Passport to Partner Services

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**Section I. About Passport to Partner Services**

**Q1. What is Passport to Partner Services?**
**A.** *Passport to Partner Services is a blended learning curriculum. This means it uses online modules and instructor-led training to present key ideas and develop core skills related to the effective delivery of STD/HIV partner services. A collaboration of CDC and Part III STD/HIV Prevention Training Centers (PTCs), it updates (and replaces) prior partner services resources and training (e.g., EDG, ISTDI, and HIV PCRS courses). It fully integrates STD and HIV core partner services training, reflecting recommendations included in the "CDC Recommendations for Partner Services Programs for HIV Infection, Syphilis, Gonorrhea, and Chlamydial Infection," (2008 MMWR). It provides multiple training options tied to the partner services role, ranging from a brief " Introduction to Partner Services for Medical Providers and Referring Providers" module ([PSReferral.org](PSReferral.org)) to in-depth tracks ([learnpartnerservices.org](learnpartnerservices.org)) for Partner Services Specialists which culminate in classroom training.*

**Q2. Which STD/HIV Prevention Training Center (PTC) courses are parts of Passport to Partner Services now, which courses are no longer taught, and what PTC courses outside of Passport to Partner Services are still being taught?**
**A.** *The integrated STD/HIV Passport to Partner Services curriculum replaces the nine-day "Introduction to Sexually Transmitted Disease Intervention" (ISTDI), the three-day "HIV Partner Counseling and Referral Services" (PCRS), and the five-day "Fundamentals of Sexually Transmitted Disease Intervention" core CDC training courses. These courses are no longer taught, with the exception of "Fundamentals of Sexually Transmitted Disease Intervention" in Spanish (as a Spanish version of Passport to Partner Services is not currently available). Passport to Partner Services also incorporates and updates the material from the "CDC Employee Development Guide" (EDG)—so the CD-ROM version of the EDG should no longer be used. In addition to the instructor-led class component of Passport to Partner Services, the PTCs still teach a range of partner services and program support courses (e.g., an online STD Program Managers course, a social network strategies [SNS] course, TOPSAFE [Field Safety], and locally tailored courses).*

**Q3. Is there a cost to participate in the training?**
**A.** *The training is free. There are no registration fees for either the online or instructor-led components of the course. However, those in the tracks that include either the three-day or five-day instructor-led course must cover their own travel expenses to attend the course. This includes, but is not limited to transportation, housing, and meals.*

**Q4. What computer equipment do I need?**
**A.** *A computer with high-speed Internet access is required to complete the online modules in this course. The modules are Web-based and will work in any browser that supports Flash (virtually all current browsers). The course cannot be completed using an iPad at this time, as that platform does not currently support Flash. Having audio capacity (with headphones or speakers) is highly recommended, in order to benefit from many course videos (although captioning of the video dialogue is available). The software tracks each participant's work through the use of*

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"cookies," so the user must allow (default on most machines) and not delete cookies if they are clearing their browser history. Because of the way progress in the course is tracked, it is preferable that course participants complete **all** of the online modules using **the same computer.** If a different computer must be used, please be aware that progress within individual modules is stored on the computer used to access the module. For this reason, if a course participant switches computers before finishing a module (including the quiz and evaluation), she or he will have to restart at the beginning of the incomplete module. Once each module is completed participant data will be recorded in the Passport Learning Management System (LMS) where course records are kept.

### Q5. Is continuing education credit available?
**A.** *The introductory module, 'Partner Services for Medical Providers and Referring Providers,' is approved for one credit hour of CME, CNE or CHES. Other Passport to Partner Services tracks do not have associated continuing education credit. A printable certificate is available for each module completed.*

### Section II. Getting Started with Training

### Q6. How do I find the Passport to Partner Services courses?
**A.** *To gain access to the Passport to Partner Services courses, go to [http://www.learnpartnerservices.org](http://www.learnpartnerservices.org) using a web browser. First time users are required to establish an account before proceeding (be sure to make note of the username and password entered at registration). Once the account is established, the Passport to Partner Services Website keeps track of the modules completed so course participants can continue with whatever module they choose the next time they log in. In addition, course participants can also access the module for medical and referring providers at a dedicated microsite, [http://www.PSReferral.org](http://www.PSReferral.org) that provides easy access and completion of CME, CNE, or CHES credits for that single module.*

### Q7. Why do I need to create a unique userID and password?
**A.** *In order for the Learning Management System where the course is housed to recognize course participants and keep a record of individual progress, all course participants **must** use the same ID and password each time they sign in. The technical support desk ([help@learnpartnerservices.org](mailto:help@learnpartnerservices.org)) can assist in retrieving original ID and passwords, if forgotten.*

### Q8. What are the Passport to Partner Services tracks?
**A.** *Passport to Partner Services training is tied to one's role in providing partner services, and offers multiple tracks.*

*Track A. Introduction to Partner Services for Medical/Referring Providers Who Refer patients to Partner Services. Single module with free CME, CHES, CNE credits available.*

*Track B:*  *Partner Elicitation and/or Notification primarily for HIV. Thirteen sequenced online modules plus one three-day classroom training session.*

*Track C:*  *Partner Elicitation and/or Notification and Referral for Gonorrhea, Chlamydia, HIV, and Syphilis, (excluding case management and VCA).  Thirteen sequenced online modules plus one three-day classroom training session.*

*Track D:*  *Partner Elicitation and/or Notification and Referral for All Diseases, including Syphilis Case Management and Visual Case Analysis (VCA). Fourteen sequenced online modules (plus optional LOT system, plus VCA-E3 Webinar series, plus five-day classroom training session).*

*For Tracks B, C, and D, course participants will be required to pass a quiz after each required module with a 70% score in order to move to the next module. Course participants can retake the quiz as many times as needed to attain the passing score. At the end of the training course participants will be required to pass a final comprehensive assessment with a score of at least 80%.*

*Browse Track:*  *A refresher for previously trained experienced staff, or trainees who want the disease concepts only (certificate available for any module completed).*

**Q9. What if I don't know which training option I need?**
*A. Once a course participant signs in and creates an account, several training options will be made visible.  Those who are unsure which is right for them can click on the "I need help selecting a training option" button on the screen. This option allows the course participant to complete and submit the form that pops up, and the PTC serving the course participant's geographic coverage area will contact them by phone to discuss which option(s) may best meet the training need.  Course participants can also contact the PTC in their region directly (without completing the form).*

**Q10. How long will the online portion of the course take?**
*A. Completion times vary, depending on the training track. Medical and referring providers can complete a short introductory module in about one hour.  Estimates for those in other tracks range from 73 hours and 105 hours (if syphilis VCA is included) to complete all the online modules. It is recommended that the online training component be spread out over a period of six to eight weeks to allow for full mastery of the material.*

**Q11. Can I start on the online modules before signing up for my instructor-led class?**
*A. Participants in Tracks B, C, and D should not start the online portion of the training before getting a unique course ID for their instructor-led class because the instructor-led class builds directly on the skills introduced in the online component, and in order to retain essential information, the entire curriculum is designed to be taken within a short but continuous timeframe. Those in Track D will also take the VCAe3 Webinar series at a specified time, before continuing on with the Syphilis Case Management and VCA online module. Progress in those tracks is also tracked by Course ID.*

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**Q12. How do I register for the tracks that include an instructor-led course?**
*A. There are two options course participants may use if they want to register for a track which includes an instructor-led course: 1) Call the Part III Partner Services and Program Support PTC in their coverage area (see the PTC contact information included in question 15 of this document), or 2) register online as a new user: http://learnpartnerservices.org (participants should remember to make a note of the UserID and password they create when they register to use for future sign-ins). After this has been done, then select the combined online PLUS classroom training option, indicate that a PTC Course ID is needed, and, finally, submit the course interest form.*

*The appropriate Prevention Training Center (PTC) will contact the course participant and match them to a training track and specific classroom training date/location. Supervisors can also initiate registration for multiple trainees.*

**Q13. What if I have already taken ISTDI and PCRS—can I use Passport to Partner Services for refresher training?**
*A. Yes. The Browse track allows previously trained staff the opportunity to take any individual module they are interested in, and provides access to the online Resource Library of Job Aids and end-of-module summaries. Access can be gained by registering online as a new user:*
[http://www.learnpartnerservices.org.](http://www.learnpartnerservices.org.)

**Q14. How can supervisors support their trainees taking a Passport Track?**
*A. Supervisor support during the Passport to Partner Services training is vital to the success of the course participants. Supervisors should support course participants by doing the following:*
- *Familiarizing themselves with the information in the Passport to Partner Services modules;*
- *Working with course participants to develop a schedule for completion;*
- *Adjusting course participant's other nontraining assignments and responsibilities to ensure course participants have sufficient time to complete all modules;*
- *Regularly monitoring the progress of the course participants;*
- *Communicating any training issues to the host PTC as soon as they arise;*
- *Providing course participants with opportunities to enhance their learning through activities such as observations, role plays, and practice;*
- *Setting aside time to discuss each module with the course participant to ensure full comprehension;*
- *Providing concrete examples of how the information relates to the job the trainee will be performing;*
- *Prior to the instructor-led component of the course, the supervisor should meet with course participants to discuss expectations; and*
- *After the instructor-led component of the course, the supervisor should review the feedback form from the instructor, ensure course participants have scheduled their one-on-one feedback sessions with the instructor, debrief with the course participant to discuss feedback from the instructor, and discuss a plan for ongoing development.*

*Supervisors will also be asked to provide feedback to the PTCs regarding the progress of the course participant's development after completion of the Passport to Partner Services course.*

*To help supervisors support their staff, the PTCs have created a universal course sign-in for supervisors. This information will be shared with the supervisors of those enrolling in Tracks B, C, and D in the supervisor confirmation letter. This allows a supervisor to preview online modules that their staff will be completing, and to see answer keys to the quizzes and exams. This is a streamlined track for supervisors only—it does not track individual progress or allow for individualized certificates.*

**Q15. How do I contact the PTC in my region to discuss my training needs?**
**A.** *Each of the three Partner Services and Program Support PTCs serves a specific geographic coverage area. Below is a list of states/jurisdictions served by each PTC, and PTC contact information.*

*New York State PTC  Email: [NYSPTC@health.state.ny.us](mailto:NYSPTC@health.state.ny.us)          Phone: 518-474-1692*
*Serving: AL,  CT, DE, DC, FL, GA, MA, ME, MD, NC, NH, NJ, NY, PA, PR, RI, SC,  USVI, VA, VT, WV*

*Mid-America PTC    Email: [cdphe.dchivinfo@state.co.us](mailto:cdphe.dchivinfo@state.co.us)          Phone: 303-692-2752*
*Serving: AR, CO, IL, IN, IA, KS, KY,LA, MI, MN, MS, MO, MT, NE, ND, OH, SD, TN, UT, WI, WY*

*California PTC:         Email: [CAPTC@ucsf.edu](mailto:CAPTC@ucsf.edu)                Phone: 510- 625-6000*
*Serving: AK,  AS,  AZ, CA, FM, GU, HI, ID, MH, MP, NM, NV, OK, OR, PW, TX, WA*

**Section III. Troubleshooting**

**Q16. What should I do if I experience problems accessing the course, or I have technical difficulties?**
**A.** *Course participants experiencing any technical difficulties accessing the training should send an email describing the problem to [help@learnpartnerservices.org](mailto:help@learnpartnerservices.org). Please include a phone number. The course participant will be contacted by a technical support person.*

**Q17. What should I do if I don't finish the online modules before my scheduled instructor-led course?**
**A**. *PTCs will monitor online progress and communicate with course participants and their supervisor to offer technical assistance if they appear to be falling behind on the timeline. The online coursework provides essential skills needed to successfully complete the scenario-based role plays in the instructor-led course. While each case will be evaluated individually, those that are unable to complete the online modules may need to be rescheduled for another course date.*

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**Q18. What happens if I don't pass the comprehensive exam?**
**A.** *The quizzes and exam in Passport to Partner Services are designed to ensure the learner has mastered key concepts in the material. The quiz and exam question format helps course participants succeed at this task. As course participants answer each question,  wrong answers are immediately given tailored feedback on the key concept that helps the course participant understand the correct answer. Course participants immediately get a second chance to answer the question, which is counted in the final score. This approach greatly increases learner success at achieving passing scores.  If course participants experience continuing challenges in passing at the required level, additional review of the modules is needed. The PTCs are available to provide technical assistance throughout the course. If course participants don't pass the comprehensive exam before the scheduled instructor-led training date, they and their supervisor must communicate with the PTC to either reschedule that training, or develop a joint plan to ensure that the material is mastered before attendance.*

### Section IV. After the Training

**Q19.  I lost or forgot to print my certificate of completion.  How do I get another copy?**
**A.** *The Learning Management System (LMS) keeps a record of all modules completed. Course participants can log back into Passport to Partner Services using their UserID and password and print additional certificates. To access a certificate, click through the modules until the end and see the record of the quiz score. Then click the "Next" button at the bottom of the page to access your Passport. Click on the "Get your certificate" button below the Passport.*

**Q20. How long will I be able to access the *Passport to Partner Services* online modules after attending instructor-led training?**
**A.** *Course participants can sign in and review past modules, or take additional modules that they didn't complete (e.g., optional Lot System module), even after completing the instructor-led course. Just use the original User ID and password.*