

Frequently Asked Questions about Mandatory Education for OHSU Healthcare Employees

What is considered “mandatory” education for OHSU Healthcare Employees?

Mandatory education is training that 1) is required by an external regulatory body, such as CMS, Joint Commission or the Occupational Safety and Health Administration (OSHA); and/or 2) has been identified as important to meeting OHSU’s goals related to quality, safety, service, finance or operations.

For the purposes of this document, “mandatory education” refers to training that is required for large numbers of employees, across multiple units, and is coordinated through OHSU’s Learning & Change Management Department. It also includes training required in order to access the Integrated Health Record (Epic).

What are the goals of our Mandatory Education Model?

The goals of our mandatory education model are to:

- 1. Empower staff with the knowledge and skills needed to deliver safe, quality care and service*
- 2. Plan and pace mandatory education over the course of the calendar year*
- 3. Minimize training hours by targeting groups and providing focused content*
- 4. Make it easy for staff to access courses online, (examples: Big Brain, TrainingForce, Ozone)*
- 5. Track course completion efficiently and accurately (reduce paperwork)*
- 6. Satisfy regulatory requirements related to training*

Who is required to complete mandatory education?

In most cases, this will be non-physician employees who work in our healthcare environment. This includes employees paid out of Hospitals & Clinics orgs, as well as School of Medicine, School of Nursing, School of Dentistry and Central Services employees who work in the OHSU healthcare setting. Some education courses will be required of all healthcare employees while others may be required of select groups of employees (example: only those who provide hands-on patient care). In some cases, education will also be required of physicians and other licensed independent practitioners (LIPs), although the method of delivering the education may be different.

Is there a difference in how training is delivered for new employees vs. those who have been at OHSU for more than 6 months?

In general, the training content is the same but the approach is different. To help new employees feel welcome and provide them with an opportunity to ask questions, many of the mandatory education topics are covered via a “live” presentation during New Employee Orientation. Exceptions are HIPAA, Respect at the University, Hospital Compliance and Cultural Competency. These are all currently accessible in Big Brain, with Cultural Competency coming in June.

How often is mandatory education required?

For some topics, such as Environment of Care, Infection Control and National Patient Safety Goals, there are external regulatory bodies (example: CMS, the Joint Commission, the State, OSHA, etc.) who define the frequency of required training. For these particular topics, the education must be completed once every 12 months. For other topics, such as Cultural Competence and Working in Teams, the regulatory requirement is a one-time training.

In addition to training required by regulatory bodies, OHSU periodically determines that education around a particular topic may help to support our mission, our operations, or our quality, safety and service initiatives. Examples of this include A.I.D.E.T. training and F.A.C.E.T.S. training. Courses such as these are typically a one-time requirement unless procedural changes require a “refresher course.”

How will managers know what training is required?

We are in the process of updating our mandatory education policy and it will include links to a training matrix, calendar and instructions for accessing education modules and reports. We will make this available to all managers by May 4. We will also send an e-mail communication to all managers before a new mandatory education course is “pushed-out” to healthcare employees. This will be true for all education coordinated through the Learning & Change Management department.

As managers or staff educators (such as NPECs) are planning department-specific trainings, we encourage you to contact our department at 4-8185. We can tell you what other trainings are scheduled for a particular month or if another group is working on the same training! We can also offer assistance with curriculum development and course tracking. By working with our department, we can better plan for and pace educational offerings, avoid duplication in effort and streamline processes related to registration and tracking.

How will an employee know that they are required to complete a course?

For mandatory education offered through Big Brain, the system will automatically send an e-mail to each targeted employee, notifying him/her of the training requirement and how to access the module. Staff who have not completed the course by the deadline will automatically receive an e-mail notification, letting them know they are “overdue.”

For education offered through other venues or requiring TrainingForce registration, we will ask managers to notify their employees of the training requirement and hold them accountable for completing the training by the deadline.

How long does it take to complete an on-line course?

The duration of the module depends on the delivery method (Big Brain, Training Force, PowerPoint, etc.), the topic, the employee’s role, the complexity of the training and whether or not a post-test or competency assessment is required.

Most modules offered through Big Brain take an average of 30-60 minutes to complete. Sometimes the length of the course is dependent on the person's role. Example: for the Environment of Care and Infection Control modules, staff who are not directly involved in patient care can expect that it will take approximately 30 minutes to complete the module. Staff who have patient care responsibilities can expect to spend approximately 60 minutes on the module. As is the case with other Big Brain courses, employees can complete a portion of the module, "bookmark" it, leave the module and return to complete it at a later time.

Most modules registered through and tracked via TrainingForce require less than 2 hours to complete. These courses include Epic training modules, as well as some role-specific competencies (example: Point of Care Testing).

How will managers be able to tell which of their employees have completed the training?

Managers have the ability to track which of their employees have completed mandatory education. Note that only employees with supervisor responsibilities are authorized to access faculty and staff compliance reports.

To access a report regarding completion of mandatory education course in Big Brain:

1. Go to <http://www.ohsu.edu/xd/about/services/integrity/training/bigbrain/index.cfm>
2. Login to Big Brain.
3. Click on Report Builder in the top navigation bar.
4. Select the title of the course for which you wish to gather information.
5. Build a query from the data fields (such as organizational number, course status).
6. Select the "Search" button. You can export your results to CSV or Excel.

To access a report regarding completion of mandatory education in TrainingForce:

1. Go to <http://crystal>
2. Click on TrainingForce Reports.
3. Click on the appropriate folder (example: Epic Reports or Healthcare Learning and Change Management).
4. Click on the applicable sub folder (example: FACETS RN Training Report).
5. Click on View.
6. Enter your department org.

Why are there so many different ways in which training is offered, registered and tracked?

Unfortunately, we do not have a single Learning Management System (LMS) that provides one-stop shopping for registration, launching, tracking and reporting of training. A comprehensive LMS that interfaces with our other systems is expensive and we're not positioned to purchase one at this time. However, we do have a long-term goal of implementing one that will meet all of our needs.

In the meantime, we are trying to consolidate the various methods by which we register, deliver and track training to just 2-3 systems (Big Brain, TrainingForce, and ResQ) whenever possible. This will improve efficiency, reduce paperwork and avoid confusion when trying to locate training records. We value your input as we work to refine our processes related to training.