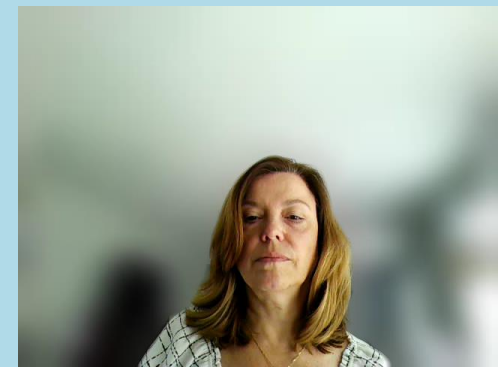




# Multimodal Just-In-Time Training Videos Housed in a Microsoft Stream Channel to Enhance the Delivery of Trainings During the COVID-19 Pandemic

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# Problem

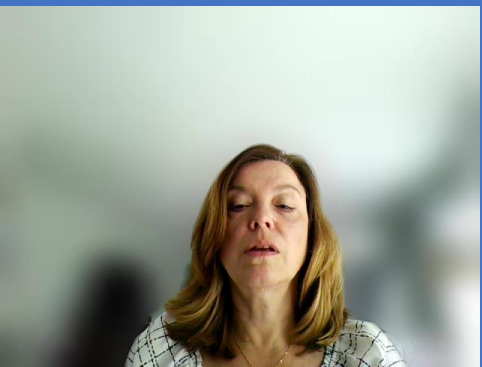
Reaching staff for new hire and ongoing trainings problematic due to:

Enduring staffing challenges

- Turnover
- Coverage for staff to attend training

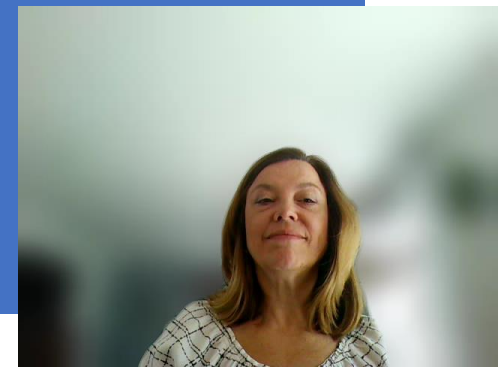
COVID

- Social distancing
- 6-person limit to classroom size
- Lack of trained instructors
- Absences due to illness or quarantine

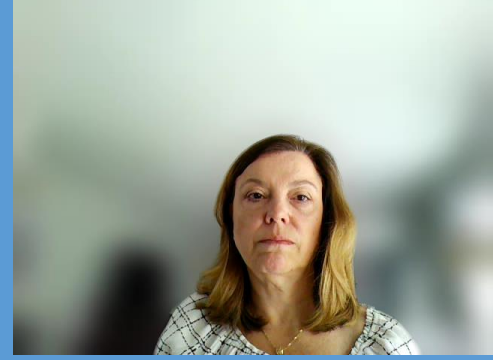


Goal

Effective delivery of Just –In –Time Training



# Literature Review



- No difference between instructor-led and video trainings
  - In some cases, learners demonstrated higher competence from video training “just in time.”
- Video format → fast & efficient

## Reference:

Christensen, L., Rasmussen, C. S., Benfield, T., & Franc, J. M. (2020). A Randomized Trial of Instructor-Led Training Versus Video Lesson in Training Health Care Providers in Proper Donning and Doffing of Personal Protective Equipment. *Disaster Medicine and Public Health Preparedness*, 14(4), 514–520.  
<https://doi.org/10.1017/dmp.2020.56>

# Literature Review

- Inadequate education and training can threaten the quality of the nursing documentation
- Trend is moving away from sole reliance on classroom learning to a blended model
- eLearning had comparable learner satisfaction compared to classroom learning and had the added benefit of time and cost savings

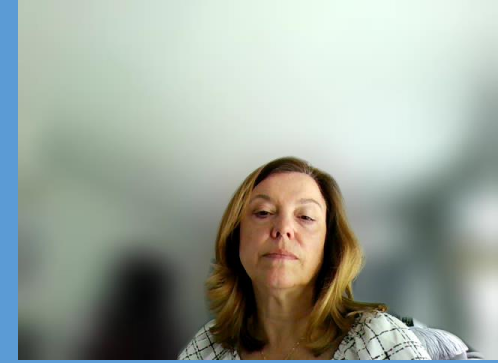
## Reference:

Ting, J., Garnett, A., & Donelle, L. (2021). Nursing education and training on electronic health record systems: An integrative review. *Nurse Education in Practice*, 55, 103168.

<https://doi.org/10.1016/j.nepr.2021.103168>



# Literature Review



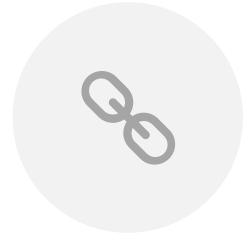
- Challenges of training during pandemic outlined
  - Social distancing limits classroom size
  - What classes could be put on hold, continued, etc.
  - Use of audio-visual equipment in multiple rooms of 10
  - Asynchronous virtual training
- Pass rate for redesigned critical care course utilizing virtual synchronous and asynchronous learning had higher scores!

## Reference:

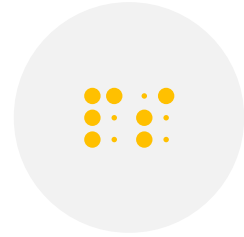
Weiss, R. L., Kennell, J., Lakdawala, L., Anzio, N., Klamut, K. A., Lucas, W., Antinori-Lent, K., & Mininni, N. C. (2020). Nursing Professional Development Specialist's Role in Adapting Education, Onboarding, and Just-in-Time Education During the COVID-19 Pandemic. *Journal for Nurses in Professional Development*, 37(3), 143–146. <https://doi.org/10.1097/nnd.000000000000070>



RECORDED EDUCATIONAL  
TEAMS MEETINGS AND  
INSERVICES



EMAILED LINKS TO  
SESSIONS/VIDEOS FROM  
PERSONAL ACCOUNTS – NOT  
FEASIBLE TO UPKEEP



NO IDENTIFIED LOCATION  
FOR 24/7 ACCESS BY ALL  
STAFF INCLUDING RESOURCE  
AND AGENCY STAFF

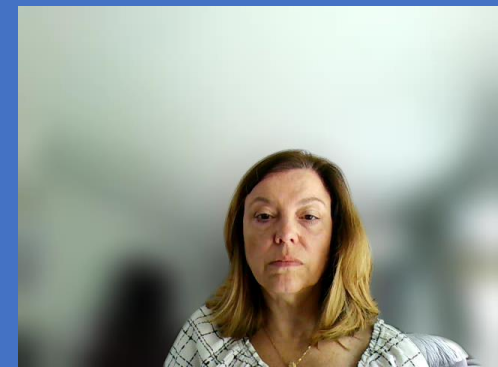


NO EFFICIENT METHOD OF  
TRACKING TRAINING  
COMPLETION

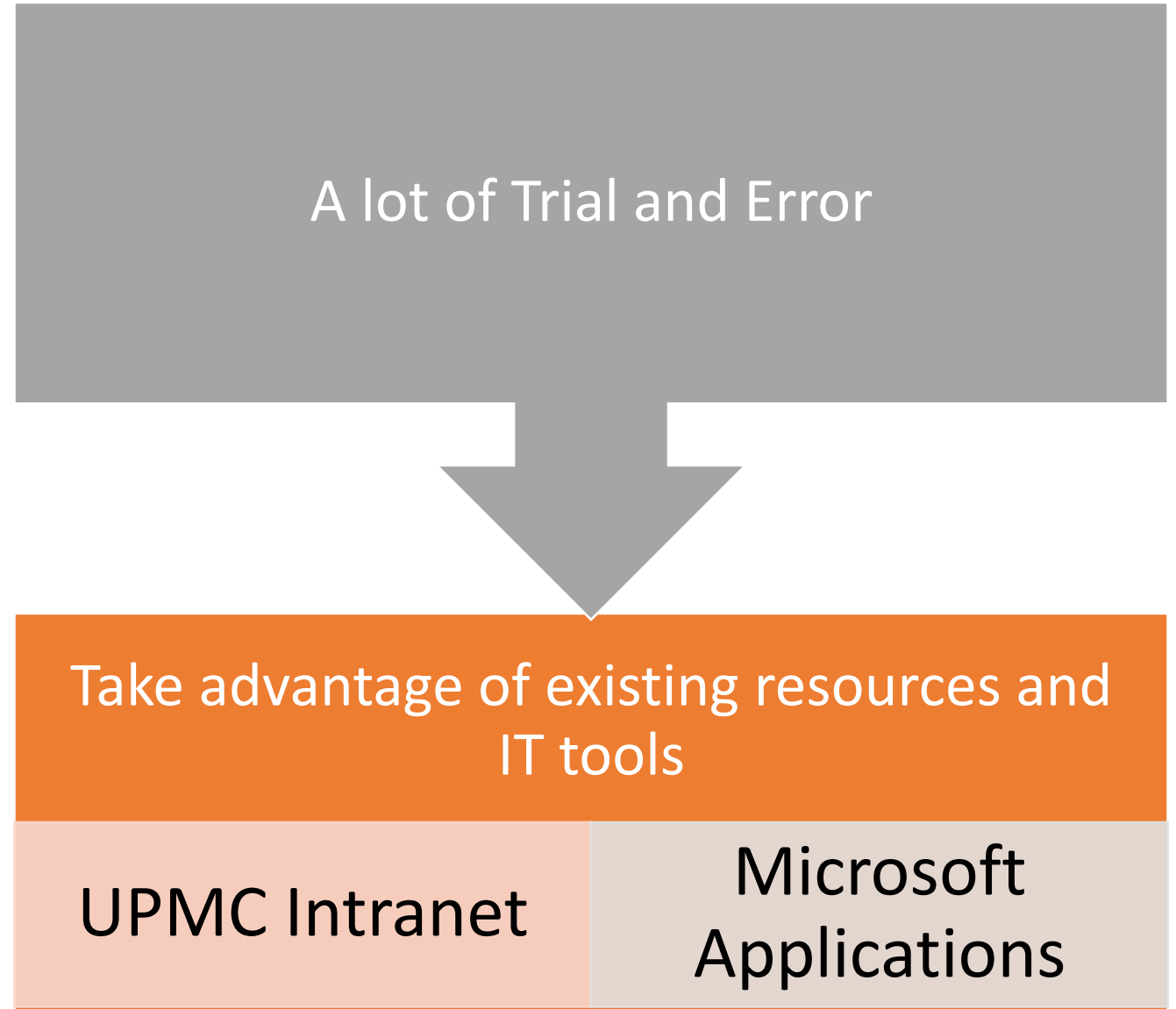
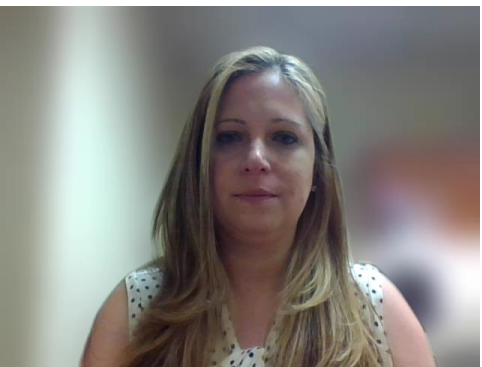


URGENT NEED FOR JUST-IN-  
TIME TRAINING

# Background and Initial Attempts

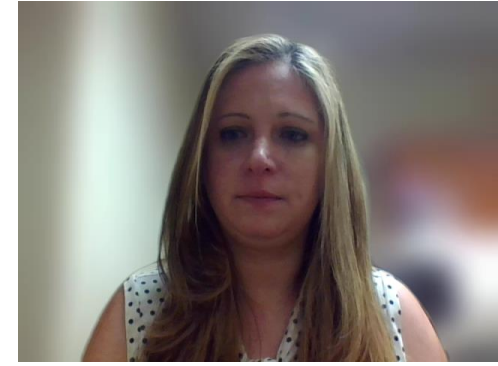


# Planning and Implementation





# Solution



## Just in Time Training

- Videos that any employee can access



Microsoft Stream

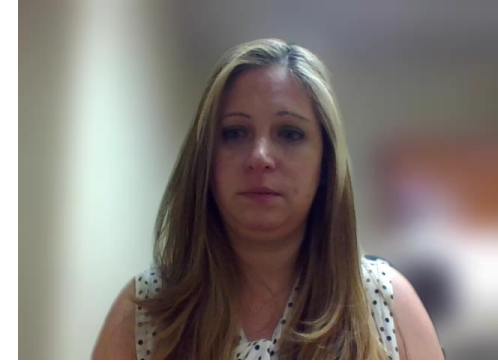
## Mandatory Learning

- Track required trainings

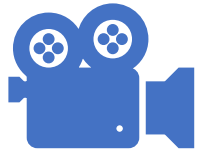


Microsoft Forms

# Debugging



## Troubleshooting



Video links from  
personal accounts



Limited access to  
Tracking Data

## Solutions

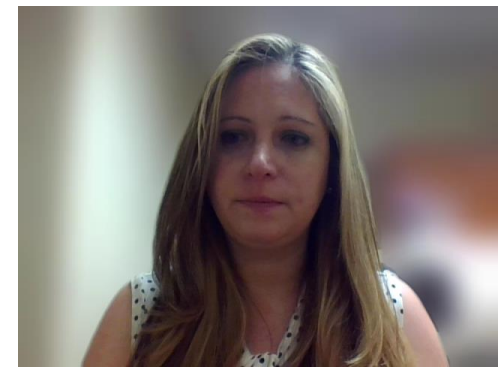
- Uploading Videos to Stream
- Training Tracking Team site



Microsoft Teams

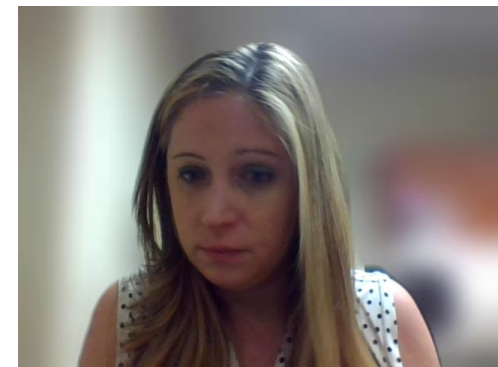
# Findings

- Staff development team and direct care staff accepting of new Just-In-Time method
- Excitement to have access to training without leaving unit or sitting in classroom
- Most staff still not comfortable navigating to Stream independently
  - Lack of knowledge of its existence and how to access
  - “Youtube for UPMC”
- Third most followed Stream channel!



# Implications

Training “at your finger-tips” has the potential to transform education and training, staff confidence and ultimately improve quality of care, safety, required documentation



# Next Steps

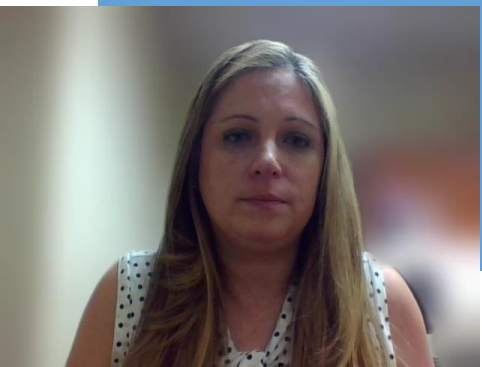
Continue to push out required trainings via video and make trackable

Promote resource to the BH Service Line

Find out what people are looking for and try to provide it.

- Surveys?
- Rounding?
- Suggestion box?
- Informatics Council and Service line council, Nurse Leadership meeting, PPC

How do we advertise when new videos have been posted?



# In Summary

Be	Be bold
Think	Think outside the box
Utilize	Utilize resources
Don't be	Don't be afraid to make mistakes

