

IN-SERVICE EDUCATION

Mrs. Reena Vincent

Professor

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Central objective

- At the end of the class students in-service education and able to describe and apply while working in the clinical and educational setting

Specific objectives

At the end of the class student are able

- Define Staff development
- Define In-service education –
- Describe Concept in in-service education
- Enlist the Aims in-service education
- Explain the Nature of in-service education
- Explain the Scope of in-service education
- Explain the Need of in-service education
- Describe the Objective of in-service education

- Principles of in-service education
- characteristics in-service education
- Approaches in-service education
- Factors influencing in-service education
- Principles in adult learning
- Planning for in-service education Steps /Evaluation methods
- Problems in in-service education
- Benefits of in-service education
- Difference between in-service education and continuing education

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- Let us never consider ourselves finished nurses

Florence Nightingale

Definition:

- Staff development refers to all **training and education provided by an employer** to improve the occupational and personal knowledge, skills and attitude of vested employees

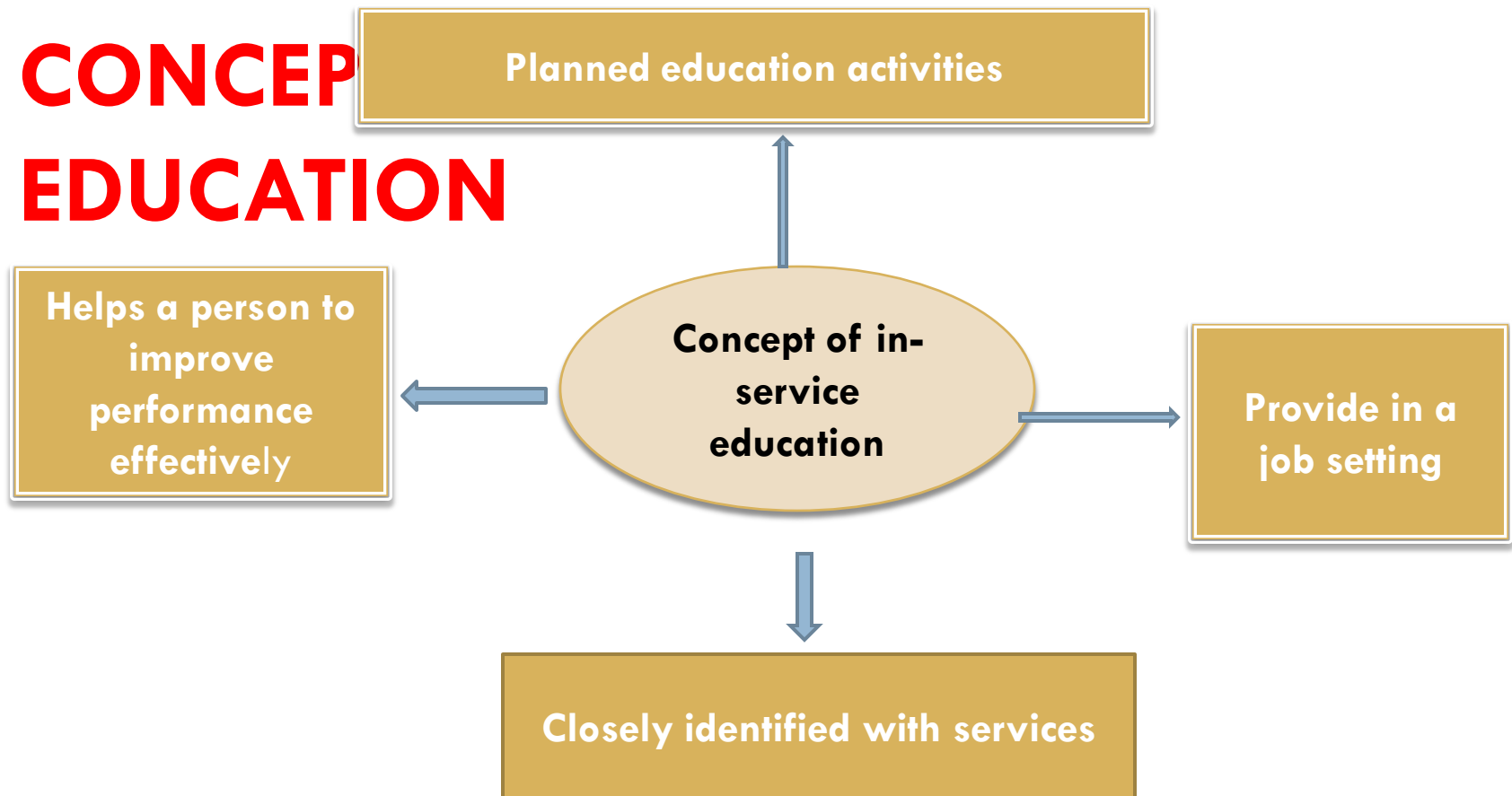


In-service education

Definition

In-service education is a **planned instructional or training program** provided by an employing agency in the employment setting and designed **to increase competence in a specific area**

CONCEPT EDUCATION



Aims of in-service education



Nature of in-service education

- It is planned activity with **predetermined objectives and criteria for evaluation** .
- Designed to **meet specific needs**, remove shortcoming **in learning** or correct shortcoming in **skill** of employees.
- Focus on **more effective functioning** of employees.
- Focus on more **better functioning** of the organization.
- Conducted with the **full support of the organization**.

- **Adult teaching principles** are taken into consideration.
- **General educational principles** are also taken into consideration.
- The **philosophy and objectives** of in-service education program is in line with the goals of the health care organization.

Scope of in-service education

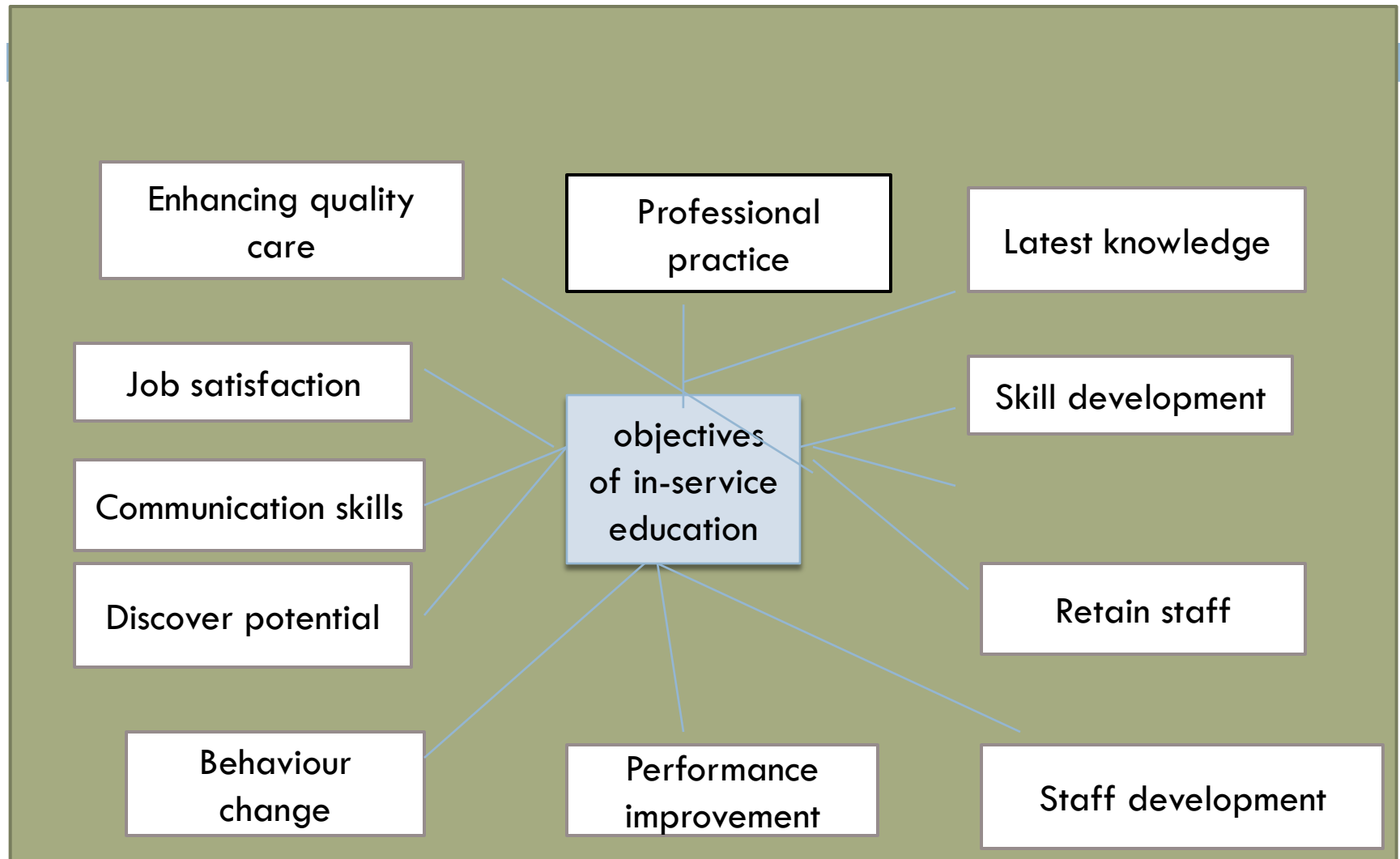
- It helps to meet the **needs of the** specific health care organization .
- It enhances **the knowledge ,skill and attitude** for improving the performance of present job .
- Provide **credit points** to nurses essential for renewing their nursing license by the state nursing council.
- Helps in **standardizing methods** and procedures.

- Improve the **quality and efficiency** of patient care
- Help to establish **high standard of nursing care** to patient care.
- Improve **communication skills** and thereby team work among nurses.
- Provide training for **special functions such as management, team building** etc.
- Improve **morale** of employees.

Need

- ❑ Social changes and **scientific advancement**
- ❑ Changes and **advancement** in the field of service
- ❑ Increased the **demand** of nursing services , quality care .
- ❑ **Rapid changes** in medical and nursing practice.
- ❑ Nurses to function at her **highest potential** as quickly as possible
- ❑ Health care delivery system **become more complex**

Objectives



Principles of in-service program

- Start with most disturbing problem
- Work with personnel
- Simple organizational structure
- One thing at a time
- Simple and short term projects
- Give time to time
- Move step by step
- Flexibility in program

CHARACTERISTICS of GOOD IN-SERVICE EDUCATION PROGRAM

- ✓ It should be given in **job setting** .
- ✓ Every program should be **planned and ongoing** .
- ✓ It should be **closely related and identified** with service components .
- ✓ It should help the **employees 'learning** and improve her/his knowledge, skills and attitude.

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- Approaches of in-service education programme

1 .Centralized Approach

- Conducted by nursing personnel in the central administration of the agency.

Advantages:

- Budget control
- Evaluation of program can be facilitated
- Prior decision on resources, people, places and things
- Committees are directed to work on specific problems identified by administration.



Disadvantages

It may lead to in reducing spontaneous, interested participation and enthusiasm of learners.

2. Decentralized Approach

- It is planned by and conducted for the employees of one or more units.
- The employees are expected to keep administration informed of their activities, the employees **are expected to develop and direct their own learning experiences.**

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- In this approach, control **in planning for a in-service is a responsibility of employees.**

Advantages:

- ✓ Individuals are working in **the same unit and confront problems** are common
- ✓ **Share the responsibilities** for meeting the in-service needs
- ✓ Proper contribution of the participants is expected



Disadvantages:

- Lack of leadership
- Conflicts
- Inefficiency
- Less or no budget

3 .Co-ordinated Approach

- It is **a compromise between the centralized and decentralized patterns .**
- This approach involves both nursing administrators and practitioners **in complementary way.**

ADVANTAGES

- Mutual co-ordination and assistance to central administration is improved
- Duplication is avoided
- Unity of efforts is maintain

Orientation

Skill training

Areas of in-service
education program me

Leadership and
management

Continuing education

1 ORIENTATION

- Is the process of **acquitting** a new staff with the existing work environment so that he/she can relate quickly to his/ her new surroundings.


Types of orientation

Two types

- General orientation
- Specific orientation

Importance


- Provides essential ,relevant and necessary information
- Helps employee to gain confidence .
- Lessen the time for the employee to learn about new situations related to job settings
- Helps the new employee to develop a sense of belonging her.

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- Help new employees in solving initial problems and adjust the new situations /environment .
 - Acquaints her with personnel services readily with in the institution /community.

It eliminates

- Learning by trial and error
- Passing of incorrect information by old employees and peers
- Reduces misinterpretation
- Mistakes and confusion
- Apprehension

- The duration of orientation varies according to areas usually 3 stage processes.-
- **Orientation to overall organization, to the specific department and to the specific job**

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- **The organization information** includes history, philosophy, mission, goals, objectives, organizational structure etc.
 - **Under personnel information** personnel policies, procedures, compensation issues, benefits, physical facilities etc.

- The important aspects of the orientation of department includes departmental functions, activities, policies, rules and regulations, introduction to staff members of the department .

Regarding the orientation to the job

- Job description, responsibilities, records and reports, performance standards, supervision practices, instruction on use of equipments, monitors, regarding supplies materials and routines.

Advantages

- Adjust to work
- Be strongly motivated to learn
- Able to function effectively
- Feel wanted and needed by co-workers and supervisors.

2 Skill Training Program

- Skill training may be a **manual or technical skill** of doing for people
- It provides the nursing staff with **the skills and attitude required for job** and to keep them abreast of changing methods and new techniques.
- Often it is the continuation of the orientation program.
- It is designed to new and older staff.

OBJECTIVES

- To help the nursing personnel to perform correct methods and procedure with understanding .
- Establishing standards and quality of services .
- Procedure to skill nurses to skilled nurses.

TYPES OF SKILLS

- Psychomotor skill
- Cognitive skill
- Teaching skill
- Affective skill
- Communication skill
- Supervisory skill

Training principles

- The trainee must be motivated to learn
- Learning must be reinforced
- Materials must be meaningful and communicated
- Multiple senses learning should be applied
- The material taught must be transferred to the job situation
- Feedback is must to achieve required and appropriate learning .

3 .Leadership and management development

- To improve the managerial abilities of persons at every management level as well as potential managers to produce the greatest degree of organizational progress.
- Need can identified by incident reports, turnover rates, patient audits and quality control reports.

Objectives

- De centralize leadership management competency
- Permit increased delegation of authority
- Promote good morals among administrative personnel
- Reducing turn over in top positions

The areas of leadership and management

- Self confidence
- Communication skills
- Leadership skills
- Mentoring hiring and training employees
- Developing esteem from peers and direct reports
- Eliminating public speaking fear

4 .Continuing education

- Continuing education is all the learning activities that offer an individual has completed his basic education.

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Aim of continuing education

- Improvement of professional practice .
- To motivate the staff to seek the latest knowledge.
- To keep the nurses with the latest development of technologies .
- It develops interest ,job satisfaction, and confidence.

Need for continuing education

- To develop employee by updating the knowledge
- It helps employee to respond effectively to the challenges of current social changes
- It helps to improve the health care economic and educational opportunities
- It helps to improve the new health pattern of healthcare
- Enable to provide excellence service
- Ensures professional development
- Aids in career advancement

Extramural education

- It is a community based continuing education directed towards meeting job related learning and other personnel
- example conferences seminars etc

FACTORS INFLUENCING IN-SERVICE EDUCATION

- **Cost of healthcare** –it adds additional expenditure on health care delivery system.
- **Manpower** need qualified human resources, leads to increase human resources.
- **Changes in nursing practices** – it leads to frequent changes in the program.
- **Standards** :–very important to maintain the highest standards of nursing practice.

Principles of adult learning

- 1 Need assessment – what is to be learned .
- 2 Safety in the environment & the process – context for learning made safe .
- 3 Sound relationship- between teacher and learner among learners .
- 4 Sequence of context and reinforcement.
- 5 Learning by doing .
- 6 Respect for learners as decision makers .



7 Involve cognitive ,effective and psychomotor aspects of learning .

8 Immediacy of the learning .

9 Clear roles and role development.

10 Team work and use of small groups.

11 Engagement of learner in what he/she is learning.

PLANNING FOR IN-SERVICE EDUCATION

Involves the following activities

- Determining the objectives of program based on the identified learning needs.
- Deciding the content of the program.
- Deciding the date ,schedule and venue of the programme.Duration of program.
- Decide the method of teaching .

- Decide upon educators the way of preparing learning material, like booklet or CD.
- Decide upon the credit hours allotted by the state nursing council.
- All the planning should consider characteristics of adult learners ,principles of adult learning and strategies of adult learning.
- Developing an evaluation criteria of the program.

Organization /Steps in in-service education programme

1 Assess needs

- It is planned only expressed interest ,desires and needs of nursing personnel.
- The educational programmes should meet present needs and forecast all future problems

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2 Planning

The planning committee will decide the

- content ,educators , date of program, schedule, objectives of program, criteria of evaluation and method of teaching.

3. Implement phase

- It is the conduct of in-service education program.
- it is conducted by effective utilization of resources with special emphasis to principles of adult learning and general principles of education.

4 .Evaluate program

- It is the process of **determining the effectiveness** of the in-service education program in terms of cost effectiveness, achievement of objectives ,extent of transferring learning from the learning situation to actual use on the unit .

EVALUATION METHODS

A Evaluation methods

- Are used to assess the reaction, behaviour of learning of participants.

B. Steering committee

- Formed with 3 or 4 members of trained participants, these members interact with other participants informally.
- The views of participants then compiled and to be given to the program coordinator .

c.Trainees diaries

- The participants are given **diary at the beginning of the program** they are asked to write their views and **opinions on it every day** otherwise 15 mts given at the end of the program to write the views.
- The diaries are collected **at the end of the total program** .

Evaluation of trainees


Done in four areas

- Trainees performance evaluation
- Questionnaire is to be developed and give to the participants

Name of the trainer	Poor 1	Average 2	Good 3	V. Good 4	Excellent 5
1. Introduction of topic					
2. Content of the topic					
3. Continuity of the topic					
4 .Voice was clear					
5. Was interested in training					

Preparation of the report

- The report should be prepared with the following elements
 - ✓ Date and duration of education program
 - ✓ The group of individuals ,with basic qualification and No of individuals in group
 - ✓ Planning components of in -service education
 - ✓ Coordinator of the program and resource persons available
 - ✓ Purpose and topic of the program

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- ✓ Evaluation tools used –knowledge ,skill
 - ✓ Evaluation report related to **change in knowledge and skills, attitudes** and performances based on education program.
 - ✓ A brief summary of all areas to be recorded and submitted to concerned authority.

Advantages

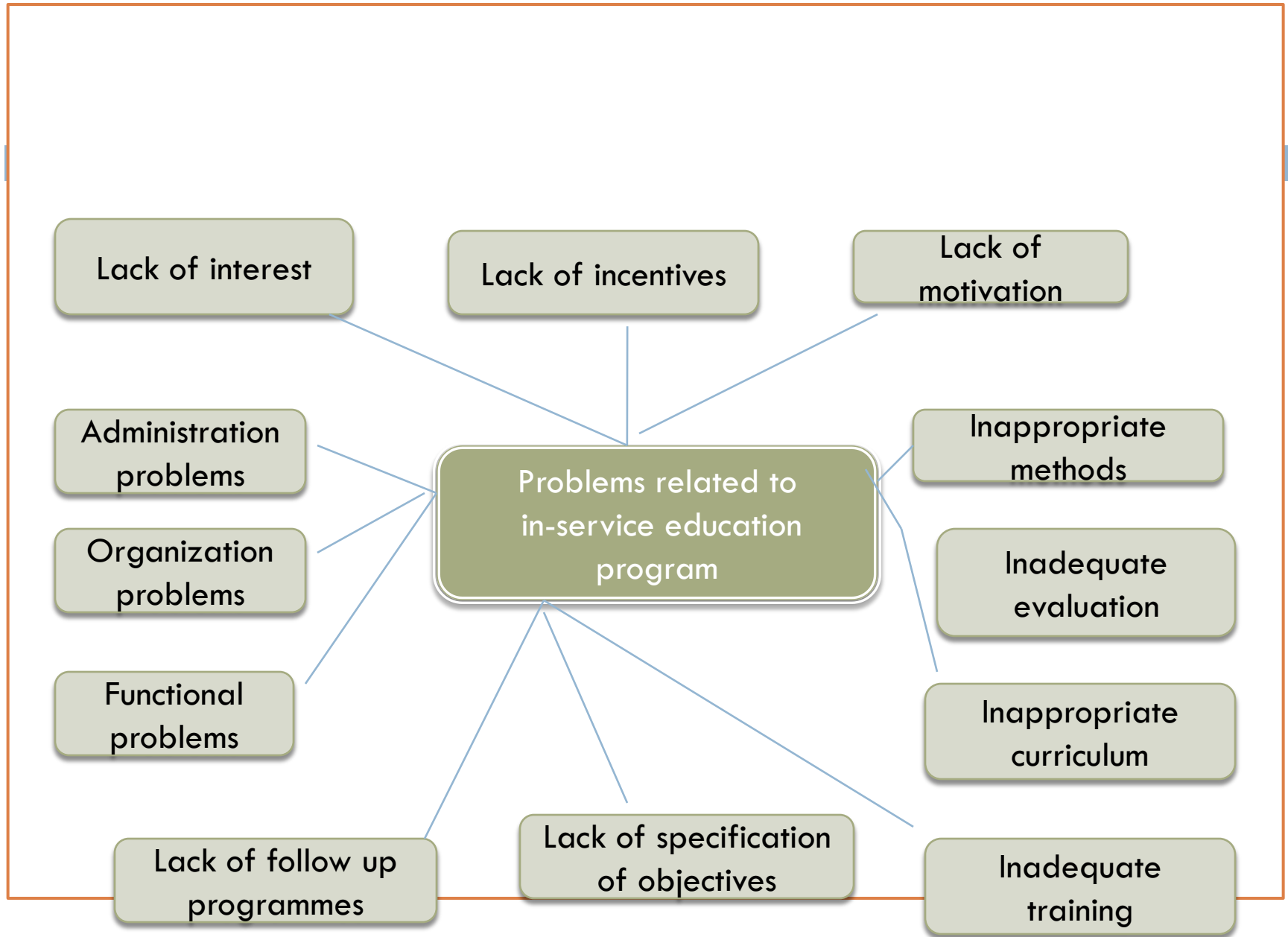
- Upgrades the professional knowledge and ability of the nurse .
- Improves leadership qualities

Disadvantages

- Time consuming
- Disturbs the normal ward routines
- Can be expensive
- Not so easy to organize

Conditions for success of in-service education program

- Must be planned and systematic
- Must be based on organizational philosophy
- Must be realistic with approval and support of administration
- Have attendance and participation of personnel concerned
- Proper arrangement of welfare measures




BENEFITS OF INSERVICE EDUCATION

For the employees

- Leads to improved professional practice
- Aids in updating knowledge ,skills and attitude of nurses at all levels of organization
- Keep the nurses abreast of the latest trends and developments in techniques
- Equips the nurses with knowledge of current research and developments
- Helps the nurses to learn maintain old competencies

FOR THE ORGANIZATIONS/EMPLOYER


- ❑ Keeps the nursing staff **enthusiastic in their learning** .
- ❑ Develop **interest and job satisfaction** among the staffs
- ❑ Develops the sense of responsibilities for being competent and knowledgeable.
- ❑ Creates an **appropriate environment and sound decisions** as well as using effective **problem solving techniques** .

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- ▣ Helps the nurse to **adjust to change** .
 - ▣ Aids in developing **leadership skills, motivation and better attitudes** .
 - ▣ Aids in encouraging and achieving **self development and self confidence**.
 - ▣ Makes the organization a **better place to worker** .

ROLES OF ADMINISTRATOR IN INSERVICE EDUCATION

Applies adult learning principles when helping employees learn new skills or information

- ❑ Uses teaching techniques that empower staff .
- ❑ Sensitive to the learning deficits of the staff and creatively minimize these difficulties .
- ❑ Prepare employees readily regarding knowledge and skill deficits.
- ❑ Actively seeks out teaching opportunities .
- ❑ Frequently assess learning needs of the unit .

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- Ensures that all staff are **competent for roles assigned.**
 - Ensure that there are **adequate resources** for staff development
 - Assumes responsibility for **quality and fiscal control** of staff development.
 - Provides input in formulating staff development **policies.**

	In-service education	Continuing education
Meaning	Learning experience provided by an employing agency in the employment setting	All the learning activities that offer an individual has completed his basic education
Responsibility	Employing agency	Individual
Basic concept	Improve worker performance	Self directed learning
Venue	Employment area	Not limited to area of employment
Utility value	In areas of employment	In areas of employment and all aspects of living
Work performance	Improved in area of work	Improved in general

Sample in-service education programme

In-service education program for new joined nurses

- Date -Fromto
- venue_____ Time -----
- Participants –
- Teaching methodology -
- Registration fee
- Topic -

Objective

- To familiarize the newly appointed staff nurses with hospital departments and job

Date	Time	Topic	Resource person
Day 1 Monday	9to 9.30 am	Reporting to nsg supdt,joining letter, admission document	Nsg.supdt
	9.30-10.45 am	Introduction to hospital infrastructure ,philosophy,objectives Various departments organization chart	Coordinator of the CNE of the hospital
	10.45-11 am	Tea break	
	11-12am	Hospital policy &personal policy	Assit.Nsg.supdt
	12-12.30pm	Introduction to CNE program and credit hours	Coordinator CNE program
	12.30- 1.30pm	Lunch	
	1.30-2.30pm	Observational visit to hospital wards &ICU	Assit.supdt
	2.30-3.30pm	Orientation to performance appraisal	Nsg.supdt
	3.30pm - 4.30pm	Orientation to the assigned ward	Ward in charge

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Thank you