Creative Strategies for Educating Remote Home Care Clinicians

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About the Home Care Network

- Incorporated in 1886
- Member of the Main Line Health and Jefferson Health Systems
- Provide Care annually to over 16,000 Home Health and 600 Hospice patients
- Provide over 650 Home Health visits a day
- Provide over 90,000 Doses of Infusion Therapies such as: Antibiotics, Chemo, Pain Medications, TPN and Hydration
About the Home Care Network

- Home Health and Hospice provide care in the Philadelphia Metropolitan Area

- Home Infusion provides care in these areas and parts of South Jersey and Delaware

Educational Challenges in Home Care

- Providing Patient Care vs. Providing the Time for Education
- Educating on all the Different Types of Equipment found in the Home
- Providing Education to Clinicians in the Home without Compromising Patient/Caregiver trust
- Evaluating Performance of Procedures
- Map Reading/GPS and Community Safety
Performing Needs Assessment

- Defining Expectations
- Delineating Needs
- Developing Goals
- Using Journals – evaluating entries to address new learning needs
- Utilizing In-Home Observation and Assessment
- Utilizing Organizational Experts

Benner’s Model – From Novice to Expert

- Novice
- Advanced Beginner
- Competent
- Proficient
- Expert

(McGregor, 1990)
RN Orientation Overview

- Individualized based on input from Clinician, Manager, Preceptor, Educator and needs assessment
- Orientee shadows preceptor for a week
- 2 Day General Orientation
- 2 Days of class for documentation
- Performs visits with preceptor and returns to office for documentation with educator
- 4 Friday Classes: Subjects are wounds, med reconciliation, safety, problem solving, OASIS documentation and agency regulations
- Specialty Day
- Wrap up Class

Nursing Student Education

- Shadow visits
- Formal Classroom education
- Just in time education
- Joint visits with clinic
Strategies

- Journaling
- Story Telling
- Sharing experiences
- Role Playing
- The Arts
- Concept Mapping

CONCEPT/MIND MAPPING

A technique used to express concepts and the relationship of concepts in visual format (All, 1997).
- Concept was developed from Ausubel’s learning theory in the 1960’s
- Ausubel described meaningful learning as a process in which new information is related to an existing relevant aspect of an individual’s learning structure (Novak, 1998).

**Mind Mapping in Nursing Education**

Purpose of using mind mapping in nursing:
- Promote problem solving skills
- Promote decision making skills
- Facilitate collaboration with interdisciplinary team members
- Explore and develop legal and ethical morals (Kern, 2005).
Concept Mapping in Home Health

- Assessment of the whole picture of the patient in their own home
- Prioritize and identify immediate needs of patients and families
- Increase knowledge of available resources
- Visualize the collaborative effort of team members in treating home care patients

Care/Concept Mapping

- 82 year old female
- Lives alone in two story home
- Dx: Fractured right shoulder after fall downstairs
- PMH: Hypertension  CHF
- Ordered services: Skilled Nursing, PT
- NKDA
82 year old female
Lives alone in two story home
Dx: Fractured right shoulder after fall downstairs
PMH: Hypertension  CHF
Ordered services: Skilled Nursing, PT
NKDA

Nutritional Status
Cognitive Status
Safety Assessment
Pain
Medications

Social Status
Symptoms

Low Na diet
Sister lives near
Edema
Dyspnea
Dizziness

Reconciliation
Side effects
82 year old female
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Care/Concept Mapping

Cognitive Status
Safety Assessment
ADL's
Medications
Reconciliation
PT
OT
HHA

Nutritional Status
Low Na diet
MOW
Social Status
Sister lives near MSW
Symptoms
Edema
Dyspnea
Dizziness

Pain

Medications

Diuretics
Analgesics
Beta Blockers

Side effects

Dizziness, headache
Fatigue, orthostasis, constipation

MD Update
Use of the Arts in Nursing Education

Can be used to teach various nursing concepts:
- Professionalism
- Leadership
- Ethics
- Self-determination
- Compassion
- Empathy

- Identify who the different engines might represent in the home care setting.
- Identify who the dolls and toys might be.
- What methods were used to achieve the outcome?
- Apply this story to a family in the home care setting
- What is the role of the home care nurse working with patients and families?
How do we effectively educate clinicians who work in Home care?

Voice Mail Tip of the Week

- The Latest
  - Treatment Guidelines
  - Medication/Equipment Recalls
  - CDC and Department of Health Advisory
  - Research
  - Customer Service Strategies
  - Safety Strategies
  - Conference updates
Email Presentations

Educating Home Health Nursing Assistants

- CMS required that all Nursing assistants who work in Home Health Receive 12 hours of education per year.
- Our HHA’s are offered multiple opportunities for obtaining the hours (24 hours available /year)
- Receive in person education
- Included on applicable voice mail/email education
“Just in Time” Education

- New products
- New models

Voice Mail Songs

- Educating about OASIS, Electronic Documentation and Wound Care
Go To Meeting

- Helpful for staff in far reaching territories
- Pro’s and Con’s

Conference Calling

- Meetings by conference call
- Visual materials sent in advance via email
The Education Spring Fling

References


Plotnick, Roy E. "In Search of Watty Piper: A Brief History of the "Little Engine" Story"