



Improvement : Increasing compliance with level 4 moving and handling training

Project team: Angela Roger, Eileen Brasington, Kimberly Sargent and Collette Partridge

Problem statement:

Moving and handling (M&H) level 4 training is annual, mandatory training and is targeted to our colleagues who have regular contact with patients that may require physical or verbal guidance to move. Currently the number of colleagues compliant with their M&H level 4 training is an average of 80 per cent, which falls below the expected rate of 85 per cent. This means some colleagues are not up to date with best practice and their patients could be at risk of poor moving and handling techniques, which can lead to injury of either party.

SMART aim:

To improve compliance with Level 4 Moving and Handling mandatory training from an average of 80 per cent to 90 per cent by April 2024.

Measures to track improvement:

Overall target within the SMART aim is from the Better Patient Experience objective in our We Care Strategy, with colleagues being up to date with their clinical handling skills and reducing risk to patients.

There are also links to the Sustainable Care objective with colleagues accessing training closer to their work base:
- Reducing emissions we can control by 80 per cent by 2028

Tests of change:

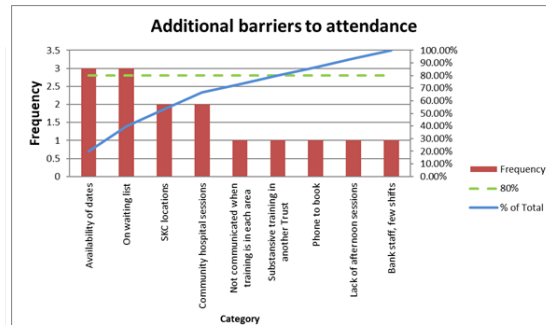
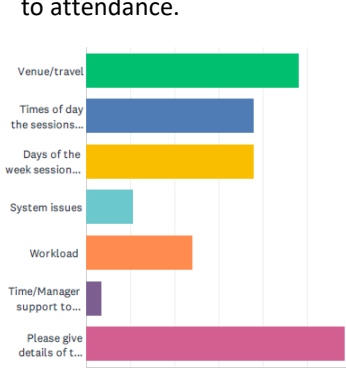
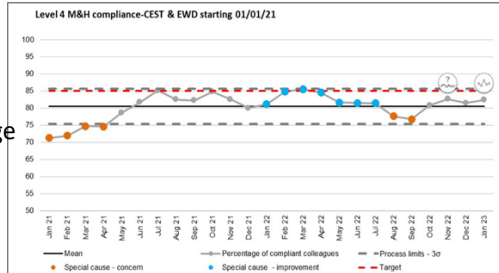
1. Identification of session numbers and localities for training as per staff due to complete training
2. Introduction of a Training, Appraisal and Performance system (TAPs) BOT (automation), alerting colleagues who are out of date, to vacant seats on upcoming training via email, December 2022.
3. Turning off function which prevents face-to-face element being booked before the online modules have been completed, from end of May 2023.
4. Provision of community hospital specific sessions within the ward setting, bookable only for that locality, from October 2023.
5. Paediatric team link worker training completed and refresher training in November 2023.
6. New trainer started, April 2024



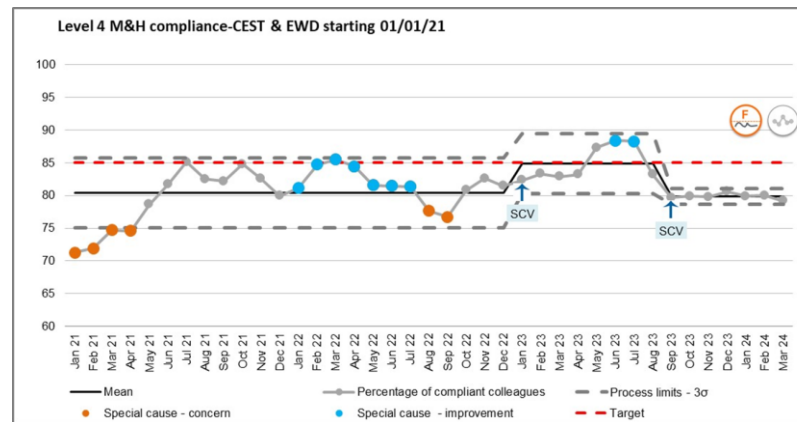
Data:

Baseline data of historical compliance shows the baseline process to be stable and an average compliance of 80 per cent.

A survey was sent to all colleagues who were out of date with their level 4 training to ask about barriers to attendance.



Results, what we learned and what's next:



Since September 2023, compliance has settled at an average of 80 per cent. The aim of the project has not been met at this time however, the training team provides sufficient sessions and in the localities required, but there remains a poor uptake for some colleagues.

What's next?

The results of the project are to be shared with the individual divisions with the highest levels of non-compliance to re-iterate the changes that have been made to access training for their teams.

The team will continue to monitor the impact of community hospital specific sessions over the next six months and the impact on compliance rates.



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SMART aim:

To improve compliance with Level 4 Moving & Handling mandatory training from an average of 80% to 90% by April 2024.

Measures to track improvement:

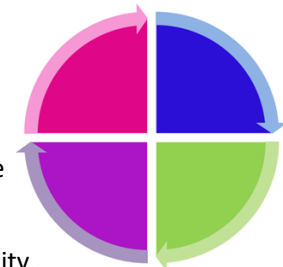
Overall target within the SMART aim is from the *Better Patient Experience* objective with colleagues being up to date with their clinical handling skills and reducing risk to patients.

There are also links to the *Sustainable Care* objective with colleagues accessing training closer to their work base:

- Reducing emissions we can control by 80% by 2028

Tests of change:

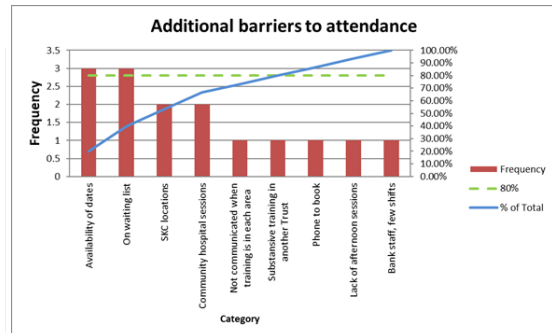
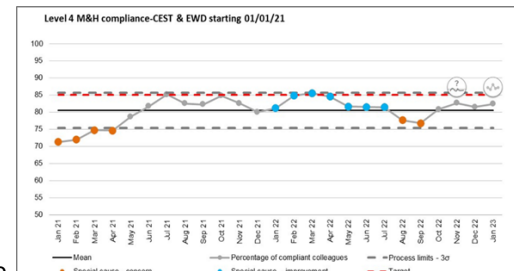
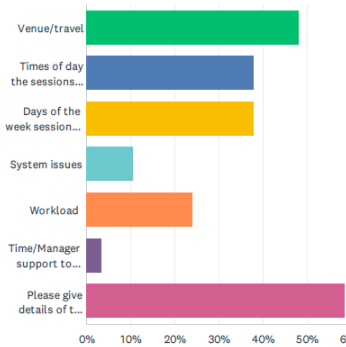
1. Introduction of TAPS BOT (automation) alerting colleagues that are out of date to vacant seats on upcoming training via email, from mid-December '22.
2. Turning off function that prevents face to face element being booked before the online modules have been completed, from end of May '23.
3. Provision of community hospital specific sessions within the ward setting, bookable only for that locality, from October '23.
4. Paediatric team link worker training completed and refresher training in November '23.
5. Separating out hospital and community team training sessions from Jan '24



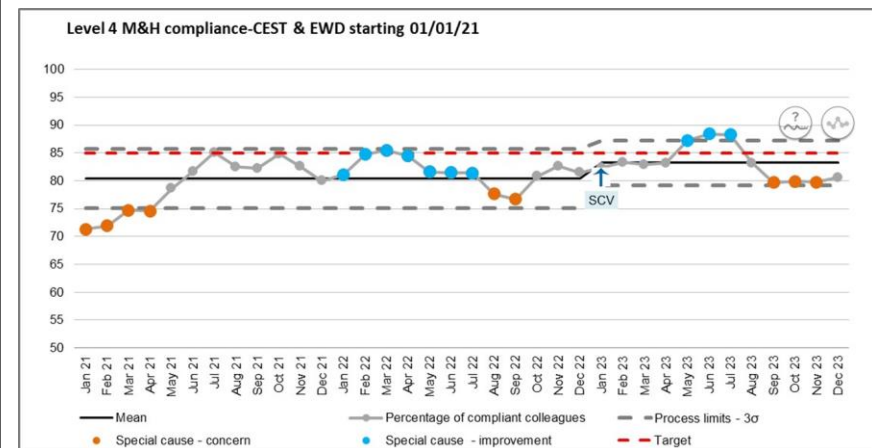
Data:

Baseline data of historical compliance shows the baseline process to be stable and an average compliance of 80%.

A survey monkey was sent to all colleagues that were out of date with their level 4 training to ask barriers to attendance:



Results, what we learned and what's next:



Reduced compliance since August '23 due to the second trainer leaving and leave over summer. There has been a gradual improvement but not back to high of 88%. Target has been increased to 90% as this is required from April '24 and end of project extended.

What's next?

- Assess impact of separating out the training in to community and hospital
- Continue recruitment process for second trainer
- Extend to at least April '24 as target being increased to 90%

Next review booked for 16th April '24 @ 1pm



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SMART aim:

To improve compliance with Level 4 Moving & Handling mandatory training from an average of 80% to 85% by December 2023.

Measures to track improvement:

Overall target within the SMART aim is from the *Better Patient Experience* objective with colleagues being up to date with their clinical handling skills and reduced risk to patients.

There are also links to the *Sustainable Care* objective with colleagues accessing training closer to their work base:

- Reducing emissions we can control by 80% by 2028

Tests of change:

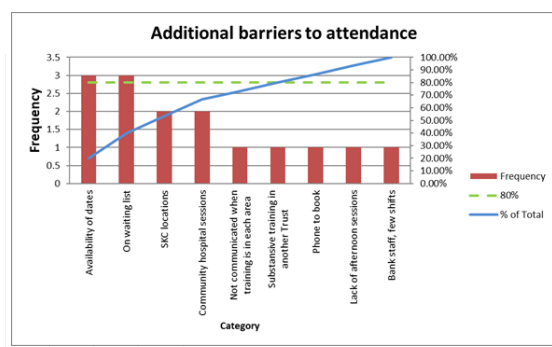
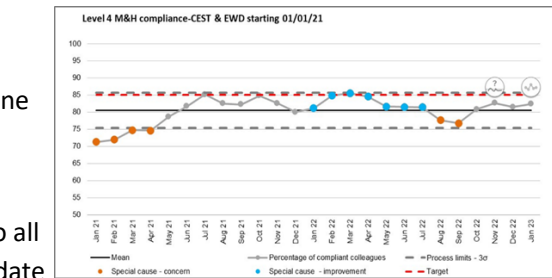
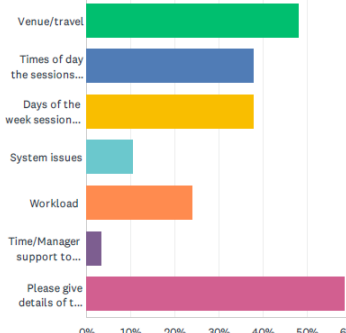
1. Introduction of TAPS BOT (automation) alerting colleagues that are out of date to vacant seats on upcoming training via email, from mid-December '22.
2. Turning off function that stops seats being bookable on training before online modules have been completed, from end of May '23.
3. Bank team working on improving mandatory training compliance since August '23 (?)
4. Provision of community hospital specific sessions within the ward setting, bookable only for that locality, from October '23.
5. Paediatric team link worker training completed and refresher training in November '23.



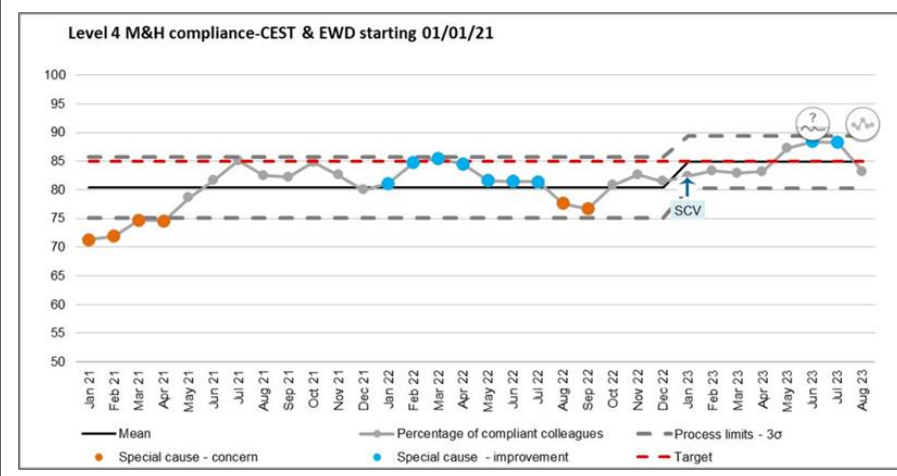
Data:

Baseline data of historical compliance shows the baseline process to be stable and an average compliance of 80%.

A survey monkey was sent to all colleagues that were out of date with their level 4 training to ask barriers to attendance:



Results, what we learned and what's next:



Special cause variation from Jan '23, demonstrating improvement. Mean has increased from 80% to 85%

What's next?

- CP to update monthly compliance as received
- To continue until the end of the year to assess impact of hospital and paed training
- Possibly extend in to new year as target being increased to 90%

Next review booked for 9th Jan '24 @ 1pm