

E-Learning in the Community: Strategies for Evaluating Knowledge Retention

Kaitlyn Vingoe RN, BScN, MN

Janet Chan, BHSc, BScN, RN, CCHN(C)

Objectives

- Concepts of therapeutic relationships that are most easily transferred via e-learning will be provided.
- Concepts that appear resistant to long-term learning retention will be identified and discussed.
- Factors that influence the success of e-learning for home health providers.
- Challenges and solutions for creating an evaluation tool for knowledge retention of e-learning.

VHA Home HealthCare

All Services:

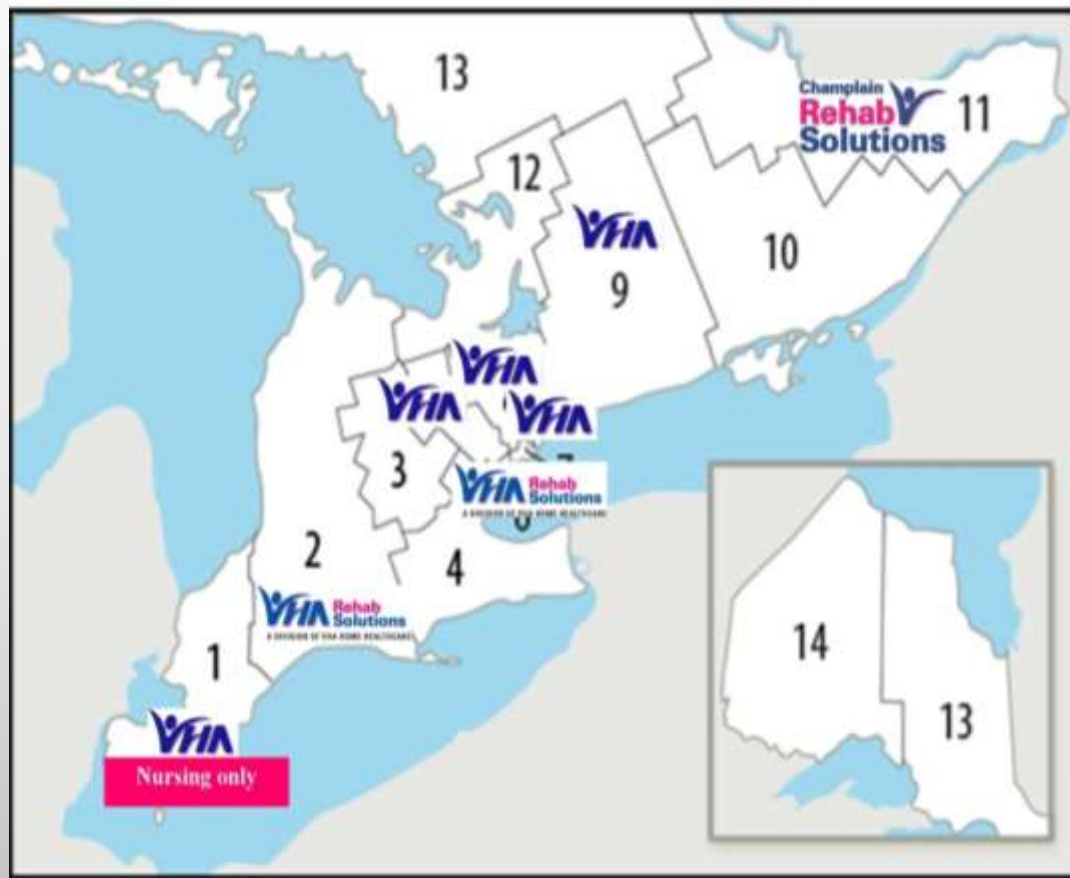
- Toronto Central
- Central East
- Central West
- Central

Nursing Only:

- Erie St. Clair

Rehab Only:

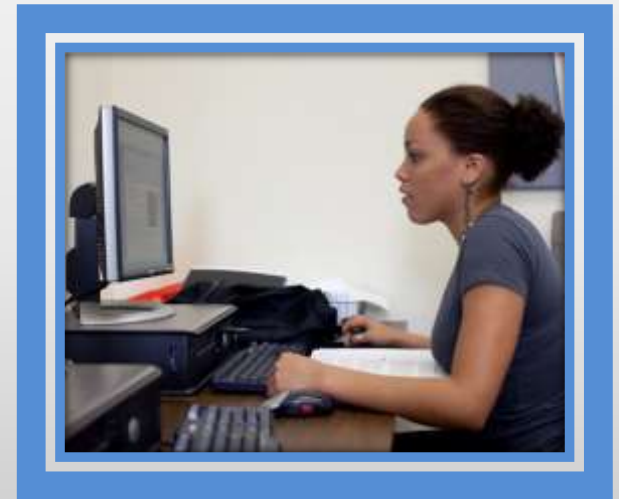
- South West
- Mississauga Halton
- Champlain



With more than 1,600 staff and inter-professional service providers, VHA serves 54,000 clients with 1.2 million visits a year in 8 LHIN/CCAC Regions

The Case for E-Learning in Homecare

- Clinical e-learning that is context specific, is an effective teaching model for nursing and medical students and has the greatest impact on performance of novice clinicians. (Feng et al. 2013)
- E-learning can be cost-effective, administered across geographic areas and has the benefit of minimal or no disruption on the delivery of services or client care (Scalese et al. 2007)



The Challenge!

Adult learners demand online learning be interactive, adaptable to personal preferences, and meaningful to their practice.

Educators

- May not be sufficiently knowledgeable in the software to develop online learning to meet these needs.
- Must be able to demonstrate impact at point of care
- Need to contain costs.



Copyright © Randy Glasbergen. www.glasbergen.com

PSW E-Learning Research Partnership

Research Goal:

- Validate and test the usability of 2 e-learning modules for PSWs in the home care sector

Organizational Goals:

- Validate e-Learning as an effective strategy for addressing Personal Support Workers learning needs.
- Improve employee retention
- Decrease client complaints



What is required in a Therapeutic Relationship?



As the service provider, you are responsible for the therapeutic relationship. You establish it, grow and maintain it, and repair it when required.

There are four key elements you must possess in order to establish a successful therapeutic relationship with the client.

Click each of the buttons below to learn more about the elements.

Self-awareness

Empathy

Self-knowledge

Boundaries

Focus group with newly certified PSWs who had been practicing in the community for less than a year

Key themes identified:

- therapeutic relationships,
- professional boundaries
- communication

Modules contain

- Clearly defined objectives
- Knowledge checks
- Case Studies
- Opportunities for self reflection

Self-Reflection



Think for a moment about these two examples of **non-verbal communication**. How would you react in each situation?

Situation 1

You ask the client to raise his leg, and he frowns at you. Is the client:

- angry in pain
 not wearing his glasses

Check Answer

Situation 2

You cannot get your client to look you in the eye this morning. Is the client:

- upset embarrassed
 confused

Check Answer

Knowledge Check

What are the four (4) requirements for a therapeutic relationship?

- Self-knowledge
 Self-consciousness
 Boundaries
 Experience
 Empathy
 Self-awareness

Case Study



You are caring for a frail elderly woman in the home she shares with her daughter. She does not speak your language very well and is having difficulty communicating with you. You are assisting her with bathing and dressing. Click the letters below to learn how the DIPPS model applies to this situation.

D
I
P
P
S
Preferences

Always ask the client for their preferences before providing care.

The client can tell you her own preferences through non-verbal communication. Assess the client's preferences by asking your supervisor, a colleague who has worked with the client before, or the client's family member. Examples of non-verbal communication include pointing and nodding.

Remember to also consult other team members about the client's preferences.

Modules contain varied learning modalities

- Audio example
- Video examples
- Written communication

What Type of Communication Is It?

Below are examples of the four types of communication you have just learned about. Drag the correct communication type to each target.

-  **Assertive** While speaking to the client, the service provider appears respectful, calm and confident. The service provider also allows the client to respond with any concerns, questions before carrying out the plan of care.
-  **Passive-Aggressive** When confronted with a challenging client, the service provider replies, "Whatever...it's the next service provider who will have to deal with you, not me."
-  **Aggressive** A service provider with many years of experience responds to a client when challenged, "Just let me do my job. I know what I'm doing."
-  **Passive** The service provider responds in a manner that is very hesitant and timid, and lacking conviction.

SBAR Audio Examples

Click the **Example** buttons on the phone to the right to watch/listen to examples of SBAR communication.



10 Situations in which a service provider should seek assistance

Clarifying safety concerns and issues

When an issue relating to safety is uncertain, clarify issues with the client and your supervisor.

Example

1

Example

You notice that the client's Dosette has not been used for four days, and when you ask your client about this, she says that she has decided that she does not need this medication any more; since her neighbor tells her that she can take an herbal remedy for her condition instead.

2

7

8

9

1

0

MOVING FROM RESEARCH TO PRACTICE



Process for New Hires

PSW enrolled in e-module at orientation.



PSW completes pre and post test.



Follow up test sent 1 month after completing e-module.



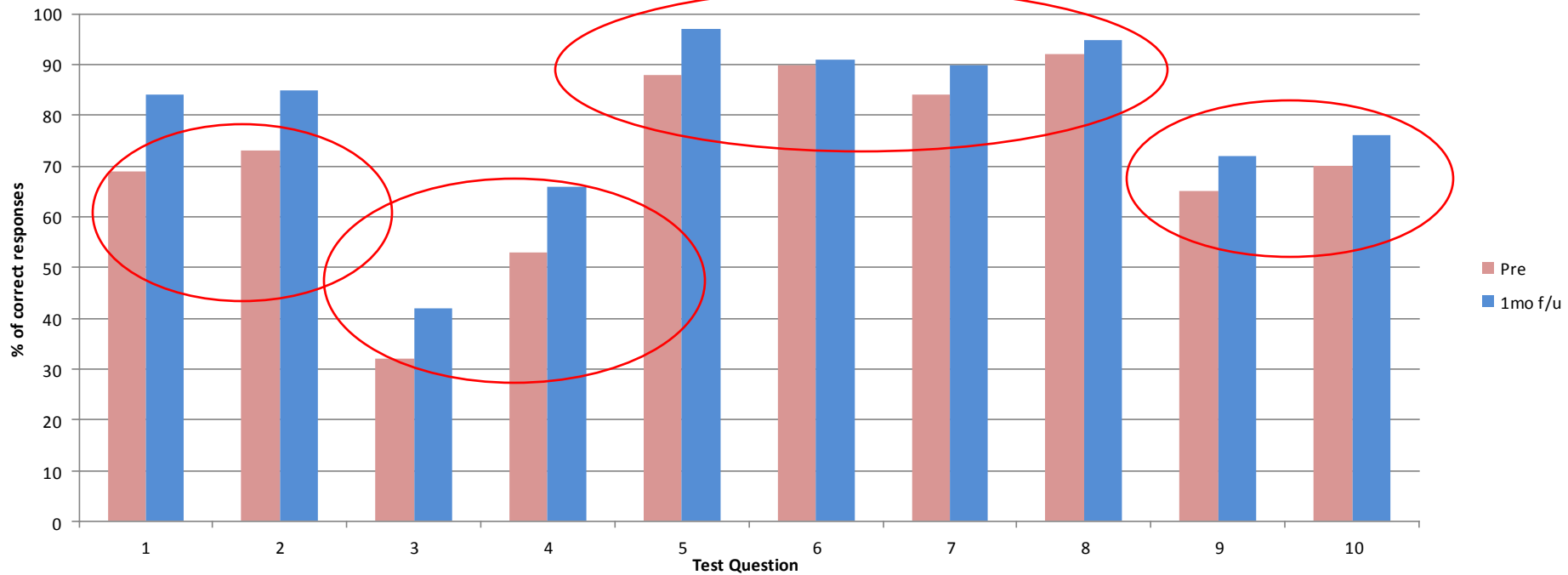
Results reviewed by Clinical Educator.
Unsuccessful PSWs identified.



Supervisor notified of need for follow up
and additional coaching.

Findings

Comparison of correct responses for pre-test and 1 month follow-up



Findings



Concepts that score well

- Reinforced core concepts, particularly those associated with “the right” way of doing things.



Concepts that scored poorly

- Dealt with negative examples
 - Barriers, examples of poor communication, conflict.

Findings

Concepts that showed improvement

- Complex concepts but reinforced multiple times after orientation.
- New practices (i.e conflict resolution) that learner would have had limited experience with as a student.



Learnings – Designing your e-learning module

- Include the ability for customization/personalization.
- Recognize that different devices require different approaches.
- Include multiple interactive elements but ensure ‘fun’ is meaningful.
- Don’t be intimidated! Learners have a reasonable tolerance for technical glitches.

Learnings – Planning your evaluation

- Phrasing of questions
 - Avoid using negative language
 - Test questions that directly influence care
 - Consider the purpose of the evaluation. Is it to reinforce a foundational concept or show an improvement in knowledge?
- Evaluation needs to consider the e-learning format.
 - Use of radial buttons and answer options
- Educators need to be proficient and cognizant of the abilities of their learning management system
 - Ensure evaluation plan is supported by the technology and human resources

Impact and Next Steps

- Reduction in the overall number of complaints and complaints related specifically to attitude and behavior.



- Refining test questions.
- Increase spread by targeting and enrolling PSWs with multiple complaints.

Questions



VHA Home HealthCare (VHA)—a not-for-profit charity—has provided care since 1925. With over 2,000 staff and service providers VHA offers home and community services that support Ontarians' independence including: homemaking, nursing, personal support and rehabilitation services.

VHA is:

- Accredited with Exemplary Standing by Accreditation Canada
- An RNAO Best Practice Spotlight Organization designate and;
- A founding member agency of United Way Toronto.

www.vha.ca

