Increasing access to training for regional needle and syringe program (NSP) workers: NSP Online Orientation and Training Package

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BACKGROUND

- NSP review in 2007 identified the need for on-going training and education for NSP workers
- Needed to be able to reach NSP workers in rural and remote Western Australia – face to face training not always possible
- On-line training was chosen as medium to engage NSP workers across the state
- Worked with the Workforce Development Branch of the Drug and Alcohol Office (DAO) now Mental Health Commission (MHC) to develop online package using Metamorphosis/ Raptivity software
- Piloted before being launched in July 2012

METHOD

- A generic training package was developed for NSP workers (e.g. working in secondary services such as hospitals and other health services) and a separate package for pharmacy staff (accredited by Australian College of Nursing and Australian College of Pharmacy respectively)
- Upon successful completion of the package and final assessment, participants are required to submit an evaluation form prior to their certificate of completion being issued
- The evaluation form consists of four questions regarding:
  - utility of the package
  - impact on levels of knowledge
  - confidence
  - competence in working in an NSP post-completion
- Participants are encouraged to submit any other comments or feedback they wish to make in addition to the questions posed

EVALUATION RESULTS

- To the end of 2015, 456 participants have completed the NSP Online Orientation and Training packages
- Of these, 296 completed the generic package, and 160 completed the pharmacy package

Has the program been useful in relation to your work?

- 78% of participants found the package to be ‘a lot’ or ‘extremely’ useful in relation to their work
- 18% found it ‘moderately’ useful

Do you think your knowledge about the topics covered has increased?

- 73% of participants reported that the package increased their knowledge either ‘a lot’ or ‘extremely’
- 21% found it ‘moderately’ increased their knowledge

Do you think this program has increased your level of confidence in working in NSP?

- 65% of respondents indicated that the program increased their confidence level ‘a lot’ or ‘extremely’
- 28% reported ‘moderately’ increased confidence

Do you think this program has increased your level of competence in working in NSP?

- 67% of respondents felt the program increased their competence level ‘a lot’ or ‘extremely’
- 26% increased ‘moderately’

NSP worker comment from evaluation:
‘I really appreciate the opportunity to have done this course and feel extremely confident in my work for having done it.’

CONCLUSION

- In 2013, the online package was made a pre-requisite training course to be completed by all participants before attending face-to-face NSP Coordinator Training held annually in Perth
- Since then, 105 NSP workers/NSP Coordinators have attended the 2-day NSP Coordinator training (2013-16) after completing the NSP Online Orientation and Training Package; 90 (86%) of these participants have been from regional areas across WA
- To the end of 2015, 235 participants in total that completed the generic NSP Online package were staff from regional areas (79% of generic package completions)
- The generic NSP Online package has been a successful, well received platform for education of NSP workers in WA
- The program demonstrates a means of making workforce development more accessible in remote and regional areas