

# Health Education and Training Institute

## Overview

Heather Gray  
Chief Executive  
September 2014



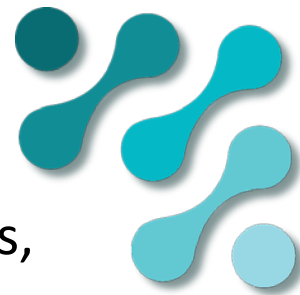
Collaboration  
Openness  
Respect  
Empowerment



# HETI's Statutory Functions

- Create and evaluate education and training programs, management, leadership and professional development
- Support reform and improve workforce capability
- Develop and evaluate education and training networks
- Create education and training standards, reporting systems
- Ensure education and training programs and other projects:
  - meet local/system needs, are cost-effective and accessible
  - support high-quality, team based, patient centred care
- Work closely with LHDs, Specialty Networks, education providers
- Develop strategic plan, linking to NSW Health priorities

# HETI's Service Compact



An agreement with the Secretary that sets out HETI's functions, performance measures and funding for 2014-16. It requires HETI to:

- Establish as a leader in education and training in the NSW Public Health System to support world-class clinical care
- Establish, develop and coordinate the delivery of NSW Health education and training programs (Leadership and Management)
- Provide oversight of NSW Health education and training networks, systems and standards – HPWP
- Ensure internal governance, management processes, monitoring, reporting and evaluation support the work of HETI
- Pursue development of accreditation



# HETI Frameworks

- Building and utilising state-wide evidence-based frameworks that support skilling of staff and excellent patient care
  - Leadership Framework (1<sup>st</sup> ever in NSW Health)
  - High Potential Framework (draft)
  - Education and Training Framework (draft)
  - Teamwork Framework (draft)
  - Management Framework - including Financial and People Management (draft)



# Building workforce capacity and capability

- New state-wide standardised resources
- 300 new and improved resources (published & in development)
  - Clinical (Medical, Nursing & Midwifery, Allied Health & Oral)
  - Non clinical (corporate and clinical support staff)
- Modes of delivery: E-learning, face-to-face, blended, simulation, master classes
- Types of resources: courses, stand-alone modules, facilitator guides, workbooks, videos, webinars, simulation scenarios, assessment tools

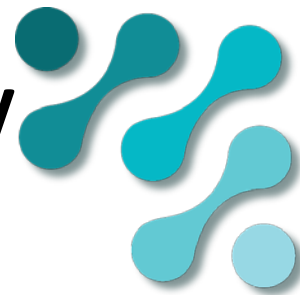


# Building workforce capacity and capability

- **Partnership examples**

- CEC – National Standards, Sepsis, Between the Flags
- ACI – Dementia and Delirium & Coaching panel
- MoH – Smooth Patient Flow – Blended Learning
- MoH – Violence Prevention – 4 online modules and face-to-face package
- Mandatory Training – reducing 194 policies to 35 policies with training on HETI Online (red flags)
- NAMO – Take the Lead – 7 Online Modules

# Building workforce capacity and capability



## Financial Management Education Program

- FMEP – 11 week course to empower cost centre managers to understand and communicate ABM, budgetary issues, improve budgetary control, project potential cost savings leading to enhanced patient care
- Began implementation in November 2012
- Target – Cost centre managers controlling LHDN budgets in both clinical and non-clinical roles – 3,159 – train up to 15,000
- 145 additional courses have been implemented in the financial year to 30 June 2014
- Feedback from final course evaluation is overwhelmingly positive
  - 83% of participants indicate they will definitely or mostly be able to apply what they have learned from the training in their job
  - 80% of participants indicate that this course has either definitely or mostly helped improve their level of financial knowledge within health service budgeting.

# Technology to Support Learning



- HETI Website
- HETI App
- HETI Online
- HETI Springboard Portal





# HETI Online – What is it?

- Web-based statewide Learning Management System (LMS)
- Access for all staff
- Platform for eLearning resources
- Scheduling of classroom activities
- Maintenance of records and reporting



# Benefits of HETI Online

- All your scheduled learning is identified in one place
- Place to go to for your eLearning to find the best resources
- Learning history – transcript/personal portfolio is transportable
- Schedule classroom events – place to book venues



# HETI Online Functions

- Provides course metadata
- Search by key word or category
- Learning History
- Flags mandatory training
- Groups courses through **Learning Pathways** (Foundations modules) or **Learning Tracks** (Violence Prevention & Management Training)



# HETI Online Course Data

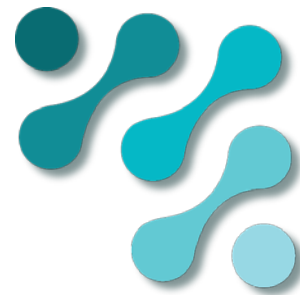
- Course date migrated: 600,000 records
- Course completions as @ 12 September 14:
  - Total: 213,173
  - Rural and Remote LHDs: 90,443
  - LHDs with greatest completions:
    - Murrumbidgee: 25,855
    - Southern NSW: 23,048

# Impact in rural and remote settings (Southern NSW LHD)



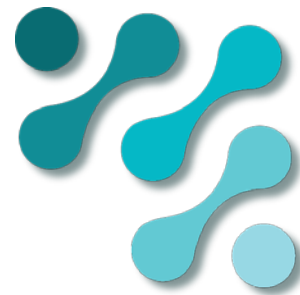
- Accreditation
- LHD data collection
- National registration requirements
- Access
- Orientation and induction

# Impact in rural and remote settings (Southern NSW LHD)

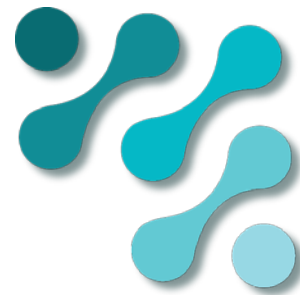


- Consistent quality resources
- Increase access to education and training
- Orientation and induction within HETI  
Online provides a pathway for new workers
- Accurate reporting against online mandatory training but also valuable for reports within the LHD

# Impact in rural and remote settings (Southern NSW LHD)



- Only one learning and development officer in SNSWLHD
- Online training reduces the need for release of staff in classroom based activity
- Streamlines reporting
- Accurate electronic scheduling of training reduces the need for paper-based resources



# Accreditation: SNSW LHD

- Accurate data:
  - Violence Prevention and Management training:
    - 2012: 400
    - 2014: 1888
  - Fire training: 96% compliance:
    - 2014: 2261 completions (FTE 2360)

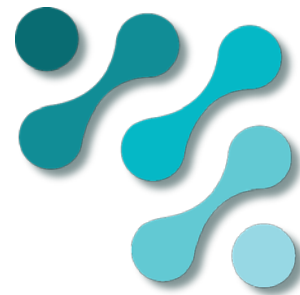


# Impact in rural and remote settings (Southern NSW LHD)



- Recruitment and Selection:
  - Critical that this is efficient and effective
  - KPI Benchmark average days for recruitment:
  - Strategy: staff to undertake the Recruit and Select Modules
    - March 2013: 55 days - April 2014: 40 days
    - 27% improvement
- HETI Online was extremely beneficial in supporting the strategy

# HETI Future Directions



- Transition of the NSWIOP
- Continue to implement service compact including HPWP
- State-wide LMS “HETI Online” Coordinated systems (frameworks, mapping, articulation)
- Multi-disciplinary course development
- Continue to reduce duplication, eg state-wide mandatory training
- Transparency and improved workforce capability
- Needs-based and rapid production of learning resources (up to 1,000 online modules and face-to-face courses by 2022)
- Accreditation of programs/courses