TRAINING

Prepare the whole team for success by providing adequate training.

Now that you have selected your system, planned the transition and any work process changes that will be needed, and started the system setup, you are ready to train the members of your practice for transition to the new system.

PARTICIPANTS
All team members

WHAT YOU'LL NEED
Workflow, family history tool

BARRIERS
Time, infrastructure, funding

STEPS

1. Identify training goals and what is needed for different members of the team. Depending on their roles and existing skills, the following training might be needed:
   - How to use the family history tool
   - Orientation to new workflows
   - Orientation to the value of the new system
   - Education about how to collect family history information, cancer genetic red flags, and criteria for increased and high risk.
2. Perform a needs assessment to inform what level of education is needed for staff and how to best deliver training.
3. Provide opportunities for hands-on practice with the family history tool and interpretation of family history risks. Use example patient histories to move through risk assessment and management workflows to ensure team members are comfortable with the steps of the process.
4. Consider when to provide training refreshers for the team and how you will train any new staff joining the practice after implementation.