

Ideal case study

Salisbury NHS Foundation Trust

Competency based training and assessment for health professionals using PACS.

Project summary

- Salisbury NHS FT is approved centre for delivering CIS UCQ
- Established framework for measuring health systems knowledge of new staff
- Seven medical students assessed with the CIS competency module in PACS
- With appropriate training, staff offer a more proficient and professional service
- The Trust has benefited through increased governance and quality assurance

Background

Salisbury NHS Foundation Trust covers Salisbury City, South Wiltshire Rural, North Dorset, East Dorset, The New Forest, Kennet and West Wiltshire.

The Trust treats more than 22,500 emergency admissions annually. The majority come in via Accident and Emergency, where 97.7% of patients are seen and treated within four hours of arrival.

Salisbury NHS FT employs over 4,000 full and part time staff, which equates to 2,600 full time posts. They recognise the importance of education, training and rewards to ensure they recruit and maintain good quality staff to provide high standards of patient care.

With their consistently high standards and excellent financial management, Salisbury achieved their NHS Foundation Trust status on 1 June 2006.

The challenge

Each year the Trust receives an intake of medical graduates from a number of universities, embarking upon their Foundation 1 year of their training programme. Although well prepared to cope with the clinical challenges of their rotations, the medical students are unlikely to have received appropriate

training on the systems associated with healthcare business models.

Salisbury NHS FT needs to ensure all staff, including medical students on relatively short term rotations, are adequately trained on, and can readily access, the appropriate systems. Salisbury, like most Trusts, induct most of their new medical students at the beginning of August, with some at the beginning of February.

New staff require training on the safe and effective use of systems supporting modern healthcare. In addition to the practical challenges this presents, there are associated financial implications to the NHS in general.



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The solution

The Trust is currently exploring the benefits of ehealth unlocked through competency based training and assessment for health professional using the Picture Archiving and Communications System (PACS).

Following a rigorous readiness audit, Salisbury NHS FT has achieved 'centre' status for delivering the Care Information System User Competencies and Qualifications (CIS UCQ). This is to support improved performance and business benefits, through focusing on raising the knowledge and skills of end users.

Existing and new staff joining the Trust, including medical students and junior doctors, are now assessed against standards consistent with the NHS Knowledge and Skills Framework, together with national occupational standards. This provides an accurate means of measuring the level of understanding and competency of new staff on the healthcare systems adopted, thereby identifying any necessary training requirements. This ensures higher levels of learning and achievement results in a recognised award, which is approved by a national awarding body and NHS Connecting for Health.

By working in partnership with Ideal, Salisbury Foundation Trust has achieved the standard to attain CIS UCQ status. They achieved this through their business processes and through their own training delivery, using a blend of tutor led training and elearning. By mapping local standards to CIS and coupling with role based competency assessment, Salisbury can award its staff with a recognised award.

Benefits

The Trust has found that as the CIS UCQ award is a recognised standard and quality, staff are encouraged to attend the necessary training and to use the skills escalator to support lifelong learning.

The Trust now has an established framework for measuring the level of health systems knowledge demonstrated by new staff when they arrive at the Trust. Any training gaps are readily identified and can be swiftly addressed with the necessary systems training.

Since becoming an approved centre for delivering CIS UCQ, Salisbury NHS FT has assessed seven medical students with the CIS competency module in PACS. A number who were originally assessed were identified as having gaps in their understanding of PACS and have subsequently undertaken the necessary training. They

will now be reassessed to ensure they are fully qualified to use the system. A further 17 medical students are scheduled to complete the assessment process so the Trust can feel confident that all their medical students are fully proficient in the adopted healthcare systems.

By identifying and meeting the training gap, Salisbury have evidenced higher levels of achievement and attainment of staff, who as a result are better equipped to perform their responsibilities with a high level of proficiency and professionalism. This in turn promotes higher levels of patient care and limits the requirement for and associated costs of retraining.

The Trust is now able to award their staff with the recognised award through their own provision. This provides a spring board to a number of educational programmes through participating universities.

The CIS assessment process has revealed several areas for improvement within the Trust's training programme. Through meeting with Ideal to review training processes, Salisbury NHS FT has gained an objective view on their approach to training delivery which has greatly enhanced their business planning processes.

Real benefit has been gained by the increase in governance and the quality assurance process identified by the framework. This has positively affected the approach to business planning and access to the adopted electronic health care systems.

In line with Government targets, Salisbury Foundation Trust is already achieving the 18 week limit for referral to treatment, in the majority of cases. They are, however, aiming to improve on their performance with additional staff training within the CIS framework.

"Our CIS project on PACS has provided an auditable level of competency and has improved the knowledge and skills amongst our medical students. With the added benefit of the PACS programme being mapped to national occupational standards and approved by the NHS, we can potentially save valuable resources by avoiding the need for retraining."

**Susan Lees, IT Training Manager
Salisbury NHS Foundation Trust**