

Structured, Accredited, In-service Education Addresses the Needs Identified by a Training Needs Analysis (TNA)

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Introduction

SEHA Dialysis Services was founded in March 2011. A TNA undertaken in March of 2012 identified a highly skilled, committed workforce with a average of 10 years of experience, but deficiencies in underpinning knowledge, a lack of confidence in challenging clinical decisions and a frustration in their ability to access relevant professional development. It identified areas where quality of care could be improved by ensuring all nurses have the underpinning knowledge and skills to undertake their roles. The original TNA was repeated 3 years later following the introduction of a structured, accredited in-service training programme based on the findings of the original TNA to assess the impact of the programme and assess areas for further development.

Methods

The original on-line questionnaire (Survey Monkey™) was sent to 181 nurses who were asked to assess their levels of confidence using the following scale:

1. Not confident or haven't learned yet,
2. Fairly confident with support,
3. Confident & can practice independently
4. Very confident, can teach others

Nurses were asked to rate their confidence in:

1. Technical skills related to dialysis
2. Comprehension and use of SDS policies
3. Underpinning knowledge of renal pathophysiology
4. Supporting patients and their families
5. Leadership
6. Management
7. Education of other staff and Patients
8. Continuing Professional Development

Results

103 questionnaires were returned a 57% response rate overall. The proportion of respondents are shown in Figure 1.

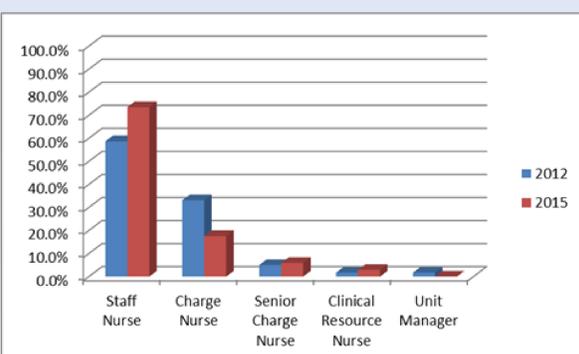


Figure 1. Staff groups responding to the survey

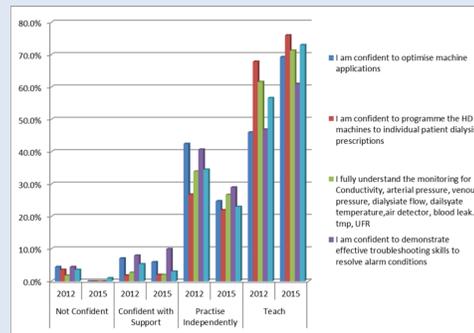


Figure 2. Confidence in the delivery of dialysis

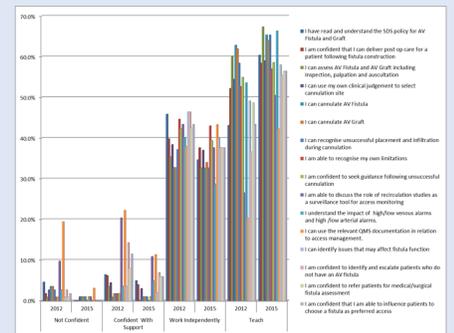


Figure 3. Management of vascular access

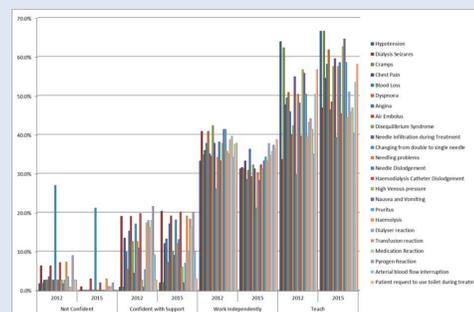


Figure 4. Management of dialysis complications

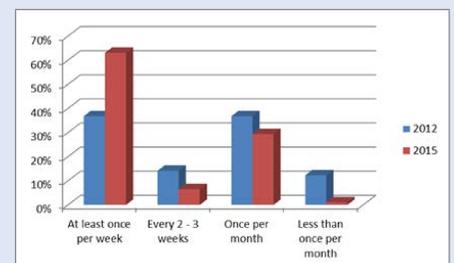


Figure 5. Delivery of patient education

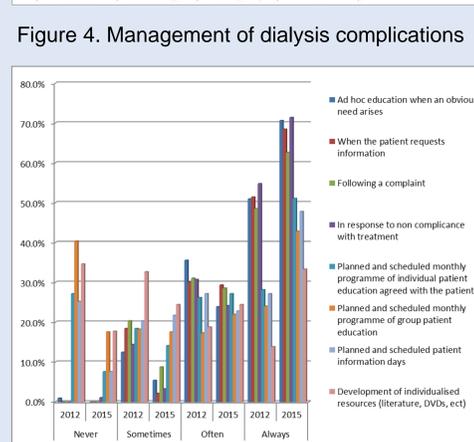


Figure 6. Delivery of patient education

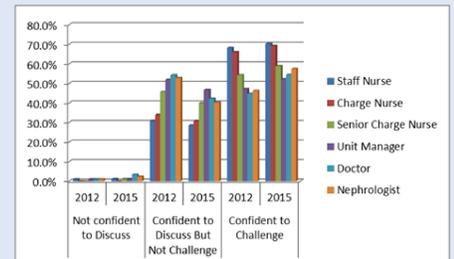


Figure 7. Confidence in challenging others

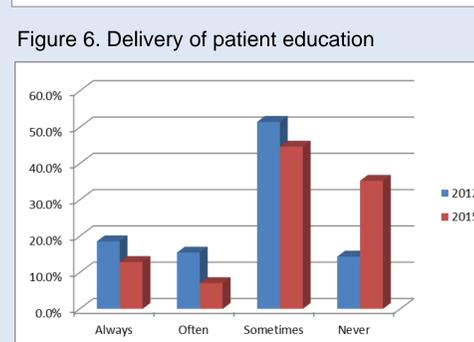


Figure 8. Concerns regarding reaccreditation

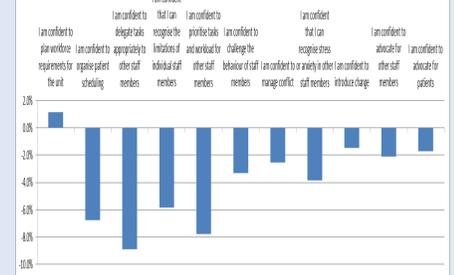


Figure 9. Change in confidence in management roles

Conclusions

The initial TNA provided invaluable information for the development of the Health Authority accredited, in-service training programme which has been clearly been extremely effective in almost all areas with markedly improved results in 2015. The original survey highlighted areas where improvement could be made and the 2015 survey has also highlighted areas for improvement and areas where performance may have slipped. The initial thrust of the education programme was aimed at clinical care and this must remain at the core. However the 2015 survey has raised questions around management skills which must be developed. It is our intention to further refine the education programme and repeat the survey again in early 2017.

An educated empowered workforce delivers better patient care

