

# Case Study

## Anglicare – Infection Control

### Company Profile

Anglicare SA is a South Australian organisation which works to give people a fair go. All sorts of factors: age, poverty, homelessness, unemployment, can marginalise people in our society. Anglicare works to help them reach their full potential.

Anglicare operate 5 Aged Care facilities with another two to be oped early 2008 we also run more than 65 programs in the community, with everything from child care to help with employment.

Anglicare houses more than 500 elderly people in our residential homes, and cares for over 450 elderly people in their own homes.

Anglicare SA makes a positive difference to the lives of over 50,000 South Australians every year through a range of services for elderly, homeless, unemployed and financially disadvantaged. The corporate head office provides support to the diverse range of services provided to clients by a workforce of 1037 staff and 900 volunteers.

There has been significant growth of staff each year over the past 5 years (increase in head count of 293 or 46%). In head count numbers Aged Care has experienced growth of 8% in the past 12 months and 44% in the past 5 years whilst Family and Community Services have grown 20% in the past 12 months and 64% since 2000.

### Relevant History

Infection Control training is mandatory in Aged Care. In the past we have used **face to face delivery options which are not cost effective and there is no consistency in delivery.**

### Problem

**Training is a costly exercise**, not only in \$ terms but also in resource terms. In the past staff have been taken offline for the period of the training – likely to be minimum of half day and possible one full day, at a cost of approximately \$400 per day of training excluding wages and travel. **Our biggest issue is that we are working in a skill shortage environment and as such back filling for staff attending training is not only expensive but in a lot of cases unavailable.**

### Context

Standard 4.7 of the Aged Care Accreditation Standards state that all staff working in aged care must be trained in Infection Control.

### Surrounding Issues

Large number of employees, widely distributed across Adelaide, variety of worksites and work types means high unit cost and negative impact on workflow when using traditional classroom methods for training.

### Solution

Online learning seen as possible solution. Infection control unit offered by E3 provided ideal vehicle to meet our requirements. Online training would enable employees to learn within either their home or work environment, providing the choice to undertake the course in one session or over a number of sessions. Thereby creating minimal impact on work programs, service delivery requirements etc.

It was decided to run a pilot e-learning program at 1 site which incorporated using up to 150 participants. **The outcome of the pilot was beyond our initial expectations. We have now commenced a site by site roll out to all employees within our aged care sector.**

## Outcome

Possible Knowledge Acquisition and retention

Cost Comparisons – average cost for day course including course fees, wages, travel and time - \$1000.

Takes approximately 2 hours to complete

Assists in improving the Culture of the organization and is ideal for inducting new employees and possibly volunteers

Expose employees to a new style of Individual Learning Experience

Compliance Management (Verification of training and knowledge standards will assist the Accreditation process)

Organizational Benefits – (Measurement of Performance, management of training over extended period of time, Standardization of Training)

## Summary

The highlight for us as an organisation was the willingness for our staff to use their home computers and their own hours to complete the modules. We did however pay for two hours on presentation of their certificates. **This program is now an integral part of our induction and accreditation processes and something that staff has embraced which will enable us to offer more training online.**

### Reference

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