
Ideal Course Catalogue

2010/2011

Comprehensive range of training courses covering

Best practice

Personal skills development

Technical skills

User skills



Introduction

Ideal Training courses for healthcare

Ideal is a specialist services organisation providing capability and capacity solutions exclusively to healthcare organisations – particularly the NHS.

We have worked with many NHS Trusts throughout the UK to develop appropriate solutions which support their health informatics projects and initiatives.

Our range of training courses have been developed to provide some of the key skills required to effectively manage change and development of NHS operations in four categories:

Best Practice	Personal Skills Development
Technical Skills	User Skills

Training is delivered by skilled consultants, who have many years hands-on experience of their subject area. By using practitioners to deliver our training, Ideal courses combine an effective blend of learning with real life examples of how to put new skills into practice.

All our consultants have experience of working with the NHS, or within an NHS Trust, and are able to relate their experiences to the subject matter.

The courses listed in our catalogues are available as in house training events and can be customised to meet the needs of each organisation and audience.

In addition, our training services team would be pleased to work with you to put together a customised training package to address ongoing staff development needs.

We hope that you will find our training courses of use and benefit to your organisation and look forward to working with you in the near future.

If you require any further information of any of our courses, or if you would like to discuss your training plans further then please contact our training team or your Account Manager on 01483 453508.

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Best Practice

Building an eHealth business case

1 day

This course helps NHS staff develop an understanding of common failures that lead to rejection of business cases. It provides structured and benefits focussed approaches to building an effective business case for you eHealth project.

Course content

Overview	Case study and scenarios
Common mistakes and risks	Benefits v. cost
Assessing the business need	Timetable management
What makes a good business case	Getting to “Yes” and Return on Investment

Benefits realisation

2 days

This course is aimed at staff such as business sponsors, service, supplier and applications managers, programme and project managers and business analysts involved in preparing the business value case for a business change initiative and ensuring that the appropriate benefits are delivered.

Course content

Problems with benefits realisation	Cause and effect chains
The changing environment	Evaluating business change - initiatives
Benefits – a better way	Evaluating business change - steps
	Evaluating business change - involvement

Business analysis essentials

3 days

In this course a range of business analysis techniques including SWOT analysis, stakeholder management, business activity modelling and gap analysis are explored. Attendees will undertake the investigation of the business situation, analysis of key issues and their root causes, gap analysis to establish the business problems as well as the identification and evaluation of possible solutions.

Course content

Business analysis rationale	Business perspectives
Strategic analysis in context	Analysing and modelling the business activities
A project approach to business analysis	Identifying potential solutions
Understanding the situation/issues	Making the business case

Modelling business processes

2 days

Modelling business processes offers practical, proven techniques for modelling, analysing and improving business processes. An hierarchic approach is taken to process improvement. This approach analyses and models three levels of business process and also examines important related issues such as human performance and process measurement. Theoretical concepts are supported by a detailed case study which gives the opportunity for participants to apply their knowledge to both AS-IS and TO-BE process models.

Course content

Context for business process modelling	Human aspects of performance
The organisational view	Managing and measuring processes
Modelling an organisation	Process improvement and redesign
Modelling processes	Creating 'To be' process models
Analysing tasks	Implementation issues

Business process re-engineering and LEAN techniques

1 day – interactive workshop

Course content

Introduction – LEAN improvements around the world	Introducing process efficiency: <i>the waste process steps</i>
The problem with traditional improvement thinking - <i>immediate challenges for the health service, and the apparent dichotomy of reducing cost whilst improving patient care</i>	Leaning the process <i>The common sense removal of the waste process steps</i>
Can LEAN thinking help? <i>Introduction to how lean works</i>	LEAN commitment / LEAN reward: <i>The requirement of absolute top down support and bottom up engagement, and benefits of a LEAN cultural transformation</i>
Introducing the concept of value and waste: <i>The definition of Value in healthcare terms, the difficulty of recognising waste in a caring profession</i>	Identification of business critical processes: <i>facilitating critical business identification workshops; processes that are either too diverse or of insufficient volume to warrant huge focus from LEAN or SIX SIGMA</i>

Change management essentials

1 day

This course focuses on the essential change management skills and processes needed to manage IT based change programmes. A framework is provided for you to successfully manage the transformation of your people.

Course content

Introduction to change	People change management plan
What is cultural change?	Initiating and sustaining change
Preparing for change	Sustaining change

IT enabled business change

3 days

IT enabled business change provides an introduction to the business change process and the range of techniques used in the identification and development of business changes that have been enabled by information technology. IT enabled business change offers an approach that extends from the initial investigation of the organisation through a business change lifecycle to the implementation of the proposed changes.

Course content

IT-enabled business change overview
Business/IT alignment
Business improvement definition

Business change design
Business change implementation
Benefits management

Information governance essentials

2 days

This course aims to embed NHS standards in association with local organisation Governance policies and procedures and to provide a tailored learning set for the organisation. This course has been approved by NHS Connecting for Health as meeting criteria set out by the Health Informatics Quality Scheme (HIQS) and Health Informatics National Occupational Standards (HINOS).

Course content

Understanding confidentiality
Legal and organisational frameworks
Information sharing
Information quality

Information security
Protecting information
Records management
Record retention and disposal

ITIL V3 overview

1 day

ITIL® is universally recognised as the best available method of organising and managing IT service organisations. ITIL® service management benefits from being scalable and applicable to the majority of organisational structures. All IT professionals should have a good working knowledge of ITIL®.

Course content

Introduction to ITIL®

IT within organisations
IT services and the IT infrastructure
ITIL® documentation and reference sources
ITIL® qualifications
ISO IEC 20000 Cobit

The structure of the IT service desk
Functions and tasks
Customer and user responsibilities

Service level agreements
IT services continuity and risk assessment
Implementing ITIL® service management

ITIL V3 foundation certificate

3 days

This foundation course introduces the ITIL® (IT Infrastructure Library v3) as a whole, explaining aspects such as the framework and lifecycle while introducing the functions, processes and activities. The ITIL® v3 Foundation Certificate may be taken during the course.

Course content

Service management as a practice
Service lifecycle
Structure, scope, components and interfaces of the ITIL® library
Main goals and objectives of service strategy
Key principles and models

Generic concepts
Selected processes
Selected roles

Selected functions

Technology and architecture

Introduction to project management

1 day

This course aims to give delegates a complete and practical understanding of professional project management techniques for estimating, planning and control in a healthcare environment.

Course content

**Projects and project work
Outline and detailed planning
Activity dependencies**

**Identifying resource requirements
Quality standards
Collecting and analysing resource requirements**

Managing CRS projects

2 days

This course is aimed at those NHS staff members who need to have a solid understanding of CRS project requirements, prepare and justify estimates of CRS implementation, develop project plans showing key activities, dependencies, resources and timescales for the implementation of CRS and set up and use procedures to control progress, change and quality.

Course content

**Project initiation
Outline and detailed planning
Activity dependencies**

**Identifying resource requirements
Quality standards
Collecting and analysing progress requirements
Benefits realisation**

**Service continuity
Risk management**

Portfolio, programme and project offices (P30®) overview

1 day

The aim of the course is to introduce the topics covered by the Office of Government Commerce (OGC) portfolio, programme and project office guidance. The course is suitable for individuals newly appointed to a portfolio, programme or project office environment; or senior managers considering the introduction or re-configuration of such a structure within their organisation.

Support offices may go by many names including Portfolio Office, Centre of Excellence, Enterprise or Corporate Programme Office.

Further P30 training to foundation and practitioner level is available on request.

Course content

**Overview of the method
Project management concepts
Programme management concepts**

**Portfolio management concepts
P30 concepts
P30 maturity**

PRINCE2 foundation

3 days

This course covers the content of the PRINCE2 foundation syllabus and to prepare delegates to take the foundation exam on the last afternoon of the course.

Course content

Overview of the method	Controlled progress and stages
Business case	Configuration management and filing
Organisation	Change control
Controls – introduction and controlled start	Management of risk
Initiating a project	Managing product delivery
Quality and quality reviews	Handling exceptions and managing stage boundaries
Product-based planning and product descriptions	Controlled close
Plans and planning	Exam briefing and preparation

PRINCE2 practitioner

5 days

This intensive course is designed to cover the PRINCE2 foundation and practitioner syllabi, and to prepare delegates for the PRINCE2 exams.

Course content

Overview of method	Controlled progress and stages
Business case	Configuration management and filing
Organisation	Change control
Controls – introduction and controlled start	Management of risk
Initiating a project	Managing product delivery
Quality and quality reviews	Handling exceptions and managing stage boundaries
Product-based planning and product descriptions	Controlled close
Plans and planning	Product-based planning – product breakdown structures and product flow diagram

PRINCE2 re-registration

2/3 days

To cover the content of the PRINCE2 practitioner syllabus and to prepare delegates to take the re-registration exam on the last afternoon of the course.

Course content

Mini test and recap
Change control
Management of risk
Controlling a stage and managing product delivery
Controlled close
Starting up a project

Initiating a project
Managing stage boundaries
Product based planning
PBP diagrams

Scaling and healthchecks
Applying PRINCE2 in different scenarios

Managing Successful Programmes (MSP)

4 Days

The objective of this course is to give delegates a understanding of the 'Managing Successful Programmes' (MSP™) philosophy and how it can be applied to programmes. This course is delivered using the latest 2007 MSP manual and syllabus.

Course content

Introduction and programme management principles
Governance themes
Organisation

Vision
Leadership and stakeholder engagement
Benefits realisation management
Blueprint design and delivery

Programme planning and control

The business case
Risk management and issue resolution
Quality management
Transformational flow
Programme office
Adopting MSP

Management of Risk (M_o_R)

4 days

To give delegates an in depth knowledge of the use and techniques of the M_o_R® risk management method, as laid out in the Office of Government Commerce's (OGC) guide 'Management of Risk; Guidance for Practitioners'.

Course content

Risk management and corporate governance
M_o_R principles
M_o_R perspectives – strategic, programme, project and operational
M_o_R techniques
M_o_R approach
Roles and responsibilities

M_o_R process
Risk management maturity
Risk specialisms
Selecting risk software tools
M_o_R documents

Our PRINCE, MSP, MoR, ITIL and P30 training is delivered in association with AFA projects. Our ISEB, software and business analysis training is delivered in association with Assist KD.

Personal skills development

Effective communication

3 days

Effective communication is ensuring the content of the message that is to be delivered is received and understood by all concerned. It is a great temptation to believe that because the message makes sense to yourself that it will be clear to everyone else. This introductory course provides tools, techniques and practice for all those who need to make significant improvements in their communication skills.

Course content

Communication Models
Rapport building
Assertiveness

Brainstorming
Creating effective emails
Managing meetings
Presenting with impact

Train the trainer

2 days

This practical course teaches delegates how to understand and evaluate the learning style of learners and transfer knowledge in a structured way. This course encourages delegates to understand and enhance their own training style, and to develop skills in setting objectives, build effective course materials and lesson plans.

Course content

Inhibitors to learning
Learning styles
Interacting with the learner

Establishing training objectives
Training delivery styles
Developing training material

Presentation skills

2 days

This course provides delegates with the skills and tools to build effective presentations and to manage the audience. It is suitable for anyone who has to present information or concepts in a clear, structured manner and who needs to build their ability in the use of presentations aids, understand when and how to use aids for impact, build self confidence in speaking to groups and develop approaches to managing the audience.

Course content

Building presentation material
Personal presentation style
When and how to use emphasis

Dealing with objections
Handling questions
Building rapport

Communication and customer care

2 days

This course provides practical training in providing and managing a customer service within the NHS. The practical course is suitable for anyone dealing with internal NHS customers, and for those within an IT or service support function.

Course content

Identifying underlying customer needs	Effective communication within the community
Meet and exceed customer expectations	Managing conflict, stress and time
Dealing with the customer situation	Create “win win” interactions with customers
Working with difficult customers	Managing quality of service

Time and priority management

2 days

This course provides techniques and skills to manage a busy and pressured work environment. We often have to manage multiple tasks and priorities as well as others expectations. Within the challenging environment of the NHS where diverse and complex demands on time and priorities are a daily occurrence, this course provides practical techniques to effectively manage personal time.

Course content

Managing your personal environment	Managing others expectations
Establishing priorities	Self discipline – how to say “No”
Time stealers	Stress awareness
Managing work process - delegation	Using time management aids

Essential appraisal skills

1 day

This course develops skills and confidence in conducting staff appraisals. In a highly interactive format, NHS delegates will be encouraged to analyse the way they conduct staff appraisals, review internal and external influences affecting appraisal and to explore new methods of conducting performance appraisals.

Course content

Importance of staff appraisals	Conducting an appraisal
<ul style="list-style-type: none"> – defining barriers – understanding your responsibilities 	<ul style="list-style-type: none"> – communication styles – questioning and listening – clear and specific feedback – dealing with resistance and non-co-operation
Preparing for an appraisal	Performance
<ul style="list-style-type: none"> – planning – gathering information – Trust competencies – fairness and equality – gathering data 	<ul style="list-style-type: none"> – identifying causes of poor performance – addressing issues fairly and honestly

Team leading

3 days

This course is designed to provide a foundation-level introduction to leading teams. Aimed at first time team leaders the training covers all functional and specialty areas of the NHS for bands 1 – 5.

Course content

Introduction to team leading – what does it mean to lead a team?	Resource management – getting the best from the team
What makes top leaders great?	Valuing equality and diversity
Management and leadership styles	Managing risk
Communication and presentation skills	Budget management
Building the team	Managing change and projects
Team dynamics – Belbin and managing behaviours	LEAN for quality and agility

Conducting KSF reviews and building personal development plans

1 day

This course is suitable for all managers and team leaders who have to conduct personal development and performance reviews using KSF competency definitions. The course will provide attendees with practical skills in using the KSF map to conduct collaborative staff appraisals and manage SMART objectives.

Course content

Overview of NHS KSF	Considering evidence for the development review
Regular reviews during the year	KSF review process
Addressing issues with work or development	Decisions at the end of the review
Inviting staff to an annual KSF review	KSF reviews linked to gateways
Responsibilities of staff members and reviewers	Outputs of the review
Gathering evidence prior to annual review	PDP planning stage
Documentation required for the review	Learning and development stage
	Evaluating learning and development

Organising and running effective meetings

1 day

This course is for NHS staff who are responsible for organising and conducting meetings with multiple stakeholders. This course provides practical techniques and advice to enable staff to ensure their meetings have clear agendas, are outcome focused and are chaired effectively to run to time.

Course content

Deciding whether to hold a meeting
Aims and objectives
Measuring value
Decision making
Defining outcomes

Structuring meetings
Managing the agenda
Minutes and notes
Selecting attendees
Monitoring activity between meetings

Developing coaching skills

3 days

This course is for managers holding responsibility for people-development at any level. This programme aim to enhance coaching skills as a means through which to achieve enhanced productivity, creativity and increased happiness amongst staff.

Introduction to staff development through coaching and mentoring
Coaching, training and mentoring - what's the difference?
When and why use coaches and mentors for staff development

Questioning techniques - coaching style questions
Evaluate different coaching models and how they are used
Coaching and mentoring opportunities and identify fall-back factors

Recognise the need/challenge

Assess the opportunities

Develop your own coaching style to empower and influence people and situations

Using coach-mentoring techniques for performance and development issues
Giving and receiving feedback

Develop an action plan for coaching in the workplace

Technical skills

PACS administration

3 days

This course aims to teach clinical and IT staff how to provide a satisfactory level of application support for a PACS. Upon completing the course delegates will be able to:
Find patients and studies, manipulate images, assist with planning process and workflow mapping, manage off-line storage, image and information management, identify problems with PACS, perform first line application support.

Course content

PACS features in depth
Radiology workflow
Image quality
HIS/RIS
HL7/DICOM/IHE
Security

PACS admin duties
Project and change management
Worklists
Filtering
Image manipulation
Patient searching

Introduction to DiCOM

2 days

This course is aimed at all staff working on projects involving DICOM including system implementers, system architects and designers, consultants, senior radiographers and support engineers. Upon completing the course delegates will be able to:

Understand basic principles of DICOM, choose services required for implementation, communicate with other implementers, interpret DICOM conformance statements, understand roles, limitations and common problems.

Course content

DICOM concepts and features
Structure of DICOM messages
Low level DICOM format
Query and retrieval services
Printing services
Structured reports
Image quality
Conformance statements

Off-line media
DICOM and integration
Workflow
Worklist management
IHE
DICOM security
Current and future developments
Real life problems

Advanced DICOM

1 day

This course is aimed at system implementers, system architects, system designers, consultants, senior radiographers, support engineers and anyone who will work on projects involving DICOM. Upon completing the course delegates will be able to:

Identify problems with DICOM sessions and files, locate faults in DICOM logs, and resolve problems with DICOM transmissions.

Course content

DiCOM conformance statements
DiCOM services – send/ receive
DiCOM services – query/retrieve
DiCOM services – storage commit
DiCOM services – modality worklist

DiCOM services – performed procedure
DiCOM services - print
DiCOM services – media exchange

Introduction to HL7

2 days

This course is aimed at all staff working on projects involving HL7 including system implementers, system architects, system designers, consultants, senior radiographers and support engineers. Upon completion of the course, delegates will be able to:

Understand why HL7 is used, read and interpret HL7 messages, identify HL7 message types, and identify and troubleshoot errors in HL7 messages.

Course content

Overview of the HL7 standard
HL7 message structure
HL7 and IHE
The ADT message
Introduction to datatypes

The patient registration message
The acknowledgement message
The order message
The results message
Troubleshooting

Advanced HL7

1 day

This course is aimed at all staff working on projects to implement HL7 including software developers, implementation staff, system architects, system designers, consultants, senior radiographers and support engineers. Upon completion of the course delegates will be able to:
Understand stages in the implementation of HL7, interface HL7 compliant systems, use message profiles, and define conformance statements.

Course content

HL7 implementation projects
HL7 message analysis
Trigger concepts
Messaging formats

Table translation issues
Testing strategies
Message profiles
Conformance documents
XML formatting of HL7 messages

OLM Basic administration

1 day (workshop)

This course is aimed at those individuals who need to know how to use OLM learning management system to administer staff training using the system. This course is can be customised to meet specific requirements of use by individual participating organisations.

Course content

Background to OLM environment –
manager self service, staff self service
Access rights
Setting up a new course
Setting up resources
Booking delegates onto a course
Dealing with cancellations

Creating joining instructions
Creating email joining instructions
Reports - OLM manager
Report writer – Discoverer, Drake
Identify when OLM is not running properly
Common Issues:
- Inconsistency in ESR producing errors in OLM
- Ensuring relevant staff mapping to manager
- Data cleansing
- Validity within OLM

Promoting people from the waiting list
onto a course

Software testing – foundation

3 days

Software testing foundation provides participants with a good basic understanding of the principles of software testing and prepares them to sit the ISEB foundation certificate in software testing. This certificate is now a de facto requirement for anybody working in, or wishing to work in software testing. It covers the fundamentals of testing, life cycles, static testing, test design techniques, test management and computer aided tools for testing.

Course content

The principles of testing
Testing throughout the lifecycle
Test techniques

Test management
Tool support for testing (CAST)

Software testing – intermediate

4 days

Participants are introduced to the challenges associated with testing in different application domains including client-server applications, stand-alone, web-based, tiered and mainframe systems. Testing with the V and iterative models is explored along with investigating how testing fits into the bigger systems development picture. Key aspects such as formal requirements review, and project and configuration management are also considered. In addition, this course covers review techniques, using IEEE Std.1028 as a guide, plus managing testing, including test planning, test estimation, test monitoring, incident management and test analysis.

Course content

Testing within application domains
Testing within the big picture
Getting the requirements right

Test project management
Test analysis

Data modeling

2 days (in house only)

Data modelling covers the two key approaches to modelling data: entity relationship modelling and third normal form analysis. The first day examines the importance of modelling data using an approach that reflects the business users needs and priorities. The second day covers the more mechanistic approach offered by normalisation and then brings the two resultant views of the data together. During the course, participants will apply both data modelling techniques to a range of exercises.

Course content

Principles of data modelling
Data relationships
Data modelling – further concepts

Relational data analysis
Drawing third normal form models
Validating the data model

Systems development with Agile

3 days

Whilst exploring the fundamental differences between object-oriented and structured systems development, the course also focuses on the basic principles of agile systems development and it recognises how a commitment to software package implementation changes the structure of the systems development approach.

Course content

Roles in system development
Systems architecture

Development approaches
Systems development lifecycles
Methodologies

Systems investigation
Systems design, implementation and maintenance
Quality assurance
CASE and CAST tools

Introduction to SNOMED –CT

2 days

This course aims to teach people technical essentials of SNOMED-CT implementation and integration into computerised health systems.

Course content

Overview of SNOMED-CT
SNOMED-CT basic structure – concepts and descriptions
SNOMED-CT basic structure – relationships and post coordination
SNOMED-CT terminology – user interface

SNOMED-CT terminology – subsets
SNOMED-CT benefits
SNOMED-CT classifications

Ideal partners with Assist KD for systems and software training.

User skills

Understanding basic statistics in health

1 day

This practical course gives delegates an understanding of basic statistics including types of data and overview of statistical methods. It also provides an understanding of basic elements of inferential statistical syllabus and understanding the concepts of estimation, difference and significance.

Course content

Roles and information requirements
Overview of data sources
Purpose of analysis

Basic statistical methodologies
Estimation/difference and significance
Types of statistics and how they are used

Communicating information for clinicians

1 day

Information analysis staff will communicate in a variety of ways to engage with clinicians using information statistics. This practical course provides delegates with the confidence and skills to present accurate and purposeful information to clinicians.

Course content

Identifying what is meant by clinical roles

What do we mean by information requirements?

Examples of failed uses of information analysis and things to avoid

The challenges of gaining requirements

Using effective communications appropriate to the audience

**Presentation methods:
 Advantages/disadvantages of different methods**

Identifying good and bad examples of statistical analysis

Examples of effective methods for presenting data

How to overcome the challenges and 10 top tips for presenting information

Health information statistical testing

1 day

This practical course provides delegates with the knowledge and ability to perform statistical techniques. During the course delegates will understand and perform the following specific topics:

Standard deviation and distribution, confidence intervals, significance testing, two way table and Chi-squares.

Course content

Overview of statistical testing
Standard deviation and distribution analysis
Confidence intervals
Significance testing

Two way table
Chi-square

Using statistical tools – excel, SPSS

Essential skills for super users

1 day

This practical course provides delegates with the essential communication, coaching and problem solving skills to effectively assist users through the change process and uptake of new systems or practices.

Course content

Introduction and objectives
Roles and responsibilities of super users
Principles for managing change

Communicating and listening
Problem solving
Coaching and mentoring

TPP SystmOne refresh workshop

1 day - client site only

This course is aimed at support staff and new users of SystmOne who wish to refresh specific areas of reporting or to consolidate their understanding of the system. This one day workshop will cover all of the main reporting functions of SystmOne and also provides a platform for question and answer sessions within a hands on environment.

Course content

Overview and system refresh
QoF reporting – issues and QoF points
QMAS – reporting and issues
Clinical reporting

SystmOne standard use reports
General system issues
Templates and clinical tools

Essential skills for RiO super users

2 days – client site only

This practical course provides delegates with the essential communication, and coaching skills to effectively assist new users of RiO through the change process and use of the system.

Course content

Introduction and objectives	Appointments
Person/client search	Changing diary default view
Attributes, roles and responsibilities of super users	Documents
Principles of managing change	Document search
Communication and listening	Progress notes
Coaching and mentoring	CPA review
Registration	Bed management
Referrals	ICD10 diagnosis
Cases	File tracking
Alerts	In box

Introduction to Crystal Reports

2 days

This hands-on course provides a foundation to the use of Crystal Reports to build and process basic reports from stored data. This course is available in house only and will use practical examples based upon your Trust's use of Crystal Reports.

Course content

The Crystal Reports interface	Group report data
Create and modify a basic report	Enhance a report
Use formulas to filter data	Create a report from external data
Parameterised reports	Distribute data

Microsoft Windows and Office essentials

1 day – client site only

This one day course provides an essential introduction to the features and functions of the common uses of Microsoft Office within the NHS.

Course content

Logging on	Excel basics – basic formatting/formulas
Moving around windows	PowerPoint basics – opening and editing slides
Open/close files	Outlook mail
File management	Outlook - attachments
Directory structure	Outlook calendar – set/delete appointment
Internet and hyperlinks	Open a shared calendar
Word basics – basic formatting	NHS mail

Further MS Office training

Ideal can provide further Microsoft application skills training at all levels from introduction to advanced in:

Word 2003/2007 –
Excel 2003/2007
PowerPoint 2003/2007
Access 2003/2007
Outlook

Please contact your Account Manager or customer services on **01483 453508** to discuss the right course for you and your organisation.

Additional services

Learning and training services

Analysis and planning

- Training needs analysis
- Competency mapping
- Skills gap analysis

Learning advisory services

- Organisational change programmes
- Learning strategy
- Managing competency frameworks

Managed design and development

- Bespoke learning
- Mapping learning to skill gaps

Managed administration

- Scheduling and registration
- Pre- and post courses delegate management

Evaluation and certification

- Calculating/demonstrating ROI
- Measuring effectiveness of learning
- NVQ/CPD awards

Job role analysis

- Recruitment and selection
- Performance management
- Career development
- Organisational design

Other health systems services

In addition to our comprehensive training services, Ideal provides a portfolio of consultancy and staffing solutions to support NHS Trusts with the planning, implementation and operation of health systems.

Our flexible, scalable and cost effective solutions can help ensure clients are ready for each stage of their project. We work in partnership with you, delivering the necessary level and type of support, when and where required.

Our team of industry specialists have years of experience working within the healthcare sector and have a thorough understanding of the way in which the NHS works and their particular challenges and constraints. We can therefore work with you with an appreciation of your needs to help you at any stage of your new projects.