



CANADA

Leveraging Technology and Building a National Learning Centre to Reach Mobile Home Care Nurses – Can it be done?

Heidi Carr – National Director, Practice Education, VON Canada

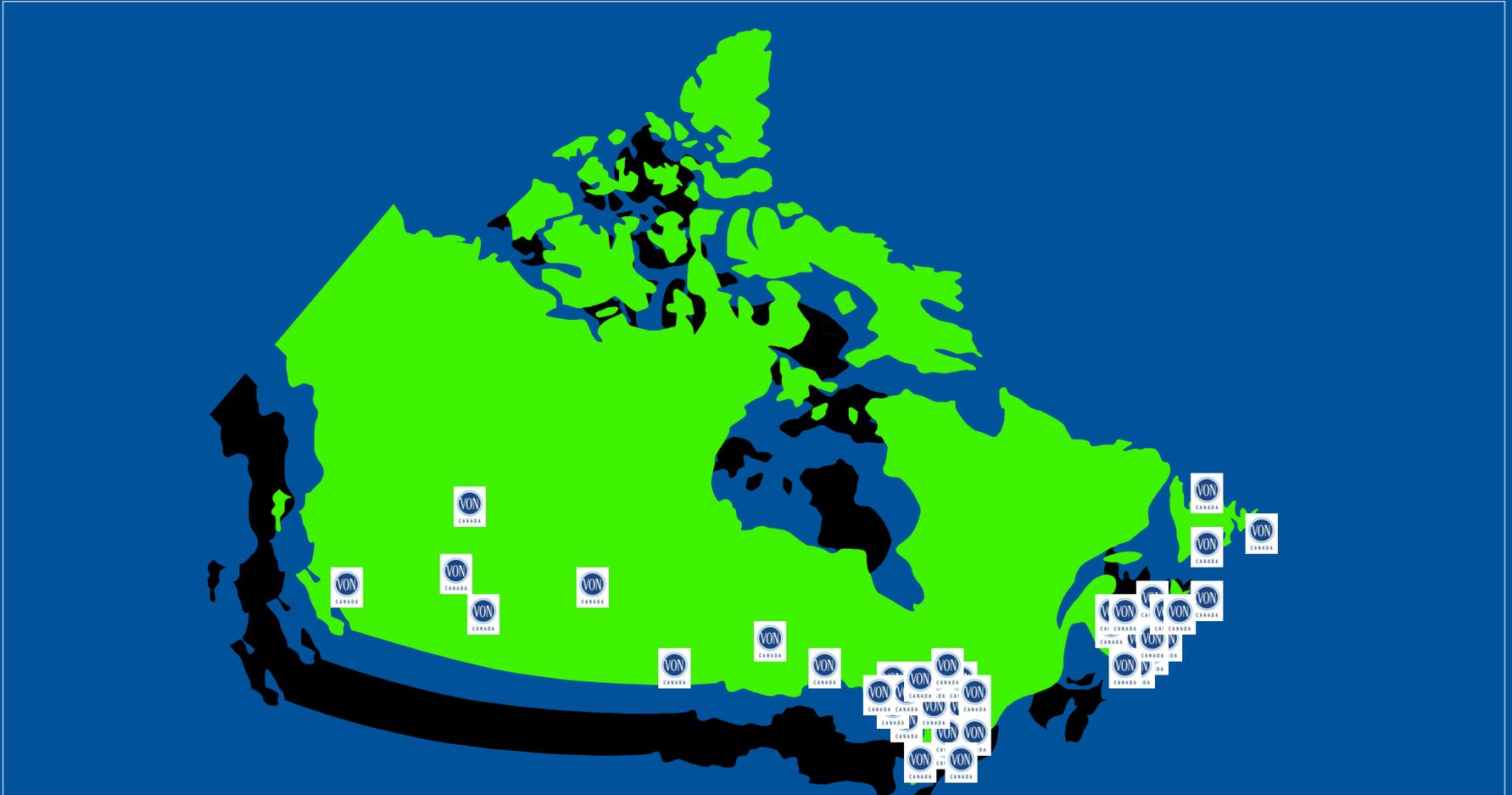
Sandra MacDonald – Nurse Manager, Halifax Site, VON Canada



VON – Who we are

- Canada's largest, national, not-for-profit, charitable home and community care organization
- Employs over 2000 home care nurses across Canada's 10 provinces from 56 site offices
 - Additional 2000 personal support workers & 8000 volunteers
- Provide care to clients in urban centres, rural municipalities and clinics

VON – Where we are



Our responsibilities

- Provide clinical education to nurses to support professional development
 - Meeting standards of care
 - Responding to changes in practice
 - Ensuring evidenced-based practice
- All this to a geographically dispersed workforce

Education dissemination challenges



- Nurses are geographically dispersed
- Some nurses live >100 km away from nearest site office
- Face-to-face meetings are infrequent
- Many staff are technologically challenged

Meeting the challenges

- Intranet-based National Learning Centre
- Web conferencing
- Looking to the future

Intranet-based National Learning Centre



- Password protected
- Allows nurses access to education any time of day or night
- Can be accessed from VON Site or home



Intranet-based National Learning Centre



The screenshot shows the VON Canada Intranet interface. At the top left is the VON logo and the text "VON CANADA INTRANET Secure Web Access". Navigation links include "Feedback Form", "Print View", "Site Map", and "Support". A breadcrumb trail reads "Quick Links > Learning Centre > All Employees". A search bar is on the right. A left-hand navigation menu lists various categories like "Homepage", "My VON", "Planning Centre Consolidation", "Quick Links", "Cognos BI", "Business Development", "CEO / Corporate Affairs", "Finance", "Fund Development", "IT", "Legal", and "LIFE (Leveraging Information Forging Excellence)". The main content area features a blue banner with "Welcome to the VON CANADA Intranet" and a photo of a man with a wheelchair. Below the banner is a "Learning Centre" section with a sub-menu for "All Employees" (selected), "E-Learning", "Education Calendar & Events", "Information on the Learning Centre", "Leadership", "Nursing", "Resource Library", "Resources for Employees in Educator Roles", and "Unregulated Care Providers". The "All Employees" page lists several topics: "All Employees", "Accreditation Education", "Consent", "Hand Hygiene", "Infection Prevention & Control Learning Resources", "Infection Reporting", "Infrature E-Learning Courses", and "Managing Conflict". A "Font size" selector and a "+ Add to My Favourites" button are also visible.



National Learning Centre



- Why?
 - Easily accessible central repository
 - “One stop shopping” for all education
 - Processes in place to ensure currency and quality



National Learning Centre (cont'd)



- What's available
 - Education calendar
 - Online discussion forums
 - Information on scholarships & bursaries
 - E-learning
 - Resource Library

My VON
Calendar for Teleconferences and Meetings

National Teleconference Calendar National Learning Centre

November 2009

Sun	Mon	Tue	Wed	Thu	Fri	Sat
25	26	27	28	29	30	31
1	2	3	4	5	6	7
	Pandemic H1N1 Adjuva...	Professional Practic...	Healthcare Leadershi...	Pandemic H1N1 Adjuva...		
		Pandemic H1N1 Adjuva...				
8	9	10	11	12	13	14
	Healthcare Leadershi...	Quality & Risk Cours...	Professional Practic...			
15	16	17	18	19	20	21
				Pandemic H1N1 Adjuva...	Pandemic H1N1 Adjuva...	
				Pandemic H1N1 Adjuva...		

Quality & Risk Course
Presentation - Policies & Procedures
Jan 12, 2010 11:00 AM EST
Call-in number: 1-877-234-4
Participant code: 2758166#

Quality & Risk Course
Presentation - Policies & Procedures
Jan 20, 2010 11:30 AM EST
Call-in number: 1-877-234-4
Participant code: 2758166#

Quality & Risk Course
Presentation - Policies & Procedures
Jan 21, 2010 3:00 PM EST
Call-in number: 1-877-234-4
Participant code: 2758166#

Health Care Leadership
Jan 28, 2010 8:30 AM EST
National Office, Ottawa, ON

Health Care Leadership
Jan 29, 2010 8:30 AM EST
National Office, Ottawa, ON



National Learning Centre (cont'd)



- Education available in a variety of modalities
 - Power point presentation (requires facilitator)
 - Tutorial (self learning)
 - Information hand out sheets for printing in hard copy
 - Webinar with pre-recorded audio presentation



National Learning Centre (cont'd)



- Area just for nurses
 - Clinical education
 - Professional practice support
- Weblinks
 - Canadian Nurses Association
 - Registered Nurses Association of Ontario
 - Canadian regulatory colleges and associations



Accreditation Canada

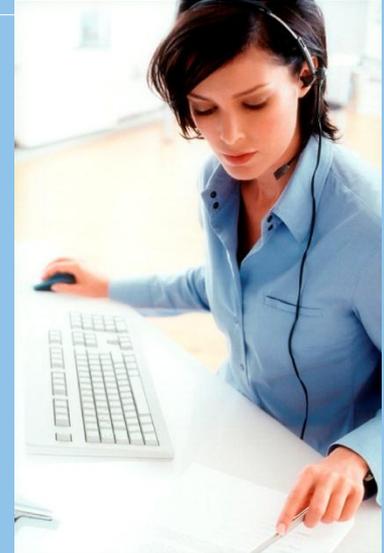


- VON 2009 Survey
 - The VON National Learning Centre
 - Highlighted for its accessibility and ease of use
 - Frontline staff were aware of and used the learning centre



Web Conferencing

- Can be used to
 - Share documents and presentations
 - Share applications to demonstrate software or edit documents during meetings
 - Share desktop to share and demonstrate all active applications currently open



Web Conferencing (cont'd)

- Used to introduce the National Learning Centre to nurses
- Facilitate education sessions
- Introduces technology to nurses – providing informatics skills and knowledge



Looking to the future

- Partnership agreement with IBM
- VON on the path of technological transformation
- Increase our efficiency and innovation



Looking to the future (cont'd)

- Hand held devices for front line staff
- Enhanced learning management system
- Streaming video access for learning sessions
- Electronic reporting
- Electronic scheduling
- Efficient tracking tools



Questions????

Contact

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