

# 13 Best practices for Health Care Providers- Training and Education

Dr. Versha Prasad

M.B.B.S, MBA (Gold Medalist)

University Institute of Health Sciences, C.S.J.M. University, Kanpur

## Abstract

When selecting training methods, there are lots of factors to consider. If you're in between a few different choices, we suggest using a training delivery methods comparison or training delivery methods matrix to compare the different types of training and see which will best meet your need. The case study is a proven method for training and is known to effectively boost learner motivation. However, when learners lack access to the resources necessary to completing a case study or if the project become a challenge, their motivation and learning will be hindered. Internships are great for both sides. Employers can benefit from the help of employees, while employees can benefit from the guidance of and training by employers. Still, in some cases, this can be high-pressured or inconsistent. Internships are great for both sides. Employers can benefit from the help of employees, while employees can benefit from the guidance of and training by employers. Still, in some cases, this can be high-pressured or inconsistent. One of the most effective and worthwhile methods a medical student can gain experience in the field of healthcare, pharmaceuticals, public health, and medicine is through an internship opportunity. This is the counterpart of the lecture training method—one that promotes practice on lifelike models. It's often used in cases when employees need some practice after they see a lecture or a demonstration. Role modelling is a key component in the training of doctors that influences professional behaviour, identity and career choices. Clinical teachers and residents are often unaware of this, thereby risking transmission of negative behaviour. Feedback for improvement Feedback has been used as a training technique in a variety of forms, including audit, videotaping and structured review sessions with team's n healthcare, good team building is where all team members understand, believe in and work towards the shared purpose of caring and working for patients. Team training has a big and important goal: to connect a team. As such, it doesn't focus on trainees as individuals like the previously discussed methods; rather, this method is used to connect team members and make them more engaged in their training and work. No doctor, or any healthcare professional for that matter, ever works alone. When we enter the professional world of medicine, we become valuable members of our team, tasked with some of the most important roles in the world today. In order to be a standout medical professional, you cannot forget the importance of being a great team player

## Background

When selecting training methods, there are lots of factors to consider. If you're in between a few different choices, we suggest using a training delivery methods comparison or training delivery methods matrix to compare the different types of training and see which will best meet your needs. At the end of the day, it doesn't matter how much time, effort, or money you spend on training if it's the wrong training delivery method. That's why we suggest considering the answers to a few important questions to find the best training methods for your employees.<sup>1</sup> Here a few questions we suggest walking through:

**What's the purpose of the training program:** The first step is always to identify the objectives of your training program? Depending on your training goals, certain training methods will deliver better results. For example, more traditional training methods, like classroom-based training, may be more effective for hands-on learning or training that involves team-building or open discussion. But, online training methods are better if you're looking to regularly train employees over time.

**Who's the audience:** Training is most effective when your learners understand the purpose of training and see how it can help them in their roles. So, it's important to not only consider how many people you'll be training but also where they're located. If you have a large team that's located across multiple locations or working remotely, you'll need to find a training method that supports a dispersed team.

**What are their learning needs and backgrounds:** One-size training doesn't work in today's modern workplace? For example, you need to train and on board new hires differently than you continuously develop and enable seasoned teammates.

**What do they need to learn:** It's also important to consider the topic or information that will be covered during training? Not everyone learns at the same pace, so if you're looking to train on something complex or in-depth, it may be better to provide training through online software as it gives employees the chance to revisit and review training as often as they need it.

**What are your options for training:** Of course, it's also important to take inventory of your available training resources? If you're looking to deliver in-person training, do you have a conference room or space that's big enough for everyone? Additionally, do your subject-matter experts or trainers have the availability to train multiple sessions?

**Do you have time restrictions:** For some companies, training may need to be rolled out sooner rather than later? This means your training method needs to support fast and effective training delivery.

Of course, it's good to use different cost-effective training methods to fulfil different training needs. For example, if you need your training to be basic, repeatable, and testable, software is probably a good way to go. <sup>2</sup>If you are training on complex topics that require strategic planning and lots of discussions, an in-person environment is probably better. These training methodologies examples are just a few of the many out there, but use these models as ways to think about how to choose your ideal training methods, and you will do fine.

## Methods

### 1. Case Study

The case study is a proven method for training and is known to effectively boost learner motivation. However, when learners lack access to the resources necessary to completing a case study or if the project become a challenge, their motivation and learning will be hindered. Case study It is a written description of an actual situation in the business, which provokes the reader to think and make decisions/ suggestions. The trainees read the case, analyse it and develop alternative solutions, select the best one and implement it. It is an ideal method to promote decision making skills. They also provide transference to an extent. They allow participation through discussion. This is the most effective method of developing problem solving skills. Many a times only the result at the end of the case may be considered and not the line of thinking to approach it. This is a major disadvantage since case studies must primarily be used to influence or mend the attitude or thinking of an individual.

This method is suitable for situations when the trainees have the core knowledge but can still benefit from training. Because this method comes with lower costs, it's also one of the more popular methods in different disciplines like law, counselling, and medicine. Case-based learning (CBL) is a newer modality of teaching healthcare. In order to evaluate how CBL is currently used, a literature search and review was completed.<sup>3</sup> CBL is a teaching tool used in a variety of medical fields using human cases to impart relevance and aid in connecting theory to practice. The impact of CBL can reach from simple knowledge gains to changing patient

care outcomes Medical and health care-related education is currently changing. Since the advent of adult education, educators have realized that learners need to see the relevance and be actively engaged in the topic under study. Traditionally, students in health care went to lectures and then transitioned into patient care as a type of *on-the-job* training. Medical schools have realized the importance of including clinical work early and have termed the mixing of basic and clinical sciences as *vertical integration*.<sup>2</sup> Other human health-related fields have also recognized the value of illustrating teaching points with actual cases or simulated cases. Using clinical cases to aid teaching has been termed as case-based learning (CBL).

## 2. Games-Based Training

Games have been used for many educational purposes, including training. Using games for education is affordable, competitive, and motivational, especially in the digital era, in which many applicants and employees are highly involved with technology. One of the disadvantages of this method is the inability to determine the components in a game that will contribute to the training itself. Trainers can't really make sure that every learning concept will be accepted by the trainees through game playing.

**Games Characteristics**- Basically, a game is an abstract world where some goals should be obtained following rules.

- ✓ There must be a fun element.
- ✓ Conflict and Challenges.
- ✓ Fantasy and curiosity.
- ✓ Perception of the advance.
- ✓ Progressive difficulty.
- ✓ Feedback.

## 3. Internship

Internships are great for both sides. Employers can benefit from the help of employees, while employees can benefit from the guidance of and training by employers. Still, in some cases, this can be high-pressured or inconsistent. One of the most effective and worthwhile methods a medical student can gain experience in the field of healthcare, pharmaceuticals, public health, and medicine is through an internship opportunity. Along with academic study, an internship or clinical experience affords you the opportunity to put the skills and knowledge you've developed through your studies into practice. There is a wide array of healthcare-related opportunities that exist in the world of internships – from research, scientific writing, and medical technology, to pharmaceutical sales, wellness programs, consulting, and manufacturing.

One of the hallmark advantages of an internship experience is the opportunity to build valuable career skills. Within the field of healthcare, students seeking to develop their knowledge of the field, build connections, improve their medical school application, and have the opportunity to engage in cutting-edge research should consider undertaking an internship opportunity.<sup>4</sup> An internship in the medical field allows you the opportunity to develop your professional network within your intended career field. By working in a company or other organization, you have the chance to work under experienced healthcare professionals. Sometimes, these professionals have decades of experience, and might even be leaders in their respective areas of work or research. This is a once-in-a-lifetime opportunity you should not allow yourself to pass up.

## 4. Job Rotation

Job rotation can do a lot in terms of employee motivation and commitment. This method gives people chances to further develop and work toward a promotion and engenders satisfaction and cooperation. Still, for introverts, this is often a big challenge because of the fear that they might fail in front of others. Also, it's a method that requires a lot of time and room for error. The motivation for this study was to investigate how

role stress among nurses could affect their job satisfaction and organizational commitment, and whether the job rotation system might encourage nurses to understand, relate to and share the vision of the organization, consequently increasing their job satisfaction and stimulating them to willingly remain in their jobs and commit themselves to the organization.<sup>5</sup> Despite the fact that there have been plenty of studies on job satisfaction, none was specifically addressed to integrate the relational model of job rotation, role stress, job satisfaction, and organizational commitment among nurses. As a practical and excellent strategy for manpower utilization, a hospital could promote the benefits of job rotation to both individuals and the hospital while implementing job rotation periodically and fairly. And when a medical organization attempts to enhance nurses' commitment to the organization, the findings suggest that reduction of role ambiguity in role stress has the best effect on enhancing nurses' organizational commitment. The ultimate goal is to increase nurses' job satisfaction and encourage them to stay in their career. This would avoid the vicious circle of high turnover, which is wasteful of the organization's valuable human resources. But with the right background knowledge, both of these problems can be eliminated or at least reduced.

## 5. Job Shadowing

Job shadowing serves to generate employees' engagement and interest. Trainees get a chance to see their work from another perspective, which is perfect for those who are being considered for a promotion or a role change. What is Medical Job Shadowing? Job shadowing is a type of experiential learning opportunity that involves observing a working professional throughout their typical work day. Medical job shadowing falls under the term clinical experience as it involves following and observing a physician, nurse, or other healthcare professional while they conduct their daily work activities in a clinical or hospital setting.<sup>6</sup> Through medical job shadowing, students gain exposure to and learn about working conditions within the healthcare field. Due to potential exposure to sensitive patient data or other confidential information, participating in a medical job shadow may require that you complete trainings or supply documentations such as a background check or other safety and security measures, first aid or cultural sensitivity training, or immunizations.

### Benefits of Job Shadowing:

- Determine if a career in the healthcare field is right for you.
- Demonstrate your level of commitment to the healthcare field by gaining first-hand exposure and experience from a variety of healthcare professionals.
- Learn about realistic aspects of the healthcare field such as working with patients, collaborating with other healthcare professionals, and the daily challenges and rewards of this profession.
- Gain motivation and a better understanding of your specific career goals within the healthcare field.
- Meet a healthcare professional who would be willing to mentor you and/or write a letter of recommendation for graduate school admission.
- Complete the required hours to apply for medical school or healthcare professional programs.
- Gather experiences to write about for personal statements when applying to graduate school.

## 6. Lecture

It is the verbal presentation of information by an instructor to a large audience. The lecturer is presumed to possess knowledge about the subject. A virtue in this method is that it can be used for large groups and hence the cost of training per employee is very low. However, this method violates the principle of learning by practice. Also this type of communication is a one-way communication and there is no feedback from the audience because in case of very large groups it is difficult to have interactive sessions. Long lectures can also cause Boredom

**Audio Visuals** This is an extension of the lecture method. This method includes slides, OHPs, video tapes and films. They can be used to provide a range of realistic examples of job conditions and situations in the condensed period of time. It also improves the quality of presentation to a great extent.

Lectures are often dreaded and ridiculed, but they are the most commonly used training techniques. Yes, there is often a lack of interaction, but with the right speaker and simple lectures, this can lead to optimal learning.<sup>7</sup> Teaching requires two way communications in any field of education particularly in nursing, this leaves lecture method out of control in nursing education.

## 7. Mentoring and Apprenticeship

When companies plan to groom people for promotion and growth, this is the best training method to use. Trainees can truly benefit from such a personalized learning structure, boost the mentor-trainee relationship, and facilitate their future career. Mentorship is a key component of Registered Apprenticeship. As critical players in the successful outcome of an apprenticeship program, mentors provide support, coaching, and guidance to apprentices through their on-the-job learning experiences for excellence in the workplace.

**Apprenticeships and Coaching** It is involved learning from more experienced employee's. This method may be supplemented with other off-the-job methods for effectiveness. It is applied in cases of most craft workers, carpenters, plumbers and mechanics. This approach uses high levels of participation and facilitates transferability. Coaching is similar to apprenticeships. But it is always handled by a supervisor and not by the HR department. The person being trained is called understudy.<sup>8</sup> It is very similar to on the job training method. But in that case, more stress is laid on productivity, whereas here, the focus is on learning. In this method skilled workforce is maintained - since the participation, feedback and job transference is very high. Immediate returns can be expected from training - almost as soon as the training is over the desired outcomes can be seen in the trainee.

**Mentorship Training Program** that prepares mentors for this important role in collaboration with healthcare unions and employers in New York City and Rhode Island across varied practice settings and occupations. The program's goals are to:

- **Ensure high quality apprentice training** by providing mentors with the knowledge, skills, and tools to be successful.
- **Support the transfer of knowledge to practical application in the workplace.** Mentors have a chance to practice techniques and approaches that support the apprentice while also cultivating intra-departmental leadership and their own personal and professional growth.
- **Build reflective learning and critical thinking skills**—a highly valued practice in today's healthcare system. Reflection allows learning from experience, addressing patient issues, and improving professional practice.

## 8. Programmed Instruction

Programmed instruction doesn't work without self-discipline, so it is most effective in cases when some straying from the program isn't detrimental to the company's success. Even so, this is an effective and flexible practice. Programmed instruction is a **method of presenting new subject matters to students in a graded sequence of controlled steps**. Students work through the programmed material by themselves at their own speed and after each step test their comprehension by answering an examination question or filling in a diagram. Not using active and learner-based instruction methods in courses such as health status analysis reduces the students' motivation and desire to learn key materials. Overcoming this problem and using a mixture of programmed learning methods can enhance the motivation and learning efficiency of students. In this method, training is offered without the intervention of the trainer. Information is provided to the employee in blocks, in form of books or through teaching machine. After going through each block of material, the trainee goes through a test/ answers a question.

## 9. Role-Modelling

This is the counterpart of the lecture training method—one that promotes practice on lifelike models. It's often used in cases when employees need some practice after they see a lecture or a demonstration. Role modelling is a key component in the training of doctors that influences professional behaviour, identity and career choices. Clinical teachers and residents are often unaware of this, thereby risking transmission of negative behaviour. On the other hand, awareness positively affects role model behaviour. To assess role model behaviour, the Role Model Apperception Tool (RoMAT) was developed and validated in general practice training. The aim of the current study was to validate the RoMAT in the hospital-based training setting. The RoMAT was internally consistent and valid to assess role model behaviour of the clinical teacher towards the resident in the hospital-based training of medical specialists. The poor inter-rater reliability, most likely due to homogeneous RoMAT responses, should be borne in mind when evaluating RoMAT scores on individual clinical teachers. The RoMAT has high internal consistency and sufficient construct validity to be used as a tool to evaluate role model behaviour of hospital-based clinical teachers in the setting of postgraduate medical education. The poor inter-rater reliability found in this study is most likely due to homogeneity in responses among residents. This limitation should be borne in mind when evaluating RoMAT scores on individual clinical teachers.

## 10. Role-Play

With role-playing, trainees can practice what they've learned in a personalized and simulated situation. They can still fail, but with good content and safe role-playing, there won't be any serious consequences. Role-play is an attractive and effective method for training health workers.<sup>9</sup> In addition to creating relationships among community health workers, this method improves teamwork spirit, causes volunteers to learn from each other, and results in motivation and positive experiences. Yet, role-play was significantly more effective compared to the lecture method. This might be attributed to the appropriate ground for volunteers' cooperation in the role-play method. In the traditional method, on the other hand, learners take a passive position that does not provide the ground for their cooperation

**Role Playing and Behaviour Modelling** This method mainly focuses on emotional (human relation) issues than other ones. The essences are on creating a real life situation and have trainees assumed parts of specific personalities (mostly interchanged roles of boss and subordinate to create empathy for one another). The consequence is better understanding of issues from the other's point of view.

**Concept of Behaviour Modelling:** Fundamental psychological process by which new patterns of behaviour can be acquired and existing ones can be altered. "Vicarious process" learning takes place not by own experience but by observation or imagination of others action. It is referred to as "copying", "observational learning" or "imitation implying that it a behaviour is leaned or modified through observation of other's experiences. This change may be videotaped and showed to the trainee and he can review and critique it. It also helps him see the negative consequences that result from not using the behaviour as recommended.

## 11. Simulation

Simulation becomes more affordable every day. As such, it's commonly used for training that is considered costly or dangerous if performed in a real environment. This is a safe way to practice what would otherwise be risky. Simulation techniques such as role play, using case studies, mock equipment, standardised patients and 'high fidelity' simulations which involve a full practice of the situation or environment have been used to support healthcare improvements, particularly regarding safety and teamwork. In the US, simulation has been used extensively within formal nursing curricula and ongoing professional development about quality improvement. Role play has been used to good effect in a number of training initiatives. For instance, a hospital in England used actors to help nurses develop critical thinking and safety awareness skills. A study day was developed to help change the culture in the hospital, to allow nurses to challenge one another with a view to improving safety.<sup>10</sup>The training was experiential and aimed to allow participants to explore their thoughts and feelings about potential barriers as well as providing tools and a safe environment in which to

practise new skills. Actors performed scenarios to help nurses identify and learn from issues, and nurses then role played alongside actors. Nurses learned new skills and felt more confident in the need for, and methods to achieve, basic hygiene and safety components of quality improvement. Other studies have also found that drama can be useful in developing new skills Simulation It is any equipment or technique that duplicates as nearly as the possible the actual conditions encountered at the job. It is an attempt to create a realistic for decision-making. This method is most widely used in Aeronautical Industry.

## 12) Sensitivity Training

It uses small number of trainees usually less than 12 in a group. They meet with a passive trainer and get an insight into their own behaviour and that of others. These meetings have no agenda and take place away from the workplace. The discussions focus on why participants behave the way they do and how others perceive them. The objective is to provide the participants with increased awareness of their own behaviour, the perception of others about them and increased understanding of group process. Examples: Laboratory training, encounter groups. Laboratory training is a form of group training primarily used to enhance interpersonal skills. It can be used to develop desired behaviours for future job responsibilities. A trained professional serves as a facilitator. However once the training is over employees get back to being the way they are.

## 13) Vestibule Training

This method utilizes equipment which closely resembles the actual ones used in the job. It is performed in a special area set aside for the purpose and not at the workplace. The emphasis is placed on learning skills than on production. It is however difficult to duplicate pressures and realities of actual situations. Even though the kind of tension or pressure may be the same but the employee knows it is just a technique and not a real situation. Also the employees behave differently in real situations than in simulations. Also additional investment is required for the equipment

## 14. Stimulus-Based Training

Stimulus-based training is a bit unconventional, but it's becoming more popular as time passes. It's a widely applied method that might make trainees a bit uncomfortable but can also enable them to acquire thorough knowledge faster than the other methods of training described here. One of the most important steps in curriculum development is the introduction of simulation- based medical teaching and learning. Simulation is a generic term that refers to an artificial representation of a real world process to achieve educational goals through experiential learning. Simulation based medical education is defined as any educational activity that utilizes simulation aides to replicate clinical scenarios. Although medical simulation is relatively new, simulation has been used for a long time in other high risk professions such as aviation. Medical simulation allows the acquisition of clinical skills through deliberate practice rather than an apprentice style of learning. Simulation tools serve as an alternative to real patients. A trainee can make mistakes and learn from them without the fear of harming the patient. There are different types and classification of simulators and their cost vary according to the degree of their resemblance to the reality, or 'fidelity'. Simulation- based learning is expensive. However, it is cost-effective if utilized properly. Medical simulation has been found to enhance clinical competence at the undergraduate and postgraduate levels. It has also been found to have many advantages that can improve patient safety and reduce health care costs through the improvement of the medical provider's competencies. The objective of this narrative review article is to highlight the importance of simulation as a new teaching method in undergraduate and postgraduate education.

Simulation can be used to resemble existing curricular material. The simulated scenarios are realistic enough to engage the students emotionally, thus providing a unique learning experience, where the high fidelity simulator "patient" actually talks, breathes, blinks, and moves like a real patient. Simulation can be adapted to accommodate the need of various medical specialties such as anesthesia, emergency medicine and trauma, intensive care medicine, obstetrics, paediatrics, and radiology as well as for the use of other professionals such as nurses, paramedics, and respiratory therapists.

### 13. Team Training

Team training has a big and important goal: to connect a team. As such, it doesn't focus on trainees as individuals like the previously discussed methods; rather, this method is used to connect team members and make them more engaged in their training and work. No doctor, or any healthcare professional for that matter, ever works alone. When we enter the professional world of medicine, we become valuable members of our team, tasked with some of the most important roles in the world today.<sup>11</sup> In order to be a standout medical professional, you cannot forget the importance of being a great team player. Knowing your role within a team, how to best perform this role to ensure the success of the team, and how to support the success of your teammates are incredibly vital life skills. When it comes to being a collaborator in the medical field, you must learn the importance of taking feedback and understanding the areas in which you both excel and need to improve.

In a healthcare internship, you will have the opportunity to work under experienced professionals who can provide you with incredibly valuable personal feedback. Getting critiqued on areas such as your research, writing, communication, time management, and problem solving can help you enhance these skills before you apply for or enter medical school. By the time you get to the stage of entering medical school, trust us when we tell you that you will want to have these skills already as finely polished as possible.<sup>12</sup>

Feedback for improvement Feedback has been used as a training technique in a variety of forms, including audit, videotaping and structured review sessions with team's in healthcare, good team building is where all team members understand, believe in and work towards the shared purpose of caring and working for patients.<sup>13</sup> This sense of common purpose should never be assumed. Team leaders should talk about it at every opportunity and ensure all team members are working towards it in their day-to-day work. Individual purpose is about why we do what we do; why we are drawn to be a nurse, a healthcare assistant or other healthcare worker. It is about our energy, what matters to us, and what makes us who we are. Reflecting on these questions is important in teams. Our sense of purpose is one of five things humans need to flourish (Seligman, 2011):

- Positive emotional experiences;
- Engagement in something that matters to us;
- Positive relationships;
- Meaning and purpose;
- Achievement.

In great organisations and teams there is an alignment between individual and team purpose; put simply, we are at our best when doing what we love.

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