Elearning and the NHS:
The National Context

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NHS-HE Forum
14th May 2008
RSA
John Adam Street

Two key propositions

The success of the National Programme for IT depends on users learning about what the applications do and how to use them; and

Education Training and Development (ETD) in NHS Connecting for Health is a key player at the National level, and the armature around which some other training applications will work (the 'double dividend')

But first…

What's happening outside the NHS?

DfES e-strategy Harnessing technology: Transforming learning

…and HEFCE's strategy for Higher Education

A recent European Commission report

Elearning and electronic knowledge management in Social Care

http://www.healthcareworkforce.org.uk/

C8/eLearningReport/default.aspx
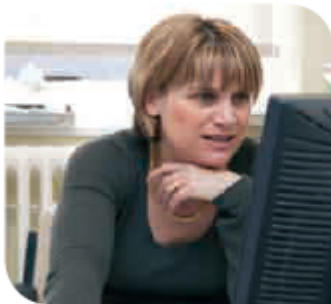
Elearning: The Next Big Thing in CFH education and training

Modernising healthcare training:
e-learning in healthcare services

a report commissioned by the National Workforce Group (for the Strategic Health Authorities)
and the Department of Health (England)

April 2006

e-mpirical

unleashing hidden potential
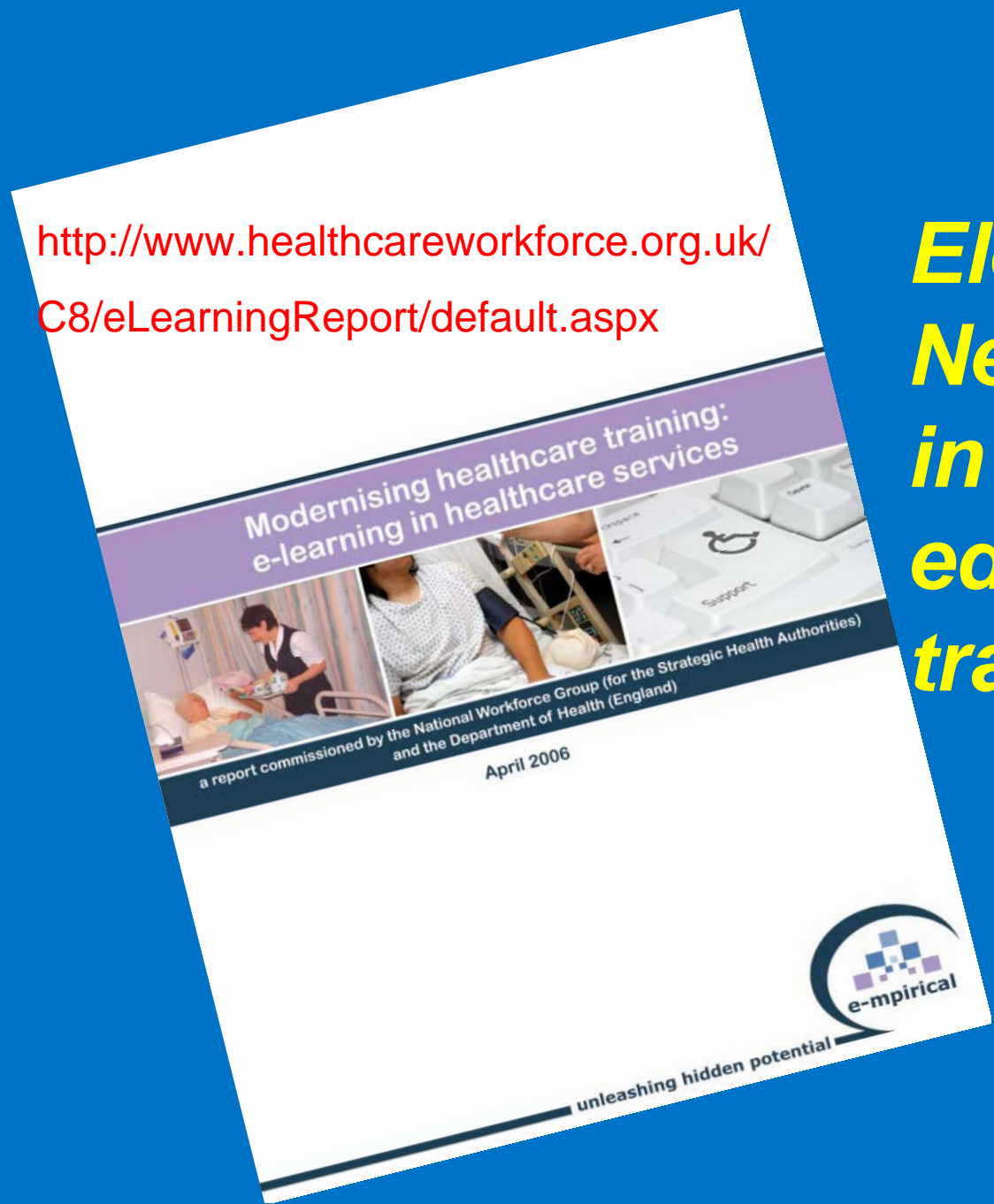
A couple of useful publications…

NHS
Connecting for Health

Elearning and NHS Connecting for Health: An Overview

Philip C Candy
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NHS Conncting for Health

Education, Training and Development

NHS
Connecting for Health
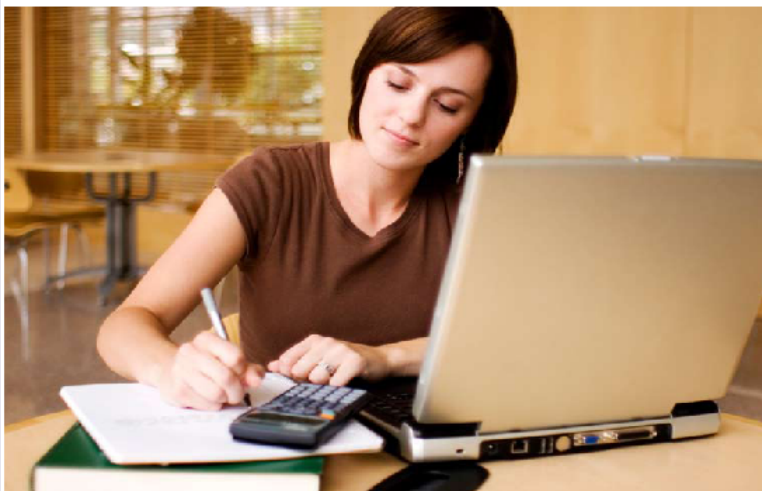
ETD Discussion Paper

LMS in the NHS

June 2007
LMS Paper

Education, Training and Development

ETD Vision

Our vision is to ensure that every person using, or expected to use, Information and Communication Technology (ICT) in the NHS and related non-NHS healthcare workplaces in England is fully trained on the application in a timely way and that there is a transferable, up-to-date record of their learning.

This is to ensure that all users are able to operate clinical patient systems safely.

Education, Training and Development

ETD Six Guiding Principles…

NHS
Connecting for Health

Do nationally only those things that are best done nationally. This means the provision of national platforms, standards and interventions that will enable a blended approach to be used for system training in all settings.

Collaborate and seek to work in partnership with colleagues across the NHS, in private healthcare, in Further and Higher Education, in Social Care and in related fields, to make available the best possible resources to support ETD practitioners.

Avoid unnecessary duplication of effort and of unwanted variation in access, currency, coherence or quality of learning resources and opportunities. We believe that we can achieve this by identifying and showcasing good practice, providing tools and suggested approaches, creating and advocating standards, and sharing lessons learnt.

ETD Six Guiding Principles (cont'd).

Introduce more extensive and widespread use of elearning and the development and sharing of resources across the service.

Supplement formal learning by access to high quality information resources which provide a seamless information and performance support landscape. This will best be supported through a blend of training resources and self-directed learning opportunities.

Create and sustain a national network of well-trained and adequately resourced ETD practitioners delivering high quality training on all applications being deployed by the National Programme. This includes the provision of mechanisms for the exchange of insights and sharing of lessons learned.

The case for elearning in a nutshell

We can only achieve our goals if we use elearning as part of the blend

Ensures that information is always current

Ensures equality of access irrespective of geography

Creates a 'culture of learning' and encourages users to seek information as-needed, and to seek local mentoring support

Reduces cost per user by avoiding duplication and spreading development expenses over larger numbers of users

Reduces travel and time release costs by allowing users to learn in the workplace

Provides resources that can potentially be shared with others (e.g., Royal Colleges, universities)

Empowers learners to identify their own learning needs, and to learn in ways and at times that work best for them

Allows managers and others to have an overview of learning activities and outcomes

Potentially realises additional benefits from the investment in the National Programme ('Double Dividend')

Principal Elements of the ETD Strategy…

Content and Standards

Delivery Mechanisms

National ETD Team

User Readiness

Trainer Readiness

Education, Training and Development

Principal Elements of the ETD Strategy…

NHS
Connecting for Health

Tactical solutions

Strategic enablers

Content and Standards

Delivery Mechanisms

National ETD Team

User Readiness

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NHS
Connecting for Health
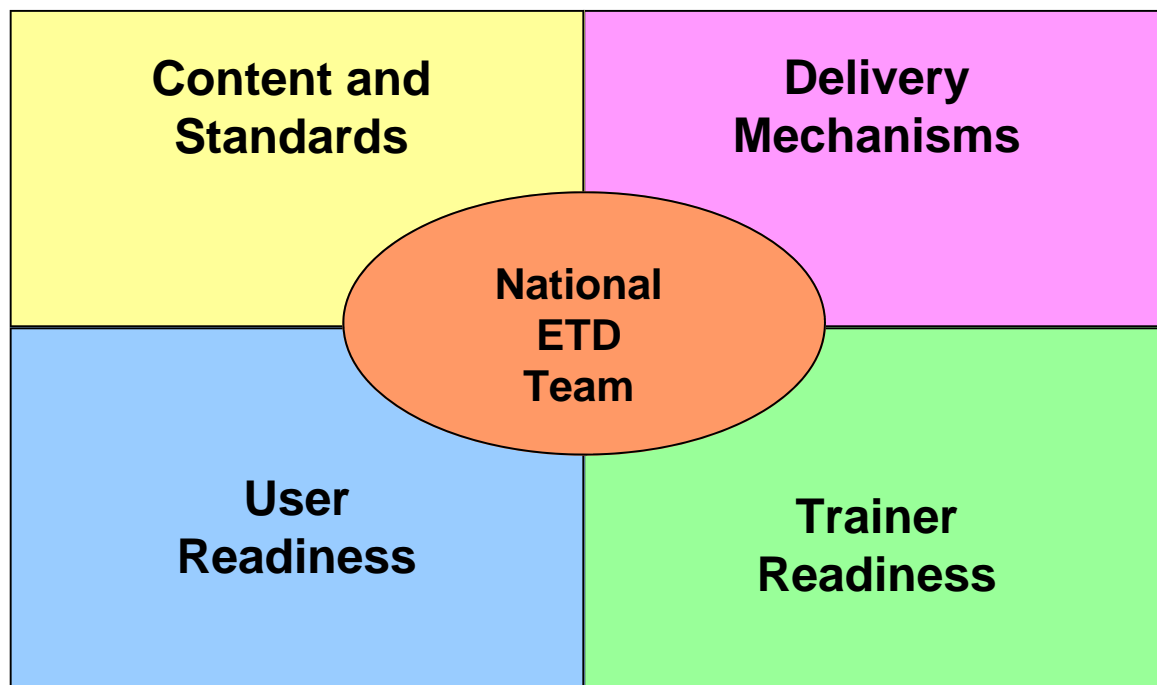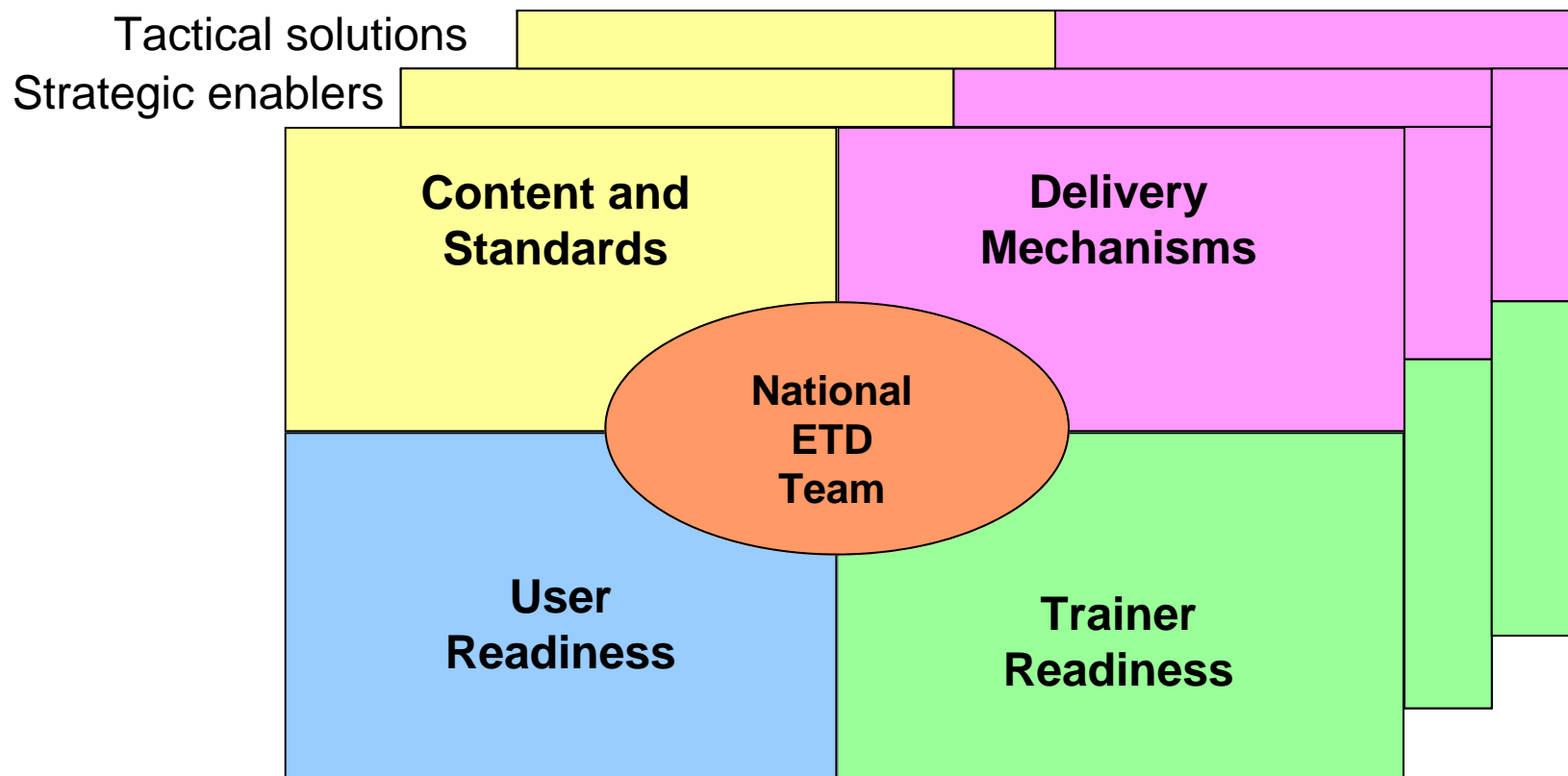
Principal Elements of ETD Strategy…

Strategic enablers

Content and Standards

National ETD Standards
National Content Repository

Delivery Mechanisms

National Integrated Spine Training System (NISTS)
Training Resource Centre
National Learning Management System

National ETD Team

User Readiness

Essential IT Skills project

Trainer Readiness

Online Readiness Toolkit
eSpace
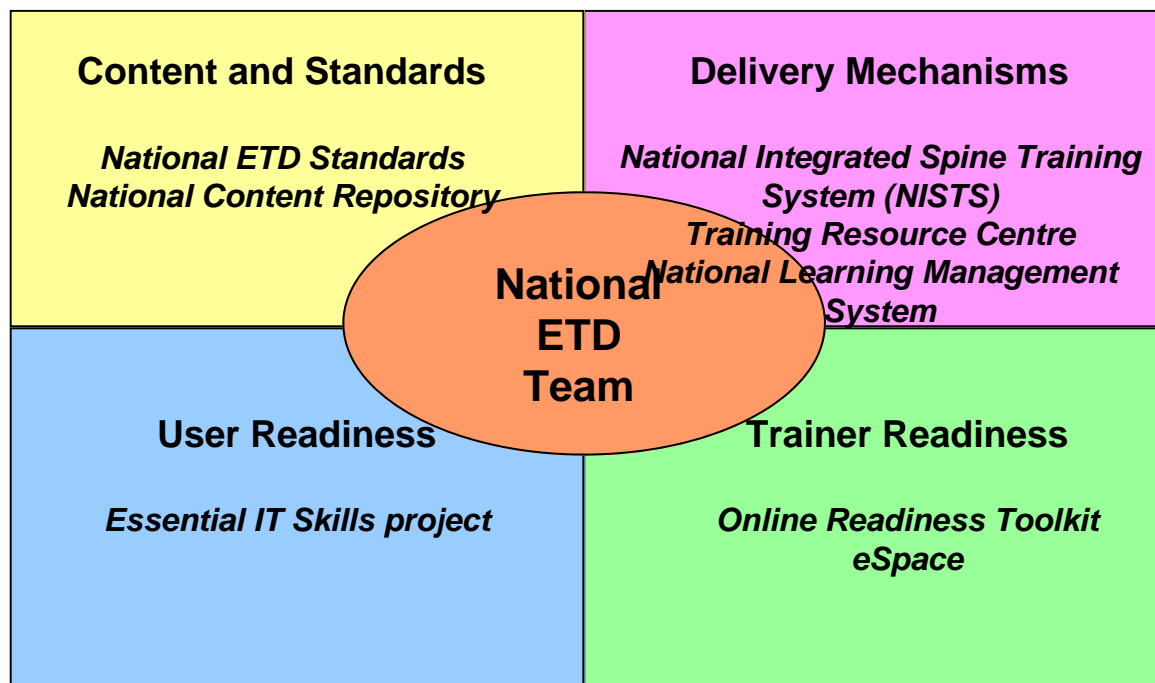
The new National Learning Management System (NLMS)

Is being delivered by the Electronic Staff Record (ESR) Team

Is based on the Oracle Learning Management (OLM) platform

Will be fully deployed in September 2008

Will not (at first) require NHS organisations to install full Self-Service (OLM Lite)

Is currently being piloted in 18 sites

NHS ESR Electronic Staff Record

Empowered by **McKESSON**

○ **Home**   ○ **What is ESR?**   ○ **About us**   ○ **Related Projects**   ○ **Events**   ○ **Benefits Realisation**   ○ **Publications**   ○ **Contact**   ○ **KBase**

> Home > Related Projects > Registration Partnership Project

National Learning Management System

As part of a joint initiative between the Department of Health, NHS Connecting for Health and the Electronic Staff Record (ESR) project, the learning management functionality currently available through ESR will be extended to provide elearning capability. This will be achieved through the National Learning Management System (NLMS) project, and will make elearning available to all NHS employees in England with a staff record on ESR.

The NLMS will be provided to the NHS at no cost to local organisations. Practically this means that individual organisations do not need to procure individual learning management systems, thus saving time, effort and resources as well as providing a consistent and integrated approach.

Once delivered, the NLMS will enable:

1. National elearning content (from providers such as eLearning for Healthcare, NHS Connecting for Health or the Core Learning Unit) to be delivered to NHS Employees through ESR
2. Locally produced elearning content to be delivered to NHS employees within a local organisation through ESR
3. All elearning courses completed to be recorded automatically in the employee's portable learning & competence record
4. Employees to access elearning content away from work – employees will be able to complete elearning courses remotely (on a suitable computer with an internet connection, subject to course hosting arrangements)
5. The provision of management information on learner progress and course completion at

● Related Projects
- National Learning Management System
- Registration Partnership Project

SEARCH

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What's new

10 March 2008
National Learning Management System (NLMS) FAQs
read more...

11 December 2007
National Learning Management System for eLearning
read more...

View all news stories

ESR News

The latest edition of ESR News:

March 2008 [PDF - 346KB]

Pilot Site Update (as at 27 March 08)

38 submissions received

Selection criteria included;

- Representation from SHAs
- Cross section of NHS Organisations
- Mixture of 'Blank canvases' and experienced elearning sites
- Intended scope of activity

18 Trusts selected across 9 SHAs

Communications have been issued to all interested Trusts

National LMS Pilot sites

Nottinghamshire HC	East of Kent
Cambridge University	Royal Cornwall
Norwich & Norfolk	Royal Devon and Exeter
Guys & Thomas'	Bournemouth & Christchurch
Imperial	Clatterbridge Centre of Oncology
Manchester MH & Social Care	Heart of Birmingham Teaching
Liverpool	University Hospitals of Coventry and Warwickshire
Berkshire Healthcare	Humber Mental Health Teaching
Oxford Radcliffe	Sheffield Teaching Hospitals

Plan Update

April

- 21st April - First formal meeting
- Confirmation and development of Pilot site scope
- Identify reporting structure and communication channels
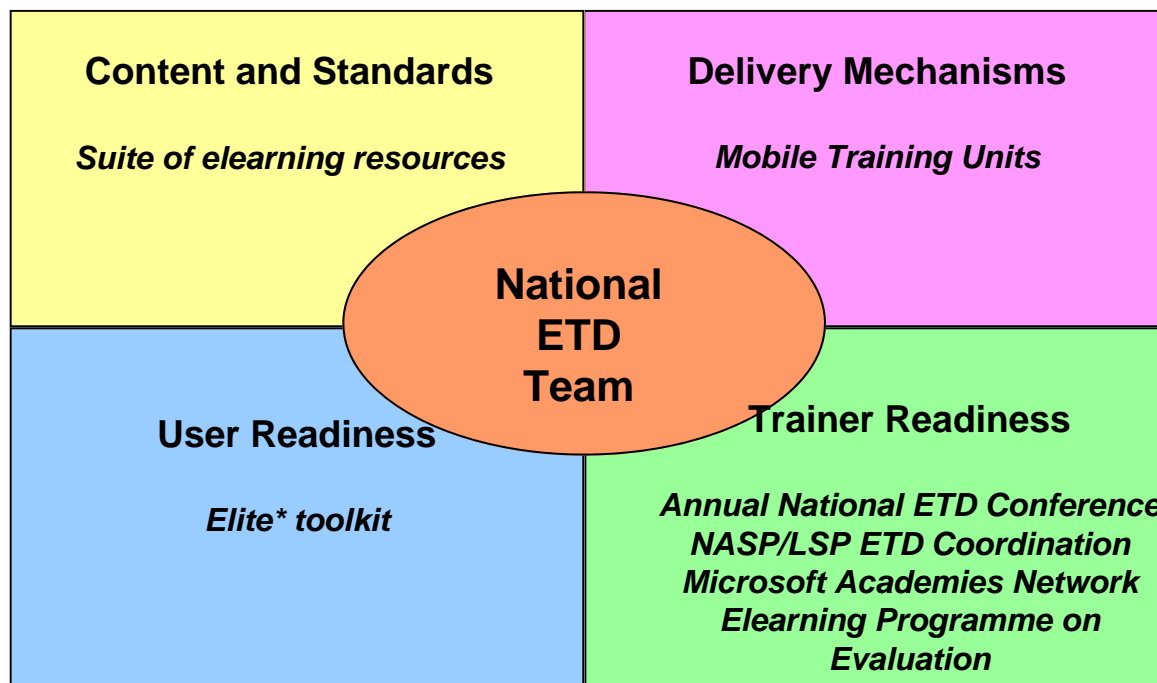- Finalise project plan

May

- Set up National course content directory
- Set up and allocate users URPs
- Continued Test URL and connectivity
- Further publication of documentation and toolkit
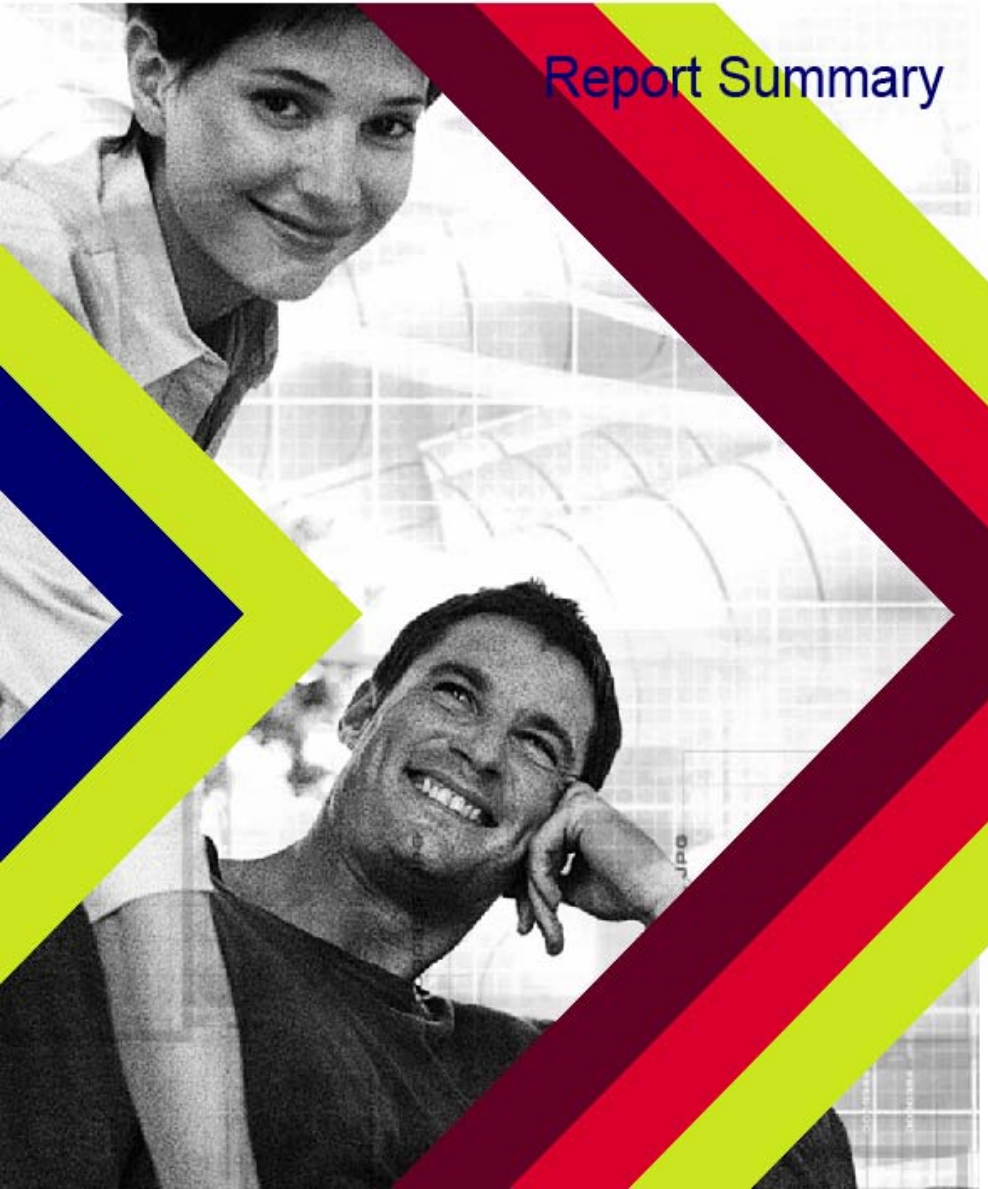
An excellent starting point for local elearning readiness

Drivers behind elearning investment
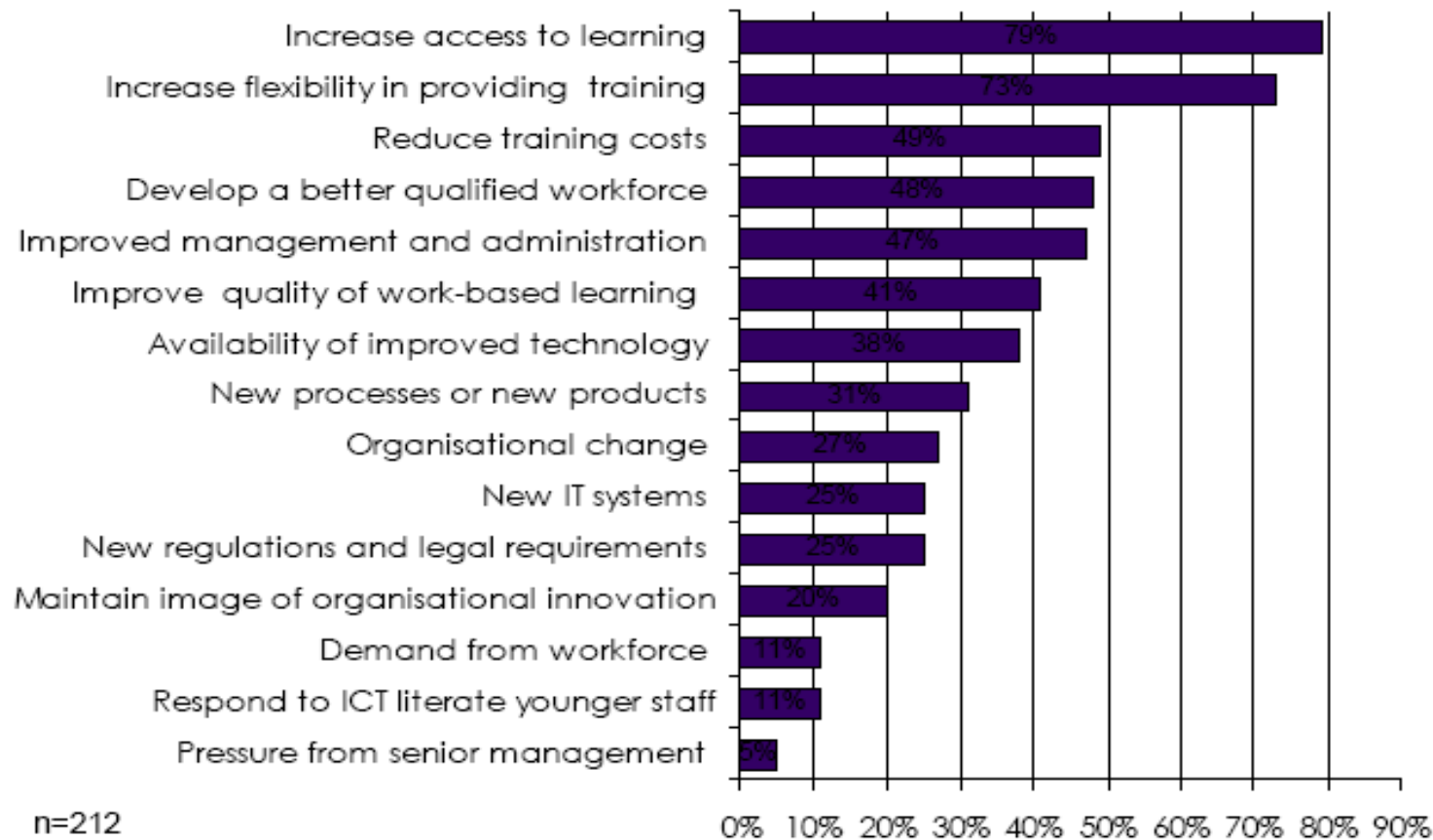
Elearning: Levels of maturity

Category	Survey statement	Profile of respondents
The Novice	We know very little about e-learning	5%
The Sporadic user	Use of e-learning is localised or sporadic (used in some departments or for some courses)	21%
The Developing user	We are developing and co-ordinating our use of e-learning	35%
The Established user	e-learning is established across the company and is transforming the way we manage our learning and development	17%
The Embedded user	e-learning is thoroughly embedded within the company – we have a learning culture which influences our everyday work	5%
The Innovator	We are thought leaders and innovators in the way in which we are using e-learning – prepared to experiment in new areas and with new technologies	17%

Elearning: Plans for future development

n=164

Category	Currently in use	Planned within 3 years
Learning Management System (LMS)	63%	17%
Video conferencing	52%	8%
Content Management Systems	45%	15%
Games/simulations/intray excercises	46%	6%
Virtual classroom	38%	13%
Unmoderated chat rooms/discussion groups	36%	14%
Moderated chat rooms/ discussion groups	32%	17%
Competency Management System	23%	19%
Open source e-learning tools	33%	6%
Rapid application development tools	32%	6%
Mobile learning	22%	15%
Blogs/wikis	19%	15%
Electronic Performance Support Systems	20%	12%
Podcasting	13%	17%
e-portfolios	23%	6%
Video on demand	15%	14%

If you can't wait for our home-grown elearning readiness toolkit

Then have a look at the ICCA toolkit

ICCA stands for *Increasing Citizens Choice & Access*

Started life as a project designed to discover what barriers exist to the uptake of e-services for learners

Provided free by City and Guilds of London Institute

Available online at http://www.iccaonline.co.uk/

The ICCA Toolkit

As part of the aim to help organisations with the more successful integration of elearning, *ICCA* has developed a *Toolkit* to provide a framework and best practice principles for those who are planning on - or are already - integrating technology into work and learning. It can be used in workplace learning and performance systems, and within public and private education and training bodies.

This *Toolkit* is specifically for organisations that have already made a decision to investigate or adopt elearning. It is not intended to provide advice on whether elearning is the correct learning and development strategy for your organisation but to help you review the conditions and factors that will enable you to make the process of adoption effective and successful. You can find out what various organisations have said about the *ICCA Toolkit* ...

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Address http://www.iccaonline.co.uk/dynamic/icca23.jsp   Go   Links   copernic

Products & Services > The ICCA Toolkit

http://www.iccaonline.co.uk - ::: I C C A T O O L K I T ::: - Microsoft Internet Explorer

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toolkit

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Research   Scoping   Design   Development   Implementation   Support   Evaluation

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Internet

start   Iain_Hardi...   Elearning a...   Book cheap...   The ICCA T...   NHS CFH M...   http://ww...   21:52

So, in short, we in ETD National…

are part of the National Alliance and are contributing to a national strategy;

are planning to appoint a national Lead on Elearning;

have a number of elearning projects underway; and

are undertaking an integrated programme of elearning activities for trainers, learners, and ETD Managers across the Service.
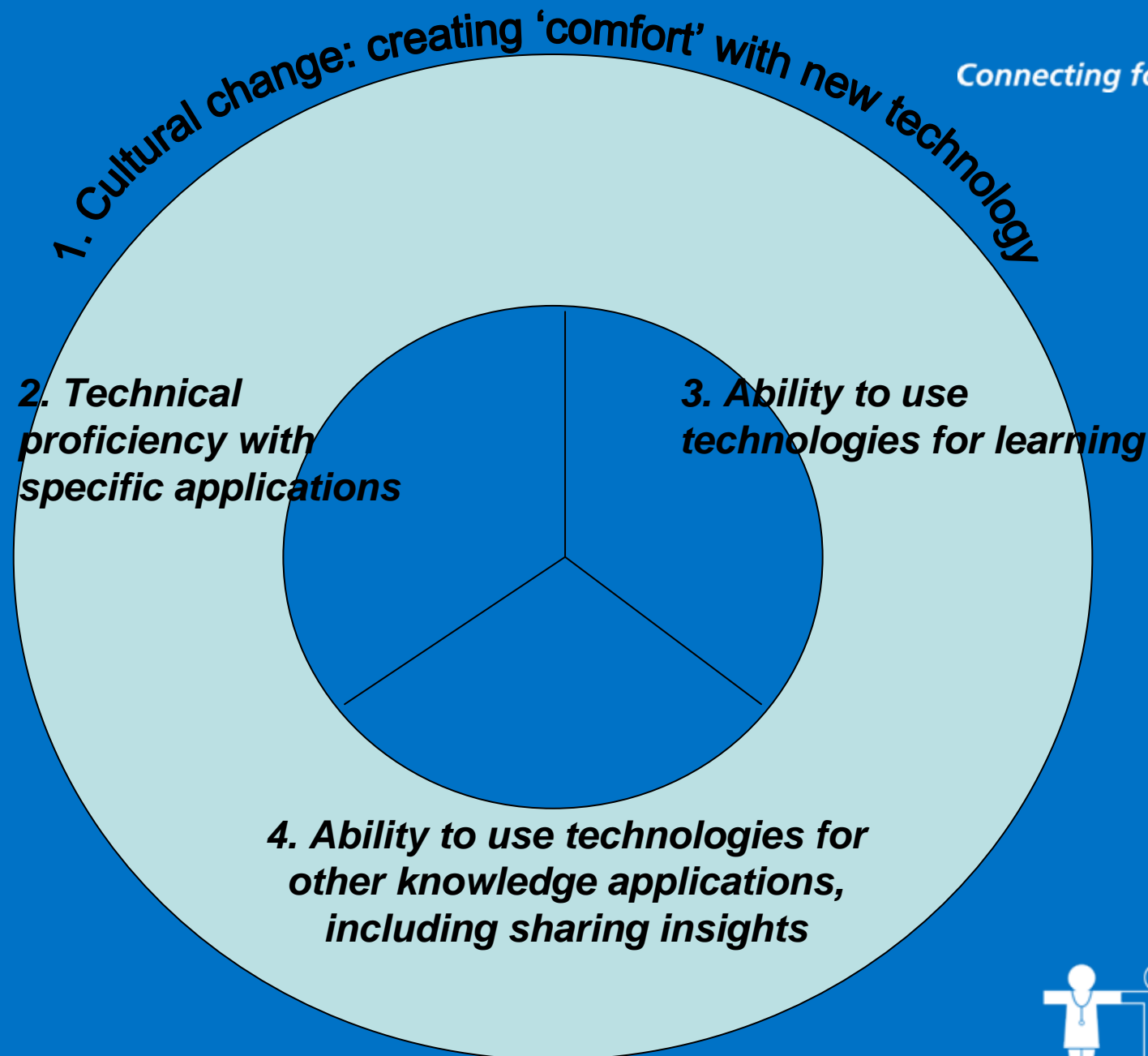
Elearning and the NHS: Exciting times ahead…

UK Alliance for Elearning in Health: Role

Demonstrating the business case for the various components of the road map

Ensuring sector-wide commitment to the elearning road map

Securing funding for the implementation of elearning road map activities

Implementing, monitoring and reviewing quality assurance and governance arrangements for road map activities

Sponsoring the development and dissemination of advice and guidance on Technology infrastructure solutions which are "fit for purpose" for the sector

Undertaking periodic reviews of the roadmap and its priorities

UK Alliance for elearning in Health: Membership

Department of Health (Eng)

Strategic Health Authorities

Skills for Health

Connecting for Health

elearning for Healthcare

Skills for Care

Foundation Trust Network

NHS Confederation

Trades Union Congress

NHS Institute

CETIS

Becta

National Education for Scotland

NHS Wales

Northern Ireland Department of Health, Social Services and Public Safety

Academy of Medical Royal Colleges

Royal College of Nursing

Health Professions Council

Professional Advisory Group for Estates and Facilities Staff

Chair of National elearning Operational Group

NHS Connecting for Health

The effect of maturity on business and staff impact