

Training Focus Template (Sample)

Here is how the template might be completed for badge changes involving security access needed on patient floors.

Group or Unit	Housekeeping
What are the key behaviors that must be performed?	<ol style="list-style-type: none"> 1. Each housekeeper needs to have security access for each patient unit they will be servicing. 2. Security access for individuals needs to be requested by unit supervisors through on-line form 24 hours in advance. 3. Housekeepers will use employee badges to scan and gain access to patient units. 4. All housekeepers must keep employee badge visible at all times when on patient floors. 5. Any housekeeper without security access to a patient floor will be denied access and will have their supervisor notified.
Who are the subject matter experts?	<ol style="list-style-type: none"> 1. Security (on-line security clearance access form) 2. Human Resources Shared Services Team (Coordinating access for new employees) 3. Center for Education & Development (Any training materials that need to be created)
How will training best be delivered for this group?	<ol style="list-style-type: none"> 1. Team huddles 2. Web-based module (considerations for ESL employees) 3. Screener demonstration video on how to submit a security request through on-line portal.
What are the key outcomes of correct performance?	<ol style="list-style-type: none"> 1. No unauthorized personnel on patient floors. (No DMV or CMS citations) 2. All staff get security access needed based upon unit responsibilities.

<p>What new systems, tools or software must be used?</p>	<p>No “new” systems or software, but update to current security access form (tool) on intranet.</p>
<p>What knowledge, tools and software must be used?</p>	<p>Knowledge:</p> <ol style="list-style-type: none"> 1. Obtain security access for employees in advance for those needing access to patient floors. 2. Ability to use employee badge to access patient floor. 3. Awareness to wear employee badge (with photo showing) at all times. <p>Tool: On-line security access form</p>