

Development of NHSScotland Quality Improvement e-learning modules

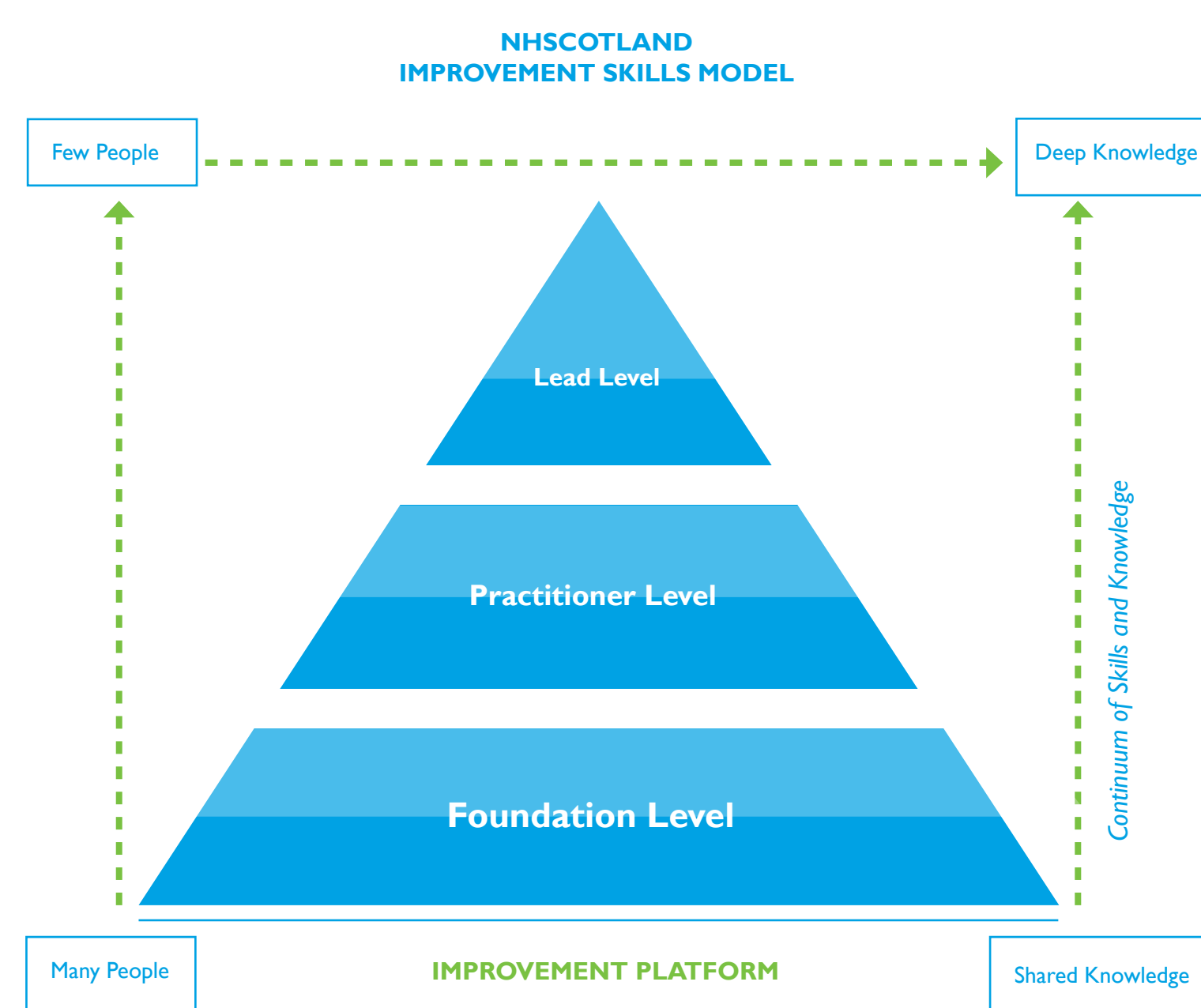
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Aim

The aim of this work was to develop a suite of accessible, relevant and free at point of access Quality Improvement e-learning resources targeted at NHSScotland healthcare staff by March 2013. NHS Education for Scotland (NES) worked with multidisciplinary staff across NHSScotland to develop these resources.

Assessment of Problem

The NHSScotland Quality Improvement Curriculum Framework produced by NHS Education for Scotland in 2011 is based around a 3 level workforce development model which describes the knowledge, skills and behaviours required by staff to continuously improve service delivery.



Feedback from key stakeholders in NHSScotland Boards identified the need for freely available, accessible and relevant education to support NHSScotland staff develop knowledge and skills in Quality Improvement tools and techniques. E-learning resources for staff at foundation level was identified as a key priority.

Intervention

Key development steps were:

- Comprehensive national and international content search and mapping exercise
- Assessment against following criteria : relevance to NHSScotland, accessibility, interactivity, quality of design, ease of navigation and cost.
- Scoping the development of a suite of Quality Improvement e-learning modules
- Full engagement with NHSScotland staff during all development and testing phases
- Communication of the availability of the resources via marketing materials, social media, attendance at conferences and events

Results

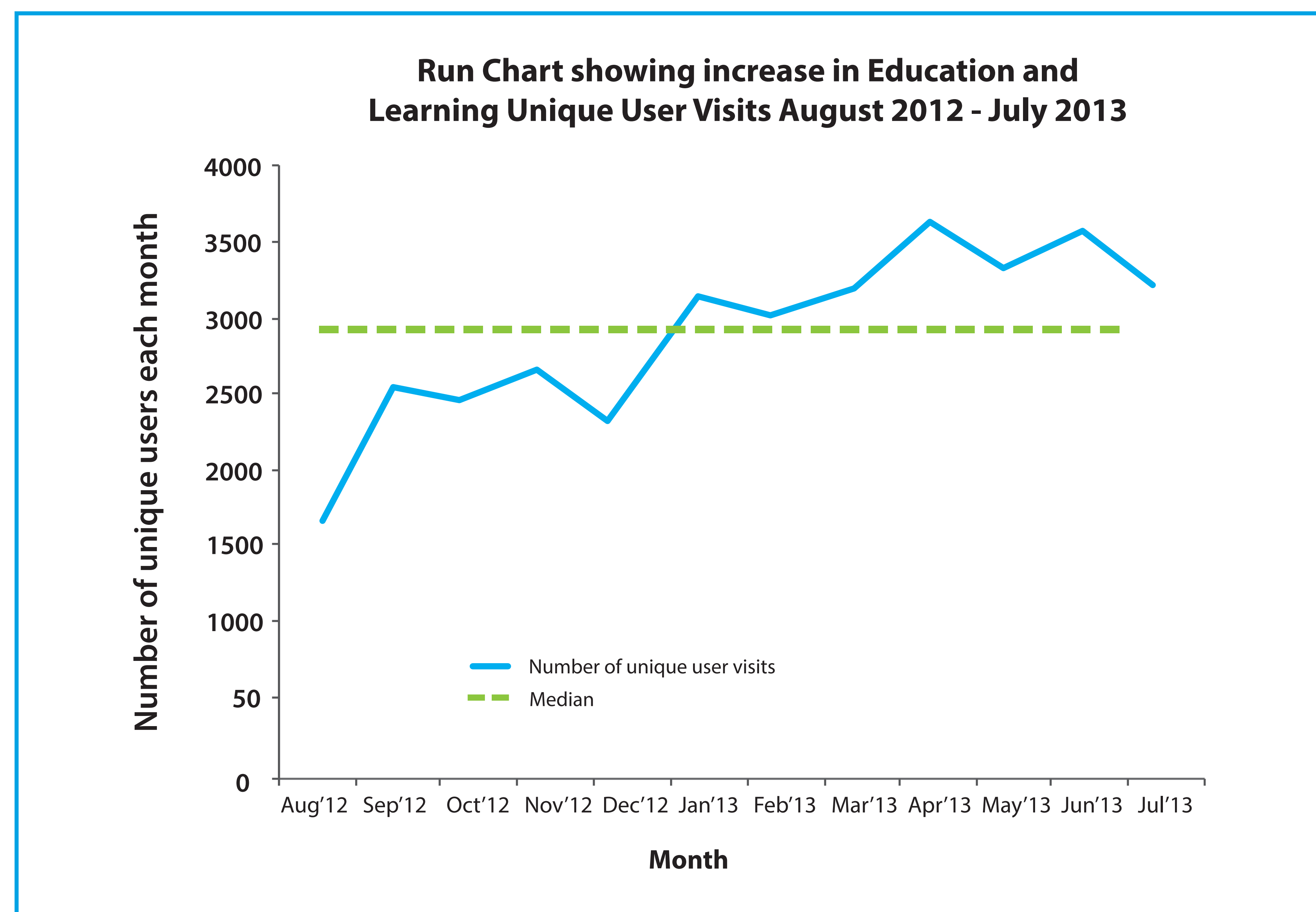
14 e-learning modules freely available and accessible to all via the QI Hub website:
www.qihub.scot.nhs.uk

Measurement of improvement

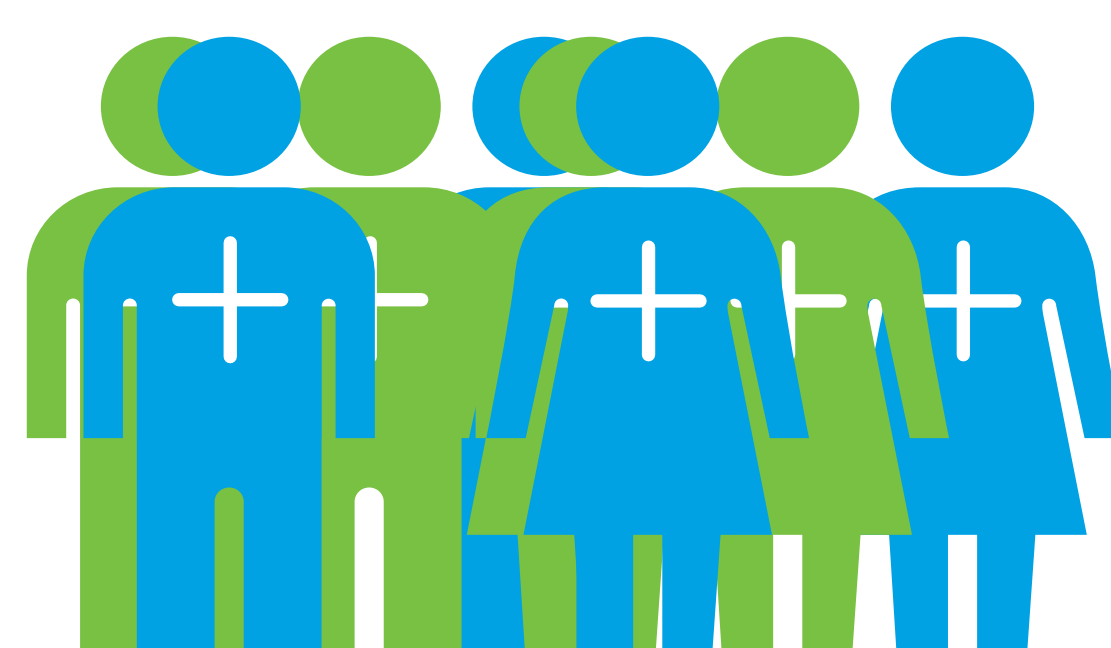
The reach of the resources was analysed by recording the geographical location of QI Hub website visitors. The resources are being used by staff across NHSScotland and the world. The uptake volume was measured by analysing the number of unique user visits each month to the specific hosting area on the QI Hub website and recorded on run charts. Since January 2013 there have been over 3000 unique user visits each month.

Learners said the resources were:

- “Clear, concise and user friendly”
- “A good resource - consolidated why you need to measure and gave some useful tips on presenting data”
- “It was clear and a good introduction to methods for Quality Improvement”



Accessed in 40 countries around the world



84% of people visiting the Education and Learning section of the QI Hub website use the e-learning modules

Effects of changes

The resources are being used:

- By individuals at a time convenient to them
- As part of a blended approach to consolidate learning in classroom sessions
- By groups of staff in team based sessions

Staff now have access to relevant, accessible free learning resources to support their development to deliver person centred, safe and effective patient care

Message for others

The collaborative approach to development of these e-learning modules avoids duplication of effort and resources across NHSScotland. This free, national resource supports staff development to meet the quality ambitions to deliver person centred, safe, high quality patient care.



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