THE TRAINING CHALLENGE AT THE TRUST

Basingstoke & North Hampshire NHS Foundation Trust were spending a lot of time and resources using a traditional one to one training approach to meet the challenge of training users on a variety of complex systems. Their training requirements covered a wide range of functions including core skills competency, recruitment testing, new system implementation, standard training for new starters, refresher training, and tuition and documentation for help packages.

They wanted to offer consistent training to all users of their systems whilst ensuring efficient use of staff time. The training provided needed to accommodate the different learning styles of individuals for the greatest results.

“STT Trainer has enabled the Trust to introduce bespoke e-learning for the first time. The potential for change in the way training is delivered when new systems are rolled out is immense.”

Katherine Morgan, IT Training Manager
Basingstoke & North Hampshire NHS Foundation Trust

Basingstoke & North Hampshire NHS Foundation Trust

Basingstoke and North Hampshire NHS Foundation Trust (BNHFT) provides acute hospital services to a population of around 300,000 patients in Basingstoke, Tadley, Alton and Bordon as well as surrounding towns and villages in north and mid Hampshire and west Berkshire.

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<th>Industry:</th>
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STT Trainer lets the Trust offer consistent training to all users.

The Solution: Simulated On-line Learning from Kaplan IT Learning

Basingstoke & North Hampshire NHS Foundation Trust selected STT Trainer, a simulation and documentation authoring tool from Kaplan IT Learning. STT Trainer offered the functionality required by the Trust, and the product was able to capture green screen and other local software applications. “We were interested in STT Trainer because it met our requirements, had been used in other NHS Trusts and was within our budget”, said Katherine Morgan.

STT Trainer has been used by the Trust to develop skills enhancement and development training for the wider workforce, with a focus on ensuring all staff have the core IT skills necessary to carry out their roles.

STT Trainer is used for training clinical staff and administrative staff working in clinical areas, and the systems include PMS (Patient Management System), CWS (Clinical Correspondance) Pathology Ward Enquiry and Microsoft® Office applications.

Approximately 500 people are currently accessing the training content and well over 100 lessons have been created.

The Future of STT Trainer within the Trust

User feedback has been excellent and the Trust now plans to expand the range of training available through STT Trainer, particularly in hospital systems – clinical and non-clinical. “Users were surprised at how intuitive the learning material was and are impressed with the content. This has generated enquiries from other departments who want training created for their applications”, comments Katherine.

The Trust team is also creating training in non-IT systems, such as Falls Management.

Success Points

Basingstoke & North Hampshire NHS Foundation Trust successfully met their target launch date, and exceeded their initial training objectives.

“We have realised significant costs savings because we can deliver training in the workplace, and this gives us a reduced need for dedicated trainers on different systems”, said Katherine.

The next project for the Trust is to roll out an e-Discharge system, and the Trust plans to use STT Trainer as their main training mechanism. This system will primarily be used by Doctors, Pharmacists and Ward Clerks.

“STT Trainer is a good long-term investment for the Trust as we plan to use STT Trainer to create an e-learning environment relevant to all staff groups at the hospital”, concludes Katherine.

“We were particularly impressed with the cost, look and feel of the system and the level of customer support offered by Kaplan”

Katherine Morgan, IT Training Manager
Basingstoke & North Hampshire
NHS Foundation Trust