



# **Staff Onboarding During the Age of COVID-19**

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# Financial Disclosure

***I have no financial relationships to disclose.***

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Just a thought to start . . .

“Education without application is just entertainment.”  
— Tim Sanders



*How did we get here?*

**"What were some of the most creative ideas or solutions you have seen implemented as a result of COVID-19 and lockdown?"**

# Learning Objectives

- Explore the training strategy development process for a Virtual Orientation program: identification of content; communication strategy; technology
- Discuss the challenges of implementing a Virtual Orientation program
- Describe key performance indicators and evaluation methods to measure success of program and opportunities for improvement
- Identify best practices to apply when implementing a Virtual Orientation program



# Polling question:

**Before COVID-19, what % of your training was virtual versus instructor led, e-learning or self-learning modules?**

- Less than 10%
- 20 – 40%
- 50% - 70%
- Over 80%

# Facts about Virtual Training

- Average development time for 1 hour of Virtual Training – 21 hours
- 66% reported most class length is 90 minutes or less
- 81% have a class size of 25 or less
- **Most popular platforms:**
  - Adobe Connect and Cisco WebEx Meeting/Training Center

# Did you know?

- \$18.66 billion was spent on education technology in 2019
- Projected to reach \$350 billion by 2025
- In 2000, revenues in the eLearning industry have grown by more than 900%

# Polling Question

**When virtual training was compared to classroom training, which modality was found to be more effective overall?**

- Virtual
- Classroom
- Both are equal

# Developing a Virtual Orientation Program

- Content identification
- Technology
- Program design
- Communication



# Content Design

- Goals
  - Learning Needs Assessment
- Feedback and Support
- Engaging SMEs

# Technology

- Identify the platform
- Assess the technology to be used
  - Functionality
  - Training needs
- Anticipate issues

# The Process

## Program Development

- Creation of session content
- Session objectives & measurement
- Assessment techniques
- Feedback



## Communication & Buy-In

*Communicate,  
Communicate,  
Communicate*

# Polling Question

**What is your biggest challenge in designing virtual training?**

- Converting an instructor-led program into a virtual training
- Creating ways to make an interactive virtual training
- Implementing effective ways to evaluate learning
- Connecting from the virtual training world to the learner's job environment and supporting application
- Other - ***put response in chat box***



# Converting/Creating Virtual Learning

- Analyze your content
- Platform accessible to all
- Chunk the content
- Short review - beginning and end
- Materials are simple
- Varied delivery and engaging methods
- Continual improvement



# Chat box

**What do you see as the advantages and challenges of virtual training?**

# Advantages and Disadvantages of Virtual Learning

## ADVANTAGES

- Reduced costs associated with travel to and from event, conference space
- Increased accessibility to training and boosts employee engagement and development
- Can reach multiple sites without relying on a variety of different instructors from a local region to deliver the course
- Can be as effective as ILT
- Consistency in the delivery of content

## CHALLENGES

- Unprepared participants
- Technology challenges
- Limited participant engagement
- Unskilled facilitators
- Non-interactive program design
- Challenges with skill development
- Management of distractions and multi-tasking
- Tolerance to “volume of screen time”
- Multiple time zones



# Best Practices to Virtual Training Design & Implementation

## Design

- Create learning exercises & provide time for interaction & practice
- Use virtual tools – polling, gaming, chat box, breakouts
- Blended learning approach
- PPTs - visually appealing; few # of words and slides
- Ensure stable technology

## Implementation

- Spaced learning
- Interactive design – able to engage learners every 4 minutes
- Take the time to do icebreakers
- Recap at beginning and end of the day
- Set clear expectations and ground rules
- Engaging facilitators
- Prepared participants



# Our approach to Virtual Orientation

- Blended learning approach
- No more than 90-minute sessions
- Varied presenters
- Integration of case studies to apply learning
- Use of WebEx interactive tools
- Continual program revision
- Creation of tools and streamline processes
- Constant communication with Nurse Managers
- Recorded all sessions and distributed training materials
- Connected with participants via an introduction slide that participants and presenters used



**Judy Maggi, MSN, RN**  
*Manager, Training  
Nurse, Coram*



# Our Challenges and Solutions

Challenges	Solutions
IT	<ul style="list-style-type: none"> <li>Became the IT support for new colleagues</li> </ul>
WebEx	<ul style="list-style-type: none"> <li>Have a “host role” to monitor chat and support learners</li> </ul>
Receipt of materials, agenda, etc	<ul style="list-style-type: none"> <li>Put in central location</li> <li>Sent to participants prior to attending the session</li> </ul>
Creating virtual training with limited time and experience	<ul style="list-style-type: none"> <li>Continually learning and revising out programs to be more interactive</li> </ul>
Need for training stat	<ul style="list-style-type: none"> <li>Did not expect perfection; did the best we could and continually update based on feedback</li> </ul>
New colleagues without equipment	<ul style="list-style-type: none"> <li>Worked with IT, communicated issues, created workarounds</li> <li>Staff go to office for 1 week prior to attending virtual training</li> </ul>
Technology skills of learners (from novice to expert)	<ul style="list-style-type: none"> <li>Provided handouts and recorded training to new colleagues prior to and post class attendance</li> <li>Host supported those students during and after class with challenges</li> </ul>
Skills lab	<ul style="list-style-type: none"> <li>Maintained the need to conduct; came into office; PPE</li> </ul>
Supervised visits	<ul style="list-style-type: none"> <li>Contacted patients for permission to be able to bring new RN</li> </ul>
Connection to office/Nurse Manager	<ul style="list-style-type: none"> <li>Weekly meeting with NM</li> <li>Strong preceptor</li> </ul>

# Our Goals

- Increase nursing colleague retention
- Able to perform their role independently and faster as compared to those who did not attend virtual orientation
- Increase knowledge of the new colleague's home infusion role
- Perform skills/competencies consistently

# Outcomes

- Increased by 3.5%
- 50% of NMs stated this goal was met
- 75% of NMs stated this goal was met
- 75% of NMs stated this goal was met

# Measuring Success and Opportunities for Improvement

## *How did we do this?*

- Communications with attendees and Nurse Managers
- Post program evaluations by attendees
- Evaluation 3-6 months post attendance of participants and their managers
- HR retention statistics
- Word of mouth, unsolicited e-mails



# What did participants say about the training?

- Participants of virtual orientation in Apr-May-June
  - **93% currently see themselves as staying with Coram**
- Application of learning “back on job”
  - 65% were able to perform job tasks at a fully competent level
  - 30% were able to work on job tasks, but needed more hands-on experience to be fully competent
- 58% of participants were able to apply 60% - 100% of training content “back on the job”

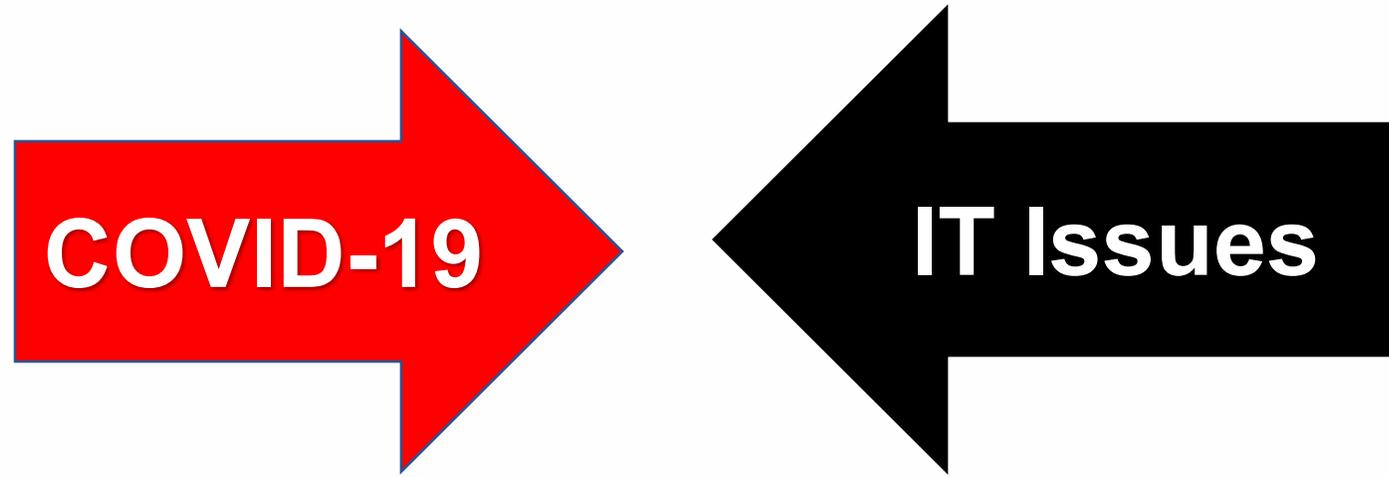
# What did Nurse Managers say about the training?

- 100% of NMs rated program as very effective/effective and would recommend
- *“The content is great and well organized. Love the shared site on teams and the communication with the manager and employee. Really appreciate the ability to reach out and ask for assistance when troubleshooting issues or have questions.”*

# Opportunities for Improvement

- More interactivity and practice
- Implementation of preceptor program
- Upskilling facilitators
- More integration of pre-work into training; less reliance on slides
- Integration of post program learning with new and incumbent staff
- Post assessment to measure and re-enforce learning

# Most frequently cited issues impacting virtual orientation



# Summary

- Explore the training strategy development process for a Virtual RN Home Infusion Orientation program
- Discuss the challenges of implementing a Virtual Orientation program
- Describe key performance indicators and evaluation methods
- Identify best practices for implementing a Virtual Orientation program

***Leadership and Learning are Indispensable to one another***

– John F. Kennedy



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