

IT and the NHS

The National Programme for IT (NPfIT) is a Department of Health initiative that aims to create a single, co-ordinated system of electronic clinical records. The system will be used by 30,000 general practitioners (GPs) and 300 hospitals – which means that huge numbers of people must be trained in its use by the time it goes live

Kaplan IT Learning's E-Learning solution 'STT Trainer' enables Trusts to create localised E-Learning for end user systems training. Content is created in the form of simulations (demo, training, self-assessment and live help) and documentation (Word, HTML and PDF). The content is created from a single source file, ensuring that it's easy to edit, update and maintain. Users can train in a mirrored version of the live system, so can practise in a safe environment. Self-assessments allow the organisation to track user progress and competency levels.

Using STT Trainer, end users are able to 'learn by doing'. Timid users can learn in the 'demo' mode, and then progress through the training modes as they gather confidence in the system. Once end users understand how to navigate through the application, they can attend the self-assessment, from where managers can ensure the transfer of knowledge by reporting on test results. STT Trainer can create E-Learning on any business system.

Kaplan IT Learning has been working closely with the NHS, to ensure that end users are effectively trained up before systems go live. One such organisation is the Chelsea and Westminster Hospital NHS Foundation Trust. Electronic

patient record (EPR) training at the hospital is crucial, with over 700 people a year needing to be trained on how to operate various in-house and healthcare-specific systems. Previous approaches to EPR training had involved either purchasing bespoke training taught in a classroom environment or using pre-designed training manuals linked to a dummy database. Both methods were often costly and time consuming as, for example, the dummy database needed changing every time there was a system change or upgrade and the test data needed removing and updating frequently – and so it was decided that a training solution which matched the existing structures of an already complex business environment and which would create consistency and efficiency throughout Chelsea and Westminster Hospital NHS Foundation Trust as a whole was required.

The EPR Training Department chose STT Trainer Kaplan's simulation training tool. STT Trainer works by creating lessons that are mirror images of the live environment and can be branded and localised to look like the real system. The EPR trainees were therefore able to 'learn by doing', as the training tool replicated the real system – as opposed to providing a dummy training environment.



Although the original requirement behind the purchase decision was the introduction of a consistent training methodology, the Trust has since recognised how versatile STT Trainer is when it comes to future training projects. 'The tool was initially purchased to improve the efficiency of our existing training processes, but this will be an invaluable product for the roll-out of the new software we will be shortly installing', confirms EPR Training Team Leader, David Henry. 'Although the training is not yet fully deployed to our end-users, the demos on the system have proved to be popular with staff members.

'The cost savings are clear', David Henry continues.

'We are able to train more people using less staff, produce high-quality training content faster, and print out professional training documentation without the laborious task of it being manually written.'

David spent a lot of time researching the market and evaluating the best solution for Chelsea and Westminster Hospital NHS Foundation Trust, and found that STT Trainer best met the needs of the EPR training team within the Trust. 'When looking for a training solution that would meet our requirements, we found that no other products offered the same service as STT Trainer', David Henry concludes.

Kaplan has recently begun work with organisations within the NHS to assist them with the implementation of the NPfIT and associated new systems