

LOCAL LEARNING IN THE HEART OF THE CITY – IMPLEMENTING NLMS AT HEART OF BIRMINGHAM TEACHING PCT

About the Trust

Heart of Birmingham Teaching Primary Care Trust provides health services to 300,000 people who live in the centre of Birmingham.

Heart of Birmingham is a 'teaching' PCT because it believes that learning is part of the job and a great way of retaining good employees. It offers education and training to all its 1,500 staff

Overview

Time pressures and the ability to run locally-developed courses were two reasons behind Heart of Birmingham Teaching PCT's decision to implement the National Learning Management System (NLMS). For staff based in city centres, travel to and from classroom teaching can be time consuming and add pressure to the delivery of healthcare services. In teaching Trusts there is particular commitment, at all levels within the organisation, to provide accessible training and development for all staff. Using the NLMS allows Heart of Birmingham to offer flexible learning options to its staff

Having gone live with ESR, including Oracle Learning Management (OLM) and Manager Self Service in November 2006, the Trust could see clear advantages for them in using the NLMS and was keen to volunteer themselves as a pilot in September 2008

Before they began using the NLMS, the Trust's training and development department had to run reports to find out what training had been completed, by whom, and then manually input all updates into ESR to ensure training records were complete. The move to NLMS means that elearning records will be automatically updated on an individual's portable record which can be taken with them throughout their NHS career

The Trust has so far developed eight local elearning courses with, and

hosted by, an external provider 'Training Tracker' and has plans to develop more. The courses cover the following mandatory topics:

- Infection Control
- Health & Safety
- Data Configuration & Information Governance
- Manual Handling
- Induction
- Fire Safety
- Risk Management
- Incident Reporting

Developing their own local mandatory courses enables the Trust to create links with local competences. It also means that local policies can be accessed during

the elearning and ensures that the learner has access to all the local information that they require at once

Chris Heward, HR Project Manager at the Trust says, "The elearning on our locally developed mandatory elearning courses is only undertaken once learners have completed initial classroom based training in that topic. We're keen to use elearning as just one part in a holistic approach towards staff development and learning opportunities."

The move to accessing this existing training through the NLMS presented a learning curve to both Training Tracker and the Trust itself. The NHS ESR Central Team provided support on making courses Sharable Content Object Reference Model (SCORM) compliant, including a handy technical guide. Training Tracker were then able to make the required

technical adaptations and will ensure that future courses will be developed along the same specifications

With first time participation on a mandatory training course always being face-to-face, the Training and Development Team are able to plan allocation of places on each course. The Trust encourages learners to undertake the annual refresher training on the local elearning courses delivered through the NLMS, which then keeps classroom places free for new learners. Over 50% of refresher training is currently carried out in elearning

Integration with ESR means that learners are allocated 'competence' for one year on completion of a given course. After 11 months, the learner and their manager receive automatic notification that this competence is due to be refreshed. This takes away the onus from staff to have to issue reminders and chase bookings

Benefits by implementing NLMS

The main benefit of using NLMS is the complete integration with the ESR data, before this system was used a learning administrator would have to manually extract the data, collate it and then input it as necessary. Using this system also ensures quality data capture

Top tips from Heart of Birmingham Teaching Trust

- Make sure that elearning is part of your organisation's local education Strategy
- Elearning can provide a big hit in terms of availability, accessibility and physical undertaking of mandatory training



Hurdles to overcome

- IT difficulties – the Trust is in the process of ensuring that the correct IT set-up is in place to allow users to access the NLMS from every desktop in the Trust. It can be time consuming for the IT Department to get to each site in turn
- Ensuring that externally produced courses work correctly within the NLMS. The Trust worked with Training Tracker and the NHS ESR Central Team to ensure the initial problems were solved and future courses are built with that solution fully integrated. More information is available from the online NHS e-Developers community (<http://www.connectingforthealth.nhs.uk/systemsandservices/etd/elearning/developer>)

The future of the NLMS at Heart of Birmingham Teaching PCT

- All staff sign-ins allocated
- Development of more local courses
- Keep an eye on national courses – for example, the Safeguarding Children and Young People elearning developed and recommended by the Royal College of Paediatrics and Child Health (RCPCH) means that the

Trust will promote this to learners, where they had been considering developing their own local content. Not only does this offer consistency nationally, but it saves development costs for individual Trusts

National Compliance

Heart of Birmingham Teaching PCT's approach to elearning follows the vision set out in the National eLearning Framework for England. The framework is based on four pillars:

- The development of a comprehensive platform to deliver elearning across healthcare, with clear standards for local products
- To develop and deliver a range of nationally commissioned, high-quality elearning products, with an accessible library to prevent duplication
- To evaluate and develop new and emerging technologies to assist in the delivery of high-quality learning and development
- To identify and promote good practice

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