# Prospectus of Quality & Patient Safety Education and Learning Programmes

*Empowering and engaging staff and patient partners to improve patient safety and quality of care in our health services*

**January 2023**

# About National Quality and Patient Safety Directorate

The National Quality and Patient Safety Directorate (NQPSD) was established in mid-2021 as a result of the HSE Central Reform Review. The NQPSD is part of the HSE Office of the Chief Clinical Officer, and is led by Dr Orla Healy, National Clinical Director, Quality and Patient Safety.

## Purpose

Our vision for patient safety is that all patients using health and social care services will consistently receive the safest care possible by:
- Building quality and patient safety capacity and capability in practice
- Using data to inform improvements
- Developing and monitoring the incident management framework and open disclosure policy and guidance
- Providing a platform for sharing and learning
- Reducing common causes of harm and enabling safe systems of care and sustainable improvements.

## Teams

In line with the "Patient Safety Strategy 2019-2024", the NQPSD delivers on its purpose through the following teams:
- Office of the National Clinical Director: Working in partnership with HSE operations, patient partners and other internal and external partners to improve patient safety and the quality of care.
- QPS Improvement: Using improvement methodologies to address common causes of harm.
- QPS Intelligence: Using data to inform improvements in quality and patient safety.
- QPS Incident Management: Developing and monitoring the Incident Management Framework, Open Disclosure Policy and National Incident Management System.
- QPS Education: Enabling QPS capacity and capability in practice.
- QPS Connect: Communicating, sharing learning, making connections.
- National Centre for Clinical Audit: supporting Clinical Audit service providers locally and nationally.

## Connect With Us

Email address: **NQPS@hse.ie**

Twitter: **@NationalQPS**

Telephone: (021) 4921501

Website: **https://www2.healthservice.hse.ie/organisation/nqpsd/**

# Reader Information

| Acknowledgments: | All those who contributed to the development of this prospectus. |
|---|---|
| Developed by: | Veronica Hanlon |
| Title: | Prospectus of Quality & Patient Safety Education & Learning Programmes 2023 |
| Version Number: | 02 |
| Published Date: | 30th January 2023 |
| Subject: | Quality and Patient Safety |
| ISBN Number: | N/A |
| Cite this document as: | National Quality and Patient Safety Directorate (2023), Prospectus of Education and Learning Programmes 2023, V 2.0, Dublin: Health Service Executive. |
| For further information contact: | Veronica.hanlon@hse.ie |
| Associated documents: | N/A |
| Revision date: | December 2023 |
| Access: | https://www.hse.ie/eng/about/who/nqpsd/qps-education/prospectus-of-education-and-learning-programmes.html |

## Version Control

| Date | Version | Created by | Reviewed by | Final document approved by |
|---|---|---|---|---|
| 24/5/2022 | 01 | Veronica Hanlon | NQPSD Prospectus working group | Dr Mary Browne |
| 30/1/2023 | 02 | Veronica Hanlon | NQPSD Prospectus working group | Dr Mary Browne |

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# Contents

# Foreword

The National Quality and Patient Safety Directorate (NQPSD) works in partnership with HSE operations, patient representatives and other internal and external partners to improve patient safety and the quality of care by: building quality and patient safety capacity and capability in practice; using data to inform improvements; developing and monitoring the incident management framework and open disclosure policy and guidance; providing a platform for sharing and learning; reducing common causes of harm and enabling safe systems of care and sustainable improvements in line with the Patient Safety Strategy 2019-2024.

A key commitment of the Patient Safety Strategy is to empower and engage staff and patient partners to improve patient safety. We aim to honour this commitment by supporting a culture of continual learning by collaboratively building QPS knowledge, skills and abilities across health services through education programmes, resources and learning opportunities.

As the National Clinical Director for Quality and Patient Safety, I am delighted to present our annual National Quality and Patient Safety Directorate Prospectus of education and learning resources. This year we are pleased to include contributions from our colleagues in National Governance & Risk, National Complaints, Governance and Learning, the National Safeguarding Office, AMRIC (Antimicrobial Resistance and Infection Control) Organisation Development, Change and Innovation as well as information about programmes offered by the Library Services to support education, learning and research.

We hope this Prospectus will help you in planning your learning and development for the year ahead and we look forward to welcoming you onto our programmes in 2023.

Dr. Orla Healy
National Clinical Director
for Quality and Patient Safety

# HSeLanD - Supporting learning and development for health and social care staff

HSeLanD ([www.HSeLanD.ie](www.HSeLanD.ie)) is the national online learning and development portal for the health services across Ireland. The portal is available to access by all staff including those in:

- Hospitals
- Community settings
- Voluntary hospital sector (Section 38)
- Non-government-organisations operating in health or allied services (Section 39)

Access is also available to patient partners and students registered on undergraduate and postgraduate healthcare programmes in higher education institutes.

## Using HSeLanD

Information about using HSeLanD is available at [https://healthservice.hse.ie/staff/training-and-development/online-training-using-HSeLanD/.](https://healthservice.hse.ie/staff/training-and-development/online-training-using-HSeLanD/.)

If you are a first time user you will need to create an account. Get help on the registration help page if you have difficulty creating an account.

Find eLearning modules on HSeLanD through the search box or from the course catalogues menu on the HSeLanD homepage. Use the help page when you are logged into HSeLanD to get support using the portal.

All NQPSD quality and patient safety programmes are available under the **'Quality, Leadership and Management'** catalogue.
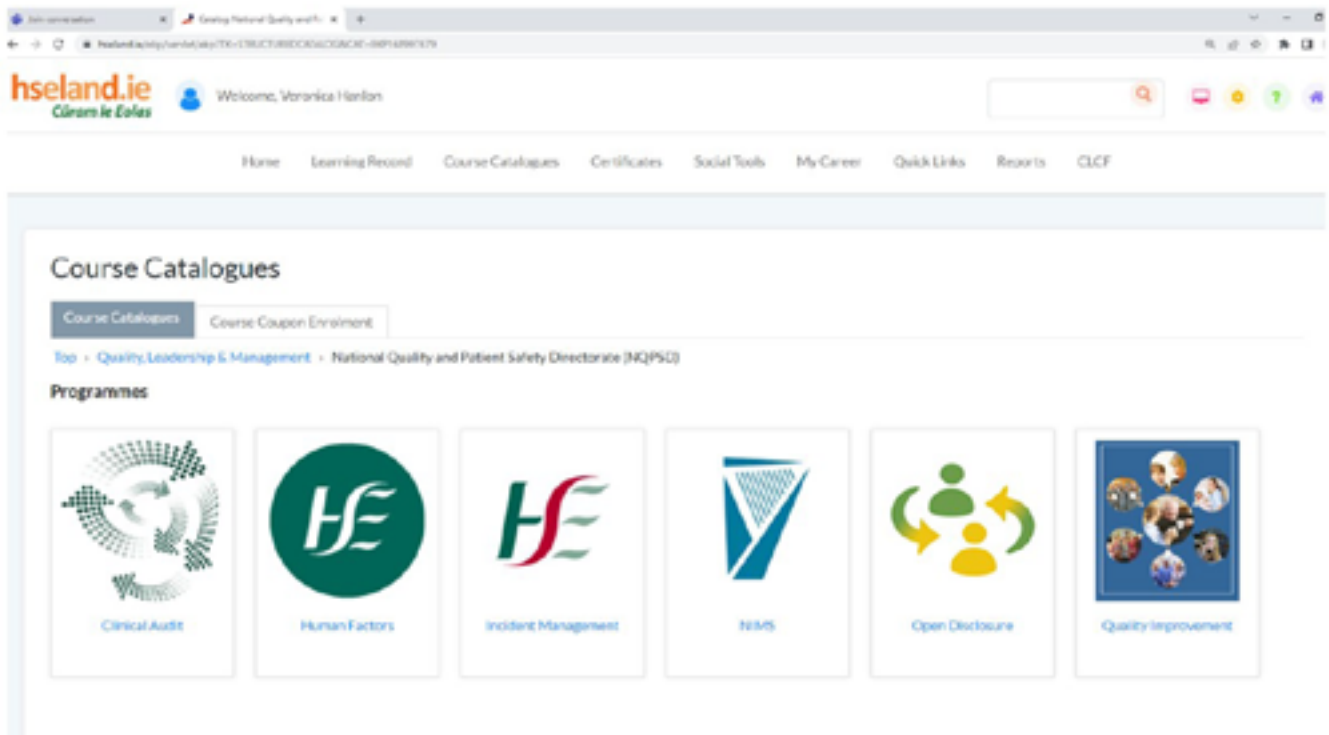
# Quality Improvement

The purpose of Quality Improvement education and learning is to build capacity and capability in the use of Improvement methodologies, tools and practices in order to address common causes of harm as outlined in the Patient Safety Strategy and to promote a culture of continual improvement and learning across our health services.

# Introduction to Quality Improvement

## Aim

This programme will introduce you to the core concepts of quality improvement in healthcare and will help you think about how you can play an active role in improving quality, in line with the Framework for Improving Quality.

## Learning Outcomes

Upon completing this programme you will be able to
1. Explain what quality and quality improvement means in line with healthcare standards.
2. Describe how staff and people who use our services can get involved in quality improvement through the application of the Framework for Improving Quality.
3. Identify how you can play a role in improving the quality of your service or area of work.

## Core Content

What is Quality Improvement?
- How staff and anyone who uses our health services can get involved in improvement work.
- How improvement can be supported by the application of the Framework for Improving Quality.
- Testimonials from a staff member and patient who are involved in quality improvement.
- Signposting of where to get support to continue your QI learning journey.

## Duration

30 minutes

## Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

## CPD Eligibility

Awarded .5 CEU NMBI
Awarded 1 CPD external RCPI
CORU applicants can apply for credits through the CPD process.

## Who should apply?

Anyone working in health and social care services including service user and patient representatives who are interested in learning about quality improvement.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'Quality Improvement'** in the course catalogue.

## Aim

This programme will help you to develop an understanding of the fundamentals of quality improvement in healthcare and will guide you in identifying the knowledge and skills you need to further your learning.

## Learning Outcomes

Upon completing this programme you will be able to
1. Describe what Quality Improvement is and how it can be applied to healthcare.
2. Discuss the importance of everyone taking responsibility to engage others in improvement.
3. Describe how we partner with people who use services.
4. Define what staff engagement is and how our actions can impact others.
5. Identify a variety of tools used to improve quality.
6. Describe the importance of measurement and data to support improvement.
7. Identify the structures, processes, oversight and accountability that enable improvement work.

## Core Content

- The evolution of Quality Improvement in healthcare
- Leadership for improvement
- Person and family engagement
- Staff engagement
- Use of improvement methods
- Measurement for improvement
- Governance for improvement

## Duration

3 hours self-directed learning (5 hours of optional extended learning resources available).

## Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

## CPD Eligibility

Awarded 8 CEU NMBI
Awarded 3 CPD external RCPI
CORU applicants can apply for credits through the CPD process.

## Who should apply?

Anyone working in health and social care services including service user and patient representatives who are interested further developing their learning about quality improvement.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'Foundation in Quality Improvement'** in the course catalogue.

# Improvement in Practice

## Aim

This programme aims to develop the Quality Improvement knowledge and skills of those actively involved in delivering quality improvements as part of a team. It builds on the learning attained from the completion of the Foundation in Quality Improvement programme.

## Learning Outcomes

Upon completing this programme you will be able to:
1. Take responsibility for creating the conditions that enables teams to engage in improvement.
2. Identify ways to actively partner with people who use health services in the design, planning, delivery and evaluation of services.
3. Actively work with key stakeholders who help deliver the service to engage them in improvement.
4. Apply improvement methods and tools to deliver and sustain quality improvement.
5. Undertake the analysis and presentation of data to support quality improvement and to demonstrate when a change has resulted in an improvement.
6. Use the appropriate structures, processes, standards, oversight and accountability to deliver and sustain quality improvement.

## Core Content

**Module 1** Getting Started with your QI project
**Module 2** Bringing the right people together
**Module 3** Understanding the problem
**Module 4** Developing a project aim
**Module 5** Identifying the measures
**Module 6** Testing the ideas for change
**Module 7** Keeping it going by sustaining and spreading the improvement

## Duration

The programme is delivered over 20 weeks with 7 half-day virtual classroom sessions and 4 half hour project clinics per team. Induction takes place virtually approximately 4 weeks before the first learning day. There will be one NQPSD intake in September 2023, however this programme may also be delivered by local QI Facilitators with the duration of the programme decided at local level.

## Delivery Method

This programme is delivered using a blended approach of facilitated learning sessions and self-directed learning. Participants will be expected to undertake a team QI project as part of the programme.

## CPD Eligibility

RCPI have awarded 6 CPD points per module x 7 modules = 42 CPD points.
NMBI have awarded 6 CEUs per module x 7 = 42 CEUs.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

All those working in health and social care services including service user and patient representatives who are involved in delivering quality improvements in their areas as part of a team.

## How to enrol

Nominations for participation will be accepted from teams of 3-4 people who have an identified sponsor and the support of their local Quality and Patient Safety Lead. This support will be verified as part of the programme registration process.
Contact **QPS.Education@hse.ie** for an information pack.

# Certificate in Quality Improvement Leadership in Healthcare

## Aim

The Postgraduate Certificate in Quality Improvement Leadership in Healthcare (Pg Cert in QILH) is a RCPI programme that is fully funded for HSE employees by NQPSD. This is a team- and project-based learning programme, designed to provide learners with knowledge and skills in aspects of quality improvement, implementation science, patient safety and enhanced leadership capacity. Programme learners apply as a team of three members who commit to engaging in a workplace improvement project. This programme aims to provide a transformative experience in terms of personal growth and leadership development. Teams are supported by expert faculty to analyse the systems in which they work and to evaluate, integrate and implement theories and methods of quality improvement.

## Learning Outcomes

Upon completion of this programme you will be able to;
1. Critique the components of effective leadership for quality improvement in their own clinical practice
2. Apply improvement methodologies and tools to a quality improvement project
3. Implement a systems approach to quality in healthcare, including/covering/exploring the domains of safety, effectiveness, timeliness, person centeredness, efficiency, and equity
4. Reflect on the theories of patient safety and evaluate opportunities for improvement or implementation within their clinical practice
5. Reflect on the concepts and models of person-centred care and consider how patient and family engagement can be a driver for quality in their clinical practice
6. Generate a project report and evaluate the use of improvement science methods, including measurement tools, to influence and support implementation

## Core Content

Delivered over two modules and focused on the achievement of learning outcomes across 2 threads: leadership and improvement science. Using interactive lectures, pre-recorded presentations, online discussions, breakout groups, small group team-project coaching and facilitated activities delivered using blended learning methods.

## Duration

The programme is delivered over 42 weeks and includes approximately 7 full-day face-face sessions held in the RCPI, No. 6 Kildare Street, Dublin; 5 full-day virtual classroom sessions; and a series of virtual team calls. Induction takes place virtually approximately 4 weeks before the first learning day.
Module 1 and 2 are delivered over 10 months, typically September or October through to June, with the final project report due approximately 8 weeks after the final learning day.
Learners must attend 100% of the sessions to complete this programme.

## Delivery Method

This programme is delivered using blended learning, which is a flexible way of completing the course that combines online educational materials and opportunities for interaction online with traditional place-based classroom methods and virtual classroom sessions.

## CPD Eligibility

This programme will entitle you to 72 CPD credits and is accredited through Quality Qualifications Ireland (QQI) as a level 9, 30 ECTS, Professional Certificate Programme on the National Framework for Qualifications. Learners who successfully complete the programme will receive a Postgraduate Certificate in Quality Improvement Leadership in Healthcare from RCPI.

## Who should apply?

The programme is aimed at healthcare professionals employed in the health service and social care services. Learners apply as a team of three, all of whom must be working together in a hospital or community based clinical team or setting. Each team of three will include at least one consultant or equivalent senior health and social care professional.

## How to enrol

For further information please see the RCPI Website or contact **qualityimprovement@rcpi.ie** or **patientsafety@hse.ie**

# Working as a Team for Improvement

## Aim

The aim of this programme is to support you to identify ways for effective team working that will support the implementation and sustaining of improvements in quality and patient safety.

## Learning Outcomes

Upon completing this programme you will be able to:
1. Identify the components of an effective team to enable it to deliver improvements in quality and patient safety.
2. Recognise the different stages of team development.
3. Describe the importance of motivation, managing change and how our emotions influence our behaviour and impact others.
4. Work with your team to run an effective team meeting.

## Core Content

- Effective team working
- Motivation and managing change
- Effective meeting skills

## Duration

30 minutes

## Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

## CPD Eligibility

RCPI External Category – 1 CPD points.
NMBI – 1 CEU.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

Anyone working in health and social care services actively involved in or supporting teams to deliver quality improvements

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'Working as a team for improvement'** in the course catalogue.

# Coaching for Improvement

## Aim

This programme will equip quality improvement facilitators with the knowledge and skills to build coaching skills to support quality improvement conversations with individuals and teams. The programme has been co-designed and is delivered with the support of the Leadership, Learning and Talent Management department.

## Learning Outcomes

Upon completing this programme you will be able to:

1. Describe and define coaching.
2. Distinguish between counselling, mentoring and coaching.
3. Identify key coaching skills.
4. Recognise the benefits of adopting a coaching-style in the context of quality improvement conversations.
5. Demonstrate key coaching skills including active listening and powerful questioning.
6. Demonstrate through practical sessions how to apply the GROW framework to coaching conversations in the context of quality improvement (QI).

## Core Content

- What is coaching?
- Coaching versus mentoring
- Identifying key coaching skills
- Exploring the benefits of coaching in a QI context
- Active listening
- Powerful questions
- GROW model
- Skills practice: applying coaching skills in a QI scenario

## Duration

1 Day

## Delivery Method

This programme is delivered virtually using a blended approach of facilitated learning sessions and skills practice opportunity.

## CPD Eligibility

RCPI External Category – 6 CPD points.
NMBI – 7 CEUs.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

Anyone working in health and social care services actively involved in supporting/facilitating teams to deliver quality improvements

## Dates

- 9th February 2023
- 12th April 2023
- 23rd October 2023

Additional dates may be made available based on service needs

## How to enrol

Expressions of interest to be emailed to **QPS.Education@hse.ie**

# National Facilitators Education Programme

## Aim

This programme was developed by NCLC & CNME and is informed by the HSE/ ONMSD Facilitating Learning in Groups (FLIG) resource manual (2016). The aim of this programme is to equip participants with the knowledge, skills, competence, confidence and attitude to facilitate other individuals attending an education session/ programme. The programme is delivered over two half days to enable participants to practice and reflect on their learning between sessions.

## Learning Outcomes

Upon completing this programme you will be able to:
1. Define facilitation and describe the key skills necessary to be an effective facilitator.
2. Evaluate adult learning including how people learn, factors that enable and inhibit learning, learning styles and multiple intelligence.
3. Utilise the 7 P's framework to design and facilitate an education session.
4. Critically discuss active learning activities and how to utilise multiple educational resources.
5. Demonstrate the application of using IT Skills to support facilitation.
6. Critically appraise group dynamics and manage diverse participant behaviour.
7. Identify the strengths and challenges associated with co-facilitation.
8. Discuss the importance of evaluating the facilitation event.

## Core Content

- What is Facilitation?
- The 7 Ps of Facilitation
- Active Learning Strategies
- Design a Facilitation Session
- Managing Environmental & Behavioural Challenges in Groups
- Co-Facilitation
- Reflection on Facilitation Session
- Facilitating Education on-line
- Evaluation of Facilitation Session
- Considerations after the Facilitation Session

## Duration

2 x half days (6 hrs per day)

## Delivery Method

Face-to-Face/ Online

## CPD Eligibility

CPD application to NMBI is pending.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This programme is for all health and social care staff and Patient Partners who facilitate quality and patient safety education and learning.

## How to enrol

Expressions of interest to be emailed to **QPS.Education@hse.ie**.
Nurses and Midwives can apply through their local CNME or NCLC office.

# Schwartz Rounds

## Context

Schwartz Rounds are conversations with staff about the emotional impact of their work. They provide a valuable opportunity for all staff to reflect on their work through conversations facilitated by a local clinical lead and facilitator.

They are unique in that unlike other supports for staff they do not seek to solve problems or look for outcomes. Through the sharing of stories in confidence, Schwartz Rounds provide a framework proven to support staff well-being (reducing psychological distress), reduce role hierarchy, improve teamwork, and connection, which ultimately has an impact on improved person-centred care. NQPSD agrees a Memorandum of Understanding with Point of Care Foundation and funds the licence on behalf of all services in Ireland for implementation of the Schwartz Round protocol.

## Why introduce Schwartz Rounds?

Evidence shows that Schwartz Rounds lead to increased insight into the social and emotional aspects of care; increased confidence to deal with sensitive issues; beliefs in the importance of empathy; openness to expressing thoughts, questions and feelings; decreased feelings of stress and isolation.

In 2019, Paul Reid, HSE CEO launched the Report of the Evaluation of the Introduction of Schwartz Rounds as a test of concept in Ireland. The evaluation concludes that the philosophy of Schwartz Rounds is consistent with the HSE's strategic drive for quality and safe health care.

## How do they work?

Each Schwartz Round lasts one hour and is based on staff stories around a particular theme. Each story is briefly presented by 3 or 4 members of staff who go on to describe the impact that experience has had on them. Once the panel have presented, a facilitator and a clinical lead (who jointly facilitate the Round) help the participants to make a connection between the stories they have just heard and similar experiences of their own. Listening to colleagues describe the challenges of their work helps to normalise emotions, which are part and parcel of working in healthcare but are often kept under the surface.

## What staff have said

"Brings caring and kindness back into the workplace."
"Helps us remember why we are in the caring profession."
"These rounds help break down barriers between all the different members…from cleaner to consultant".

## Learn more

https://www.hse.ie/eng/about/who/nqpsd/qps-connect/schwartz-rounds/

## Getting started with Schwartz Rounds

There are a number of steps that organisations take when making Schwartz Rounds available to people working in those services. This starts with contacting the NQPSD Schwartz Rounds co-ordinator, establishing a Schwartz Round Steering Group, completing a Schwartz Rounds application to become a Schwartz Round organisation and signing an Memorandum of Understanding with NQPSD. This is followed by arranging training for clinical leads and facilitators with the Point of Care Foundation in the UK (funded by the individual service).
For more information:
https://www.hse.ie/eng/about/who/nqpsd/qps-connect/schwartz-rounds/steps-to-introduce-schwartz-rounds.html

## How to enrol

To register your interest, please contact Mary Lawless, Schwartz Round Administrator: patientsafety@hse.ie
Follow us on twitter @NationalQPS using #SchwartzRounds

# An Introduction to Engagement Techniques for Quality and Patient Safety - Liberating Structures

## Context

In any QPS work you do, how you engage with colleagues and patient partners can influence the outcome significantly.

The National Quality and Patient Safety Directorate will host An Introduction to Engagement Techniques for quality and patient safety to enable you to;

1. Explore the principles of engagement.
2. Practice a number of facilitation techniques including liberating structures.
3. Understand barriers and enablers to engagement in QPS, influencing skills and motivating for excellence.

Liberating structures especially appeal to those interested in quality improvement, staff engagement, change management, project management, disruptive innovation, behavioural change, collaboration, diffusion of innovation or positive deviance. As such this will be an interactive session with opportunities for discussion throughout.

## Duration

One day (10.00 - 16.30)

## Dates

- 27th February 2023 Boardroom Dr. Steeven's Hospital, Dublin
- 20th March 2023, Room 1, Merlin Park, Galway
- 22nd May 2023 Boardroom Dr. Steeven's Hospital, Dublin

## Delivery Method

In person

## Who should attend?

Open to all those interested in improving quality and patient safety across healthcare services.

## For more information

To register your interest, please complete the following link:
https://www.smartsurvey.co.uk/s/EngagementTechniquesLiberatingStructures/

Places will be available on a first come first served basis.

Follow us on twitter @NationalQPS #QIreland

# Reducing Common Causes of Harm

International evidence indicates a number of high impact patient safety risks which, if tackled effectively, can result in improving safety in healthcare organisations. Commitment No. 4 of the Patient Safety Strategy undertakes to reduce patient harm, with particular focus on the most common causes of harm.

# Situation Awareness for Everyone (SAFE) Collaborative

## Aim

Situation Awareness for Everyone (SAFE) is a collaborative learning programme facilitated by expert RCPI faculty and clinical leads to improve interdisciplinary communication, build a safety culture and enhance outcomes for patients in Irish hospitals. SAFE is about facilitating teams to place safety at the forefront of every day; empowering and engaging staff to improve patient safety, anticipating and responding to risks to patient safety and reducing common causes of harm through implementation of a tailored Safety Huddle in their settings.

## Learning Outcomes

After completing the SAFE Collaborative, teams will have gained experience in safety theory and practical application of a bespoke Huddle intervention to:
1. Reduce avoidable error and harm to acutely unwell patients.
2. Improve communication between individuals involved in patient care.
3. Improve the working culture for healthcare staff providing patient care in your setting.
4. Increase the involvement of patients and families in their care.

## Core Content

- Improvement and Patient Safety Theory
- Huddle Intervention
- Safety Culture and Measurement and communication of measures.

## Duration

This 6-day blended learning programme (two full days in person, four virtual half days) is delivered by expert faculty. All learners are expected to attend each session with their team and conduct a safety huddle implementation or improvement initiative in their workplace.

## Delivery Method

This programme is delivered by e-learning and is hosted on the HSeLanD.

## CPD Eligibility

21 CPD Credits

## Who should apply?

SAFE is open to multidisciplinary teams working with any early warning system from adult, maternity, neonatal, paediatric or emergency care settings and from new or previously participating hospitals.
SAFE teams include four members, representing experienced clinical decision makers and key care providers and must include a consultant and a senior nurse. The SAFE team members should be working together in a clinical team or clinical area where the Huddle will be implemented or adapted.
Team members should be enthusiastic about improving safety in their setting, willing to commit to the learning sessions and to attending regular team meetings throughout the programme.

## How to enrol

For further information please see the RCPI Website or contact **qualityimprovement@rcpi.ie** or **patientsafety@hse.ie**

# Medication without Harm

## Aim

The aim of this online training is to help you improve medication safety and reduce severe, avoidable medication related harm by applying the concepts of Know, Check, Ask and person-centred care. This training was developed by the Irish Institute of Pharmacy in collaboration with the NQPSD Medication Safety Programme.

## Learning Outcomes

Upon completing this training, you will be able to:
1. Describe the WHO's Patient Safety Challenge, Medication without Harm.
2. Assess the burden of harm associated with each of the 3 contributors to medication related harm (transitions of care, high risk situations and polypharmacy).
3. Evaluate the roles of various healthcare professionals in medication use.
4. Apply the concepts of the HSE Know, Check, Ask campaign and person-centred care to your practice.

## Core Content

The content includes an overview of the 3 key areas to protect patients from harm:
- High-risk situations
- Polypharmacy
- Transitions of care

These areas of risk are considered in more detail by following an individual who is at risk from harm due to each of these situations.

## Duration

1 hour 40 minutes.

## Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

## CPD Eligibility

Not applicable.

## Who should apply?

The programme would be of particular interest to pharmacy, nursing, medical and other health and social care professionals and students.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for 'Medication without Harm' in the course catalogue.

# Incident Management

The purpose of Incident Management education and learning is to support the implementation of effective, person centred incident management frameworks/policies, processes and procedures so as to support and enhance patient safety in a positive, transparent learning culture.

hseland.ie

## Aim

The SIMT is an important part of the governance arrangements for the management of Category 1 incidents.
The aim of this programme is to provide all staff with knowledge and understanding of the role of the SIMT in the management of Category 1 incidents.

## Learning Outcomes

Upon completion of this programme staff will understand the role of the SIMT in the management of Category 1 incidents including:

1. How Category 1 incidents are managed by the SIMT.
2. How the SIMT identifies and instigates the appropriate level of review of a Category 1 incident.
3. How a review of a Category 1 incident is commissioned by the SIMT.
4. The SIMT process for the quality assurance and sign off of final draft review reports.
5. How the SIMT apply learning from the management and review of safety incidents.

## Core Content

- Membership of the SIMT.
- Role and responsibilities of the SIMT.
- Making decisions at the SIMT Meeting.
- The SIMT and commissioning a review.
- The Role of the SIMT in Quality Assurance and acceptance of final draft review reports.
- The application of Fair Procedures as part of the management of Category 1 and relevant other incidents, for example SREs.
- The application of Just Culture in incident management.

## Duration

At learner's pace

## Delivery Method

This programme is available on HSeLanD as a self-directed learning module.

## CPD Eligibility

No CPD points for this course

## Who should complete?

All Staff working in HSE and HSE funded Services who have a role in the management of incidents

## How to enrol

This course is available on HSeLanD, register on **www.HSeLanD.ie** and search the Course Catalogue for **"SIMT"**.

# Advanced Serious Incident Management Team [SIMT]

## Aim

The SIMT is an important part of the governance arrangements for the management of Category 1 incidents.

The aim of this programme is to provide managers with knowledge and understanding of the responsibilities of the SIMT so as to support them to carry out their role in incident management effectively as part of a SIMT.

## Learning Outcomes

Upon completion of this programme managers will understand the role of the SIMT in the management of Category 1 incidents and their role and responsibilities as a member of a SIMT including how to:

1. Manage Category 1 incidents appropriately.
2. Identify and instigate the appropriate level of review of an incident.
3. Commission/Set up an Incident Review Team.
4. Apply the process for Quality Assurance and sign-off final review reports.
5. Apply learning from the management and review of safety incidents.

## Core Content

- Carrying out the roles and responsibilities of the SIMT.
- Gaining assurance around the immediate actions to manage an incident.

- Making decisions at the SIMT Meeting:
    1. Reviewing the Preliminary Assessment Form.
    2. Practical considerations to support decision making.

- Quality Assuring the Final Draft Report:
    1. Application of Systems Analysis Review Report Checklist and audit.
    2. Managing quality assurance issues.
    3. Managing challenges at the SIMT Meeting.

## Duration

4 hrs duration

## Delivery Method

The programme will be delivered by facilitators from the Quality and Patient Safety Incident Management team using a mixed style of learning approach which includes facilitated discussion, case studies and role play scenarios based on patient safety incidents.

## CPD Eligibility

Pending

## Who should apply?

CHO Chief Officers, Hospital Group CEOs, Head of Discipline, Head of Departments.

## How to enrol

For more information please contact qrs.tullamore@hse.ie

COMING SOON

# System Analysis Review

## Aim

The aim of this training programme is to provide trainees with the knowledge and skills to conduct a systems based review of an incident.

## Learning Outcomes

Following completion of this training programme trainees will be enabled to:

1. Understand and apply the systems based approach to the review of patient safety incidents.
2. Understand and address systems based failures and human factors as part of an incident review.
3. Recommend effective safety interventions and their implementation.
4. Ensure that those involved in a patient safety incident review are treated fairly.
5. Develop the review report.

## Core Content

A step by step guide to conducting a systems analysis review:

- Organising the review and gathering the information.
- Meeting with Service Users/Staff.
- Developing the chronology of events.
- Conducting the analysis.
- Identifying findings.
- Making recommendations.
- Developing and finalising the review report.

The Programme will also consider the application of Just Culture as part of the review process as well as the role of Human Factors in patient safety incidents

## Duration

2 days followed by half day in 6 months

## Delivery Method

The programme will be delivered by facilitators from the National Quality and Patient Safety Directorate Incident Management Team using a mixed style of learning approach which includes facilitated discussion, case studies, role plays, and videos. Role play scenarios will be based on incidents.

## CPD Eligibility

12 CPD points.

## Who should apply?

Staff who may be required to undertake or quality assess a systems analysis review of a patient safety incident.

## How to enrol

For more information please contact **qrs.tullamore@hse.ie**

# After Action Review [AAR]

## Aim

The aim of this training programme is to provide trainees with the knowledge and skills to conduct an After Action Review following a patient safety incident.

## Learning Outcomes

Following completion of this training programme trainees will be enabled to:
1. Understand the context of when to use After Action Review.
2. Facilitate an AAR meeting.
3. Be familiar with AAR resources.
4. Practice AAR meeting.
5. Develop an AAR report in formal review process.

## Core Content

A step by step guide in facilitating an AAR.
- Understand After Action Review.
- Discuss the context of when to use AAR.
- Role play scenarios.
- AAR report writing

The programme will also consider the application of Just Culture as part of the review process as well as the role of Human Factors in patient safety incidents.

## Duration

Half day with a half day follow up in 3 – 6 months.

## Delivery Method

This programme will be delivered using blended learning, which is a flexible way of completing the course that combines pre-course material to read, videos to view and attendance via a traditional place-based classroom method.

## CPD Eligibility

Pending.

## Who should apply?

Staff who may be required to undertake an After Action Review.

## How to enrol

This programme will be available in Q2-2023.
For more information please contact **qrs.tullamore@hse.ie**

**COMING SOON**

# National Incident Management System (NIMS)
# Module 1 Training for Incident Entry

## Aim

NIMS is a confidential highly secure web based system. It is an end to end incident management tool that allows HSE and HSE funded services to manage incidents throughout the incident lifecycle and identify emerging trends whilst also fulfilling the legal requirement to report incidents to the State Claims Agency.

This training module provides a step by step guide to entering incidents on the National Incident Management System (NIMS).

## Learning Outcomes

Upon completion of this programme, you will have an understanding of the basic functionality of the National Incident Management System. You will be able to login and navigate through the system.

## Content

**Core Modules**
- What is NIMS?
- How to Login to NIMS?
- NIMS Modules and Navigation.
- Service User/Patient incident.

**Optional Modules**
- Staff member incident.
- Member of the public incident.
- Property incident.
- Dangerous Occurrence incident.
- Complaint incident.
- Dashboard Charts.

## Duration

1 Hour

## Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

## CPD Eligibility

N/A

## Who should apply?

All types of NIMS Users and those requesting access to NIMS.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogue for "NIMS" then select **"NIMS Training for Incident Entry"**.

# National Incident Management System (NIMS)
# Module 2 Entering Incident Reviews

## Aim

NIMS is a confidential highly secure web based system. It is an end to end incident management tool that allows HSE and HSE funded services to manage incidents throughout the incident lifecycle and identify emerging trends whilst also fulfilling the legal requirement to report incidents to the State Claims Agency.

This e-learning programme provides guidance to QPS and administration staff in entering incident review details into the National Incident Management System (NIMS).

## Learning Outcomes

Upon completion of this programme, you will be able to:

1. Understand the review requirements of different categories of incidents.
2. Recognise the components of the Incident Management Process.
3. Understand which forms contain the information necessary to update incident review details.
4. Enter preliminary assessment and review progress details in NIMS.

## Core Content

This e-learning programme provides guidance on entering incident review details into the National Incident Management System (NIMS). There are 2 topics covered on the course:

- About Incident Review
- Entering Incident Review Details on NIMS

## Duration

30 minutes.

## Delivery Method

This programme is delivered by e-learning and is hosted on oHSeLanD.

## CPD Eligibility

N/A

## Who should apply?

All types of NIMS Users.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogue for "NIMS" and select **"Entering incident reviews"**.

# NIMS Reports, Views and Dashboard Training

## Aim

It is the aim of this programme to provide active NIMS Users with the necessary skills to access, review and identify trends for their area(s) of responsibility.

## Learning Outcomes

Upon completion of this programme, you will be able to;

1. Analyse and interrogate your organisations incidents and subsequent reviews.
2. have an understanding of the suite of reports readily available to you.
3. be competent in the different methods of presenting these reports.

## Core Content

This advanced course provides NIMS Users with an overview of the NIMS self-service reporting capabilities.

## Duration

2.5 Hours

## Delivery Method

Virtual Classroom facilitated by the State's Claims Agency.

## CPD Eligibility

N/A

## Who should apply?

Active NIMS users who require the necessary skills to access, review and identify trends for their area(s) of responsibility.

## How to enrol

HSE staff wishing to attend can contact **nims@hse.ie**

# Open Disclosure

Open disclosure is defined as an open, consistent, compassionate and timely approach to communicating with patients and, where appropriate, their relevant person following patient safety incidents. It includes expressing regret for what has happened, keeping the patient informed and providing reassurance in relation to on-going care and treatment, learning and the steps being taken by the health services provider to try to prevent a recurrence of the incident. (HSE 2019)

**The Open Disclosure Team is part of the QPS Incident Management team and Open Disclosure training is mandatory for all staff working in the HSE and HSE funded services.**

# Module 1 Communicating Effectively through Open Disclosure

## Aim

This course aims to;
- Support staff to communicate with patients/service users in an open, honest, empathic and compassionate way following patient safety incidents using the 10 principles of open disclosure.
- Promote a change in culture throughout the organisation in relation to open disclosure.

## Learning Outcomes

Upon completion of this programme you will be able to;
1. Understand the meaning of open disclosure and how it applies to professionalism, ethical obligations and standards.
2. Explain why open disclosure is important and how it benefits patients, staff and organisations.
3. Relate how open disclosure contributes to patient safety and quality improvement.
4. Participate in an open disclosure discussion using the MPS ASSIST model of communication using a case scenario approach and ensuring that all those affected by patient safety incidents are provided with the support they need.
5. Access further information and resources on open disclosure and current legislation.

## Core Content

This module provides a general overview of open disclosure including the 10 principles of open disclosure, why open disclosure is important, the MPS ASSIST communication tool to support and guide the communication process, the importance of support for all those involved in patent safety incidents and practical advice on how to manage open disclosure using a case scenario approach. Using educational resources and facilities, videos, case histories, communication tools, questions, animation, signposting to additional information and resources.

## Duration

40 minutes (Extends to approximately 2 hours with completion of optional extended learning, access to additional reading and resources throughout the module.)

## Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

## CPD Eligibility

Awarded 2 CEU by NMBI.
Awarded 2 external CPD points by RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This module is mandatory for staff working in all HSE and HSE funded services with refresher training required every 3 years.

## How to enrol

Register on **www.HSeLanD.ie** and search the Course Catalogue for **"Open Disclosure"**.

# Module 2 Open Disclosure - Applying Principles to Practice

## Aim

The aim of this module is to prepare staff for the management of a formal open disclosure meeting, including managing some of the complexities that may arise.

## Learning Outcomes

Upon completion of this programme you will be able to;
1. Have an understanding of the key communication skills involved in undertaking an Open Disclosure discussion in a manner that is empathic and compassionate and that meets the needs of patients and their families.
2. Be aware of the key components involved in managing the initial discussion with the patient or relevant person following the patient safety incident.
3. Know how to prepare for, manage and follow up on a formal Open Disclosure meeting.
4. Be guided in managing some of the complexities that may arise during Open Disclosure Meetings.
5. Recognise the need for support when health and social care staff are involved in a patient safety incident, in an immediate and on-going capacity. Know what resources are available for staff.
6. Access further information and resources on open disclosure and current legislation.

## Core Content

Prior to completing Module 2 it is important that the participant completes Module 1 first as it provides the theory that underpins the practical components in Module 2.

Module 2, which focuses on the learning from a number of case scenarios across a variety of services (Acute and Community), will be particularly helpful for staff who are preparing for a formal open disclosure meeting. The videos within the module demonstrate how the ASSIST Model of Communication can be used to guide the open disclosure process.

## Duration

45 minutes self-directed learning. (This module extends to approximately 3 hours with completion of extended learning, access to additional resources and tools throughout the module and completion of the reflective exercise which is voluntary).

## Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

## CPD Eligibility

Awarded 3 external CPD points by the RCPI.
Awarded 3 CEU's by NMBI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

For all staff who may be involved in formal open disclosure meetings particularly doctors, managers, QPS staff and patient liaison staff.

## How to enrol

Register on **www.HSeLanD.ie** and search the Course Catalogue for **"Open Disclosure"**.

# Open Disclosure Face to Face Skills Training

## Aim

The face-to-face skills workshop aims to equip staff who are involved in the open disclosure process with the skills required to engage in effective and meaningful open disclosure.

The programme aims to build the capacity of healthcare staff to prepare for and manage open disclosure meetings with patients/ service users and their relevant person following a patient safety incident. It specifically aims to equip staff with the skills to communicate well with affected persons. This workshop builds on the learning after completing the Open Disclosure e-learning Modules 1 and 2.

## Learning Outcomes

Upon completion of this programme you will;

1. Be more knowledgeable about the National Open Disclosure programme including relevant legislation and resources.
2. Recognise the impact of communication and the importance of being empathic, person centred and be more aware of your own communication style.
3. Have an opportunity to practice the key skills required to effectively manage an open disclosure meeting to get the best outcome for the patient/ relevant person and staff involved.
4. Be more confident in managing the open disclosure process and associated challenges as part of a team.
5. Be aware of the patient perspective, the support needed and supports available for them.
6. Recognise the importance of team dynamics, support for each other and your own support needs throughout the open disclosure process.

## Core Content

- HSE Policy.
- Principles of Open Disclosure.
- Legislation: *The pending Patient Safety Bill makes provision for mandatory open disclosure of a number of Notifiable Patient Safety incidents.*
- **Role Plays:**
  1. *Low Level Open Disclosure using the ASSIST Model of Communication.*
  2. *Managing Emotions of all those affected by Patient Safety Incidents.*
  3. *Preparing for and managing the formal open disclosure meeting.*
- Staff Support/Patient Support/ Role of the Designated Person.
- Documentation of Open Disclosure Discussions.

## Duration

3 hours

## Delivery Method

Delivered by local open disclosure qualified trainers using a mixed style of learning approach which includes facilitated discussion, case studies, role plays, and video. Role play scenarios will be based on patient safety incidents and are prepared in conjunction with the local service.

## CPD Eligibility

Awarded 3 CEUs by NMBI. Awarded 3 External CPD by RCPI available on application by trainer.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

All Staff involved in Open Disclosure Meetings. Patient Representatives may also attend.

## How to enrol

For National Training contact the National Open Disclosure Office at **opendisclosure.office@hse.ie** in consultation with the Site / Group Lead for Open Disclosure in your service. For local service training contact the Open Disclosure Lead in your service. Open Disclosure Lead's name and contact details are available on the open disclosure website:
**https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/open-disclosure/open-disclosure-leads.html**

# Open Disclosure Train-the-Trainer Programme

## Aim

**Aim**

The aim of the Open Disclosure Train the Trainer programme is to provide attendees with the appropriate skills to deliver open disclosure training and support to the relevant staff in their service.

**Context**

Open disclosure describes the way staff communicate with patients who have experienced harm during health care. This harm may have occurred due to errors or failures in the delivery of health care or it may be harm associated with the recognised side effects/risks/complications of a treatment or procedure or as a result of their condition or worsening of their condition despite the best treatment and care.

Open disclosure is a discussion and an exchange of information that may take place in one conversation or over one or more meetings.

## Learning Outcomes

Upon completion of this programme you will be able to;

Deliver the open disclosure Face to Face Skills Training programme. In doing so you will be able to:

1.  Provide the background to the National Open Disclosure Programme.
2.  Give a summary of the Open Disclosure Policy and an overview of the implementation strategy.
3.  Explain the ASSIST Model of communication and the Principles of Open Disclosure.
4.  Discuss the perspectives of the patient, family and staff when something goes wrong and the benefits of engaging in open disclosure for all those involved.
5.  Discuss the communication skills involved in managing the emotions of all those affected by patient safety incidents and in managing the open disclosure discussion effectively.
6.  Explore the supports required by and available for patients, their families and staff following patient safety incidents.
7.  Provide an overview of current and pending open disclosure legislation and the Scally recommendations pertaining to open disclosure.

## Core Content

**Day 1 / Part 1 (Virtual)**
*   Overview, background and implementation of programme.
*   Drivers of Open Disclosure.
*   Open Disclosure Policy.
*   ASSIST Model.
*   Principles of Open Disclosure.
*   Patient perspective.
*   Staff perspective.
*   Open Disclosure Legislation.
*   Recommendations made by Dr Gabriel Scally in his report "Scoping Inquiry into the CervicalCheck Screening Programme (2018).

**Day 2 / Part 2 (Face to Face Workshop)**
*   Open Disclosure process.
*   Preparation for delivery of Open Disclosure workshop.
*   Role of Trainer and Training resources.
*   Opportunity to deliver Open Disclosure Skills workshop.

## Duration

**Day 1:** 3 x hours virtual
**Day 2:** 7 x hours Face to Face Skills Workshop

## Delivery Method

The delivery of this programme will be in two parts:

**Part One** will be delivered virtually covering key areas relevant to the open disclosure programme.

**Part Two** will focus on the open disclosure process, the role of the trainer and the delivery of the skills workshop and will be delivered face to face.

Mixed styles of learning are used in the programme – discussion, case studies, role play and videos. A facilitated workshop style is used, incorporating continuous quality improvement and reflective learning ethos. Standardised training programme developed by National Open Disclosure Programme is used.

Delivered by two Open Disclosure Trainers, at least one of whom will be from the National Open Disclosure Office.

## CPD Eligibility

11 CEUs by NMBI available on completion of one and half day programme.

9 external CPD by RCPI available on completion of one and half day programme.

CORU applicants can apply for credits via CPD process.

## Who should apply?

Staff who have been nominated by senior management/group lead that are committed to and have dedicated time agreed with their relevant line manager to attend this training and deliver the training programme in their service area or organisation.

Note: a minimum of four x ½ days per year are required to maintain competency as a trainer. Staff attending may have experience of complaints management, risk management, quality improvement, participating in family meetings or may be fulfilling the role of the Designated Person.

## How to enrol

Contact the National Open Disclosure office at **opendisclosure.office@hse.ie** in consultation with the Site / Group Lead for Open Disclosure in your service.

For local service training contact Open Disclosure Lead in your service. Open Disclosure Lead's name and contact details are available on the open disclosure website:

**https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/open-disclosure/open-disclosure-leads.html**

# Open Disclosure Webinar Programme

## Aim

The aim of the Open Disclosure Webinar Programme is to provide updates and information on open disclosure related topics; to maintain communication with Open Disclosure leads, trainers and staff working across HSE and HSE funded services and to keep the open disclosure message strong in the system.

## Learning Outcomes

Each webinar topic provides its own learning objectives and outcomes, with the overall aim to promote open disclosure, encourage a culture of open disclosure within health and social care services and to enhance knowledge on open disclosure and open disclosure related topics.

## Core Content

Agreed in conjunction with the relevant stakeholder / service who is involved in delivering the webinar topic.
All webinar attendees are invited to make suggestions on future webinar topics, which are assessed and followed up by the National Open Disclosure Team.

## Duration

1.5 hours per webinar

## Delivery Method

Webinars will be delivered monthly via Cisco Webex.

## CPD Eligibility

1.5 CEUs NMBI available*
2 external CPD RCPI available*
*only for those who attend the live webinar

## Who should apply?

All staff are welcome to attend.

## How to enrol

An email invitation will be sent to all Open Disclosure Leads, Trainers and all services with registration details for the webinar.
Any queries about attending the webinar can be directed to **OpenDisclosure.Office@hse.ie**

# Clinical Audit

*"Clinical audit is a clinically-led quality improvement process that seeks to improve patient care and outcomes through systematic review of care against explicit criteria and acting to improve care when standards are not met. The process involves the selection of aspects of the structure, processes and outcomes of care which are then systematically evaluated against explicit criteria. If required, improvements should be implemented at an individual, team or organisation level and then the care re-evaluated to confirm improvements."* DOHC (2008, p. 152)

Clinically-led includes the breadth of clinical professionals working in health and social care services.

# Fundamentals in Clinical Audit

**(This course is provided in two formats: e-learning or virtual classroom)**

## Aim

The aim of this module/session is to assist staff in gaining a basic understanding of the clinical audit process and how to conduct a clinical audit and/or effectively support others conducting clinical audits.

## Learning Outcomes

Upon completing this programme learners will be able to:
1. Understand the clinical audit process and why it is important.
2. Develop and undertake a clinical audit.
3. Select a methodology for the clinical audit process.
4. Conduct clinical audit data collection and analysis.
5. Report clinical audit findings.

## Core Content

The e-learning course is designed to assist all staff to gain a good understanding of the fundamentals in clinical audit with the aim of enabling them to undertake their own successful clinical audit project.
The course is highly interactive. All learners work through four modules:
- a brief history of clinical audit and why you should get involved.
- defining clinical audit and the clinical audit process.
- in-depth review of the stages of the clinical audit process.
- assessment and signposting.

In the virtual training sessions, learners will attend a full day virtually.

There is also a half-day virtual Fundamentals in Clinical Audit workshop. If a learner has successfully completed the e-learning programme, they may attend the half-day workshop.

**Virtual Session 1 (am):**
- Clinical audit context.
- Clinical audit definitions what it is and isn't.
- The clinical audit process: seven-steps to success.
- Selecting clinical audit topics and identifying best practice.

**Virtual Session 2 (pm):**
- Analysing clinical audit data.
- Implementing changes successfully, re-audit and closing the loop.
- Clinical audit report writing.
- A review of clinical audit case studies.

**Virtual Workshop: (half day either am or pm)**
- Developing a clinical audit project.
- Project planning documentation, review of best practice evidence.
- Choosing an appropriate sample size.
- Development of a clinical audit data collection approach.
- Workshop and feedback session with other course participants.

## Duration

The HSeLanD e-learning programme is assessed as 10 hours of learning.
The Virtual programme will be delivered over 1 day from 10am – 4pm.
The workshop will be delivered over a half day either am or pm.

## Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD or it will be delivered online with traditional classroom methods and virtual classroom sessions using Zoom.

## CPD Eligibility

Fundamentals in Clinical Audit e-learning programme is awarded:
10 CPD points –RCPI
10 CEUs -NMBI.
Fundamentals in Clinical Audit Virtual Programme:
5 CPD points – RCPI
6 CEUs- NMBI
Fundamentals in Clinical Audit Workshop:
3 CPD points – RCPI
4 CEUs – NMBI
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This programme is designed for anyone who wants to gain a better understanding of clinical audit and will suit those with no, minimal or some experience/familiarity of the subject matter.
All those working in health and social care services including service users and patient representatives who are involved in developing and delivering clinical audit projects are welcome to attend.
**Note:** It is strongly advised that learners complete the **Introduction to Quality Improvement** e-learning module which is hosted on HSeLanD prior to enrolling.

## How to enrol

**E-learning:** Login to HSeLanD at **www.HSeLanD.ie** and search the Course Catalogue for "Fundamentals of Clinical Audit" in the National Quality & Patient Safety Directorate (NQPSD section).

**Virtual Session:** Register by **www.eventbrite.com** and search the online events for Fundamentals in Clinical Audit and choose a date from the dates provided throughout the year. Also, check the HSE All Staff Update broadcast email under training opportunities and Twitter: @hsencca.

Please contact **ncca@hse.ie** for further information.

## Dates

March 23rd and May 3rd
May 15th (Workshop x 2 sessions (am and pm)
September 11th and September 12th
September 21st Workshop x 2 sessions (am and pm)

# Advanced Clinical Audit

## Aim

The programme will further develop learners clinical audit skills in healthcare. The course will build additional skills and knowledge that relate to delivering high quality and patient focused clinical audit. Learners should have previous experience of conducting audit.

## Learning Outcomes

Upon completing this programme learners will:
1. Understand best practice for the clinical audit process.
2. Understand how to include patients and service users.
3. Understand common barriers to participation.
4. Understand best practice in relation to action planning.
5. Know how to use QI techniques within the clinical audit process.
6. Understand key aspects of leading the clinical audit process.
7. Know how to present clinical audit findings.

## Core Content

**Morning Session:**
- Review clinical audit best practice.
- Co-production, patient, service-user and carer involvement.
- Common barriers to clinical audit and potential solutions.
- Promoting the benefits of clinical audit.
- How to sustain improvement in clinical audit using action plans.

**Afternoon Session:**
- Using different quality improvement techniques to enable change.
- Leadership skills for clinical audit facilitators.
- Presentation skills for audit facilitators.
- Workshop and project development session.

## Duration

10:00 – 13:00 morning session and 13:30 – 16:00 afternoon session
Various dates are available across the year. Learners should attend both am & pm sessions (the full day) to complete the course.

## Delivery Method

This teaching programme is delivered virtually via Zoom. Sessions will include a mixture of delivered content, polls, discussion and breakout groups to enable a good variety of independent and group learning.

## CPD Eligibility

The Advanced Clinical Audit programme is awarded:
3 CPD points – RCPI          6 CEUs – NMBI

## Who should apply?

Those staff who lead and facilitate clinical audit programmes will benefit from the additional skills that this course offers.

**Note:** It is essential that learners enrolling onto the Advanced course have already completed the 'Fundamentals in Clinical Audit Course' as there is an expectation that all learners have a clear knowledge of clinical audit methodology or have considerable previous experience of facilitating clinical audit.

## How to enrol

Please contact ncca@hse.ie for further information. Bookings available via www.eventbrite.com. Login and search the online events for 'Advanced Clinical Audit' and search for the date required. There are a number of dates available throughout the year.

## Dates

April 4th and June 12th
October 4th and October 5th

# Train the Trainer in Clinical Audit

## Aim

The Train the Trainer in Clinical Audit is ideal for those learners who will be teaching and inspiring others to develop their clinical audit skills. The course focuses on educational best practice and also enables participants to learn and utilise a suite of clinical audit teaching materials and activities.

## Learning Outcomes

Upon completing this programme you will be able to:
1. Know how the results of a training needs analysis can be used.
2. Describe strategies to meet diverse learning needs.
3. Design a lesson plan with differentiated outcomes.
4. Deliver a training session that meets diverse needs.
5. Understand the importance of active learning.
6. Design training with a range of active learning elements.

## Core Content

**Session Plan:**

The training day will include:
- The importance of developing a training needs analysis.
- Understanding learning styles and suitable learning approaches.
- Development of learning objectives and lesson plans.
- Understanding different types of learning activity.
- Understand how to use the Clinical Audit Teaching Toolkit resources.
- Delivery of a micro-teach session to the training group.

Learners must attend the training session and undertake a micro-teach activity (10 minute observed teaching session) to complete the course.

## Duration

1 Day (7.5 hour session)

## Delivery Method

This teaching programme is delivered via face-to-face training. The session will include a mixture of delivered content, discussion, demonstrations and breakout groups for independent and group learning. All learners will conduct a short micro-teach.

## CPD Eligibility

The Train-the-Trainer in Clinical Audit programme is awarded:
6 CPD points – RCPI
6 CEUs – NMBI

## Who should apply?

This course is essential learning for those staff who train others in relation to clinical audit methodology. It is likely to be beneficial to staff who lead and facilitate clinical audit programmes due to the additional skills that this course offers.

**Note:** It is essential that learners enrolling onto the 'Train the Trainer' course have substantial knowledge of the subject area and therefore it is suggested that they should have completed both the 'Fundamentals in Clinical Audit' and the 'Advanced Clinical Audit' courses OR have considerable previous experience of facilitating clinical audit.

## How to enrol

Please contact **ncca@hse.ie** for further information or check the NCCA website
**https://www.hse.ie/eng/about/who/nqpsd/ncca/ncca.html**
Booking is available through **www.eventbrite.com**. Search online events. Various dates will be made available in 2023.

## Dates

March 27th and March 28th - Dublin
May 22nd and 23rd  - Athlone

# Human Factors in Healthcare

Human factors training looks at the role of human involvement in any situation, giving consideration to both our capabilities and limitations. It provides an understanding of the impact that organisational culture, system design, equipment and the work environment have upon human behaviour and task performance.

A number of training programmes to support staff to learn more about Human Factors in healthcare have been developed.

The aim of these programmes is to introduce Human Factors as a new way of thinking about safety in everyday work, to learn about the factors that impact on our capabilities and limitations as humans and how we can use this knowledge to improve our well-being and performance, at individual and team levels.

# Introduction to Human Factors

## Aim

This programme introduces what we mean by 'Human Factors' and gives an appreciation of how it can help us to improve well-being and make our practices and healthcare systems safer.

## Learning Outcomes

By the end of the programme you will;
1. Understand what is meant by Human Factors and where it has come from.
2. Be able to list key factors that influence how we work together as individuals and as teams.
3. Understand the relevance of Human Factors in Healthcare.

## Core Content

The content is divided into 4 topics:
- Definition
- History
- Key factors
- Human Factors in practice

## Duration

20 minutes

## Delivery Method

e-Learning programme

## CPD Eligibility

Accreditation with NMBI and RCPI is pending.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This programme is suitable for everyone, staff, patient partners and students.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'Introduction to Human Factors'** in the course catalogues.

# Foundation in Human Factors

## Aim

This aim of this programme is to provide teams with a foundation in Human Factors knowledge and show how this knowledge can impact on our capabilities and limitations as humans and how we can use this to improve our well-being and performance, at individual and team levels.

## Learning Outcomes

By the end of this programme you will be able to:

1. Describe what is meant by Human Factors and how it affects human performance, wellbeing and patient safety in our healthcare system.
2. Recognise the types of errors and active / latent threats in complex healthcare systems.
3. Discuss how individual human capabilities and limitations contribute to safety.
4. Discuss how to apply human factors to team processes and organisational management to improve patient safety.

## Core Content

The programme covers topics such as:

- Human Factors as a new way of thinking about safety in everyday work.
- The factors that impact on human capabilities and limitations and how we can use this knowledge to improve our well-being and performance, as individuals and teams.
- Threat and error management.
- Information processing.
- Effective decision making and communication.
- Non-technical skills assessment using behavioural markers.
- Management and leadership.
- Human Factors in healthcare.

## Duration

1 day

## Delivery Method

Facilitated workshop for teams.
Supported by 30 minutes of self-directed pre-learning.

## CPD Eligibility

CPD application for NMBI and RCPI pending.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This programme is for staff and/or patient partners that work together and want to learn about Human Factors and how this knowledge can be used to improve well-being and performance.

## How to enrol

Expressions of interest can be emailed to **QPS.education@hse.ie**

COMING SOON

# Data for Decision Making

Governance of quality and safety can be very challenging in large complex healthcare organisations such as the Irish Health Service Executive. Including a quality agenda item at meetings can support a board, committee or leadership team to improve oversight and accountability of quality and patient safety.

A number of workshops have been developed to assist committees, boards and leadership teams interested in developing their own quality agenda items. The workshops aim to provide an overview of why and how to include two complementary quality agenda items providing a quantitative and qualitative picture of quality; a *Quality Profile* and *People's Experience of Quality*.

# Data for Decision Making: An Introduction

## Aim

This workshop aims to provide an overview of the importance of, and approaches to, using QPS Data for Decision Making. It provides an introduction to the NQPSD 'Data for Decision Making' Case Study and Toolkit, which supports board/committee/leadership teams developing a Quality Agenda item for review and discussion at their meetings.

## Target Audience

This workshop is aimed at board or committee members and senior leadership teams across the health service.

## Min & Max participants

The workshop is designed to be delivered to a minimum of 6 and maximum of 15 participants.

## Learning Outcomes

Upon completing this workshop/event you will be able to:
1. Appreciate the importance of including a Quality Agenda item at your board/committee/leadership meetings.
2. Understand why good quality quantitative and qualitative data displayed in the right way can support you in overseeing quality and safety of services.
3. Understand how to interpret statistical process control charts used to present key quality indicators in a Quality Profile.
4. Appreciate different approaches to bringing the experience of those who use and work in your services into board/leadership meetings.

## Core Content

Introduction to:
- Planning and testing your Quality Agenda item using Quality Improvement Methods.
- Choosing the content of your Quality Profile.
- Developing your people's experience of quality.
- Understanding SPC charts.
- Making the case to introduce this approach to your organisation.

## Approx. Duration

2 hours

## Delivery Method

Virtual or Face to Face.
Host organisation is responsible to make all arrangements re accommodation, catering etc. as required.

## CPD Eligibility

Not applicable.

## Expressions of Interest

For further information about this workshop or to submit a request, please contact **QPSI@hse.ie**

# Data for Decision Making: Using the Toolkit

## Aim

This workshop will provide an overview of the 'Data for Decision Making Toolkit' to support organisations in developing their Quality Agenda for use at Senior Management Team, Board or Committee meetings.

## Target Audience

This workshop is aimed at the staff who will support the management team/ board in developing their 'Quality Agenda' item. This could include board secretary, clinical or QPS leads and managers, nursing leads, analysts or others.

## Min & Max participant

This workshop can be delivered for a minimum of 4 and maximum of 15 participants.

## Learning Outcomes

Upon completing this workshop/event you will be able to:
1. Use the tools provided in the Data for Decision Making Toolkit to plan and test your 'Quality Agenda' item.
2. Design and develop your own 'Quality Agenda' item using Quality Improvement Methods.
3. Use the tools to produce a qualitative and quantitative view of quality and safety.

## Core Content

Tools, resources and guidance for:
- Planning and testing your Quality Agenda item using a Quality Improvement Method.
- Designing and producing your Quality Profile.
- Developing your People's Experience of Quality.
- Getting feedback on Quality Profile and People's Experience of Quality and evaluating your approach.

## Approx. Duration

2 hours

## Delivery Method

Virtual or Face to Face
Host organisation is responsible to make all arrangements re accommodation, catering etc. as required.

## CPD Eligibility

Not applicable

## Expressions of Interest

For further information about this workshop or to submit a request, please contact **QPSI@hse.ie**

# Introduction to Producing Statistical Process Control Charts

## Aim

This workshop will provide an introduction to the production of statistical process control (SPC) charts for quality and patient safety improvement.

## Target Audience

This workshop is aimed at all staff interested in measurement for improvement and the use of statistical process control.

## Min & Max participants

This workshop can be delivered for a minimum of 1 and maximum of 5 participants.

## Learning Outcomes

Upon completing this workshop/event you will be able to:
1. Produce SPC charts using the QPS Intelligence SPC template.

## Core Content

Tools, resources and guidance for:
- Producing SPC charts using the QPS Intelligence SPC template.

## Approx. Duration

2 hours
1 hour of self-directed learning (Introductory videos and exploring the SPC template with user's data), followed by 1 hour troubleshooting session with the QPS Intelligence team.

## Delivery Method

Virtual.

## CPD Eligibility

Not applicable.

## Expressions of Interest

For further information about this workshop or to submit a request, please contact **QPSI@hse.ie**

# National Complaints Governance & Learning

The National Complaints Governance and Learning Team was established to reform Your Service Your Say (YSYS) and provide leadership in the area of feedback to include audit and benchmarking the HSE against the Ombudsman's Learning to Get Better recommendations.

# Effective Complaints Handling

## Aim

This programme is for all staff to use and encompasses a number of interactive complaint handling scenarios that encourages engagement of the staff member through the exploration of different e-learning paths.

## Learning Outcomes

Upon completing this programme you will be able to:
1. Resolve complaints from Service Users promptly at first point of contact.
2. Resolve complaints from Service Users effectively at first point of contact.

## Core Content

- Interactive complaint handling scenarios.
- A separate assessment must be undertaken by the staff member at the end.
- A certificate of completion is available to print following the successful completion of the assessment.

## Duration

35 minutes

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

Awarded 1 CEU by NMBI

## Who should apply?

All staff members

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **"Effective Complaints Handling"**

## Aim

This programme supports Complaints Officers in investigating a complaint in line with the YSYS Feedback Policy.

## Learning Outcomes

Upon completing this programme you will learn to:
1. Investigate a complaint at Stage 2 of YSYS.
2. Formulate a report at the end.
3. Make recommendations based on your findings.

## Core Content

- A safe learning environment to practise and perfect skills in investigating a complaint.
- The module follows the investigation of a realistic multi-issue complaint from when it is initially received on the Complaint Officer's desk, right through the investigative process, to formulating the report and making recommendations at the end of the process.
- A certificate of completion is available to print following the successful completion of the assessment.

## Duration

45 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

Awarded 1 CEU by NMBI.

## Who should apply?

All delegated Complaints Officers.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **"Effective Complaints Investigation"**.

# Your Service Your Say – Complaints Handling Guidance for Clinical Staff

## Aim

This programme has been developed to assist all clinical staff in understanding the Your Service Your Say complaints process and how individual clinical staff may become involved in it.

## Learning Outcomes

Upon completing this programme you will have
1. A clear understanding of the YSYS complaints process.
2. An understanding of what is required of you under the YSYS complaints management process.
3. Knowledge of the benefits of promoting the attempt of informal resolution of a complaint.
4. Learned how to fulfil your role and know your responsibilities under the YSYS complaints handling process.
5. Learned how to engage with the Complaints Officer effectively to resolve complaints.
6. Learned how to communicate effectively with Service Users to respond appropriately to their concerns.
7. Learned how to write a clear clinical judgement complaints report in line with best practice to demonstrate to Service Users that their complaint has been heard and taken seriously.
8. Learned the importance of recognising and sharing learning from a complaint.

## Core Content

- The module has been broken down into four topics which have been specially selected to support staff through their involvement in the YSYS process.
- There are segments within the module which outline what happens when only part of a complaint is resolved.
- It shows how issues within a complaint are categorised as either clinical or non-clinical.
- Users are shown the importance of engaging with their local Complaints Officer to effectively try to resolve complaints.
- A certificate of completion is available to print following the successful completion of the assessment.

## Duration

1 hour

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

Awarded 1 CEU by NMBI.

## Who should apply?

All clinical staff within the HSE.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **"Your Service Your Say – Complaints Handling Guidance for Clinical Staff"**

# Governance & Risk

The HSE recognises the importance of adopting a proactive approach to the management of risk to support the achievement of objectives and compliance with governance requirements. A key feature of managing risk in everyday practice relates to recognising risks and putting in place systems and processes to reduce their occurrence, or if they do occur, to minimise their impact.

To support you in delivering on your commitments in relation to managing risk, the HSE Excel Risk Register was developed to assist areas with recording and monitoring of risks as part of the risk management process. This module provides a step by step guide to using the HSE Excel Risk Register tool [a macro enabled excel spreadsheet], which will assist staff who undertake the role of Risk Register Administrator in their area.

# Excel Risk Register Training

## Aim

This programme will provide a step by step guide to using the HSE Excel Risk Register and will assist staff who undertake the role of Risk Register Administrator in their area.

## Learning Outcomes

Upon completing this programme you will be able to;
1. Effectively prepare the risk register.
2. Record and edit risks.
3. Generate reports and dashboards.

## Core Content

- Prepare the Excel Risk Register for data entry.
- Enter a risk onto the Risk Register.
- Edit a risk on the Risk Register.
- Generate Reports.
- Close a Risk.
- Review the Dashboard.

## Duration

30 minutes.

## Delivery Method

Interactive e-learning module on HSeLanD.

## CPD Eligibility

Not applicable.

## Who should apply?

Staff who undertake the role of Risk Register Administrator in their area.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for '**Using the Excel Risk Register**' in the course catalogues. Alternatively, the module is accessible through Quality, Leadership & Management section, in the 'Risk Management' folder.

# National Safeguarding Office

All adults have the right to be safe and to live a life free from abuse. All persons are entitled to this right, regardless of their circumstances. It is the responsibility of all service providers, statutory and non-statutory, to ensure that, service users are treated with respect and dignity, have their welfare promoted and receive support in an environment in which every effort is made to promote welfare and to prevent abuse.

The core function of the HSE National Safeguarding Office is to oversee the implementation, monitoring, review and ongoing evaluation of the Safeguarding Policy as well as coordinating the development and roll-out of safeguarding training.

# Safeguarding Adults at Risk of Abuse

## Aim

This programme will support the learner to recognise, respond and report safeguarding concerns regarding adults at risk of abuse.

## Learning Outcomes

Upon completing this programme you will be able to:

1. Identify different types of abuse and recognise when abuse may be happening.
2. Respond immediately to safeguard the person at risk of abuse.
3. Know how to raise concerns and who to go to for support.

## Core Content

- The module is introduced with an Explainer video which will highlight our learner's role of recognising, responding and reporting safeguarding concerns.
- A mix of videos and illustrative scenarios are used which the learner interacts with throughout the module. These scenarios target and emulate real life situations such as the different types of abuse and contexts within which adult abuse may arise, how a staff member learns of the abuse, concerns they have around responding and reporting to concerns of abuse.
- The module contains an 'extend my learning' section which includes resources and tools for staff and managers to extend learning beyond the programme itself and to help advance safeguarding learning in the workplace.

## Duration

1 hour

## Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

## CPD Eligibility

Awarded 1 CEU by NMBI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This module is required for staff working in all HSE and HSE funded services for Older Persons and services for Persons with Disability, with refresher training required every 3 years.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the Course Catalogue for **"Safeguarding Adults at Risk of Abuse"**.

National Safeguarding Office

# Safeguarding Adults Designated Officer Training

## Aim

This programme will support key staff to respond to safeguarding concerns in line with HSE Safeguarding Vulnerable Persons at Risk of Abuse Policy and Procedures (2014).

## Learning Outcomes

Upon completing this programme you will have:

1. Explored in detail the safeguarding coordinating role (incorporating the role of the designated officer/service manager/ safeguarding coordinator/manager) as outlined in the HSE National Policy and Procedures – Safeguarding Vulnerable Persons at Risk of Abuse.
2. Considered relevant legislation and related policies to support effective safeguarding practice.
3. Explored practice approaches with a specific focus on undertaking preliminary screenings and producing safeguarding plans.
4. Considered effective practice approaches in the assessment and management of safeguarding concerns recognising the importance of risk consideration.

## Core Content

- Safeguarding Vulnerable Persons at Risk of Abuse HSE National Policy and Procedures – 2014.
- Role of the Designated Officer & Service Manager as outlined in the HSE Policy.
- Preliminary screening and safeguarding planning.
- Person centred safeguarding responses.
- Role of HSE Safeguarding & Protection Teams.
- Consideration of related legislation & key related policies.
- Consent and capacity considerations.
- Responding to peer to peer safeguarding concerns.
- Liaison with and notification to An Garda Siocháná.
- Linkages with Trust in Care policy.

## Duration

6.5 hours.

## Delivery Method

The programme is delivered in a blended format comprising of a number of stages.
- Prerequisite - Safeguarding Adults at Risk of Abuse eLearning programme on HSeLanD.
- Stage 1 Safeguarding Designated Officer webinar & course reading (practice exploration of policy, safeguarding roles, related legislation & key related policies).
- Complete assigned case scenario work to consist of preliminary screening and safeguarding plan.
- Attend & participate in live interactive workshop (prelim screening & safeguarding planning, risk management, peer to peer safeguarding concerns). This workshop may be hosted online or in a classroom.

## CPD Eligibility

Awarded 7 CEUs by NMBI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

Staff who have a key role in coordinating responses to safeguarding concerns within services, including undertaking safeguarding assessments and developing safeguarding plans such as:
- Adult Safeguarding Designated Officers
- Service Managers
- Safeguarding Coordinator/Managers

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the Course Catalogues for **Adult Safeguarding Designated Officer programme**

# Antimicrobial Resistance & Infection Control (AMRIC)

Key priorities for AMRIC is to support improved patient outcomes and improved patient and staff safety. One of the key AMRIC roles is to provide clinical expert advice, guidance and education on issues in the domain of infection prevention and control, antimicrobial resistance and antimicrobial stewardship. When updated AMRIC clinical guidance is published, we engage with internal and external stakeholders who play a key role with implementation of our guidance. These eLearning programmes are part of the AMRIC clinical education programme.

## Aim

This will help to keep you, the people you care for and your colleagues safe from infection at work.

## Learning Outcomes

By the end of this course, you will be able to:

1. Identify and analyse risks of infection in the healthcare setting.
2. Recognise how a risk-management approach can help prevent infection.
3. Make on-the-spot IPC risk assessments in your day-to-day work.

## Core Content

This course offers basic principles of Infection prevention and control, which is practical and related to what healthcare workers do every day, whether one is a clinician, manager, or support staff. This course includes specific measures healthcare workers can take to prevent infection in all healthcare facilities and in the home, how to identify hazards and carry out a well-informed risk assessment, to controlling the source of infection and preventing onward transmission of infection.

## Duration

20 Minutes

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is designed for all staff within the health services.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Basics of Infection Prevention and Control'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

# AMRIC Introduction to Infection Prevention and Control and Antimicrobial Resistance

## Aim

It is our responsibility to embrace Infection Prevention and Control (IPC) and Antimicrobial Resistance (AMR) and risk assessment as an integral part of our work, and not to treat it as somehow external to the delivery of healthcare. This introductory resource on IPC and AMR has been designed with this in mind. This resource also acts as the opening resource for our AMRIC course programme on IPC and AMR.

## Learning Outcomes

Each of the courses in the programme is very practical and related to what you do every day, whether you are a clinician, manager, or support staff. There are lots of opportunities to reflect on your practice and to build up your knowledge and skills on a whole range of related topics.

## Core Content

This course includes specific measures you can take to prevent infection in all healthcare facilities and in the home, how to identify hazards and carry out a well-informed risk assessment, to controlling the source of infection and preventing onward transmission of infection.

## Duration

4 Minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

Not applicable.

## Who should apply?

This course is designed for all staff within the health services.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Introduction to Infection Prevention and Control and Antimicrobial Resistance'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

hseland.ie

## Aim

Effective hand hygiene is the single most effective thing that you can do to protect the people you care for and yourself from healthcare acquired infections (HCAI's). But knowing is not enough - it's important to apply what you have learnt, and believe that it can be done.

## Learning Outcomes

By the end of this course, you should know:

1. Why hand hygiene is important.
2. When to practice hand hygiene.
3. How to perform hand hygiene in line with the WHO 5 Moments.
4. How to take care of your hands.

## Core Content

This course demonstrates the importance of effective Hand Hygiene which is the single most effective thing that you can do to protect the people you care for and yourself from healthcare acquired infections (HCAI's). The theoretical component of hand hygiene education is available on HSeLanD and is available to all healthcare staff.

## Duration

30 Minutes

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is designed for all staff within the health services.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC hand hygiene'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

# AMRIC Standard and Transmission-Based Precautions

## Aim

This course will enable you to carry out on the spot risk assessment that will help you to apply Standard and Transmission-based Precautions in your area of work to prevent the spread of infection.

## Learning Outcomes

By the end of the course, you will be able to:

1. Continually assess the risk of infection spread within your workplace.
2. Identify and apply appropriate Standard Precautions.
3. Identify and apply appropriate Transmission-based Precautions.
4. Reflect on your own actions and behaviours in relation to infection prevention and control.
5. Encourage colleagues and service users to recognise that infection prevention and control is central to their duty of care.

## Core Content

- The eight elements of Standard Precautions.
- Different categories of transmission based precautions.
- The use of personal protective equipment (PPE).
- Applying this learning in practice.

## Duration

30 Minutes

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is designed for all staff within the health services.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Standard and Transmission-based Precautions'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

## Aim

This course on Personal Protective Equipment (PPE) will enable and empower you to make an assessment on the selection of PPE for a task and to put on and remove PPE correctly.

## Learning Outcomes

By the end of the course, you will be able to:

1. Identify why you need to wear PPE and where you need to wear it.
2. Recognise the appropriate PPE to wear to protect the body, face and eyes, and hands in different situations.
3. Put on and remove all PPE in acute and non-acute setting.
4. Dispose of used PPE safely.
5. Reflect on your own actions and behaviours in relation to PPE and infection prevention and control.

## Core Content

- Why wear PPE and when you should use PPE.
- Sequence of donning and removing PPE.

## Duration

20 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is designed for all staff within the health services.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Personal Protective Equipment'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

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**Antimicrobial Resistance and Infection Control Team**

# AMRIC Antimicrobial Resistance and Multi Drug Resistant Organisms

## Aim

In this course you'll learn about antimicrobial resistance (AMR) and mulit drug resistant organisms (MDROs) and the core strategies for preventing and controlling AMR and MDRO in your workplace.

## Learning Outcomes

By the end of this course, you will be able to:

1. Describe antimicrobial resistance (AMR) and what are multi drug resistant organisms (MDROs).
2. Explain how and why AMR happens.
3. Describe the impact of AMR and MDROs on the people we care for and on healthcare settings.
4. Identify and apply AMR and MDRO strategies for preventing and controlling AMR and MDROs in your area of work.

## Core Content

This course covers:

- AMR and MDROs, how bacteria become resistant to antibiotics. The different types of multi drug resistant organisms and the impact of AMR and MDROs.
- Preventing and controlling AMR and MDROs, including engaging in antimicrobial stewardship, the application of standard and transmission based precautions, surveillance.
- Learning in practice.

## Duration

Approx. 45 Minutes to complete.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course is awarded 1 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is for all healthcare workers in the acute and community setting.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Antimicrobial resistance and multi drug resistant organisms'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

## Aim

This module will address the basic principles of infection prevention and control (IPC) and the management of healthcare-associated infections (HCAI) for healthcare managers in both acute and community health and social care settings where healthcare is provided.

## Learning Outcomes

By the end of the course, you will be able to:

1. Demonstrate your role as a healthcare manager in supporting infection prevention and control, antimicrobial stewardship and the management of healthcare associated infections.
2. Balance and manage infection prevention and control risks against other competing demands on your facility/service.
3. Implement and sustain a positive infection control culture in your facility/service.
4. Recognise safety aspects of infection prevention and control in order to prevent adverse preventable healthcare associated infections for patients/service users and staff.

## Core Content

- Infection prevention and control and healthcare associated infections.
- The managers role in healthcare associated infection management.
- Infection prevention and control strategies.

## Duration

20 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is designed for all Healthcare managers in acute and community healthcare settings.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Healthcare-Associated Infections (HCAI): An Overview for Managers'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

# AMRIC Outbreak – Prevention and Management

## Aim

In this module you'll learn how to manage an outbreak so that we can keep patients and staff safe and healthcare facilities running with a minimised impact on service provision.

## Learning Outcomes

By the end of the course, you will be able to:

1. Recognise key characteristics of an outbreak.
2. Manage outbreaks of infections using outbreak control measures including formal notification.
3. Implement preventative measures such as, standard and transmission based precautions, education, environmental monitoring and vaccination programmes.

## Core Content

- Introducing outbreak management.
- Investigating and managing an outbreak.
- Learning in practice.

## Duration

30 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course is awarded 1 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is for all healthcare workers in the acute and community setting.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Outbreak prevention and management'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

# AMRIC Surgical Antibiotic Prophylaxis

## Aim

This course supports you as you provide every patient who needs surgical antibiotic prophylaxis, the right agent, the right dose, at the right time for the right duration.

## Learning Outcomes

By the end of the course, you will be able to:

1. Indicate the factors that influence the right agent and the right dose for surgical antibiotic prophylaxis.
2. Identify the appropriate timings for initial dosing and re-dosing during surgical procedures to support better patient outcomes.
3. Decide on the appropriate duration of surgical antibiotic prophylaxis to promote patient centred-care.

## Core Content

- Are antibiotics needed?
- The right agent and the right dose.
- The right time to dose and re-dose.
- The right duration.
- Learning in practice.

## Duration

30 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI. This course has been awarded 2 CPD credits from RCPI. This CPD recognition is accepted by all Irish Postgraduate Training Bodies. 1 CPD credit is equivalent to 1 hour of educational activity.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course has been designed for surgeons and anaesthetists (university setting through fully qualified), nurses and pharmacists.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Surgical Antibiotic Prophylaxis'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

# AMRIC Aseptic Technique

## Aim

The IPC/AMRIC Aseptic Technique learning module aims to assist you to apply the component parts of aseptic technique to your practice.

## Learning Outcomes

Following completion of this course you will be able to:

1. List the core principles of aseptic technique.
2. Select the appropriate aseptic technique for each clinical task, based on a risk assessment.
3. Apply the component parts of aseptic technique to practice.
4. Reflect on your practice decisions relating to aseptic technique.

## Core Content

- What is aseptic technique?
- Components of aseptic technique.
- Standards versus aseptic technique.
- Aseptic technique in practice.

## Duration

30 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is designed for all staff within the health services.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Aseptic technique'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

## Aim

This course aims to help you prevent, recognise, and manage clostridioides difficile infection as you implement IPC and AMS practices to keep the people you care for safe.

## Learning Outcomes

Following completion of this course you will be able to:
1. Explain the characteristics of C. difficile infection.
2. Recognise the signs and symptoms of C. difficile infection.
3. Identify the IPC and AMS practices required to prevent and manage C. difficile infection in the people you care for.

## Core Content

How to prevent, recognise, and manage C. difficile infection as the learner implements IPC and AMS best practices in their own setting.
Topics covered include the following:
- What is C. difficile infection?
- Preventing C. difficile infection.
- IPC and AMS management of C. difficile infection.
- Clusters and outbreaks.

## Duration

40 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 2 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is designed for all staff within the health services.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Clostridioides Difficile Infection'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance
and Infection Control Team**

## Aim

As a healthcare professional, you have a key role to play in optimising antimicrobial use to ensure maximum benefit and minimum harm for your patient. This is called antimicrobial stewardship and in this course you will learn how you can be a good antimicrobial steward in your setting.

Antimicrobials are a precious resource. There is an urgent and growing problem of antimicrobial resistance for human health worldwide and this is recognised in Ireland's National Action Plan (iNAP) for antimicrobial resistance. Ensuring the best use of antimicrobials is vital to stop the development and spread of resistant microorganisms, and preserve the effectiveness of the antimicrobials we have.

In this course, you will learn the principles of good antimicrobial stewardship and how you can apply these in your practice

## Learning Outcomes

By the end of the course, you will be able to:
1. Apply antimicrobial stewardship principles in your practice.
2. Explain the benefits and harm related to antibiotic use.
3. Identify the factors that optimise antibiotic use and reduce harm.
4. Recognise when people would and would not benefit from an antibiotic.
5. Identify tools and resources in your setting to support best practice.

## Core Content

- Principles of good AMS and application to practice.
- Benefits and harm related to antimicrobial use.
- How to identify the factors that optimise antimicrobial use and reduce harm.
- How to identify tools and resources to support best practice.

The topics are covered under the following headings:
- What is antimicrobial stewardship?
- What does good antimicrobial stewardship look like?
- Antimicrobial stewardship in action.

## Duration

30 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This programme is designed for all healthcare professionals involved in prescribing, dispensing or administering antimicrobials

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Antimicrobial Stewardship in Practice'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance
and Infection Control Team**

# AMRIC Management of Blood and Body Fluid Spills

## Aim

This course aims to support your understanding of the principles of managing of blood and body fluid spills and the equipment required when treating spills of any size.

## Learning Outcomes

By the end of the course, you will be able to:

1. Manage the correct process of blood and body fluid spills in line with standard precautions.
2. Identify correct PPE and equipment to be used.
3. Recognise where the use of detergent and disinfectant is appropriate.

## Core Content

- Small spill management.
- Large spill management.
- Application in practice.

## Duration

15 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 2 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process

## Who should apply?

This course is aimed at all healthcare workers who manage blood and body fluid spillages in the healthcare environment.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Management of blood and body fluid spills'** using the search button or select the clinical

RESIST

**Antimicrobial Resistance
and Infection Control Team**

# AMRIC Prevention and Management of Urinary Tract Infection

## Aim

In this course, you'll learn how to reduce antibiotic-related harm and reduce the incidence of healthcare associated urinary tract infection, to manage urinary tract infections and reduce antibiotic-related harm.

## Learning Outcomes

By the end of the course, you will be able to:

1. Describe the general principles of urinary tract infections (UTIs).
2. Identify the role antibiotics have in treating and preventing urinary tract infections.
3. Describe how to prevent catheter-associated urinary tract infection (CA-UTI).

## Core Content

- How to reduce antimicrobial-related harm and reduce the incidence of healthcare associated urinary tract infection.
- How to manage urinary tract infections.

## Duration

30 minutes

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI.
This course has been awarded 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process

## Who should apply?

This module is aimed at all healthcare workers who play a role in prevention of UTI and care of people with UTI and is suitable for undergraduates and postgraduates.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Prevention and management of urinary tract infection'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

# AMRIC Respiratory Hygiene and Cough Etiquette

hseland.ie

## Aim

This course will help you to apply respiratory hygiene and cough etiquette in your area of work so that you can prevent the spread of infection amongst colleagues, the people you care for and their visitors.

## Learning Outcomes

By the end of this course you will be able to:

1.  Describe the importance of respiratory hygiene and cough etiquette in preventing the transmission of respiratory illness.
2.  Use the correct procedures to prevent the spread of a respiratory infection within a healthcare setting.
3.  Educate patients on how they can protect themselves and others from a respiratory infection, assisting them if they can't do this for themselves.

## Core Content

Topics covered include the following:

*   Why respiratory hygiene and cough etiquette?
*   Educate, support and assist.

## Duration

15 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is designed for all staff within the health services.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Respiratory Hygiene and Cough Etiquette'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance
and Infection Control Team**

# AMRIC Cleaning and Disinfecting the Healthcare Environment and Patient Equipment

hseland.ie

## Aim

In this course you'll learn best practice for cleaning and decontaminating the healthcare environment and equipment across all settings where healthcare is delivered.

## Learning Outcomes

By the end of this course you will be able to:

1. Explain the importance of a clean healthcare environment and equipment in preventing the transmission of healthcare associated infection (HCAI).
2. Identify the appropriate cleaning practices for the healthcare environment and equipment based on the risk assessment process.
3. Explain how the healthcare environment and patient equipment are audited to ensure cleaning standards are met.

## Core Content

The following topics are covered in this module:

- Cleaning and disinfection.
- Learning in practice-practical application.
- Auditing.

## Duration

30 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 2 CEU from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course is for all staff working in healthcare environments and where patient equipment is used.
It is particularly useful for those involved in cleaning and monitoring the healthcare environment and equipment.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Cleaning and Disinfecting the Healthcare Environment and Patient Equipment'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

RESIST

**Antimicrobial Resistance and Infection Control Team**

# AMRIC Prevention of Peripheral and Central Venous Catheter Related Infections

## Aim

This course supports you to safely insert, maintain, monitor and remove an indwelling intravascular device in line with infection prevention and control best practice.

The aim of this resource is to support you to safely insert, maintain, monitor and remove an indwelling intravascular device in line with infection prevention and control best practice.

## Learning Outcomes

By the end of this course you will be able to:
1. Identify the infection risks that PVC/CVC intravascular device can pose once it is inserted into a person you care for
2. Describe the ways you can safely insert, maintain, monitor and remove an intravascular device to reduce the risk of infection.
3. Explain to the person you care for and the people that care for them, the ways they can keep themselves safe when they have an intravascular device inserted.

## Core Content

The following topics are covered in this module:
- Peripheral Venous Catheters (PVC).
- Central Venous Catheters (CVC).
- Application to clinical practice.

## Duration

30 minutes.

## Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

## CPD Eligibility

This course has been awarded 1 CEU from NMBI.
This course has been awarded 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

This course has been designed for clinical staff, medical staff, IV teams and nursing students.

## How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'AMRIC Prevention of Peripheral and Central Venous Catheter Related Infections'** using the search button or select the clinical skills catalogue to see the AMRIC Infection Prevention and Control folder.

**Antimicrobial Resistance and Infection Control Team**

# Delivering Change in Health Services

## Supported by HSE Organisation Development, Change & Innovation

Organisation Development, Change & Innovation is a team focused on building skills, confidence and knowledge for good change practices across health and social care services and multi-disciplinary teams. Our work is based on an OD approach to change, where people's needs inform service design and improvements. The core reference is the Health Services Change Guide and Framework – providing an evidence informed approach to creating the conditions for change and innovation. Collaborating with partners in Quality and Patient Safety, Programme Management, Leadership, Learning and Development and Service Improvement to co-design and deliver integrated health and social care services and realise the ambition of Sláintecare and Regional Health Areas.

### Health Services Change Guide & Framework

Organisational policy on people and culture change
Practical guide for all staff filled with templates and resources

*Download Health Services Change Guide*

### Creating Conditions for Change & Integration

New resource for 2023
Helps create readiness for quality and service improvements
Complements other approaches and methodologies

*Download Creating the Conditions for Change & Integration*

## Aim

This Change Guide eLearning programme will provide you with practical help and fundamentals of how to do change well in a health and social care setting using the Change Framework.

## Learning Outcomes

The Health Services Change Guide focuses in particular on 'People's Need Defining Change'. The eLearning Programme takes you through all the elements of the Change Guide. It aims to build your capacity, skills and confidence for delivering good change in a complex environment and can be used at all levels to support managers and staff.

## Core Content

- **Module 1** provides an overview of the Health Services Change Guide.
- **Module 2** focuses on creating readiness for change and service improvements and guides you through the people and culture change platform. It also provides guidance on how best to engage with all the people who will be impacted by the change.
- **Module 3** explores the key change activities to define what needs to change, design a better service and deliver on key results for service users.
- **Module 4** presents a case study – applying all the learning in practice.

The eLearning programme features helpful and practical guidance and presents many useful, downloadable templates and extracts from the Change Guide.

## Duration

Duration 1 hour and 10 minutes of self-directed learning.
Optional further learning throughout the eLearning programme.
For more information click here: **https://www.hse.ie/eng/staff/resources/changeguide/access-digital-self-directed-learning-capacity-deliver-change.pdf**

## Delivery Method

This programme is delivered by e-Learning and is hosted on HSeLanD.

## CPD Eligibility

Applying your learning in practice: Following completion of this eLearning programme you have the option to progress to a CPD Certificate award with 12 CPD points. You will find more information in Modules 1 and 4 or on **https://www.hse.ie/eng/staff/resources/changeguide/change-guide-educational-resources**

## Who should apply?

Anyone working in health and social care services including service user and patient representatives who are interested in further developing their learning about people and culture change methodologies.

## How to enrol

Login to **www.HSeLanD.ie**. Search for **'Delivering Change in Health Services-Complete Guide'** in the course catalogue.

**Organisation Development**
IMPROVING CHANGE CAPACITY

www.hse.ie/changeguide

# CPD Certificate – Delivering Change in Health Services

**(A partnership between the HSE Organisation Development Change & Innovation and RCSI)**

## Aim

The **CPD Certificate - Delivering Change in Health Services** is a collaboration between HSE Organisation Development – Change & Innovation and the RCSI Graduate School of Healthcare Management.

## Learning Outcomes

The Health Services Change Guide focuses in particular on 'People's Need Defining Change'. The CPD programme aims to build your capacity, skills and confidence for delivering good change through practical application, using a live change challenge/improvement in your service.

## Core Content

Once you have completed the eLearning Programme - Delivering Change in Health Services on HSeLanD you are encouraged to identify a change challenge within your service and apply the learning, knowledge, skills and tools to your service improvement in collaboration with your service manager and team colleagues.

## Duration

The application of learning to your change challenge can take place over 9 months from completion of the eLearning Programme. You are then required to complete a Learning Review Template which demonstrates how you applied your learning in practice and how you engaged with your service/team.

## Delivery Method

The CPD Certificate is underpinned and supported by the Health Services Change Guide and associated eLearning Programme. Completion of the eLearning Programme is a prerequisite to advancing to the CPD Certificate Programme.

## CPD Eligibility

Awarded 12 CPD points by RCSI Graduate School of Healthcare Management and HSE Organisation Development, Change & Innovation.
CEUs recognised by NMBI.
CORU applicants can apply for credits through the CPD process.

## Who should apply?

The CPD Certificate - Delivering Change in Health Services is available to all healthcare personnel who wish to develop as change leaders and to lead their teams to introduce innovative practices to deliver better outcomes for service users.
To apply for the CPD Certificate and 12 CPD Points you need to submit the required documentation outlined here: **https://www.hse.ie/eng/staff/resources/changeguide/change-guide-educational-resources/**

## How to enrol

Login to **www.HSeLanD.ie**. Search for **'Delivering Change in Health Services-Complete Guide'** in the course catalogue or visit **https://www.hse.ie/eng/staff/resources/changeguide/change-guide-educational-resources/**

Organisation Development
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www.hse.ie/changeguide

## Aim

The Change Consultation Clinic aims to provide a personalised learning space for healthcare personnel leading change and integration within health and social care services.

## Learning Outcomes

The Health Services Change Guide focuses in particular on 'People's Need Defining Change'. The Change Clinics aim to build leaders capacity, skills and confidence for delivering good change in a complex environment.

## Core Content

The Change Consultation Clinic is facilitated by experienced HSE Organisation Development Practitioners from the Change & Innovation service. The Change Clinics are confidential, one to one learning and development spaces. The Change Guide informs our practitioners' practice. It is the essential guide to change, mapping out a step-by-step approach and also assisting you to address the 'messiness of change'.

For more click here: **https://www.hse.ie/eng/staff/resources/changeguide/access-organisation-development-change-practitioners-providing-individual-team-supports.pdf**

## Duration

Change Consultation Clinics are available once a month through prior registration to **Changeguide@hse.ie** and are 1 hour in duration.

## Delivery Method

The Change Consultation Clinic is facilitated virtually by HSE Organisation Development Practitioners. Support materials are located on the Change & Innovation Hub on HSeLanD.

## CPD Eligibility

Not available at present.

## Who should apply?

Anyone working in health and social care services who is interested in further developing their learning about people and culture change methodologies. This will be of particular interest to people involved in delivering integrated models of care in the context of Regional Health Areas.

## How to enrol

To register for a Change Consultation Clinic email **changeguide@hse.ie** with subject line: **Change Consultation Clinic**.

We will send you a short questionnaire to enable the OD Practitioners better understand your service and your specific change challenge. When we receive the completed questionnaire, we will confirm your place and time for a one-to-one session.

The schedule for 2023 workshops can be found on the Change and Innovation Hub on **www.HSeLanD.ie** under the Learning Programmes Section. Dates will also be published on the HSE Training and Events page.

Organisation Development
IMPROVING CHANGE CAPACITY

www.hse.ie/changeguide

# Change Guide in Action

## Aim

This interactive virtual workshop on the Change Guide in Action, features your Health and Social Care colleagues shared experiences of delivering effective and sustainable change. The workshops aims to provide peer to peer learning on people and culture change and how to use the Health Services Change Guide in practice.

## Learning Outcomes

Learning outcomes include:
1. Provide participants with real case examples of a co-design people and culture change approach, from staff who have used the Change Guide in practice.
2. Focus is on an examination of the Change Guide in action and the application of the core concepts, tools and templates to a specific shared experience.
3. Signpost other resources about the Change Guide to further participant's use of the Guide as a practical tool for change.

## Core Content

The Change Guide in Action is facilitated by experienced HSE Organisation Development Practitioners from the Change & Innovation service. There is a blend of experiential learning on the 9 priority areas for people and culture change and peer to peer learning on getting started with a change initiative for service improvement/integration.

For more click here: **https://www.hse.ie/eng/staff/resources/changeguide/access-organisation-development-change-practitioners-providing-individual-team-supports.pdf**

## Duration

Change Guide in Action workshops are available once a month and are 2 hours in duration.

## Delivery Method

The Change Guide in Action is facilitated virtually by experienced HSE Organisation Development Practitioners.

## CPD Eligibility

Not available at present.

## Who should apply?

Anyone working in health and social care services who is interested in further developing their learning about people and culture change methodologies. This will be of particular interest to people involved in delivering integrated models of care in the context of Regional Health Areas.

## How to enrol

To participate register by emailing **changeguide@hse.ie** with **Change Guide in Action** in the email heading to secure a place. Early registration is recommended as places are limited on the workshop.

The schedule for 2023 workshops can be found on the Change and Innovation Hub on HSeLanD under the Learning Programmes Section. Dates will also be published on the HSE Training and Events page.

Organisation Development
IMPROVING CHANGE CAPACITY

www.hse.ie/changeguide

# Reflect, Recover, Renew – team reflection

## Aim

HSE Organisation Development – Change & Innovation developed a **Team Reflection on Change** to assist teams to acknowledge and make sense of the rapid and emergent change experienced in recent times, supporting a just and resilient recovery.

The guidance assists teams to engage in a process to **Reflect, Recover & Renew** and consider the impact of change on service delivery and practices. This is an important part of the organisational recovery process which will be different for each team/service.

## Learning Outcomes

To assist teams in self-facilitating a process of reflection in a structured way, using a bespoke suite of resources that look at the impact of change at an individual and team level.

## Core Content

Reflect Recover Renew is based on the approach set out in the Change Guide and is focused on understanding change in complex healthcare systems. The resources support teams to:

- Take time with colleagues to pause and reflect
- Consider the learning and make sense of your experiences
- Identify what individual and team supports are needed
- Plan for how services can be redesigned
- Consider how new practices can be implemented
- Build on new relationships to sustain improvements

## Duration

The team reflection can be delivered over a number of sessions of 1-2 hours.

## Delivery Method

Reflect Recover Renew is accessible to all staff / teams and is through a self-led learning process of up to 1 hour in duration.

## CPD Eligibility

Not available at present

## Who should apply?

People working in health and social care services who are interested in participating in a reflective learning experience / after event review with colleagues and teams.

## How to enrol

Reflect Recover Renew is self-led by a team member with colleagues using the pre-designed facilitator guidance and materials located here: **https://www.hse.ie/eng/staff/resources/changeguide/covid19-team-resources/**

Organisation Development
IMPROVING CHANGE CAPACITY

www.hse.ie/changeguide

For more details on the range of supports and services to build your knowledge and skills of people and culture change provided by HSE Organisation Development, Change & Innovation click or select to access the posters below.

## People's Needs Defining Change
HEALTH SERVICES CHANGE GUIDE

# Access Digital and Self-Directed Learning
## Building your capacity to deliver change

The **Health Services Change Guide** is a step-by-step guide to help you deliver good change.
The following resources will help you translate theory into practice, enabling people and culture change.

### Delivering Change in Health Services
**hseland.ie** — Cúram le Eolas

eLearning Programme

Build your knowledge & confidence

» **Click here for more information**

**Health Services Change Guide**

### CPD Certificate
(12 points)

**Delivering Change in Health Services**

Develop while improving your service

» **Click here for more information**

### Reflect Recover Renew

Support teams to make sense of rapid emergent change

» **Click here for more information**

### Change & Innovation Hub

Access current thinking and best practice, including case studies

» **Click here for more information**

HSE Organisation Development & Change, Kells, Co Meath.    Change & Innovation Hub on HSeLanD    changeguide@hse.ie    @HSEchange_guide    www.hse.ie/changeguide

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## People's Needs Defining Change
HEALTH SERVICES CHANGE GUIDE

# Access Organisation Development & Change Practitioners
## Providing individual and team supports

The **Health Services Change Guide** is a step-by-step guide to help you deliver good change.
The following resources will help you translate theory into practice, enabling people and culture change.

**Health Services Change Guide**

### Change Guide in Action
Interactive workshop based on people's experiences of using the Change Guide in practice

For more information click here

### Change Consultation Clinic
One-to-one scheduled clinic with OD & Change Practitioner responding to needs promptly

For more information click here

### Change Mentoring
Agreed number of sessions with OD & Change Practitioner with a systems change focus

For more information click here

### Change & Innovation Practice Programmes
Bespoke design and adapted to your needs

For more information click here

HSE Organisation Development & Change, Kells, Co Meath.    Change & Innovation Hub on HSeLanD    changeguide@hse.ie    @HSEchange_guide    www.hse.ie/changeguide

# Ways to Connect with Quality and Patient Safety

Communication and networks play many roles in health services improvement. Networks may benefit people who use and deliver services, commissioners, regulators and policy makers. We enable teams to support services to build their quality and patient safety capability by: mapping, engaging and communicating with stakeholders (across the HSE and externally), broadcasting about and promoting structured programmes of learning; improving awareness of and access to QPS events, special interest groups, and networking opportunities. Connect with us through our webinars, All-Ireland podcast, social media, newsletter and our network map.

# QPS Talktime

## Context

The National QPS Directorate provides a free lunch time webinar series with the aim of facilitating people interested in quality and patient safety to connect with the QPS community and share learning and experiences of improvement.

## Duration

One hour (1pm-2pm) running approximately every two weeks (in term time).

## Delivery Method

Delivered online and facilitated by members of the National Quality and Patient Safety Directorate and patient partners. The webinars feature a series of local, national and international guests. Listen live or to the recorded sessions.

## Who should attend?

Open to all those interested in improving quality and patient safety across healthcare services. Join individually or as part of a group to assist in building your own local QPS networks.

## For more information

For more information: **https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/qps-talktime.html**

If you would like to receive notifications for future QPS TalkTime webinars, please contact: **Kris.Kavanagh@hse.ie**

To listen back and access previous QPS TalkTime webinars: **https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/2021-slides-and-recordings.html**

Follow us on twitter **@QPSTalkTime** #QIreland



## Youtube

Subscribe to our YouTube channel:  HSE National QPS Directorate
@HSE-National-QPS-Directorate



A source for visual content relating to Quality and Patient Safety.  We post recordings from QPS Learning events, QPS TalkTime and Open Disclosure webinars, patient and staff stories and our All-Ireland Walk and Talk Improvement Podcasts.
Find us on YouTube @HSE-National-QPS-Directorate

# Connect with Others

The Q Community is an initiative connecting people who have improvement expertise across the five countries of the UK and Ireland, with over 4,500 members (93 in Ireland).

We invite all graduates of QPS education programmes who have experience of improvement to apply for membership (which is free).

For more information about Q Community and how to register as a member visit the website **https://www.hse.ie/eng/about/who/qid/resourcespublications/q-community/**

## Join the "QPS Ireland Network Map"

Connect with others in your area who are interested in quality and patient safety via our network map. This searchable map helps visualize and build your connections with others across the network.

Please join us by inputting your name and your connections on the map or invite anyone in Ireland with an interest in quality and patient safety to also join.

For further information visit the website **HERE**.

Click **HERE** to join the network map.
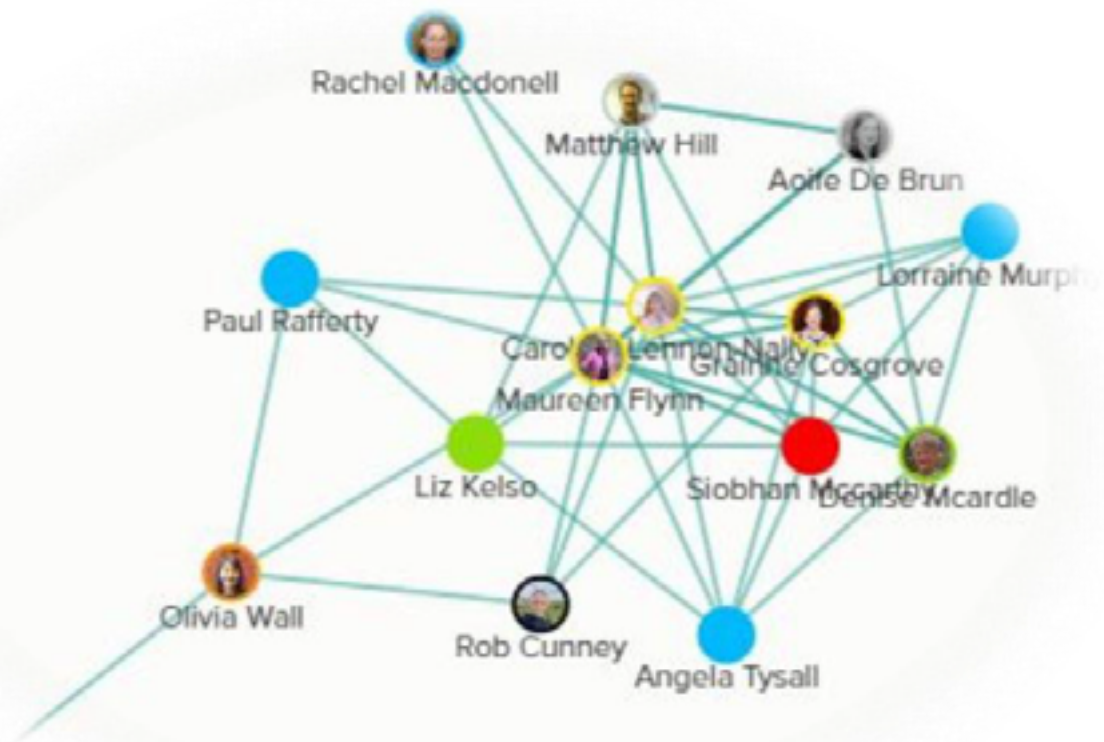
# Walk and Talk Improvement: Ideas for Safe Quality Care

This All-Ireland podcast aims to improve patient care by capturing the personal stories of people who work in and use health services regarding patient safety and quality improvement. The series is co-produced by patient partners and members of the Health and Social Care Quality Improvement (HSCQI) Northern Ireland and HSE National Quality and Patient Safety Directorate (NQPSD) teams.

The first six episodes are centered on the themes of the HSE Patient Safety Strategy, 2019- 2024 and feature personal stories from colleagues across the health services in Ireland, Northern Ireland and the UK. New episodes will be released throughout 2023.

Episodes are available on Spotify, Amazon Music, Google podcast, YouTube or directly on Acast. We invite you to have a listen and subscribe wherever you get your podcasts.

Direct access: **https://shows.acast.com/walk-and-talk-improvement**

If you would like to learn more and would like to appear on the podcast, contact **Sheema.lughmani@hse.ie**
We invite our colleagues across the services to connect with and share their stories with us.



# Coming Soon! Quality and Patient Safety Matters Newsletter

In 2022, the National Quality and Patient Safety Directorate reached out to the QPS community who indicated that 93% of the community wanted a newsletter from the Directorate.

## Aim

The aim of the newsletter is to provide content focused on quality and patient safety which supports the community in their work, including educational content, stories from the QPS community and upcoming training, events and networking opportunities.

## Audience

The intended audience is individuals working in healthcare in quality improvement, patient safety and patient partners.

## Frequency

The newsletter will be circulated quarterly. The first newsletter will be issued end of Q1 2023.
Please contact **Sheema.lughmani@hse.ie** to subscribe and any news you want to share.



# Connect via Twitter

Why not follow us on Twitter **@NationalQPS**.

We post information daily on quality and patient safety education, events, resources, toolkits and news using the hashtags #QIreland and #patientsafety.

Contact **Sheema.lughmani@hse.ie** if there are quality and patient safety resources you would like @NationalQPS to share.

# HSE Library Services

Our purpose is to develop and deliver educational sessions and resources to enable library users to become self-sufficient in searching for, retrieving and using information to facilitate evidence-based and informed practice. HSE Health Library Ireland delivers online and in person training in the broad area of information and research skills.

A dedicated Information Skills team coordinates a training programme. This is accessible via the training calendar at **www.hselibrary.ie.** Training is delivered by librarians with advanced searching skills, experience of electronic resources and of information search tools.

**SCAN TO REGISTER**

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## Searching Medline/CINAHL in EBSCO

Thursday, February 09, 10:00am - 11:00am

Tuesday, April 25, 10:00am - 11:00am

Thursday, May 25, 10.00 -11.00 am

Thursday, June 16, 10:00am - 11:00am

This training session will introduce the Medline and CINAHL databases in the EBSCO platform. An overview of searching by keyword and subject term, search techniques and saving results will be provided.

## Searching Systematically

Thursday, January 19, 10:00am - 1:30pm

Monday, February 14, 10:00am - 1:30pm

Thursday, March 30, 10:00am - 1:30pm

Tuesday, April 18, 10:00am - 1:30pm

Tuesday, June 21, 10:00am - 1:30pm

The aim of this workshop is to teach the skills for developing a research question, searching, selecting and managing the best available evidence to answer that research question, according to a defined, planned and consistent method.

## Searching the Cochrane Library

Tuesday, January 31, 10:00am - 12:00pm

The aim of this workshop is to develop an understanding of the functionalities and limitations of the Cochrane Library and teach the skills required to use Cochrane for a systematic search.

## Managing and Screening References Using Endnote & Rayyan

Tuesday, January 24, 10:00am - 11:30am

Thursday, March 23, 10:00am - 11:30 am

Tuesday, May 09, 10:00am - 11:30am

Learn how to manage references within EndNote Online (the free version of EndNote). Create a review and import reference files into Rayyan. Learn how to export final results.

## Searching Embase in Ovid

Thursday, May 04, 10:00am - 11:00am

Develop familiarity with Embase on the Ovid platform. Conduct a literature search in Embase using keywords, subject terms, search techniques such as truncation, and limits. Learn how to save results and searches. Learn how to email and /or export results.

## Predatory Publishing

Monday, June 12, 2:30pm - 3:30pm

The aim of this workshop is to make participants aware of the predatory publishing behaviour spectrum, teach the skills for identifying predatory publishing practices (both journals and conferences) and provide practical tips in how to avoid publishing with same.

## Searching PsycINFO

Friday, March 03, 11am-12pm

Learn how to construct simple and more complex search strategies in the PsycINFO database. Learn how to save and rerun search strategies and how to manage results.

## Contact the Information Skills Team to request group training (link below)

**https://hse-ie.libwizard.com/f/train**

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Further training will be scheduled for July – Dec. Check out the website hselibrary.ie for more information.

## Contact Us

@NationalQPS

www.hse.ie/nqpsd

nqps@hse.ie

**If you have a particular query or request about any of our programmes, please contact the QPS Education team at QPS.Education@hse.ie**