

SENIOR EXECUTIVE FORUM REPORT



*L-R Tshenolo Masete, Dr Ronald Vaughan
and Monique Scott*

2021 NSW RURAL GENERALIST MEDICAL TRAINING PROGRAM - ADVANCED SKILLS WORKSHOPS

OBSTETRICS WORKSHOP - ORANGE

The NSW Rural Generalist Medical Training Program delivered the inaugural two-day Introduction to Obstetrics Workshop for six doctors enrolled to do their advanced skills training to become rural generalist obstetricians in NSW.

The interactive training program included delivering a baby, managing common obstetric emergencies and newborn resuscitation.

The workshop was supported by a team of trainers, including local rural generalist obstetricians and staff from Orange Base Hospital, including Specialist Obstetrician and Head of Department, Dr Ronald Vaughan.

ANAESTHETICS WORKSHOP - WAGGA WAGGA

The NSW Rural Generalist Medical Training Program delivered another successful two-day Introduction to Anaesthetics Workshop for five doctors based in the Murrumbidgee and Western NSW regions, enrolled to do their advanced skills training to become rural generalist anaesthetists in NSW.

The training program included pre-operative assessment, checking the anaesthetic machine, how to decide on the type of anaesthetic, managing anaesthetic emergencies and practical skill stations for airway management, epidural and spinal anaesthetics.

A team of expert medical staff led the program; Rural Generalist Anaesthetists, Drs David Richmond (Cowra WLHD), Michael Harfield (Mudgee WLHD), Shannon Nott - Rural Director of Medical Services (Dubbo WLHD), and David Wong Rural Director of Training NSWRGTP, (Macksville, Mid North Coast LHD) and Wagga Base Hospital staff including Drs Igor Lemech - Specialist Anaesthetist and Head of Department and Len Bruce - Specialist Anaesthetist and Executive Director of Medical Services.

ANAESTHETICS WORKSHOP - COFFS HARBOUR

The NSW Rural Generalist Medical Training Program delivered a further Introduction to Anaesthetics two-day workshop for five doctors based in the Hunter New England and Northern NSW regions, enrolled to do their advanced skills training to become rural generalist anaesthetists in NSW.

A team of expert medical staff led the program; Dr David Wong - Rural Generalist Anaesthetist and Rural Director of Training NSWRGTP (Macksville, Mid North Coast LHD), Dr David Gillespie - Fellow



L-R Skye Perkins and
Rebecca Molyneux

of the Australian and New Zealand College of Anaesthetists (FANZCA) and local Visiting Medical Officers (VMOs).

Anecdotal feedback from participants was that the hands-on approach was engaging. It was a great networking opportunity, use of the Coffs Harbour iSim Centre facility and visits to the new Macksville District Hospital were greatly appreciated. Participants also found the program topics to be highly relevant, and that the learning setting was conducive to open collaboration in an empowering and respectful environment.

→ **Contact:** karen.beattie1@health.nsw.gov.au

REFRESHING PEOPLE MANAGEMENT SKILLS PROGRAM - UPDATE ON AUTUMN 2021 ROLLOUT

Amongst the many impacts of COVID19, the transition of face to face development programs to a virtual platform has been a major focus for HETI. The latest to be redesigned is the intensive People Management Skills program (PMSP). The redesign process has allowed for PMSP to be refreshed and contemporised. The revised program offers an integrated approach to building management knowledge and capabilities to effectively support teams and positively manage challenging situations. Participants develop skills to form meaningful connections and create safe, healthy working environments, contributing to a better human experience and improved patient outcomes.

The new design offers a deep dive into subjects to strengthen behavioural change, with learning activities promoting critical thinking, problem solving, practice development and reflection. The program is available to all NSW Health managers and delivered in virtual classrooms across NSW Health, promoting cross organisation participant mix and supported by a state-wide Community of Practice.

We are pleased to announce enrolments are open for the Autumn 2021 cohort and acknowledge the pause in PMSP delivery in 2020. The new program is available in either six half day modules or three separate full days.

Find out more or contact heti-management@health.nsw.gov.au

Other HETI Management Development programs redesigned for on-line virtual delivery, the **Virtual Classroom Series**, include: CORE Chat: Our Values in Action, CORE Chat for Managers, Emotional Intelligence in Practice, Positively Resolving Workplace Conflict, Purposeful Meetings and Mastering Attention Management.

→ **Contact:** heti-management@health.nsw.gov.au

MARRAMBIDYA - NSW HEALTH LEADERSHIP PROGRAM ENTERS SUSTAINABILITY



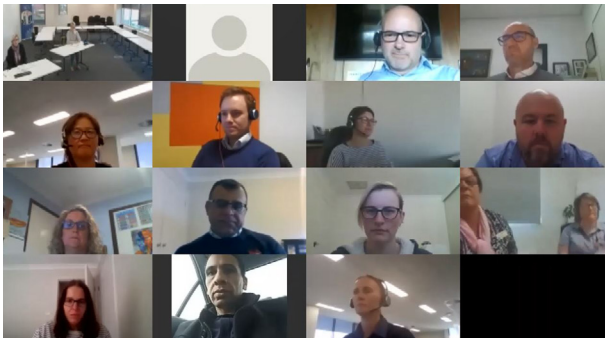
Workshop 2 - Theme: Achieving Outcomes, Griffith, NSW, November 2019

The first cohort of the multidisciplinary *Marrambidya Leadership Program* recently graduated, moving the program into its sustainability phase (the program launch was highlighted in the January 2020 edition).

This organisational development intervention promotes leadership capacity and capability at individual, team and organisational levels by "changing the conversation" to support better healthcare experiences and outcomes.

During 2020, 57 'change drivers' collaborated to progress critical challenges facing the district by applying concepts of adaptive, relational and collective leadership, as taught in the program. Initially face-to-face (Wagga and Griffith), workshops became virtual in response to COVID-19 restrictions.

Guided by local executive sponsors and facilitators, participants grappled with the challenges of 'Excellence starts with me', 'Improving consumer, family and carers' experiences through person-led care: working in partnership'; 'Person-led



Program 'Reconnect' – Opened by Program Sponsor (Jill Ludford, Chief Executive), July 2020

communication for improved wellbeing', and 'Developing and sustaining an engaged and healthy workforce through positive and effective leadership'. Progressing these systemic, conflictual challenges continue.

Multiple perspectives informed this leadership work, including voices of patients, families/carers, and internal and external stakeholders. The program was actively supported by the Program Sponsor (Jill Ludford, MLHD Chief Executive), Board Chair (Gayle Murphy), Program Lead (Helen Emmerson), executive sponsors, steering group, facilitators, program co-ordinator (Troy Pietsch) and HETI faculty.

The program was a finalist at the **2020 NSW Premier's Awards**.

"...I have become a lot more comfortable with accepting ambiguity and accepting that there may not always be an immediate solution."

"...teams are much more independent and confident to lead and participate"

"increased authorising environment to challenge respectfully"



Workshop 7 - Theme: Concluding and Futuring. Program participants and faculty (HETI and MLHD), December 2020

→ **Contact: David.Sweeny@health.nsw.gov.au**

MY HEALTH LEARNING - SNAPSHOT NEW COURSE CONTENT

CYBER SECURITY FUNDAMENTALS COURSE CODE 349301434

Protect yourself and others from cyber-attacks

Cyber safety and security are becoming more important as an increasing number of cyber threats emerge. NSW Health has made rapid technological improvements and changes resulting in increased connectivity and more dependence on IT infrastructure. Other factors like including staff working remotely/from home require an increased awareness of cyber safety best practices. Patients and end users of health services want a reliable and safe service that also protects the security and privacy of their data in compliance with relevant legislations, policies and best practices.

Any adverse cyber security incidents can have significant impacts on health services, patients, and staff. This module will help participants to learn how to protect themselves and others from such threats.

RADIATION PROTECTION AWARENESS COURSE CODE 332428814

Is radiation a safety issue in the healthcare setting?

Working in healthcare settings can be confusing when it comes to radiation safety. Certain areas use potentially hazardous radiation sources.

This module will increase staff awareness of high-risk radiation areas and the measures that can be

taken to minimise risk. Through the use of explainer videos and scenarios this module will engage staff and provide practical information on radiation sources and protection.

BETTER TOGETHER - BULLYING AND HARASSMENT COURSE CODE 326581598

Support a workplace free from bullying, harassment and discrimination.

Bullying, harassment and discrimination can have significant negative impacts – on individuals, teams, patients and the organisation. Staff have a role to play in supporting NSW Health to be a workplace free from bullying, harassment and discrimination. This online training course will assist staff in those endeavours.

MANAGE NURSING HOURS PER PATIENT DAY (NHPPD) COURSE CODE 346809616

Minimum staffing requirement for a ward over a week

NHPPD is the agreed method for determining the number of nurses required to provide direct clinical care. This resource is developed for nurse managers and team leads, DONs and after-hours nurse managers who are responsible for:

- rostering
- allocating patient beds
- arranging extra staff and/or casual staff
- rectifying shortfalls in NHPPD.

This resource will help staff use the NHPPD formula to calculate the minimum staffing needs for a ward each day. This will take into account various factors that may be faced in a dynamic ward environment.

→ **Contact:** chitti.taluri@health.nsw.gov.au

MY HEALTH LEARNING - CONTENT NOT LAUNCHING (FLASH)

Adobe Flash Player, the computer software used in the development of many eLearning modules globally, reached its end of life on 31 December 2020. While actions were taken to prepare for this event, some 'hooks' (hidden code) in the Internet Explorer 11 and Edge browsers were not de-activated until 12 January 2021. When this occurred, the My Health Learning (MHL) modules should have launched via an alternative path in the modules, HTML5. However, some modules are still trying to launch using Adobe Flash, and failing.

All state-wide modules in My Health Learning use a dual delivery method (i.e. Flash and HTML5), which is confusing the IE11 and Edge browsers. An optimal 'quick fix' is now being applied to NSW Health computers to force Microsoft browsers to allow Flash to run for both My Health Learning and the HETI Moodle.

HETI has been working collaboratively with eHealth to develop a permanent solution to identify modules that have dual delivery and switch the launch URL for these modules from Flash to HTML5.

→ **Contact:** chitti.taluri@health.nsw.gov.au

NATIONAL HAND HYGIENE INITIATIVE (NHHI) - MY HEALTH LEARNING (MHL) INTEGRATION

The Clinical Excellence Commission and HETI have progressed the National Hand Hygiene Initiative (NHHI) auditor training content through My Health Learning (MHL). The NHHI - hand hygiene auditor compliance training is now integrated in MHL. The integration supports seamless data transfer from the NHHI to MHL for all NSW Health staff.

This training can be accessed in MHL via the following two Learning Pathways:

Standard hand hygiene auditor training (340308150)

Gold standard hand hygiene auditor training (340300990)

→ **Contact:** chitti.taluri@health.nsw.gov.au

MENTAL STATE EXAMINATION & MENTAL ILLNESS, MENTAL HEALTH AND MENTAL WELLBEING: DO WORDS MATTER?”

Two new online resources have recently been published on My Health Learning and are available for flexible learning and from multiple perspectives – that of the patient, the mental health professional, the carer, and the family of the patient.

**Search for Mental State Examination Course
Code: 324778962**

**Search for Mental illness, mental distress, mental health and mental wellbeing: do words matter?
Course Code: 324674383**

→ [Contact: jenny.shaw1@health.nsw.gov.au](mailto:jenny.shaw1@health.nsw.gov.au)

HETI Mental Health is reviewing the assessment process, including the questions and assessment criteria for marking for the Accredited Persons program, to ensure that staff have achieved the required level of knowledge and skills to conduct themselves as an Accredited Person under the NSW Mental Health Act (2007). A review workshop with assessment designers, markers, and moderators is planned to consider the specific performance attributes that the marker is required to identify within each participant’s response. This project is expected to improve the assessment experience for participants completing the assessment, as well as the markers and moderators.

→ [Contact: jenny.shaw1@health.nsw.gov.au](mailto:jenny.shaw1@health.nsw.gov.au)

ACCREDITED PERSONS ASSESSMENT REVIEW

HETI Mental Health Portfolio is commissioned by the NSW Mental Health Branch (MHB) to provide Accredited Person Training to senior mental health practitioners with a minimum five years clinical experience in direct mental health consumer care. Along with medical practitioners, Accredited Persons provide the legal foundation for the majority of involuntary mental health admissions in NSW. Accredited Persons are specifically empowered to schedule ‘mentally ill’ and ‘mentally disordered’ persons under the NSW Mental Health Act 2007 (“the Act”). They are issued with accreditation by the Secretary of the NSW Ministry of Health which is valid for three years, with a requirement for re-accreditation after this period.

MY HEALTH LEARNING

New and revised resources:



Title	Course code
Bloodsafe: Immunoglobulin - Administration	349695710
Bloodsafe: Immunoglobulin - Adverse effects	349695967
Cyber Security Fundamentals	349301434
Working smarter with the EPJB	347662424
Maternal Emergency Presentations in Non-birthing Facilities	347210402
Nursing Hours Per Patient Day	346809616
Contrast Media: Screening Process (Refresh)	167673978
Making meetings work (Refresh)	40017585
Resus4kids Intraosseous Access (Refresh)	81831735
Resus4kids Neopuff Infant T-Piece Resuscitator (Refresh)	81953430
Resus4kids CPR (Refresh)	81820786
De-escalate Aggressive Behaviours (Refresh)	144147947
Administering Oral Medications 0 - 6 years (Refresh)	39988354
Violence Prevention and Management - An Introduction to Legal and Ethical Issues (Refresh)	39964595
Documentation and Activity Based Funding for Clinicians (Refresh)	39988532
The Refugee Experience (Refresh)	116312535
Get to Know Sana Khalil (Refresh)	116313132
Hazardous Manual Tasks (Refresh)	39962652
NSW Health Corporate Orientation : Your Pathway (Refresh)	39966644
ClinConnect Fundamentals Module 1 (Refresh)	68439752
ClinConnect Fundamentals Module 2 (Refresh)	68440288
ClinConnect Fundamentals Module 3 (Refresh)	68441312
ClinConnect Fundamentals Module 4 (Refresh)	68442028
A-WPTAS Education Package: Usage Guide (Refresh)	95273606
A-WPTAS Education. Decision tree (Refresh)	95273954
A-WPTAS Education Package: Quiz: Module (Refresh)	95273307
AIM - Step 0 - Introduction (Refresh)	349680247
AIM - Step 1 - Define The Change (Refresh)	349681010
AIM - Step 2 - Build Agent Capacity (Refresh)	349681682
AIM - Step 3 - Assess The Climate (Refresh)	349681872

🔗 AIM - Step 4 - Generate Sponsorship (Refresh)	349682063
🔗 AIM - Step 5 - Determine Change Approach (Refresh)	349682264
🔗 AIM - Step 6 - Develop Target Readiness (Refresh)	349683179
🔗 AIM - Step 7 - Build Communication Plan (Refresh)	349683389
🔗 AIM - Step 8 - Develop Reinforcement Strategy (Refresh)	349684121
🔗 AIM - Step 9 & 10 - Create Cultural Fit and Prioritise Action (Refresh)	349685735
🔗 Key Changes to the Mental Health Act 2007 (Refresh)	146320804
🔗 My Food Choice Module 1 - Welcome to My Food Choice (Refresh)	136324866
🔗 My Food Choice Module 2 - Patient Nutrition (Refresh)	136238855
🔗 My Food Choice Module 3 - Taking Meal Orders (Refresh)	136254222
🔗 My Food Choice Module 4 - Taking Special Diet Meal Orders (Refresh)	136255458
🔗 My Food Choice Module 5 - Tray Monitor and Work Scheduler Systems (Refresh)	136319482
🔗 My Food Choice Module 6 - Recording Meal Intake (Refresh)	136243262
🔗 Paediatric CPG: Sore Ear - Otitis Media (Refresh)	109403573
🔗 Paediatric CPG: Seizures (Refresh)	109401808
🔗 Falls Prevention and Falls Risk Management Strategies for Clinical Staff (Refresh)	40063943

→ **Contact:** Chitti.Taluri@health.nsw.gov.au

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