E-learning as a tool in the behavioural education of the health care workers

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The challenge of behavioural change is ......

**IMPORTANT INFORMATION ABOUT HAND HYGIENE**
- your responsibility, the patient’s and your safety

**Why can good hand hygiene be so difficult?**

“Yes, we know. It’s just that...”

Surveys show that hospital staff only carry out hand hygiene in half of the situations where it is recommended.

Click on the staff to see their reply to the charges
What affects behaviour?

- The things we learn
- We learn the things that are important enough to be passed on...
- History, culture, value - strong tradition
- Sustainability of the learned is influenced by the ones you are part of - culture - “WE”
J. Dewey on education  

- Education and learning are social and interactive processes (individual, as a group and as an organization)
- We learn from experiments, exploring and from experience - *What happens if...?*
- Senses - what we hear, see, feel and smell..
- Knowledge, motivation and action
- What you learn should become part of you
  - Dialogue and reflection on actions
To re-learn and to change behaviour—something must..

- Touch
- Move or
- Stir you!

The process of changing has 3 steps:

- Unfreezing (old structures melt and lose their importance)
- Change (seeking - what should I do?)
- Refreezing (I make the new perception my own - “This is what I do!”)

*Lewin 1975*

*So one must ask the question that can touch, move or stir them!*
So which methods can enable learning, re-learning and change behaviour?

- Lectures, bedside learning, PBL, workshops, ...

- E-learning.. electronically supported training or education
  - For everybody with a computer and internet, anytime (individual, group, organization)
  - Gives room for private reflection on action
    - Can touch, move and stir you
      - Different learning styles
      - Experimenting - shows the invisible
      - Exploring (access to articles/knowledge)
      - Games
      - Test
What needs to be in place before designing e-learning?

- Clarify:
  - The need of the organisation
    - Clarify competences
    - Learning goals
    - Resources in house/out of house
  - Target profile
    - Educational need, potential of change, culture, language, learning style, IT profile, disabled......
    - Test rabbits.
  - SSI Literature review, questionnaire, interviews, analysis of data, test (2002)
The findings decide the design...


- Exploratory design
- We wanted to ask the question: “Did you know?”
- Provide access to:
  - **Knowledge** (literature, scientific data, “gold standard”)
  - **Motivation** (consequences of transmission, economics, moral, give a mutual reference (individual, group and organizational level))
  - **Action** (How and when)
Experiments: Shows the result of poor hand hygiene, stimulates reflection on and initiates the dialogue touch, move, stir - gives access to literature (change fase)
“What they must know?”
Test (DK)

Velkommen
Velkommen til kurset Værd at vide om håndhygiejne.
I kurset kan du lære:

- Hvorfor det er så vigtigt at forbedre håndhygiejnen i det danske sundhedsvesen.
- Hvad du kan gøre for at forbedre din egen og dine kollegers håndhygiejne.


Målene med kurset er:

- At du skal blive mere opmærksom på håndhygiejne i dit daglige arbejde
- Repræsentere dig for håndbesinfektion, som i langt de fleste tilfælde er en hurtigere og mere effektiv håndhygiejnenetode end håndvask.

Klik på pilen for at gå videre i kurset.
"Important information on hygiene in primary care"
Linear design with speak..
"What they must learn" (2006)
Plan your procedure, use correct methods and protective personal equipment. Instructive and explorative
“Important information on prevention of UTI”
Linear AND explorative design.
“What will I learn/must I learn?” (DK)
Case from real life – hand hygiene and cross contamination

To umiddelbart uskyldige pulsøgninger på armen udgjorde i dette tilfældes smittevejen fra en patient til en anden.
Are the e-learning Modules being used?  *Webanizer SSI*

14.05.12 - 20.05.12

- 616 visits
- 8354 page shows
- 14 pages/visits
- 00:08:00 average time used on website
- 72 % new visits
- Variation on holidays, influenza season, exam periods
- The users find it very usefull - and gives them something to think about....😊
Conclusion

- E-Learning can reach the target group and be part of a behavioural change strategy

- Good production process and testing

It can provide:
- Updated information
- Safe learning space
- Visualization of the invisible
- Knowledge, motivation and action
- National initiative - inspiration local and Nordic

- Takes many resources to develop

www.ssi.dk/hygiejne