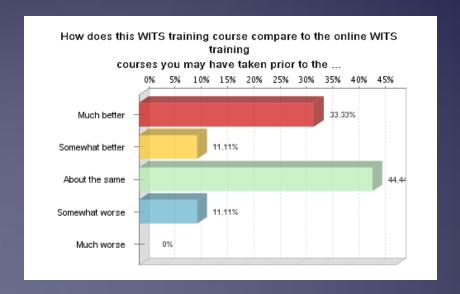


# What did you like most about the WITS training course?

- 1) If one instructor did not have the answer to a question, another one did. 2) Was able to do hands on navigating. I learn best by doing. 3) Training tooks us from the Admission to discharge. Just what I needed!
- I liked the ability to take time out and practice what was being presented.
- I like the ability to meet live and be shown how to do things and interact with people who are knowledgeable.
- Soem staff able to answer specific quesitons to my agency
- the group setting, use of computer lab, knowledge of instructors
- The FEi people went slower which was easier to keep up with and they didn't assume you knew anything which was good.
- Hands on training.
- 1. Instructors are knowledgeable, friendly, and very helpful. 2. Reinforced that what we are currently doing is accurate. 3. Was a good "refresher" for some staff.
- 1. Very Helpful 2. Lot's of material
- It was provided in Idaho Falls and we didnt have to travel to Blackfoot. I was able to ask questions. There were multiple people there that could answer questions.
- The instructors willingness to back up and answer questions,
- The presenter was exceptional The facility was very accommodating
- Hands on training, nice facility, knowledge of trainer
- Nothing it was to fast
- The updated information was very helpful.
- The facilitator and hands-on experience was fabulous. He was approachable when asking questions and made it a fun learning environment.

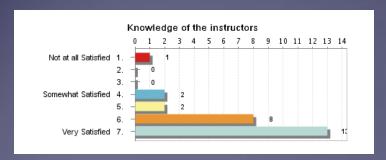
# What did you like most about the WITS training course? cont.

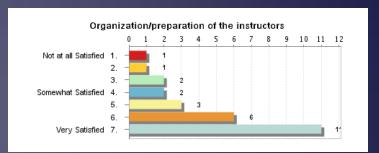
- When we got to the training site, there was confusion about the classroom and we had to be relocated. When we finally got into the room where we were going to be doing training, it was so crowded, it soon got pretty hot, but the instructor was not fully prepared for the amount of people who were there. They didn't initially have enough people and the pace that the instructor kept was so fast that you couldn't take notes. There was a one-page, double-sided paper that was handed out to all attendees and the instructor did not follow the paper. She skipped around because she was not prepared for problems that she encountered because of some of the things she clicked on while trying to do the demonstration. She apologized several times and it appeared that she had good knowledge of how to navigate in WITS, however the things she was doing were not written down to be able to take back to my facility and practice. I only got bits and pieces of the instruction because of the time she spent with correcting problems with the WITS examples she chose to use. When it came right down to it, I got more instruction from the person sitting next to me in the class than I did from the instructor. Not that the instructor was not knowledgeable, but she went so fast and only halfexplained information that needed more explanation. She had too diverse of a group of people to give that much information to, because not all people in the training were working at the same capacity and those that understood were trying to move ahead and those that didn't understand at all were completely lost. I can't really say that I liked very much of anything about the training except that I met Joni Ward and put a face to names I have talked to on the phone at the WITS helpdesk. I especially didn't like that IDOC people showed up for about 5 minutes and shared no real information that was substantial. Joni, however, was hands on and helped the trainers.
- Hands on training Having my questions by either the instructors or the Help Desk personnel answered right away
- Willingness to help participants stay together (we had different levels of comfort with the system) and helped us to know what would be important for how the WITS is going to be used in our region.
- Knowledge of the instructors Content was very good The flow of the program was very good
- Navigating the treatment plan section
- The instructor had a great attitude and seemed to be able to answer most questions, although there was not much time allowed for that. He also seemed to be familiar with the system.

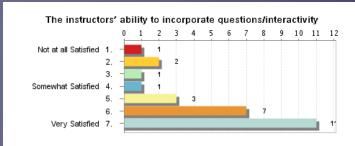


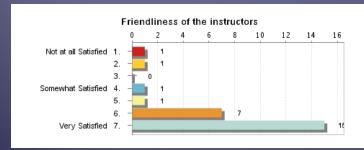
- Better because I could actually have hands on training during the session. I retain information best this way.
- Training by people from outside the state of idaho is less effective.
- never did an online training
- I like the online training, but this was hands on and presented well.
- online went to fast and limited questions
- see previous......HANDOUTS emailed prior to training would have been good

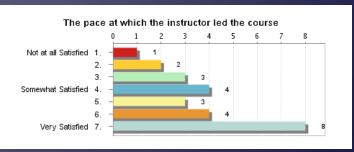
Please rate your level of satisfaction with each of the following aspects of the FEi training instructors.











# How could the WITS training course be improved?

- 1) Snacks during breaks I can't think of a thing. The training was great.
- Change the location or set it up in a way that the information that was provided is easily accessible directly from our own work place. It's easier to remember something if it's coming from our own office space.
- #1. Separate specific courses for different types of access. A training for clinicians, training for administrators, training for office staff/billing. #2. I have been to a couple of different trainings for wits. By far, the most productive ones are the ones presented by people from the state of Idaho that have knowledge about how things work in Idaho. Having people from outside the state present, though they are knowledgeable about Wits, is not as effective because they cannot tell us how it applies to what we are doing. #3. More Snacks.:)
- did not address billing at all
- longer would have helped
- Being a beginner the 4 hours was way too long after 2 hours the brain was full and everything else went over my head. It would have been better to go more in depth on a few topics and do more examples, rather than try and cover so much.
- I think they did wonderful, very well prepared and everything was set up prior.

# How could the WITS training course be improved? Cont.

- 1. More detailed- especially for those providers that appear to be more advanced in the system.
  2. Spend more time of "issues" and "trouble shooting" that providers are experiencing.
  3. Get more specific regarding billing process.
- 1. Need to slow down for some of the people who have not had that much experience with WITS...
- I asked a few questions that were not answered at the training. I am not sure if they didn't know the answer of if they felt like it was too far off topic. I was also expecting to be trained on different things, so it would have been nice to have an outline before the meeting so that I could have had a better idea of who to send to this meeting. If there was an agenda ahead of time, I dont believe we got one.
- The parking passes were not available when we got there
- More relevant information, slower pace, ability to be on the same page
- Slow things down. Take more days to cove the information.
- There needs to be more relevant hands-on training. Showing parts of the WITS website where I had never been before and quickly moving through unfamiliar pages, then expecting me to remember this stuff just doesn't seem realistic. The only thing I really got from it is a quick overview of the fact that something is going to change and roughly where it might be found. And I am generally a quick learner. Don't know how others fared.

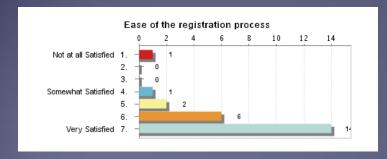
# How could the WITS training course be improved? Cont.

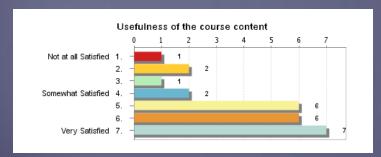
- It was a LOT of information given very quickly. Maybe having shorter trainings just on certain sections??
- I thought the time-frame could have been longer and the pace was pretty quick. When I left, I felt overwhelmed instead of comfortable with the program; and I would have felt better if I was "comfortable."
- Have your facility ready for the training. Have participating agencies prepared to be a part of all of the training. GIVE HANDOUTS!!!! The double-sided paper was not sufficient to take notes. Make the training more specific to the needs of the people being trained or go slower for the people who have multiple tasks that they are responsible for in WITS. Make specific training for clinicians and specific training for billing personnel separately. My experience with all WITS training has been that the person with the information has worked too fast to be able to keep up and if you are not looking at the screen while they are talking, then you miss two or three steps before you can get the person to slow down. This whole change is very overwhelming to learn a new system that has such a cumbersome way of operating. It's like going backwards to word perfect if you have been working on windows 10. Although there are several ways to get to one point, it's not important to explain all three ways. Maybe just explain one way and let the operator figure out the other ways to get there. If you can't have the handouts there for the people at the training, ready and printed because of the expense, it's understandable, just email them out and have the participants print them off and bring them with when they attend the training. That cuts back on printing and the effort of putting together packets. I have tried to attend as much training as I could because I knew this was going to be a big change. I had been doing GAIN assessments and could see the program was being built. I would often explore things to see what was happening and was concerned that it would take me 6 months or more to get any one task down pat because that's how it was with doing the GAIN assessment.

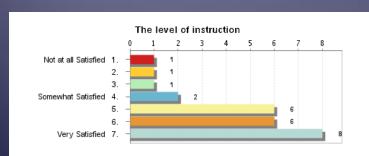
## How could the WITS training course be improved? Cont.

- More handouts, flow charts Give more instruction on how the information is put into the system and why it is done in the order presented Offer a followup course within a 30 day timeframe (before we forget what we learned the first time)
- 1. Clear and concise billing instructions 2. "Cheat sheets" for each section of WITS 3. Realistic time frames for full implementation state wide
- We really need training in Case Management on WITS; as well as how the CM Plan, Tx Plan, etc....all become one (Recovery Plan)???
- It would be helpful, if Overall, there was some decisions and adjustments made to WITS to make this a feasible tool for providers to use. As it stands, mandates are set that are unrealistic for providers to meet and require providers to 1. hire extra staff without reimbursement or 2. redirect current staff time away from direct care to complete tasks multiple times for varying pay sources. Additionally, mandates to the treatment plan require providers that are CARF accredited to forgo their CARF accreditation, which is unrealistic. An easy solution would be to all a "scan and send" option for treatment plans.
- It went too fast so there was not real opportunity to "practice" on any one task and no real in depth explanations. Some sections of the training were skipped over. I walked away from the training feeling more overwhelmed than I was before and I was hoping it would be the opposite and that I would be leaving feeling more prepared.

Please rate your level of satisfaction with each of the following aspects of the WITS training course.

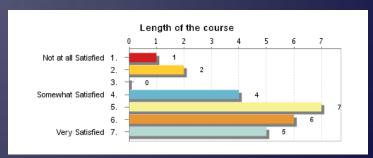












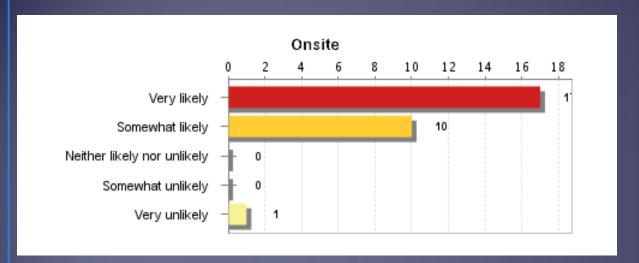
#### **Additional Comments**

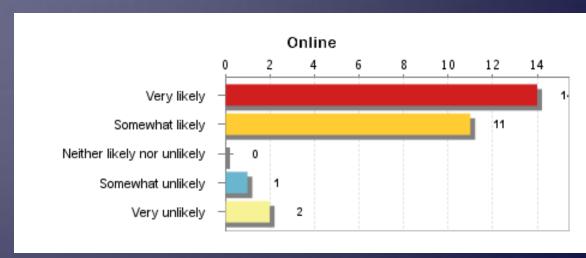
- In answer to question 10. It would depend on whether I need more training in a specific area, that I have not been trained before. Would recommend the Onsite to those who have not been to a training yet.
- I was agitated by some of the rudeness and inappropriate side talking, tone, and body language of a few other treatment providers who were attending the training. It seemed to me, if him/her didn't want to be there and didn't like having to take the time to be at that training, that they could do us all a favor and keep the discouraging mannerisms and comments to themselves. Either that, or don't attend the trainings at all. Some of us treatment providers actually enjoy the field of work that we're in and have a lot of appreciation for any sort of team support that we can get. Thanks
- Thanks so much for the consistent training we are receiving on our transition to WITS.
- It would be extremely helpful for our agency (TARC) to have a training that will focus on the issues we come across, time to discuss things in WITS that apply and don't apply, and our ideas of how to improve the WITS program. I'm sure other agencies that have been using WITS for a while would also like it. Thanks
- Computer training, whether on or off-site are good in the moment, but do not provide lasting info.
- General review for newcomers.
- this was all done on line.
- I will continue to try to figure this stuff out, but PLEASE make it something either onsite or online that is more interactive. I know they tried to make it interactive, but I think it needs to be with information that seems real to the participants.

#### Additional Comments, cont.

- The instructors know their stuff it just seemed like too much information in a short period of time.
- I plan on attending any future training for WITS either onsite or online because I still am confused with the information that was presented in the onsite training. I am still not even clear about the training. It was so quick that all I took away was everyone else seemed to have a better understanding and I was in the cold because I didn't get it. I am not even sure if we covered anything that I retained. I think we were trained on how to accept a referral, but don't remember anything else. I had to call the helpdesk the next day to accept a referral and don't even yet know how to set up a program enrollment. I don't even know why we would do a program enrollment because it doesn't seem to be about enrollment at all.
- so far so good
- The on site training is far better than the on line
- I thought the training was very helpful but may have been a little confusing to those who had never been in the WITS site. It would also be confusing for some counselors who are not computer-savvy.
- There is too much second hand information and not enough clarity going around town. Change is unsettling but is a lot easier if everyone is on the same page.
- The importance of this transition to this system requires much more training than what was attempted to be provided in those 4 hours. It is imperative that everyone gets this information down so to rush though it almost seems like set up for failure and sends the message that if you want to get trained on the WITS tan you will have find out the answers through the Help Desk or on your own.

# How likely are you to participate in another WITS training?





# What additional topics would you like to receive training on?

- Billing, when the time comes.
- none at this time
- Billing, Authorization, Referrals,
- billing auditing treatment planning
- treatment planning, plan reviews, client service reviews
- Clinical paperwork once it is up and running
- I cant think of anything, we are offered what we need when we need it. Thanks again
- Billing Process
- Billing, authorization process and how this is transitioning with Optium and BPA.
- billing process
- BILLING!!!
- CASE MANAGEMENT!!!
- Program enrollment and treatment planning
- expectations in notes
- Discharges
- Billing, billing and more billing; EHR in terms of treatment planning, or service plan as they now like to call it (unfortunately most of my clients verbalized feeling like an electronic product with a "service plan agreement.") I think IDAPA needs to go back to the terms treatment plan and discharge plan so that our clients are comfortable.
- Going back over how to set up groups, group notes, and progress notes, as well as how to bill through WITS.