

Clinical and General Pharmacy Mandatory Training Program and an E-Learning Platform

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Aim

To determine whether the E-Learning platform meets business requirements and improves the culture around medication safety.

Method

The Icon Group Pharmacy Practice Unit is a clinical governance team responsible for developing a framework for continual improvement that ensures high standards of service in both clinical and general pharmacy practice.

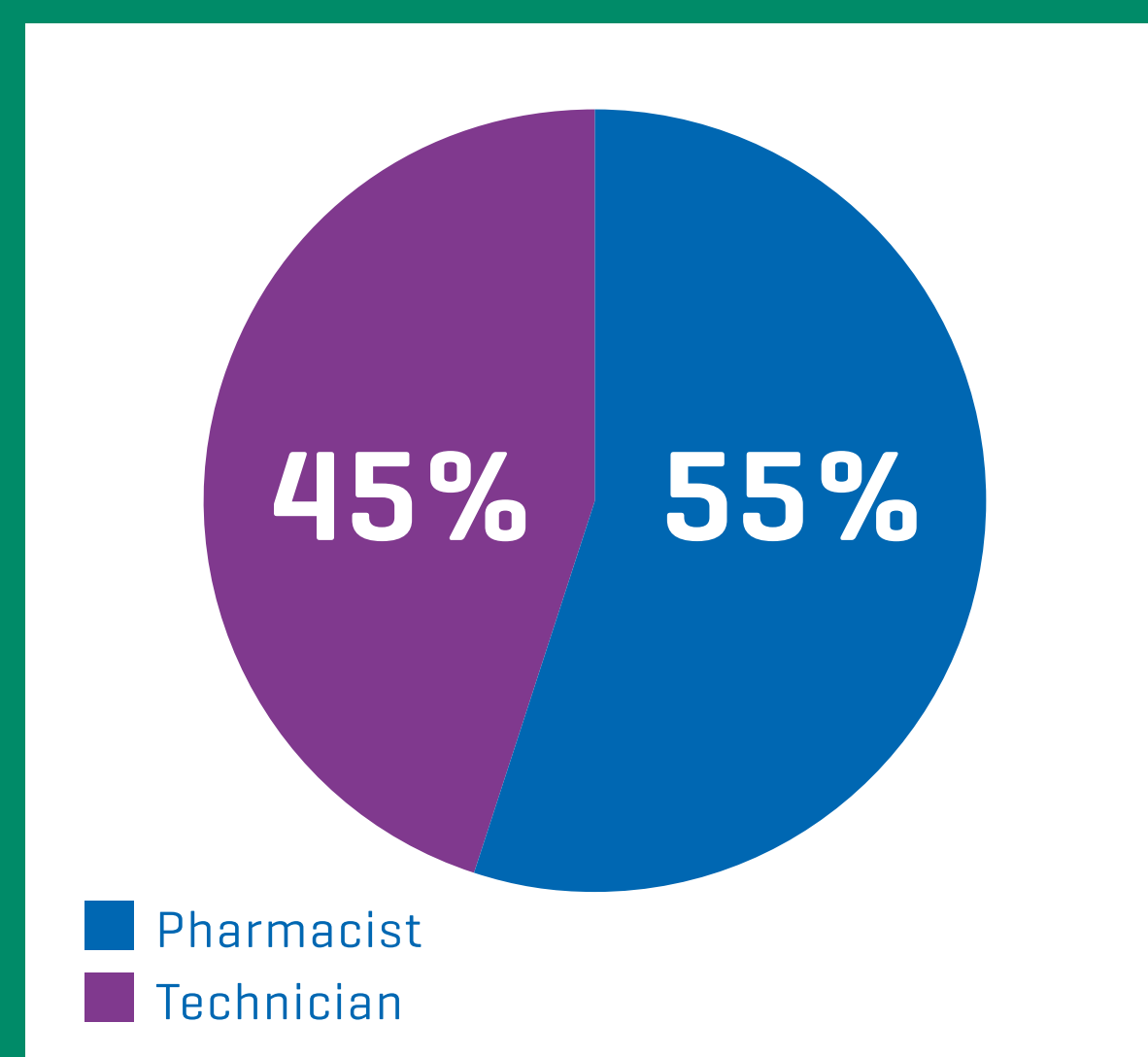
In March 2015, the Unit introduced mandatory training to all Epic Pharmacy pharmacists and technicians, delivered through an on-line learning platform, Learning Seat. A three phase roll out was planned, including a mix of in-house content training and assessments, and external online training [e.g. National Prescribing Service [NPS] Moodles], for which certificates of completion were required to be uploaded into the system.

A survey of perceptions of benefit, and content relevance was sent electronically to 245 staff. An analysis of training completion rates by pharmacy was undertaken.



Results

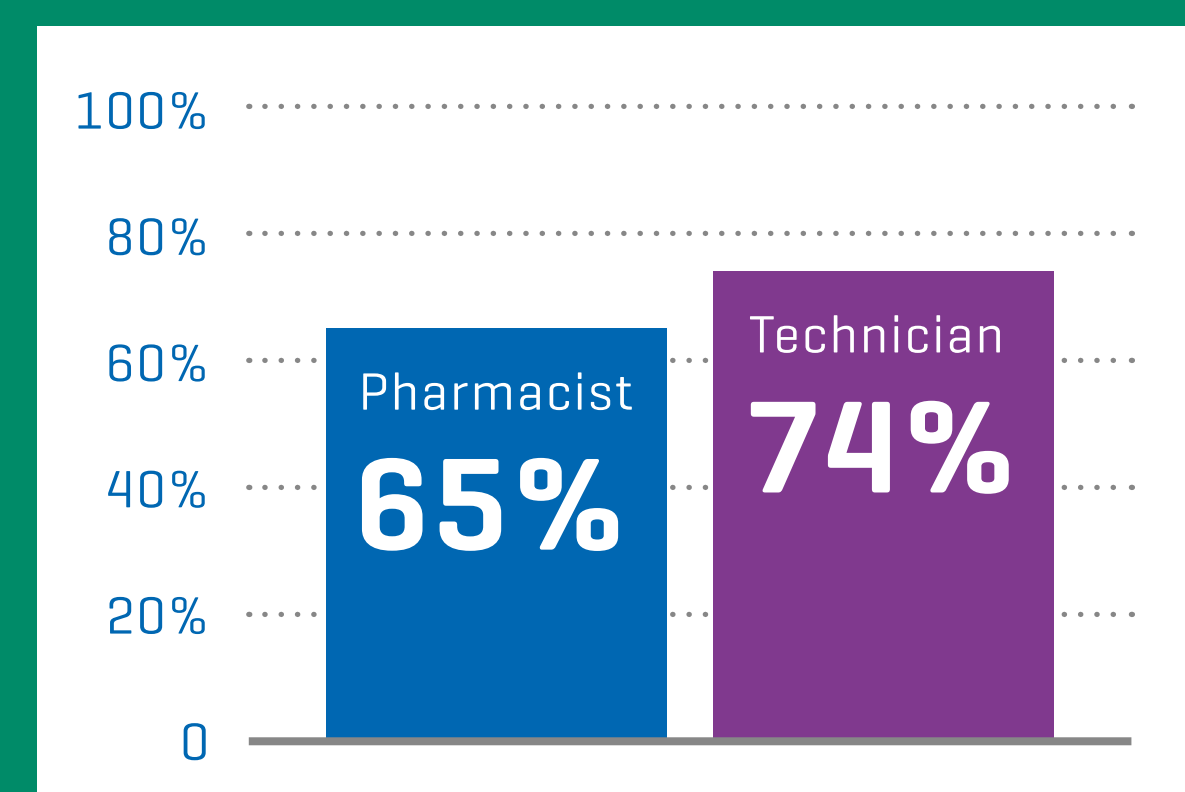
Survey respondents by role



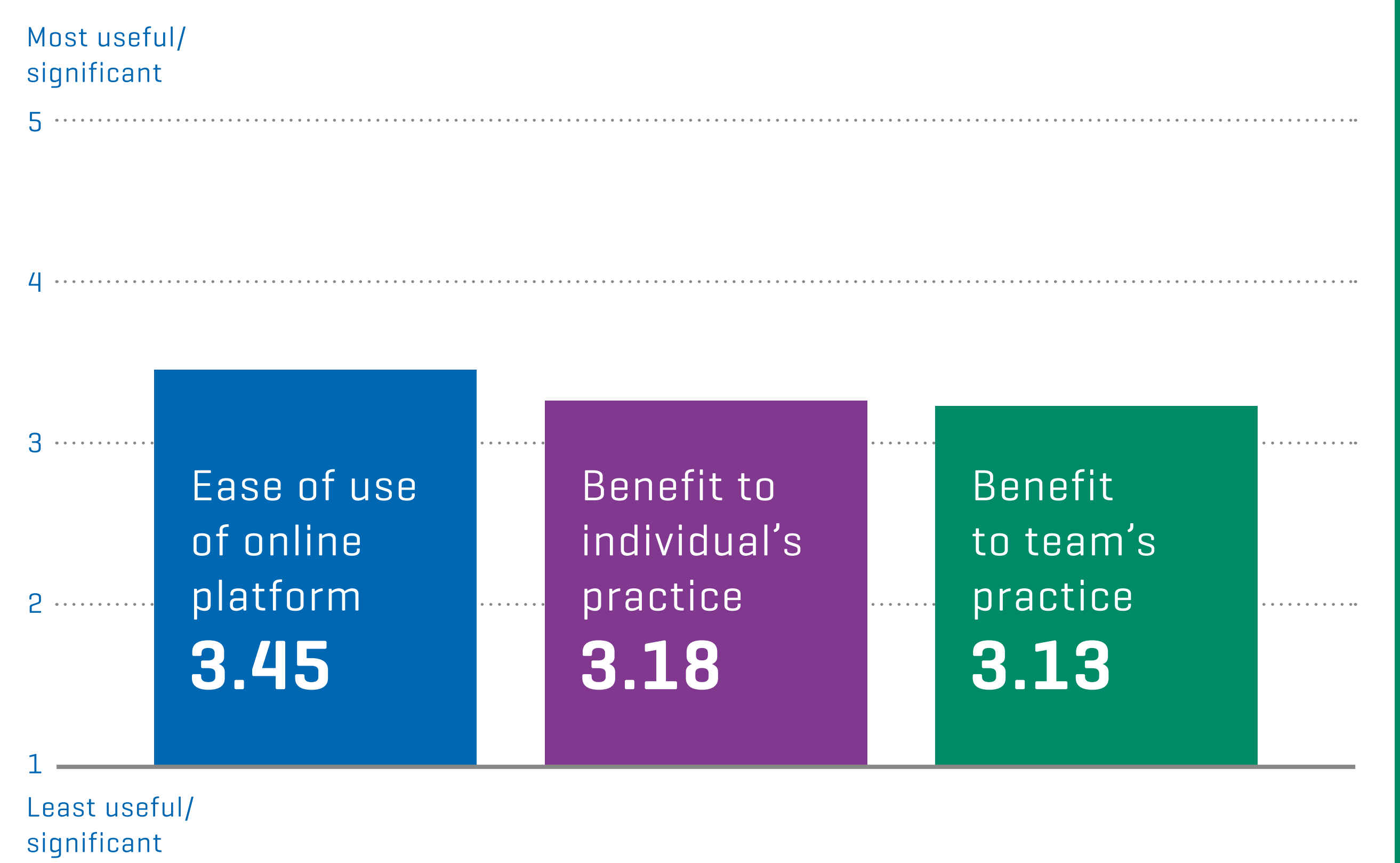
Overall survey completion rate was 33% [80 respondents], with pharmacists and technicians at 34% and 31% respectively.

Over the 15 month period, 1339 assessments had been assigned. The overall completion rate of assessments was 72%, with individual sites ranging from 47% - 92%.

Overall completion rates of assigned assessments

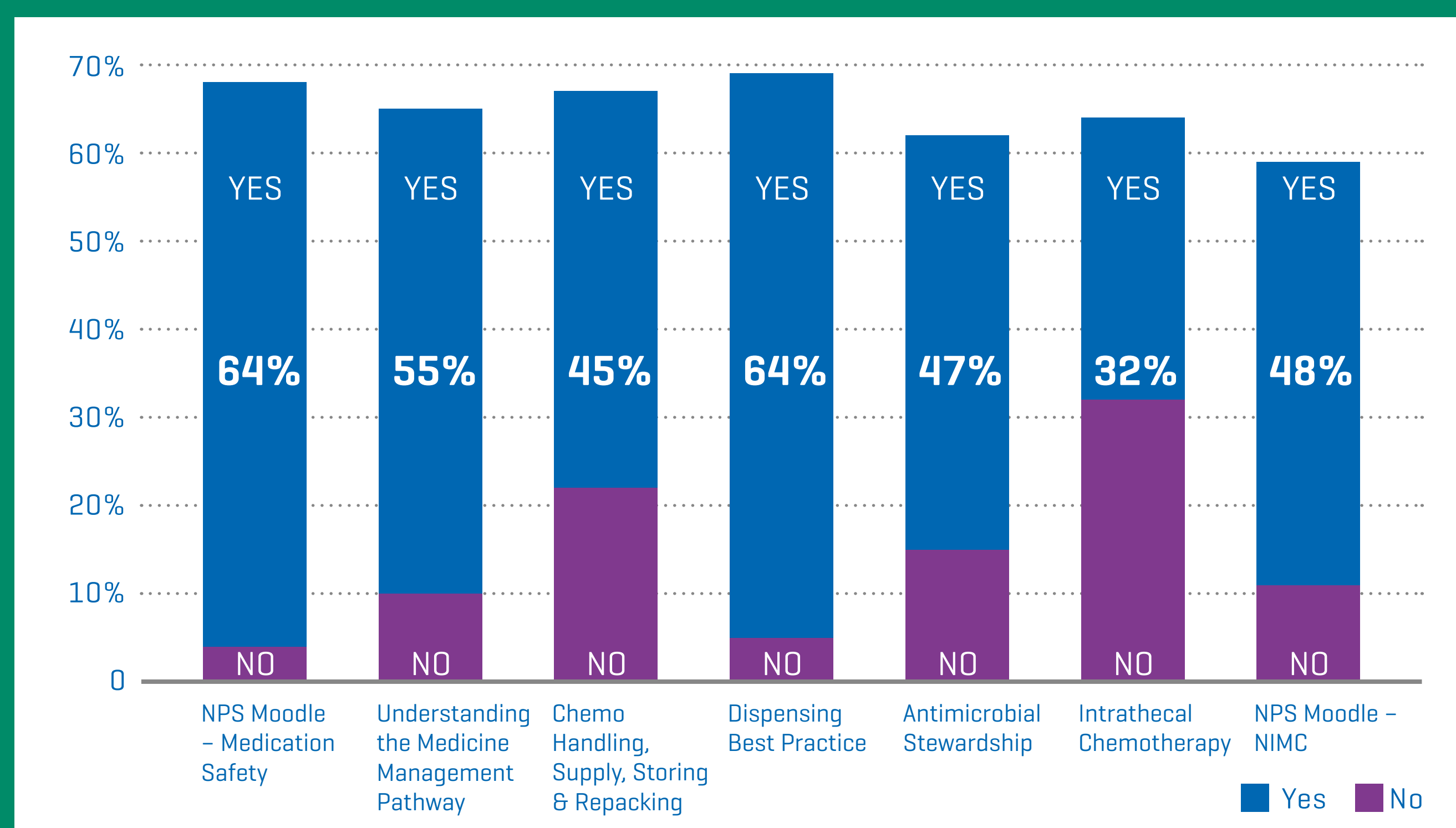


User perceptions [as an average]



82% of participants thought that mandatory clinical training had a positive effect on organisational culture around medication safety.

Which assessments have you found worthwhile [as a %]?



When asked if current and future assessments were worthwhile, 78% responded "yes".

Relevance of content received a positive response of between 51% - 94%.

Conclusion

The Icon Group Pharmacy division consists of three different pharmacy brands - Epic, Icon and Slade. The mandatory program had been introduced to Epic pharmacy staff at the time of this project.

Results showed completion rates varied considerably between sites.

A program should be developed to increase manager's accountability for staff completion, and improve staff engagement utilising successful strategies from top performing sites.

Online training should be made accessible to all Icon Group pharmacy staff.

The survey has demonstrated the program is worthwhile however we need to move the program from average to Epic!