

# Enhancing Practice 2022 Conference

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*20:20 Vision – Transforming Our Future  
Through Person-Centred Practices*

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**WEDNESDAY 6 – FRIDAY 8 APRIL 2022**  
**SAGE HOTEL WOLLONGONG, NSW AUSTRALIA**

**#enhancingpractice2022**



working together  
to develop practice



Adjunct Professor Annette Solman

# Person centeredness within education and training: a strategic approach

# HETI's Person-centered approach



Consultation and design



Working with stakeholders



Policy update response

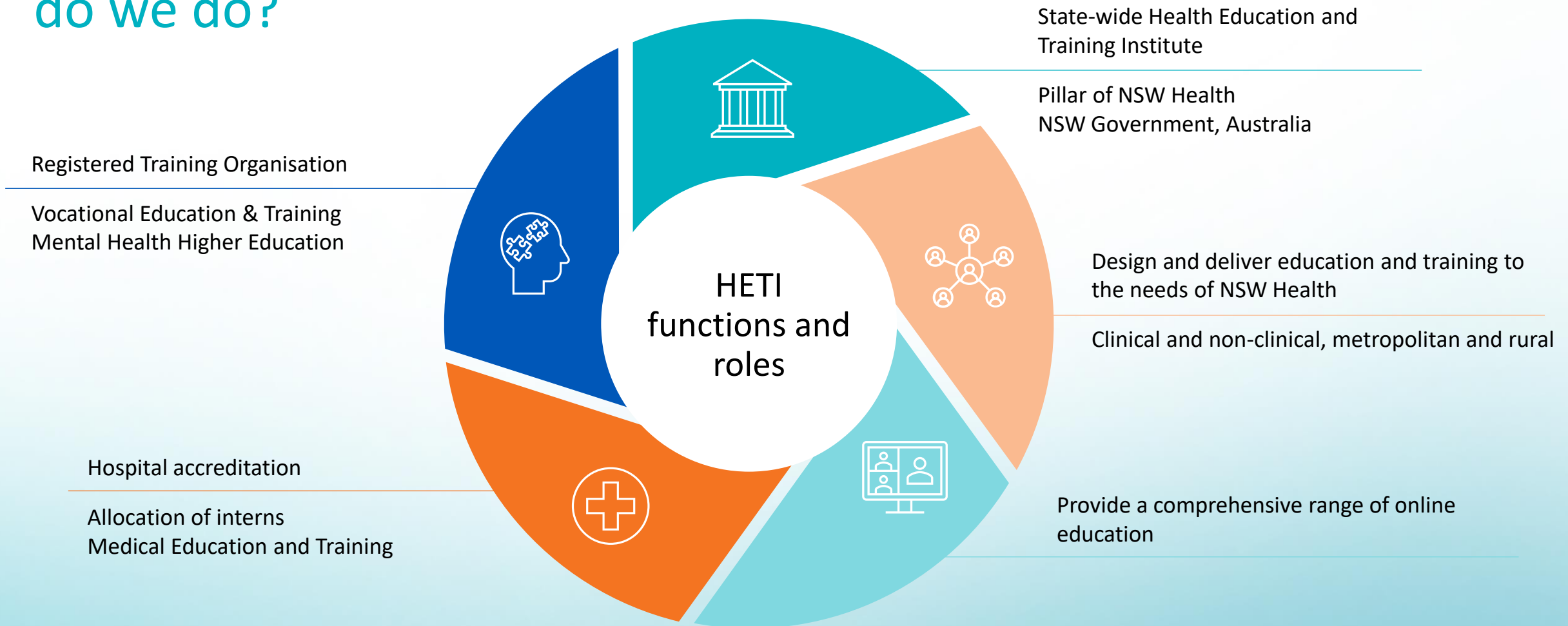


Reviews and evaluation



Training needs gap analysis

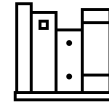
# Who is HETI and what do we do?



# What HETI delivers



eLearning



Library



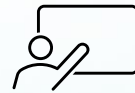
Learning design experience



Rural



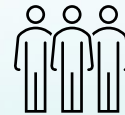
Statewide education



RTO



Medical



Leadership and Management



Higher Education



## HETI's role as lead agency – formal functions and structures

Governance of NSW Health  
Registered Training  
Organisation (RTO)

District HETI Priority  
Process for LHD/SHN  
statewide eLearning

Higher Education Provider

Accrediting of medical  
intern training

Medical Vocational Training  
Networks within NSW  
Health's remit

## HETI's role as lead agency – partnership functions

Governance of NSW Health  
mandatory training

Partnership for Learning Management  
System (LMS) –  
My Health Learning

Managing student and clinical  
placement in NSW Health

# What underpins our work?

- National education standards and independent review
- Patient centered practices
- Staff safety
- Best practice literature
- Subject matter expert groups
- NSW Health is a partner and customer
- Highly skilled staff



# Identification of education and training

- Priorities from statewide strategic plans
  - NSW Health Workforce
  - Mental Health
  - Patient Experience
  - Mandatory training
  - COVID related training
- Clinical focused supporting practice change, best practice and emerging needs
- Corporate services supporting business processes and practices
- Leadership and management capability



# HETI Person-centered programs for all staff

- Managing Junior Doctor training
  - Intern allocation
  - Site accreditation
- Ongoing learning journey with Doctors
- Development of online learning
- Scholarships
- Mental Health Pathways in Practice
- Postgraduate qualifications in Applied Mental Health Studies
- CORE Chat & People Management Skills Program
- Training Support for Aboriginal Staff



# HETI engages with key stakeholders



Experts within and  
beyond NSW Health



Ministry of Health



Other parts of NSW  
Health

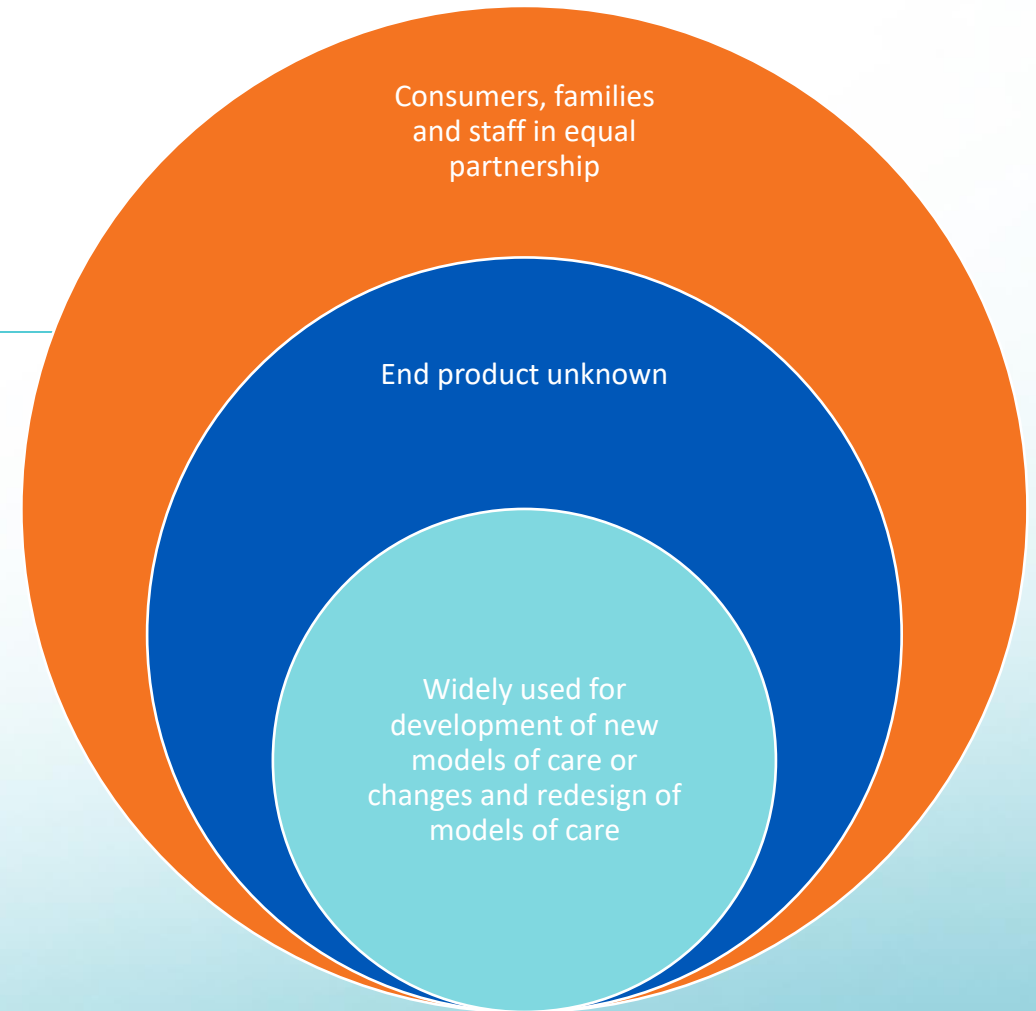


Directly with  
consumers in Higher  
Education

# Consumer engagement model across HETI

True co-design model

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# Consumer engagement model across HETI

## HETI Level 1 Co-design

- Content directly related to staff themselves
- Consumer is the learner – no direct impact on patients
- The intention and end product is known.
- Co-design is performed with Subject Matter Experts (SMEs)
- Review patient/consumer experience in specific context (eg Patient Experience data)

## HETI Level 2 Co-design

- Technical, clinical patient care instruction
- The direct consumer and end consumer is the learner
- The end product is known – a procedure of clinical care/patient care
- Co-design is performed with clinical experts
- Review patient/consumer experience in specific context (eg Patient Experience data)

## HETI Level 3 Co-design

- Clinical patient care training that can be improved by consumer input
- The end consumer of the clinical education is the patient receiving the care
- The end product is partially known, and consumers are invited to participate to refine care training to improve the patient experience

## HETI Level 4 Co-design

- Used for clinical patient care education training of clinicians where the consumer voice is under-represented
- The end consumer is the patient, those with the lived experience
- Eg Mental Health (suicide prevention and harm minimization training programs)
- The end product is unknown and consumers are invited into the project at the start and collaborate equally with the project and other stakeholders



# Conclusion

Person centeredness underpins all parts of HETI's work

- Consultation & engagement
- Design & delivery
- Partnerships
- Reviews

A continuous strategic approach is required to embed person centeredness

- In practices
- In thinking

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