

IT Training Policy	Policy Register No: 08112 Status: Public
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Developed in response to: IT Training Clinical systems	Information Governance Toolkit
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Consulted With	Individual/Body	Date
Liz Stewart	Information Governance Manager	February 2009
Professionally Approved By	Mike Casey Cathy Lee	February 2009

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Document Review History

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It is the personal responsibility of the individual accessing this document to ensure that they are viewing the latest version which will always be the document on the intranet

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1. Purpose

- 1.1 In line with the hospital seeking foundation status, the departments of IT and Learning & Development are in collaboration to raise the trusts level of IT literacy for all staff, thus improving both the quality and efficiency of work performed with computers.
- 1.2 This document sets out the policy governing the delivery of IT training to staff both at the Trust and in some cases, to the wider local health community i.e. PCT and general practices. Its main purpose is to ensure that staff receive the appropriate IT training they need in order to do their job effectively.
- 1.3 All training will be co-ordinated and delivered in a timely and effective manner by suitably qualified trainers.
- 1.4 This Policy will be reviewed on a yearly basis and will be reviewed and re- designed on a yearly basis by the Head of IM&T or a nominated delegate.

2.0 Aims

- 2.1 To ensure that IT training is seen as a core to the provision of a quality health service.
- 2.2 To ensure improved trust wide reporting and data quality, due to better IT training of staff.
- 2.3 Provide accredited training that will be beneficial to staff continuing professional development.
- 2.4 Enhance the skills of staff that provide a service valued by patients and meet the requirements of the Information Governance Toolkit.
- 2.5 With IT training, users should become proficient users of the Trust's information systems, entering data accurately, reliably and in the correct format.

3. Scope

- 3.1 IT training will be available to all staff working in the Trust .
- 3.2 Training is also given to staff within the local health community where IT systems are shared.
- 3.3 Only trainees, who the trainer considers to be competent users, will be issued with the relevant user-code, password or smartcard to give them access to the system.
- 3.4 The Training department will need to schedule refresher training to staff members with weak data input, role changes amongst staff and when new versions of clinical systems have been upgraded.
- 3.5 The Trust reserves the right to introduce fines against the budget of the manager of the non-attendeer, for failure to attend scheduled training without an acceptable reason.

4. Responsibilities

The following roles are responsible for how this training policy is sanctioned and adhered to:

4.1 Director of IT

Overall responsibility for the delivery of effective IT training.

4.2 Divisional Managers & General Managers

- Must ensure that IT training needs are identified at appraisal throughout their service
- Must ensure that IT training needs have appropriate priority throughout their service
- Must ensure that Line Managers are adequately trained and resourced to enable IT training to take place effectively
- Receive regular reports from IT training on the numbers of staff/percentage of staff group that had attended training together with the information about the number of staff who had failed to attend
- Take appropriate action to investigate non attendance at training

4.3 Line Managers

- To recognise and identify learning needs through appraisal or because of an IT related incident
- To ensure that staff are released to attend planned training sessions including arranging backfill cover if appropriate
- Will need to closely monitor the staff who have been reported as performing poorly at their training to ensure that there is no increase in error levels
- In the event that poorly performing staff do not improve despite re- training, this will then need to be considered under the Staff Capability Policy

4.4 IT Training Managers

- Communicating training courses availability to managers and to the workforce
- Ensure that the training material itself is appropriate to each required outcome
- Proofread and ensure all training materials, i.e. quick start guides and exercises are clear, concise and beneficial to the end user
- Create training materials where necessary
- Provide and nurture the team of IT and department cascade trainers with the appropriate skills, training and knowledge of clinical systems by organising mandatory train the trainer sessions
- Ensure the appropriate training environment is provided
- Evaluate the training given
- Will liaise on an individual basis with line managers when there are instances of very poorly performing students
- Monitor Course attendance

4.5 IT Trainers

- Deliver the courses
- Monitor Course attendance
- Get delegates to complete on-line evaluation forms
- Identify staff that have severe difficulty in grasping IT education via the trainer need analysis (TNA) and classroom performance. TNA's (please see appendix) will be

sent out prior scheduled sessions for the training department to identify current IT skills/knowledge of staff

4.6 Staff

4.6.1 Staff enrolling on MS Office courses are expected to attend all sessions and commit to completing the course.

4.6.2 All staff are expected to be punctual and to refrain from using mobile phones.

4.6.3 Keep a record in their personal development folders of all training undertaken.

5. Training Courses

5.1 A full list of courses offered is attached at Appendix 3

5.2 Basic IT Skills

Sessions to bring new or less confident users up to speed with using our computers are available. NHS Elite is an essential IT skills programme, focusing on the delivery of two new qualifications fully accredited by the British Computer Society. This is the online recommendation and is an interactive e-learning tool.

5.3 PAS Training

This is provided for new doctors joining the Trust as part of the monthly induction programme. Other PAS training is provided on an ad-hoc basis.

5.4 Other Clinical Systems

Additional training to support the use of other Trust departmental systems is available to relevant staff as trainer-led courses. These will include: E-Rostering/MAPS, BEDS (bed management and electronic discharge system). Tomcat (Cardiology System) and Pathology Order Comms.

5.5 Refresher Training Courses

The refresher training is aimed at consolidating and refreshing prior IT learning and experience of the clinical IT systems. Refreshers courses will be scheduled throughout the year for those who have not been in the clinical environment for a while. Staff will also need to attend training if changes/upgrades to clinical systems are likely to impact the end user. Furthermore, The IT training dept will collaborate regularly with the Data Quality department to ensure areas/departments where data has been input incorrectly attend such sessions.

5.6 MS Office

A limited range of introductory courses covering Windows, Word, PowerPoint and Outlook are available to Trust staff free of charge.

6. Method of Delivery

6.1 It is important to provide support for different approaches; Virtual Learning

Environments (VLE) can be used to complement conventional means of teaching and learning. Course materials can be mounted on the web or within a VLE, thereby extending access to new learning opportunities.

6.2 The majority of IT training is still trainer-led and classroom-based. However, an increasing amount is being delivered in the form of web-based training modules. These are especially suitable for delivering training in clinical systems because:

- there is a relatively small user base and it is not easy to gather in sufficient numbers for classroom training
- E-learning allows participants to learn at their own speed
- E-learning allows participants to undertake training when it is most convenient to do so.

7. Booking arrangements

7.1 Training sessions will be booked on a first come, first served basis.

7.2 The line manager will be responsible for booking staff onto the relevant courses.

7.3 A confirmation of the scheduled date and time will be sent out to line manager and delegate. A separate record will also be kept, showing completion and attendance of delegate training will be sent out to line managers. This will be captured with the use of the Oracle learning management system, which will replace JANIS as of April 2009.

8 Evaluation & Feedback

Trainees will be required to complete an on-line evaluation form at the end of each course they attend. Feedback from these forms will then be used to inform future improvements in training delivery.

9 Audit & Monitoring

9.1 In order to support this policy, audit and monitoring techniques will need to be in place throughout the first year (phase 1) to see whether the policy has been adhered to.

9.2 Regular audit of staff training records using the OLM Learning Management tool, pin-pointing trained staff percentages.

9.3 Regular liaison with the Data Quality Manager to assess the quality of the data being entered. Instances of data error will result in retraining.

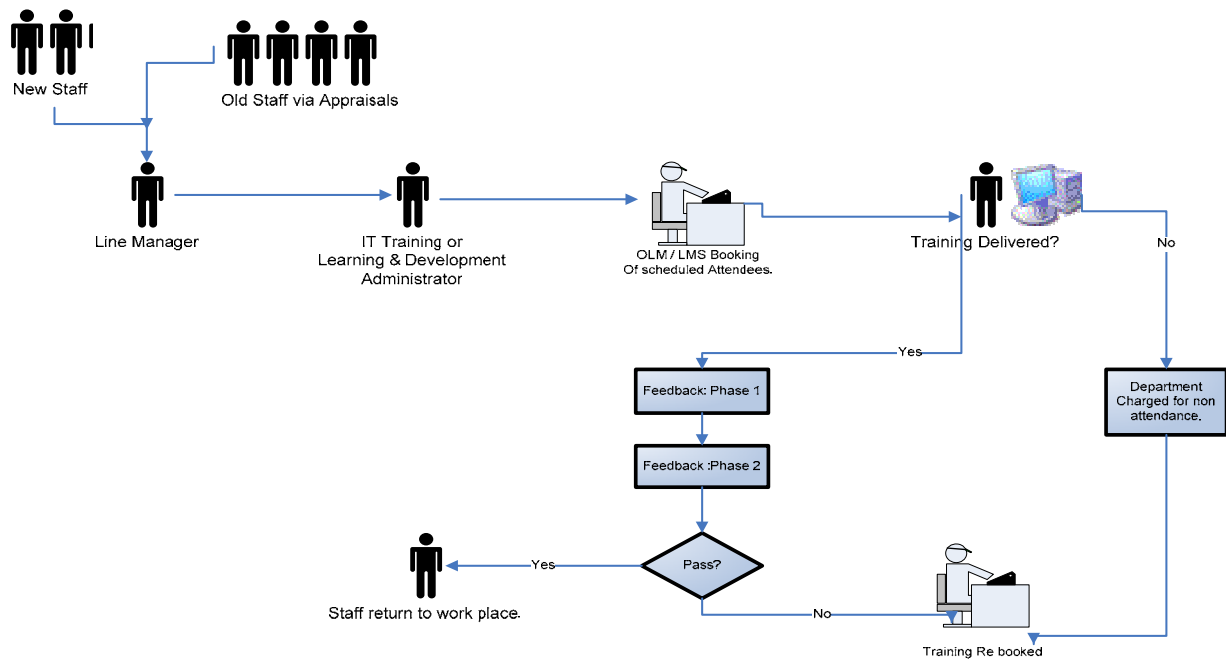
9.4 Regular reports to be submitted to the Divisional Managers copied to the Corporate Governance Group identifying:

- Numbers of staff percentages/percentages of staff groups that have attended training in each discipline
- The numbers of staff failing to attend
- The pass and failure rate

10. References

IT Policy from University College of London Hospital and the Royal United Hospital Bath have introduced a similar policy and this document has been drafted in consultation with these NHS Trusts.

Flowchart of training plan



Training Needs Analysis for IT

First Name:

Surname:

Job Title:

Hospital Site:

Extension Number:

Course Applied for:

To ensure that training needs are met within the training session and that levels of computer skills are ascertained prior to attending any IT Courses, please complete the following assessment.

Use this picture of the keyboard below to identify each key from the list and match the relevant letters to the description below.

- Help Key _____
- Spacebar _____
- Enter Key _____
- Caps lock _____
- Backspace _____
- Tab key _____
- Delete Key _____



Please indicate which function you are familiar with Yes No

General Window Skills		Yes	No
1	I can save, find and Print my own documents		
2	I can recover deleted documents from the recycle bin		
3	I know how to use window explore to manage files		
4	I know how to move and copy files		
5	I know how to rename files		
6	I know how to search for a file		
7	I know how to deal with a frozen application		
8	I know how to switch between applications		
9	I can minimise, maximise and resize my windows		
10	I can cut/copy and paste between applications		
11	I know how to shut my PC down properly		

Training Courses Offered.

In conjunction with Learning and Development and IT trainers will deliver the following courses.

Training Courses	Available Now	Maximum number	Contact for booking
E-Rostering	✓	1-12	IT Bank training Ext 5288
E-Rostering Bank Admin	✓	1-1 only	
E-Rostering MAPS Requesting	✓	1-12	
E-Rostering Matron Management	✓	1-12	
E-Rostering Ward Manager	✓	1-12	
Extramed2 EDL	✓	1-12	IT Clinical training Ext 5234
Extramed2 Infection Control	✓	1-12	
MEHT Pathology Review & Request	✓	1-12	
MEHT Pathology Review	✓	1-12	
Training Course	Available Now	Maximum No	Contact for booking
MEHT Pathology Request	✓	1-12	IT Clinical training Ext 5234
Microsoft Office Access	From April 2009	1-12	To be notified
Microsoft Office	From April 2009	1-12	To be notified

Excel				
Microsoft Office Power-Point	From April 2009	1-12	To be notified	
Microsoft Office Outlook	From April 2009	1-12	To be notified	
Microsoft Office Word	From April 2009	1-12	To be notified	
PAS- Basic Enquiries – Level 0	✓	1-12	PAS Training Department Ext 6614	
PAS- Basic Enquiries – Level 2	✓	1-12		
PAS- Basic Enquiries – Level 5	✓	1-12		
PAS -RBT Level 2	✓	1-12		
PAS- -RBT Level 3	✓	1-12		
PAS OCW Level 0	✓	1-12		
PAS OCW Level 2	✓	1-12		
PAS OCW Level 3	✓	1-12		
PAS-ELR Level 0	✓	1-12		
PAS WDC Level 2	✓	1-12		
PAS WDC Level 3 & 4	✓	1-12		
PAS OMF Level 4	✓	1-12		PAS Training Department Ext 6614
Training Course	Available Now	Maximum No		
PAS AAD Level 0	✓	1-12		
PAS AAD Level 1	✓	1-12		
PAS AAD Level 1	✓	1-12		

PAS WL LEVEL 3	✓	1-12	
PAS WL Cancer service	✓	1-12	
PAS WL Maternity	✓	1-12	
PAS WL LEVEL 4	✓	1-12	
PAS WL LEVEL 6	✓	1-12	
PAS BNK	Bank RBMS staff only	1-12	
PAS CHA	Chaplaincy only	1-12	
PAS HOP	Haematolo gy Dept Only	1-12	
PAS BCH	Brentwood Community Hospital Only	1-12	
PAS MAT	Maternity only (CDC)	1-12	
PAS OCR	Reprint transaction s only	1-12	
Theatre man Scheduling	From March 2009	1-12	IT Clinical Training Ext 5234