

# Case Study

## Eldercare – Infection Control

### Company Profile

Eldercare Incorporated, c.870 employees, to increase to c.1,100 by end-January 2008.

Residential Aged Care Organisation– not-for-profit sector

### Relevant History

Traditional methods of delivering Infection Control updates did not provide evidence to enable performance management of non-compliance/poor practice.

### Problem

Recurring mandatory (paid time) training requirement with poor evidence of compliance and inability to measure outcomes from traditional classroom/video based training. Also difficulty in controlling content, method of delivery and quality of outcomes as this education was run independently at each Home

### Context

Demonstration by e3 of an existing (OHS) module they developed resulted in commitment to support development of an Infection Control one.

Became a member of the Residential Aged Care consortium that funded the development of a new Infection Control in Aged/Health Care module with e3.

### Surrounding Issues

Need to ensure that all staff in organisation receive the same training with the same measurable outcomes; set organisation-wide standard that meets legislative/regulatory requirements.

Strategic decision made to add on-line learning to education/staff development tools to help achieve this.

Need to identify existing computer skills in workforce; not currently captured except for clerical positions.

Need to adequately train staff with no/poor computer skills and to support all users in this first on-line learning tool for the organisation .

Possibility of Techno-phobic resistance to this learning method by predominantly mature-age workforce with no current requirement to engage with I.T. as part of normal roles.

Structure of this on-line course provides evidence that each employee understands the concepts/correct practices because of their successful completion of the relevant course(s).Large number of staff spread over 9 metropolitan and rural locations; will be 11-12 locations by Jan 2008.

### Solution

IL (e3) worked with a specialist educator in the field to ensure that the course content addressed National Infection Control Guidelines and current best practice.

They developed and delivered a suite of on-line learning courses (Introduction and Advanced) for all levels of staff roles and responsibilities in relation to Infection Control that directly addresses the issues in the health care industry, with strong focus on Aged Care.

The course structure applies Adult Learning Principles and the content of each Course is chunked to provide the ability for every user to do as little or as much of the content as they wish/have time for with each log-on.

The Knowledge checks at the end of each section of content provide evidence that the preceding section has been understood, and successful completion is dependent on each user/employee achieving the required “pass mark” for each knowledge check, which also provides performance management evidence if needed.

Management/reporting facilities built into Infection Control enables relevant personnel to monitor and track the progress of staff .

## Outcome

Within 8 weeks of its launch across the organisation 46% of staff with on-line “accounts” have logged-onto the mandatory Introduction Course and 37% have successfully completed it

Every one of those employees has received exactly the same education and has had to meet exactly the same qualifying criteria to pass the course. **This provides a level of consistency and accountability the organisation has not been able to achieve using traditional methods.**

A decision was made that Eldercare Executive staff are also required to complete the Introduction Course to increase their appreciation of the expectations placed on staff, and also to raise their awareness of the individual role they play in good Infection Control practices when they visit our Homes.

**The staff have engaged with this new tool with a level of positivism that has been a revelation.** Unsolicited feedback from a wide range of them, from Nursing to Care, Domestic and Administrative staff is that it was a much more positive experience than they had feared. A senior RN who considers herself to have low/no computer skills gave the following unsolicited feedback: *“It was a fantastic exercise. I thoroughly enjoyed it – it was very informative and so user friendly – a most valuable and absolutely great exercise.”* While there are c.50% of staff still to engage with the tool, the reactions so far auger well for the future of this training delivery method for this organisation

## Summary

Being able to work with IL (e3) in the development of this course and to have input on its content and structure through a funding consortium working group was a major plus for us.

IL (e3)’s ability to work with a traditional industry area embarking on a significant education technology upgrade and to be highly responsive to needs, concerns, IT skills/knowledge gaps of end-users .

Combination of solid educational and IT expertise allied with the ability to support clients

### Reference

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