**Education and Research**

Most healthcare organizations provide for the continuing educational needs of their caregivers and other members of the staff. These educational programs can be designed to refresh one’s professional competencies; develop new sets of competencies; prepare the staff for future developments within the organization and industry; and aid personnel in fully meeting the performance expectations of their current position. In addition to providing education to providers and staff, healthcare facilities also actively engage in patient health education. In the next section, there is a list of educational activities commonly provided to non-clinical personnel, clinical personnel, and patients.

Although not all healthcare facilities engage in “clinical research,” they all conduct various forms of research. Clinical research, which normally utilizes an experimental design, is typically conducted in Level I trauma centers -- also referred to as academic medical centers. This research will be conducted to ascertain the efficacy of new treatment regimens, surgical techniques, and follow-up care. All healthcare organizations, inclusive of academic medical centers, routinely engage in research activities that relate to practice of quality assurance. These studies generally consume less resources; do not require the direct involvement of human subjects, and thus do not require formal Institutional Review Board (IRB) approval; can be conducted in a relatively short period of time; and the findings are generally useful in establishing “best practice,” isolating opportunities for improvement, establishing operational and clinical efficiency, and so forth. In the next section, a list of research methodologies commonly used within academic medical center and other healthcare facilities are listed.

**Education and Research Conducted in Healthcare**

The following table provides a list of common education/training activities associated with non-clinical personnel, clinical personnel, and patients. These lists are not intended to be all-inclusive and can vary by organization. The information is provided in the hope that it will provide some clarity regarding the nature and scope of education and training activities that are routinely provided by healthcare facilities across the country.

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| **Non-clinical Personnel** | **Clinical Personnel** | **Patients** |
| Management Development | Continuing Medical Education (CMEs)—Physician & Residents | Smoking Cessation |
| Customer Service | Continuing Nursing Education (CNEs)—Nursing | Disease Management |
| Phone Etiquette | Continuing Education Units (CEUs)—Allied Health Professionals (licensed & certified) | Medication Management (food and drug interactions) |
| Job Specific Training | NALS/PALS/BLS/ACLS | Patient Rights & Responsibilities |
| Healthcare Regulations & Laws (e.g., HIPAA, OSHA, Fire Safety) | Job Specific Training | Advance Directives (e.g., living wills, DNR Orders, healthcare proxy, power of attorney, etc.) |
| Accreditation Standards | Accreditation Standards | Orientation to Facility and Unit |
| Disaster Preparedness | Disaster Preparedness | -- |
| Compliance Training | Compliance Training | -- |
| Patient Abuse | Patient Abuse | -- |
| Radiation Safety | Radiation Safety | -- |
| Age Specific Competencies | Healthcare Regulations & Laws (e.g., HIPAA, OSHA, Fire Safety) | -- |
| Continuing Education Units (CEUs)—Certain certified and credentialed administrative and operational personnel | Age-specific Competencies | -- |