



HEALTH
EDUCATION
& TRAINING

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

INTERPROFESSIONAL
FAMILY CONFERENCING
TRAINING PROGRAM

Webcast



Webcast Learning Outcomes



INTERPROFESSIONAL
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COLLABORATING IN
PATIENT-CENTRED
DECISION MAKING

- Knowledge of the upcoming the Interprofessional Family Conferencing Training Program
- Understanding of key concepts and processes
- Opportunity to learn from the experience of others



Webcast Panel



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- Marian Henry - Teacher, Librarian and Carer Representative
 - Kim Hobbs - Clinical Specialist Social Worker
 - Dr Richard Liu – Rehabilitation Staff Specialist
 - Mary Lordan – Neurosurgery Clinical nurse consultant/ Case Manager
 - Jenny Nicol – Allied Health Educator, NSW Children’s Healthcare Network
 - Kristy Washington – Social Work Team Leader / Senior Social Worker
 - Daniella Pfeiffer – Senior Program Officer (SPO), Allied Health – HETI
 - Maureen Winn (facilitator) – SPO, Nursing & Midwifery – HETI
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Snapshot of the training



- **Purpose:** to develop and practise key skills required to facilitate and/or participate in a family conference.
- **Blended Learning:** eLearning, DVD resources & face to face simulation workshop.
- **Target:** Nursing & Midwifery, Allied Health & Medical staff who would like to improve their skills & promote best practice in family conferencing.



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Why is Family Conferencing Important?



Planning and Facilitating a Family Conference



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- Preparation (clinician, patient and family members)
 - Logistics –agenda, time keeping, venue, privacy
 - Use of technology
 - Documenting and disseminating information
 - Establishing rapport, making a connection.
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Importance of team work and good team communication

- Understanding roles
- Using team meetings effectively
- Handling team disagreement
- Interprofessional collaboration
- Benefits of a preconference meeting – planning and preparation, completed assessments, pre-emptive planning for potential issues.



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Using a patient/person centred approach

- Interpersonal communication skills
- Patient/family participation and preparation
- Using appropriate language
- Providing the right amount of information
- Advocacy and maintaining a patient focus
- Cultural considerations and cultural safety



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Techniques to skilfully communicate and manage situations

- Active listening - eye contact, head nods, open body language
- Transparency/openness - CORE Values
- Reality Testing / Negotiation skills
- Giving feedback and facilitating discussion
- Delivering difficult news
- Managing distress or conflict - de-escalation skills
- Post conference follow up and support



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About the Training



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- Blended Learning: eLearning, DVD resources & face to face simulation workshop (My Health Learning Course Code: 98681584)
 - Training developed & piloted in partnership with Subject Matter Experts
 - Five scenarios – Aged Care, Mental Health, Intensive Care, Palliative Oncology and Paediatrics or local examples can be developed
 - State-wide rollout start in 2018 - Train the Trainer
 - Interdisciplinary, team focus and voluntary
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How to get involved



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Register your interest or questions about the training

HETI-AlliedHealth@health.nsw.gov.au

For more information

www.heti.nsw.gov.au/ifc



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