

Embedding and Maintaining Quality Standards Across Edinburgh's Community Link Worker Network – A Crandles

Quality issue / initial problem

Disparate group of 19 CLWs employed by 9 different organisations all funded by EH&SCP – how to ensure consistent standard of service delivery?

Specific aim

To utilise training (induction and ongoing) to embed/underpin quality standards in the CLW Network

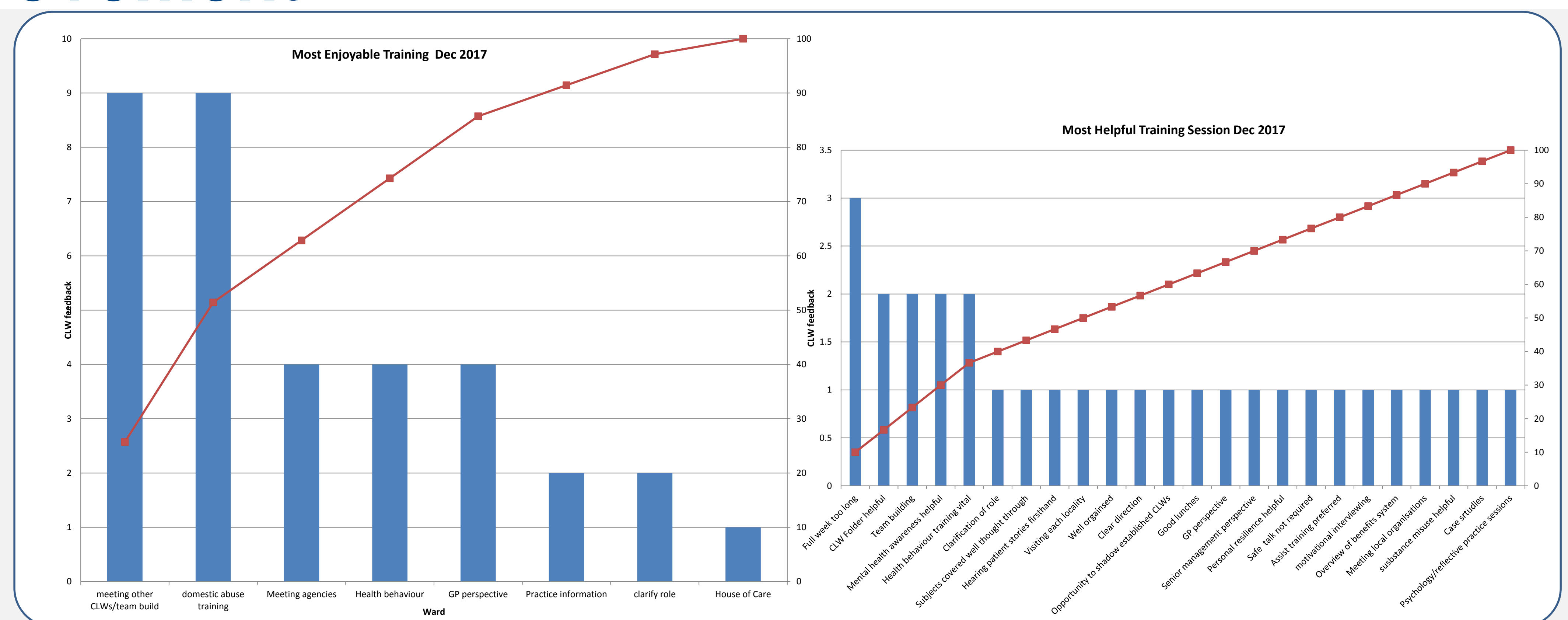
Measurement of improvement

Process Map

Advert to established CLW

Pareto charts

1. Enjoyable elements
2. Valuable to role



Tests of change

- Revised course content
- 2 day training session
- 3 day training session



Tools

- PDSA
- Kirkpatrick model
- Outcomes, balancing and process

THE KIRKPATRICK MODEL

Level 1: Reaction

To what degree participants react favorably to the learning event

Level 2: Learning

To what degree participants acquire the intended knowledge, skills and attitudes based on their participation in the learning event

Level 3: Behavior

To what degree participants apply what they learned during training when they are back on the job

Level 4: Results

To what degree targeted outcomes occur as a result of learning event(s) and subsequent reinforcement

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Effects of change

- Induction will deliver key messages about the CLW role, expected standards and the values of the Network
- Iterative training, evaluation and feedback informing future sessions – reinforcing standards and performance. Continuous learning cycles

Lessons learned and message for others

- This is never a “done job”.
- Learning requires fun, participation and application to achieve targets