تجمع الرياض الصحي الثاني
Riyadh Second Health Cluster

Training Activity and Utilization Trends Report

PREPARED BY

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Executive Summary

For: Executive Administrations, Family Medicine Academy, and Dental Academy in Riyadh Second Health Cluster.

Reporting Period: July - September 2024

This report presents an in-depth analysis of training activity within the Riyadh Second Health Cluster for Q3 2024. The quarter saw a notable 36.3% decrease in total learners compared to Q2, with 7161 learners engaged in Q3. Despite this downward trend, September emerged as the month with the highest participation, suggesting potential seasonal factors influencing learner engagement. In terms of program popularity, simulation-based training took the lead, attracting 3390 learners. SCFHS CPD courses followed closely, engaging 2695 learners. These findings highlight the strong demand for practical, competency-driven training within the health cluster. Interestingly, while the number of learners decreased, overall service utilization increased by 18.7% suggesting a more focused use of training services among the participating learners.

Executive Administrations:

- Postgraduate and Scholarship Administration
- Learning Institute Administration
- Simulation and Life Support Administration
- Continuous Professional Development Administration
- Health Training Administration
- Academic Operation Administration
- Family Medicine Academy
- Dental Academy

Training Activities Report

Significant Findings

- **Overall Training Activities:** A notable 28% decrease in training activities was observed in Q3 (n=884) compared to Q2 (n=1229).
- **SCFHS CPD Programs:** Q3 saw fluctuations in the utilization of SCFHS CPD programs and CME hours. While August had the highest number of CPD programs (n=20), September experienced a significant increase in CME hours (n=141).
- **SCFHS CPD Programs Performance:** The overall performance of SCFHS programs in Q3 (n=40) decreased by 67.7% compared to Q2 (n=124). The maintenance of one professional certificate program in August is positive; consider expanding certificate offerings in Q4.
- **Learning Institute (LI) Programs:** LI programs demonstrated a steady 1.7% increase across the three quarters (Q1=173, Q2=177, Q3=180).
- **Skill-Based Training:** Simulation courses in Q3 (n=231) saw a slight 4% increase compared to Q2 (n=222), while life support courses decreased by 16% in Q3 (n=52).

Recommendations

- **Overall Training Activities:** Investigate the root causes of this decline and develop strategies to increase participation in Q4.
- **SCFHS CPD Programs:** Analyze the factors contributing to these fluctuations to better plan for program offerings and credit hours.
- **SCFHS CPD Programs Performance:** Investigate the reasons for this substantial decrease and implement measures to enhance program engagement, and retention.
- **Learning Institute (LI) Programs:** Continue current strategies supporting LI programs and explore opportunities for further growth in Q4.
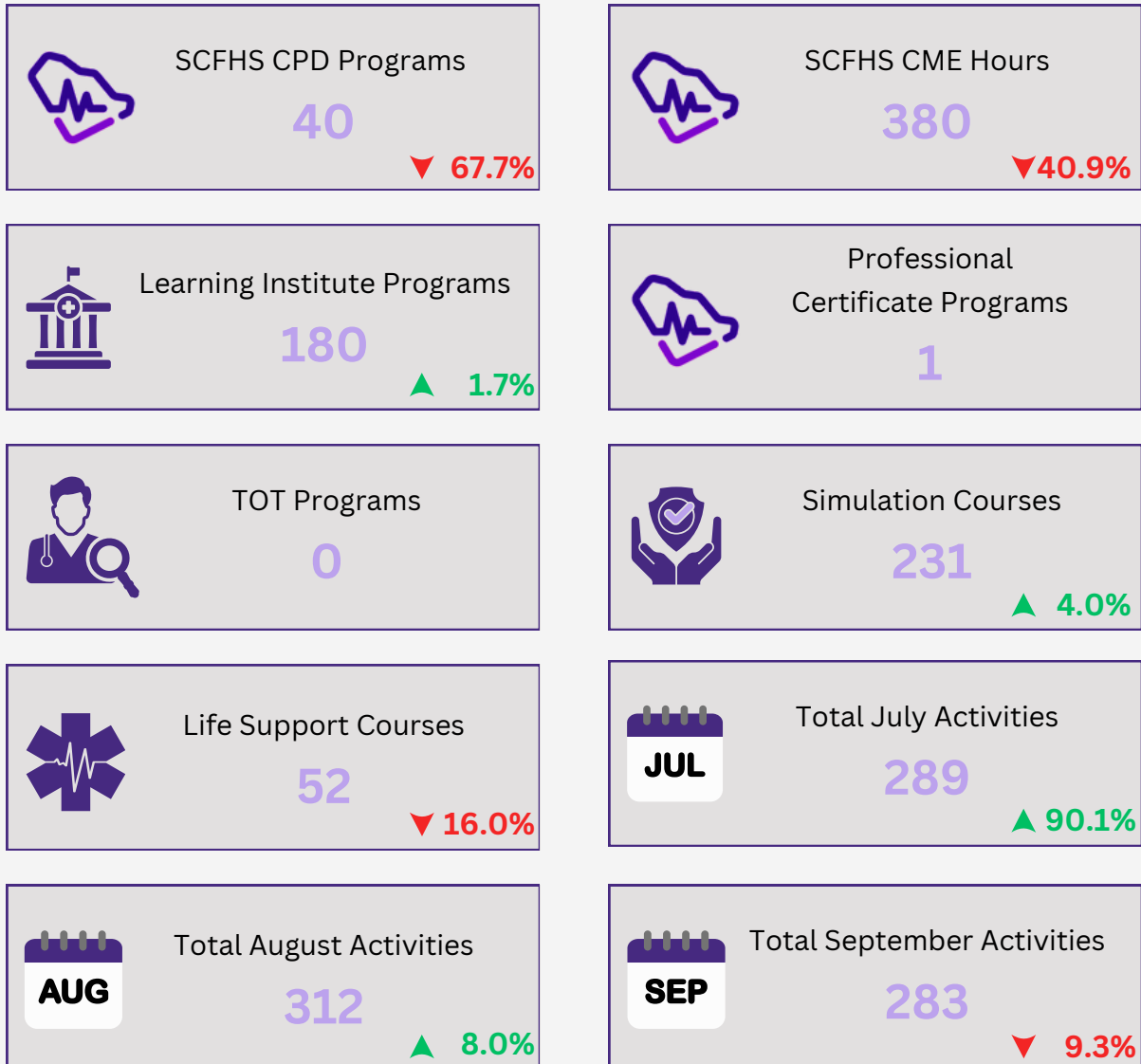
Training Activities Report

- **Skill-Based Training:** Identify the factors contributing to the increase in simulation courses and apply these insights to other skill-based training. Develop targeted strategies to increase participation in life support courses for Q4.
- **Monitor Overall Activity:** Monitor participation in all training programs to identify long-term trends and potential resource allocation needs.
- **Evaluate Effectiveness of New Programs:** Assess the effectiveness of the newly introduced professional certificate program and explore opportunities to expand offerings.
- **Promote SCFHS CPD Programs:** Implement strategies to promote SCFHS CPD programs and ensure staff awareness of available learning resources.

By implementing these recommendations and analyzing training activity data holistically, the Riyadh Second Health Cluster can ensure staff have access to the most relevant and engaging training opportunities for continuous professional development.

Training Activities Metric Cards

SCFHS CPD Programs	SCFHS CME Hours
40 ▼ 67.7%	380 ▼40.9%

Learning Institute Programs	Professional Certificate Programs
180 ▲ 1.7%	1

TOT Programs	Simulation Courses
0	231 ▲ 4.0%

Life Support Courses	Total July Activities
52 ▼ 16.0%	289 ▲ 90.1%

Total August Activities	Total September Activities
312 ▲ 8.0%	283 ▼ 9.3%

Learners in Training Activities Report

Significant Findings

- **Participation Trends:** The total number of learners in Q3 (n=7,161) represents a 36.3% decrease from Q2 (n=11,236). Simulation programs were the most popular, attracting 3,390 learners, followed by SCFHS CPD courses with 2,695 participants.
- **SCFHS CPD Participation:** A significant 49.8% decrease in SCFHS CPD learners was observed in Q3 compared to Q2. Despite this, SCFHS CPD maintained the highest participation levels throughout Q2, with a notable increase in September (n=1,577).
- **TOT Programs:** No learner participation was recorded in either Q2 or Q3 for TOT programs.
- **Professional Certificate Programs:** Participation in Professional Certificate programs was minimal, with 9 learners in August and no learners in July or September.
- **Simulation Programs:** Simulation programs saw the highest participation in Q3 (n=3,390), representing an 81.4% increase from Q2.
- **Life Support Programs:** Life Support program participation remained relatively stable in Q3 (n=265), with an 11.7% decrease from Q2.
- **Learning Institute Programs:** A dramatic 78.3% decrease in participation was observed in Q3 for Learning Institute programs, particularly in August (n=168).

Recommendations

- **Re-Engagement Strategies:** Develop targeted strategies to re-engage learners in SCFHS CPD, Professional Certificate, Life Support, and Learning Institute programs. Analyze factors contributing to the decline in participation to inform these strategies.
- **TOT Program Revitalization:** Assess the viability of TOT programs. If relevant and valuable, develop a plan to promote and increase participation.
- **Simulation Program Enhancement:** Build on the success of Simulation programs by expanding offerings, improving promotion, and exploring ways to sustain the significant growth experienced in Q3.
- **Partnerships and Collaborations:** Explore potential partnerships or collaborations to increase participation in underperforming programs. Leverage the success of Simulation programs in these discussions.
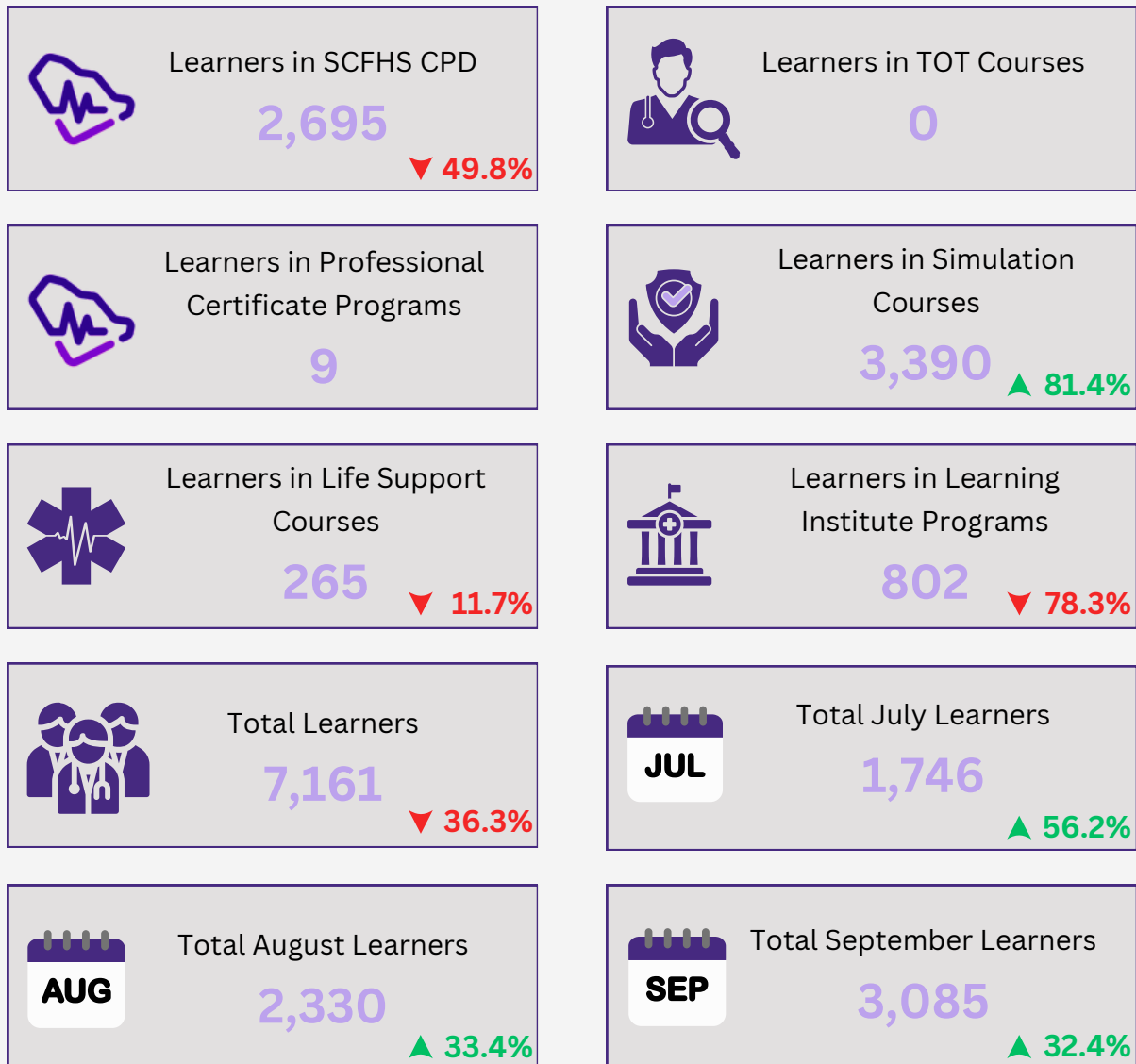
Learners in Training Activities Report

Next Steps

- Survey to understand learner preferences and motivations for program selection in the upcoming quarter.
- Analyze data by learner demographics and departments to identify potential participation gaps.
- Develop targeted marketing campaigns based on the identified needs and program offerings.

Further analysis and action based on the recommendations will ensure continued engagement and optimize training opportunities for future quarters.

Learners in Training Activities Metric Cards

Learners in SCFHS CPD

2,695

▼ **49.8%**

Learners in TOT Courses

0

Learners in Professional Certificate Programs

9

Learners in Simulation Courses

3,390 ▲ **81.4%**

Learners in Life Support Courses

265 ▼ **11.7%**

Learners in Learning Institute Programs

802 ▼ **78.3%**

Total Learners

7,161

▼ **36.3%**

Total July Learners

1,746

▲ **56.2%**

Total August Learners

2,330

▲ **33.4%**

Total September Learners

3,085

▲ **32.4%**

Service Utilization Report

Significant Findings

- **Overall Utilization:** Overall utilization saw an 18.7% increase in Q3 (n=2163) compared to Q2 (n=1822), excluding EAs.
- **Library Website:** Website visitor traffic fluctuated throughout Q3 (n=1889), with the lowest traffic in September (n=322). However, there was a 21% increase in Q3 compared to Q2.
- **Scientific Articles:** Despite an overall 7.3% increase from Q2, scientific article downloads consistently decreased throughout Q3, with the lowest number in September (n=47).
- **Program Evaluation:** There were only two program evaluations conducted in September.
- **Educational Consultancy:** Consultancy services saw a significant 53% decrease in Q3 (n=14), with a consistent downward trend throughout the quarter.
- **Professional Leaves:** Professional leave approvals increased by 24.6% in Q3 (n=81), with a peak in September (n=61).
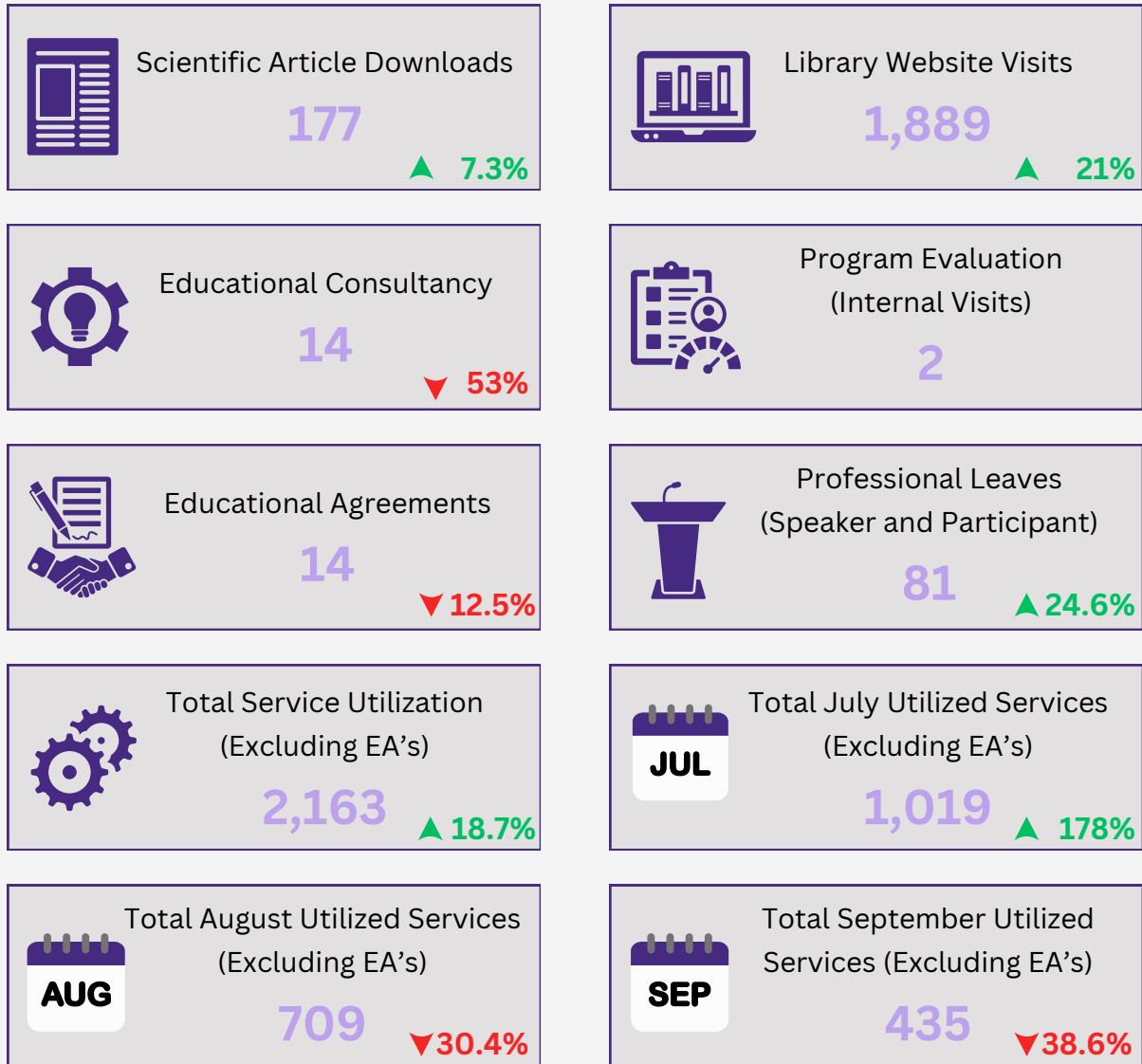
Recommendations

- Analyze the factors contributing to the 18.7% increase in Q3 to determine how to sustain or further boost utilization in future quarters.

Service Utilization Report

- Investigate the reasons for the September dip in website traffic and implement strategies to maintain the overall upward trend, such as refining the website's content or user experience.
- Conduct a thorough analysis of the downward trend in scientific article downloads. Develop a plan to reverse this trend, such as acquiring more contemporary articles or improving the download process.
- Encourage more frequent program evaluations to ensure the continuous assessment and improvement of programs. Identify any barriers to conducting these evaluations and address them.
- Investigate the reasons for the decrease in consultancy services. Is it due to a lack of awareness, less relevant services, or competition? Based on findings, develop strategies to promote the consultancy services and better meet the needs of potential clients.
- Ensure that the increased professional leave approvals are not negatively impacting service delivery. If so, develop strategies to mitigate the impact, such as hiring temporary staff or redistributing workloads.

Service Utilization Metric Cards

Scientific Article Downloads	Library Website Visits
177 ▲ 7.3%	**1,889** ▲ 21%

Educational Consultancy	Program Evaluation (Internal Visits)
14 ▼ 53%	**2**

Educational Agreements	Professional Leaves (Speaker and Participant)
14 ▼ 12.5%	**81** ▲ 24.6%

Total Service Utilization (Excluding EA's)	Total July Utilized Services (Excluding EA's)
2,163 ▲ 18.7%	**1,019** ▲ 178%

Total August Utilized Services (Excluding EA's)	Total September Utilized Services (Excluding EA's)
709 ▼ 30.4%	**435** ▼ 38.6%

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