!

To: Everyone

Tech Support (Q & A)

**Beth Rotach:** Submit any technical support questions here.

Question:

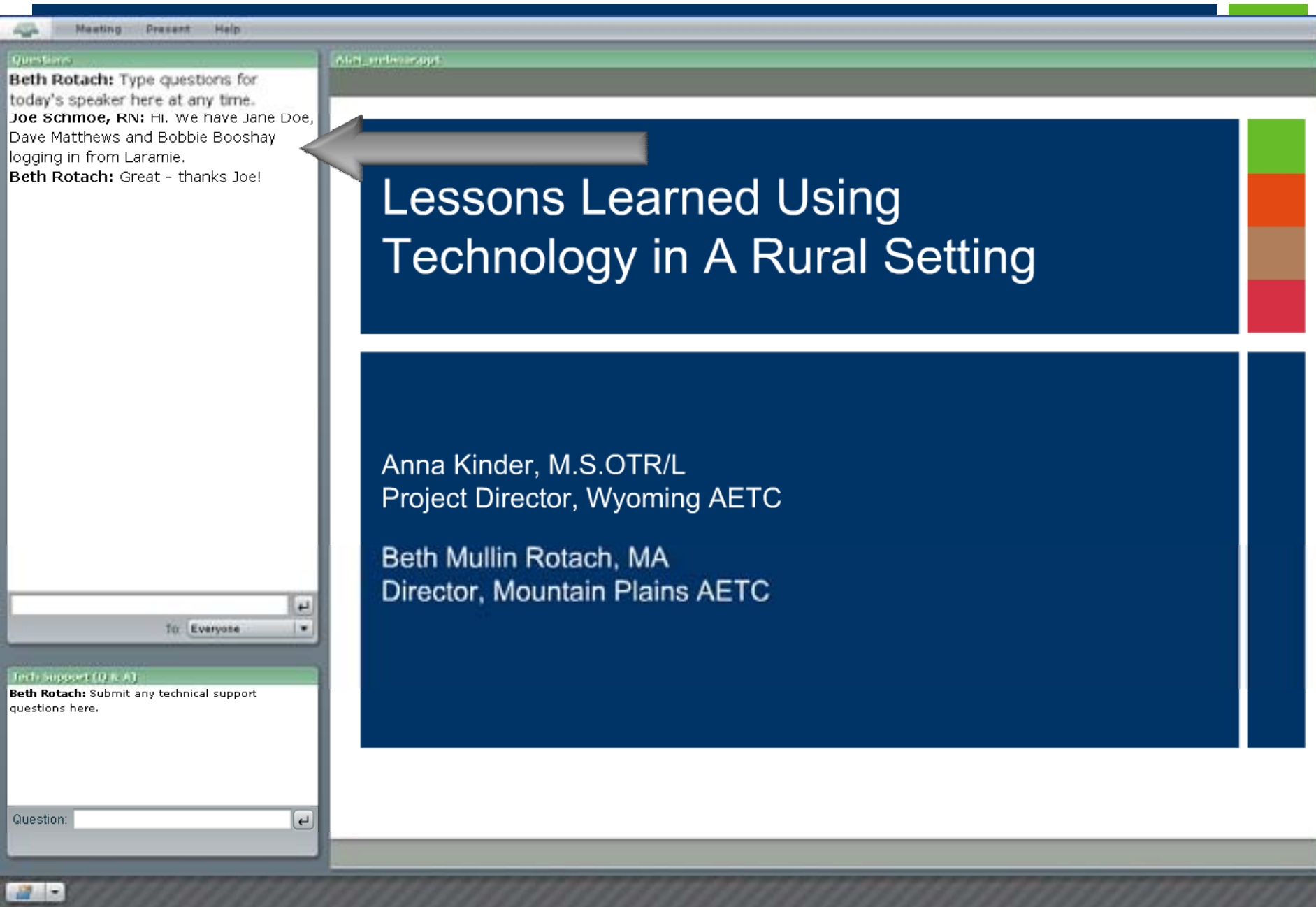
ADD...embed...ppt

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**Beth Rotach:** Great - thanks Joe!

A.L.D. - andrew.ppt

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Project Director, Wyoming AETC

Beth Mullin Rotach, MA  
Director, Mountain Plains AETC

To: Everyone

- Raise Hand
- Agree
- Disagree
- Step Away
- Speak Louder
- Speak Softer
- Speed Up
- Slow Down
- Laughter
- Applause
- Clear My Status



Questions

**Beth Rotach:** Type questions for today's speaker here at any time.  
**Joe Schmoë, RN:** Hi. We have Jane Doe, Dave Matthews and Bobbie Booshay logging in from Laramie.  
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To: Everyone

Tech Support (Q & A)

**Beth Rotach:** Submit any technical support questions here.

Question:

AGN\_mbrinar.ppt

# Lessons Learned Using Technology in A Rural Setting

Anna Kinder, M.S.OTR/L  
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Beth Mullin Rotach, MA  
Director, Mountain Plains AETC

Attendee List (0)

My Status: Raise Hand

Beth Rotach

Joe Schmoë, RN



**Questions**

**Beth Rotach:** Type questions for today's speaker here at any time.

To: Everyone

**Tech Support (Q & A)**

**Beth Rotach:** Submit any technical support questions here.

To: Everyone

**AGN.applaw.ppt**

# Lessons Learned Using Technology in A Rural Setting

Anna Kinder, M.S.OTR/L  
Project Director, Wyoming AETC

Beth Mullin Rotach, MA  
Director, Mountain Plains AETC

Share Stop Sharing Full Screen Sync

**Attendee List (3)**

My Status: Active

Beth Rotach

**Q & A (linked to Tech Support)**

Show All Questions

Selected Questions:

**timerPodcast**

Total Time Remaining:  
**45 min**

Host Options

Share Stop Sharing

**Presenter Chat**

To: Everyone

**Questions:**

**Beth Rotach:** Type questions for today's speaker here at any time.

**Joe Schmoie, RN:** Hi. We have Jane Doe, Dave Matthewc and Bobbie Booshay logging in from Laramie.

**Beth Rotach:** Great - thanks Joe!

To: Everyone

**Tech Support (Q/A):**

**Beth Rotach:** Submit any technical support questions here.

To: Everyone

AGD.mhlinscript

# Lessons Learned Using Technology in A Rural Setting

Anna Kinder, M.S.OTR/L  
Project Director, Wyoming AETC

Beth Mullin Rotach, MA  
Director, Mountain Plains AETC

Share Stop Sharing Full Screen

**Attendee List (2)**

My Status: Active

- Beth Rotach
- Joe Schmoie, RN

Q/A (Submitted for Tech Support)

Show All Questions

Selected Questions:

**Time Remaining:**

**46 min**

Host Options

Share Stop Sharing

**Presenter Chat:**

**Beth Rotach:** Doing great Anna!

**Beth Rotach:** Let's pause for questions after this slide.

To: Everyone



The screenshot displays a teleconferencing application interface. At the top, a menu bar includes 'Meeting', 'Present', 'Layout', 'Pods', and 'Help'. The main window is titled 'A CD...mhtml:script' and shows a presentation slide with the following text:

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On the right side, an 'Attendee List (2)' window shows 'My Status: Active' and lists participants: Beth Rotach and Joe Schmoe, RN.

On the left, there are two chat windows. The top one is titled 'Questions' and contains the following text:

**Beth Rotach:** Type questions for today's speaker here at any time.  
**Joe Schmoe, RN:** Hi. We have Jane Doe, Dave Matthewc and Bobbie Booshay logging in from Laramie.  
**Beth Rotach:** Great - thanks Joe!

The bottom chat window is titled 'Tech Support (0/0/0)' and contains:

**Beth Rotach:** Submit any technical support questions here.

At the bottom of the interface, there is a 'Presenter Chat' window with the following text:

**Beth Rotach:** Doing great Anna!  
**Beth Rotach:** Let's pause for questions after this slide.

Below the main presentation area, there is a 'Total Time Remaining: 46 min' indicator and a 'Host Options' button. A large grey arrow points from the 'Total Time Remaining' area towards the 'Presenter Chat' window.

The bottom of the interface features a toolbar with icons for 'Talk', 'Share', 'Discussion', and 'Collaboration'. A small portrait of a woman is visible in the bottom right corner.

Meeting Present Layouts Pods Help

**Questions**

Type questions for today's speaker here at any time.

**Joe Schmoie, RN:** Hi. We have Jane Doe, Dave Matthews and Bobbie Booshay logging in from Laramie.

**Beth Rotach:** Great - thanks Joel

To: Everyone

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Share Stop Sharing Full Screen Sync

**Discussion Notes**

**IDEAS:**

It can be used like a virtual flip chart.

Share ideas

Highlight key points

**Attendee List (2)**

My Status: Active

Beth Rotach

Joe Schmoie, RN

**Technical Support (0/0)**

Submit any technical support questions here.

To: Submit questi

**Q & A (Virtual Tech Support)**

Show All Questions

Selected Questions:

**Timer/Poll**

Total Time Remaining:

**42 min**

Host Options

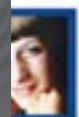
Share Stop Sharing

**Discussion Notes**

**Beth Rotach:** Doing great Anna!

**Beth Rotach:** Let's pause for questions after this slide.

To: Everyone



Meeting Present Layouts Pods Help

**Questions**

**Beth Rotach:** Type questions for today's speaker here at any time.

**Joe Schmoie, RN:** Hi. We have Jane Doe, Dave Matthews and Bobbie Booshay logging in from Laramie.

**Beth Rotach:** Great - thanks Joel

To: Everyone

**ASH\_ambler@rpspt**

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Share Stop Sharing Full Screen Sync

**Discussion Notes**

## IDEAS:

It can be used like a virtual flip chart.

Share ideas

Highlight key points

**Attendee List (2)**

My Status: Active

- Beth Rotach
- Joe Schmoie, RN

**Technical Support (0/0)**

**Beth Rotach:** Submit any technical support questions here.

To: Submit questi

Talk Share Discussion Collaboration

**Q & A (Virtual Tech Support)**

Show All Questions

Selected Questions:

**Timer/Poll**

Total Time Remaining:

**42 min**

Host Options

Share Stop Sharing

**Discussion Notes**

**Beth Rotach:** Doing great Anna!

**Beth Rotach:** Let's pause for questions after this slide.

To: Everyone





Questions

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**Joe Schmoie, RN:** Hi. We have Jane Doe, Dave Matthews and Bobbie Booshay logging in from Laramie.

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To: Everyone

Tech Support (Q & A)

**Beth Rotach:** Submit any technical support questions here.

Question:

AGN\_amlfnar.ppt

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Discussion Notes

## IDEAS:

It can be used like a virtual flip chart.

Share ideas

Highlight key points

Meeting Present Layouts Pods Help

**Questions**

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**Beth Rotach:** Great - thanks Joe!

To: Everyone


ADN\_wfhme.ppt

# Lessons Learned Using Technology in A Rural Setting

Anna Kinder, M.S.OTR/L  
Project Director, Wyoming AETC

Beth Mullin Rotach, MA  
Director, Mountain Plains AETC

Camera and Micro



Beth Rotach

Share Stop Sharing Full Screen Sync

**Attendee List (2)**

My Status: Active

- Beth Rotach
- Joe Schmoie, RN

Talk Collaboration

**Q & A (linked to Tech Support)**

Show All Questions

Selected Questions:

**timePodcast**

Total Time Remaining:

**36 min**

Host Options

Share Stop Sharing

**Presenter Hint:**

**Beth Rotach:** Doing great Anna!

**Beth Rotach:** Let's pause for questions after this slide.

To: Everyone

Questions

**Beth Rotach:** Type questions for today's speaker here at any time.  
**Joe Schmoie, RN:** Hi. We have Jane Doe, Dave Matthews and Bobbie Booshay logging in from Laramie.  
**Beth Rotach:** Great - thanks Joel

To: Everyone

Tech Support (Q & A)

**Beth Rotach:** Submit any technical support questions here.

Question:


AGHWebinar.spt

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Camera and Voice



Beth Rotach



# Next Steps

- Learning to make the presentations consistently a “Level II”
  - Training of presenters
  - Increase comfort level of participants
  - Allowing the “right” time to decide on an answer
  - Incorporate ideas discussed before

# Key Takeaways

- You never know until you try – challenge assumptions (participation, internet access)
- Great way to reach trainees otherwise may not be able to
- Noticing more engagement in HIV care issues – outside of “core” audience

# Key Takeaways

- Seen as a platform for other disease/co-morbid conditions (Hepatitis, STDs)
- Greater visibility for WyAETC and services
- Bring in National/Regional experts easily (not a lot in Wyoming)

Questions?

# THANKS!



Anna Kinder, MS OTR/L

307-265-0413

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[www.wyaetc.org](http://www.wyaetc.org)

