

Technology and Learning in the Home Health Care Setting

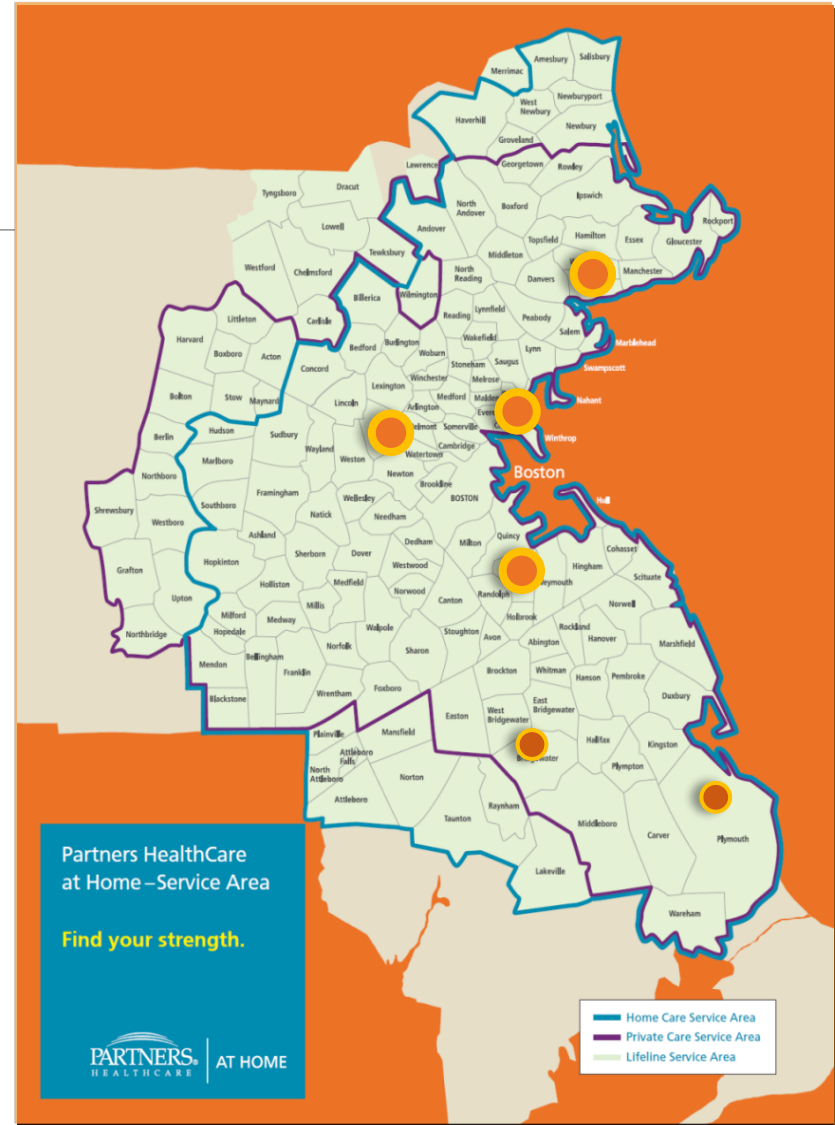
JUDITH ARNESON, RN, MS

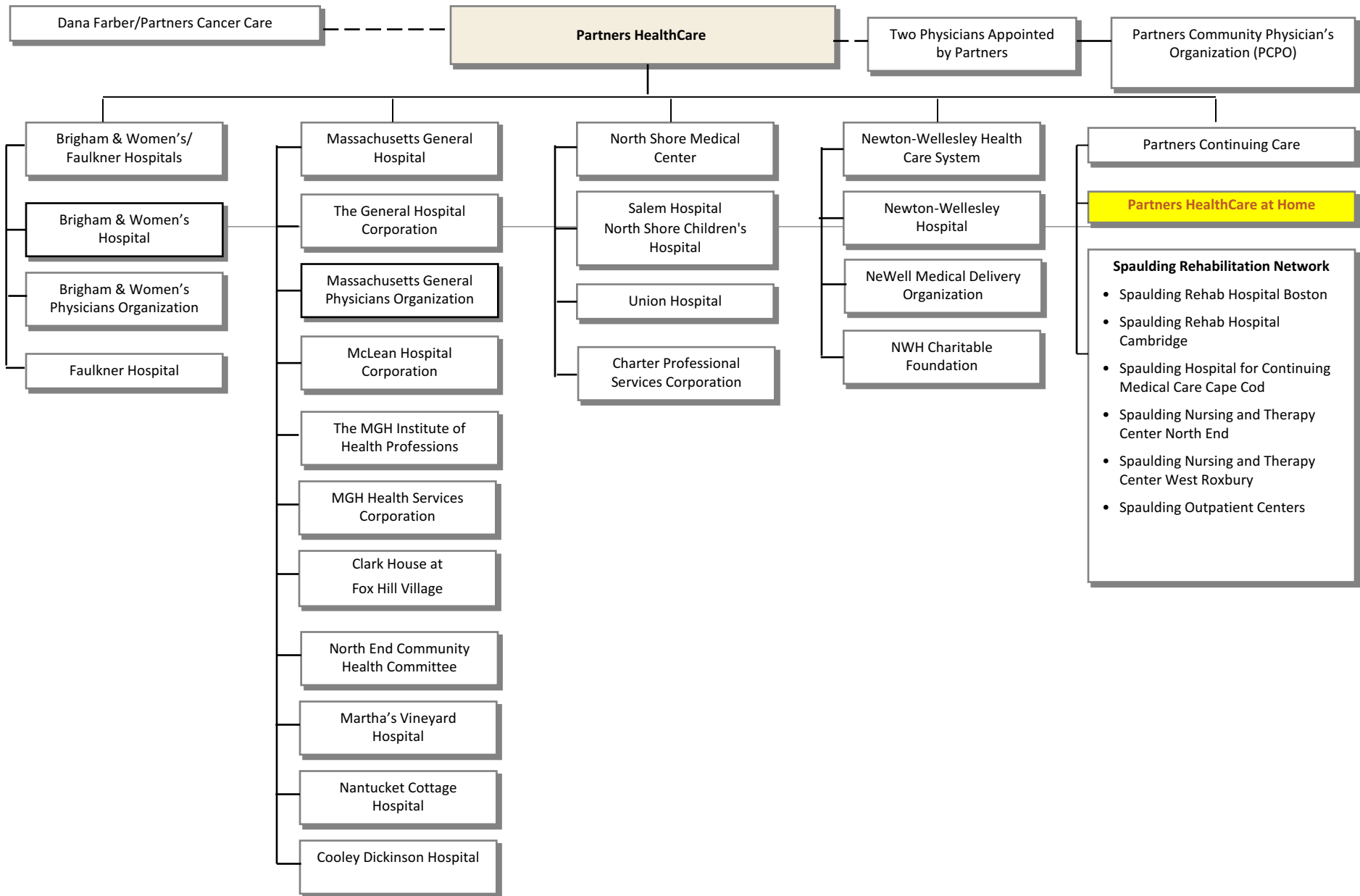
PARTNERS HEALTHCARE AT HOME



An Introduction to Partners HealthCare at Home

- Established in 2000 with merger of 27 VNAs
- 800+ employees (~500 clinicians, 80 home health aides)
- 4 branch offices
- Average daily census 3,700
- Annual admissions 27,000
- Visits per year 470,000





Staff Learning Challenges in Home Care

- Workforce dispersed during the workday; field clinicians may go days without going to an office
- Tight productivity expectations for field staff (patient visits/day), and some also have extensive driving
- Impromptu training sessions are often impossible
- Even scheduled sessions require additional driving, decreased productivity
- Less face-to-face interaction with managers and co-workers than in a facility
 - Less informal knowledge transmission
 - Less opportunity for transmission of norms & expectations

The HealthStream Learning Management System

Learning Management Systems (LMS) permit remote access via the internet, provide online learning modules, include tracking and reporting functions



HealthStream is the LMS used throughout the Partners network

The HealthStream Learning Management System

HealthStream is the LMS used throughout the Partners network



Library of learning modules

- Wide variety of topics (clinical, safety, compliance, administrative)
- For a variety of audiences (nurses, therapists, aides, office staff, all employees)
- Majority are HealthStream-authored
- Some created by other vendors
- Some created in-house by Partners staff

To Do


Completed

Profile ▾

Catalog

Connections

Help

 Take a Tour

Catalog

infection control



Filter

infection control ✕

Categories

Audience (33) >

Content Publisher (31) >

HealthStream Products (22) >

CE Center (9) >

Specialty (9) >

Show More ▾

Results *Showing 1 - 20 of 42*

BWH Nursing Infection Control & Nursing Practices 2014

COURSE ACTIVITIES: Online, Test

Show additional information ▾

Info

BWH Nursing Infection Prevention in Dialysis Settings 2017

COURSE ACTIVITIES: Online, Test, Course Attachment

Show additional information ▾

Info

Healthcare-Associated Infection

COURSE ACTIVITIES: Test, Online

Show additional information ▾

Info

Healthcare-Associated Infection (PA)

COURSE ACTIVITIES: Test, Online

Show additional information ▾

Info

HIV: Diagnosis, Treatment, and Prevention

COURSE ACTIVITIES: Test, Online

Show additional information ▾

Info

Use of HealthStream in Partners HealthCare at Home

Orientation

- All new employees complete 17 standard modules during their first 90 days of employment
- Field clinicians also complete an additional 16 modules necessary for their role

New Clinicians
Advance Directives
Medical Ethics
Patient Rights
Personal Protective Equipment
Preventing Patient Falls
Tuberculosis
Driving Safety in Home Care
Home Care Basics
Home Health Covered Services
Medication Safety in Home Care
OASIS-C: Room by Room
OASIS-C: Beyond the Basics
Recipe for Effective Documentation
Home Care of the Patient with Advanced Heart Disease: Management
Advanced Pain Management in Home Care and Hospice: Assessment
Professional Boundaries in Home Care workplace violence
PHE HIPAA

Use of HealthStream in Partners HealthCare at Home

To complete all of these modules requires a lot of time (modules average an hour each).

- Modules can be done at home but are considered work time.
- In-person orientation classes may end at 2 or 3.
- Days in field with preceptor may have down-time for new employee.
- Managers may schedule blocks of time for new employee to finish HealthStream assignment.

Particular challenges noted for home health aides

Use of HealthStream in Partners HealthCare at Home

HealthStream may still be under-utilized for learning outside of orientation, but use is increasing.

- Annual mandatory compliance training
- Annual “Active Shooter” video
- Updates for clinicians on important changes made to documentation software
- Preparation for upcoming changes to regulations
- Elective or assigned learning on clinical topics

Online Learning Modules, Traditional and Beyond



Healthcare-Associated Infection

HAI: Frequency

Each year in the United States, five to ten percent of all patients admitted to the hospital develop HAIs.

This translates to more than two million cases of HAI each year, in hospitals alone.

HAIs also may be transmitted at other points of healthcare delivery, such as in the ambulatory or home care setting.

**>2 million cases of HAI
per year, in hospitals alone**



(Audio = voiceover
reading slide text)

Online Learning Modules, Traditional and Beyond

Instructional design is a relatively new but maturing field.

Increasing attention to trying to make e-learning effective:

- Concrete
- Relevant
- Interactive



“Gamification”

Online Learning Modules, Traditional and Beyond

With funds from the **Commonwealth Corporation**, we developed palliative care modules in-house for use throughout Partners Continuing Care

- **Concrete** – use cases (fictional, but realistic) to present content
- **Relevant** – information and cases are directed at an audience who work in the post-acute care setting (home care, SNFs, LTACs, and inpatient rehab)
- **Interactive** – Each topic has at least one user interaction

A Couple of Quick Samples

“What Is Palliative Care”

<http://zebr.as/2oiSTXw>

“Preventing, Identifying,
and Managing Delirium”

<http://zebr.as/2oqxzga>

Technology and Learning Outside of the LMS

- Webinars
- Smart phones
- Video transmission of talks to different offices
- Start button resources
- Partners Handbook

Interactive Educational Session in Four Locations

PHH Clinicians Enjoy a Successful Motivational Interviewing Lecture

Thanks to the generous endowment funds from Mr. Edward T. Donohue created in memory of his mother, Anne A. (Chaplick) Donohue, PHH was able to host a successful Motivational Interviewing lecture on Thursday, September 28. The lecture was held in Braintree and simulcast to offices in Waltham, Chelsea and Beverly. Judith Arneson, RN, Quality-Education Specialist presented to over 45 clinicians in Braintree and many more clinicians who tuned into the webcast.



Thank you to all who attended, both in person and virtually, and thank you to our generous donor, Mr. Edward T. Donahoe.

*Pictured above from left to right: **Ann Marie O'Connell, Director of Human Resources;** **Annmarie Martin, Clinical Director;** **Mr. Edward T. Donahue;** **Judith Arneson, RN, Quality-Education Specialist;** **Jackie Doyle, RN, Learning & Development Specialist.***

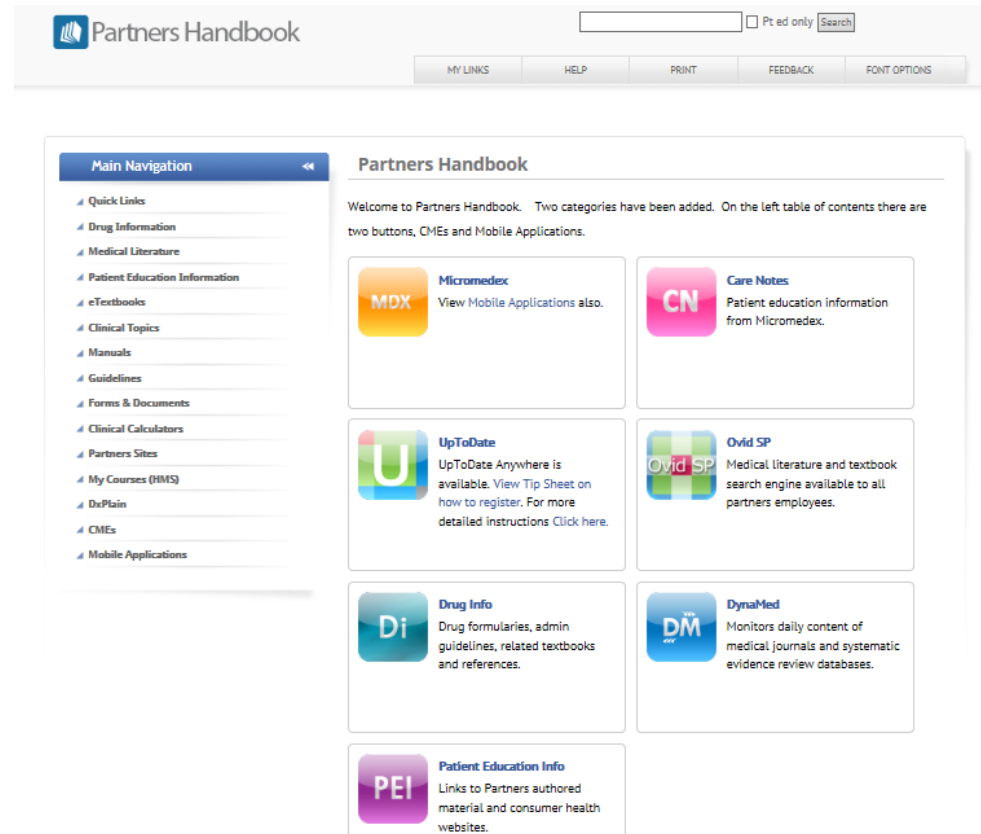
Start-Button Resources

PHH-Specific

- Practice Guidelines
- Documentation Guidelines
- Policies and Procedures
- Miscellaneous Resources

Partners-Wide

- Partners Handbook



UpToDate

Online medical resource

Expert physicians in each field update articles regularly as new research comes out.

There is a limited, free version, but Partners HealthCare System has purchased access for all of its employees.

Sample situation: going out to admit a new patient to home care; referral paperwork lists primary diagnosis as hepatocellular carcinoma

Changing Culture

Getting the technology in place is only the beginning. Other pieces of the process come even slower and harder.

- Imagining what is possible, not just assuming that we'll keep doing what we've always done
- Accommodating new learning approaches in the flow of our workday, work weeks
- Making learners aware of opportunities
- Shifting learner habits for seeking information