



# Hospital Elder Life Program (HELP): Taking to Scale

Update on the E-Learning Modules  
Sarah Dowal, LICSW, MPH  
HELP Central Program Coordinator



## Outline

- Overview of HELP University
- Module Creation
- Demonstration of Modules
- Vision for Use of Modules

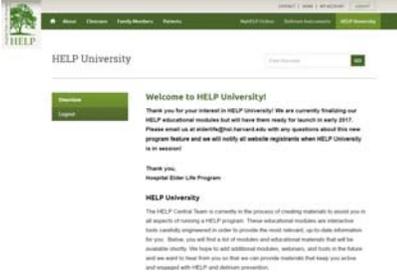


## Overview

- To establish a robust dissemination model that will enhance training and implementation
- HELP team and Illumina created 14 e-learning modules that are part of “HELP University”
- 10 modules are complete or nearly complete
- 4 additional modules drafted and to be built by HELP team staff following training and support from Illumina



## HELP University



The screenshot shows the HELP University website interface. At the top, there is a navigation bar with links for Home, Overview, Learning Modules, and Resources. Below the navigation bar, the text reads: "Welcome to HELP University! Thank you for your interest in HELP University! We are currently finalizing our HELP educational modules but will have them ready for launch in early 2017. Please email us at [elife@illuminatx.com](mailto:elife@illuminatx.com) with any questions about this new program feature and we will notify all website registrants when HELP University is in access!"

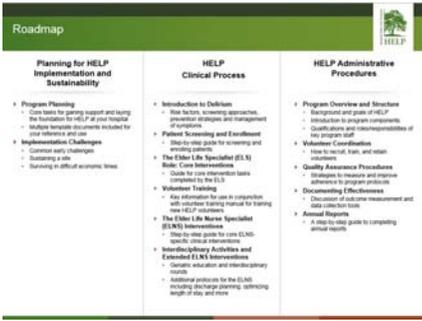


## HELP University

- HELP sites access e-learning modules through the HELP website
- Users register for access to HELP University and can review description and curriculum contents on the website
- After clicking on a module users will be taken to the Articulate Online Learning Management System which records module progress and post-test scores



## HELP University Curriculum



The screenshot shows a "Roadmap" for the HELP University Curriculum, divided into three main columns:

- Planning for HELP Implementation and Sustainability:**
  - Program Planning
    - Conduct needs for program support and laying the foundation for HELP at your hospital
    - Include necessary documents included for your reference and use
  - Implementation Challenges
    - Common early challenges
    - Sustaining a site
    - Sustaining in difficult economic times
- HELP Clinical Process:**
  - Introduction to Delirium
    - Risk factors, screening approaches, prevention strategies and management of symptoms
  - Patient Screening and Evaluation
    - Checklist and guide for screening and writing orders
  - The Elder Life Specialist (ELS) Role: Core Interventions
    - Check for core intervention tasks completed by the ELS
  - Wellness Training
    - Key information for use in conjunction with education training material for training new HELP volunteers
  - The Elder Life Nurse Specialist (ELNS) Interventions
    - Checklist and guide for care (ELNS, ELS, Clinical Interventions)
    - Interdisciplinary Activities and Extended ELS Interventions
      - Geriatric evaluation and interdisciplinary care
      - Additional protocols for the ELS including discharge planning, admission length-of-stay, and more
- HELP Administrative Procedures:**
  - Program Overview and Structure
    - Background and goals of HELP
    - Introduction to program components
    - Quality assurance and responsibilities of key program staff
  - Volunteer Coordination
    - How to recruit, train, and retain volunteers
  - Quality Assurance Procedures
    - Strategies to measure and improve adherence to program protocols
  - Disseminating Effectiveness
    - Discussion of outcome measurement and HELP success story
  - Annual Reports
    - Checklist to help guide to completing annual reports

## HELP University Curriculum



- Each of the HELP modules describes topics and activities essential to the three core processes of running HELP

### 1. Planning for HELP Implementation and Sustainability:

- Program Planning: outlines the core tasks for starting HELP and presenting to hospital administration
- Implementation Challenges: Common early challenges encountered in start-up, problems with sustainability and surviving economic challenges

## HELP Curriculum cont.



### 2. HELP Clinical Process: The clinical aspects and core daily procedures that are part of HELP

- Introduction to Delirium
- Patient Screening and Enrollment
- The Elder Life Specialist (ELS) Role: Core Interventions
- Volunteer Training
- The Elder Life Nurse Specialist (ELNS) Interventions
- Interdisciplinary Activities and Extended ELNS Interventions

## HELP Curriculum cont.



### 3. HELP Administrative Procedures: Non-clinical program procedures that keep HELP sites running smoothly and promote ongoing evaluation and outcome tracking

- Program Overview and Structure
- Volunteer Coordination
- Quality Assurance Procedures
- Documenting Effectiveness
- Annual Reports

## Use of Modules



- We recommend that sites view modules as a training package and that HELP staff follow the curriculum as outlined
- HELP staff can demonstrate site training and engagement through completion of HELP University
- Each module is geared towards specific aspects of HELP program activities
- Curriculum intended for:
  - Program Director
  - Elder Life Specialist (ELS)
  - Elder Life Nurse Specialist (ELNS)
  - Geriatrician
  - Volunteers

## HELP Staff Requirements



- HELP Program Director completes all 14 modules in order to have a comprehensive understanding of the program and all staff roles and responsibilities
- The ELS is to complete all modules specific to the ELS responsibilities including the ELS core interventions, volunteer training and coordination and screening and enrollment procedures
- The ELNS is to complete all modules specific to the ELNS responsibilities including ELNS core interventions, volunteer training, and clinical aspects of the program
- The ELS and ELNS at times serve the role of program director or have overlapping program responsibilities therefore they also should complete the majority of the modules

## HELP Staff Requirements cont.



- The HELP Geriatrician should complete modules associated with clinical and interdisciplinary program activities along with volunteer training
- HELP Volunteers complete the volunteer training module as part of their training process
- Volunteers also complete the “lay module” of introduction to delirium to gain an understanding of delirium and the risks to older patients in the hospital

## Module Structure



- Each e-learning module is set up in a similar format and structure to create a cohesive learning environment across modules
- Basic Module Structure:
  - Learning Objectives
  - Introduction to topic
  - Major topic sections and sub-sections (main content)
  - Progress checks throughout module to keep users engaged
  - Summary of topic discussed
  - Post-test where users must obtain 80% correct response rate to pass
- Modules also contain videos, images, and links to pdf supplemental documents for sites to use

## Input from HELP Sites



- Markus Weubbeler, HELP Bosch Fellow in 2016 conducted a focus group with HELP sites last year about the e-learning modules
- The 9 members of the focus group exhibited a positive response
  - Most were familiar with e-learning trainings and found them effective
  - Noted the benefit of flexibility that comes with e-learning
  - Found modules will provide consistent quality among HELP sites
  - Felt the modules demonstrated program value
- Suggestions included: Videos, progress checks and to emphasize that these supplement face-to-face trainings and should not serve as only training method

## Testing of HELP Modules



- Each module is tested by at least one experienced staff member from established HELP sites
- These sites volunteer to serve as beta testers and review each aspect of the module including the post-test
- Sites complete a feedback form which includes edits or issues on each slide in addition to open-ended questions about their impression of the modules

## Demonstration of Modules



- Here we will highlight one of our modules in-depth so you can see the different interactive aspects of the module as a learner will see it
- ELNS Module
- Volunteer Training
- Quality Assurance

## HELP Sites and E-Learning



- The ultimate goal envisioned by HELP Central is for HELP sites to utilize these modules in order to:
  - Create a thorough implementation and sustainability plan for HELP at their hospital
  - Train new staff
  - Perform quality checks and refreshing knowledge by established staff
  - Establish routine program procedures that align with gold standard created by HELP
  - Understand ways to tailor program to their specific hospital needs
  - Track outcomes and report HELP success to hospital administration

## Overarching Goal



- Modules offer a new and improved method for HELP sites to create a robust, sustainable site
- The HELP University Curriculum provides guidance to sites that enhances the training process and partners with manuals and other tools available
- Modules provide the didactic component of the HELP training. Linked with practical patient hours (paired with experienced HELP staff) or COEs, they can become certified HELP sites
- We hope to add more webinars and training materials in the future to continue to add resources and opportunities for HELP sites