Mosby’s Skills
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Product Description

1. What is Mosby’s Skills?
Mosby’s Skills is an online skills reference, learning, and competency management system featuring:

- A Quick Sheet – short summary of the steps to perform a skill
- An Extended Text – detailed explanation of the skill
- A list of the Supplies needed to perform the skill
- A Demonstration – animation or video of the skill being performed
- Illustrations – images, graphics, etc., to further explain the skill
- Competency Test – online exam – results can be tracked and reported
- Checklist – used to assess competency in performing the skill

2. What are the key features of Mosby’s Skills?
Mosby’s Skills offers these major benefits:

- Over 1,300 evidence-based skills covering a wide range of specialties, based on current standards of practice
- A search feature for quickly locating specific skills
- Patient-education handouts
- Interactive, engaging content including text, photos, illustrations, videos, and animations
- The ability for organizations to customize content to meet their specific practices.
- The ability to assign tests and checklists and track completion data for individuals or groups

3. Who writes and updates Mosby’s Skills?
Skills are written and revised by nursing and respiratory care experts currently practicing in a clinical setting with a minimum of 5 years’ experience in their specialty, are members of their professional organization, and have knowledge of evidence-based practice. Using journals, clinical practice guidelines and standards, mandates from regulatory bodies, and recent textbooks, authors develop and review skills based on widely accepted evidence. Prior to publication, skills are reviewed by associations, clinical editors, and peer reviewers as well as Mosby editors and copyeditors.

Professional associations that have contributed to the development or review of Mosby’s Skills:

- American Association of Critical-Care Nurses (AACN)
- Association of Women’s Health, Obstetric and Neonatal Nurses (AWHONN)
- Oncology Nursing Society (ONS)
- American Society for Parenteral and Enteral Nutrition (A.S.P.E.N.) reviewed and updated Mosby’s nutrition skills.

4. When is the content in the skills updated?

- Clinical experts from each specialty continually review and revise skills, and updated skills are published monthly.
- Changes in clinical practice trigger a review and update of applicable skills.
- Skills are reviewed in response to customer feedback related to clinical content.

5. Is continuing education (CE) credit available with Mosby’s Skills?
No. CE activities are developed using specific ANCC COA educational design criteria. Skills are developed using different design criteria and are therefore not eligible for CE.
6. **What specialties are covered in Mosby’s Skills?**
   Mosby’s Skills include the specialties listed below (depending on your organization’s subscription, you might not have access to all of them):
   - Adult Acute and Critical Care Nursing
   - Advanced Practice Nursing
   - Ambulatory Care
   - Critical Care Nursing
   - Emergency Nursing
   - General Nursing
   - High-Risk Obstetric Nursing
   - Maternal-Newborn Nursing
   - Mental Health Nursing
   - Neonatal Intensive Care Nursing
   - Oncology Nursing
   - Pediatric Acute and Critical Care Nursing
   - Pediatric Emergency Nursing
   - Pediatric General Nursing
   - Perioperative Nursing
   - Respiratory Care

7. **How many skills are available on Mosby’s Skills?**
   The number of skills available on Mosby’s Skills is constantly changing as the product grows. There are currently over 1,300 skills available.

8. **Who should I contact if I have content questions or suggestions?**
   You can contact our editorial and technical staff by sending an email to customercare@elsevier.com.

9. **Is there a simple way for learners to provide feedback or submit questions about skills to someone in our organization?**
   Yes. Organizations can turn on a feature called Submit Content Comments. When this feature is active, learners can email a designated person within your organization with comments or questions about a skill by using the email link at the top of a skill.

10. **Is Mosby’s Skills content evidence based?**
    Yes. Skills are based on the most current evidence, including recent research, national standards, and clinical practice guidelines. References and levels of evidence are included in each skill.

11. **How would I cite Mosby’s Skills as a reference?**
    Here is an example of how to reference Mosby’s Skills:

12. **How would I get copyright permission to use an image from Mosby’s Skills?**
    Email customercare@elsevier.com with information about the specific image and how it will be used.

13. **What is the definition of an advanced practice skill?**
    Mosby’s advanced practice skills are skills performed by an advanced practice registered nurse (APRN).
Using Mosby’s Skills

14. **How do we access Mosby’s Skills?**
Mosby’s Skills is a website that you can access using an organization-specific URL. Based on your organization’s setup, you may be able to access it generically (without logging in) to view all available content.

You may also be able to log on to the site with an account created by the product administrator at your organization.

15. **How will staff be trained when Mosby’s Skills has been purchased?**
Training sessions are scheduled at regular intervals, and information to sign up for upcoming sessions will be provided to the system administrator at your organization.

16. **Can we edit the content in Mosby’s Skills?**
Yes. Every component of a skill can be edited. Your organization can change the content found on the Quick Sheet, Checklist, Supplies, Competency Test, and Extended Text sections of each skill. You also can manage the demonstrations and illustrations that come with each skill and can even add your own. Skills can be turned on or off, alerts included, and skill titles can even be changed. Each skill has an optional notes component that your organization can use to communicate information about the skill without customizing the original skill. The organization needs to appoint a system administrator who can grant permission to specific users who can modify the content to reflect their practice.

17. **If we customize one component of a skill, such as the Checklist, do the Quick Sheet and Competency Test get customized automatically?**
No. Changes made to one component, such as the Checklist, do not carry over to other components, such as the Quick Sheet. If you are customizing a skill, it is your responsibility to make all necessary changes throughout the skill.

18. **Can we add a new skill on a topic that we need?**
Yes. All customers can create their own skills. An unlimited number of empty pods come with the product for this purpose.

19. **Can we upload our own demonstrations and illustrations?**
Yes. You can add your own demonstrations and illustrations to Mosby’s Skills by clicking on the Admin tab, clicking on the skill that you want to add items to, and then clicking on the Demo or Illustration tab. You will need to have Microsoft Silverlight loaded onto your computer to make these changes. (Learners do not need to have Silverlight loaded to view the files added, but they might need another standard program, such as Flash.)

20. **How do I view an old version of a skill?**
Changes from Elsevier and customizations by the customer are tracked in the Version History section. Simply click on the Admin tab, identify the skill, and click on the version number to be taken to the Version History section. From there, you will see a list of the previous version(s) of that skill. Click on a version number to see what that particular version of the skill looked like.

21. **Can we set up something where we can “link” to an external site where our policies are housed?**
Yes. The text editor contains a tool to create hyperlinks. For more information on how to use the text editor, click the Admin tab and access the Admin Help section at the bottom of the page.

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Accessing Mosby’s Skills

22. Is Mosby’s Skills available on a mobile device?
Not yet. Although Mosby’s Skills can be accessed via a mobile device with internet access, it has not been optimized to display properly on mobile devices. This functionality is under development.

23. Does Mosby’s Skills integrate with electronic health records (EHR)?
Yes. Elsevier has created an industry-standard Infobutton that can be used to link to content on Mosby’s Skills from within your organization’s EHR. For additional information about our Infobutton solution, contact our Customer Care team at customercare@elsevier.com.

24. Will Mosby’s Skills connect to our learning management system (LMS)?
Mosby’s Skills is compliant with both AICC and SCORM formats. We can provide a “Connect” solution to your third-party LMS. Contact your sales representative to initiate this process.

25. Can users access Mosby’s Skills remotely?
Yes, Mosby’s Skills is accessible remotely through your organization’s virtual private network (VPN) or proxy server. You may also be able to access via username and password as long as your organization allows it. You will need to know the correct URL for your organization’s instance of Mosby’s Skills to get to your log-in page.

26. Can I access Mosby’s Skills content offline?
No. Mosby’s Skills is a web-based product that is not available offline.

27. Can an individual user purchase Mosby’s Skills?
No. Mosby’s Skills is not sold to individual users.

28. What does internet protocol (IP) authentication mean?
Basically, IP authentication identifies computers on the organization’s network so its learners can access Mosby’s Skills without having to log in. Organizations supply Mosby’s Skills with all of their external-facing IP addresses, which are then authenticated so learners get referential access.

29. What is generic or referential access?
Generic or referential access lets users at your organization access Mosby’s Skills without logging in. They will be able to view the content on Mosby’s Skills, such as the Quick Sheet, Extended Text, Checklist, and Demos, but they will have to log in to access their assignments and take tests.

Technical Specifications

30. What are the system requirements for Mosby’s Skills? How much integration is necessary with my organization’s system?
Mosby’s Skills is delivered via the internet. Using your web browser, you can access Mosby’s Skills from any computer within your network without any integration into your organization’s systems. Access for your network is set up using IP authentication.

System Requirements/Recommendations
- Operating systems (recommended)
  Windows XP or newer
- Browsers (recommended)
Internet Explorer Version 7 or higher
Firefox 14 or higher
• Internet access (required)
  High-speed connection (recommended)
• Flash player (required to view demos)
  Flash 7 (recommended)
• PDF viewer (required to view PDF documents)
  Adobe Reader 9 (recommended)
• Microsoft Silverlight

Requirement for admins who need to add/edit demo and illustration files (not needed for normal users)
• Java - latest version recommended

Demonstrations, Purchasing, and Marketing

31. Where can I get more information to get started with my free pilot test?
To request more information or to get started with a free pilot, please visit www.confidenceconnected.com.

32. Where can I see sample content?
For a sample of content available within a specific skill, please visit www.confidenceconnected.com.

33. Where can I see a free product demonstration?
To watch a guided product demonstration, please visit www.confidenceconnected.com.

34. Who is my sales contact?
If you are not sure who your sales representative is, you can contact us at customercare@elsevier.com, and the sales representative for your area will get in touch with you.

Training and Support

35. How does an organization obtain training for its learners?
We recommend using the link to online learner overview demonstration available at http://www.brainshark.com/elsevierCDS/SkillsLearner. If you need other training options, please contact Customer Support at customercare@elsevier.com.

36. How do I obtain training for my admins?
Please contact Customer Support at customercare@elsevier.com.

37. Who can I talk to about rolling out Mosby’s Skills for our users to access?
You can work with Customer Support to discuss options. You can contact them at customercare@elsevier.com.

38. How does the user import process work?
Customer Support will help you with the import process and can give you detailed instructions. Please contact them at customercare@elsevier.com.

39. Who should I contact for technical issues?
Customer Support will help with any technical issues you may have. Please contact them at customercare@elsevier.com.

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