

HEALTH
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SCHOOL

HOW TO USE BRIDGE: THE ADMINISTRATORS GUIDE

Written by Emma White, Royal Papworth Hospital

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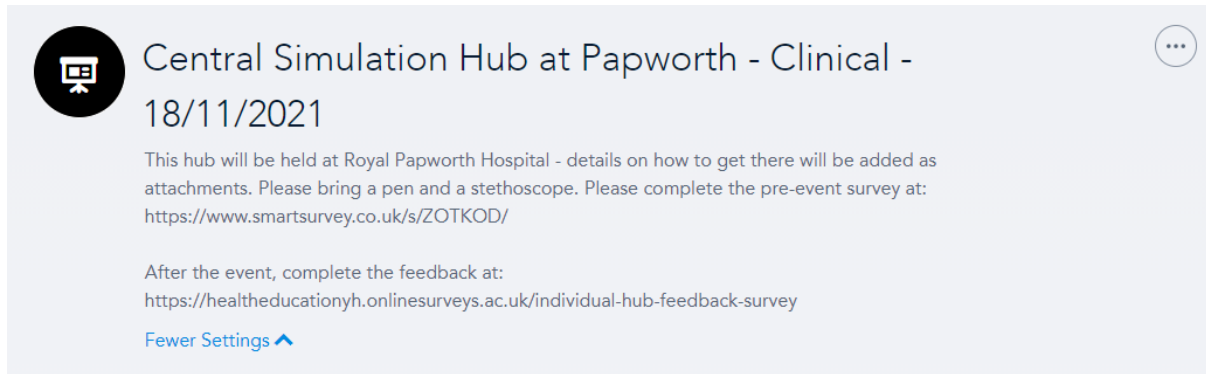
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To Create a Hub event on Bridge

Log into your account and navigate to the author option and then Live Trainings

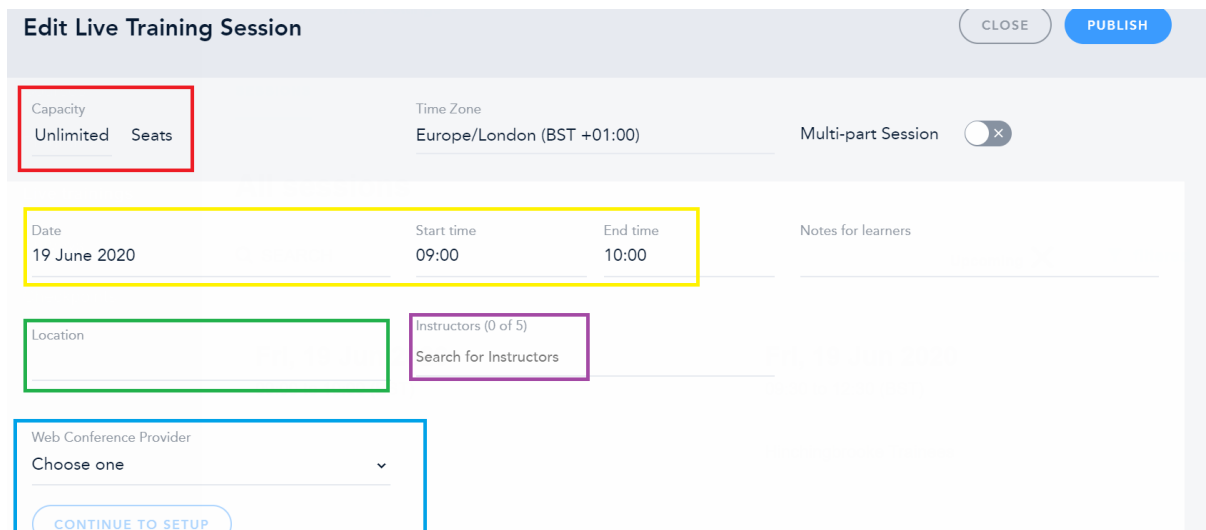
Click + New Live Training

Fill in the title with the Hub name, location and date of the event, as well as whether the session is Clinical or Non-Clinical, or both.



The screenshot shows a hub event card for 'Central Simulation Hub at Papworth - Clinical - 18/11/2021'. It includes a description: 'This hub will be held at Royal Papworth Hospital - details on how to get there will be added as attachments. Please bring a pen and a stethoscope. Please complete the pre-event survey at: https://www.smartsurvey.co.uk/s/ZOTKOD/'. Below this, it says 'After the event, complete the feedback at: https://healtheducationyh.onlinesurveys.ac.uk/individual-hub-feedback-survey' and has a 'Fewer Settings' link with an upward arrow.

Select + New Session



The screenshot shows the 'Edit Live Training Session' form. It has a 'CLOSE' button and a 'PUBLISH' button. The form fields are: Capacity (Unlimited Seats), Time Zone (Europe/London (BST +01:00)), Multi-part Session (toggle), Date (19 June 2020), Start time (09:00), End time (10:00), Notes for learners, Location, Instructors (0 of 5) with a search box, Web Conference Provider (Choose one), and a 'CONTINUE TO SETUP' button.

You will need to fill in the following:

Capacity is the number of tickets available to each Trust e.g.

Hinchingbrooke: 6

Papworth: 2

Peterborough: 6

King's Lynn: 8

Addenbrookes: 13

Other (local trainees, special circumstances, study leave etc): 5

For information on ticket numbers for the different quadrants, please see later in the guide.

Date, Start Time and End Time – complete as required for your particular event.

Location – this is where we define which group of trainees these tickets are for. In the example we have allocated 6 tickets for Hinchingsbrooke trainees so in the Location box we write Hinchingsbrooke Trainees.

Edit Live Training Session CLOSE PUBLISH

Capacity: 6 Seats | Time Zone: Europe/London (GMT +00:00) | Multi-part Session:

Date: 28 January 2021 | Start time: 09:30 | End time: 12:30 | Notes for learners

Location: Hinchingsbrooke Trainees | Instructors (0 of 5) | Search for Instructors

Web Conference Provider: Choose one

CONTINUE TO SETUP

Under **Instructors** you can add in any instructors; you can add them either from their Bridge name or by adding their email if they are external. Alternatively, you can leave this blank.

Under **Web Conference provider** you can add in any links to meetings (eg, Zoom) – choose your provider from the drop down and click Continue to Setup. If you have not got this information at the time of creation, you can come back to add it.

You can select if you wish attendees to be marked as present when they click the link (I recommend selecting this), and then again click Continue to Setup. Complete the appropriate fields (as an example see below), and click Apply to Existing Session. Click Back to Session to go back.

Edit Live Training Session / Edit web conference BACK TO SESSION

zoom

Meeting link: | Host key:

Access code: | Password:

Phone:

APPLY TO EXISTING SESSION

Use as default for future sessions

Include provider registration link:

Once you are happy with the information inputted, click Close.

Your screen will look like this:

All sessions

Q SEARCH

UNPUBLISHED

Fri, 19 Jun 2020 ⋮

09:30 to 12:30 (BST)

Location
Hinchingsbrooke Trainees

My Team	Count	Limit
0	0	6

Repeat steps for each Trust, changing the number of seats and locations accordingly and ensure the timings are all the same (eg. 9.30 – 12.30). When you finish, your screen will look like:

<p>UNPUBLISHED</p> <p>Fri, 19 Jun 2020 ⋮</p> <p>09:00 to 10:00 (BST)</p> <p>Location Peterborough Trainees</p> <table><thead><tr><th>My Team</th><th>Count</th><th>Limit</th></tr></thead><tbody><tr><td>0</td><td>0</td><td>6</td></tr></tbody></table>	My Team	Count	Limit	0	0	6	<p>UNPUBLISHED</p> <p>Fri, 19 Jun 2020 ⋮</p> <p>09:30 to 12:30 (BST)</p> <p>Location Other trainees - admins to allocate</p> <table><thead><tr><th>My Team</th><th>Count</th><th>Limit</th></tr></thead><tbody><tr><td>0</td><td>0</td><td>5</td></tr></tbody></table>	My Team	Count	Limit	0	0	5	<p>UNPUBLISHED</p> <p>Fri, 19 Jun 2020 ⋮</p> <p>09:30 to 12:30 (BST)</p> <p>Location Addenbrookes Trainees</p> <table><thead><tr><th>My Team</th><th>Count</th><th>Limit</th></tr></thead><tbody><tr><td>0</td><td>0</td><td>13</td></tr></tbody></table>	My Team	Count	Limit	0	0	13
My Team	Count	Limit																		
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My Team	Count	Limit																		
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My Team	Count	Limit																		
0	0	13																		
<p>UNPUBLISHED</p> <p>Fri, 19 Jun 2020 ⋮</p> <p>09:30 to 12:30 (BST)</p> <p>Location Kings Lynn Trainees</p> <table><thead><tr><th>My Team</th><th>Count</th><th>Limit</th></tr></thead><tbody><tr><td>0</td><td>0</td><td>8</td></tr></tbody></table>	My Team	Count	Limit	0	0	8	<p>UNPUBLISHED</p> <p>Fri, 19 Jun 2020 ⋮</p> <p>09:30 to 12:30 (BST)</p> <p>Location Papworth Trainees</p> <table><thead><tr><th>My Team</th><th>Count</th><th>Limit</th></tr></thead><tbody><tr><td>0</td><td>0</td><td>2</td></tr></tbody></table>	My Team	Count	Limit	0	0	2	<p>UNPUBLISHED</p> <p>Fri, 19 Jun 2020 ⋮</p> <p>09:30 to 12:30 (BST)</p> <p>Location Hinchingsbrooke Trainees</p> <table><thead><tr><th>My Team</th><th>Count</th><th>Limit</th></tr></thead><tbody><tr><td>0</td><td>0</td><td>6</td></tr></tbody></table>	My Team	Count	Limit	0	0	6
My Team	Count	Limit																		
0	0	8																		
My Team	Count	Limit																		
0	0	2																		
My Team	Count	Limit																		
0	0	6																		

Waiting Lists

You may also need to create a final session, entitled Waiting List. You can set this up the same way as above, but the Capacity should remain as Unlimited. You may also wish to add a note in Notes for Learners to make it clear that this is a waiting list and not a guaranteed seat – trainees are advised to find an alternative hub. You should also avoid adding any video platform info in this session as this will prevent people attending if they are on the waiting list.

Bridge also now provides a “waitlist” option. You can turn this on if you wish, and once a session is full Bridge will create a waiting list. However, you should be mindful that this waiting list will add people automatically to any session should a space become available which may not be appropriate for your session (i.e. if a space in a Papworth sessions opens up, the trainee at the top of Bridge’s Waitlist will be given that spot, even if they are from Addenbrookes or Hinchingsbrooke). If you wish to have more control over a waiting list, creating your own as above may be a better option.

Categories and Tags for Hubs

You should now add any extra information or filtering options by clicking on “more settings”, which provides the options for categories, tags, certificates and expiration. This is located just below the Title and Description. You can create a short description of the event in the text under the title.

As a minimum, if you are creating a Hub day, you need to use the “Hub: Clinical” and “Hub: Non-Clinical” categories to indicate which your session is. These categories make it easier for trainees to find the hubs they need. If a session can count as either, use both the categories.

Tags function slightly differently and provide the trainees searchable words or themes to find the content they need. There are tags for each trust, each quadrant, the types of hub and specialities. Using these correctly makes it a lot easier for a trainee to find all content that is, for example, relating to Orthopaedics or is a hub in EAFS East. If in doubt, please contact either the Central team at educatorsfaculty.eoe@hee.nhs.uk or Emma/Zilley at papworth.fyregionalteaching@nhs.net.

When using tags, it is important that we use them consistently across the different types of learning on Bridge but also in terms of what we are actually using – Orthopaedics may also be considered T&O, Ortho, Trauma, Trauma and Orthopaedics. Be mindful of the number of tags you use as too many can become unhelpful.

Certificates

If you want Bridge to auto-generate a certificate after a trainee is marked attended, you will need to select the Certificate option under More Settings. Bridge generates certificates using two pieces of information: the Title of the Session, and Attendance. There is more on marking Attendance and Certificates later.

Once it is ready to go live, you will need to select the three dots in the circle on each session and click edit in order to publish the session. If needed, you can still return to the edit function to change things even after publication, including adding links and instructors.



Please be aware that you cannot (at the time of writing) *unpublish* a session. If you publish a session in error, you can Duplicate the session and delete the published one.

Ticketing numbers for the quadrants

Numbers may need to be adjusted where smaller groups are required (if COVID guidelines apply, for example)

Please be reminded that each local trust holds the responsibility of signing off study leave requests. Therefore, we would not expect trusts to allow their trainees to have study leave at the same time - beyond the set ticketing numbers - for any one event

EAFS west - approximately 276 trainees

Hinchingbrooke	43 trainees	6 tickets
Papworth	16 trainees	2 tickets
Peterborough	49 trainees	6 tickets
Kings Lynn	62 trainees	8 tickets
Addenbrookes	106 trainees	13 tickets

Leaves 5 spare tickets per event for local foundation trainees/special circumstances/study leave

EAFS East - approximately 352 trainees

Colchester	74 trainees	8 tickets
Ipswich	65 trainees	7 tickets
James Paget	58 trainees	7 tickets
West Suffolk	55 trainees	6 tickets
NNUH	100 trainees	11 tickets

Leaves 5 spare tickets per event for local foundation trainees/special circumstances/study leave

EBH West – approximately 327 trainees

West Herts	108 trainees	11 tickets
E and N Herts	100 trainees	11 tickets
Luton	64 trainees	8 tickets
Bedford	55 trainees	7 tickets

leaves 3 spare tickets per event spare for local foundation trainees / special circumstances/study leave

EBH East – approximately 295 trainees

Southend	72 trainees	8 tickets
Basildon	90 trainees	11 tickets
Mid Essex	72 trainees	8 tickets
Harlow	67 trainees	8 tickets

leaves 4 spare tickets per event spare for local foundation trainees / special circumstances/study leave

Marking attendance in Bridge

Marking attendance is particularly important in Bridge as Certificates can be generated by the system if it is updated and the Certificate option turned on. It also helps with research and data analysis on hubs and the impact on future trainees.

If you have a virtual Hub and selected the option “Mark Trainee as attended” the system should mark trainees as attended when they launch the session through Bridge. It may be useful to remind attendees of this at the start of the virtual session.

To mark attendance:

Navigate through Author to your event.

Live trainings

+ NEW LIVE TRAINING

Q SEARCH

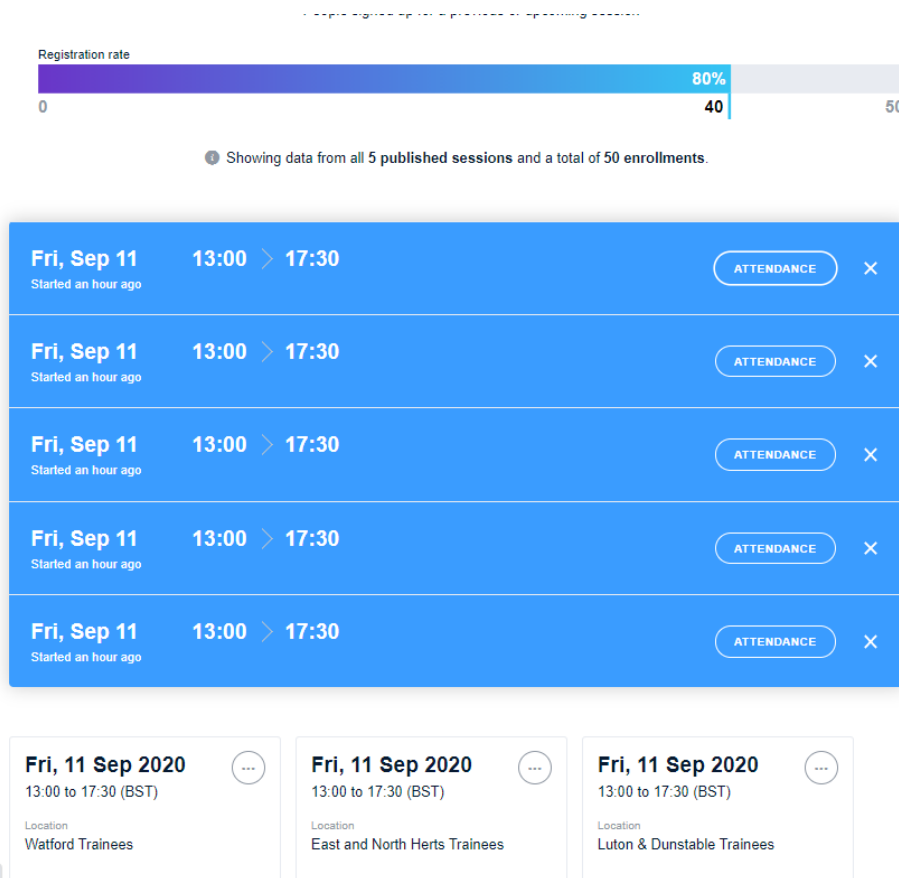
Updated Filter by

Paediatric Hub Day - Watford General Hospital 11/9/2020

5 Sessions


X

Select your event, and unselect the Upcoming filter – this brings up a list of all sessions. Because this event is currently running, it shows as below.



Select the Attendance button to be taken to the list of attendees.

oeo.bridgeapp.com/author/training/234/sessions/543




Friday, September 11, 2020

1:00pm to 5:30pm / East and North Herts Trainees











[REGISTRATIONS](#)

Session Registrations

My Team: 0 of 19 / Count: 5 of 8 / Limit: 8

[Add via CSV](#)  [+ LEARNER](#)

SEARCH

NAME	ATTENDED
 Simran Bains skbains013@gmail.com	<input type="checkbox"/> 
 Rachel Doherty rachel.doherty@nhs.net	<input type="checkbox"/> 
 Hafsa Rifai hafsa.rifai@nhs.net	<input type="checkbox"/> 
 Sepideh Samaee samaee@hotmail.co.uk	<input type="checkbox"/> 
 Bhavana Selvarajah b.selvarajah@nhs.net	<input checked="" type="checkbox"/> 

Select the "Attended" box to mark the trainee as attended.



If the event has already happened, ensure you have unselected Upcoming filter to enable you to see the event.

[SESSIONS](#) [LEARNERS](#) [GROUPS](#) [ATTACHMENTS](#) [PANOPTO](#)

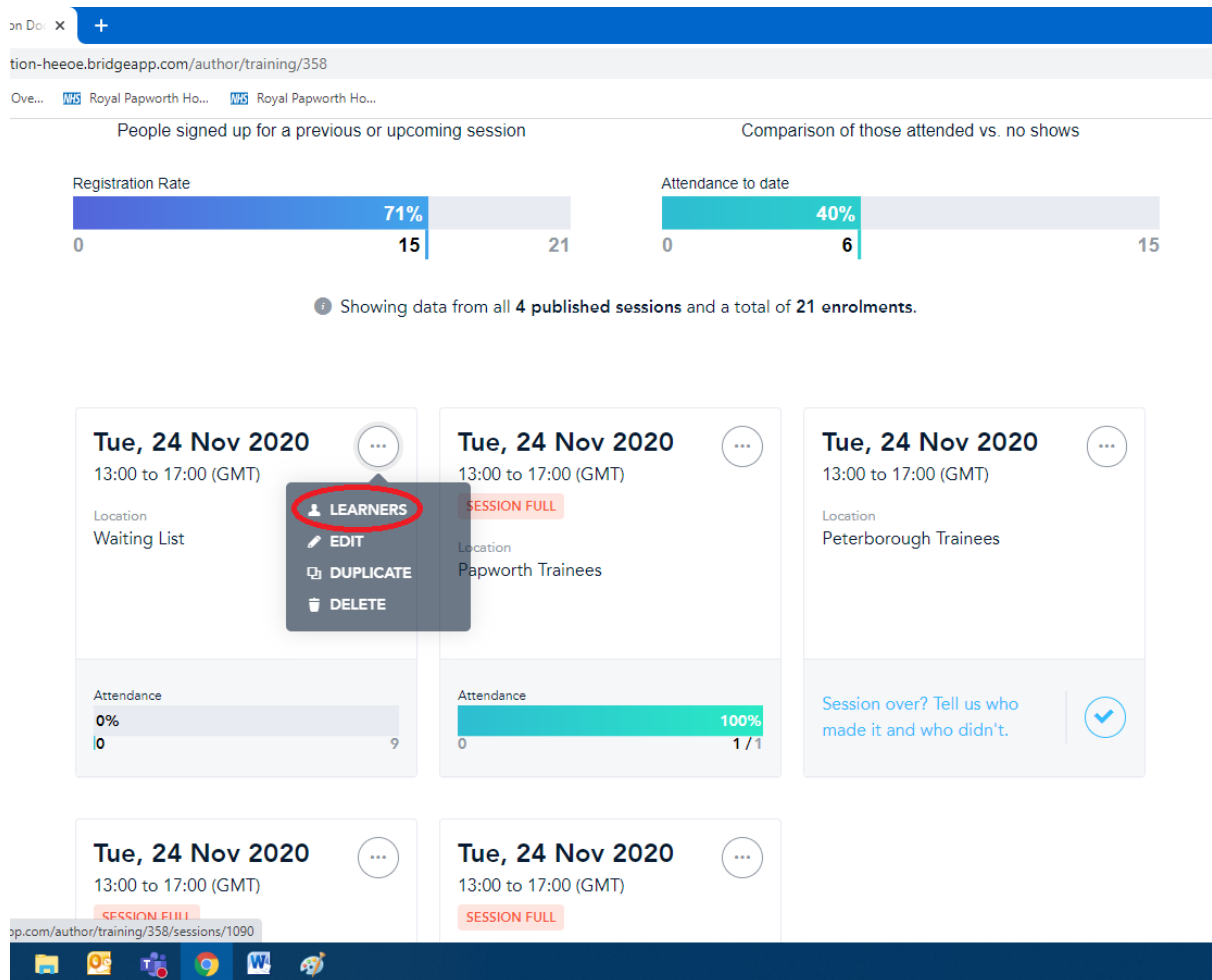
All Sessions

[EXPORT DATA](#) [+ SESSION](#)

SEARCH

Upcoming  **Filtered** 

Select the 3 dots within a set of tickets and select Learners



This presents you with a list of those who registered for this set of tickets, as well as a selection box to mark their attendance.

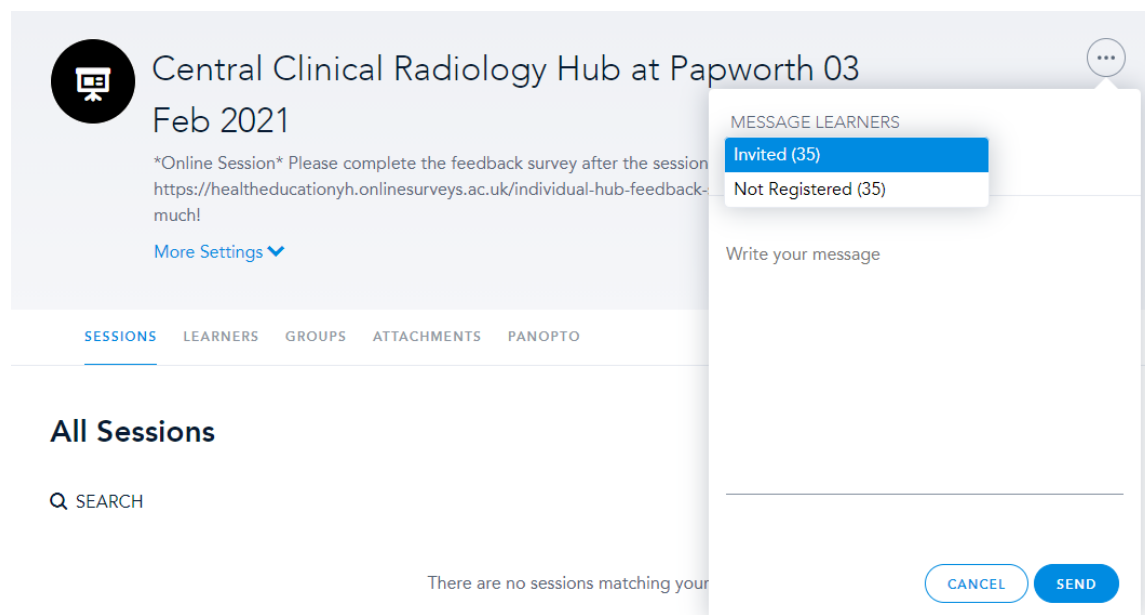
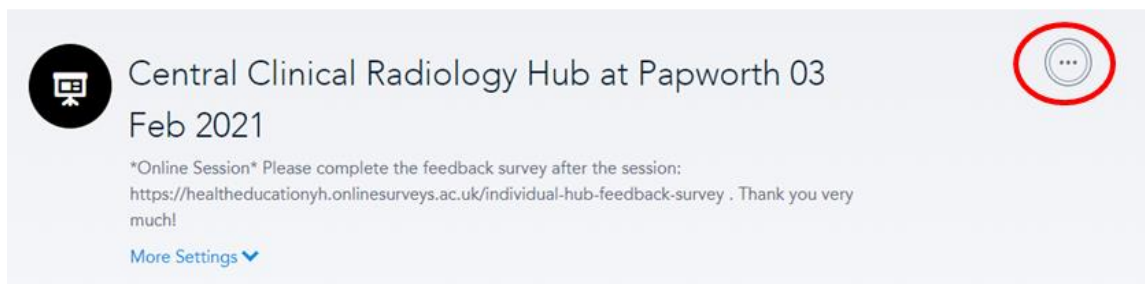
Click in this box if the person attended. Once you have updated this, click the "Back to [Hub event]" and repeat for the next set of tickets.

If the Certificate option has been selected under "More Settings", the system will generate and send out a certificate to attendees – this can take around 10 minutes from the point of marking attendance. If you forgot to turn the option on when setting up the hub initially, you can select it afterwards and the system will generate the certificates as above.

Contacting Trainees via Bridge

You can contact Trainees via Bridge in a few different ways, depending on the reason you need to contact them. In any case, you will need to locate and open the Hub you are emailing about.

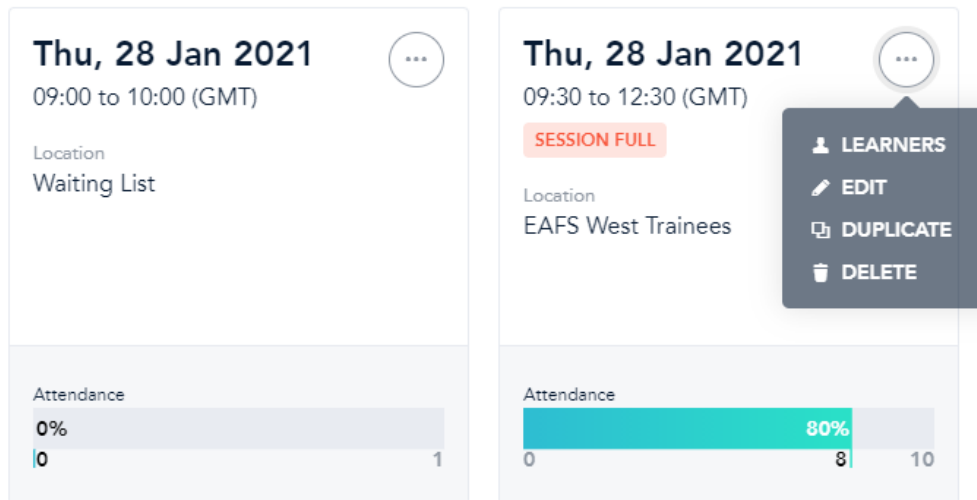
For Hub Days, you can email all Trainees regardless of their ticket/Trust by selecting the three dots at the top right of the title and selecting Send Message. You may wish to do this when there is information that all Trainees should know, regardless of whether they have a ticket or not; such as date and time changes or cancellations.



From here you will be presented with options as to who you wish to contact. “Invited” is those who have been invited to attend either because they have been sent an invite or because they are in a group that has been assigned the session. “Not Registered” are those trainees who have Enrolled but not actually signed up for a ticket. Other options such as “Registered” may appear, and these are trainees who have signed up for a ticket, including the Waiting List.

If you need to contact the trainees to confirm spaces, or to contact the Waiting List and inform them they do not have a space, or for any other reason that requires emailing one group of tickets and not others, you can do this by emailing each group separately. In the example below I want to email the

EAFS West Trainees but not the Waiting List. To do this, I click the three dots within the tickets and select Learners.



This opens up a list of Learners (and is the same screen as where you mark attendance). From this screen you can select the envelope icon to email those trainees on the Learner list. If, for example, you wish to email Trainees to confirm their space, you will need to repeat this step for each set of tickets, and not the Waiting List.

[← Back to Central Microbiology Hub at Papworth 28.01.2020](#)



Thursday, January 28, 2021

9:30am to 12:30pm / EAFS West Trainees

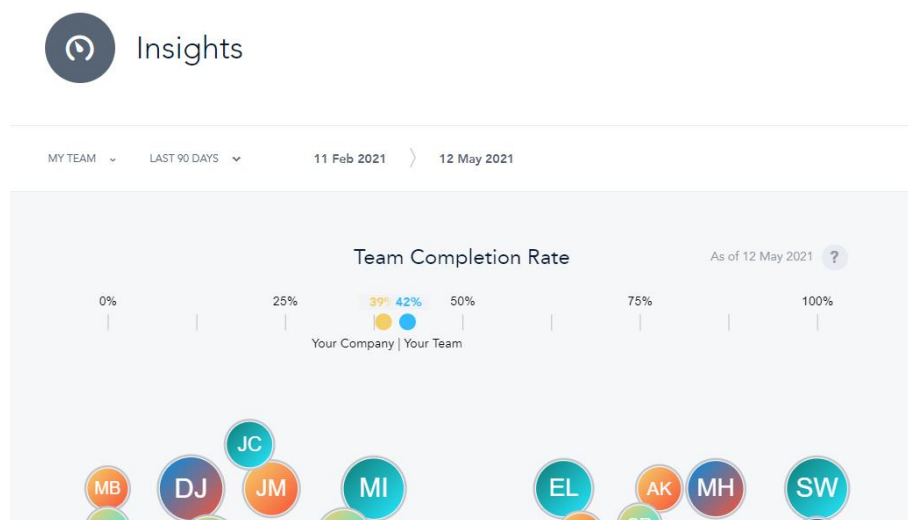


SEND MESSAGE

Extracting data

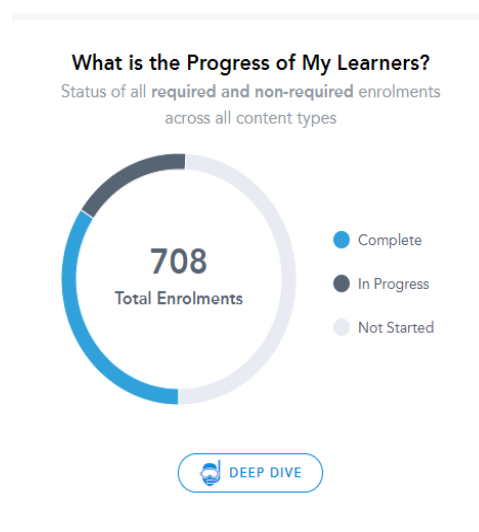
Bridge has a function to extract lots of information about the various courses, programs, live trainings and users. Whilst this data is generally restricted to your own Trust, it can still provide useful insights, including whether your trainees are attending hubs (which is important for their ARCPs).

You will need to log into Bridge as normal and navigate to Insights. It will load into something looking like this:



If you have access to more than one team, you can click the “My Team” option to see more options. The most useful option to change is the “Last 90 days”. Whilst you can change this to any timeframe you need, the most useful option is likely to be “All Time”.

Scrolling down gives us some interesting information like what day of the week is most popular for trainees to access things on Bridge and what percentage of content is accessed on PC or phone. However, for the really useful data we need to find “What is the Progress of my Learners?” and select Deep Dive.



Your screen will now look like this:

The screenshot shows the 'Deep Dive' reporting interface. The top header includes the 'Deep Dive' logo and an 'Export' button. The main content area is titled 'Reporting by Team' and features a search bar and a table of team members. The left sidebar contains filter options for 'GROUP', 'TEAM', 'ENROLMENT TYPE', 'ENROLMENT STATUS', 'CONTENT TYPE', and 'CONTENT TAGS'. The table displays the following data:

NAME	ENROLMENTS	INCOMPLETE	COMPLETIONS
Olivia Baker	39	26	13 / 33%
Mae Bethell	51	46	5 / 10%
Luke Cave	31	24	7 / 23%
Ann Cheng	25	15	10 / 40%
Joseph Cheung	50	35	15 / 30%
Jos Crush	22	18	4 / 18%

From here, you can now start to refine the filters on the left hand side. These are the search terms for the data you are looking for. Let's look at an example.

I want to find out how many of my Trainees at Royal Papworth have attended at least 1 Clinical Hub. I have chosen to set my time frame as the start of the training year. This gives me the below view.

The screenshot shows the 'Deep Dive' reporting interface with a custom time frame. The main content area is titled 'Reporting by Team' and features a search bar and a table of team members. The left sidebar contains filter options for 'GROUP', 'TEAM', 'ENROLMENT TYPE', 'ENROLMENT STATUS', and 'CONTENT TYPE'. The table displays the following data:

NAME	ENROLMENTS	INCOMPLETE	COMPLETIONS
OLIVIA BAKER	36	24	12 / 33%
MAE BETHELL	51	46	5 / 10%
LUKE CAVE	31	24	7 / 23%
ANN CHENG	25	15	10 / 40%
JOSEPH CHEUNG	50	35	15 / 30%

Now I need to use the filters to focus in on what specifically I want. By using Content Type, I can choose what type of content I want to see – Courses, Programs, Live Trainings etc. I want to know about Hubs so I select Live Training.

Next I need to identify what tags to look for. This is where it becomes important to ensure our content is tagged correctly when we create it. So, because I need to find clinical hubs, I need to select clinical. There are a lot of tags in use across the East of England Bridge, so you may either scroll to find the one you need or search for it.

With these filters selected, we get:

The screenshot shows the 'Deep Dive' reporting interface. On the left, the 'CONTENT TYPE' filter is set to 'Live Training' and 'CONTENT TAGS' is set to 'clinical hub'. The main table displays the following data:

NAME	ENROLMENTS	INCOMPLETE	COMPLETIONS
OLIVIA BAKER	3	1	2 / 67%
MAE BETHELL	17	14	3 / 18%
LUKE CAVE	2	0	2 / 100%
ANN CHENG	3	0	3 / 100%

You can see on the right hand side that we have different numbers to earlier, as we have refined what it is we are looking for. Looking at this now, for example, shows us that Olivia Baker has enrolled (signed up for) on 3 Clinical Hubs, and completed (Attended) 2. If I navigate to her user account I will see that she has attended two Hubs.

This view is useful as a quick overview, but we can't do a lot with it. We can export it to Microsoft Excel where we can do more things. Selecting Export at the top of the page opens a new window that will download an exported copy as a zip file which can then be opened into Excel.

One restriction of the data that Bridge provides is when you start selecting multiple tags to search in. If, for example, you wanted to know how many Clinical and Non Clinical hubs your trainees have attended, selecting both of these tags will combine the numbers, as it appears below. You will need to run 2 separate searches and combine them in Excel.

The screenshot shows the 'Deep Dive' reporting interface with additional filters: 'Content Type: Live Training', 'Content Tags: clinical hub', and 'Content Tags: Non clinical HUB'. The table data is as follows:

NAME	ENROLMENTS	INCOMPLETE	COMPLETIONS
Olivia Baker	4	1	3 / 75%
Mae Bethell	23	18	5 / 22%
Luke Cave	3	0	3 / 100%
Ann Cheng	4	0	4 / 100%
Joseph Cheung	23	11	12 / 52%

A callout box points to the first row of the table with the text: "These numbers add together Clinical and Non Clinical Hub tags".

Appendix 1 – Pre Hub Checklist

Here is a handy check list for what needs doing to set up a Hub, assuming you have agreed dates with your speakers.

If the Hub will be virtual, book the session on your video platform as early as you can to add this to Bridge.

- Create the Live Training session
- Ensure the Title contains the Name/Topic of the Hub, Location, Clinical or Non-Clinical, Date
- Create the sessions for each Trust or Quadrant, adjusting the ticket numbers according to your capacity.
- Include any video conference platform info.
- Create a Waiting List session if required (do not add video platform info)
- Open More Settings and add Categories
- Add Tags
- Select Certificate option if appropriate
- If hubs have gone live, Publish the sessions.
- When the Hub is due to run, ensure you have some way of marking attendance later if needed (either mark attendance as trainees arrive, or keep a list for later. Virtual sessions can mark attendance automatically if the correct options are marked.

Appendix 2 – Post Hub Checklist

These items should be done after a Hub event

- Ensure Certificate option is marked in More Settings
- Remove “Upcoming” Filter from sessions
- Mark Attendance if required
- Send feedback link/reminder if appropriate