





HEALTH

EDUCATION

& TRAINING

WHERE INNOVATION DRIVES
EXCELLENCE IN EDUCATION AND TRAINING
FOR IMPROVED HEALTH OUTCOMES

INTERPROFESSIONAL FAMILY CONFERCING TRAINING PROGRAM

Collaborating in Patient Centred
Decision Making



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What I will cover today

- ☐ Hartley's story
- ☐ Family conferencing
- ☐ NSW Health context
- ☐ Training program
- ☐ Simulation
- ☐ State-wide roll out
- ☐ Evaluation
- ☐ Reflecting on Hartley's story

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Hartley



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“

**Do the best you can until you know better.
Then when you know better, do better.**

”

- Attributed to Maya Angelou

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Family conferences may be conducted to

Inform, deliberate,
clarify and set
goals for the care
of a patient/client

Identify patient/client
or families needs or
care preferences

Provide support to the
patient/client &/or
their family

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Family conferencing is associated with



- Decreased length of stay
- Decreased admission rates
- Higher patient/client satisfaction
- More effective communication

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Cutis and White, 2008





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“

Improving timely access to quality health care starts with putting patients at the centre of every decision in the NSW Health system. Every decision and every person in the health system must be focused on patients and ways to improve their access to quality health care

”

- Health Professionals Workforce Plan 2012-2022

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Improving the family conferencing practices of health professionals

Aim

To deliver patient centred care


Target Audience

Health professionals working in NSW

Significance

Develop necessary knowledge and skills

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Training program contents

eLearning module

- Pre-learning focus
- Story based interactive eLearning
- Located on My Health Learning (NSW Health eLearning platform)

Workshop

- Face to face, skill based workshop
- Foundational to intermediate knowledge and experience
- Blended learning design
- Customised content

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Key training elements

- ✓ Determining a need
- ✓ Planning and preparing
- ✓ Agenda and structure
- ✓ Person centred communication
- ✓ Managing high emotions
- ✓ Flexibility
- ✓ Reality testing
- ✓ Care planning




Simulation - a powerful learning tool

-  Skill development
-  Practice without risk
-  Integration of thought and action
-  Improved clinical judgement
-  Interprofessional teamwork & communication



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Debriefing – bringing the learning to life



“

I hear. I forget.
I see, I remember.
I experience, I understand

”

- Dr Maria Montessori

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Our successes to date...

- ✓ 14 Local Health Districts and Speciality Health Networks
- ✓ 25 train the trainer workshops
- ✓ 230 participants in face to face training
- ✓ 411 staff completed online training



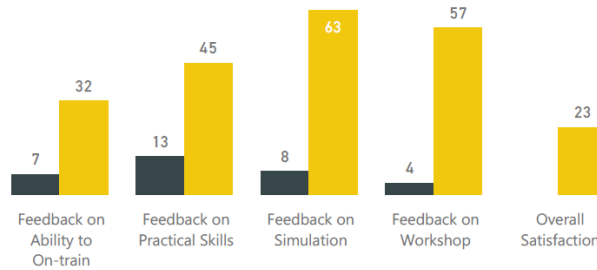
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The program has delivered an overwhelmingly positive learning experience

Sentiment ● Negative ● Positive



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Positive participant feedback

Great balance of information/theory and practice through simulation

Great training. I feel more confident in my own skills, have ideas of what I can do better and in turn feel more equipped to be able to support staff I supervise/train

Excellent learning. Very informative and adaptable to the workplace

The SIM was scary but definitely a good way to learn

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Hartley's story



Pre Planning



Facilitator Appointed




Clear purpose of meeting known



Time considered



Agenda Set



Realistic information provided







Feelings are heard & validated



Minutes taken & shared

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