



Nihon Kohden's Clinical Partnership Program

Nihon Kohden America
Transforming patient care with technology.

Clinical Partnership Program

Blended Learning – an innovative approach to product training:

Our Clinical Applications Specialists are Registered Nurses who utilize an e-learning portal to deliver customized, product orientation courses to your staff prior to their visit to implement your monitoring system. They follow these courses with face-to-face interactions to provide hands-on practice in the clinical setting, which is the second part of the blended learning approach. They develop your clinical leaders as resources to continue this process, which is the third part of the blend, and then they provide ongoing support as the fourth part. Our customers consistently award us a “best-in-class” rating for this training and support model.

Our Program Consists of:

1. Internet-based basic training on product operations – customized to the users’ learning needs
2. Live “Go-Live” support – hands-on exercises and bedside reinforcement
3. Live “Clinical Resource” staff development program
4. On-going support to include 24/7 clinical supportline

Its Advantages are:

- Designed using adult learning principles; touching users in different ways to enhance knowledge transfer
- Consistent training and an ongoing resource for new employees
- Guided interactive training using computer simulations and avatar
- Actual “hands-on” practice through live skills lab exercises
- Attendance tracking and documentation
- Library of CE courses through the online portal

Examples of customized course content (include but not limited to):

Modules	Departments							
	MED-SURG	TELEMETRY	ICU	ED	PACU	OR	OUTPATIENT	BIOMED
Wireless Telemetry	X	X	X					X
Transmitters only	X	X						
Bedside Monitoring		X	X	X	X	X	X	X
Advanced Bedside Monitoring			X		X	X		X
Centralized Monitoring		X	X	X	X		X	X
Defensive Monitoring	X			X				X

The Clinical Resource Development Program

Regardless of the amount or quality of training your staff receives prior to the “go-live” transition, they will have questions about the new system, and they will need assistance with procedures that they perform infrequently. You, as a manager or educator, will always have a need for training due to staff turnover and the use of temporary personnel.

To meet this need, Nihon Kohden designed the Clinical Resource Development Program to prepare your key unit leaders with the knowledge and skills that they need to perform this function. This program is the third in the blend of training methods in the Clinical Partnership Program.

Prepares Your Unit Leaders to:

- Assist others with product operations and practice changes
- Validate monitoring competencies using operational checklists
- Continue the blended-learning process with new staff members

Program Components:

1. Complete the online course
2. Attend a training workshop
3. Work one-on-one with the Clinical Applications Specialist during the “Go-Live” timeframe
4. Facilitate Skills Lab practice sessions with unit staff

Clinical Resource Program Objectives:

By the end of the Clinical Resource Development Program, the Clinical Resource Nurse will be able to:

1. Explain their roles and responsibilities as Clinical Resource personnel.
2. Identify clinical and technical resources that are available to them.
3. Complete the Basic User monitoring functions using the Skills Lab checklist with little to no assistance.
4. Explain and demonstrate the proper techniques for monitoring the different parameters.
5. Explain how the alarm mechanism functions and demonstrate the procedures to manage the alarm settings.
6. Recognize situations when the information from the monitor requires user intervention and verbalize the interventions for each monitored parameter.
7. Explain the process for utilizing the training program for current and future staff to include the online course, the Quick Reference Guides and the Basic User Skills Lab checklists.
8. Facilitate the skills lab sessions for staff members



Sample Clinical Implementation Plan

Task	Responsibility	Before 6 weeks prior	4 weeks prior	3 weeks prior	2 weeks prior	1 week prior - installation week(s)	Implementation Week Equipment Deployment
Date:							
Contact Clinical Manager and establish implementation plan	NKA Clinical Applications Specialist (CAS)	█					
Contact IT manager to explain HealthStream process	Account Clinical manager	█					
Email implementation plan and customized flyers to clinical manager - order packets	NKA CAS		█				
Distribute Implementation Packets and Clinical Resource invitations to staff and post flyers	Account Clinical manager			█			
Implement on line clinical training program for staff	Account Clinical manager - Biomed				█		
Run progress reports twice weekly and send to clinical mgr	NKA CAS				█		
Conduct clinical resource workshop	NKA CAS						█
Prepare equipment for implementation	NKA CAS						█
Conduct skills lab sessions and provide go live shift support	NKA CAS and Unit CR staff						█
Verify NetKconnect setup and train end users	NKA CAS						█
Conduct Onsite Biomed Training	NKA CAS and Installation Engineer						█
Call clinical manager for follow up	NKA CAS						One week after implementation

Sample Implementation Week

Clinical Applications Specialist (CAS)	Monday	Tuesday	Wednesday	Thursday	Friday	
NKA staff	CAS and Installation Engineer	CAS	CAS and Installation Engineer	CAS and Sales	CAS and Installation Engineer	CAS
Activity	Implementation Pre-work, set up classroom	Deliver Clinical Resource Workshop	Convert system with Clinical Resource staff	Provide bedside support	Provide bedside support and work with Clinical Resource staff. To facilitate user skills labs. Provide biomed training.	
On-site	Morning	█			█	
	Afternoon	█	█			
	Evening			█	█	

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