

5.3 Education about ACP

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The challenges around localisation of ACP training - New Zealand train-the-trainer programme

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Background: In the very early days of ACP implementation in New Zealand it was identified that one of the greatest barriers was clinicians feeling unprepared to initiate and facilitate ACP conversations. The National ACP Cooperative developed and delivered a programme of training. One component of the programme, the one-day ACP workshop (Understanding more about ACP and having the conversations), were delivered by a small national group of national trainers. 63 workshops (907 participants) were delivered in 2017. These workshops reported a statistically significant increase in clinician confidence to have ACP conversations. The District Health Boards (DHBs) wanted to increase the number of workshops being delivered and to take greater local control of the training.

Method: the national ACP team worked with a team of trainers to develop a train-the-trainer course to train local DHB trainers to deliver the L1A workshops. 41 local DHB trainers have been trained. There was concern that delegation of training delivery to local trainers might impact the quality of the workshops. To mitigate against this risk, trainee trainers are required to go through a rigorous 6 step training and accreditation process before being accredited as trainers of the L1A workshop.

Results: The preliminary evaluation of the train-the-trainer programme finds that it meets the expectations of trainee trainers and leaves them feeling prepared to deliver the workshops locally. Initial assessment indicates that the increase between pre-and post- workshop confidence scores of participants remains statistically significant.

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Standardized patients for the ACP-facilitator qualification: Enhance your training

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Summary of workshop: In 2017, after delivering some 14 ACP-facilitator workshops in 3 years, we redesigned our facilitator workshop to a 72h-training incl. 24h of a standardized patient (SP) – supported role-play training that allows to teach ACP-specific attitudes and skills, with a focus on identifying and adequately responding to emotional barriers.

In an interactive workshop approach, we will first share and discuss the process and lessons of developing SP roles, training the SP, working with the SP-supported facilitator training, caring for SP in the field, and developing a transferrable SP-trainer-trainer system to support ACP-facilitator-qualification at six German-speaking facilitator training sites. Secondly, the participants will work in small groups on developing criteria for meaningful rolescripts and practice writing one. Thirdly, we will present a role-play and thereby demonstrate the interactive training technique that we developed for our workshops.

Learning objectives:

Think about standard and challenging ACP-Situations

Appreciate what SP need in order to do a good job

Write small sequences of a SP role-script

Identify the required steps and depth a SP-training needs to really make a change in teaching complex conversations

Experience interactive SP-Training

Anticipated outcome of the workshop:

After the workshop, the participants will ...

... understand the SP-training that needs to be done in order to qualify them for their role in ACP workshops

... be aware of interactive trainer techniques that allow effective learning

... be inspired to include SP-supported training elements in their facilitator training, or enhance existing trainings.