



HEALTH HOLDING

HAFER ALBATIN HEALTH
CLUSTER
MATERNITY AND
CHILDREN HOSPITAL

Department:	Human Resources		
Document:	Administrative Policy and Procedure		
Title:	General Policies and Procedures Continuing Education at Maternity and Children's Hospital		
Applies To:	All Departments of Maternity and Children's Hospital		
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1. PURPOSE:

- 1.1 Continuing education and training management is the cornerstone of developing and maintaining employee performance. Developing an appropriate multidisciplinary education strategy is essential to enhance hospital culture, patient needs and continuing education requirements
- 1.2 This policy has been created in order to:
 - 1.2.1 Providing an effective and efficient process that builds the skills necessary for optimal performance at all levels of employees.
 - 1.2.2 Providing an educational environment that supports progressive learning and optimal performance in providing ideal patient care.
 - 1.2.3 Providing the infrastructure for effective education and continuity of skills and knowledge, which includes providing classrooms, audio-visual tools, library resources, internet resources, etc.

2. DEFINITONS:

- 2.1 N/A

3. POLICY:

- 3.1 Ensure that employees receive induction programmes appropriate to their field of specialisation and confirm the employee's ability to perform his job duties.
 - 3.1.1 Participation in the general orientation program for all hospital employees
 - 3.1.2 To ensure the participation of contracted service staff and trainees in the induction programme.
- 3.2 Ensure effective data collection and analysis such as needs assessment to inform and improve learning processes
 - 3.2.1 Create an educational needs assessment questionnaire for each year.
 - 3.2.2 Collaborate, design and deliver comprehensive educational programs in conjunction with other departments.
 - 3.2.3 Establish a scientific evaluation system to raise the level of professional care provided to hospital patients.

4. PROCEDURE:

- 4.1 **Scope of continuing education and training:**
 - 4.1.1 Identify educational needs according to individual needs and assess the needs of departments
 - 4.1.2 Acts as a consultant and advisor to make recommendations and plans related to the needs and effectiveness of the education and training program.

- 4.1.3 Coordination of fellowship, residency and internship programs through the main office for education and training in the Directorate of Health Affairs and the Saudi Commission for Health Specialties, in addition to facilitating scholarships.
- 4.1.4 Coordinating with medical and surgical departments and providing educational courses for doctors through seminars, conferences, workshops and other programs.
- 4.1.5 Providing the employee with paid educational leave according to the system
- 4.1.6 Providing an educational program for all employees. Attendance is documented by signature and the document is placed in the Continuing Education and Training Department and the employee is provided with a certificate of continuing medical education hours recognized by the Saudi Commission for Health Specialties according to the attendance rates and the number of lectures provided.
- 4.1.7 Coordination and delivery of mandatory courses and training workshops
- 4.2 Identify educational and training needs tools:
 - 4.2.1 Educational Needs Assessment - The needs of individuals, departments and divisions are assessed at different levels within the organization with a wide range of methods including but not limited to:
 - 4.2.1.1 Annual formal surveys are conducted (referring to the Educational Needs Assessment Questionnaire)
 - 4.2.1.2 Department Heads' recommendations
 - 4.2.1.3 Infection control data
 - 4.2.1.4 Risk management data
 - 4.2.1.5 Participation in committees such as hospital quality improvement, medication safety, safety, infection control, etc.
 - 4.2.1.6 Self-assessment/performance appraisal
 - 4.2.1.7 Monitoring and using key hospital performance indicators such as medical errors, healthcare-associated infections, emergency and nursing management, nursing leadership, moderate sedation.
 - 4.2.2 Program activities for general and specific introduction to the department in cooperation with the Human Resources Department and the Quality Improvement Department to provide priority on-the-job training and information including qualifications, knowledge and competence.
 - 4.2.3 Providing performance management and evaluation methods:
 - 4.2.3.1 A broad view of education and development needs and opportunities
 - 4.2.3.2 Employee with specific feedback on their actual performance and new employee evaluation by direct supervisors and department heads
 - 4.2.3.3 Opportunity for employee and evaluator to develop continuing education goals
- 4.3 Program Description:
 - 4.3.1 Hospital Orientation Program
 - 4.3.2 Safety/Fire Safety/Disaster Preparedness Training Programs
 - 4.3.3 Infection Control Basics
 - 4.3.4 Quality Education Program
 - 4.3.5 Continuing Education on Life Support Courses
 - 4.3.6 Effective Communication
 - 4.3.7 Nursing Education Unit Program
 - 4.3.8 Academic Program
 - 4.3.9 Educational Calendar
- 4.4 Hospital orientation program:
 - 4.4.1 All clinical and non-clinical staff are familiarized with the hospital and department they are assigned to work in and the responsibilities and duties specified in their job description
 - 4.4.2 A mandatory one-day induction program that introduces new permanent employees to the various aspects of professional and community interests and activities they may encounter. The induction program includes reporting medical errors, infection control practices and other hospital policies, medical orders, etc. (See the hospital's general induction program policy from the Human Resources Department)

- 4.4.3 An employee handbook in Arabic and English that includes regulations, rules, education, Saudi culture and Islamic guidelines (for non-Arab employees) is given to newly appointed employees
- 4.5 Safety Training Program:
 - 4.5.1 The Maternity and Children's Hospital's safety program standards are based on international standards related to patient safety, staff safety, equipment safety and environmental safety. A quarterly schedule of lectures within the department and fire training is provided. This includes training on dealing with internal and external disasters.
- 4.6 Infection Control Basics Program:
 - 4.6.1 The Infection Control Orientation Program is a multidisciplinary program that includes multiple activities to ensure that healthcare-associated infection control is practiced and implemented and monitored by staff to make healthcare safe for patients, visitors and healthcare team. The infection control education program includes an orientation program for doctors and nurses, monthly lectures, internal lectures, and various campaigns.
- 4.7 Quality Education Program:
 - 4.7.1 The purpose of the educational activities is to familiarize the staff with the basics of quality and to create opportunities for members to participate in quality improvement activities. It is a management philosophy to continuously improve the performance of individuals and systems to meet the needs of its clients while fulfilling the mission of the Maternity and Children's Hospital to provide world-class medical services. It is directed from the highest levels of the hospital and involves all its members to improve the structure, results and process. Quality improvement lectures and internal training are provided to the staff on a regular basis.
 - 4.7.2 Training and education takes place at many levels (senior management, employees, medical staff, quality improvement staff, department coordinators and middle management).
 - 4.7.3 The types of education and training will be consistent with internal and external activities and include different learning curricula as follows:
 - 4.7.3.1 Formal classroom instructions, use of clinical and non-clinical meeting sections, quality improvement workshops and timely training (see quality improvement plan)
- 4.8 Continuing education on life support courses: (BLS, ACLS, PALS, ATLS)
 - 4.8.1 BCLS Cardiopulmonary Resuscitation Courses
Training medical staff in resuscitation techniques and reaching an acceptable level of training that is necessary for patient safety. These courses are mandatory for medical and non-medical staff, and this certificate is re-certified every two years. Some special units require advanced training
 - 4.8.2 Advanced Cardiac Life Support (ACLS): This is specialized training in how to administer medications, interpret electrocardiograms, defibrillate, and other skills used in advanced resuscitation efforts. Obtaining this certification is for medical and nursing staff who work in specialized units (emergency department physician, anesthesiologist, dialysis unit, and intensive care nurse) to perform their jobs safely. This certification is re-certified every two years.
 - 4.8.3 Pediatric Advanced Life Support (PALS): This is a specialized training in cardiopulmonary resuscitation for pediatric patients. This course is available for medical and patient staff in pediatric intensive care units, emergency departments, and pediatric wards. Re-submit this every two years.
 - 4.8.4 Advanced Trauma Life Support (ATLS): This is specialized training for hospital trauma staff, surgeons and emergency department physicians in how to manage trauma. All surgeons, physicians, anesthesia technicians and emergency room physicians must obtain this certification, and this certification is recertified every two years.
- 4.9 Poor communication in medical practice is one of the most common causes of medical errors, so proper communication is essential for patient safety and improving the skills and knowledge of staff. Improving communication will therefore be a priority in the coming years. The SBAR Model is a new communication model recommended by the Joint Commission International for Accreditation of

Healthcare Institutions. It is an ideal way to communicate. It enhances patient safety because it helps individuals communicate with each other with a common set of expectations. Staff and physicians can use the model to share patient information in a concise and organized manner. It improves efficiency and accuracy. Steps to start an SBAR communication strategy:

- 4.9.1 Provide training sessions with opportunities to practice examples when introducing the concept to employees
- 4.9.2 Integrate training on the model into every new employee induction and annual safety education program
- 4.9.3 Display reminder posters to employees of the elements of the model
- 4.9.4 Place stickers on phones as reminders to use the model
- 4.9.5 Encourage employees to practice the model when implementing the technology for the first time
- 4.9.6 Use the PLAN-DO-CHECK-ACT model to determine the success of the tools/mechanisms used to successfully deploy the SBAR model
- 4.10 Nursing Education Unit Program: The purpose of this program:
 - 4.10.1 Identify and evaluate the effectiveness of current nursing education and training programs and recommend improvements to those programs
 - 410 To achieve cost-effectiveness by identifying opportunities to share programs and resources to meet identified educational and training needs
To develop delivery and communication strategies to ensure effective utilization of education and training programs
Educational activities in the Nursing Department are supervised by the Training and Continuing Education Department
- 4.11 Academic Program: The Training and Continuing Education Department does the following:
 - 4.11.1 Provide for the supervision of the training program
 - 4.11.2 Receive and accept transactions for the sponsorship of the academic program
 - 4.11.3 Obtain a complete record of all trainees within the hospital in addition to licensing documents and academic classification
 - 4.11.4 Understand and provide the required level of supervision for each type and level of trainees
 - 4.11.5 Integrate trainees into the induction program, quality, patient safety, infection control and other programs
- 4.12 Educational calendar
 - 4.12.1 Contains all seminars, conferences and workshops held during each calendar year.

5. MATERIALS AND EQUIPMENT:

- 5.1 Projector
- 5.2 Computer
- 5.3 Writing boards, dolls
- 5.4 Internet

6. RESPONSIBILITIES:

- 6.1 Continuing Education and Training Department:
 - 6.1.1 Coordinate and provide mandatory courses and workshops as specified in Policy
 - 6.1.2 Keep course attendance records
 - 6.1.3 The academic program is the responsibility of the Training and Continuing Education Department in collaboration with the Saudi Residency Council Program Manager
- 6.2 Human Resources Services Department:
 - 6.2.1 Providing a database of the names and information of new employees to be delivered to the Training and Continuing Education Department

- 6.2.2 Keeping all training and educational documents and the induction program in the employee's file with complete confidentiality
- 6.3 All managers and heads of departments:
 - 6.3.1 Provide the Continuing Education and Training Department with the educational and training needs of all employees working under their management on a regular basis
 - 6.3.2 Obligate their nominated employees to attend the educational and experimental courses, conferences, and seminars for which they are nominated







7. APPENDICES:

7.1 N/A

8. REFERENCES:

8.1 CBAHI Hospital Standards 3rd Edition 2015

9. APPROVALS:

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