

## Clinical Process Instruction Manual

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### Continuing Education – Clinical Staff Process Instruction

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#### Policy:

Trillium Gift of Life Network (TGLN) provides clinical employees with the knowledge, resources and skills to perform competently in their clinical role. If more knowledge or skills are required following orientation, mandatory education is organized to ensure knowledge and skill transfer. On-going training for specific skill sets may also be identified as a priority for specific clinical roles.

TGLN encourages clinical staff to participate in activities that contribute to their professional development and build on knowledge and skills to augment the performance of duties within their clinical role. These activities may include TGLN organized sessions, external training or review of articles. TGLN endeavors to provide opportunities for learning via staff participation in external seminars, courses and conferences.

These continuing education activities, which include mandatory sessions and professional development, are recorded in the TGLN training file.

#### Process:

#### New Knowledge or Skill Requirement for Clinical Competence

1. Revised or new Clinical Process Instructions (CPIs) are communicated to clinical staff via a transmittal from the Quality Assurance Department.
2. Changes in best practice or Instructions by the Quality Assurance Department/Chief Medical Officers or on-call designate/Clinical Leadership are communicated to the Education and Professional Practice Department, to assess the change and determine if training sessions for designated clinical staff are warranted.
3. If training sessions are warranted, Education and Professional Practice Department develops a timeline that identifies the development of content, tools, delivery and evaluation, in consultation with the manager/director of the area. These training sessions may be part of planned department meetings or stand alone training events.
4. Attendance/teleconference playback and material review sign-off is recorded by each clinical staff member on the annual *Continuing Education* Checklist. See Exhibit 1.
5. On-call staff may not attend extra TGLN education sessions due to distance and the casual nature of their role. Any identified gaps in knowledge will be mitigated on an ad-hoc basis during case by case guidance from the Manager On-Call (MOC).

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#### Ongoing Training for Specific Skill Sets

6. For identified skill sets (e.g. value positive consent), the Education and Professional Practice Department, in consultation with clinical leadership and the appropriate manager, develop a plan for ongoing training throughout the year.

#### Professional Development

7. The Manager in consultation with Clinical Leadership and the Education and Professional Practice Department, plan professional development sessions as agenda items for department meetings on a quarterly basis. These sessions are planned in response to staff requests or management identified needs to strengthen knowledge, skills and performance of duties for specific clinical roles. These sessions may include, but are not limited to, the donation process, communication, stakeholder and team relationship skills.
8. The Education and Professional Practice Department creates a *Continuing Education Checklist* annually, based on the sessions offered during the previous calendar year. Clinical staff is provided with this form annually, to complete and sign the list of education sessions they have attended.
9. Documentation of attendance at external education events or conferences, in addition to internal training requirements, may also be filed upon request by staff.

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Record Name	Form No. (if applicable)	Record Holder	Record Location	Record Retention Time (as a minimum)
Continuing Education Checklist	—	Education and Professional Practice Department	Education and Professional Practice Department	16 years after person has left organization
Record of External Education / Conference Attendance	—	Education and Professional Practice Department	Education and Professional Practice Department	16 years

#### References:

- No references.

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#### Exhibit 1: Sample of Continuing Education Checklist

##### TGLN 2009 Education Session Sign Off (please check off only what you have attended)

- Jan. 8 **OTDCs:** Call/Screen/ Connect Training
- Jan. 20 **TCs:** Value Positive
- Feb. 5 DCC / Value Positive (**On-call Hamilton Team**)
- Feb 24 **PRC Staff:** Scripting for Call/Screen/Connect
- Feb. 26 Brenda Morgan Respiratory Session
- Mar. 3 DCC/ Value Positive (**On-Call Windsor Team**)
- Mar. 24 **OTDCs:** Value Positive Competencies
- March 25 Brenda Morgan Neuro/Renal/Endo
  
- March 26 **OTDCs/PRC** Coordinator Meeting:
- April 8. **Tissue Coordinators:** Value Positive
- April 15 **CSCs:** Value Positive
- June 1 **OTDCs:** Call/Screen/Connect Training
- June 23 **OTDCs:** Value Positive
  - Bone Donation – Angelo Fefekos
  
- June 24 **OTDCs/PRC** Coordinator Meeting:
  - Jewish Perspective on Donation - Rabbi Aaron Flanzraich
  - Liver Transplant – Dr. Markus Selzner
- July 8 **Tissue Coordinators:** Value Positive
- July 22 **OTDCs:** Value Positive ‘Makeup’ Session
- July 22 DCC Coordinator Roles
- Sept. 23 **OTDCs:** Value Positive Competencies
  
- September 24 **OTDCs/PRC** Coordinator Meeting:
  - Catholic Perspectives on Donation – Father MacPherson
- Sept. 25 **OTDCs:** Call/Screen/Connect Training
- Oct. 22 DCC Coordinator Roles
- Dec. 1 **TCs:** Value Positive
- Dec. 15 **OTDCs:** Value Positive
- Dec. 16 **OTDCs/PRC** Coordinator Meeting:

**Print Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_