

OCTOBER 1997

Training Update

Matching Interviews
Drawing to a Close

Pyxis Meetings Help
Improve System

Excellence

Believe it . . . Achieve it!

THE PATIENT-FOCUSED REENGINEERING NEWSLETTER



Training Update

As matching is coming to a close, areas are completing patient focused reengineering training as well. The medical-surgical clinical areas have completed training, and several specialty areas and non-clinical areas will go through training in the upcoming months.

Approximately 800 people have gone through the Reengineering training to date. This core training includes OnTrac (a team building workshop), Patient Focused Care and Service (an interactive review of Covenant's new care and service model), and Ethical and Religious Directives (a review of the hospital's mission and Catholic directives). The core training is required for all hospital staff. Additionally, area specific and job role specific training is provided for some departments.

"In general, many people have enjoyed the training — we've gotten very positive evaluations from the class participants," says Barbara Funches, RN, MSN, CS, Director of Education Services. "I think the most valuable part of the training has been the hands-on skills training."

As departments complete their Area Improvement Plans, additional training will be coordinated and offered accordingly. The following areas are completing plans for their Reengineering training: Community Care Services, Perioperative Services, Clinical Data Management, Medical Imaging, Materials Management, Facility Services, and Human Resources. "In the upcoming year, Education Services will focus more attention on continuing education. We will utilize formal and informal need assessments to help determine educational needs and opportunities for our teams," says Barbara.

The Patient-Focused
Reengineering Newsletter
is published by
Covenant Medical Center,
1400 West Park Street,
Urbana, Illinois 61801.
Questions about this
publication may be addressed
to John Heisler, 337-2141.

 **Covenant**

Modified Service Partner Training: Fast Track Orientation

Some of the new Service Partners are now going through a new type of orientation. The new training approach, referred to as "Fast Track Orientation," allows the Service Partners to get on the job experience without having to learn everything at once. This modified orientation program is expected to lessen the learning curve for our new Service Partners.

Until recently, Service Partners went through all of their orientation before starting the job. These classes included Clerical, Environmental, Transportation, Basic Patient Care, and unit specific classes. Now, classes are broken into two sections, with on-the-job training in between sections.

The Service Partners begin their orientation with NEO (New Employee Orientation). They continue with two days of classes and clinicals, and one full day of clinical. These classes only include Environmental, Transportation, and Basic Patient Care. The Service Partners then have a week orientation in their areas. They will then work 160 hours total in their areas before coming back to Education for the rest of their orientation. This allows the Service Partners to get experience in their areas during their orientation.

PYXIS Meetings Help Improve System

Most areas have been using PYXIS for several months, and things seem to be running relatively smoothly. However, as with anything new, reevaluation is always necessary. Due to staff turnover, changes in procedures and concern over inconsistencies in operating PYXIS, a plan to improve the use of PYXIS has been put into effect. Joe O'Leary, Director of Support Services, and Bob Graham, Director of Materials Management Services, have been meeting with Care Coordinators and Directors of areas with PYXIS machines weekly to make sure they are running as smoothly as possible.

From these meetings an action plan has been established. The first step in that plan was to identify problems and concerns relating to PYXIS. Some of the issues discussed were more training and weekly inventories.

Doug Thomas of ServantCor and Bob Graham conducted a PYXIS audit on October 9. Results from the audit are due back later in October. Steve Kaleno from PYXIS will also be at Covenant to train staff from areas with machines. As part of the PYXIS policy and procedure review, the manual will be updated and distributed to all areas.

The Care Coordinator/Director meetings to ensure compliance to policy and procedures will continue to improve the use of PYXIS at Covenant. The PYXIS Enhancement Group, a meeting of representatives from all areas using PYXIS, will also continue and will be reformed. These efforts to improve the use of PYXIS at Covenant will ensure that it is the best possible system for supply distribution.