



KNOWLEDGE IS POWER SETTING UP A TRAINING AND EDUCATION NETWORK

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**Knowledge is Power:
Introduction and sowing
the seeds of knowledge**

As a new NANOSONICS employee at the launch of the 2023/2024 business year I was interested to hear discussions about the creation of a superusers network for TROPHON2.

Interest turned to excitement as I realised the limitless opportunities and benefits this presented.

Having worked for 41 years in the NHS this was the first time that I knew a company that was committing to investing in the education of its customers.

In my experience companies install the equipment and provide initial training and manage ongoing equipment support, but not ongoing support for the operators.

Nanosonics are committed to providing Infection Prevention For Life. At its core is a commitment to continuously make things better and bring added value to its customers by collaborating with them.

Committing to make things better shouldn't just stop with improving technology but improving practice.

An abstract graphic consisting of several glowing blue nodes connected by thin, light blue lines, forming a network or star pattern against a dark blue background with faint star-like speckles.

Knowledge is
Power:
Introduction and
sowing the
seeds

We improve the safety of patients, clinics, their staff and the environment by transforming the way infection prevention practices are understood and conducted and introducing innovative technologies that deliver improved standards of care.



Our mission

First steps: Finding the right fields to SOW

- The first steps in any journey is to decide where you want to go and how you are going to get there.
- As a seasoned traveller, I understand the need for careful planning, or you won't get where you need to be. But it's also important to build-in some flexibility to explore exciting places and to have fun along the way.
- Like many journeys we often try to cram too much in and often miss out on other exciting opportunities and this can leave us feeling unfulfilled.
- Recently, an art critic described the best way to visit a museum and it was a revelation to me. They said, spend no more than 2 hours there. Choose a few pieces you want to see and research them. Spend an hour with each piece just sitting there, looking. Have lunch and come back. They said when you go to a restaurant you don't eat everything on the menu on the first visit.
- Lesson is to take bite-sized pieces and relish it all and then plan your next visit.

Choosing the right seeds

- Initial thoughts about the superusers network was to provide additional TROPHON2 skills to key members of staff so they could support their service by troubleshooting simple issues as the arose.
- Then, the realisation that this would be a perfect opportunity to provide education to staff that could add value to their service and their own knowledge base.
- Expanding on this, it could also be an opportunity to standardise practice and education for local decontamination across the region.
- More opportunities presented themselves.
- We could do something important here!
- So, how do we 'sell' this to our customers. They will want to know 'What's in it for them?'

Choosing the right seeds: What is in it for them?

As we know time is precious, so to successfully introduce the concept of superusers we must identify tangible benefits that it brings to the service.

So, What IS in it for them?

Benefits to the service

Benefits	What does this mean?
Continuous and shared learning with a direct link to Nanosonics	Regular educational topics and update training can be delivered onsite. Link with Nanosonics training consultant who will create, deliver and support relevant educational topics that improve practice. Improving knowledge and empowering staff and their practice, leading to improved compliance with procedures and improved job satisfaction. Reducing risk of harm
Collaboration across organisation and the region	A network of superusers committed to assisting each other both locally and regionally. A regional discussion forum to share ideas and ask questions and find answers.
Training and Education resources.	Standardised documentation. Educational presentations that can be used as a training resource for induction of new staff and update training for existing staff.
Improved compliance with risk, governance and assurance	Standardised audits, KPIs and SOPs that will support governance and assurance reporting within the organisation. Supports service development through risk identification and risk management.
Standardisation supports cross-site working	Standardisation of processes and documentation supports staff who work across sites and across organisations.
Increased compliance with standards and procedures	Improved compliance with regional and national best practice guidance in terms of infection prevention and management of decontamination processes. Supports capital business case submissions.
Supports accreditation	Standardised documentation, audits and training records improves compliance with external accreditation and supports external audits.

Choosing the right seeds: What is in it for us?

- Satisfied and loyal customers
- Reduced complaints
- Business opportunities
- Scaling up
- Identification of the need for new technologies
- Research opportunities
- Reference sites
- Voice of the customer

Watering the seeds

So, how do we get started?

- Create overview presentation
- Create resources, documents and presentations
- Collaborate and seek feedback from your colleagues
- Ask does this look right? What else does it need?
- Meet with senior clinical staff to introduce the concept
- Meet with the operators
- Find your champions
- Create a desire to learn
- Commence trials with key sites
- Support the superusers to adopt in their areas
- Initiate regular meetings
- Stay connected and be contactable

Watering the seeds: Creating a desire to learn

Learning apathy is one of the greatest challenges to educators.

Training is passive: Learning is Active.

Dunning-Kruger effect: the curse

“Low-skilled people greatly over-estimate their own skills or knowledge. High-skilled people tend to under-estimate their own skills or knowledge”.

“As our circle of knowledge expands, so does the circumference of darkness surrounding it”. Albert Einstein

In expanding our awareness, we just expose our ignorance. The more we come to know, the more we realise we do not know.



Watering the seeds: Creating a desire to learn

- Keep it simple
- Keep it short
- Make it relevant
- Knowledge is Power
- Make it fun
- Take-away messages
- Leave them wanting more



Plan of Action: How will this all look?

Action Plan

Create standardised documents, presentations and other resources, as necessary to support the introduction of the superuser concept

Create TROPHON2 training and assessment proforma and resources checklist to support a standardised approach when delivering training

Create a laminated pocket-sized flipchart displaying images of all steps in the TROPHON2 cycle

Share created documents and presentations with Nanosonics colleagues for review and comments

Commence superusers awareness training and retain training records

Create spreadsheet of superusers to record locations and training etc

Create spreadsheet detailing monthly educational topics and how they will be delivered

Commence delivery of monthly educational topics. Request feedback

Set up agenda and brief monthly TEAMS meetings to connect with all superusers

Request invitations to attend team meetings to deliver educational topics

Support the modification and introduction of standardised documentation

Reaping the benefits

How will we know if we have been successful?

- Positive feedback
- Requests to join superusers network
- Adoption of principles by other regions
- Improved communication across organisations and the region and with Nanosonics
- Requests from clinical staff for educational topics
- Invitations to attend meetings to deliver training and to talk with staff
- Winning a Nobel Prize 😊

Lessons Learned

Every endeavour teaches us new lessons.

- Start small and build on your successes
- Work closely with your colleagues
- Share ideas and seek feedback
- Find your champions
- Create the desire to learn
- Communication is key
- Use visual aids
- Listen to and connect with your customer
- Identify opportunities
- Adapt to lessons learned
- Always come prepared
- Make lists!

**EVERYTHING IN LIFE
TEACHES YOU A LESSON,
YOU JUST HAVE TO BE
WILLING TO LEARN**

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PICTUREQUOTES

Conclusion

- We are doing something important
- Small bite-size pieces and relish the successes
- Create a desire to learn
- Keep it short, simple and relevant
- Share learning
- Lessons learned
- Stay connected, be contactable and give support and encouragement

QUESTIONS?





nanosonics
Infection Prevention. For Life.