

Improving the Quality of TrakCare e learning

Victoria Palframan and Allysun Gore - EPR / TrakCare Training Team

1. Background

TrakCare is our Patient Administration System and any user requiring access is required to undertake mandatory training. Face to face and e learning training options are available for all users. E learning has been an option for TrakCare training since before TrakCare was launched in December 2016. It was created as an alternative to face to face training, to be highly accessible, easy to use and comparable to other e learning modules via the Trust e learning system, Kallidus. At its first launch there were 170 e learning modules, related to each TrakCare security group role.

2. Drivers for change

The drivers for improvement were multifactorial. The TrakCare system underwent a significant upgrade in July 2019 and together with user feedback, it was identified all e learning modules would need to be updated to reflect system and workflow changes, demonstrating adjustments in operational use since TrakCare was initially launched. User feedback collated since the launch of the e learning modules reported the accompanying audio was unhelpful and distracting to users who completed e learning in an open work environment. It was also reported the modules were time consuming and somewhat repetitive.

3. Method

All e learning modules were thoroughly reviewed by the TrakCare Training Team. In order to reflect system changes due to the TrakCare upgrade, the module style and structure of the was reviewed using the original e learning template matrix as a basis. The matrix organises which modules are required for each security group role. The matrix was reconfigured, with the aim of modules being combined where appropriate and others removed where they were unnecessary. It was important organisational leaders approved the new matrix structure. This ensured that all staff completing the relevant all TrakCare users were both competent in the use of TrakCare but also they completed all the relevant modules required for their job role.

4. Overcoming Technical issues

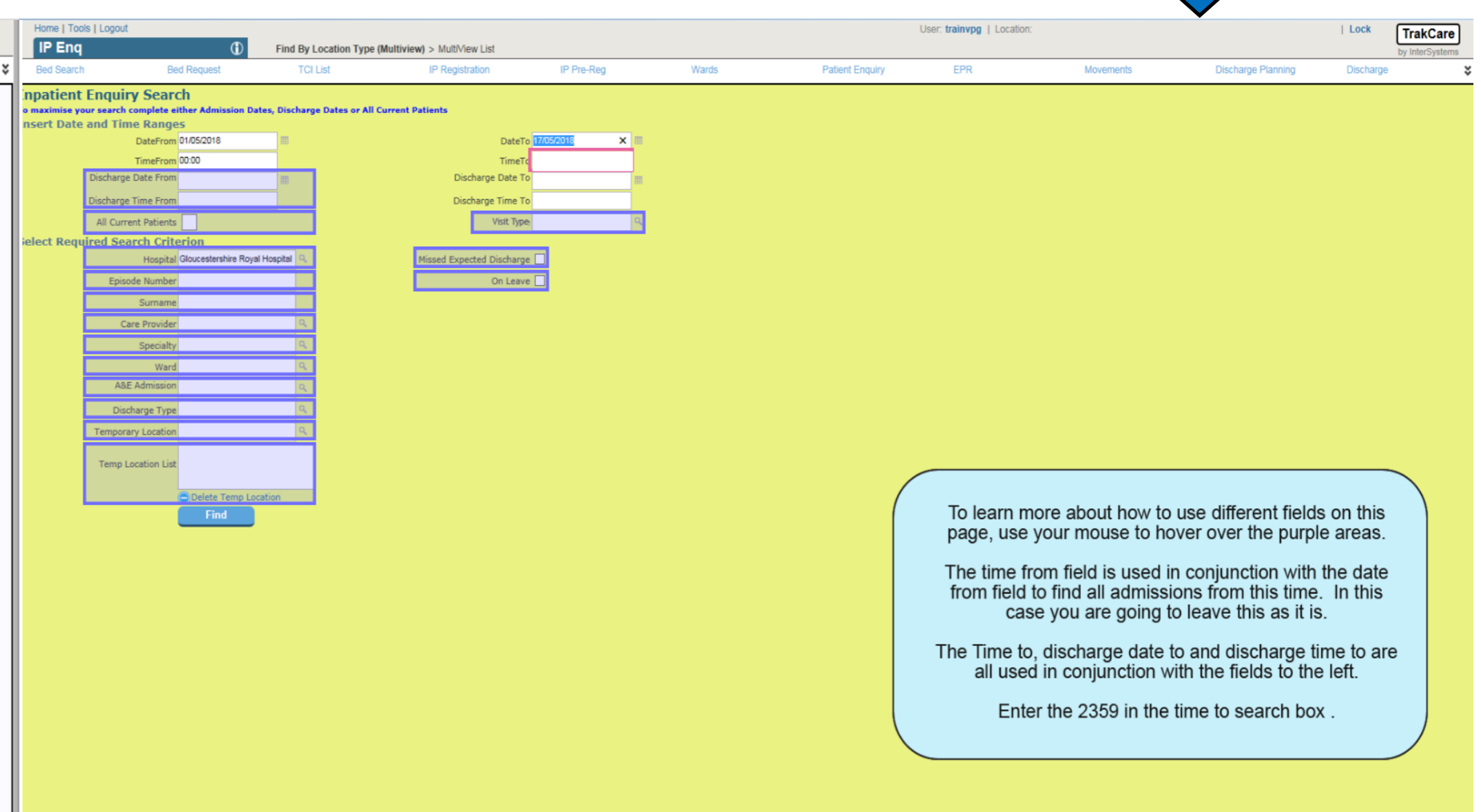
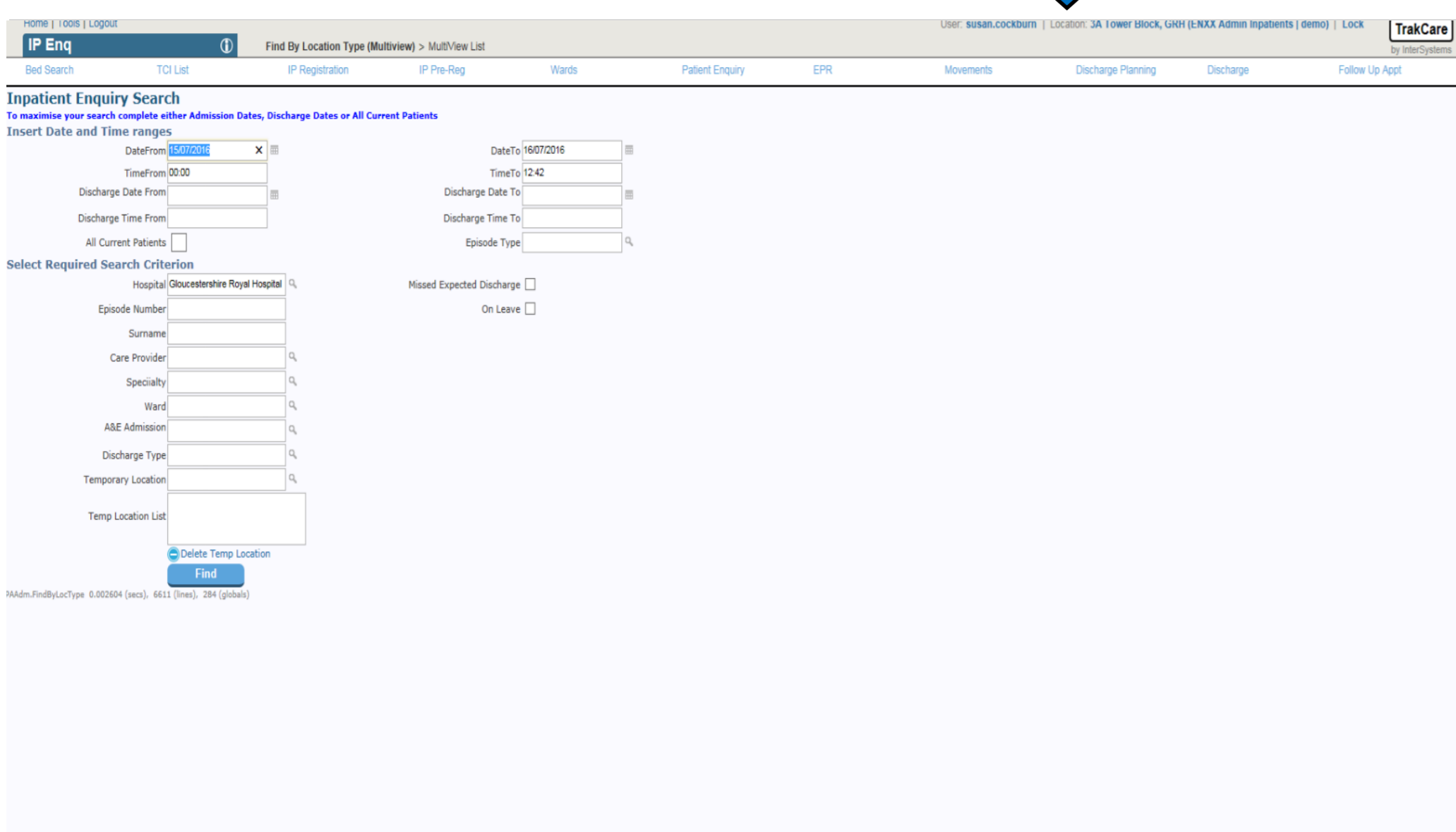
It was apparent that through the development of the modules the use of the 'TAB' key features in the e learning modules was unsustainable with the use of Internet Explorer as it causes the user to exit the active screen. This was rectified by using advanced actions in the e learning software programming. Other technical issues with the use of 'Flash' were also resolved with the use of Captivate Advanced Actions allowing the user to complete the e learning without hindrance.

2016 TrakCare E learning Matrix and Training

RB001 - Nurse Access Role			
ENXX Nurses EAU - Nurses in ACU/EAU	ENXX Nurse Inpatient - Inpatient Nurses, Inpatient HCA	ENXX Nurse Outpatient - Outpatient HCA	ENXX Non-Medical Referrer - Nurse Practitioner
Essential Modules	Essential Modules	Essential Modules	Essential Modules
Using your Smartcard & PDS [10 min]	Using your Smartcard & PDS [10 min]	Using your Smartcard & PDS [10 min]	Using your Smartcard & PDS [10 min]
Searching for Patient Not Found in Trak / Direct admission patient not found (IPA) [16 min]	Searching for Patient Not Found in Trak / Direct admission patient not found (IPA) [16 min]	Searching for patients in Trakcare (OPA) [8 min]	Searching for Patient Not Found in Trak / Direct admission patient not found (IPA) [16 min]
Time: 4:57 mins	Time: 4:57 mins	Time: 4:57 mins	Time: 4:57 mins

2019 TrakCare E learning Matrix and Training

RB001 - Nurse Access Role			
ENXX Nurses EAU - Nurses in ACU/EAU	ENXX Nurse Inpatient - Inpatient Nurses, Inpatient HCA	ENXX Nurse Outpatient - Outpatient HCA	ENXX Non-Medical Referrer - Nurse Practitioner
Essential Modules	Essential Modules	Essential Modules	Essential Modules
Using your Smartcard & PDS [10 min]	Using your Smartcard & PDS [10 min]	Using your Smartcard & PDS [10 min]	Using your Smartcard & PDS [10 min]
IP_Direct_Admission	IP_Direct_Admission	OP_Setting_Clinic_Preferences	Using your Smartcard & PDS [10 min]
IP_Pre_Reg	IP_Handover	OP_Booking_From_OPWL	
ED_Active_Clinical_Notes	ED_Active_Clinical_Notes	ED_Active_Clinical_Notes	



5. Project Outcomes

The modules were peer reviewed for quality and close collaboration with the trust e learning team, allowed the 65 modules to be published soon after the upgrade. This equates to a reduction of 62% of the number of TrakCare e learning modules. This project will enable users to complete the TrakCare mandatory training required in significantly reduced time (>50%).

For example for an Inpatient Nurse:
Time taken to complete 2016 TrakCare e learning = 4 hours 17minutes
Time taken to complete 2019 TrakCare e learning = **2 hours 8 minutes**

The relaunched e learning modules also enable existing TrakCare users to refresh their knowledge of system areas, which have changed since completing their initial training.

6. Conclusion

The restructured, revised e learning modules were designed for users in mind, improving user experience by spotting opportunities to reduce both complexity of learning and the associated cost. The new modules are more in tune with the NHS Design principles 2018 as they are simplified and focused on specific tasks, reflecting the current workflow within the organisation. The training team used their experience of visualising the journey of users to explore various solutions to the problem. This experience and learning can be used in future projects of a similar nature.

Further evaluation is required to monitor its efficacy and gain user feedback.