

## APPLICATION OF KNOWLEDGE MANAGEMENT TO TRAINING AND TRAINING EVENTS IN THE HEALTH SECTOR

### The Best Practices in Czech Republic

#### Best Practice 3

This Best Practice is related to the Training Event:  
[Courses for non-medical health care professionals](#)  
 ([Click here](#) to access the Form on to the Hippocrates portal)

<p><b>Definition of target group</b></p>	<p><i>Were the target group KM training needs previously identified? If yes, how?</i></p> <p><i>Were the KM training needs of target group previously assessed? If yes, how?</i></p> <p>Professional courses for non-medical health care professionals: necessity of educational activity particularly coming-out from hospital workplaces needs, those are discovered by executive staff (head nurses, laboratory chiefs,...) and also on the basis of interviews with employees. On the basis of those findings topics and scope of the courses are proposed. Furthermore, the courses result from need of obligatory lifelong education of health care professionals according to legislation: Law No. 96/2004</p> <p>Qualifying course - Male nurse is intended for applicant from general public</p> <p>Both of type of educational activities needs and anticipation of trainees are collected by interview</p>
<p><b>Identification of training staff</b></p>	<p><i>Which was the process for the selection of the trainers?</i></p> <p>Professional courses for non-medical health care professionals: Lectors are chosen from board of experienced health care professionals. Choice criteria: profession, expertness, scope field of action, practical experience with concrete teaching methods, which they have been teaching, paedagogic experience. In years 2007 and 2008. 90% of lectors were trained in the field of training skills for adult education (accredited course by Ministry of Education)</p> <p>Qualifying course - Male nurse – trainers are chosen on the basis of expertness and profession, lector staff is accredited by commission of Ministry of Health in terms of accreditation proceedings</p> <p><i>How were the skills and experiences of the trainers assessed?</i></p> <p>Expertness and experience of lectors is evaluated on the basis of educational attainment, other educational activities, length of service in assigned branch and paedagogic experience.</p> <p>Junior lectors are supervised by an expert (coaching)</p>

<p><b>Courses methodology and material</b></p>	<p><i>Was the methodology adopted for the course consistent with the specific needs of the target group? YES</i></p> <p>Professional courses for non-medical health care professionals: NO</p> <p>Qualifying course - Male nurse: scope of course coming-out from framework educational programme set by Ministry of Health</p> <p><i>Were the training material distributed consistent with the learning needs of the target group? YES</i></p> <p><i>Were a sufficient number of practical KM examples provided during the course? YES</i></p> <p><i>What the teaching methods were used during the Course to involve participants?</i></p> <p>Activating training, casuistries, concrete activities on a model training, clinical workplace practices</p>
<p><b>Course contents</b></p>	<p><i>Were the KM course contents consistent with the needs of the trainees? Yes</i></p> <p><i>Was the course programme organized in an effective way? Yes</i></p> <p><i>The programme prepared involving trainers? Yes</i></p>
<p><b>Results</b></p>	<p><i>Calculation of the balance between the number of trainees enrolled / those who completed the training course / those who passed the final exam (if available)</i></p> <p>Professional courses for non-medical health care professionals: 100% Qualifying course - Male nurse: 86%</p> <p><i>Analysis of the balance between the skills the trainees had at the beginning of the training course and at the end of it</i></p>

<b>Evaluation</b>	<p><i>Were the trainees asked to complete an evaluation form?</i></p> <p>Professional courses for non-medical health care professionals: YES          Qualifying course - Male nurse: NO</p> <p><i>If yes, which main aspects of the course were evaluated?</i></p> <p>Professional courses for non-medical health care professionals:</p> <p>Training: syllabus and aim of the course identification, knowledge in problems, way and method of diction, cooperation with group, trainees activating, account for problem ability, ask and answer question ability, presentation subsidiary tools and techniques</p> <p>The course kontent:programme, handbook, recency and objective accuracy, content comprehensibility, efficiency in practice, new information, knowledge, skills, fulfilment of aim of the course</p> <p>Organizational and technical assuring:room, facilities, organization.</p> <p>Furthermore free space for other comments +questions: „Has the course provided you oportunities for futer professional improvement? In which areas? „</p> <p><i>If yes, what was the result of the evaluation made by the trainees? (If available)</i></p> <p>96% positive valuation, 4 % with small critical comments</p>
<b>Reference model for the evaluation</b>	<p>e.g.</p> <ul style="list-style-type: none"> <li>- reaction of student (satisfaction) – course concerning feelings YES</li> <li>- learning – the resulting increase in knowledge or capability YES</li> </ul>
<b>Other elements</b>	<p><i>During the course, the tutor were involved?</i> No</p> <p><i>There was the community online for the discussion after the end of course?</i> No</p>
<b>Comments</b>	