HealthStream Assignment Frequently Asked Questions

This will help Leaders and staff with their questions regarding HealthStream assignments.

Question	Answer
Who decides what gets assigned in HealthStream?	Many courses are assigned because the content is mandated by a regulatory body such as the Joint Commission, CMS, or OSHA. Other assignments are based on an Aspirus initiative or quality improvement efforts. Aspirus leaders are accountable for regulatory compliance and authorize the assignments.
Why do I have courses assigned that say patient facing or clinical when I don't work in a role caring for patients?	As a healthcare system, the content has been reviewed by Leaders and Subject Matter Experts to identify and meet regulatory standards for ALL employees. Aspirus utilizes courses created by HealthStream and we are unable to change the titles.
How does HealthStream know who to assign which courses to?	Assignments are made by department and role, e.g., all RNs, CNAs, Surgical Techs across the system. To maintain high quality regulatory standards Aspirus maintains consistent and standardized assignments by job description. Staff that hold the same position will have the same responsibilities and assignments to complete. GHR is the Human Resources application that is updated as staff departments and roles change. Each business day, GHR updates HealthStream and assignments are adjusted automatically based on any department or role changes.
How does my 2nd position affect my assignments?	When an individual has a 2nd position, which is documented in GHR, assignments are generated for that department and role. If the individual no longer wants to work in that role, the manager needs to remove the role from GHR by working with HR. HealthStream assignments will automatically update as GHR is updated.
Transfers: Assignment Delays **What happens when someone transfers from one department to another?**	When an individual transfers to a new department, for payroll GHR needs to "hold" them in their old department until they are done paying them. This will delay HealthStream assignments for their new department for 1-4 weeks based on payroll timing. Once the individual is paid in their old department GHR is updated with their new department information. HealthStream assignments are updated to the new department and role which are then <u>due 90 days</u> from the transfer date to meet orientation requirements.
Transfers or Rehires: **Do staff need to redo assignments when:** 1. **A person transfers to another department, and later transfers back to their original department? OR** 2. **Previously worked at Aspirus and is now rehired?**	Assignments are required for a transfer into a "new" transfer position to meet orientation requirements. E.g., moves between business units, departments or job title/role changes. *There are certain required assignments that launch 7/1 each fiscal year and are due annually for all staff to complete.* These must be completed annually regardless of the length of time between transfer or rehire. For the new role, if the staff member has completed their new department assignments within the past three years, these will not be reassigned. If they have not done the assignments within the past three years, they will be reassigned and need to complete them even if they completed them prior to the three-year transfer date. Aspirus uses the three-year completion window, which aligns with how far back regulatory bodies typically request training records.
As a staff person, who do I contact with questions?	Your manager.