Asian Pacific Journal of Nursing

Journal homepage: www.mcmed.us/journal/apjn

APJN

TRAINING – TRANSFORMING SKILLS INTO PERFECTION

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ABSTRACT

Learning and development is a function imparted to new joiners' to help them to adopt to the working environment, it is an integral part of any organizational activity to enhance the working performance of the individuals and groups in an organizational settings. It's an educational process which involves the sharpening of skills, concepts, changing of attitude and gaining more knowledge to enhance the performance of the employees. It is a systematic organized plan in a nut shell to help the employee to adopt attuned to the organizational culture and also to the people who they are going to work with. Induction is planned for period of 30 days to enable the all preceptors adjust themselves to the organization. A systematic approach to enhance the talent of each individual and ensure best out comes in hospital setup.

Key words: HOPE [Hospital Orientation Program for Employees] Training, Nurses' Skill Development, NHNE. [No Harm No Error] Education, Skill.

INTRODUCTION

Training and development encompasses three main activity:-[1]

Training: - Focuses and aims at increasing the knowledge and skills of the employee related to the job the individual holds.

EDUCATION:- Aims at enhancing general knowledge and motivating the employee to understand the working environment, it has broader aim and insight to help the individual to develop in the organisation as an individual.

DEVELOPMENT Aims at developing an individual in all respects to enable the individual to function more effectively and enhance their capability and talents to the fullest for the benefit of the organisation always .[2].

Induction training has many advantages:-Adjustment problems are common in an organisation if an individual, is not well adjusted to the working environment and the people they work with as a result conflict with their bosses. The number one reason people leave their jobs is conflict with their bosses or coworkers. Leaders have pointed out that training an employee to get along well with authority and with people who entertain diverse points of view guarantees of long-term success. Talent, knowledge, and skill alone won't compensate for a sour relationship with a superior, peer, or customer**.**

Quality performance from the workforce is the need of every organization to stay in business in today's competitive environment. Every leader expects quality work performance from his employees, current and potential.[3]

Benefits of Training & Development

If workers and employees are good and not performing up to the mark, they need to be trained to raise their level of skill, knowledge and versatility. The complexity of jobs increases the need for training. The advancement in technology, wide use of computers and related sophistication has increased the need for training by manifold.[4]

Benefits of Training & Development

Training is crucial for organizational development and its success which is indeed fruitful to both employers and employees of an organization. It requires the following strategic development of policy and protocol for training that has to be well established in the organization.

- Increased productivity
- Less supervision
  - Job satisfaction.

Training – Transforming Skills into Perfection

Nursing Education Partnership Initiative (NEPI)

➢ Educate! smart is great
➢ HOPE Hospital Orientation Program for Employee.

Aspects of Training

Standardised Curriculum: The nurses are trained with a structured training curriculum to understand the policies and protocols of the hospital as they belong to different backgrounds and come from different parts of the country.

Updating with current Knowledge & Technology
Training will continuously update the staff as it is
Ongoing process

Focus on Practical Training: The staff are trained through practical demonstration on the mannequins to reduce the chances of error.[Annexture2.4]

People benefitted Nursing staff have grabbed the whole advantage. Indirectly patients, attendants and more than 2500 people are also benefitted.

Scaled up of the project The nurses who joins the hospital will undergo proper training before they are deployed to their units which has scaled up this project.

The importance of training:- The nurses of the hospital can be thought of as the best insurance policy against all sorts of the inevitable-changes and the unforeseeable-needs that occurs in the hospital from time to time as we are dealing with human lives.

The advantages that leads to success:

- Cognizant knowledge of inter-professional leadership for quality healthcare outcomes.
- Actively engaged in patient care and to ensure No-Harm & No-Error [NHNE] for patients under their care.

Problem identified or inspiration for the need of training.

Training is the initial step which contributes to the educational strategy of staff in the hospital. We aim to support an educated-informed health workforce to provide the best health-services worldwide.

Nurses joins Apollo from different educational backgrounds and from different parts of the country. Their nursing education curriculum is not updated to match the focus areas of today's working scenario. This give rise to train the nurses with a structured training curriculum to understand the policies and protocols of our hospital which is JCI accreted functioning with international standards.

Goals: Making of a Proficient, Technologically-Trained and Skilled Nurse. Specialized courses. Annexure[2.3]
Motto: **"Give a Career not a Job"**

Problem identified

The department of Nursing is accountable for safe, competent, knowledgeable and ethical practices. A professional Nursing environment is supported through a collaborative management philosophy and staff development activities. Below listed are the initiatives undertaken to overcome the problem and to enhance the learning ability in order to make a nurse more competent, skilled & technologically advanced. And continue to serve in the organisation. [Annexure 2.2]

- **HOPE (Hospital Orientation Program for Employees)**: This is a 30 days induction programme specially meant for the newly joined nurses with salary (Annexure 1.1)
- **In Service Education**: 8 hours of Unit Based Training & 2 hours of Skilled Training. (Annexure 1.2)

- **Mandatory Training**: Every year the staff will undergo JCI, Fire safety, Life support, HAZMAT [Hazardous material] training which is mandatory for them.

- **Life Support Training**: Once in every two year by a dedicated Nursing Instructor, for all the staff nurses.

- **Biomedical Training**: An on-going training on all biomedical equipment by a Biomedical Engineer who is recruited to train and focus on the nursing staff.

- **Post Error Training**: This training is given to the units as per the incident or error reporting.

- **SSLC (Slow and Special Learning Class)** –For the identified slow learners.

Reinforcement Training: Revision of the procedures on a monthly basis to certify the competency.

Training is the initial step which contributes to the educational strategy of staff in the hospital. The cycle commences with a systematic consultation to identify the learning needs of the staff, followed by course planning, delivery and evaluation.

❖ **Standardized Curriculum**: Nurses joins Apollo from different educational backgrounds and from different parts of the country and hence they are not able to meet the hospital challenges. Their nursing education curriculum is not updated to match the current technology and focus areas of today's working scenario. All these issues will give rise to train all the nurses with a structured training curriculum to understand the policies and protocols of the hospital.

❖ **Updating with current Knowledge & Technology:** Information technology influences the manner in which nurses practice, how they are educated, and the methods of providing and documenting patient care. In addition, advances in information technology have also become an integral link to staff development and continuing education. Nursing administrators have begun to utilize informatics applications to assist with staffing, managing budgets and disseminating information.

❖ **Focus on Practical Training:** Learning by doing is the best and the most effective teaching learning experience for the clinical nurses. Nurses are trained on mannequins so that they will be confident to do all the clinical procedure on the patients without any failure reducing the patient complaints and incidence. Annexure [2.5]

A) Sustainability
Training – Transforming Skills into Perfection

Apollo's training has been framed with a view to equipping the nurses to independently handle any emergency situation to bring health care of International standards within the reach of every individual. Through training and induction we have Proficient Nurses deployed in different units where they can individually try to solve all professional issues. They are Technologically Trained and now have improved their nursing skills to be a perfect professional nurse. They have grown their career towards leadership. They are being trained for the opportunities for administrative courses as per their capabilities. Annexure [2.1]

Our motto is "To give a Career not a Job", this will lead to reduction of migration as we are recognizing and promoting their professional growth

Indraprastha Apollo Hospitals, New Delhi is the First Hospital in India to be internationally accredited by Joint Commission International (JCI) consecutively for four times. It is one of the best multi-specialty tertiary acute care hospitals with over 750 beds in India. We aim to support an educated and informed health workforce to provide the best health services to populations worldwide and to achieve the best possible health for all.

Indraprastha Apollo Hospitals, Delhi was ranked the 6th best private hospital in India for Cardiology and 4th best private hospital in India for Pediatrics by THE WEEK- A C Nielsen, Best Hospital Survey 2013.

Annexure 1.1
HOPE (Hospital Orientation Program for Employees)

S.No	BASIC COMPETENCY
I	**BASIC PROCEDURE**
	1. OUR MISSION
	2. CUSTOMER SATISFACTION
	3. DEPARTMENTAL OBJECTIVES
	4. HEALTH CARE POLICY
II	5. QUALITY MANAGEMENT SYSTEM (QMS)
	6. ENVIRONMENT MANAGEMENT SYSTEM (EMS)
	7. COMMUNICATION
	8. PERSONAL GROOMING
III	9. TELEPHONE MANNERS
	10. ADMISSION PROCEDURE
	11. DISCHARGE PROCEDURE
	12. TRANSFER IN & TRANSFER OUT
IV	13. PATIENT INCIDENT
	14. EMPLOYEE INCIDENT
	15. MEDICINE CUPBOARD INVENTORY
	16. CONSUMABLE CUPBOARD
V	17. CRASH CART CHECKING
	18. DEFIBRILLATOR CHECKING
	19. CAPITAL ITEM CHECKING
	20. PROCEDURE TRAY CHECKING
VI	21. FRIDGE CHECKING
	22. HANDING & TAKING OVER
	23. COLOUR CODES
	24. VITAL SIGNS
VII	25. BED BATH
	26. BACK CARE
	27. HANDWASHING PROCEDURE
	28. MOUTH CARE
VIII	29. DRESSING
	30. RBS MONITORING
	31. TUBE FEEDING
	32. NEBULIZATION
IX	33. STEAM INHALATION
	34. INTAKE OUTPUT
	35. ECG MONITORING
	36. INVASIVE LINES

Preceptor Training

S.No	BASIC COMPETENCY
X	1. CATHETER CARE
	2. ICD CARE
	3. TRACHEOSTOMY CARE
	4. CVP CARE
XI	5. PULMONARY ARTERY PRESSURE/PRESSURE MONITORING
	6. DEPARTMENTAL INVESTIGATION
	7. MEDICINE INTEND
	8. MEDICINE RETURN
XII	9. DRUG ADMINISTRATION
	10. NARCORTICS
	11. DRUG CALCULATION
	12. STERILIZATION
XIII	13. FUMIGATION
	14. MAJOR & MINOR SPILLS
	15. WASTE MANAGEMENT
XIV	16. SAFETY MEASURES
	17. DOCUMENTATION
	18. DEATH PROTOCOL
XV	**BIOMEDICAL EQUIPMENTS**
	19. SYRINGE PUMP
	20. INFUSION PUMP
	21. BIPHASIC DEFIBRILLATOR
XVI	22. ECG MACHINE
	23. PATIENT MONITOR
	24. GLUCOMETER
XVII	25. VENTILATOR
	26. ABG MACHINE
	27. BIPAP MACHINE

Annexure 1.2

In Service Education

Mandatory Trainings
- Life Support
- Biomedical
- POCT
- JCI
- Fire sfety
- HAZMAT

Biomedical Trainings
- Induction
- Re-inforcement
- Post-error competency
- laser safety training

Inservice Education
- Unit Training
- On Job Training
- HAI

Central Trainings
- Continuous Nursing Education
- Case Study
- Quiz
- Panel Discussion
- Campaigns
- COE month celebrations
- Scrub Meet Suits

Miscellaneous
- Soft Skills
- Certificate Courses
- Workshops
- Post error training
- Re-inforcement training
- SSLC

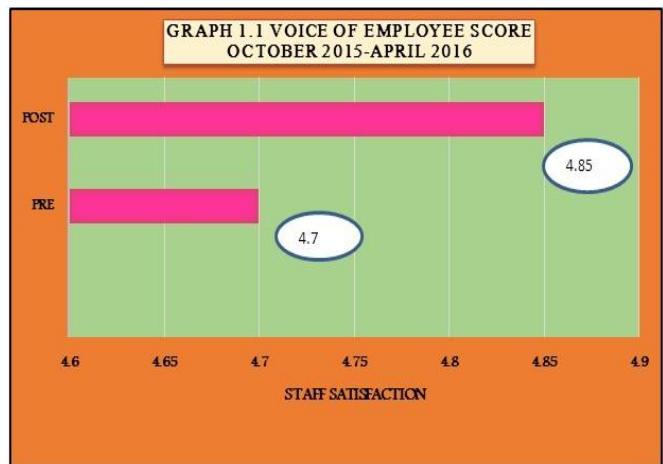**In Service Training & Education**

Annexure 2	Annexure 2.1

Graph 1 Knowledge level
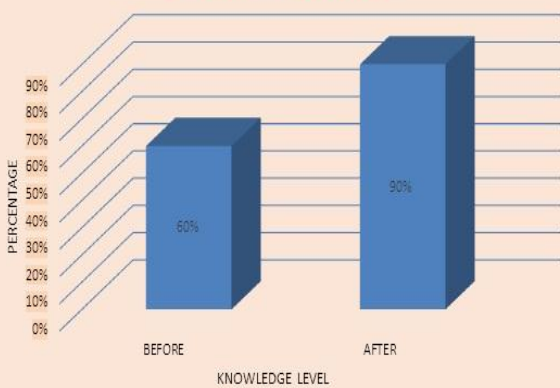
GRAPH 1.1 VOICE OF EMPLOYEE SCORE OCTOBER 2015-APRIL 2016
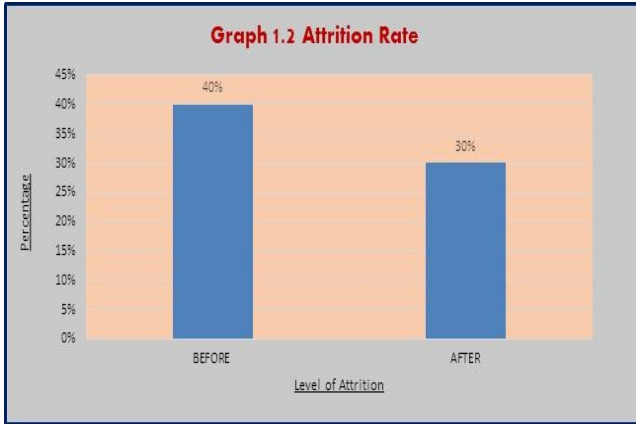
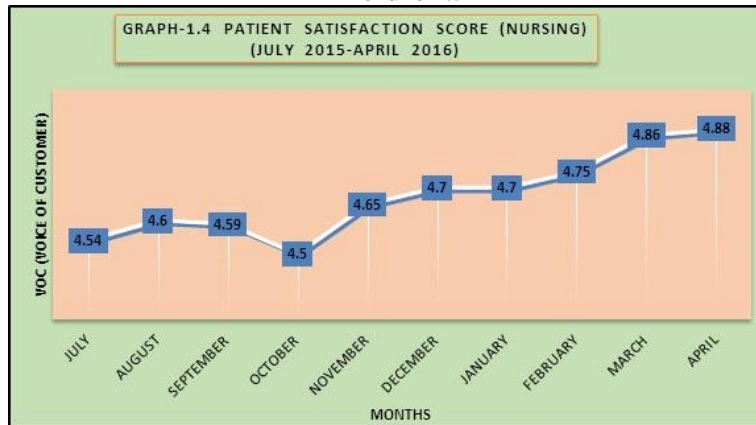| Annexure 2.2	Annexure 2.4
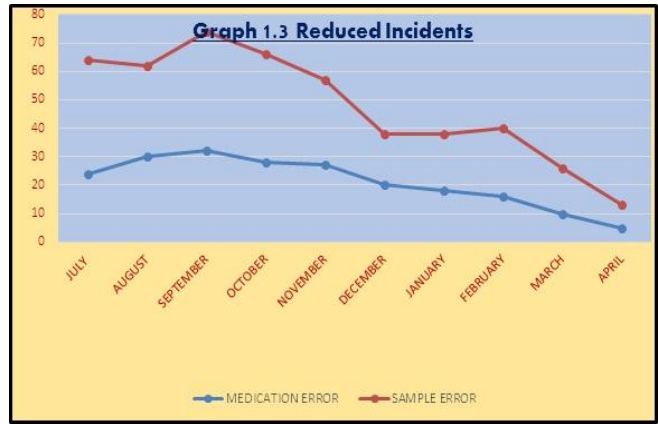
Annexure 2.5

Annexure 2.3 Specialized teams

DISCUSSION AND CONCLUSION

Induction training has positively a direct effect on attrition. Employee training is very important for the organization, and delivering an effective induction training program to new employees who join the company should be its first priority. The main purpose of induction training is to integrate new employees into the organization and make them understand the systems and procedures followed by the organization. Induction training helps new employees settle down quickly in the new work environment, and gives them a sense of belonging. Our

organization has achieved its goals by the meticulous planning and introducing induction training to our staffs. A good induction training program facilitates seamless integration of the new recruit, enabling him to contribute to the organization effectively. Thus, it benefits the company as well as the new hire

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