



Staff Development Resources in TIER[®] Workflow[®]

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Discussion

The Human Resources Module of TIER[®] Workflow includes several useful resources to enhance staff development and satisfy state licensure and national accreditation requirements of JCAHO, CARF and COA. The underlying philosophy of the Human Resources Module is that of developing and supporting staff competencies to meet organization and client needs. It is understood that an important component of competency development is education and training. TIER[®] enables organizations to formalize their education and training curriculums to strengthen effectiveness of instruction and to provide a basis for evaluation of training programs. A copy of the Curriculum Development form in TIER[®] is provided below:

A screenshot of a software window titled "Abuse and Neglect (Organization Information)". The window has a menu bar with "File", "Edit", and "Search". Below the menu bar is a toolbar with various icons. The main content area is a form with several sections: "Organization" (Main Center), "Course Title" (Abuse and Neglect), "Age/Disability Focus" (All Groups), "Course Description" (Review of policy and procedure and criteria), "Course Objectives" (1. Understand abuse/neglect reporting process. 2. Able to identify evidence of abuse and neglect.), "Target Audience" (Employee, Lead Faculty), "Length of Program" (Days, Hours: 1, Credit Hours: 1, Projected Cost: \$50), "Is attendance mandatory?" (Yes), "Equipment" (LCD), "Location" (Education Center), "Certification Type" (Mandatory Training), "Cert. Sponsor", "Evaluation Method" (Pre/Post Test, Verbal Recall, Demonstration), and "Instruction Method" (Didactic, Interactive, Experiential, Audio, Video, Internet). The "Didactic" checkbox is checked.

Curriculums can be developed for all courses offered by the organization and then be included in the Course Library that also comes with TIER[®]. The course library lists each course including target audience, length of course and type of credit or certification

provided. In a future update of TIER[®] Workflow, the course library will also be linked to the TIER[®] Scheduling Module so that staff can select and sign up for various courses. TIER[®] also enables use of online tests for any course. A basic safety test is provided as a model to demonstrate this function. Similar tests can be developed for infection control, CPR, first aid, CPI or other mandatory training programs. Staff participation in training courses can also be tracked so that a complete record of training can be compiled for each employee. This is particularly important if staff are required to have specific types and hours of training for re-licensure.

TIER[®] also supports tracking of employee education activities. The form for this function is below:

The screenshot shows a software window titled "Subform - Education Activity (Carter, William J)". The window has a menu bar with "File", "Edit", and "Search". Below the menu is a toolbar with icons for "Save", "Prev", "Next", "List", "Print", "Cut", "Copy", and "Paste". The main area contains a "Save" button and a "Cancel" button. Below these are four input fields: "Education Activity" (a dropdown menu showing "Client Restraint"), "Date Completed" (a text box with "03/23/2003"), "Category" (a dropdown menu showing "Mandatory Inservice"), and "Hours" (a text box with "6"). At the bottom is an "Add Another Activity" button.

In addition, reports can be prepared using TIER[®]'s drill down and report writer in order to gather utilization and outcome data related to education and training. This is important particularly for compliance with the JCAHO standard that requires that a summary of training activities and staff competency patterns and needs be submitted to the governing body each year.

Conclusion

TIER[®] provides organizations with a solid foundation to automate its staff education and training programs as well as staff participation and response to training. The same course curriculum format and course library can be used for client education and training programs and is linked to the "education note" form under the Progress Note section of TIER[®]'s Service Delivery module. In addition, a complete classroom management component is available for use by organizations that provide formal academic education to clients. A more complete description of this component will be described in a separate narrative.