

Training Agency Staff

Objectives for This Module

- ❖ Identify agency staff needing OBQI training
- ❖ Identify training topics needed by specific groups
- ❖ Plan appropriate timing for training
- ❖ Identify who should train
- ❖ Discuss materials to use in training

Which Agency Staff Need Training?

- ❖ Management group
- ❖ Quality improvement groups
- ❖ Clinical supervisors
- ❖ Clinical staff
- ❖ Clinical records staff

When Should Training Occur?

Just-in-Time Approach

Training Needed by Management Group

- ❖ Understanding outcome reports
- ❖ Selecting target outcomes
- ❖ Time and resource planning for OBQI activities

Training for Management Staff Occurs

- ❖ Immediately after you return to your agency

Training Needed for QI Groups/Clinical Supervisors

- ❖ Understanding outcome reports
- ❖ Plan for selecting target outcomes
- ❖ Conducting care investigation
- ❖ Plan of action development and implementation

Training for QI Groups Occurs

- ❖ **Soon after you return to your agency**
- ❖ **Once target outcomes selected**

Training for Clinical Supervisors Occurs

- ❖ When OBQI is implemented
- ❖ Once target outcomes selected

Training Needed by Clinical Staff

- ❖ Understand outcome reports
- ❖ Plans for care investigation
- ❖ Requests for volunteers
- ❖ Changes in care delivery/processes

Training Needed by Clinical Records Staff

- ❖ Involvement in care investigation
- ❖ Steps in outcome enhancement

Who Should Conduct Training?

- ❖ Those attending this training
- ❖ Others?

How to Train Others in the Agency

- ❖ Use sample reports
- ❖ Use exercises from this training
- ❖ Use handouts
- ❖ Use existing QI resources

Training Tips for Staff

- ❖ **Include context to increase motivation**
- ❖ **Start with known and proceed to unknown**
- ❖ **Include multiple approaches**
- ❖ **Present the administrative support for change**
- ❖ **Your attitude is contagious!**

Evaluating Your Training

- ❖ Review processes as you go
- ❖ Review the plans of action you develop
- ❖ Value of a log (or journal)

Retraining

- ❖ Expect to be necessary for next reports
- ❖ Refer to log/journal
- ❖ Staff turnover will increase need
- ❖ Approaches to lower need

Recap: What Can Be Done Now?

- ❖ Orient management group and quality improvement staff
- ❖ Plan membership of target outcome selection group
- ❖ Identify resources for care investigation activities
- ❖ Schedule agency-wide learning activities

An Effective Timeline Maintains Momentum

- ❖ Within a few days after accessing reports
- ❖ Within two weeks of accessing reports
- ❖ Within one month of accessing reports
- ❖ Three months after accessing reports