



Training Needs Assessment

HOSPITAL BASELINE SURVEY FOR

THE PROJECT FOR IMPROVEMENT

OF MEDICAL SERVICE IN

THE CENTRAL REGION

Survey Result Report

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ABBREVIATIONS

DOHA	Direction Office for Health Activities at the lower level hospitals
GPD	General Planning Department
HCH	Hue Central Hospital
HCMC	Ho Chi Minh City
HN	Hanoi City
IEC	Information, Education and Communication
JICA	Japan International Cooperation Agency
JICA Project	Project for Improvement of Medical Service in the Central Region
MOH	Ministry of Health
ND	Nursing Department
POD	Personnel Organization Department
RTCCD	Research and Training Center for Community Development
SWOT	Strengths, Weaknesses, Opportunities and Threats
TET	Vietnamese Traditional New Year Festival
TOT	Training of Trainers

Summary

The training need assessment was conducted on the request of the Japan International Cooperation Agency's Project for Improvement of Medical Service in the Central Region (*hereinafter referred to as JICA Project*). This was planned to reach three objectives: (1) to provide information for designing training program for upgrading hospital medical service in the targeted hospitals; (2) to survey hospital's experiences in training organization in the past and evaluate its effect to the hospital; and (3) to identify specific training needs in the project targeted medical areas including; nosocomial infection control management; total care; paediatrics; obstetrics; emergency; anaesthesiology; and blood transfusion.

The study was organized using the “participatory approach in research” between the Research and Training Center for Community Development (*hereinafter referred to as RTCCD*) who signed a contract with JICA project, and the Hue Central Hospital (*hereinafter referred to as HCH*) who managed the implementation of the study within the project context. One survey team was established that consisted of RTCCD researchers and HCH staff. All received training by RTCCD team leader then conducted the survey in HCH before splitting into two teams to carry out the survey simultaneously in two targeted hospitals. Data collection was carried out in seven hospitals including HCH, Hue City Hospital, Da Nang C Hospital, Da Nang City Hospital, and the Provincial General Hospitals in Quang Tri, Dak Lak and Kon Tum. In each hospital, all members of Hospital Directorial Board and seven clinical department staff of the departments related to training, (nosocomial infection control management; total care; paediatrics; obstetrics; emergency; anaesthesiology; and blood transfusion) were interviewed with using questionnaires. In addition, self-reported questionnaires were used for other staff in the targeted departments. In-depth interviews were also conducted together with observation and secondary data collection to survey about training system, library and research activities (See Guideline 10 for details). Data management and analysis were conducted by RTCCD team. The study started in January and completed in March 2006.

Based on the findings, there are four conclusions and recommendations are given to the JICA training project

1. Building learning environment for Hue Central hospital should be a key goal in the hospital development plan 2006-2010

Although HCH has been a place for training for medical professionals in terms of degree-graduate training and on-the-job short-course training, lack of basic conditions in learning environment for the medical staff have been observed throughout this survey. Mechanism for

sharing information for all staff in the hospital such as issuing newsletter or even annual report is not in function. It is hard to introduce successfully total care and team working philosophy in such an environment. Some additional inputs and training intervention to create learning environment are needed to assure professional training in the JICA Project reached its objectives.

2. Research technique on system management for hospital development should come before introducing medical techniques and should be done by hospital staff

Many issues in management remains and should be considered as topics for research. There is a need of basic training on research, from recognizing research problems, developing a research protocol, to data collection, data management, data analysis, writing reports and publishing research results. Many staff recognized the important of research work for solving the HCH management problems.

3. Basic training for total care, nosocomial infections control, and retraining basic medical techniques proposed by staff in the targeted areas

The survey suggested that not only health professionals but also non-clinic health staff should be trained basically of total care and nosocomial infections. In addition, JICA project should set focus on training clinical techniques in terms of five-targeted medical areas (emergency, obstetrics, paediatrics, blood transfusion and anesthesia), to ensure health staff of targeted hospitals being able to perform well basically required medical techniques.

4. Training combined with action research on improving hospital management

All training courses should be designed according to the “evidence- based solving approach”. Therefore, as a first step, it is very important for the trainees to figure out their own needs and purposes for the training activities. Also, after the training, trainees must utilize the knowledge and techniques learned from the training into practice.

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