Better Together

Health Services Patient Engagement Roadmap

Appendix 7

Pathways to Patient Engagement Training

Programme	How	Topic	for Whom	Agency
Literacy Awareness & Plain English Workshop	Classroom	Health literacy https://www.nala.ie/plain-english/	All Staff	NALA
National Healthcare Communication Programme	Classroom	Communication skills https://www.hse.ie/eng/about/our-health-service/health-care-communication/	All staff/ Patients/ Public	HSE
Good information practices	Online	Communication https://www.hse.ie/eng/services/news/newsfeatures/good-information-practices/good-information-practices.html available on HSELand	All Staff	HSE
Delivering Bad News – Irish Hospice Foundation	Classroom (virtual)	Communication skills https://hospicefoundation.ie/our-supports-services/education-training/end-of-life-care-training/delivering-bad-news/	Staff (clinicians)	Hospice foundation
End of Life Care: Final Journeys Programme by ONMSD	Classroom	Communication skills Register for course on HSELand	All staff	ONMSD
Telehealth	Online	Engagement methods https://www.ehealthireland.ie/national-virtual-health-team/	All staff	HSE
Communicating with People who have an Intellectual Disability	Online	Communication https://www.hseland.ie/dash/Account/Login	All staff	HSE
Informing and Supporting Families of Children with Disabilities	Online	Communication https://www.hseland.ie/dash/Account/Login	Staff (clinicians)	HSE
Introducing You to the HSE Best Practice Guidance for Mental Health Services	Online	Service knowledge https://www.hse.ie/eng/services/list/4/mental-health-services/mental-health-guidance/best-practice-guidance/documents/	All staff	HSE
Navigating the Workplace with Emotional Intelligence/Navigating your own emotions	Online	Attitudinal awareness Both courses available on https://www.HSeLand.ie	All staff	HSE
Communicating Effectively through Open Disclosure	Online	Communication https://www.hseland.ie/dash/Account/Login	All staff	HSE
Disability Awareness (ISL) - Sign of the Times	Online	Communication https://www.hseland.ie/dash/Account/Login	All staff	HSE

Programme	How	Topic	for Whom	Agency
Equality and Diversity	Online	Attitudinal awareness See Diversity, Equality and Inclusion Hub on HSeLanD	All staff	HSE
Quality	Online	Engagement methods https://www.hse.ie/eng/about/who/nqpsd/qps-education/introduction-to-quality-improvement.html	All staff	NHSE
Your Service Your Say: Complaints Handling Guidance for Clinical Staff	Online	Engagement methods https://www.hse.ie/eng/about/who/complaints/ysysguidance/appendices/ysys-guidance-for-clinical-staff.pdf	All staff	HSE
Introduction to Traveller Health	Online	Cultural competency See Introduction to Traveller Health course on HSeLanD	All staff	HSE
Intercultural Awareness E Learning Programme	Online	Cultural competency https://www.hse.ie/eng/about/who/primarycare/socialinclusion/about-social-inclusion/news/new-accredited-intercultural-awareness-elearning-programme-now-available.html	All staff	HSE
Administrative Support: Interacting Effectively with Colleagues	Online	Communication https://www.hse.ie/eng/about/our-health-service/health-care-communication/module-4/	All staff	HSE
Confronting Your Assumptions	Online	Attitudinal awareness https://www.hse.ie/eng/services/publications/	All staff	HSE
Overcoming Unconscious Bias in the Workplace	Online	Attitudinal awareness/ Cultural competence https://www.hse.ie/eng/services/publications/	All staff	HSE
Healthy Ireland Childhood Training Programme (For PHN's)	Classroom (virtual)	Engagement methods https://www.hse.ie/eng/about/who/healthwellbeing/our-priority-programmes/child-health-and-wellbeing/care-plans-phn/	All staff	HSE
Making every contact count	Online	Engagement methods https://www.hse.ie/eng/services/publications/	All staff	HSE
RCSI Clinical Communication Skills	Classroom	Communication skills https://www.hse.ie/eng/services/publications/	Staff (doctors)	RCSI
HSCP Effective Representation Toolkit - methodolgy	Classroom (virtual)	Communication skills/ Engagement methods https://www.hse.ie/eng/services/publications/	Staff (HSCPs)	HSE
Enhancing Teamwork Initiative in Mental Health Services	Classroom	Communication skills/ Engagement methods https://www.hseland.ie/dash/Account/Login	All staff/ Patients/ Public	HSE
Clinical Leadership Competency Framework	Online resource	Communication skills/ Engagement methods https://www.hseland.ie/dash/Account/Login	Staff (HSCP / Nursing/ Midwifery)	HSE

Programme	How	Topic	for Whom	Agency
General media training	Online	Communication skills/ Engagement methods https://www.hseland.ie/dash/Account/Login	All staff/ Patients/ Public	HSE
People Management Legal Framework	Classroom (virtual)	Communication skills/ Attitudinal awareness? https://www.hseland.ie/dash/Account/Login	Staff (managers)	HSE
Values in Action - Behaviours and awareness	Classroom	Communication https://www.hseland.ie/dash/Account/Login	All Staff	HSE