# WIRED helps Learning & Development Team Improve Mandatory Training Compliance



## The challenge

The Learning and Development team at Medway NHS Foundation Trust needed to improve its mandatory training reporting system. The team recognised that training compliance rates were poor and that the workforce had no confidence in the training data currently provided. Furthermore, individuals were not always aware of what training they needed to do and were having to use numerous systems to work this out.

## Why choose WIRED?

The L&D team were using excel to report their training data but found that the processes were lengthy and complicated, and the data wasn't trustworthy. They wanted to implement a system which they could adapt to their needs and which would be easy for the workforce to use.

WIRED, developed by Skills for Health, offers a simple and cost-effective way (approximately £1 per user) to extract and report on data from existing systems. Skills for Health provide a step-by-step implementation guide to the process, with support from its consultants.

## How they did it

- L&D set up a project team and secured support from subject matter experts (SMEs) and Trust Boards, by demonstrating the potential of WIRED;

- A WIRED training matrix was produced in conjunction with SMEs and the Training Needs Analysis to show the training required per job role;

- The system was tested using three topics and was checked for accuracy; individuals were also selected from Directorates to test the system;

- WIRED demonstration sessions were held during the first week of September.

## The outcomes

- WIRED was launched across Medway Trust in September 2014;

- Staff now have easy access to their training needs via the intranet, and are better informed about what they need to do, and when they need to do it;

- Compliance is improving – up from 63% at launch date and rising to over 70% within a couple of months;

- The L&D team has seen an increase in e-learning queries as people are now requesting access to complete the training they need;

- Reports can be run in specific areas, so it is easier to identify areas which are failing to address training needs;

- The L&D team are able to update their training matrix as required, to ensure that WIRED always gives the most accurate and appropriate data;

- Julie Wilson from the L&D team was recognised as 'Employee of the month' for her efforts in helping WIRED go live.

> "We chose WIRED as our compliance reporting tool as, unlike some other tools, it made the data easily accessible to everyone."
>
> *Sam Bessant, Head of Learning and Development:*

## Impact on the Resuscitation Service

The new WIRED system has assisted the Resuscitation Service by making it easier to identify areas of poor compliance, allowing the Resuscitation Officers to focus training on the specific training requirements of those areas.

It has given the Resuscitation Service far more accurate numbers to calculate the Trust's ongoing training requirements. Because of the set-up of the WIRED system, students are also credited with learning specific basic skills, even when higher levels of training are undertaken.

Kate Fordree, Senior Resuscitation Officer, says: 'As a result of the implementation of WIRED, there has been anxiety from many clinical staff who were aware that their mandatory training was out of date and who wanted to get on to training as a matter of urgency. We found that there was an expectation that the Resuscitation Service could provide training as required with no prior planning and regardless of any other training that was planned, so this is something that we need to manage.'

## Quotes from Medway NHS Foundation Trust

**Sam Bessant, Head of Learning and Development:** 'We chose WIRED as our compliance reporting tool as, unlike some other tools, it made the data easily accessible to everyone. Whatever role a person has within the Trust, they are able to understand the status of their mandatory training compliance at a glance and this has led to significantly increased overall compliance.'

**Julie Wilson, Learning and Development team:** 'It's vital to ensure that the hierarchy in ESR is accurate so that you have the correct information in place on the WIRED matrix. If you can get this right, everything else will fall into place.'

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t: 0117 922 1155 | office@skillsforhealth.org.uk | skillsforhealth.org.uk