Staff Training and Development

EASTERN SHORE RURAL HEALTH SYSTEM

CHC LEADERSHIP INSTITUTE LEARNING PROGRAM 2016-17

CAPSTONE TEACHBACK: JUNE 6 & 7, 2017

A **Standardized** and **Systematic** Approach to Staff Training and Development

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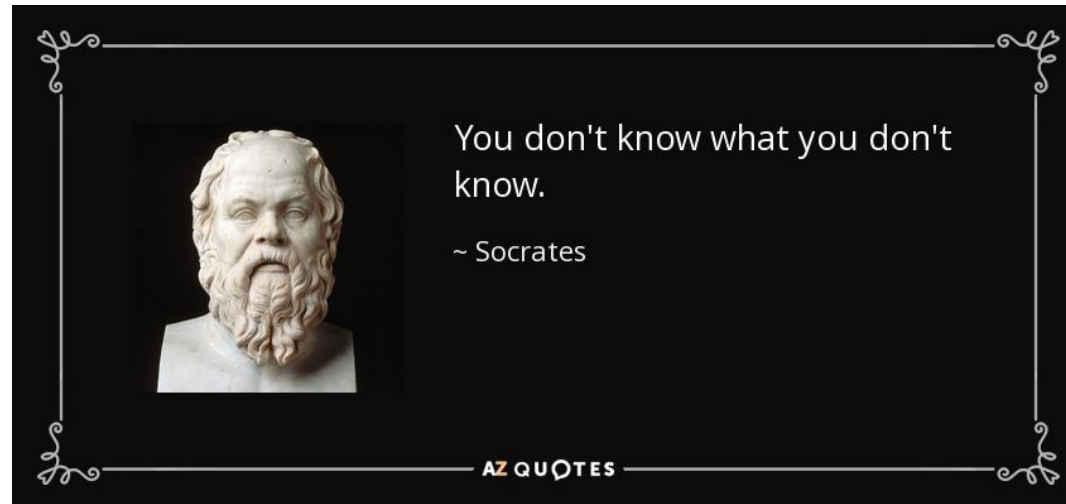○ Stacey Thornton – Dental Office Manager

Scott Wolpin – Chief Dental Officer

Need is…….
Our Capstone Project aims to address

- How our employees can perform better
- How supervisors can be more effective
- How we can better retain staff

You don't know what you don't know.

~ Socrates

AZ QUOTES

PLAN

* *Identify* the organization's and individual's training needs.

* *Design* a training system to ensure a higher standard of care.

DO

* *Develop* a training "system" of resources and materials.

STUDY

* *Evaluate and Improve* the training, look for gaps

ACT

Implement improvements in the training system..

Tools in the tool box….

➢Center Nurse Manager guide

➢New nurse

➢Dental Assistant

➢Business Assistant

➢Center Manager guide

➢Student guide

➢Public drive (files stored)

More Tools........

EASTERN SHORE RURAL HEALTH SYSTEM, INC.

PROCEDURE: Telephone Encounter Routing

REVIEWED:

SLT APPROVED:

EFFECTIVE:

Purpose: To ensure when telephone encounters are generated they are routed to the proper destination.

Procedure:

1. Home Health
   a. Take message and route to provider:
      i. If emergent route to team bubble and notify nurse

   b. Information needed:
      i. INR need fax results/ critical results transfer to nurse directly.
      ii. If calling from patient's home and need answer immediately

Guide to find the information you need in our computer system (PURPLE IS THE NAME OF THE DRIVE AND RED IS WHAT IS FOUND WITHIN THE DRIVE)

- GO to the globe at the bottom left hand corner of the screen and click on "computer". You will see each of your drives. The public and your drive which houses your documents you save.

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- The Public Drive
    - Forms-Finance forms-MILEAGE
    - Forms-HR Forms- LEAVE REQUEST
    - Policies, procedures, memos and protocols-Clinical-LAB POLICY&PROCEDURE MANUAL
    - Policies, procedures, memos and protocols-Clinical-Clinical policies- (MANY POLICIES ARE UNDER HERE INCLUDING THE NURSING POLICY AND PROCEDURE MANUAL,TRIAGE POLICY AND ETC). If you look at the nursing policy and procedure manual you may need to look at completed revisions as well as archived to find what you are looking for. ACTUAL RABIES PROCEDURE IS IN HERE BUT THE ALGORITHM IS IN UNDER THE CNM DRIVE(see above)
    - Policies, procedures, memos and protocols-Clinical-Clinical procedure- (MOTOR VEHICLE ACCIDENT,PILL COUNT,WALK INS, ETC)
    - Policies, procedures, memos and protocols-HR- EMPLOYEE HANDBOOK

	A	B	C	D
1	This Checklist is used to plan and evaluate orientation and ongoing training needs. In completing the			
2	self-assessment column, use the following guide to indicate the level of experience and confidence.			
3		0 = unfamiliar with process		
4		1= familiar with process and / or need additional experience		
5		2= confident with the process		
6				
7	Upon completion of the orientation / evaluation period, the employee will demonstrate safe performance of the			
8	competencies according to ESRHS policies and procedures.			
9				
10	Annual Performance Date:_____			
11	Name:_____		Position:_____	
12				
13	**COMPETENCY**	**Self Assessemnt**	**Supervisor's Assessemnt**	**Comments**
14	Emergency Preparedness Plan			
15	General Safety and Security Plan			
16	Hazardous Communication Plan			
17	Universal Precautions			
18	Patients Rights			
19	Mission, Vision and Values			
20	Protection of Patient Confidentiality			
21	Demonstrates working knowledge of communicating Patient Concerns/Occurrences Reporting			
22	Demonstrates Age Specific Competency Skills			
	Demonstrates knowledge of different cultural/religious differences in the patient			

Master Training Calendar(s)

Dental	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Dental Assistants	Dental Sealants/Isolite Competency	Infection Control/Annual OSHA	Dental Radiographs/Intra-Oral Images Competency	Nitrous Oxide Competency
Business Assistants	HIPPA/OSHA	Coding/Billing	Scheduling/Telephone Encounters	Registration
Medical	First Quarter	Second Quarter	Third Quarter	Fourth Quarter
Clinical Support Staff	Medical Errors and Patient Safety Goals	Intake and Preventive Disease	Nursing Skills Checklist	Vaccine Updates OSHA
Business Assistants	HIPPA/OSHA	Coding/Billing	Scheduling/Telephone Encounters	Registration

Assets

- Center Leadership Meetings
- Committees: PI, QA/QI, & Retention
- ESRHS IT Department
- VACHC - our colleague health centers

- ✓ **Review** of what we already have, what are we missing?
- ✓ **Organize** all resources dedicated to training new hires and staff
- ✓ **Create** Master Calendar including review of position descriptions, metrics and competencies
- ✓ **Develop** new training tools to fill gaps

Team Development….

From Employee Focus Groups, we learned that:

1. *Employees wanted to shadow other departments (especially clinical versus non-clinical)*

2. *Employees requested cross-training*

3. *Employees felt that webinars are just as effective as in-person training and cost less*

4. *Employees felt there is still inconsistency between our centers, even though procedures and policies in place*

5. *Employees felt that there are paths to advancement in the organization, but more succession and leadership planning opportunities are needed*
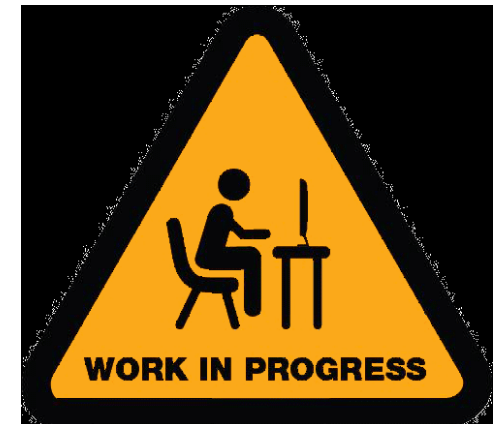
Testing & Refinement

➢ We gather feedback from employees

➢ Training staff using the new resource guides

➢ Review metrics monthly to see improvement

Describe the results of your project to date, and any planned next steps:

➢ It is too early to tell but we really feel the training of all staff at ESRHS will now be more consistent, standardized and efficient!

- *Don't reinvent the wheel!*
- *This was a huge project and we will need to continue dig deeper as we discover more gaps*
- *Training is not just a "plug and play" task, it is is always evolving with the practice and resources continually will require updating*

The Journey is the reward…

Questions??