# Using a learning management system (LMS) and certification program to enhance provider support and fidelity of implementation for PositiveLinks (PL)

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# Introduction

A critical component of patient support programs aimed at improving adherence is the quality of provider support offered. This project focuses on using a learning management system (LMS) and certification program to enhance provider support and fidelity of implementation for PositiveLinks (PL), a clinic deployed mobile technology to improve engagement with HIV care.

## Description

PL is a smartphone-based platform developed in a user-centered approach with people living with HIV. The app provides daily medication reminders, check-ins about mood and stress, educational resources, social support, and an ability to message providers. In PL, patients are called members and individuals on the healthcare team are called providers. The PL certification program uses an LMS to disseminate and track provider engagement in learning modules about PL and scores on certification tests.



For more information on PL please visit us online: www.PLvirginia.org

The certification program offers a way to shape provider attitudes toward using PL with patients, support subjective norms around quality care, and set the conditions for providers' perceived behavioral control in using PL.

This case study presents feasibility and acceptability data from providers (n = 112) using the PL LMS.



PL Portal Certification for Providers start screen

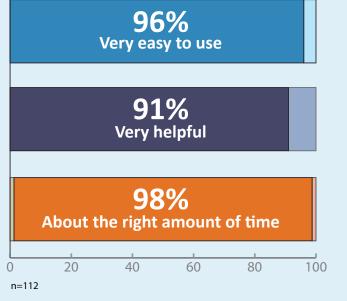


PL Portal select module screen



## Results

**Feasibility and Acceptability** 



Participants indicated to what extent each term applied to the LMS and Certification using the 3-point scale provided. 'Very easy to use' 'Somewhat easy to use' 'Not at all easy'; 'Very helpful' 'Somewhat helpful' 'Not at all helpful' IBM SPSS Statistics and Dedoose applications were used to analyze the collected data.

#### **Net Promoter Score**

How likely are you to recommend PositiveLinks to a colleague or friend who works with people living with HIV?

97

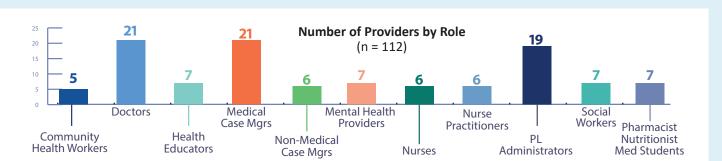


## How will using PL change your practice?

Packed code cloud of responses shows providers were actively thinking about how they planned to use PL in practice.

## **Methods and Participants**

Before or during in-person PL training sessions, April 2018 through October 2020, providers were introduced to the LMS and the certification program. Providers were given login details and asked to complete the online certification at their convenience. After certifying, providers were asked to complete a survey to assess the feasibility and acceptability of using the PL LMS.





### Discussion

## **Key Aims & Benefits of Certification**

- Builds PositiveLinks program awareness.
- Provides a process to onboard all providers.
- · Cultivates a community of providers using PL.
- Enables a shared vision of what PL is and how it works
- Sets conditions for integrating PL into practice.
- Certification increases likelihood of providers using PL.
- Provides validation for site providers.
- Providers feel confident using PL to improve care.
- Fidelity of implementation.
- Provides project-wide PL data on provider engagement
- Identifies areas where additional support is needed.

### Recommendations

Teams who develop patient adherence programs may enhance the quality of their program, and adoption and uptake of program use, by implementing a learning management system and certification program for the providers who will be using their program.