Patient Access Education & Training

Strategies to improve education and training with limited resources in Patient Access Services.
Objectives

• Foundation of Patient Access
• Training and educational ideas
• Attention span and how to retain it
• How to develop your materials
• Enhancing creativity
Reduction in budget?

- How many of you were asked to make reductions in your budget?

- Some of you may have taken dollars from your educational budget.
Foundation of Patient Access

• The very foundation of Patient Access is education.

• Nationally patients are shopping for healthcare to not only meet the needs of their financial budget, but also for exceptional service provided by educated staff.

• Find
  • New inventive ways
  • Clearly communicated
  • Consistent
  • Within our budgetary constraints.
Reduction in budget?

Ways to train associates and be cost conservative
**Standard Work**

- Process is outlined and broken down to its’ most elementary level.
- Scientific Management developed by Frederick Taylor
KWL

Teaching model

- **Knowledge we have**
- **What we want/need to learn more about topic**
- **Learned information**
Newsletters
Boot Camp

- Comprehensive review
- Recommend pre-test to determine material for boot camp
- Reward: 100% on the pre-test...skip the boot camp
Pre/Post Testing

Robert Newton from The Robert Gordon University, Aberdeen suggests that:

- Pre testing determines the current level of understanding
- Post testing measures the ability to retain and recall
- Helps to determine if the manner of delivery caused an increase in knowledge

- The NDTAC at the American Institute for Research states that pre/post testing “Real-time progress for monitoring” “powerful tool in providing teachers feedback about how to better meet the education/training needs. If most people get the answer wrong, you need to change the way that you educate”.
When doing pre/post:

- Test type should be the same. (paper, online, etc.)
- Wording format & responses should be similar in nature for consistency.
- Keep it short & simple

The resource center – tools for training for volunteer and service programs states that the outcome of pre and post testing is impact data, immediate feedback, and increased program accountability.
Skills Day/Blitz

- Includes demonstrations, posters and lectures
- Create a display board for a topic
- Deborah Smith at Duke University Medical Center stated that “Staff updated skills and met yearly competency requirements while enjoying a relaxed day away to focus on learning.”
- Findings:
  - “increased comfort levels” of “protocols and procedures”
  - “enthusiasm and staff satisfaction”
  - “staff discovered the value of colleagues as educational resources”
  - received “suggestions for improvement” and “future topics”
  - recommended by staff that Blitzes be done bi-annually.

“Staff driven continuing education ensures success and motivates the team.”
~Deborah Smith
Include snacks, lunch, door prizes and learning materials that are take a ways.
Games and Puzzles

- Trivial Pursuit
- Jeopardy
- Memory
- Minute to win it

Prizes can be candy bars, certificates, medals, etc.
Today’s Technology

“Today, your cell phone has more computer power than all of NASA back in 1969 when it sent two astronauts to the moon.”

~ Michio Kaku, “Physics of the future”
Electronic

- Podcasts
- Delicious  http://delicious.com
- Online training materials  
  http://www.SlideShare.net
- Webinars & On-Demand Trainings  
  http://www.innovativeeducators.org
- Videos  http://www.youtube.com,  
  http://www.teachertube.com
• Social Networking Sites [http://www.classroom20.com],
• Linkendin [http://www.linkedin.com]
• Twitter [www.twitter.com]
• VoiceThread [www.voicethread.com]
• MS Live Meeting or Office Communicator

*Resource: Innovativeeducators.org
Video Training

- Help with seeing behaviors for training modules
- Candid Camera

*Resource: [www.ncaction.org.uk/creativity](http://www.ncaction.org.uk/creativity)
Additional Recommendations

- Hands on demonstrations
- Scavenger Hunts
- Posters/Easels
- Theme programs (Olympics)
- Work groups for small-group exercise with them presenting their work
- Action plans (for simple projects)
• Project management (for larger projects)
• Sell your idea (develop a marketing campaign; advertisement.)
• E-mails
• Competency testing (quarterly, annually)
• One-on-one sessions
• Group discussions
• Put on a show or skit
Recap of training options

• Standard Work
• KWL
• Newsletters
• Boot Camp
• Pre/Post Testing
• Skills Day/Blitz
• Games/Puzzles
• Technological Avenues
Accountability

- Do you wish you could have a Moonstruck moment?
Attention Span

- Average attention span of an adult is about 20 minutes.
- “immediately after a lecture students recalled 70% of the information presented in the first ten minutes and only 20% of that from the last ten minutes.”
- How do we expand on the 20 minutes?
How to educate staff

- Cater to your staff
- Set goals of what you want to accomplish
- Determine what method of education
- Documentation
- Update in-house training material every 6 months
Training format

- Set expectations
- Have clear goals
- Summarize when you change a topic
- Use colors & pictures to emphasize a point
- Share a story
• Reduce clutter to handle limitations of short term memory and to not distract the listener
  • Brad Vander Zanden: “people can hold 5-7 items in short term memory”
• Make it short and snappy
• Make it relevant, consistent, fun and use active learning
Active Learning Exercises

- Recalling prior material – list as many points they can recall
- Responding to questions
- Problem Solving (TAPPS)
- Explaining written material
- Analytical, critical and creative thinking – list assumptions, problems, errors with processes.
- Generating questions and summarizing
Generate creativity

- 5 Elements from “Creativity” by Mihaly Csikszentmihalyi’s
  - Preparation
  - Incubation
  - Insight (Root cause)
  - Evaluation
  - Implementation/Elaboration

“Creativity is one percent inspiration and 99 percent perspiration”
~Thomas Edison
When being creative

- Be imaginative
- Take risks
- Be an expert in what you're teaching
- Have confidence
- Create a non-threatening environment for your training.

This will help to make learning more interesting, engaging, exciting and effective.

Mindtools.com states that “creativity is about finding fresh and innovative solutions to problems, and identifying opportunities to improve the way that we do things.”
Recap of how to...

• Moonstruck
• Average attention span is 20 minutes
• Use active learning exercises
• Be creative
“Innovation comes from people meeting up in the hallways or calling each other at 10:30 at night with a new idea, or because they realized something that shoots holes in how we’ve been thinking about a problem.”

~ Business Week
Questions
Website Resources

- Mindtools.com
- Minute to Win It
- GreenBiz.com
- www.ncaction.org.uk/creativity
- Innovativeeducators.org