

Massive Online Courses to Implement National Health Policies on Quality and Patient Safety. Evaluation of Participation and Satisfaction.

Mercedes Viera, Lic. Psic. Profesora Adjunta, Facultad de Medicina Udelar, Uruguay

The aim of this project is to showcase the satisfaction of healthcare professionals and non-professionals on the first massive online course in Quality and Patient Safety, as part of a policy strategy launched by the Ministry of Health in Uruguay. The combination of a thoughtful educational programme along with an economic incentive, financed by the health system, resulted in a widely accepted course, with high rates of satisfaction in the different dimensions considered.

ABSTRACT

Introduction:

Uruguay underwent its health system reform in 2007, implementing the National Integrated Health System. In 2016, the National Health Objectives 2020 were defined as the quinquennial strategic planning for the health system. One of the objectives propose the construction of a quality and safety focused culture within healthcare providers. The Ministry of Health along with the National Institute for Employment and Professional Development, planned the training of the healthcare personnel through massive online courses, aligned to the aforementioned objectives. The courses were targeted to professional and non-professional members of the healthcare teams, receiving an economic compensation associated with the completion of the course. The formulation of the courses required the development of the educational objectives, and pedagogical strategies, the development of the contents and virtualization in a Moodle 3.0.3 platform. As well as this, it required the tutorship of all participants and the training of the support office. The Committee for the Continuous Professional Development at the National Resources Fund was selected as the provider of the courses' module on Quality and Patient Safety. The module was set to last 5 compulsory, and 5 optional hours, using slide-shows and presentations, videos, animations, surveys, questionnaires, forums, and wikis. A pretest and a posttest were set, as well as a satisfaction survey. To approve the course, participants were required to complete all compulsory activities.

Objective:

Evaluate the satisfaction of the participants regarding the contents, language and applicability of the module.

Method:

An observational, single cohort study was performed with the participants enrolled for the Quality and Patient Safety module. The satisfaction with the module was evaluated through a mandatory survey regarding the quality of its contents, its applicability in practice and the language used. The responses were assessed using a Likert scale.

Results:

There were 12,000 places for the module, which were offered in a first-come first-served basis in one of ten slots, to the 72,000 professional and non-professionals working in private healthcare providers. The module was started by 10,668 participants between July and December 2017, and 10,164 (95%) participants completed it. Portable devices were used to access the platform by

57% of the participants (cell phones 19%, tablets 4%, notebooks 34%), while 43% used desktops. The satisfaction evaluation is presented in the table. The assessment was considered as very good or excellent for the quality, applicability and language dimensions in 88%, 86% and 87%, respectively.

Conclusions:

The training policy of human resources to achieve the national health objectives using online platforms and salary incentives had a high participation and reached a high satisfaction among participants in the three dimensions evaluated. The impact on healthcare practices and in the construction of a culture of quality and safety should be evaluated in further research.