



Leveraging Technology and Building a National Learning Centre to Reach Mobile Home Care Nurses – Can it be done?

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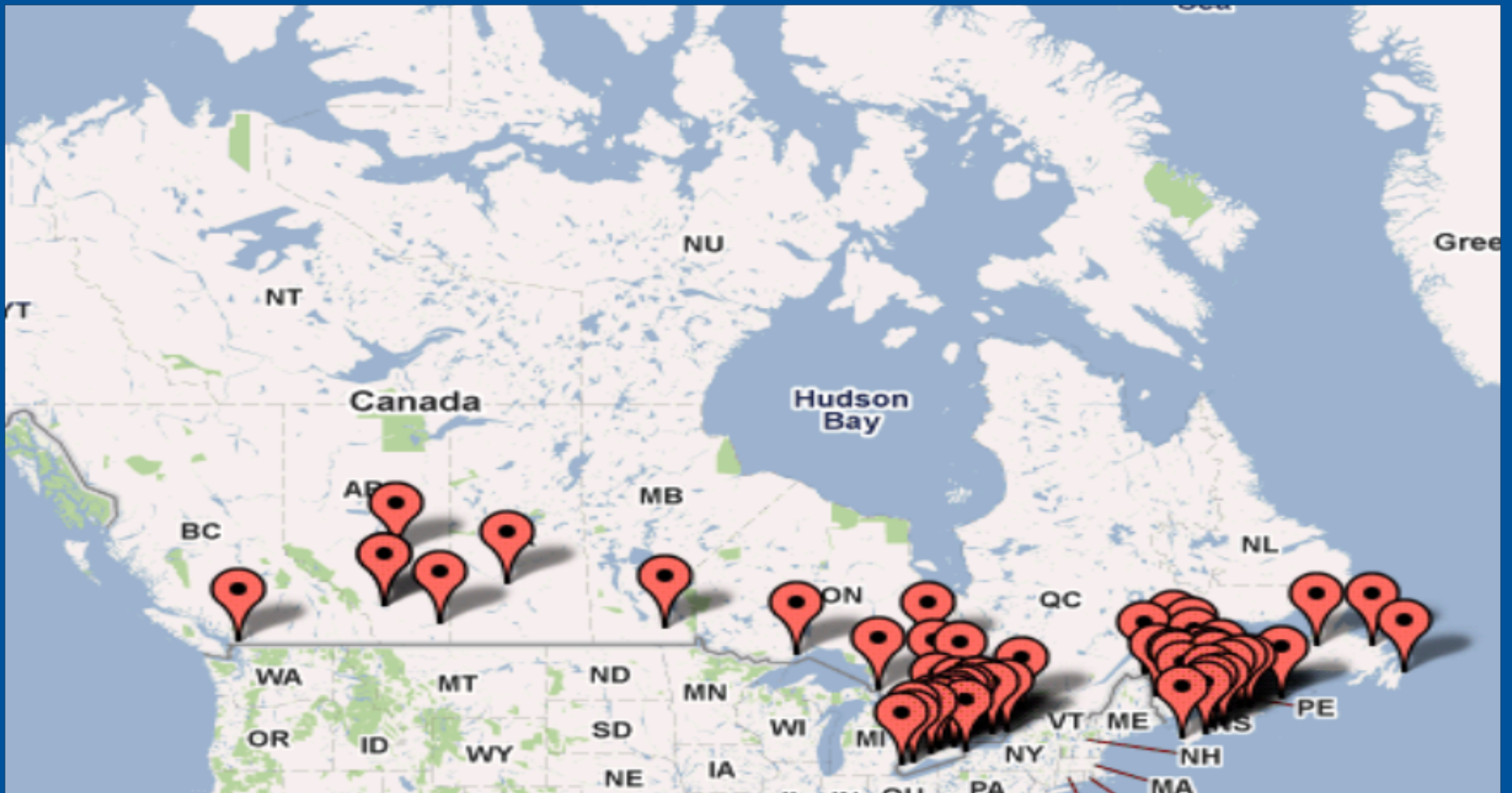
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VON – Who we are

- Canada's largest, national, not-for-profit, charitable home and community care organization
- Employs over 2000 home care nurses across Canada's 10 provinces from 56 site offices
 - Additional 2000 personal support workers & 8000 volunteers
- Provide care to clients in urban centres, rural municipalities and clinics

VON – Where we are



Our responsibilities

- Provide clinical education to nurses to support professional development
 - Meeting standards of care
 - Responding to changes in practice
 - Ensuring evidenced-based practice
- All this to a geographically dispersed workforce

Education dissemination challenges



- Nurses are geographically dispersed
- Some nurses live >100 km away from nearest site office
- Face-to-face meetings are infrequent
- Many staff are technologically challenged

Meeting the challenges

- Intranet-based National Learning Centre
- Web conferencing
- Looking to the future

Intranet-based National Learning Centre



- Password protected
- Allows nurses access to education any time of day or night
- Can be accessed from VON Site or home



Intranet-based National Learning Centre



VON CANADA INTRANET
Secure Web Access

Feedback Form Print View

Quick Links > Learning Centre > All Employees

Homepage
My VON
H1N1 Flu
Quick Links
Cognos BI
Business Development
CEO / Corporate Affairs
Finance
Fund Development
IT
Legal
LIFE (Leveraging Information Forging Excellence)
People & Organization

Welcome to the VON CANADA Intranet

Learning Centre

All Employees

E-Learning

Education Calendar & Events

Information on the Learning Centre

Leadership

Nursing & Unregulated Care Providers

Resource Library

Resources for Employees in Educator Roles

All Employees

+/- Consent

+/- Hand Hygiene

+/- Infection Prevention & Control Learning Resources

+/- Infection Reporting

+/- Infrature E-Learning Courses

+/- Managing Conflict

+/- National Quality Education

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National Learning Centre

- Why?
 - Easily accessible central repository
 - “One stop shopping” for all education
 - Processes in place to ensure currency and quality



National Learning Centre (cont'd)



- What's available
 - Education calendar
 - Online discussion forums
 - Information on scholarships & bursaries
 - E-learning
 - Resource Library
 - Education available in a variety of modalities



National Learning Centre (cont'd)

- Area just for nurses
 - Clinical education
 - Professional practice support
- Weblinks
 - Canadian Nurses Association
 - Registered Nurses Association of Ontario
 - Canadian regulatory colleges and associations



Accreditation Canada

- VON 2009 Survey
 - The VON National Learning Centre
 - Highlighted for its accessibility and ease of use
 - Frontline staff were aware of and used it



Web Conferencing

- Can be used to present/share
 - Power point presentations
 - Access to internet
 - Documents



Web Conferencing (cont'd)

- Used to introduce the National Learning Centre to nurses
- Facilitate education sessions
- Introduces technology to nurses – providing informatics skills and knowledge



Looking to the future

- Partnership agreement with a multinational computer technology and IT consulting corporation
- VON on the path of technological transformation
- Increase our efficiency and innovation



Looking to the future (cont'd)

- Hand held devices for front line staff
- Enhanced learning management system
- Streaming video access for learning sessions
- Electronic reporting
- Electronic scheduling
- Efficient tracking tools



