

More for Less: Maximizing Learning and Reducing Training Costs

DMHAS staff treat 1000's of persons each year in our hospitals and community health settings. These staff must have access to high quality training to handle medical emergencies and other situations such as those where there may be risk of injury to the patient and/or the staff members. Especially in the aftermath of reduced numbers of staff since November 2002, it is very challenging to support training time while also maintaining staffing patterns on our inpatient units.

In 2003, **The DMHAS Division of Safety Services Safety Education and Training Unit (SETU)** implemented a "Track Scheduling Model" to respond to this challenge. This model groups accelerated learning (Track 1) and review courses (Track 2) separately. Track 1 is the hallmark of the model because it uses accelerated learning courses in three major content areas: Behavioral Management Strategies (BMS), Restraint Application Training, and Cardiopulmonary Resuscitation-Automated External Defibrillator Training. Accelerated learning courses are typically used for training staff with current knowledge and skills in a particular content area.

The Track 1 Model was a direct outcome of a 2002 annual safety training needs assessment. A major part of the Track Model was the development of the BMS Accelerated Review Training Program. BMS teaches staff how to prevent angry patient/client behavior from escalating to dangerous behavior and, should dangerous behavior occur, how to intervene safely. All Track 1 courses focus on skill practice using a highly interactive verbal and physical skill training format.



Track 1 courses reduce training time by approximately 3 hours per employee while maintaining the quality and quantity of information presented. They also streamline the facility Training Manager's administrative tasks, i.e., scheduling employees for training. Most importantly, accelerated learning enhances knowledge and skill competency since the course designs build on previous learning. This is critical since the training content is directly related to patient/client and staff safety.

Demonstrated Savings!

Through the first nine months of FY '04, over 2,530 staff attended the Track 1 accelerated classes which resulted in more efficient delivery of information without compromising the content and amount of that information.



▪ **3,194 DMHAS employee training hours were saved**



▪ **448 instructional hours were saved**



Total of 3,642 DMHAS employee hours saved!

Demonstrated Quality!

Participants rated these classes at **4.65 of a possible 5.00!** Typical written comments about the "Things I liked best about this course" include: "role playing, brief but informative, good case examples and practicum."

The Payoff!

More for less? Yes! So far this year, DMHAS staff spent **3,194 more hours providing direct care services to DMHAS patient/clients!** Simultaneously, staff competency in preventing and managing dangerous patient/client behavior and intervening in cardiac and/or respiratory emergencies is maintained. In addition, SETU is able to continue providing an adequate number of learning opportunities despite reduced staffing.