Strategic Enhancement of Digital Competence for Health Staff

Motivation

- Horsens Municipality has prioritized employee-driven digitization for several years by implementing a Technology Agent Training program (TAU) with their health staff.

- The program enables health staff to practice technological intuition to incorporate digital solutions in their work.

Challenge

- Finding a tool to gain an overview of their course participants' competence levels and to measure the effect of the program.

- Creating a framework that enabled their participants to reflect on how to adapt digital solutions to their own everyday realities.
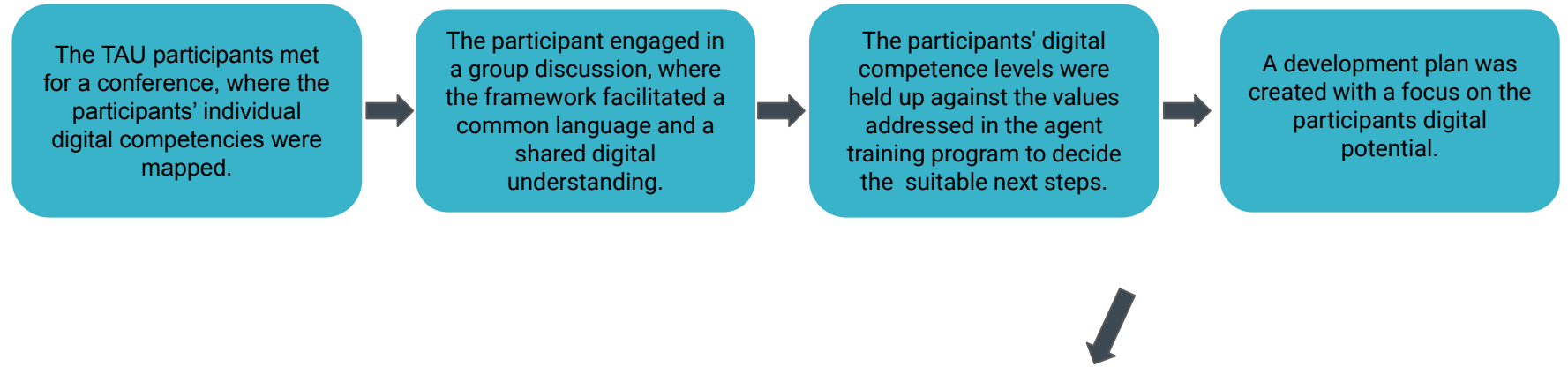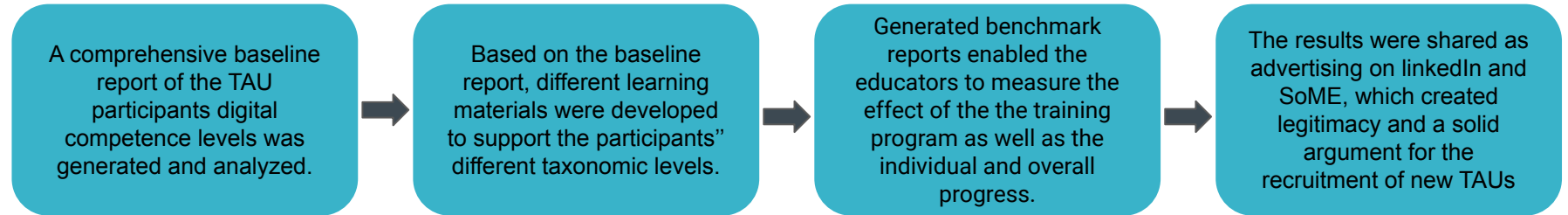
Objectives

- The main objective was to provide the TAU program with tools to strengthen the participants' digital understanding and competencies.

- Additionally, they wished to generate interactive, in depth reports on both groups and individuals to assess their digital strengths and weaknesses.

The Participant's Digital Journey

The TAU participants met for a conference, where the participants' individual digital competencies were mapped.

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The participant engaged in a group discussion, where the framework facilitated a common language and a shared digital understanding.

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The participants' digital competence levels were held up against the values addressed in the agent training program to decide the suitable next steps.

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A development plan was created with a focus on the participants digital potential.

The Organisational Digital Journey

A comprehensive baseline report of the TAU participants digital competence levels was generated and analyzed.

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Based on the baseline report, different learning materials were developed to support the participants" different taxonomic levels.

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Generated benchmark reports enabled the educators to measure the effect of the the training program as well as the individual and overall progress.

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The results were shared as advertising on linkedIn and SoME, which created legitimacy and a solid argument for the recruitment of new TAUs

The Effect of incorporating MapUs in Horsens Municipality' Digital Strategy:

The Technology Agent Training program (TAU) was provided with customized tools to give the participant a greater understanding of:

- Their ability to adapt digital solutions to their own everyday realities.
- How digital solutions supported their tasks and how to translate these successes to their work with citizens.
- How they handle the continuous and dynamic change of technology.

The educators gained a comprehensive overview and baseline of the participants digital strengths and weaknesses, which qualified the roadmap and development plans they developed. Comprehensive benchmark reports enabled the educators to measure the effect of the the training program.