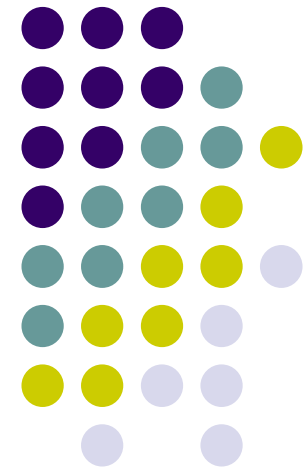


St John's Hospital E- Learning Pilot

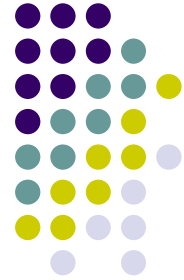


June 2008



Promoting the program

- Intranet announcement
- Advertisement at meetings
- Promotional e-mails (including one from CEO)
- Promotional posters around the hospital.
- Walkabouts meet and greet
- Use word of mouth



Background Preparation



- IS Technical Preparation - Install flash on all computers e.g.
- Pre register all staff
- Mail shot all staff

Training consisted of:



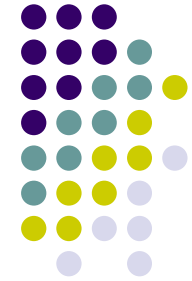
- One minute overview (talk) about the program
- Talk through “log on”
- Brief demo - how to navigate the system (it is outlined in the program)
- Walk through module one, level one
- Backed up by mailing all instructions to staff

Training (cont)



- Individuals and small groups
- Computer education centre- booked sessions -often difficult to get full complement of staff to attend given clinical workload.
- and on the PC's in the clinical areas. Walkabout – what about now? (There is never a good time)
- Nurses and Doctors targeted.

Gremlins



Computer related include:

- Flash 6 insufficient – need Flash 9
- Remote upgrade to Flash 9 – unsuccessful (install command)
- Security - Pop ups blocked
- Anglo / Irish computer settings “ versus @ when typing email addresses
- Server unavailable /downtime
- registration process soooo sloooooow



Gremlins



Human and Other

- Spelling mistakes - A rose by any other name -
- IS helpdesk workload increased (exponentially)
- Unable to log on (using hospital log on)
- HSE embargo
- Registration process soooo sloooooow



St John's Hospital IS facts



- E mail official method of communication in the hospital
- Benefits of high level of hospital investment in IS (equipment and personnel) very evident
- New standardised email address system to forename.surname@stjohnshospital.ie) = Simplified pre registration for the HVO.
- Pilot benefited IS – increased signoff on IS policy/email uptake

Daily routine

- Check system for progress made since previous day.
- Check mail –problems / issues
- Grab the educational materials
- Meet the learners





Communicating with learners

- Meet and enquire/praise after progress on walkabout
- Mail “well done” (generic) mails when finished a level
- Reminders to print off certificates. (those who had completed levels)
- Mail the evaluation sheet (good returns)
- Encourage staff who had started levels, completed some modules but not a whole level to continue
- Keep learners up to date with pilot progress “what’s going on”

NAME - Message (Rich Text)

File Edit View Insert Format Tools Actions Help

Send [Icons] Options... [Icons]

Arial 10 [Icons]

To... NAME

Cc...

Subject: NAME Attachment Options...



NAME

You are registered and ready to go

The website is:
www.learnbloodtransfusion.org.uk

your username is: forename.surname@stjohnshospital.ie
your password is: safeblood (you can edit your details to suit yourself)

You can complete this from home or from any computer at a time that is convenient to you (you must have Flash 7 on the computer to do it)
Instructions on how to log on are attached.

 registration directions.doc (1...
 directions for logging on ORAS...

Good Luck!!!
Antoinette English
Haemovigilance Officer

Haemovigilance
St.John's Hospital
St. John's Square
Limerick Ireland

Well Done NAME - Message (Rich Text)

File Edit View Insert Format Tools Actions Help

Send Save Print Copy Paste Undo Redo Mail Print Mail Stop Mail Options... a2

Arial 10 A B I U

This message has not been sent.

To: NAME

Cc:


Subject: Well Done NAME Attachment Options...

Well Done NAME

Don't forget to print off your certificate for your portfolio

Now that you have completed the course -
Your opinion would be very much appreciated.
Attached please find a brief questionnaire.
Please choose from the drop down options and return the questionnaire to me.
You can also print off a certificate of your achievement for your own records-

Regards


End User
valuation.xls (24 KB)

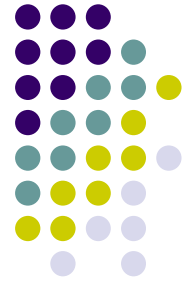
Antoinette

Antoinette English
Haemovigilance Officer

Haemovigilance
St.John's Hospital
St. John's Square
Limerick Ireland

email antoinette.english@stjohnshospital.ie
Website <http://www.stjohnshospital.ie>

Coping Strategies



- Walk away (for today)
- Talking to myself
- Remind myself that
 1. learners were doing this
 - at home in their own time
 - at work with a full case load.
 2. Not everyone is as enthusiastic about e-learning as me (with some justification)

Results



- Not a quick fix – requires encouragement ,support physical and moral.
- Does not replace /complements, offers alternative solutions.

Other benefits:

- Raised the profile of e- learning throughout the hospital.



Results			08.02.08
Total Registered			222
Level one	Module 1 Shot Reporting scheme		105
	Module 2 Blood group serology		80
	Module 3 requesting procedure		72
	Module 4 sampling procedure		68
	Module 5 collection procedure		69
	Module 6 administration procedure		66
	Module 7 management of the transfused patient		66
Total completed level one			63
Level two	Module 1 Role of the HTC		50
	Module 2 Pre transfusion procedures		43
	Module 3 Red Blood cells		44
	Module 4 platelets		43
	Module 5 plasma components		42
	Module 6 massive transfusion		42
	Module 7 plasma derivatives		41
	Module 8 Adverse events of transfusion		41
Total completed level two			41
Level one (lab)	Module 1 Laboratory module		31
Total completed level one(lab)			31