

Education and Training Service Course Guide 2026



Nepean Blue Mountains
Local Health District



ETS
EDUCATION AND
TRAINING SERVICE

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HETI

Nationally Recognised Training

Document Type	Title of Document	Revision Date	Version Number	Date Effective	Superseded Document
Guide	ETS 2026 Course Guide	Jan 2026	2	Jan 2026	2025 Course Guide

The ETS Course Guide and associated documents will be reviewed annually in November each year by the NBMLHD Education and Training Service, in consultation with key stakeholders and subject matter experts.

It is envisaged that all identified changes will be implemented by the following January. These changes will be reflected in the version control register table above.

Our Education Model

The NBMLHD Education and Training Strategic Framework 2023-2028 has been aligned to the NBMLHD Strategic Plan 2023-2028, in relation to **Strategic Outcome 4: Our staff are engaged and well supported**. This approach will bring the framework to life and ensure education strategies are working with purpose, towards achieving outcomes that matter most to our staff, patients, and the community.

The six (6) Strategic directions and objectives for education in the NBMLHD are identified as:

- Developing and supporting our workforce
- Implementing innovative education initiatives for new and emerging health workers
- Enhancing collaborative learning opportunities
- Enriching learning through the integration of educational technology
- Facilitating consumer engagement in the development and delivery of education and training
- Advancing professional development and academic practice.

All education and training delivered in the NBMLHD, supports these directions and assists in the achievement of organisational objectives to ensure staff are engaged and well supported.

Mandatory Training

The mandatory training requirements for all staff are set by the NSW Ministry of Health. There are core modules that all staff working in NSW Health must complete. Additional modules are allocated to staff and are related to their role and location or service which they work in. Mandatory training is identifiable by a red flag in your current learning profile in My Health Learning. An up to date list of mandatory training requirements can be found on the HETI website.

CE Directives in My Health Learning (Blue Flags)

CE directives are indicated by a blue flag in My Health Learning. These can either be online learning, or face to face training which has been identified as required training for all staff or specific groups of staff across NBMLHD. Any training with a blue flag must be completed within the identified time frame

External Applicants

The Nepean Blue Mountains Local Health District (NBMLHD) offers a wide range of clinical and professional development courses available to external applicants. To enquire about course dates, please email NBMLHD-ETS@health.nsw.gov.au to receive a copy of the External Applicants' Enrolment Pack.

My Health Learning

My Health Learning is the state-wide web-based Learning Management System (LMS) that delivers and tracks learning or training for New South Wales Health employees. My Health Learning has a wide range of learning modules available for staff. These can be located using the catalogue or search fields in My Health Learning.

A full list of the available modules can be found on the HETI Internet site.

To log in to My Health Learning, click [here](#).

Login is your Stafflink number and Stafflink password.



Nationally Recognised Training

Through the ETS, NBMLHD is a recognised delivery site for NSW Health Registered Training Organisation (RTO) 90198. NSW Health RTO is an enterprise based RTO that is committed to providing quality training and professional development programs to NSW Health employees to address skill shortages and provide career opportunities.

NSW Health RTO also participates in traineeship and VET in Schools programs to offer training opportunities more widely and enhance career pathways for new entrants. NSW Health RTO is currently registered to deliver nationally recognised qualifications (at Certificate III, IV, and Diploma level) across a broad range of industry sectors.

All education and training provided by NSW Health RTO is conducted by qualified professionals to maximise learning outcomes and enhance workforce performance for participants.

NSW Health RTO and its staff operate according to the NSW Health policies, procedures and code of practice. It also has specific RTO policies and procedures that ensure provision of quality training and assessment and compliance with the national regulator for registered training organisations (ASQA).

All students of Nationally Recognised courses are required to have a Unique Student Identifier (USI).

NSW Health RTO is required to collect Student AVETMISS (Australian Vocational Education and Training Management Information Statistical Standard) data for students studying a Nationally Recognised course. All students must complete their AVETMISS information on enrolment by logging into My Health Learning.



Health
Registered Training
Organisation RTO 90198



Clinical Training Allied Health

- Allied Health Assistant Skills Development Program
- Beginning the Journey - Allied Health Supervisee Workshop
- Clinical Supervision for Allied Health Professionals
- Clinical Supervision for Allied Health Virtual - Overcoming Challenges
- Clinical Supervision for Allied Health Virtual - Laying the Foundations

Allied Health Assistant Skills Development Program (52888034)

COURSE DESCRIPTION

Skills Development Program covering various topics which is specifically for Allied Health Assistants.

LEARNING OBJECTIVES

The AHA Skills Development Program will assist AHAs to:

- Establish and maintain effective working relationships with AHAs from various clinical areas and services
- Develop knowledge and skills relating to specific topics
- Enhance team work and communication skills

TARGET AUDIENCE

Allied Health Assistants



Beginning the Journey - Allied Health Supervisee Workshop (624295841)

COURSE DESCRIPTION

The workshop is part of the suite of training available to allied health clinical supervision. The workshop is 3 hours in length.

The focus of this workshop is for supervisees and developed with Allied Health clinical supervisor champions and supervisees across NSW Health.

The workshop has been developed to reflect the changing environment we are working in.

The workshop is intended to complement other learning resources that also assist clinicians to develop their clinical supervision skills: namely, the two handbooks:

- The Superguide: a handbook for supervising allied health professionals

[HETI Superguide Txt WARAHETI OCT 19.pdf \(nsw.gov.au\)](#)

- The Learning Guide: a handbook for allied health professionals facilitating learning in the

[Workplace Allied Health Learning Guide \(nsw.gov.au\)](#)

LEARNING OBJECTIVES

At the end of this session participants will:

- communicate the concept of clinical supervision, including its purpose, key functions, roles and value in professional development
- apply active listening skills and provide and receive constructive feedback, while engaging in reflective practice to enhance their effectiveness in supervision sessions
- build on existing strengths to navigate challenges in clinical supervision and actively engage in continuous professional development to enhance growth and effectiveness.

TARGET AUDIENCE

Clinical supervision; allied health clinical supervision; allied health; supervisee

Clinical Supervision for Allied Health Professionals (52668633)

COURSE DESCRIPTION

Participants will work interactively to identify the key factors of an effective clinical supervision relationship. There will be opportunity to develop and refine practical skills in the facilitation of reflective practice, the provision of feedback and dealing with some of the challenging situations that clinical supervisors may encounter.

LEARNING OBJECTIVES

- Use a reflective model within clinical supervision
- Identify useful strategies for challenging behaviours in clinical supervision
- Set up an initial clinical supervision session
- Be familiar with the clinical supervision resources, including The Superguide, The Learning Guide and the Clinical Supervision for Allied Health Professionals eLearning modules.

TARGET AUDIENCE

Allied health staff who are clinical supervisors.

Overcoming Challenges - Allied Health Clinical Supervision Virtual Workshop (540558158)

COURSE DESCRIPTION

This workshop is a 4-hour virtual workshop through an MS Teams platform. The workshop is a foundational workshop for allied health professionals who provide clinical supervision. It will explore challenges that can be encountered within clinical supervision and how to provide feedback and have a critical conversations. Ethical situations are explored including roles and responsibilities to develop clinical reasoning and support clinicians in difficulty.

- The Superguide: a handbook for supervising allied health professionals
HETI_Superguide_Txt_WARAHETI_OCT_19.pdf (nsw.gov.au)
- The Learning Guide: a handbook for allied health professionals facilitating learning in the Workplace Allied Health Learning Guide (nsw.gov.au)
eLearning modules on HETI My Health Learning:
- Allied Health Clinical Supervision -Course Code: 41316829
- Growing as an Allied Health Supervisor -Course Code: 396460713

LEARNING OBJECTIVES

At the end of this session participants will:

- provide positive, balanced, and constructive feedback as part of the clinical supervisory role.
- recognise ethical situations and how to support the supervisee.
- identify when a critical conversation is required.
- recognise self-care & wellbeing resources and implement strategies
- At the end of this session participants will:
- provide positive, balanced, and constructive feedback as part of the clinical supervisory role.
- recognise ethical situations and how to support the supervisee.
- identify when a critical conversation is required.
- recognise self-care & wellbeing resourc

TARGET AUDIENCE

Allied Health Staff – Allied Health Professionals

Laying the Foundations - Allied Health Clinical Supervision Virtual Workshop Introductory Course (540557956)

COURSE DESCRIPTION

Effective clinical supervision is a critical ingredient of ensuring patient safety and promoting the professional development of clinicians. Clinical supervision sessions provide a platform for critical reflection, development of critical reasoning and identification of further learning opportunities. Clinical supervision generates benefits for health care organisations by enhancing job satisfaction of both supervisees and clinical supervisors which increases staff retention.

It is recognised that while each of the 23 allied health professions is unique, the importance of clinical supervision is common to all. Clinical supervisors are a vital frontline resource and play a critical role in developing confident and competent allied health clinicians, promoting excellence in clinical practice, and ensuring patient safety and quality of care. All health professionals have a responsibility to not only monitor their own practice but also to share experiences with others.

The workshop is intended to complement other learning resources that also assist clinicians to develop their clinical supervision skills. These are as follows:

- The Superguide: a handbook for supervising allied health professionals
HETI_Superguide_Txt_WARAHETI_OCT_19.pdf (nsw.gov.au)
- The Learning Guide: a handbook for allied health professionals facilitating learning in the Workplace Allied Health Learning Guide (nsw.gov.au)
eLearning modules on HETI My Health Learning:
- Allied Health Clinical Supervision -Course Code: 41316829
- Growing as an Allied Health Supervisor -Course Code: 396460713

LEARNING OBJECTIVES

At the end of this session participants will:

- explain the purpose and functions of clinical supervision
- become familiar with and use Gibbs' reflective model within clinical supervision
- establish a clinical supervisory relationship
- become familiar with the documentation and resources/training available.
- At the end of this session participants will:
- explain the purpose and functions of clinical supervision
- become familiar with and use Gibbs' reflective model within clinical supervision
- establish a clinical supervisory relationship
- become familiar with the documentation and resources/training available.

TARGET AUDIENCE

Allied Health Staff – Allied Health Professionals



Clinical Training Critical Care

- Advanced ECG Interpretation
- Advanced Life Support -1 Day Recertification
- Advanced Life Support -2 Day Program
- Advanced Life Support -Yearly Assessment
- Advanced Neonatal Resuscitation
- BMDAMH Airway Training Day
- Emergency Advanced Practice Nurse
- Emergency Clinical Initiatives Nurse
- Emergency Nursing Airway and Ventilation
- Emergency Nursing Circulation Role
- Emergency Nursing Initiating Care
- Emergency Nursing Triage Course
- Emergency Resuscitation Team Leader Day 1 and 2 (Blue Mountains, Nepean)
- Instrument and Circulating Nurse Development Workshop
- Paediatric Advanced Life Support -2 Day Program
- Paediatric Advanced Life Support -Yearly Assessment
- Transition to Practice ED Workshops (Emergency Nursing TTSP) - Study Day 1, 2, 3, 4
- Transition to Practice: ICU Workshops
- Trauma Team Training Blue Mountains Hospital
- Operating Theatre Emergencies Training Blue Mountains Hospital
- Maternal and Newborn Emergency Training Day, Blue Mountains Hospital

Advanced ECG Interpretation (232179710)

COURSE DESCRIPTION

The aim of this course is to provide nurses and other relevant clinical staff with the theoretical knowledge to:

- Revise normal electrophysiology
- Confidently interpret and manage advanced cardiac arrhythmias including: bundle branch blocks, fascicular blocks, pericarditis, aberrant cardiac disorders, and distinguish between SVT and VT on the 12 lead ECG.

LEARNING OBJECTIVES

- Review the normal electrophysiology of the heart and relate it to the pathophysiology of cardiac arrhythmias
- Recognise the distinctive features of bundle branch blocks and fascicular blocks
- Differentiate between supraventricular tachycardia and ventricular tachycardia
- Identify ECG changes consistent with chamber hypertrophy and cardiac enlargement
- Develop the skills to identify pericarditis on the 12 lead ECG
- Identify aberrant and less common cardiac disorders in the 12 lead ECG.

TARGET AUDIENCE

Nurses working in cardiac or critical care environments.



Advanced Life Support: 1-Day Recertification (475580810)

COURSE DESCRIPTION

Any staff who have completed Advanced Life Support course and require recertification due to knowledge skill refresher/ or non-completion of yearly quiz or practical assessment.

Pre-requisites:

- Evidence of previous Adult ALS course completion
- Basic Life Support – Adult (Course Code 40101256)
- Advanced Life Support theory – Module A (Adult) (Course Code 67644403)
- Advanced Life Support Theory – Module B (Adult) (Course Code 67644650)
- Advanced Life Support Theory – Module B Quiz (Course Code 197482978) Participants must achieve a score of 80% or above and bring a copy of certificate.

LEARNING OBJECTIVES

At the end of this session participants will:

- Recognise and respond to deterioration.
- Complete BLS and airway skills
- Demonstrate knowledge and skill to work as an ALS team member/Leader in a simulated environment

TARGET AUDIENCE

Previously trained ALS staff who wish to complete a recertification. Staff who do not pass online quiz after 2 attempts or do not pass yearly practical assessment.

Advanced Life Support: 2-Day Program (42053952)

COURSE DESCRIPTION

Personnel respond to a variety of life threatening emergencies in diverse clinical settings. When a patient suffers a cardiac arrest within the hospital environment there is an expectation by the community at large that the patient's chances of survival will be optimal. The successful management of a cardiac arrest therefore requires a well-rehearsed and proficient team which is directed / facilitated by a competent team leader.

The Advanced Life Support program aims to guide staff required to practice Advanced Life Support skills with the underpinning knowledge and practical experience to competently participate as a member of a Medical Emergency Team.

NOTE: This course incurs a cost of \$70.00 for each workbook which will be costed to your cost centre.

LEARNING OBJECTIVES

Subjects covered within this program include the following:

1. The responsibilities of the team/Team Leader
2. Australian Resuscitation Council ALS/PALS guidelines
3. Occupational Health & Safety Issues
4. Management of resuscitation equipment
5. Electrocardiographic monitoring
6. Dysrhythmia analysis
7. Dysrhythmia management (mechanical, electrical, chemical)
8. Advanced airway and ventilation maintenance
9. Fluid therapy
10. Drug Therapy
11. Documentation
12. Post resuscitation management
13. Transport of the patient

TARGET AUDIENCE

This training is available to staff with their primary employment in a critical care area at NBMLHD. Relevant staff and areas include:

- Medical staff who will be responding to MET calls, completing anaesthetics training or be providing procedural sedation
- Registered Nurses (RN2 and above) working in:
 - ICU (Nepean)
 - Emergency Department (all sites)
 - Anaesthetics and Recovery
 - Medical Imaging (participating in procedural sedation)
 - Cardiac Ward, CCU, Cath Lab
 - COU BMH and Lithgow

Advanced Life Support: Yearly Re-Assessment (79478302)

COURSE DESCRIPTION

Personnel respond to a variety of life threatening emergencies in diverse clinical settings. When a patient suffers a cardiac arrest within the hospital environment there is an expectation by the community at large that the patient's chances of survival will be optimal. The successful management of a cardiac arrest therefore requires a well-rehearsed and proficient team which is directed / facilitated by a competent team leader.

The Advanced Life Support program aims to guide staff required to practice Advanced Life Support skills with the underpinning knowledge and practical experience to competently participate as a member of a Medical Emergency Team.

LEARNING OBJECTIVES

Subjects covered within this program include the following: to keep ALS trained staff accredited

TARGET AUDIENCE

All staff who are ALS accredited.

Advanced Neonatal Resuscitation Program (101772382)

COURSE DESCRIPTION

The advanced neonatal resuscitation program will facilitate staff to improve their skills in neonatal resuscitation. Neonatologists and Clinical Nurse Consultant will facilitate learning through theory, group stations/scenarios, video and discussion. The one day program will cover topics such as principles of neonatal resuscitation, ventilation, chest drain and umbilical line insertion, meconium stained liquor, intrapartum haemorrhage and the ELBW infant.

LEARNING OBJECTIVES

- Gain an understanding of new evidenced-based practices in neonatal resuscitation
- Demonstrate a greater knowledge and skill in advanced neonatal resuscitation
- Discuss professional and ethical issues as they arise
- Participate in reflective practice.

TARGET AUDIENCE

Nurses, Midwives, Medical Officers and consultants from Anaesthetics, Obstetrics, Emergency, Paediatrics/Neonatology.



BMDAMH Airway Training Day (396751803)

COURSE DESCRIPTION

Obtain skills in airway management, emergency and complications.

LEARNING OBJECTIVES

At the end of this session participants will:

- Confident in airway management including
- Airway obstruction identification and management
- Airway adjunct
- Intubation
- CICO scenarios and management

Emergency Advanced Practice Nurse (448624029)

COURSE DESCRIPTION

These three face-to-face study days are embedded within and available only to participants of the five-month Emergency APN program.

Day 1 introduced participants to the program, exploring the associated MHL modules, learning packages, procedures, and competency assessments. This is followed by learning and practicing advanced clinical skills including: Wound assessment; wound closure using tissue adhesives; application of POSI and short arm plaster casts; and ultrasound guided cannulation.

Day 2 develops and expands existing emergency nursing leadership skills.

Day 3 explores additional advanced clinical skills: ABG sampling; paediatric venepuncture and cannulation; digital nerve block administration; thumb spica and short leg plaster cast application.

LEARNING OBJECTIVES

At the end of this session participants will:

- Gain knowledge and skills in the application of a range of advanced clinical skills
- Develop new and enhance existing clinical leadership skills

TARGET AUDIENCE

The NBMLHD Emergency Advanced Practice Nurse program is designed for registered nurses who are leaders and role models in their department, already performing at a mastery level the existing clinical roles outlined in the education and career pathways. The program is situated within the advanced career pathway, with participants having completed all previous learning modules, learning packages and competency assessments.



Emergency Clinical Initiatives Nurse (180120349)

COURSE DESCRIPTION

This course is designed for nurses caring for patients in the Emergency Department, who are yet to be assessed by a medical officer. These patients may be in the waiting room, treatment rooms, acute care beds or ambulance bay.

The course focuses on common emergency department presentations, utilising role play and scenarios to consolidate the application of knowledge and skills. The primary aims are the commencement of appropriate symptom management and investigations (protocol commenced/commencement of care), and the identification of red flags/indicators of urgency and signs of clinical deterioration.

Course requirements are detailed in the Program Guide attached to MHL, as well as emailed to enrolled participants in the weeks preceding the course. All online MHL modules and NIV learning package must be completed at least one week prior to attending the face-to-face course. The program must be completed in its entirety to continue through the emergency nursing career pathway.

LEARNING OBJECTIVES

At the end of this session participants will:

- Apply sound assessment skills to the undifferentiated emergency department patient
- Identify appropriate clinical resources to initiate care (symptom management and investigations) for these patients
- Discuss indicators of urgency/red flags, and signs of patient deterioration

TARGET AUDIENCE

Emergency Department nurses (RN and EN) enrolled in the beginner career/education pathway.

Emergency Nursing Airway and Ventilation (268561085)

COURSE DESCRIPTION

The Emergency Nursing Airway and Ventilation course is designed for registered nurses (RN) who are progressing into the role of “Airway Nurse” at Nepean ED or involved in the management of compromised airways and MET calls at Lithgow, Blue Mountains and Hawkesbury facilities.

This course provides both theoretical and practical skills for assessing and managing issues with a patient’s airway and breathing. Content includes anatomy and physiology refreshers, airway and breathing theory and equipment ranging from simple adjuncts to positive pressure ventilation, communication and escalation techniques, as well as procedures, pathways and documentation in the resuscitation room.

Participants must complete pre-requisite courses, MHL modules and learning packages to be supported in course enrolment and continued career/education pathway progression.

LEARNING OBJECTIVES

At the end of this session participants will:

- Appreciate the role of the airway nurse
- Initiate positive pressure ventilation
- Manipulate positive pressure ventilation based on patient response to treatment
- Work within policies and guideline parameters, utilising flowchart, and documentation tools.
- Assist the physician with endotracheal intubation

TARGET AUDIENCE

Emergency Registered Nurses involved in the management of compromised airways.

Emergency Nursing Circulation Role (623098611)

COURSE DESCRIPTION

This workshop is designed to prepare emergency nurses to step into the circulation role in the resuscitation rooms. Foundational theory content will be covered, including roles, expectations, communication and teamwork. Followed by a series of clinical skills stations such as: medication preparation and administration, invasive device insertion assistance, and advanced life support skills.

LEARNING OBJECTIVES

At the end of this session participants will:

- Identify the role of the junior resuscitation room nurse including scope of practice, communication and teamwork
- Demonstrate knowledge and skills surrounding common resuscitation room drugs preparation and administration
- Set up, utilise and trouble-shoot a range of resuscitation room interventions/equipment

TARGET AUDIENCE

Emergency Nurses in preparation to work within the Circulation Role in the Resuscitation Room.

Emergency Nursing Initiating Care (180120349)

COURSE DESCRIPTION

This course is designed for nurses caring for patients in the Emergency Department, who are yet to be assessed by a medical officer. These patients may be in the waiting room, treatment rooms, acute care beds or ambulance bay.

The course focuses on common emergency department presentations, utilising role play and scenarios to consolidate the application of knowledge and skills

Participants must complete pre-requisite courses, MHL modules and learning packages to be supported in course enrolment.

LEARNING OBJECTIVES

By the end of this course, participants will

- Apply sound assessment skills to the undifferentiated emergency department patient
- Identify appropriate clinical resources to initiate care for these patients
- Discuss indicators of urgency/red flags, and signs of patient deterioration

TARGET AUDIENCE

Emergency Department nurses (RN and EN) caring for patients yet to be seen by a medical officer

Emergency Nursing Triage Course

(42143531)

COURSE DESCRIPTION

This course introduces participants to the expert role of emergency triage nurse. Applying existing knowledge and skills of astute patient assessment and red flag identification to the context of the triage setting, participants will work within the ATS determining urgency of care for emergency patients and allocate appropriate models of care.

This program has a range of MHL online modules and other pre-requisites outlined in the attached Program Guide. All components must be complete at least 1 week prior to attending the face-to-face course to maintain support for course enrolment and continued progression through the education/career pathway.

LEARNING OBJECTIVES

At the end of this session participants will:

- Acknowledge the history of triage globally and locally.
- Identify indicators of concern/red flags for a broad range of clinical presentations to the emergency department
- Apply the Australasian Triage Scale to a range of clinical presentations through case studies and role plays
- Demonstrate effective verbal and written communication in the context of the triage role.

TARGET AUDIENCE:

Registered Nurses who have demonstrated the ability to expertly care for a range of emergency department patients, towards the end of the intermediate education/career pathway.

Emergency Resuscitation Team Leader Day 1

(Blue Mountains, Nepean) (504928896)

COURSE DESCRIPTION

The program is designed to prepare registered nurses with the knowledge and skills to perform in the nursing RTL role. Having completed the novice and beginner emergency nursing career pathways, participants will already be working in the circulation and airway roles within the resuscitation room and deemed ready by their education and management team to perform in this senior emergency nursing role.

Day one

Various education delivery modalities are used in the classroom setting to explore a combination of resuscitation leadership skills with application to clinical scenarios. Developing and expanding existing non-technical skills—including CRM, closed-loop communication, conflict resolution, situational awareness, teamwork, organisation, and adaptability—participants will gain confidence in leading a team during a diverse range of resuscitation scenarios.

Site Specific Scheduled Offerings

This program has two offerings, dependent on the participant's primary work location. The Nepean program is specifically targeted at Nepean Emergency department participants. The Lithgow, Blue Mountains and Hawkesbury program is specifically targeted at participants from those facilities.

Two offerings are available, as content is contextualised with consideration of: Role Delineation (Emergency Department Level), Models of Care, resuscitation team composition, and internal and external resources available to resuscitation teams. Collaboration across NBMLHD has ensured that the same learning objectives are met throughout the program, irrespective of which offering is attended.

LEARNING OBJECTIVES:

At the end of this session participants will:

Apply Communication and Crisis Resource Management skills to the context of leading a resuscitation in the emergency department.

TARGET AUDIENCE

Emergency Registered Nurses, who will perform in the Resuscitation Team Leader Role.

Emergency Resuscitation Team Leader Day 2 (Blue Mountains, Nepean) (524817269)

COURSE DESCRIPTION

The program is designed to prepare registered nurses with the knowledge and skills to perform in the nursing RTL role. Having completed the novice and beginner emergency nursing career pathways, participants will already be working in the circulation and airway roles within the resuscitation room and deemed ready by their education and management team to perform in this senior emergency nursing role.

Day two

This simulation-focused day is attended by both medical and nursing staff, focusing on clinical skill development, and application to the resuscitation context. The aims of day two are to explore the concepts of interdisciplinary teamwork, followership, CRM, communication and managing the team during resuscitation scenarios. The nursing participants will function during the simulations in various resuscitation room roles, focusing on the opportunity to work in the RTL role. This allows participants to apply newly learned skills in a safe, simulated environment before clinical supervised shifts.

Site Specific Scheduled Offerings

This program has two offerings, dependent on the participant's primary work location. The Nepean program is specifically targeted at Nepean Emergency department participants. The Lithgow, Blue Mountains and Hawkesbury program is specifically targeted at participants from those facilities.

Two offerings are available, as content is contextualised with consideration of: Role Delineation (Emergency Department Level), Models of Care, resuscitation team composition, and internal and external resources available to resuscitation teams. Collaboration across NBMLHD has ensured that the same learning objectives are met throughout the program, irrespective of which offering is attended.

LEARNING OBJECTIVES

At the end of this session participants will:

Apply Communication and Crisis Resource Management skills to the context of leading a resuscitation in the emergency department.

TARGET AUDIENCE

Emergency Registered Nurses, who will perform in the Resuscitation Team Leader Role.

Instrument and Circulating Nurse Development Workshop (606087104)

COURSE DESCRIPTION

A workshop aimed to increase the knowledge and skills of the experienced Perioperative Nurses. A key component will be Perioperative Emergencies.

LEARNING OBJECTIVES

At the end of this session participants will:

- Provide accurate documentation during a resuscitation.
- Be more confident in own skills and knowledge in Perioperative Emergencies.
- Locate and prepare emergency medications and airway equipment
- Utilise conflict resolution skills

TARGET AUDIENCE

Instrument and Circulating Nursing 5+ years



Paediatric Advanced Life Support: 2 Day Program (348866048)

COURSE DESCRIPTION

2 day Paediatric Advanced Life Support (ALS) program in the provision of Paediatric Basic and Advanced Life Support in a clinical setting. The program content runs over 2 days with certification for both BLS and ALS on the second day. Based on the new 2016 ANZCOR guidelines, the program incorporates theoretical lectures, clinical skill stations and scenarios. This course is most suitable for those with little or no experience or knowledge of Paediatric ALS or those wanting a comprehensive update. It is also suitable for experienced Adult ALS trained healthcare professionals requiring paediatric ALS Certification.

LEARNING OBJECTIVES

- Priorities of care
- Basic Life Support algorithm and principles
- Paediatric Advanced Life Support algorithm and principles
- Advanced airway management
- Electrical therapy -defibrillation, synchronised cardioversion, external pacing
- Pharmacology
- Post Resuscitation care
- Team roles
- Legal and ethical

TARGET AUDIENCE

This training is available to staff with their primary employment in a critical care area at NBMLHD.

Relevant staff and areas include:

- Medical staff who will be responding to MET calls, completing anaesthetics training or be providing procedural sedation
- Registered Nurses (RN2 and above) working in:
 - ICU (Nepean)
 - Emergency Department (all sites)
 - Anaesthetics and Recovery
 - Medical Imaging (participating in procedural sedation)
 - Children's ward (all sites)
 - COU Lithgow
 - Day of Surgery Unit

Paediatric Advanced Life Support: Yearly Re-Assessment (396697404)

COURSE DESCRIPTION

Any staff who have completed Paediatric Advanced Life Support course and require a yearly assessment.

Participants must have completed the MHL quiz for PALS and received a pass mark of 80%.

LEARNING OBJECTIVES

At the end of this session participants will:

- Demonstrate knowledge and skill to work as an PALS team member/Leader in a simulated environment

TARGET AUDIENCE

Staff requiring yearly PALS assessments that are unable to have completed within own unit.



Study Day 1 (Emergency Nursing TTSP) (595703466)

COURSE DESCRIPTION

Welcome to Study Day 1:

Attending the Study Day will help you apply theoretical knowledge in your local practice area

LEARNING OBJECTIVES

- introduction to Emergency Nursing
- recognising and responding to compromised airways and suspected c-spine injuries
- recognising and responding to cardiovascular emergencies.

TARGET AUDIENCE

This module is designed for Emergency Nurses.

Study Day 2 (Emergency Nursing TTSP) (595707187)

COURSE DESCRIPTION

Welcome to Study Day 2:

Attending the Study Day will help you apply theoretical knowledge in your local practice area.

LEARNING OBJECTIVES

- recognising and responding to neurological emergencies
- recognising and responding to gastrointestinal and endocrine emergencies
- recognising and responding to genitourinary emergencies
- recognising and responding to obstetric presentations in the emergency care setting.

TARGET AUDIENCE

This module is designed for Emergency Nurses.



Study Day 3 (Emergency Nursing TTSP) (595708908)

COURSE DESCRIPTION

Welcome to Study Day 3

Attending the Study Day will help you apply theoretical knowledge in your local practice area

LEARNING OBJECTIVES

- recognising and responding to psychological distress or behavioural disturbances
- recognising and responding to patients experiencing violence, abuse and neglect
- recognising and responding to sepsis in the emergency care setting
- recognising and responding to patients affected by alcohol and other drugs
- recognising the seriously unwell child.

TARGET AUDIENCE

This module is designed for Emergency Nurses.

Study Day 4 (Emergency Nursing TTSP) (595710443)

COURSE DESCRIPTION

Welcome to Study Day 4:

Attending the Study Day will help you apply theoretical knowledge in your local practice area

LEARNING OBJECTIVES

- recognising and responding to trauma presentations
- recognising and responding to rashes and minor burns
- recognising and responding to musculoskeletal injury and pain
- recognising and responding to ocular and dental emergencies.

TARGET AUDIENCE

This module is designed for Emergency Nurses.



Transition to Practice: ICU Workshops (51198253)

COURSE DESCRIPTION

This program will help to educate nurses seeking to make the transition to becoming an Intensive care/ High Dependency (ICU / HDU) nurse. It will assist the nurse to begin developing a broad knowledge and clinical skill base, required to care for critical ill patients.

The program includes self-directed learning, clinical skills competency assessments and facilitated discussions on various topics with a CNE or NE, as well as attendance at three study days for the purpose of practical skills development.

LEARNING OBJECTIVES

At the end of this session participants will be able to:

- Maintain an environment that contributes to the delivery of safe and effective care
- Assess, plan, implement and evaluate interventions that are required for patient care/safety
- Assess and identify abnormalities of the patient's respiratory status and provide safe and effective care to patients receiving ventilator and /or oxygenation support.
- Assess and identify abnormalities of the patient's cardiovascular function and provide safe and effective care to patients receiving haemodynamic monitoring and cardiovascular support.
- Assess a patient's neurological function and provide safe and effective care for such patients.
- Assess, plan and deliver safe and effective care for critically ill patients suffering from gastrointestinal or metabolic dysfunction

TARGET AUDIENCE

Nurses currently working in ICU/HDU.
Recently graduated nurses with limited ICU/HDU experience.
Experienced nurses wishing to make a transition to ICU/HDU
New employees in the ICU/HDU

Staff must be currently working within a level 3-6 ICU/HDU.

Trauma Team Training Blue Mountains Hospital (448881870)

COURSE DESCRIPTION

ED theory and skills simulation with a trauma focus on primary and secondary survey including the following:

- Preparation for Trauma patient to arrive including risk stratification and handover
- Primary Survey
- Secondary Survey including eFAST
- C-spine immobilisation and clearance tools including intubation of Adult with c-spine precautions
- Practice of Non-technical skills including: Team Leadership, role allocation, Closed Loop Communication, documentation of a trauma resuscitation
- Simulation of Mass Transfusion Protocol
- Traction and/or Pelvic Binder Use and Application

LEARNING OBJECTIVES

At the end of this session participants will:

- Demonstrates management of a trauma patient requiring care in the resuscitation room including
- Practice completing primary and secondary survey
- Identifies correct cervical spine immobilisation and cervical spine clearance tools
- Appropriately utilise resus trauma flow chart
- Identify the importance of teamwork and closed loop communication
- Demonstrates clear leadership and direction including delegating tasks.
- Accurate, comprehensive and timely document

TARGET AUDIENCE

Nursing and Medical staff of Blue Mountains ANZAC Memorial Hospital



Operating Theatre Emergencies Training Blue Mountains Hospital (448881870)

COURSE DESCRIPTION

Theoretical and practical skills training to manage emergencies in the Operating Theatre

LEARNING OBJECTIVES

At the end of this session participants will:

- Discuss and practice management of emergencies in the Operating Theatre including anaphylaxis, LAST, malignant hyperthermia and PPH
- Demonstrate and practice invasive arterial line set-up and management
- Demonstrate and practice Ranger fluid warmer set-up and management

TARGET AUDIENCE

Nursing and Medical staff of Blue Mountains ANZAC Memorial Hospital

Maternal and Newborn Emergency Training Day Blue Mountains Hospital (396747132)

COURSE DESCRIPTION

Educational learning day (practical and workshop sessions) for W&CH and ED ward staff covering topics of interest including:

- Management of PPH
- Newborn resuscitation
- Newborn Nasogastric insertion and management
- bCPAP
- blood gas analysis

LEARNING OBJECTIVES

At the end of this session participants will:

- Gain an understanding of the function and set-up of the newborn resuscitaire
- Demonstrate and practice airway management of the newborn including LMA insertion and intubation
- Demonstrate and practice UVC insertion
- Demonstrate and practice newborn pneumothorax management via needle decompression and chest drain insertion
- Discuss and review identification and management of subgaleal haemorrhage
- Demonstrate and practice blood product administration in the newborn
- Discuss and review sepsis in the newborn and maternity patient
- Discuss, demonstrate, and practice management of PPH, Shoulder dystocia and pre-eclampsia
- Utilise simulation scenarios to demonstrate understanding of newborn and maternal emergencies



Clinical Training Deteriorating Patient

- Basic Life Support (Nepean, Blue Mountains, Community, D&A, Hawkesbury, Lithgow, PCCH, W&CH)
- Basic Life Support - Train The Trainer: 1/2 Day Program
- Between The Flags Tier 2 workshops (MIXED) - Nursing and Medical
- Between The Flags Tier 2 workshops (MIXED) - Allied Health
- Between The Flags Tier 2 workshops (MIXED) - Senior Medical Officer
- Intermediate Life Support - 1 Day
- Intermediate Life Support - Train the Trainer 2 Days

Basic Life Support Annual Assessment (Nepean, Blue Mountains, Community, D&A, Hawkesbury, Lithgow, PCCH, W&CH) (46497905)

COURSE DESCRIPTION

In accordance to the NSQHS Standard 8 - Recognising and Responding to Acute Deterioration it is a mandatory requirement for all clinical staff to be trained and proficient in basic life support (Action 8.10). This Assessment is an annual practical assessment to demonstrate competency in basic life support (BLS.) This assessment is conducted at the LHD/SN level by suitably qualified assessor.

A certificate is issued on completion of the learning path.

LEARNING OBJECTIVES

Completion of an annual assessment to demonstrate competency in basic life support (BLS). In accordance with the Australian Resuscitation Council guidelines.

TARGET AUDIENCE

Clinical staff with direct patient contact.

This includes the full list of ANZSCO codes for Medical and Dental; Nursing and Midwifery Staff; Allied Health Staff and Clinical Staff not elsewhere classified.



Basic Life Support - Train The Trainer: 1/2 Day Program (42101692)

COURSE DESCRIPTION

This course will cover Basic Life support (BLS) across the life span. Underpinning principles of basic life support, use of equipment, problem solving and completing BLS assessments.

Note: This course has prerequisites:

Before enrolling in this course staff must have completed the Assessor Workshop and be up to date with their basic life support assessment.

LEARNING OBJECTIVES

Completion of this workshop the participants will have an understanding of the following

- Understanding BLS across the lifespan
- Management of BLS equipment
- Completing BLS assessments.

TARGET AUDIENCE

Clinical staff identified by their managers as Basic Life Support (BLS) assessor for their designated unit / team.

This course is for new BLS assessors.

Between The Flags Tier 2 workshops (MIXED) - Nursing and Medical (102027472)

COURSE DESCRIPTION

This is the face-to-face component of the Between the Flags Tier Two education for staff that provide care to Adult (including maternity patients) and paediatrics. This workshop includes didactic lectures, experimental learning activities and case scenarios to improve the participant's knowledge and skills in recognising and responding to the patient who is clinically deteriorating (please note that the maternal content within this course is directed at non midwives).

LEARNING OBJECTIVES

- Discuss the purpose of a track and trigger system
- Describe what the Blue, Yellow and Red Zones on a Standard Observation Chart identifies
- State what the Blue, Yellow and Red Zone response on a Standard Observation Chart should trigger
- Discuss the purpose of standard calling criteria
- Discuss the purpose of altering calling criteria and how this may be done
- Discuss the local facility arrangements for CERS implementation
- State the minimum accepted standard for taking patient observations
- Discuss actions to be taken after escalation has occurred
- Demonstrate use of a Standard Observation Chart and associated procedures for escalation
- Discuss the process of assessing patient readiness for transfer to the ward
- Discuss the requirements for documentation of an assessment for patients transitioning to the ward
- Discuss the importance of effective communication
- Identify barriers to effective communication in the health care setting
- Identify methods for improving communication including specific strategies for graded assertiveness and telephone communication
- Demonstrate effective communication including use of a systematic communication tool e.g. ISBAR, graded assertiveness (P.A.C.E/C.U.S.S), closed loop
- Discuss the importance of accurate and timely documentation
- Discuss the importance of a clearly documented medical management plan
- Discuss the importance of teamwork
- Demonstrate the ability to work effectively within a team
- Discuss the impact of selective attention on clinical care and decision making
- Discuss the benefits of a systematic approach to patient assessment
- Demonstrate the systems based approach to patient assessment (A-G)
- Identify the differences in approach to patient assessment across the age spectrum within the paediatric population (paediatric only)
- Discuss the implications of the anatomical and physiological differences across the age spectrum within the paediatric populations (paediatric only)
- Identify the differences in approach to patient assessment between infants, children and adults (paediatric only).

TARGET AUDIENCE:

All clinical staff.



Between The Flags Tier 2 workshops (MIXED) - Allied Health

(101506410)

COURSE DESCRIPTION

This is the face-to-face component of the Between the Flags Tier Two education for Allied Health Professional that have direct patient contact with adult and paediatric patients. This workshop includes didactic lectures and case studies to improve the participant's knowledge and skills in recognising and responding to the patients who are clinically deteriorating.

LEARNING OBJECTIVES

- Discuss the importance of effective communication and identify barriers in the health care setting
- Identify methods for improving communication including specific strategies for telephone communication
- Demonstrate effective communication including use of a systematic communication tool e.g. ISBAR
- Discuss the importance of accurate and timely documentation and a clearly documented medical management plan
- Discuss the importance of teamwork and demonstrate the ability to work effectively within a team
- Identify the differences in approach to patient assessment across the age spectrum within the paediatric population
- Discuss the implications of the anatomical and physiological differences across the age spectrum within the paediatric populations
- Identify the differences in approach to patient assessment between children and adults.
- Discuss the implications of the anatomical and physiological differences between children and adults
- Demonstrate the systems based approach to patient assessment.
- Identify, interpret and evaluate early (Yellow Zone Criteria) and late (Red Zone Criteria) warning signs of deterioration as part of a systematic approach to assessment
- Provide initial management of deterioration and identify patients at particular risk of clinical deterioration
- Discuss the process for escalation of concern in your facility
- Identify roles and responsibilities in relation to ongoing management and monitoring of the patient who has clinically deteriorated
- Demonstrate a comprehensive assessment of a patients respiratory status (airway and breathing) and neurological status
- Identify, interpret and evaluate the early and late warning signs of respiratory deterioration and neurological deterioration
- Provide initial management and demonstrate appropriate escalation for respiratory deterioration
- Provide initial management and demonstrate appropriate escalation for neurological deterioration
- Describe the process for verification that the patient is safe for transport

TARGET AUDIENCE

All Allied Health Staff.

Between The Flags Tier 2 workshops (MIXED) - Senior Medical Officer

(202629588)

COURSE DESCRIPTION

This is the face-to-face component of the Between the Flags Tier Two education for Senior Medical Officer (VMO, AMO, Staff Specialist, Post graduate Fellows). This workshop includes facilitated peer discussions, didactic lectures, and experimental learning activities to support their role in the recogni- tion, response and management of the patient who is clinically deteriorating.

LEARNING OBJECTIVES

- State what the Blue Zone response on a Standard Observation Chart should trigger
- State what the Yellow Zone response on a Standard Observation Chart should trigger
- State what the Red Zone response on a Standard Observation Chart must trigger
- Discuss the purpose of standard calling criteria
- Discuss the purpose of altering calling criteria and how this may be done
- Outline how to alter calling criteria (Senior Medical Officers only)
- Discuss when calling criteria should be altered for a specific patient (Senior Medical Officers only)
- Discuss the local facility arrangements for CERS implementation
- Discuss actions to be taken after escalation has occurred
- Demonstrate use of a Standard Observation Chart and associated procedures for escalation
- Discuss the requirements for documentation of an assessment for patients transitioning to the ward
- Discuss the importance of effective communication
- Identify barriers to effective communication in the health care setting
- Identify methods for improving communication including specific strategies for graded assertiveness and telephone communication
- Demonstrate effective communication including use of a systematic communication tool e.g. ISBAR, graded assertiveness (P.A.C.E/C.U.S.S), closed loop
- Discuss the importance of accurate and timely documentation
- Discuss the importance of a clearly documented medical management plan
- Discuss the importance of teamwork
- Demonstrate the ability to work effectively within a team
- Discuss the impact of selective attention on clinical care and decision making
- Outline the systematic assessment approach being taught to members of the multidisciplinary team (Senior Medical Officers only)
- Discuss the process for escalation of concern in your facility
- Identify roles and responsibilities in relation to ongoing management and monitoring of the patient who has clinically deteriorated

TARGET AUDIENCE

This face-to-face workshop is designed for senior medical officers that provide direct patient care.

Intermediate Life Support: 1 Day Program (442424318)

COURSE DESCRIPTION

This course will build on basic Life support knowledge. Participants will develop an understanding and the skill to be part of an ALS team, as a team member.

This course is designed to assist staff in the recognition of deteriorating patients and the care required in collaboration with the MET.

Pre requisites:

To attend this course participants must have completed:

Basic life support yearly assessment within the past 12 months (Course Code 46498168)

Basic Life Support – Adult (Course Code 40101256)

Advanced Life Support theory – Module A (Adult) (Course Code 67644403)

Advanced Life Support Theory – Module B (Adult) (Course Code 67644650)

Advanced Life Support Theory – Module B Quiz (Course Code 197482978) Participants must achieve a score of 80% or above and bring a copy of certificate

LEARNING OBJECTIVES

At the end of this session participants will:

- Understand the ALS algorithm and their role within a team responding to a medical emergency.
- Understand the use of airway adjuncts and the skill of insertion.
- Recognise signs of deterioration and the reversible causes.
- Interpretation and treatment of lethal rhythms and medications administered as per ALS guidelines.
- Perform safe defibrillation utilising the algorithm COACHED
- Participate in scenario based learning

TARGET AUDIENCE

The target units for Intermediate Life support are units within Nepean that have ‘Close Observation Units/Beds’

Registered Nurses from these units.

Staff must be enrolled on their career pathway and at least Beginner to intermediate as decided by the individual units.

Intermediate Life Support - Train The Trainer: 2 Day Program (442422380)

COURSE DESCRIPTION

This course will build on basic Life support knowledge. Participants will develop an understanding and the skill to be part of an ALS team, as a team member.

This course is designed to assist staff in the recognition of deteriorating patients and the care required in collaboration with the MET.

Pre requisites:

To attend this course participants must have completed:

Basic life support yearly assessment within the past 12 months (Course Code 46498168)

Basic Life Support – Adult (Course Code 40101256)

Advanced Life Support theory – Module A (Adult) (Course Code 67644403)

Advanced Life Support Theory – Module B (Adult) (Course Code 67644650)

Advanced Life Support Theory – Module B Quiz (Course Code 197482978) Participants must achieve a score of 80% or above and bring a copy of certificate.

LEARNING OBJECTIVES

At the end of this session participants will:

- Understand the ALS algorithm and their role within a team responding to a medical emergency.
- Understand the use of airway adjuncts and the skill of insertion.
- Recognise signs of deterioration and the reversible causes.
- Interpretation and treatment of lethal rhythms and medications administered as per ALS guidelines.
- Perform safe defibrillation utilising the algorithm COACHED
- Participate in scenario based learning

TARGET AUDIENCE

The target units for Intermediate Life support are units within Nepean that have ‘Close Observation Units/Beds’

The trainers for the ILS course are CNEs/CNS and other senior Registered Nurses from these units.

The AUDIENCE for the TTT are the above staff.



Clinical Training Drug and Alcohol

- Comprehensive Alcohol and Other Drug Assessment
- Drug and Alcohol Foundational (Novice) Career Pathway Training
- Drug and Alcohol Intermediate (Beginner) Career Pathway Training
- Drug and Alcohol Adept (Intermediate) Career Pathway Training

Comprehensive Alcohol and Other Drug Assessment (546394865)

COURSE DESCRIPTION

It is essential for clients attending alcohol and other drug treatment services to have a comprehensive assessment conducted at the start of treatment. The assessment seeks to gain a thorough understanding of the client's presentation, treatment needs and planning. Comprehensive Alcohol and Other Drug Assessment training covers the essential elements of the NSW Health Clinical Care Standard: AOD Treatment - Standard 2 Comprehensive Assessment.

LEARNING OBJECTIVES

- The reason for presenting to the service
- A record of all psychoactive substances used in the past 28 days
- A record of all psychoactive substances used in the past 3 days
- A record of any other AOD treatment the client is currently participating in
- A record of whether there are any concerns with the client's social situation, mental health, and physical health and whether they would like any assistance from the treatment service
- Identification of risks that include those relating to the client's personal characteristics and circumstances, behaviours, and the substances used
- A formulation h. An initial treatment plan for management of substance use and associated issues.
- The reason for presenting to the service
- A record of all psychoactive substances used in the past 28 days
- A record of all psychoactive substances used in the past 3 days
- A record of any other AOD treatment the client is currently participating in
- A record of whether there are any concerns with the client's social situation, mental health, and physical health and whether they would like any assistance from the treatment service
- Identification of risks that include those relating to the client's personal characteristics and circumstances, behaviours, and the substances used
- A formulation h. An initial treatment plan for management of substance use and associated issues.

TARGET AUDIENCE

This training is targeted at all clinicians who are required to conduct a comprehensive alcohol and other drug assessment as part of their role.



Drug and Alcohol Foundational (Novice) Career Pathway Training - Day 1 (396757775)

COURSE DESCRIPTION

A series of introductory topics based on the essential foundational drug and alcohol knowledge and skills required of clinicians to provide safe and high quality care.

LEARNING OBJECTIVES

At the end of this session participants will have and understanding of:

- Explain harm minimisation and how this applies to people with drug and alcohol issues
- Describe patterns of use, including tolerance and dependence
- Explain the essential information required to complete a drug and alcohol history
- Recognise and respond to alcohol and other substance use overdose and intoxication
- Recognise and respond to alcohol and other substance withdrawal symptoms
- Discuss stigma and discrimination, and its effects on the drug and alcohol and Aboriginal Community
- Build therapeutic relationships and refer to the Aboriginal Health Workers and Aboriginal Health Practitioners

TARGET AUDIENCE

This is the first of two standalone foundational training days that align with the Drug and Alcohol Career Pathways.

This training is targeted at nursing and allied health clinicians who are required to work with people who use alcohol and other drug use. The day provides an introduction to the foundational drug and alcohol knowledge and skills required to provide safe and high quality care.

Drug and Alcohol Foundational (Novice) Career Pathway Training - Day 2 (396758272)

COURSE DESCRIPTION

A series of introductory topics based on the essential foundational drug and alcohol knowledge and skills required of clinicians to provide safe and high-quality care

LEARNING OBJECTIVES

At the end of this session participants will have and understanding of:

- Name the AOD Clinical Care Standards, and explain what this means for their clinical practice
- Describe emerging drug trends, and the consequences for the individual and community
- Recognise the physical and behavioural neuroadaptations that occur in alcohol and other substance intoxication, withdrawal and dependence
- Explain the different blood borne viruses and available treatment options
- Demonstrate the application of Clinical Yarning, specifically Social, Diagnostic and Management Yarning Techniques

TARGET AUDIENCE

This is the first of two standalone foundational training days that align with the Drug and Alcohol Career Pathways.

This training is targeted at all clinicians who work closely with people who use alcohol and other drug use. The day supports healthcare clinicians to develop the foundational drug and alcohol knowledge and skills required to provide safe and high-quality care.



Drug and Alcohol Intermediate (Beginner) Career Pathway Training - Day 1 (356003770)

COURSE DESCRIPTION

A series of topics based on the essential drug and alcohol knowledge and skills required of clinicians on the Intermediate (beginner) level of Career Pathway to provide safe and high-quality care.

OBJECTIVES

At the end of this session participants will have and understanding of:

- Analyse the different child protection risks and safety mitigation approaches in the drug and alcohol setting
- Analyse the different domestic and family violence risks and safety mitigation approaches in the drug and alcohol setting
- Compare different drug and alcohol treatment options using a stepped care and treatment matching approach
- Compare different drug and alcohol pharmacotherapy treatment options
- Recognise the referral opportunities to the Needle and Syringe Program

TARGET AUDIENCE

This is one of two standalone intermediate training days that align with the Drug and Alcohol Career Pathways.

This training is targeted at all clinicians who work closely with people who use alcohol and other drug use. The day supports healthcare clinicians to develop their drug and alcohol knowledge and skills required to provide safe and high-quality care.

Drug and Alcohol Intermediate (Beginner) Career Pathway Training - Day 2 (396756080)

COURSE DESCRIPTION

A series of topics based on the essential drug and alcohol knowledge and skills required of clinicians on the intermediate level of Career Pathway to provide safe and high-quality care.

OBJECTIVES

At the end of this session participants will have and understanding of:

- Recognise the cognition changes that happen with dementia and delirium
- Discuss common cognitive functioning changes that occur for people who use alcohol and other substances and how this impacts their engagement with treatment
- Discuss mandated and coerced client situation and apply this understanding to how it impacts engagement with treatment
- Recognise the role of art therapy and know how and when to refer
- Recognise how people's dietary intake is impacted by alcohol and other drug use
- Recognise the impacts and techniques of art therapy for alcohol and other drug patients

TARGET AUDIENCE

This is one of two standalone intermediate training days that align with the Drug and Alcohol Career Pathways.

This training is targeted at nursing and allied health clinicians who are required to work with people who use alcohol and other drug use. The day provides an introduction to the drug and alcohol knowledge and skills required to provide safe and high quality care for beginner clinicians.



Drug and Alcohol Adept (Intermediate) Career Pathway Training -Day 1 (396757320)

COURSE DESCRIPTION

A series of topics based on the essential drug and alcohol knowledge and skills required of clinicians on the Adept (intermediate) level of Drug and Alcohol Career Pathways to provide safe and high-quality care.

LEARNING OBJECTIVES

- Identify and explain the impacts of diabetes on people who use alcohol and other drugs
- Identify and explain the impacts of acute and chronic pain on people who use alcohol and other drugs
- Identify and explain the impacts of alcohol and other substances on the mother and her baby
- Define geriatric care and describe the impacts of depression and medication for people who use alcohol and other drugs.
- Define end of life and palliative care and describe the relevant communication and treatment planning principles when providing care

TARGET AUDIENCE

This is one of two standalone adept training days that align with the Drug and Alcohol Career Pathways.

This training is targeted at nursing and allied health clinicians who are required to work with people who use alcohol and other drug use. The day provides an introduction to the drug and alcohol knowledge and skills required to provide safe and high quality care for beginner clinicians.

Drug and Alcohol Adept (Intermediate) Career Pathway Training -Day 2 (546390322)

COURSE DESCRIPTION

A series of topics based on the essential drug and alcohol knowledge and skills required of clinicians on the Adept (intermediate) level of Drug and Alcohol Career Pathways to provide safe and high-quality care.

TARGET AUDIENCE

This is one of two standalone adept training days that align with the Drug and Alcohol Career Pathways.

This training is targeted at all clinicians who work closely with people who use alcohol and other drug use. The day supports healthcare clinicians to develop their drug and alcohol knowledge and skills required to provide safe and high-quality care

Clinical Training General Clinical

- Adult Tracheostomy and Laryngectomy Workshop
- Anaesthetic Nurse Development Workshop
- Beginner Palliative Care Nursing
- BMDAMH MET Training Day
- BMDAMH Paediatric Study Day
- Cannulation and Venepuncture Workshop - Adult
- Cardiology Nursing Beginner Workshop
- Cardiology Nursing Novice Workshop
- Catheterisation Workshop
- Clinical Skills Day -Hawkesbury District Hospital
- Continence Workshop
- CVAD Workshop
- Diabetes Management -Hospital Setting
- Diabetes Management -Primary and Community Settings
- Foundational Nursing Practice Workshops
- ICU Renal Workshop
- Introduction to Electrocardiography (ECG)
- Introduction to Neonatal Nursing
- Leg Ulcer Management, Bandaging and Compression Options
- PACU Nurse Development Workshop
- Paediatric Study Day - Novice, Beginner, Intermediate
- Palliative Care Fundamentals
- PCCH Clinical Skills Day -Aged Care
- PCCH Clinical Skills Day -Catheterisation: Adult Urethral, SPC and Catheter Care
- PCCH Clinical Skills Day -Chronic Illness
- PCCH Clinical Skills Day -Documentation
- PCCH Clinical Skills Day -Palliative Care
- PCCH Clinical Skills Day -Wound Care
- Rehabilitation Study Day: Blue Mountains and Springwood Hospitals
- Residential Aged Care Facilities (RACF) Palliative Care Workshop
- Simulation: Feedback and Debriefing
- Simulation: Development and Delivery of Simulation Based Education (Beginner)
- Simulation: Simulation Based Education (Intermediate)
- Understanding Dementia and Delirium
- Working with Challenging Behaviours in Dementia Care
- Wound Management

Adult Tracheostomy & Laryngectomy Workshop (454363179)

COURSE DESCRIPTION

Prerequisite for workshop:

Pre-course MHL online module: Care of adult patients with a Tracheostomy or Laryngectomy

Course Code: 445928270

Respiratory assessment & Oxygen delivery-How to do a respiratory assessment, what to look for, how to deliver oxygen via Tracheostomy or Laryngectomy

Anatomy and physiology review –how does the anatomy and physiology change when a Tracheostomy or Laryngectomy are

Indications for Tracheostomy (including insertion techniques) & Laryngectomy tubes insertion techniques

Principles of humidification –active and passive

Swallow, Aspiration, Communication –Speech Pathology will explain the assessment, safety and progression on patients' ability to talk, eat and maintain a safe airway.

Tracheostomy & Laryngectomy Emergencies and complications –what to look for and how to act at the bedside.

Tracheostomy & Laryngectomy Case Study Presentations

Nursing care of the patient with a Tracheostomy or Laryngectomy

LEARNING OBJECTIVES

At the end of this session participants will:

- Understand the anatomy and physiology of Tracheostomy and Laryngectomy airway.
- Assist in the nursing care of patients with a Tracheostomy or Laryngectomy airway management including suctioning, oxygen therapy, inner cannula changes, tracheostomy tube shift checks.
- Critically think and implement clinical strategies for Tracheostomy or Laryngectomy airway complications.
- Competent in commencing and applying humidification to a Tracheostomy or Laryngectomy airway.
- Implementation of ISBAR handover and preparing an admission for a Tracheostomy or Laryngectomy patient.

TARGET AUDIENCE

NBMLHD Clinical Staff



Anaesthetic Nurse Development Workshop (606090448)

COURSE DESCRIPTION

A workshop aimed to increase the knowledge and skills of the experienced Perioperative Nurses. A key component will be Perioperative Emergencies.

LEARNING OBJECTIVES

At the end of this session participants will:

- Provide accurate documentation during a resuscitation.
- Be more confident in own skills and knowledge in Perioperative Emergencies.
- Locate and prepare emergency medications and airway equipment
- Utilise conflict resolution skills

TARGET AUDIENCE

Anaesthetic Nurses 5+ years

Beginner Palliative Care Nursing

This course is currently in development. Please check My Health Learning for updated course information.

BMDAMH MET Training Day (396742647)

COURSE DESCRIPTION

Theory and practical training day covering non-technical and technical skills for management of a deteriorating patient during a MET call

LEARNING OBJECTIVES

At the end of this session participants will:

- Be able to demonstrate non-technical skills including leadership, communication and role allocation during a MET call
- Demonstrate management of particular scenarios within a group. The scenarios will be specific to their area of work including but not limited to: PPH, tachyarrhythmia's, sepsis, syncope, fall, newborn resuscitation

TARGET AUDIENCE

All Nursing and Medical staff from Blue mountains and Springwood Hospitals including those who are core members of the MET



BMDAMH Paediatric Study Day

(396743354)

COURSE DESCRIPTION

Theoretical and practical paediatric study day with the aim to provide clinicians with the knowledge and skills to care for paediatric patients at non-tertiary sites

OBJECTIVES

At the end of this session participants will:

- Develop a greater understanding and management strategies for common respiratory conditions
- Demonstrate and practice airway and respiratory skills relating to the care of the neonate and paediatric patient including airway management of the newborn, high flow nasal cannula and bCPAP
- Demonstrate and participate in newborn life support and Resus4Kids
- Review and practice administration of nitrous oxide
- Demonstrate and practice clinical skills including; CVAD access in the paediatric patient, in/out IDC, n/g insertion, PIVC dressing
- Review the application of sleep studies in paediatric patients
- Review and discuss management of neonatal and paediatric sepsis

Cannulation and Venepuncture-Adult

(219486097)

COURSE DESCRIPTION

This is a course for participants who wish to preform peripheral venous cannulation and/or venepuncture:

Peripheral venepuncture:

- Perform venous blood collections
- Identify and respond to clinical risks in pathology collection

Peripheral cannulation:

- Perform peripheral intravenous cannulation

To attain competence in these skills, participants must satisfactorily complete all of the following three parts:

1. Complete the course pre-requisites being the Learner Resource Book and Student Assessment Workbook (Theory).
 - The Student Assessment Workbook (Theory) must be completed and submitted three weeks prior to attending the face-to-face course. Failure to do so will result in you not being able to attend the face-to-face course.
 - This booklet should be downloaded from the [ETS intranet page](#).
2. Attend the 2x ½ hour face-to-face course
3. Complete the Student Assessment Workbook (Clinical Skills) with third party workplace assessors within 2 months of attendance of two ½ hour face-to-face course

Each participant must consider how frequently they will be performing peripheral venous cannulation and/or venepuncture in order to maintain their competency and confidence in performing these clinical skills. Each participant must be assessed in their workplace to be deemed competent by completing peripheral venous cannulation and/or venepuncture successfully.

LEARNING OBJECTIVES

- Apply the NBMLHD policy and procedures relating to peripheral venous cannulation and/or venepuncture
- Adhere to infection control policy and standard precautions when accessing peripheral veins for cannulation and/or venepuncture
- Demonstrate competency in the performance of peripheral venous cannulation using safety cannula and venepuncture using the vacutainer system
- Identify and comprehend the potential complications related to peripheral venous cannulation/venepuncture.

TARGET AUDIENCE

Nursing and medical staff who are required to collect arterial blood samples via direct arterial puncture.



Cardiology Nursing Beginner Workshop

This course is currently in development. Please check My Health Learning for updated course information.

Cardiology Nursing Novice Workshop (563005365)

COURSE DESCRIPTION

The Cardiology Nursing Novice Workshop is an introduction to Cardiology nursing. It will cover Cardiac Anatomy and Physiology, an introduction to cardiac assessment, chest pain management, an overview of cardiac devices and Cath Lab procedures, Heart Failure Management and high risk Cardiac Medications.

LEARNING OBJECTIVES

At the end of this session participants will:

- Refresh the basics of Cardiac Anatomy and Physiology
- Gain an understanding of the assessment, management and care of the patients who present with acute coronary syndromes and heart failure
- Perform a chest pain assessment
- Understand the procedures that occur in the Cardiac Cath Lab
- Review high risk medications often given to patients with cardiac conditions

TARGET AUDIENCE

Novice nursing staff who are working in cardiology or likely to look after patients who will be transferred to or from a cardiology ward.

Catheterisation Workshop (144973654)

COURSE DESCRIPTION

- Structure and function of the lower urinary system
- Voiding dysfunction and surgical management
- Uro-pharmacology
- Indwelling catheters, suprapubic catheters, bladder irrigation , nephrostomy drains: management and problem solving
- Skills Station: insertion of male and female IDC, SPC

LEARNING OBJECTIVES

At the end of this session participants will:

Gain enhanced knowledge and skill in managing patients with catheters and drains

TARGET AUDIENCE

Registered and Enrolled Nurses who deal with the practical aspects of urethral and suprapubic catheterisation but not deem themselves to be an expert



Clinical Skills Day -Hawkesbury District Hospital (624305440)

COURSE DESCRIPTION

This workshop will focus on core clinical skills required for nursing staff at Hawkesbury district hospital. This will include theory and practical sessions.

LEARNING OBJECTIVES

At the end of this session participants will learn theory and practical skills for core clinical skills including but not limited to:

- Patient assessment
- Management of the deteriorating patient
- Wound management
- IDC insertion and management
- NGT insertion and management
- Surgical drain management

TARGET AUDIENCE

Nursing staff who are new or wishing to refresh knowledge and skills for core clinical skills at Hawkesbury District Hospital.

Continence Workshop (144973654)

COURSE DESCRIPTION

This workshop is designed to provide nurses with an understanding of Continence and a practical application of Continence knowledge to the clinical setting.

See My Health Learning for the full list of topics this workshop covers.

LEARNING OBJECTIVES

To inform and develop the Clinicians knowledge of bowel bladder health by providing current evidenced based education that will enhance and guide practice towards positive outcomes for patients and client with continence issues.

Participants will be able to:

Discuss

- prevalence of incontinence in the community.
- role and function of continence services.

Be familiar with

- Functional anatomy and physiology of the urogenital system and large bowel.

Identify types of bladder & bowel problems including.

- Knowledge of normal bladder & bowel function
- Impact of constipation on continence
- Assessment and management of constipation

Carry out a basic continence assessment using appropriate:

- assessment tools
- assessment process.
- communication skills.
- Implement a basic incontinence management plan.

Identify:

- pharmacological agents used to manage incontinence
- pharmacological agents that may cause/contribute to urinary incontinence.

Discuss:

- knowledge of types of catheters.
- method & use of catheters and related equipment
- knowledge of products available.

Demonstrate:

- Correct insertion and management of an indwelling catheter and change of a suprapubic catheter.
- Identify problems associated with catheterization and discuss ways to solve or mitigate these problems if they arise.
- Discuss the issues that may arise for a person with bladder and/or bowel dysfunction, how to engage in basic assessment of these issues and, where a client and/or their carer may receive further information and support:
- Assess a client/patient and implement a basic plan for end of life bladder & bowel management.
- Assess a client/patient and implement a basic plan for bladder & bowel management for people with spinal injuries.

TARGET AUDIENCE

Nursing Staff/ Allied Health / Midwifery across the LHD



CVAD Workshop (246953920)

COURSE DESCRIPTION

CVAD assessment, what is the right devices for the right patient, what is new in vascular access, CVAD care and preventing bacteraemia and how to effectively teach others

LEARNING OBJECTIVES

Identify vascular access devices and what they are used for. Care for them effectively and teach other to care for them effectively

TARGET AUDIENCE

Clinical staff.

Diabetes Management in a Hospital Setting (219527534)

COURSE DESCRIPTION

This one-day course exposes participants to a multi-disciplinary experience in modern diabetes management in the rapidly evolving clinical environment of Endocrinology, Metabolism and Diabetes.

This course will provide doctors, nurses, midwives and allied health staff with advanced knowledge and skills relating to the care and management of persons with diabetes mellitus, including paediatrics, adolescents and pregnant women with diabetes.

LEARNING OBJECTIVES

At the end of this session participants will:

- Develop an enhanced insight into the lived experience of a people living with diabetes mellitus and how this influences outcomes.
- Formulate an advanced understanding of the underlying pathophysiology of diabetes.
- Gain knowledge about the role of modern diabetes medications in regulating blood glucose.

TARGET AUDIENCE

Doctors, Nurses, Midwives and Allied Health Staff.



Diabetes Management in Primary and Community Settings (219530419)

COURSE DESCRIPTION

This one-day course exposes participants to a multi-disciplinary experience in modern diabetes management in the rapidly evolving clinical environment of Endocrinology, Metabolism and Diabetes.

This course will provide doctors, nurses, midwives and allied health staff with advanced knowledge and skills relating to the care and management of persons with diabetes mellitus, including paediatrics, adolescents and pregnant women with diabetes.

LEARNING OBJECTIVES

At the conclusion of this program it is expected that the participants will be able to:

- Develop an enhanced insight into the lived experience of a people living with diabetes mellitus and how this influences outcomes.
- Formulate an advanced understanding of the underlying pathophysiology of diabetes.
- Gain knowledge about the role of modern diabetes medications in regulating blood glucose.

TARGET AUDIENCE

Doctors, Nurses, Midwives and Allied Health Staff.

Foundational Nursing Practice: Body Systems and Assessment (632132171)

COURSE DESCRIPTION

This workshop facilitates the further development of clinical knowledge and skill in line with the requirements of a novice nursing working in the Medical Division.

LEARNING OBJECTIVES

At the end of this session participants will have an understanding of:

- The Cardiac system
- The Respiratory system
- Stroke
- Surgical drains
- Under water sealed drains
- Pain Management & PCA's
- Topical Negative Pressure Wound Therapy
- Management of the deteriorating patient and escalation pathways

TARGET AUDIENCE

New and junior nursing staff working within the Medical and Surgical Divisions in NBMLHD.



Foundational Nursing Practice: Medical/Surgical (632133270)

COURSE DESCRIPTION

This workshop facilitates the further development of clinical knowledge and skill in line with the requirements of a beginner nurse working in the medical and surgical divisions.

LEARNING OBJECTIVES

At the end of this session participants will have an understanding of:

- Organ and tissue donation
- Death of a patient
- The renal system and renal dialysis
- IDC and SPC insertion/change/management
- Stoma care
- Advanced Care Planning

TARGET AUDIENCE

New and junior nursing staff working within the Medical and Surgical Divisions in NBMLHD

Foundational Nursing Practice: Mental Health and Drug and Alcohol (632130813)

COURSE DESCRIPTION

This workshop facilitates the further development of clinical knowledge and skill in line with the requirements of a novice/beginner nurse working in the Medical and Surgical Divisions.

LEARNING OBJECTIVES

At the end of this session participants will have an understanding of:

- Drug and Alcohol dependence
- The Fundamentals of Mental Health

TARGET AUDIENCE

New and junior nursing staff working within the Medical and Surgical Divisions in NBMLHD



Foundational Nursing Practice: Respiratory (638512907)

COURSE DESCRIPTION

This workshop facilitates the further development of clinical knowledge and skill in line with the requirements of a novice nursing working in the Medical Division.

LEARNING OBJECTIVES

At the end of this session participants will have an understanding of:

- The Respiratory system
- Respiratory precautions
- COPD
- Blood gas analysis and interpretation
- Non-invasive ventilation: CPAP/BiPAP
- Physiotherapy
- Tracheostomies and Laryngectomies
- Intercostal Catheters
- Management of the deteriorating patient and escalation pathways

TARGET AUDIENCE

New and junior nursing staff working within the Medical and Surgical Divisions in NBMLHD.

ICU Renal Workshop (502843555)

COURSE DESCRIPTION

An 8-hour study day, covering the renal pathophysiology, principles of dialysis, guidelines for dialysis prescription, hands-on practical sessions

- Pre-reading will be provided two weeks prior to the session
- Pre-requisites – RN working in the Intensive Care Unit

LEARNING OBJECTIVES

At the end of this session participants will:

- Have a high level of understanding of renal pathophysiology and the indications for dialysis
- Comprehend the principles of dialysis and dialysis modes
- Have a sound understanding of dialysis prescription
- Gain skills in preparing the dialysis circuit and troubleshooting of dialysis machines

TARGET AUDIENCE

Intensive Care Nurses



Introduction to ECG (172651525)

COURSE DESCRIPTION

This course will provide nurses and other relevant clinical staff with the theoretical knowledge to differentiate normal sinus rhythm from abnormal rhythms and a normal 12 lead ECG from an abnormal reading using a systematic method of interpretation.

LEARNING OBJECTIVES

At the end of this course participants will be able to:

- Develop an understanding of basic cardiac anatomy and physiology
- Understand the conduction system and how it relates to the ECG waveform
- Develop an understanding of the components of the ECG waveform: the P wave, QRS complex, T wave, PR interval and ST segment.
- Demonstrate the ability to perform a 12-lead ECG and relevant troubleshooting skills
- Develop the skills to identify the normal components of the ECG tracing in order to be able to identify Normal sinus rhythm
- Develop the knowledge and skills to identify basic atrial arrhythmias, atrioventricular blocks, junctional and ventricular arrhythmias on the 12 lead ECG
- Learn to recognise patterns associated with myocardial ischemia and infarct and how these changes relate to the underlying pathophysiology of reduced blood flow to the heart muscle.

TARGET AUDIENCE

Registered nurses and enrolled nurses in critical care and ward areas.

Introduction to Neonatal Nursing (42140968)

COURSE DESCRIPTION

The introduction to Neonatal Nursing programs aims to improve patient safety and to enhance clinical care quality by providing essential introductory level specialist nursing knowledge, skills, and to facilitate attitudinal change. The overall aim is to improve neonatal outcomes in neonatal nursery in accordance with NSW DoH and NBMLHD policy.

The curriculum adopts contemporary teaching strategies that are flexible and utilise adult learning principles. There is a curriculum emphasis upon a base knowledge of applied anatomy and physiology, family centred care and the demonstration of clinical ability.

LEARNING OBJECTIVES

At the end of this course participants will be able to:

- practice safely and competently when caring for the newborn in the special care nursery as per the competency standards for neonatal nurses for their level of experience
- plan, deliver and evaluate the care of a newborn that is family centred and developmentally appropriate
- demonstrate an understanding of the transition process from inter-uterine to post uterine life and be able to identify and respond to variations from normal
- reflect on their own practice and identify personal goals to develop confidence and competence in own knowledge, skills and ability to work in the special care nursery

TARGET AUDIENCE

Registered nurses, registered midwives and enrolled nurses working in maternity, neonatal units, paediatric departments, emergency and community settings.



Leg Ulcer Management, Bandaging and Compression Options (56123275)

COURSE DESCRIPTION

The leg ulcer education program focuses on management of lower leg odema and prevention / management of existing leg ulcers: attendance at 2 day wound management with an understanding of basic wound healing physiology will benefit understanding of leg ulcer physiology

How and when to use which type of compression; discussing patient comorbidities that contribute to the complexity of management;

From the acute post-operative patient, with cardiac and respiratory issues developing lower leg odema and blisters, to aged care patients with reduced blood flow and community patients with chronic non healing wounds.

Discussing and demonstrating bandaging, tubigrip, intermittent pneumatic compression therapy.

This involves a practical session measuring and applying simple tubigrip, tubifast, bandaging, compression wraps, compression stockings and compression therapy.

LEARNING OBJECTIVES

At the end of this session participants will:

Have a better understanding of the different forms of bandaging including tubular bandages and be able to demonstrate the correct application.

Understand the different options of compression, including the amount of pressure they deliver.

Understand the difference between direct pressure and graduated compression

Have the knowledge and skills to take back to work place for training and troubleshooting wounds in everyday practice

- be able to demonstrate a basic leg ulcer assessment determining the difference between arterial and venous leg ulcers
- be able to demonstrate the ability to apply different forms of compression
- be able to demonstrate the knowledge to determine when to apply what type of compression for the individual clients requirements

TARGET AUDIENCE

All Staff working with patients and clients in all clinical settings.

PACU Nurse Development Workshop (606083821)

COURSE DESCRIPTION

A workshop aimed to increase the knowledge and skills of the experienced Perioperative Nurses. A key component will be Perioperative Emergencies.

LEARNING OBJECTIVES

At the end of this session participants will:

- Provide accurate documentation during a resuscitation.
- Be more confident in own skills and knowledge in Perioperative Emergencies.
- Locate and prepare emergency medications and airway equipment
- Utilise conflict resolution skills

TARGET AUDIENCE

Instrument and Circulating Nursing 5+ years



Paediatric Study Day - Novice, Beginner, Intermediate (459731541), (460201730), (460233935)

COURSE DESCRIPTION

The Novice Paediatric Nursing program is aimed at providing the knowledge and skills to clinicians who are new to paediatric nursing, or work in mixed adult/paediatric environments.

The Beginner Paediatric Nursing program is aimed at providing the knowledge and skills to clinicians who are at the beginner stage of their career pathway, or work in mixed adult/paediatric environments.

The Intermediate Paediatric Nursing program is aimed at providing the knowledge and skills to clinicians who are at the intermediate stage of their career pathway, or work in mixed adult/paediatric environments

LEARNING OBJECTIVES

The learning objectives of the Novice course days introduces specialised nursing considerations in Paediatrics. These skills and knowledge are the fundamentals of providing safe, consistent and quality care. A combination of skills stations, lectures and case studies/ scenarios are used to explore these days.

The learning objectives of the beginner course days explore more complex paediatric nursing issues. The design of the program is to reflect and build upon the knowledge and skills already obtained by a learner and refine this information into more specialised content. A combination of skills stations, lectures and case studies/ scenarios are used to explore these days.

The learning objectives of the intermediate course days is to explore in more depth the complicated paediatric presentations and more complex paediatric nursing skills. A combination of skills stations, lectures and case studies/ scenarios are used to explore these days.

TARGET AUDIENCE

Nursing and Medical Practitioners who have direct patient contact with Paediatric Patients

Palliative Care Fundamentals (219542625)

COURSE DESCRIPTION

Participants will gain basic understanding of knowledge and skills that are required to provide a palliative approach to caring for patients/clients and their families across hospital and community settings. This two day course will deliver interesting and relevant information regarding palliative care, using an interactive and practical approach to learning in a face to face workshop. The workshop was prepared for nurses, however many sessions may be relevant to allied health professionals who may choose to attend sessions on each day that relate to their clinical practice.

LEARNING OBJECTIVES

At the end of this course participants will be able to:

- Understand the fundamental principles of palliative care and how a palliative approach can be provided to patients/clients across various settings
- Identify effective communication skills
- Develop an understanding of Advance Care Planning and the use of Advance Care Directives across various settings
- Explore needs of culturally and linguistically diverse (CALD) palliative care patient/client populations and their families and explore the role of spirituality in end of life care.
- Understand pain and other symptom management principles and practice (including upper/ lower GIT; respiratory symptoms and nutrition).
- Identify specific issues and management strategies for the care of patients/clients and their families in the last days and hours of life
- Review grief and bereavement theory, self-care and resilience
- Explore ethics and the notion of suffering at the end of life



PCCH Clinical Skills Day - Aged Care (257040430)

COURSE DESCRIPTION

This course provides the fundamentals of assessment and identification of issues within the physical, social and psychological domains involved in the care of the Older Person.

Completion of the online Abuse of Older People via MHL (204136280) prior to attendance is recommended

LEARNING OBJECTIVES

- Assessment of the Older Person
- Introduction to Dementia and Delirium
- Overview and understanding of Capacity
- Abuse of Older People
- Services for Older People including My Aged Care

TARGET AUDIENCE

Community nurses and New Graduate nurses working within the chronic and complex and integrated care community nursing field.

PCCH Clinical Skills Day -Catheterisation: Adult Urethral and SPC and Catheter Care (249179265)

COURSE DESCRIPTION

- Introduction to the Continence Care Service
- Overview of Catheterisation Care : Assessment and Management
- Catheterisation Demonstration

Practice towards readiness for Competency : Female, Male and Suprapubic

- Catheterisation: trouble shooting

HETI Pre-requisites- Aseptic techniques and Inserting an indwelling urinary catheter

LEARNING OBJECTIVES

- To obtain clinical skills and knowledge to safely and competently perform both Male and Female Urethral and Suprapubic catheterisation.
- To review the NBM Adult Urethral Catheterisation procedure.
- To review the ACI Suprapubic Catheterisation Guidelines.
- To understand the practice points that support successful catheterisation
- Develop knowledge and skills to manage and trouble shoot issues arising from catheterisation

TARGET AUDIENCE

Community nurses and New Graduate nurses working within the chronic and complex community nursing field.



PCCH Clinical Skills Day -Chronic Illness (252072630)

COURSE DESCRIPTION

- Basic Cardiac Anatomy and Physiology
- Acute Coronary Syndrome, Coronary Artery Disease, risk factors etc.
- Basics of heart failure, long term management.
- A brief overview of COPD and other respiratory diseases.
- Assessment of respiratory clients.
- Uses of Oxygen therapy.
- Respiratory self-management strategies and symptom recognition.
- Overview of Diabetes and the implications to health
- Diabetes Management in a community setting

LEARNING OBJECTIVES

At the end of this session participants will:

- Basic Cardiac Anatomy and Physiology
- Acute Coronary Syndrome, Coronary Artery Disease, risk factors etc.
- Basics of heart failure, long term management.
- A brief overview of COPD and other respiratory diseases.
- Assessment of respiratory clients.
- Uses of Oxygen therapy.
- Respiratory self-management strategies and symptom recognition.
- Overview of Diabetes and the implications to health
- Diabetes Management in a community setting

TARGET AUDIENCE

Community nurses and New Graduate nurses working within the chronic and complex and integrated care community nursing field.

PCCH Clinical Skills Day –Documentation (252070363)

COURSE DESCRIPTION

Overview of forms and documentation used in Chronic and complex care community nursing.

LEARNING OBJECTIVES

Develop knowledge and understanding around the forms and documents used in Chronic and complex care community nursing.

TARGET AUDIENCE

Community nurses and New Graduate nurses working within the chronic and complex community nursing field.



PCCH Clinical Skills Day -Palliative Care (249183660)

COURSE DESCRIPTION

- Introduction to the Wound Care Service
- Overview of Wound Assessment and Management\
- MHL Pre-requisites-Aseptic techniques 40027445, Pressure Injury Prevention: Risk Assessment 115610702, Pressure Injury Prevention: Risk Management 115610919, Wound Assessment 40063981, Wound Management 42833429, Lymphoedema awareness 80913610, Lymphoedema Early Intervention 80901551, Managing diabetes in primary care 53652446, Nutrition screening for malnutrition 66794494, Basics of blood glucose levels and insulin 186680842(Acute setting focus)

LEARNING OBJECTIVES

- To understand the process of normal wound healing and factors that impair wound healing.
- To understand the principles of basic wound assessment and management.
- Develop knowledge and skills to manage and trouble shoot issues arising from wounds
- Introduction to the Multilayer wound compression therapy.

TARGET AUDIENCE

Community nurses and New Graduate nurses working within the chronic and complex and integrated care community nursing field.

PCCH Clinical Skills Day -Wound Care (249185468)

COURSE DESCRIPTION

- Introduction to the Wound Care Service
- Overview of Wound Assessment and Management\
- MHL Pre-requisites-Aseptic techniques 40027445, Pressure Injury Prevention: Risk Assessment 115610702, Pressure Injury Prevention: Risk Management 115610919, Wound Assessment 40063981, Wound Management 42833429, Lymphoedema awareness 80913610, Lymphoedema Early Intervention 80901551, Managing diabetes in primary care 53652446, Nutrition screening for malnutrition 66794494, Basics of blood glucose levels and insulin 186680842(Acute setting focus)

LEARNING OBJECTIVES

- To understand the process of normal wound healing and factors that impair wound healing.
- To understand the principles of basic wound assessment and management.
- Develop knowledge and skills to manage and trouble shoot issues arising from wounds
- Introduction to the Multilayer wound compression therapy.

TARGET AUDIENCE

Community nurses and New Graduate nurses working within the chronic and complex and integrated care community nursing field.

Rehabilitation Study Day: Blue Mountains and Springwood Hospitals (365826319)

COURSE DESCRIPTION

Theoretical and practical study day on topics relating to Rehabilitation nursing

LEARNING OBJECTIVES

At the end of this session participants will:

- Gain a greater understanding of Rehabilitation nursing including FIM scoring
- Demonstrate and practice the use of common splints and mobility aids including manual handling principles
- Review and discuss the management of stroke patients including swallow and communication
- Demonstrate and practice the application of negative pressure wound dressings
- Review and discuss palliative care nursing principles
- Increased understanding of nutrition principles for rehabilitation patients including care of enteral nutrition devices

TARGET AUDIENCE

Nursing Staff from Rehab Ward Blue Mountains and Springwood General Ward

Residential Aged Care Facilities (RACF) Palliative Care Workshop

COURSE DESCRIPTION

This course is currently in development. Please check My Health Learning for updated course information.



Simulation: Feedback and Debriefing (546861941)

COURSE DESCRIPTION

The aim is to introduce a conversational framework that can be utilised for debriefing, giving feedback and challenging conversations that occur in the simulated environment or when completing clinical supervision.

The development of feedback and debriefing skills is paramount to the role of an educator or clinical supervisor but often the most challenging. This course utilises simulation, video triggers, facilitated debriefing and group activities to provide strategies and teaching tools to deal with challenging conversations. The teaching from this course is taken from the work of the Institute of Medical Simulation in Boston.

Pre-reading will be provided by the course co-ordinator prior to the course.

For education related to:

- Preparing, facilitating and leading difficult conversations, enrol in Lead Difficult Conversations (Course Code461561310)
- Assessing staff, enrol in Assessor Workshop (Course Code395693668)

LEARNING OBJECTIVES

At the end of this session participants will:

Learn how to create a safe environment for feedback and debriefing conversations.
Develop and practice skills in a conversational technique that helps promote deeper learning.
Practice the skills of giving feedback and experience the impact of receiving feedback.

TARGET AUDIENCE

This workshop is designed for staff involved in clinical teaching/education, clinical supervision and/or those involved in the development and delivery of simulation based training.

Simulation: Development and Delivery of Simulation Based Education (Beginner) (499847661)

COURSE DESCRIPTION

To build and train facilitators in developing and conducting simulation.

LEARNING OBJECTIVES

At the end of this session participants will:

- Understand the use of simulation in healthcare education
- Understand the development, implementation and review of simulation scenarios
- Develop skills in debriefing simulation

TARGET AUDIENCE

NBMLHD clinical staff.



Simulation: Simulation based education (Intermediate) (546863001)

COURSE DESCRIPTION

Continuing professional development opportunity for clinical utilising simulation for teaching and training. To build on skills and knowledge in debriefing and feedback conversations, focusing on difficult conversations.

This interactive course will provide strategies and techniques for dealing with challenging situations in debriefing and simulation based education.

Pre-reading will be provided by the course co-ordinator prior to the course.

LEARNING OBJECTIVES

At the end of this session participants will:

- Participate in briefing and debriefing methods.
- Develop skills and techniques in debriefing challenging simulation based education.
- Develop skills in co-debriefing and utilising a co-debriefer.
- Developing education based on an identified performance gap.

TARGET AUDIENCE

Clinicians already involved in the development and delivery of simulation-based education, wanting to improve skills and knowledge and the quality of debriefing skills.

Understanding Delirium and Dementia (177846237)

COURSE DESCRIPTION

This interactive course will explore:

- the difference between Delirium and Dementia,
- the aetiology and presentation of the disease and appropriate management strategies.

LEARNING OBJECTIVES

At the end of this session participants will:

- Understand the Pathophysiology of Dementia and Delirium
- Understand primary applicable models of care
- Be able to apply appropriate assessment tools and escalation pathways
- Be aware of the relevant procedures and resources (locally and nationally)
- Be able to access and utilise resources including Dementia Australia resources
- Be aware of the impact of these conditions on the person and their family
- Consider the social and health service impact
- Be able to reflect on their own practice in these areas

TARGET AUDIENCE

This workshop is appropriate for staff working with patients and clients in the clinical settings across the health sector.

This will be of particular benefit for those who do not specialise in aged care, but who may care for older persons post-surgery, medical admissions for other reasons, during an emergency admission or rehabilitation. It will also benefit staff working in aged care settings.

Working with Challenging Behaviours in Dementia Care (177851119)

COURSE DESCRIPTION

Staff will identify behaviours associated with Dementia, potential causes that underpin behaviours, explore communication techniques and the role of pharmacology.

LEARNING OBJECTIVES

At the end of this course participants will be able to:

- evaluate the hospital experience of a patient with dementia
- identify 3 possible causes of challenging behaviours in patients with dementia
- discuss appropriate ways to communicate with a patient displaying challenging behaviours
- review role of medications in working with these behaviours.

TARGET AUDIENCE

All staff working with patients and clients in the clinical settings.

Wound Management (42143603)

COURSE DESCRIPTION

Wound Management is a 2 day course.

Day 1. is an introduction to wound management focusing on wound physiology, factors affecting wound healing, wound assessment, wound products, skin tear management as per NBMLHD policy, management of skin grafts and donor sites. Pressure injury prevention

Day 2. is advanced wound therapies focusing on diabetic foot ulcers, topical negative pressure therapy including closed incisional topical negative pressure therapy. Finishing with group presentations

LEARNING OBJECTIVES

Complete the wound assessment tool and management plan; choose wound products currently on NBMLHD contract as product procurement.

TARGET AUDIENCE

All hospital, community nursing, allied health, aged care nurse practitioners, GP's.



Clinical Training Mental Health

- Comprehensive Mental Health Assessment
- Enhancing Best Practice Day 1: Psychotropic Medications and Sexual Safety Policy
- Enhancing Best Practice Day 2: Mental Health Outcome Measures and Legal Matters
- Enhancing Best Practice Day 3: Co-regulation and Documentation
- Enhancing Best Practice Day 4: Admission, Transfer and Discharge
- Enhancing Best Practice Day 5: Physical Health Care for People Living with Mental Health Issues
- Foundational Mental Health Assessment
- Introduction to Trauma Informed Practice
- Mental Health Disability and NDIS
- Mental Health Team Leader
- Zero Suicides In Care
- Standard Mental Health First Aid

Comprehensive Mental Health Assessment (504243259)

COURSE DESCRIPTION

This is a 3-day Mental Health Assessment course that gives instruction on the completion of a comprehensive mental health assessment for a consumer including completion of a Mental State Examination (MSE).

The course explores the comprehensive assessment in the context of a holistic care of the consumer's mental, physical health and family history.

The course provides relevance to the information collected during the assessment and contextualises the information collected.

LEARNING OBJECTIVES

- Describe the context of mental health assessment in terms of recovery oriented and Trauma informed mental health care
- Describe the importance of involvement of the family in conducting a comprehensive assessment
- Identify the cultural and language issues related to the mental health assessment
- Identify the components of the presenting problem, psychiatric history, mental state examination including risk assessment
- Document a clinical formulation and immediate management plan
- Conduct and document a comprehensive mental health assessment

TARGET AUDIENCE

All NBMLHD staff.



Enhancing Best Practice Day 1: Psychotropic Medications & Sexual Safety Policy (504268925)

COURSE DESCRIPTION

This workshop contains 2 sessions.

Session 1 (AM): Psychotropic Medications

This course will provide a general over-view on all Psychotropic medications, with a more focused approach on the associated physical health risks and physical health monitoring requirements of a number of complex mental health medications.

It will also provide a comprehensive understanding on some of the commonly used and/or highly specialised psychotropic medications such as:

Olanzapine, Clozapine, Sodium Valproate and Lithium Carbonate

Session 2 (PM): Sexual Safety Policy

This course teaches staff about the NSW Health Sexual Safety Policy and the NBMLHD Procedure. This is the workshop of the mandatory training for all employees in Mental Health Services NSW and aims to build knowledge to meet the requirements of PD 2013_038 Sexual Safety - Responsibilities and Minimum Requirements for Mental Health Service.

LEARNING OBJECTIVES

Session 1:

- Explain the mechanism of action of 2nd generation anti-psychotic medications.
- Describe the mechanism of action of common mood stabilizing medications.
- Apply knowledge of physical health monitoring protocols linked to these medications.
- Identify prevalent side-effects and physical health risks associated with these medications.
- Recognize rare and common effects related to these medications.

Session 2:

- Effectively promote strategies to support sexual safety and prevent sexual assault and harassment
- Respond appropriately and sensitively to sexual safety incidents involving mental health consumers
- Integrate trauma informed principles of care into all aspects of care.

TARGET AUDIENCE

All Mental Health staff.

Enhancing Best Practice Day 2: Mental Health Outcome Measures and Legal Matters (504271728)

COURSE DESCRIPTION

This workshop includes 2 sessions.

Session 1 (AM): Mental Health Outcome Measures

To enable clinical application of mental health outcome measures and use of the information gained, partnering with the consumer and their family in care planning and review, this course builds on the knowledge gained through MHL eLearning – Documentation and Activity Based funding for Clinicians Outcome Measures.

Session 2 (PM):

To identify key information in the NSW legislations below to enhance own clinician practice:

- Mental Health Act 2007
- Health Records and Information Privacy Act 2002
- Mental Health and Cognitive Impairment Forensic Provisions Act 2020

LEARNING OBJECTIVES

Session 1:

- Make use of the HoNOS suite to support recovery orientated, trauma informed, family inclusive and culturally sensitive person centred care understand the use standardised outcome measures, a nationally mandated initiative designed to support the assessment, monitoring, review and evaluation of mental health care.
- Understand the use of the resource detailed in IB2011_022 Improving Consumer Outcomes in Mental Health: Clinical Documentation and Outcome Measures
- Use the information gained through the routine outcome measures to inform care planning and review

Session 2:

- Identify the objects, principles and sections of NSW legislations relevant to mental health care that inform and direct their work.
- Recognise potential ethico-legal issues/dilemmas in working with people and their carer/families and respond to potential ethical issues if and as they arise.
- Engage in practice that professional's obligation to provide care that, irrespective of legal status, focuses on the person with lived experience and carer/family and aims to minimise harm and promote safety.
- Identify a range of resources to further support workplace practice.

TARGET AUDIENCE

All Mental Health staff.



Enhancing Best Practice Day 3: Co-regulation and Documentation (504273245)

COURSE DESCRIPTION

This is a one day face-to-face workshop that introduces staff to the process of co-regulation of complex emotions leading to consumer distress as well as clinical documentation in mental health services. Staff develop an understanding of how to use clear, respectful communication to assist the consumer to regulate their distress without escalation to anger/aggression and how to recognise and respond to an acute and sudden deterioration in mental state. The documentation component is designed to further develop and support mental health clinicians' knowledge and skills in documentation for safety.

LEARNING OBJECTIVES

- Explain the concepts of Polyvagal theory & The Human Stress Response.
- Discuss human autonomic nervous system and its stress-related reactions.
- Analyse the infectious nature of emotions and its impact.
- Apply techniques for collaborating with consumers to co-regulate distress.
- Recognise the significance of quality patient records for patients, colleagues, care teams, and healthcare organizations.
- Identify potential hazards arising from inadequate documentations that affect patients, clients, individual staff, and organizations.
- Create patient records (whether electronic or paper-based) using the principles of: completeness, accuracy, clarity, patient-centric approach, contemporaneity, and collaboration.

TARGET AUDIENCE

All Mental Health staff.

Enhancing Best Practice Day 4: Admission, Transfer and Discharge (504274007)

COURSE DESCRIPTION

Join our workshop on “Admission, Transfer, and Discharge” to enhance your skills and knowledge in efficiently managing the critical phases of consumer care. This workshop is tailored for mental health professionals seeking to optimize consumer experiences, streamline operations, and ensure seamless transitions throughout a consumer's healthcare journey.

LEARNING OBJECTIVES

- Recall key principles and policies, procedures for patient admission, transfer, and discharge processes.
- List the essential documentation requirements for each phase of patient care.
- Explain the significance of effective communication in ensuring safe patient transfers.
- Describe the legal and ethical considerations related to patient consent during these processes.
- Apply communication strategies to relay accurate patient information during transfers.
- Utilize case studies to analyse and recommend appropriate actions for complex admission scenarios.
- Assess the impact of inadequate communication on patient safety during transfers.

TARGET AUDIENCE

All Mental Health staff.



Enhancing Best Practice Day 5: Physical Health Care in Mental Health (546398660)

COURSE DESCRIPTION

This full-day workshop is designed to equip mental health professionals with essential knowledge and skills to enhance the physical health care of individuals living with mental health conditions. The day will begin with an introduction to the guidelines on Physical Health Care for People Living with Mental Health Issues, focusing on general risk factors, comorbidities, and relevant interventions.

Participants will delve into specialty subjects, including the physical health aspects of ECT and Clozapine care, the importance of exercise and diet, management of eating disorders, and considerations for metabolic risks. A key component of the workshop will be recognizing and intervening in the care of deteriorating patients, through simulation, incorporating the 4Hs and 4Ts framework and medical emergency response procedures.

The workshop will also address the diagnosis and management of Metabolic Syndrome, linking it to funding and activity-based funding models, ensuring a comprehensive understanding of physical health care in mental health settings.

LEARNING OBJECTIVES

- Understand and apply the guidelines for Physical Health Care in People Living with Mental Health Issues, identifying and managing general risk factors and comorbidities common within this population.
- Demonstrate knowledge of specialty physical health care needs in mental health, including the specific considerations for ECT and Clozapine care, and effectively manage diet, exercise, and eating disorders in this context.
- Recognize the signs of a deteriorating patient in a mental health setting and appropriately intervene using the 4Hs and 4Ts framework, along with the medical emergency response procedure.
- Identify and diagnose Metabolic Syndrome in mental health patients and understand its implications for care planning and activity-based funding.
- Integrate best practices for physical health care into routine mental health care, ensuring a holistic approach that supports both mental and physical well-being.

TARGET AUDIENCE

All staff.

Foundational Mental Health Assessment (250789063)

COURSE DESCRIPTION

This is a foundational workshop on Mental Health Assessment. This workshop provides introductory level of knowledge and skills exercise in mental health assessment. Participants will explore a range of activities including completion of a Mental State Examination (MSE), risk assessment, documentation, and case studies.

LEARNING OBJECTIVES

- Define therapeutic relationships and its relevance to assessment.
- Describe key components of a Mental Health Assessment
- Identify appropriate questioning techniques to assist in the completion of the assessment
- Explain key components of a Mental State Examination
- Apply skills in conducting a current mental status examination and understanding the relevance of the Information required
- Compare risk and protective factors relevant to the planning of care with the person being assessed
- Apply learned assessment skills in case studies.

TARGET AUDIENCE

All MH Staff on the Novice Career Pathway
All other staff from any discipline and specialty including mental health



Introduction to Trauma Informed Practice (58381657)

COURSE DESCRIPTION

Introduction to Trauma Informed Practice provides instruction to staff on understanding the nature and complexity of traumatic experiences as a social determinant of health. The course offers insight into the neurobiological, physical, psychological and social impacts of early childhood trauma relevant particularly to experiences of mental health consumers and teaches a new approach to care delivery that seeks to challenge and reduce practices that are likely to re-traumatise consumers.

LEARNING OBJECTIVES

At the end of this session participants will:

- Understand the research behind trauma informed practice and why it is important
- Develop knowledge on ACEs and their impact
- Understand the neurobiological, physical, psychological and social impacts of early childhood trauma
- Understand the intergenerational transmission of trauma
- Understand both the organisational and practice principles of trauma informed care
- Develop knowledge on how to minimise and reduce opportunity for re-traumatisation while in our care.

TARGET AUDIENCE

All clinicians working in the Mental Health Service.

Mental Health Disability and NDIS (400546432)

COURSE DESCRIPTION

This course provides mental health clinicians with an overview of physical, cognitive and intellectual disability and the relevance to mental health settings. Includes information on capacity and decision making relative to consumers with an intellectual/cognitive disability in a MH setting.

The course will further explore the role of NDIS in supporting consumers with a disability. This section of the learning offers insights into NDIS services and stakeholders as well as the process of application for NDIS funding.

LEARNING OBJECTIVES

At the end of this session participants will have a better understanding of:

Disability

- What is Disability
- Consent and Capacity
- Intellectual Disability and Mental Health

NDIS

- The role of Health and the NDIS
- Applications to the NDIS – who does what
- Key NDIS stakeholders
- Change of Circumstances – what happens if someone’s funding is inadequate.
- Patient Flow portal documenting the NDIS waiting for what data.

TARGET AUDIENCE

All MH Staff on the Novice Career Pathway.

All other staff from any discipline and specialty including mental health.



Mental Health Team Leader (450364791)

COURSE DESCRIPTION

This course provides succinct view on teamwork and leadership, roles and responsibilities, handover, patient flow, dealing with difficult situations and case studies.

LEARNING OBJECTIVES

At the end of this session participants will:

- At the end of this session participants will have a better understanding of:
- Discuss the team leaders role and responsibilities
- Apply troubleshooting strategies commonly used by team leaders using case studies
- Demonstrate effective communication and interpersonal skills with other team members
- Demonstrate ability to prioritise and delegate nursing activities in accordance with skill mix, staffing and patient priorities.

TARGET AUDIENCE

All MH Staff on the Intermediate Career Pathway.

All other staff from any discipline and specialty including mental health.

Zero suicides in care workshop-Full day (535687861)

COURSE DESCRIPTION

The Zero suicides in care workshop enables skills development and application of knowledge to practice. It aligns with the Zero Suicide Framework and components of NSW Health suicide care pathways: engage and identify, assessment, formulation, brief interventions, treatment and transitions of care.

Content advice: This module discusses suicide prevention strategies. A trauma-informed approach to content delivery has been considered. If it raises any concerns please:

- Talk to someone you trust
- Contact your local Employee Assistance Program (EAP)
- You can also contact the following services 24/7:
 - Lifeline -13 11 14
 - Suicide Call Back Service -1300 659 467
 - Beyond Blue -1300 224 636
 - Standby Support After Suicide -1300 727 247
 - 13YARN -13 92 76

LEARNING OBJECTIVES

Develop abilities to undertake actions related to suicide prevention consistent with their roles, a Zero Suicide approach, and NSW Health suicide care pathways

TARGET AUDIENCE

Mental Health clinicians.



Standard Mental Health First Aid (240793137)

COURSE DESCRIPTION

Standard Mental Health First Aid is intended to teach staff how to provide assistance to a person who may potentially be developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis until the appropriate professional help is received or the crisis resolves.

LEARNING OBJECTIVES

At the end of this session participants will:

- Understand the principle of recovery oriented, trauma informed, and culturally sensitive care
- Know the signs and symptoms of the common mental health problems in adults
- Know of the possible causes or risk factors for these mental health problems; be aware of the evidenced based medical, psychological and alternative treatments available
- Give appropriate initial help and support to someone experiencing a mental health problem
- Provide first aid in a crisis situation.

TARGET AUDIENCE

Staff currently not working in a mental health service.



Clinical Training Midwifery

- Breastfeeding Workshop
- Discharge of Well Neonate (DAWN)
- Mentoring in Midwifery
- Nepean Neonatal Nursing Advanced Skills Day
- Perinatal Safety Education -Fetal Safety and Maternal Safety
- Perineal Repair
- Vaginal Speculum and Clinical Breast Examination by Midwives: Accreditation Workshop

Breastfeeding Workshop (339580272)

COURSE DESCRIPTION

This course has a clinical focus with:

- Anatomy and physiology applied to the clinical setting
- The impact of feeding choice
- BFHI (WHO code and NHMRC Guidelines)
- Care and education of pregnant women(including breast and nipple care)
- Supporting the breastfeeding woman
- The first feed and the significance of skin to skin contact
- Assessment of feeding-latching, sucking and positioning
- Breastfeeding beyond the first week
- Expressing
- Blocked ducts, mastitis, breast abscess and engorgement.
- Supply Issues
- Breastfeeding challenges and the use of aids
- Late preterm and hospitalised infants(including Jaundice and Hypoglycemia)
- Breastfeeding multiples
- Introduction of family foods and returning to work
- Breastmilk substitutes, bottle feeding and suppression of lactation
- Contraceptive options

LEARNING OBJECTIVES

At the conclusion of this workshop the participant will be able to:

- Apply acquired knowledge to clinical practice in order to support women feeding their infants.
- Assist women to initiate and maintain lactation.
- Assess and manage breastfeeding problems effectively and refer appropriately.
- Promote breastfeeding to women, their families and the wider community with the provision of evidence-based information

TARGET AUDIENCE

Anyone who works with breastfeeding mothers or children From NBMLHD, WSLHD and other areas



Discharge Assessment of the Well Neonate (DAWN) (51380123)

COURSE DESCRIPTION

Discharge Assessment of the Well Newborn (DAWN) is an advanced skill for midwives participating in the care of well neonates in the postnatal period. This program will empower midwives working in the postnatal ward to improve the care of women and their babies and decrease the frustration felt by midwives and women while waiting for a medical officer to arrive on the ward to perform neonatal discharge assessment, especially after hours and on weekends. It is recognised that clinicians bring with them considerable skill in conducting physical examination, especially of neonates. The information package will concentrate on giving clinicians a deeper knowledge of checking the eye, palpating the neonatal abdomen and listening for cardiac murmurs. There will also be a review of changes that occur in the cardiovascular system at birth. This information will be taken directly from the text and reinforced through tutorial sessions.

Participants will be required to complete the self-directed learning package, basic knowledge test and be assessed on four occasions by an accredited assessor for successful completion of the program.

LEARNING OBJECTIVES

- Identify neonates suitable for DAWN Program
- Identify normal physiology of neonatal adaptation and development
- Identify detectable variances from normal adaptation and development in the neonate
- Apply the theoretical components of the program into the assessment of the well neonate, thus achieving competency in this skill.
- Promote continuity of care for postnatal women and their babies.
- Promote midwives as efficient, collaborative members of the multidisciplinary team.
- Communicate effectively with parents in order to explain and perform the examination
- Initiate appropriate follow up for each neonate depending upon the findings of the examination
- Demonstrate competence in performing neonatal examination
- Demonstrate appropriate documentation
- Expedite the discharge process of well mothers and babies.

TARGET AUDIENCE

Registered Midwives with at least two years' experience post registration.

Mentoring in Midwifery (504434064)

COURSE DESCRIPTION

Mentoring in Midwifery is a program that develops a reciprocal learning relationship that expands opportunities for connection, learning and growth for midwives and midwifery students.

This program is transferable across all midwifery training and clinical facilities and supports the midwifery profession, develops leadership at all levels and helps in the retention of a strong, confident and skilled midwifery workforce. The face-to-face workshop covers workshops 1-6 over one day..

LEARNING OBJECTIVES

At the end of this session participants will:

- Have gained skills to be a MIM mentor to midwifery students and registered midwives.

TARGET AUDIENCE

Registered Midwives



Nepean Neonatal Nursing Advanced Skills Day (623093059)

COURSE DESCRIPTION

Advanced neonatal resuscitation - Simulation training on how to care for the complex neonatal patient

LEARNING OBJECTIVES

At the end of this session participants will:

- Have the physical skills and knowledge to care for the complex neonatal patient.
- Be super-users in the equipment within Neonatal services
- Be proficient in providing neonatal resuscitation

TARGET AUDIENCE

Senior Neonatal nurses, Nepean hospital

Perinatal Safety (Maternal Safety and Fetal Safety) (371126715), (318664544)

COURSE DESCRIPTION

This four hour workshop is designed for registered midwives working in the birth unit, to competently perform perineal repair and thus enhancing the continuity of care for the women in birth unit and postnatal settings. Following this workshop, participants will be required to complete the “perineal infiltration and repair” competencies within six months from the date of the workshop.

Midwives will be accredited to perform repairs on first-degree tears, uncomplicated second-degree tears and episiotomies without major extensions. Midwives will not be accredited to perform repairs on third or fourth degree tears, or any other trauma they believe is beyond their scope of practice.

LEARNING OBJECTIVES

- Identify anatomy and physiology of the perineum and classifications of perineal trauma
- Identify strategies to help protect perineal integrity and limiting perineal trauma in childbirth
- Identify the role of perineal suturing in continuity of Midwifery care
- Identify the different uses and properties of common suture material
- Identify the selection and use of local anaesthetics and infiltration techniques
- Identify clinical need for and correct technique when performing an episiotomy
- Demonstrate basic perineal repair techniques, use of instruments and knot tying
- Demonstrate the application of infection control and WHS principles in repair of the perineum
- Accurately document procedure and follow up care
- Demonstrate effective postpartum care after perineal trauma and repair.

TARGET AUDIENCE

Registered Midwives working in the birth unit, either at an intermediate level or those who have been assessed as appropriate candidates by their midwifery manager.



Perineal Repair by Midwives (51888825)

COURSE DESCRIPTION

This four hour workshop is designed for registered midwives working in the birth unit, to competently perform perineal repair and thus enhancing the continuity of care for the women in birth unit and postnatal settings. Following this workshop, participants will be required to complete the “perineal infiltration and repair” competencies within six months from the date of the workshop.

Midwives will be accredited to perform repairs on first-degree tears, uncomplicated second-degree tears and episiotomies without major extensions. Midwives will not be accredited to perform repairs on third or fourth degree tears, or any other trauma they believe is beyond their scope of practice.

LEARNING OBJECTIVES

- Identify anatomy and physiology of the perineum and classifications of perineal trauma
- Identify strategies to help protect perineal integrity and limiting perineal trauma in childbirth
- Identify the role of perineal suturing in continuity of Midwifery care
- Identify the different uses and properties of common suture material
- Identify the selection and use of local anaesthetics and infiltration techniques
- Identify clinical need for and correct technique when performing an episiotomy
- Demonstrate basic perineal repair techniques, use of instruments and knot tying
- Demonstrate the application of infection control and WHS principles in repair of the perineum
- Accurately document procedure and follow up care
- Demonstrate effective postpartum care after perineal trauma and repair.

TARGET AUDIENCE

Registered Midwives working in the birth unit, either at an intermediate level or those who have been assessed as appropriate candidates by their midwifery manager.

Vaginal Speculum and Clinical Breast Examination by Midwives: Accreditation Workshop (397560001)

COURSE DESCRIPTION

- The vaginal speculum examination is an accreditation course for midwives who work in maternity and are required to perform this procedure.
- Women who require a vaginal speculum examination include assessment of antepartum haemorrhage, ruptured membranes or assessment of postpartum bleeding from vaginal or cervical tears.
- The vaginal speculum skill is practical for emergency personnel to determine best referral pathways after assessment.
- The clinical breast examination is an important skill for the health practitioner to develop to detect the presence of breast lumps and refer appropriately
- Both workshops contain a short theory session followed by a practical demonstration and completion of a competency for the vaginal speculum and the clinical breast examination performed on a female facilitator.

LEARNING OBJECTIVES

- Relate anatomy and physiology of the breast to common locations of breast lumps
- Demonstrate correct technique for clinical breast examination
- Demonstrate understanding of what constitutes an abnormal finding
- Relate anatomy and physiology of the female reproductive tract to pregnancy or gynaecological related conditions
- Demonstrate correct technique for vaginal speculum examination
- Demonstrate understanding of what constitutes an abnormal finding.



TPP Nursing and Midwifery

- First Year - Transition to Professional Midwifery Practice (MidStart)
- First Year - Transition to Professional Practice - Registered Nurse/Midwife (GradStart)
- First Year - Transition to Professional Practice Enrolled Nurse
- Second Year - Transition to Speciality Practice Programs

First Year - Transition to Professional Midwifery Practice (MidStart) (129809627)

COURSE DESCRIPTION

The transition to professional midwifery practice (new graduate program) is designed to assist newly graduated midwives in developing further their midwifery skills and knowledge.

The transition program is clinically based and therefore is practical in nature comprising of skills, scenarios and simulations.

LEARNING OBJECTIVES

- Gain advanced knowledge and skills that will assist them in continuing to provide optimum woman-centred care (eg, vaginal speculum examination, artificial rupture of membranes, fetal scalp electrode application etc)
- Demonstrate developing knowledge and skill
- Be able to effectively integrate into the midwifery team

TARGET AUDIENCE

All registered midwives in their first year of practice.



First Year - Transition to Professional Practice Registered Nurse/Midwife (GradStart)

COURSE DESCRIPTION

You will undertake a week-long orientation program to the organisation, prior to commencement of your first rotation. You will then be orientated to your new clinical area and have a period of supernumerary time to adjust and be introduced to at least 2 preceptors.

LEARNING OBJECTIVES

On completion of this program participants will:

- Have an understanding of their roles and responsibilities
- Have an understanding of the requirements of the program
- Have an overview of Nursing and Midwifery at NBMLHD

TARGET AUDIENCE

Registered nurses and midwives undertaking the Transition to Professional Practice - Registered Nurse / Midwife (GradStart) program.

First Year - Transition to Professional Practice Enrolled Nurse

COURSE DESCRIPTION

This program is designed to assist you in transitioning into practice as an Enrolled Nurse and the NBMLHD workforce.

LEARNING OBJECTIVES

It is an expectation that you must complete the following to meet the requirements of the program:

- Attend orientation
- Complete the new employee induction checklist
- Undertake three and six month performance review with your Nurse Unit Manager
- Complete three month self-reflection assessment and discussion with CNE
- Complete mandatory online training in the expected timeframe
- Attend EN study day 1 and 2
- Attend Friday teaching when rostered on
- Complete all identified clinical skills

TARGET AUDIENCE

All newly registered enrolled nurses working at NBMLHD.



Transition to Specialty Practice Programs:

Emergency Nursing, Intensive Care Nursing, Perioperative, Mental Health Nursing, Drug and Alcohol, Primary and Community Health Care, Neonatal Intensive Care, Paediatrics, Post-natal, Medical, Surgical, Aged Care, Cancer Care - Palliative Care

COURSE DESCRIPTION

During the Transition to Specialty Practice program, you will continue your journey supported by clinical pathway's that have been individually developed to support your current and future education development.

COURSE OBJECTIVES

Objectives of the TTSP program include the following:

- The TTSP program provides a scaffolded approach to education, building on knowledge and skills and gaining competence from Novice to Beginner levels within your chosen specialty.
- Consolidation of foundational knowledge and competencies gained in the graduate year.
- Opportunities for further professional development and support to enrol in a Graduate Certificate course or similar, related to the area of specialty practice.
- Access to support networks to guide and advocate for participants as they progress through their Career Pathways and gain confidence.

TARGET AUDIENCE

Registered and enrolled nurses.



TPP Medical

- Transition to Professional Practice Medical -Intern
- Transition to Professional Practice Medical -Resident
- Resident Education
- Resident Half Day Tutorial

Transition to Professional Practice Medical -Intern

COURSE DESCRIPTION

An effective learning program that equips Interns for their role in delivering effective patient care. The Program delivers documented learning outcomes that are aligned with the Australian Medical Council's 'Intern training -Intern outcome statements' and any HETI authorised curriculum. Participation in the prevocational training is monitored and facilitated.

LEARNING OBJECTIVES

At the end of this session participants will:

- Self-evaluate their professional practice, demonstrate lifelong learning behaviours, and participate in educating colleagues
- Participate in a variety of continuing education opportunities

TARGET AUDIENCE

Medical Intern.



Transition to Professional Practice Medical - Resident

COURSE DESCRIPTION

An effective learning program that equips Residents for their role in delivering effective patient care as well as preparing them for future roles. The Program delivers documented learning outcomes that are aligned with the Australian Medical Council's 'Intern training - Intern outcome statements' and any HETI authorised curriculum. Participation in the prevocational training is monitored and facilitated

LEARNING OBJECTIVES

At the end of this session participants will have:

- Self-evaluate their professional practice, demonstrate lifelong learning behaviours, and participate in educating colleagues
- Participate in a variety of continuing education opportunities

TARGET AUDIENCE

Medical Resident.

Resident Education (172523240)

COURSE DESCRIPTION

Monthly compulsory education for Residents.

TARGET AUDIENCE

Medical Residents at NBMLHD.

Resident Half Day Tutorial (334020868)

COURSE DESCRIPTION

Half Day tutorial sessions for Residents.

TARGET AUDIENCE

Medical Residents at NBMLHD.



Corporate Training Corporate

- Revenue and Billing for Clinicians
- Revenue Awareness for Administrative Staff
- Revenue Awareness for NMUM/NMMs
- Revenue for Emergency Clerks

Revenue and Billing for Clinicians (451560574)

COURSE DESCRIPTION

Revenue and Billing for Clinicians will provide an overview of the general billing principles for outpatient and inpatient consultations ensuring Medicare compliance, referral requirements and billing guidelines, the Clinician Billing Portal application for clinicians to input billing directly bypassing the need for manual billing sheets. It will also provide a general overview of what paperwork is required for private and billable patients, Acute Care Certificates, Day Only Certificates, Pre-Existing Ailment Certificates and the revenue importance of correct Care Types for Maintenance and Nursing Home Type patients.

Please note: This course is an interactive virtual session that will be conducted via MS Teams. Once you are enrolled you will see the link to join the class in My Health Learning. Participants will need access to a computer with a camera, a headset with a microphone, as well as a quiet space to set up.

LEARNING OBJECTIVES

At the end of this session participants will:

- Understanding billing principles ensuring Medicare compliance
- Understand outpatient referral requirements for billing purposes
- Understand inpatient billing requirements
- Identify billable patients and what paperwork is required for them
- Understand the Clinician Billing Portal

TARGET AUDIENCE

Medical staff
Clinicians
Anaesthetists
VMOs
Staff Specialists Levels 1-5



Revenue Awareness for Administrative Staff

(451561995)

COURSE DESCRIPTION

Revenue Awareness training provides frontline administration staff with an overview on Revenue and how they can maximise revenue generation for our hospital. Some of the topics include effectively interviewing patients, fees and charges, financial classifications, dealing with Overseas, Private and Self-insured patients, completing admission paperwork, outpatient referrals and Financial Election Consent forms, correct billing practices. This training also provides a general overview of the revenue resources available.

Please note: This course is an interactive virtual session that will be conducted via MS Teams. Once you are enrolled you will see the link to join the class in My Health Learning. Participants will need access to a computer with a camera, a headset with a microphone, as well as a quiet space to set up.

LEARNING OBJECTIVES

At the end of this session participants will:

- Effectively interview patients and have financial election discussions
- Identify billable and compensable patients
- Understand general fees and charges, financial classifications, and inpatient admission paperwork
- Understand outpatient billing and referral requirements

TARGET AUDIENCE

Administration
Emergency Clerks
Ward Clerks
Bookings Clerks
Outpatient Clerks
Medical Secretaries
Administration Managers/team leaders
Admission Officers
Patient Liaison Officers
Billing Officers

Revenue Awareness for NUM/NMMs (451559202)

COURSE DESCRIPTION

Revenue Awareness training provides NUM/MUM/NM staff with an overview on Revenue and how they can maximise revenue generation for their wards and our hospital. Some of the topics include Private and chargeable patients, single room revenue, common financial classifications, patient fees and charges, care types, paperwork required for revenue including Acute Care Certificates, Ward clerk support, TV service guidelines, Revenue literature for patients, Patient Liaison Officer visits to wards.

Please note: This course is an interactive virtual session that will be conducted via MS Teams. Once you are enrolled you will see the link to join the class in My Health Learning. Participants will need access to a computer with a camera, a headset with a microphone, as well as a quiet space to set up.

LEARNING OBJECTIVES

At the end of this session participants will:

- Understand their role in revenue for their wards and the hospital
- Identify chargeable patients, single room revenue, common financial classifications, and patient fees
- Understand the impact of care types and the need for Acute Care certificates
- Understand how the Ward Clerk can support revenue for their wards
- Understand the role of the Patient Liaison Officer

TARGET AUDIENCE

Nurse Unit Managers
Midwifery Unit Managers
After Hours Nurse Managers
Nursing staff
Directors of Nursing and Midwifery



Revenue for Emergency Clerks (499849373)

COURSE DESCRIPTION

Provides Emergency administration staff with an overview on Revenue and how they can maximise revenue generation for our hospital. Some of the topics include effectively interviewing patients, fees and charges, financial classifications, dealing with Overseas, Private and Self-insured patients, completing admission paperwork.

LEARNING OBJECTIVES

At the end of this session participants will:

- Effectively interview patients and have financial election discussions
- Identify billable and compensable patients
- Understand general fees and charges, financial classifications, and inpatient admission paperwork

TARGET AUDIENCE

Emergency Department clerical staff



Corporate Training Leadership and Management

- Aspiring Managers Program
- Coaching and Mentoring
- Emotional Intelligence
- Future Administration Leaders Program
- Manager Career Pathway Novice and Beginner
- Senior Team Leader Program
- Team Leader -In Charge of Shift

Aspiring Managers Program (132750547)

This Aspiring Manager Program totals seven days of learning opportunities, including the supported development of a mentoring relationship, as well as working alongside the position they aspire to:

DAY 1 - MENTORSHIP WORKSHOP

Each mentee and their respective chosen mentor shall be provided with an overview of the principles for successful mentoring from the perspectives of the mentor, the mentee and the organisation.

DAY 2 - PEOPLE MANAGEMENT

This one day workshop will cover topics considered necessary to perform in this role in relation to 'People Management'. Sessions may include: rostering, performance development reviews, effective communication, crucial conversations, conflict management, team building, managing an effective meeting, stress management and escalation processes.

DAY 3-6:

Participants will work with the incumbent of the position they aspire to, for four days, over four weeks, to assist in knowledge and skill acquisition related to nominated role.

DAY 7 - SYSTEM MANAGEMENT

This one day workshop will cover topics considered necessary to perform in a management role in relation to systems management. Topics will include: IIMS, non-sac 1 reviews, workforce safety and wellbeing management, financial management, quality assurance, quality improvement and project management.

TARGET AUDIENCE

Aspiring new managers.



Coaching and Mentoring Workshop (338734073)

COURSE DESCRIPTION

This one day workshop aims to increase knowledge and skills in coaching and mentorship.

It is designed for those who support others through learning conversations, including clinical facilitation, coaching, preceptorship and mentoring.

LEARNING OBJECTIVES

- Discuss different learning styles
- Differentiate between coaching and mentoring
- Choose a coaching and mentoring model that suits their purpose
- Understand elements of a coaching or mentoring agreement
- Appreciate effective feedback approaches.

TARGET AUDIENCE

Staff who support others through clinical facilitation, preceptorship, mentorship and coaching.

Emotional Intelligence (128720287)

COURSE DESCRIPTION

Emotional Intelligence, (EQ-1 2.0) is a set of emotional and social skills that influence the way we perceive and express ourselves, develop and maintain social relationships, cope with challenges and is a predictor of success in life and work. The overall result of looking at our well-developed emotional intelligence is healthy emotional and social functioning which is linked to our wellbeing (happiness). This workshop is particularly useful for teams to undertake.

Participants will need to complete an online questionnaire 1 month prior to the workshop. There are costs involved with an on-line questionnaire and subsequently, a detailed individual and / or team report is included. However, staff who have not taken the questionnaire will be unable to benefit from a report but will gain a better understanding of Emotional Intelligence and how to use this in the workplace and home.

If you are interested in completing the questionnaire please contact Niall Scully on Niall.Scully@health.nsw.gov.au for more information.

LEARNING OBJECTIVES

At the end of this course participants will be able to:

- Define emotional intelligence and its importance
- Understand the EQ-I model which begins with self-perception
- Understand how best to express yourself leading to healthier interactions with others
- Manage stress in a more constructive way due to making better decisions

TARGET AUDIENCE

All staff working within the NBMLHD are eligible to attend the training.

The training is particularly suitable for teams.



Future Administration Leaders Program

(394946227)

COURSE DESCRIPTION

The Future Administration Leaders Program is a unique opportunity being offered to NBMLHD staff who are interested in pursuing a senior administration role. The program runs over a 4-month period, with staff needing to be released from duty to undertake shadowing with the person/s that they wish to aspire to be. This will be for three (3) full days over a two (2) month period with negotiations between the participant, the staff member/s and program coordinator. Each participant will be assigned a mentor to guide and support them throughout the program with training provided to both mentor and mentee. All care will be taken to ensure adherence to current Public Health advice and Government guidelines.

All participants of this program will attend two (2) study days, prior to commencing their shadowing.

LEARNING OBJECTIVES

- Advanced customer service
- Application writing and interview skills
- Difficult conversations (how to have them with staff)
- Introduction to Emotional Intelligence
- Introduction to finance and internal audits
- Resources and time management
- Writing business documents

After the four month program, participants will be invited to attend a two (2) hour debrief session., All applicants must submit an EOI, CV and current position description.

Manager Career Pathway Beginner

(457814893)

COURSE DESCRIPTION

The beginner manager career pathway program is a comprehensive training program designed to help staff develop the skills and knowledge needed to succeed in a management role. The program covers a range of topics, including:

Myers Briggs Personality Type: An assessment tool used to understand an individual’s strengths, weaknesses, and preferences in the workplace. The workshop will assist participants to understand differences in personalities and appreciate and utilise varying personalities and strengths within their team.

Basics of Project Management: Fundamentals of planning, organizing, and managing resources to achieve specific goals and objectives.

Enterprise Risk Management System: A systematic approach to identifying and assessing risks facing our organisation and developing strategies to mitigate those risks.

Finance and procurement: Basic concepts of financial management and procurement, including budgeting, contracts and procurement.

QARS and QIDS: An overview of our quality assurance and risk management systems used to improve processes and ensure compliance with regulations.

Patient Flow Portal: An overview and useful tips managing patient care and flow in various healthcare settings.

LEARNING OBJECTIVES

At the end of this session participants will:

- Understand and apply the Myers Briggs Personality Type assessment tool to better understand one’s own strengths and weaknesses, as well as those of others in the workplace.
- Develop the ability to plan, organize, and manage resources effectively to achieve specific goals and objectives using project management best practices.
- Understand the principles and processes of enterprise risk management and be able to develop strategies to mitigate risk in an organization.
- Gain a basic understanding of financial management and procurement, including budgeting, contracts and procurement.
- Understand the principles and processes of patient flow management using the Patient Flow Portal and improve patient care and flow in NBMLHD.
- Be able to apply the knowledge gained from the course to effectively lead and manage teams.

TARGET AUDIENCE

Managers on the beginner manager career pathway.



Manager Career Pathway Novice

(457805456)

COURSE DESCRIPTION

The novice manager career pathway program is a comprehensive training program designed to help staff develop the skills and knowledge needed to succeed in a management role. The program covers a range of topics, including:

- Leading difficult conversations: Participants will learn how to effectively communicate with and manage challenging employees or situations.
- Recruitment and onboarding: Participants will learn how to effectively recruit and onboard new employees, including the use of recruitment tools and best practices.
- Rostering best practices: Participants will learn how to develop and implement effective rostering strategies to ensure that the team is properly staffed and that employees are scheduled efficiently.
- HealthRoster tips: Participants will learn how to use HealthRoster, a software application used for scheduling, rostering and compliance for health services.
- Emotional Intelligence and Leadership: Participants will learn how to develop emotional intelligence and leadership skills to effectively lead and manage teams.

LEARNING OBJECTIVES

At the end of this session participants will:

- Understand the key principles of leading difficult conversations and apply them to effectively manage challenging employees or situations
- Gain an understanding of how to effectively recruit and onboard new employees, including the use of recruitment tools and best practices
- Implement effective rostering strategies to ensure that the team is properly staffed and that employees are scheduled efficiently
- Develop emotional intelligence and leadership skills to effectively lead and manage teams
- Understand the key principles of managing team and apply it to lead and motivate the team towards achieving organizational goals
- Understand the best practices of rostering and utilising HealthRoster for more efficient rostering.

TARGET AUDIENCE

Mangers on the novice career pathway

Manager Career Pathway Beginner (457814893)

COURSE DESCRIPTION

The beginner manager career pathway program is a comprehensive training program designed to help staff develop the skills and knowledge needed to succeed in a management role. The program covers a range of topics, including:

- Myers Briggs Personality Type: An assessment tool used to understand an individual’s strengths, weaknesses, and preferences in the workplace. The workshop will assist participants to understand differences in personalities and appreciate and utilise varying personalities and strengths within their team.
- Basics of Project Management: Fundamentals of planning, organizing, and managing resources to achieve specific goals and objectives.
- Enterprise Risk Management System: A systematic approach to identifying and assessing risks facing our organisation and developing strategies to mitigate those risks.
- Finance and procurement: Basic concepts of financial management and procurement, including budgeting, contracts and procurement.
- QARS and QIDS: An overview of our quality assurance and risk management systems used to improve processes and ensure compliance with regulations.
- Patient Flow Portal: An overview and useful tips managing patient care and flow in various health-care settings.

LEARNING OBJECTIVES

- Understand and apply the Myers Briggs Personality Type assessment tool to better understand one’s own strengths and weaknesses, as well as those of others in the workplace.
- Develop the ability to plan, organize, and manage resources effectively to achieve specific goals and objectives using project management best practices.
- Understand the principles and processes of enterprise risk management and be able to develop strategies to mitigate risk in an organization.
- Gain a basic understanding of financial management and procurement, including budgeting, contracts and procurement.
- Understand the principles and processes of patient flow management using the Patient Flow Portal and improve patient care and flow in NBMLHD.
- Be able to apply the knowledge gained from the course to effectively lead and manage teams.

TARGET AUDIENCE

Managers on the beginner manager career pathway



Senior Team Leader -Program

(546400334)

COURSE DESCRIPTION

This workshop is designed for senior clinical nurse team leaders who are dedicated to enhancing their leadership capabilities in the fast-paced and often challenging healthcare environment. The program focuses on three key areas critical to effective team leadership: navigating difficult conversations, honing emotional intelligence, and mastering clinical escalation processes.

Participants will engage in interactive sessions that combine theoretical foundations with practical application. They will explore strategies to handle challenging interpersonal dynamics, develop greater self-awareness and empathy, and learn how to respond effectively to clinical situations requiring escalation. Through role-playing, case studies, and peer discussions, participants will gain the skills and confidence needed to lead their teams with competence and compassion.

LEARNING OBJECTIVES

Emotional Intelligence:

- Understand and apply the components of emotional intelligence.
- Develop self-awareness and empathy to improve team interactions.
- Foster a positive team environment, enhancing collaboration and patient care.

Lead difficult conversations:

- Identify common challenging team leader scenarios
- Apply effective communication techniques
- Maintain professionalism and composure during high-pressure discussions

Understand the Components of Emotional Intelligence:

- Recognise when and how to escalate clinical situations effectively
- Implement and adhere to escalation protocols in high-pressure scenarios
- Lead teams efficiently during escalations to ensure patient safety and optimal outcomes.

TARGET AUDIENCE

Senior clinical nurse team leaders.

Team Leader -In Charge of Shift

(338898486)

COURSE DESCRIPTION

Content for this course includes: Teamwork and leadership, roles and responsibilities, handover, patient flow, dealing with difficult situations and case studies.

LEARNING OBJECTIVES

- Discuss the team leaders role and responsibilities
- Apply troubleshooting strategies commonly used by team leaders using case studies
- Demonstrate effective communication and interpersonal skills with other team members
- Demonstrate ability to prioritise and delegate nursing activities in accordance with skill mix, staffing and patient priorities.

TARGET AUDIENCE

New and novice team leaders who are incharge of shift.



Corporate Training People and Culture

- Child Protection
- Elevate Your Career: CV, Selection Criteria and Interview Preparation
- Domestic Violence Routine Screening
- Myers Briggs Personality Type Indicator
- Facilitated Reflective Peer Support
- Respecting the Difference - Be the Difference

Child Protection Targeted Training (64042171)

COURSE DESCRIPTION

The course enables workers to gain a level of knowledge and skills required to support and protect children and young people who are at risk of harm in relation to child abuse and neglect.

This course covers the legislative and policy frameworks for Health Staff.

LEARNING OBJECTIVES

- Implement work practices that support the protection of children and young people
- Increase awareness of the impact of child abuse and neglect
- Identify indicators and risk factors for children and young people at risk of harm
- Build an understanding of Child Protection legislation, legal responsibilities and policy requirements as NSW Health Department staff
- How to respond to a possible risk of harm, consultation process and use of the Mandatory
- Reporters Guide (MRG) to assess risk of harm
- Enhancing the quality of child protection reporting
- Apply ethical and nurturing practices in work with children and young people
- How to respond should a child or adult make a disclosure to you.

TARGET AUDIENCE

All staff.



Elevate Your Career: CV, Selection Criteria, and Interview Preparation (546399334)

COURSE DESCRIPTION

In the competitive healthcare industry, landing your dream job requires more than just qualifications; it demands a strategic approach to showcasing your expertise and personality. This comprehensive workshop is designed specifically for healthcare professionals who are ready to take their career to the next level. Participants will learn how to craft compelling CVs/resumes, effectively address job selection criteria, and prepare for interviews with confidence.

The workshop will introduce proven techniques to enhance your CV or resume, making them stand out to hiring managers. You will learn how to tackle job selection criteria with precision, ensuring your application highlights your strengths and aligns with the role. Additionally, the program will provide in-depth training on the STAR model to structure behavioral interview responses, helping you to communicate your experiences and skills clearly.

Participants will also explore strategies to build and maintain confidence during interviews, from preparation through to execution. By the end of the workshop, you will be well-equipped with the tools and knowledge needed to present yourself as a top candidate for any healthcare position.

LEARNING OBJECTIVES

- At the end of this session participants will:
- Create a targeted CV/Resume: Craft professional healthcare-focused CVs/resumes that effectively highlight relevant experience and skills.
- Master job selection criteria: Analyse and respond to job selection criteria with clear, compelling examples that align with position key accountabilities.
- Use the STAR Model for interviews: Apply the STAR (Situation, Task, Action, Result) model to structure strong behavioural interview responses.
- Enhance interview techniques: Prepare for and navigate interviews with effective verbal and non-verbal communication strategies.
- Boost interview confidence: Implement techniques to manage interview anxiety and project confidence.

TARGET AUDIENCE

NBMLHD staff.

Domestic Violence Routine Screening (42115447)

COURSE DESCRIPTION

This one off training session is mandatory for all staff who are required to use the Domestic Violence Screening Tool in their clinical role.

The trainer provides workers with An understanding of the impacts of DV on women and children, best practice strategies for effective use of the domestic violence screening tool, awareness of responses that would be helpful to women experiencing DV, Referral points for women experiencing DV, information regarding reporting requirements to Police and Community Service.

This training addresses issues of child abuse, neglect and domestic violence and can evoke a range of responses. If you would like to talk with us about the course content prior to attending, please contact Amanda Thomas, Child Protection and Domestic Violence Educator on 4734 2512 or via email on

Amanda-Jane.Thomas@health.nsw.gov.au.

Alternatively, please speak to your Manager or contact the Employee Assistance Program (EAP) 1800 81 87 28 or Lifeline 13 11 14.

LEARNING OBJECTIVES

- Explain what constitutes domestic violence
- Describe the impacts of DV on women and children
- Develop an appreciation of, and explain, why some victims do not leave or why they may repeatedly return
- Explain the reasons for screening for DV
- Confidently and competently deliver the screening preamble and questions
- Practise helpful worker responses to women experiencing DV
- Identify referral points for women experiencing DV
- Outline reporting requirements to Police and Community Services
- Competently document the outcomes of the screening process.

TARGET AUDIENCE

Staff who are required to use the DV screening tool in their clinical role.



Myers Briggs Personality Type Indicator © (51788744)

COURSE DESCRIPTION

The Myers Briggs Personality Type Indicator ® (MBTI) introductory workshop is designed to assist all health professionals to enhance communication with, and understanding of people within the team environment. The MBTI is not a test but an indicator looking only at normal behaviour. The MBTI looks at four defined areas, such as how you process and take information, how you make decision, how you use your time and energy. Participant will be provided with a reported MBTI type profile and your results are confidential.

LEARNING OBJECTIVES

At the end of this course participants will be able to:

- Understand how you process information and make decisions
- Appreciate differences in others within the team
- Discover that people look at the world and make decisions about things in very different ways
- Identify ways to use differences constructively

TARGET AUDIENCE

All health professionals are welcome to attend.

Facilitated Peer Support Training (401281220)

COURSE DESCRIPTION

Reflective Peer Support discuss content and practice related to facilitating peer support using the Resilience Based Clinical Supervision model under the Professional Support Framework.

LEARNING OBJECTIVES

At the end of this session participants will:

- Be able to understand and apply the concept of facilitation to a reflective peer support group session
- once the basics of the process is understood- the first half of each session is practicing the concepts of the session before. This way they will learn the theory then practice the process sections before moving onto the next process

TARGET AUDIENCE

Any staff member interested in Reflective Peer Support.



Respecting the Difference - Be the Difference

(434263478)

COURSE DESCRIPTION

Respecting the Difference: Be the Difference builds upon the knowledge gained in the eLearning, and engages with action-based learning encouraging staff to:

- Identify and reflect on unconscious bias and the definition of cultural safety
- Consider scenarios and how to identify and action changes
- Consider personal and service level opportunities to implement learnings in the day-today work environment.

The face-to-face training is able to be delivered via virtual delivery to address situations such as pandemics which limit face-to-face. Due to the practical and relational nature of the learning, agencies should defer to the facilitator for the final decision on the delivery methodology appropriate to the situation.

LEARNING OBJECTIVES

At the end of this session participants will:

- Identify ways you can work more effectively with Aboriginal patients, clients and staff using holistic and trauma informed approaches to service delivery
- Demonstrate and apply an understanding of the Aboriginal perspective of health and wellbeing when working with the local Aboriginal community
- Implement improvements in the service environment that increases cultural safety
- Demonstrate a commitment to equity, cultural sensitivity and accessibility to health services for Aboriginal people.
- Identify and fulfill responsibilities relating to relevant Aboriginal policies and procedures
- Identify local Aboriginal programs, staff, community services and other resources (including Elders) that support health service delivery to Aboriginal people
- Demonstrate ways of building rapport and skills in communicating positively with Aboriginal people

TARGET AUDIENCE

All staff.



Corporate Training Professional Development

- Aspiring Clinical Nurse/Midwife Specialist Workshop
- Clinical Nurse/Midwifery Consultant Professional Development Day - Novice, Beginner, Intermediate

Aspiring Clinical Nurse/Midwife Specialist Workshop (546398163)

COURSE DESCRIPTION

This Workshop is for nurses who are aspiring to work towards their CNMS personal grading. Before attending, participants should familiarise themselves with the CNMS Clinical Career Pathway Tool.

The workshop will provide an overview of the CNMS grading process, will assist participants on developing a strategy to meet their CNMS personal grading. Other topics included in the workshop include quality improvement, leadership, IIMS/QARS/Action Plans and CV writing.

<http://nbmlhdintranet.wsahs.nsw.gov.au/education-and-training-services/career-pathways>

(Link above is to access the CNMS Clinical Career Pathway Tool)

LEARNING OBJECTIVES

- Summarize the process of obtaining CNMS 1 grading
- Develop a strategy to meet their CNMS 1 personal grading by adhering to the selection criteria
- Implement action plans from IIMS and QARS audits
- Reflect on current practice to implement quality improvement measure

TARGET AUDIENCE

This Workshop are for participants who are thinking of or aspiring to gain their CNMS 1 grading.



Clinical Nurse/Midwifery Consultant Professional Development Day - Novice, Beginner, Intermediate (476556914), (476552605), (500292810)

COURSE DESCRIPTION

This study day covers the 5 domains of working as a CNMC

- Clinical Service and Consultancy
- Clinical Leadership
- Education
- Research
- Clinical Services Planning and Management

LEARNING OBJECTIVES

At the end of this session participants will:

Gain knowledge and skills related to the 5 domains of a CNMC

TARGET AUDIENCE

CNMCs working in NBMLHD



Corporate Training Teacher Training and Research

- Aspiring Clinical Nurse/Midwifery Educator Program
- Assessor Workshop
- Introduction to Education
- Education: Beginner Concepts
- Education: Intermediate Concepts
- Clinical Nurse/Midwifery Educator Development Day
- Facilitator Workshop
- Preceptorship Workshop
- Public Speaking and Presentation Workshop for Health Staff
- Teaching on the Run

Aspiring Clinical Nurse/Midwifery Educator Program (571025969)

COURSE DESCRIPTION

The Aspiring CNME Program is designed to facilitate the development of future CNMEs with demonstrated ability to meet the position description of the CNME role.

The overarching program objectives are to build capabilities in the six (6) educational elements in the CNME Framework of:

Element 1: Educational Leadership and Management

Element 2: Educational Environment, Quality, and Safety

Element 3: Designing, Planning, and Evaluating Learning

Element 4: Teaching and Facilitating Learning

Element 5: Assessment of Learning

Element 6: Educational Research and Scholarship.

LEARNING OBJECTIVES

- At the completion of this program participants will be able to:
 - discuss the role and accountabilities of the CNME
 - design and deliver a short education session
 - perform competency assessment for other staff

TARGET AUDIENCE

Nursing and midwifery staff interested in becoming a CNME



Assessor Workshop (395693668)

COURSE DESCRIPTION

This workshop explores the competency assessment process and the role of the assessor.

LEARNING OBJECTIVES

- What is competence
- Principles of assessment
- Rules of evidence
- Adults as learners
- Assessing individuals
- Assessing in groups
- Giving effective feedback
- Providing additional support to the learner to achieve competence
- Documentation and record keeping
- Escalation of concerns.

Introduction to Education (338761418)

COURSE DESCRIPTION

This workshop explores the role of the Educator in developing, delivering and evaluation at the unit/service level.

TARGET AUDIENCE

Staff on the Educator Career Pathway.

Education: Beginner Concepts (338762502)

COURSE DESCRIPTION

This workshop explores the role of the Educator in developing, delivering, and evaluation at the service/facility/LHD level.

TARGET AUDIENCE

Staff on the Educator Career Pathway.

Education: Intermediate Concepts (367355107)

COURSE DESCRIPTION

This workshop explores the role of the Educator in leading education and change at the service/facility/LHD level.

TARGET AUDIENCE

Educators on the intermediate Educator Career Pathway.



Clinical Nurse/Midwifery Educator Development Day (42114602)

COURSE DESCRIPTION

This course aims to facilitate the professional development of the CNE's and a consistent approach to education and assessment across the LHD. Content may include:

- Adult learning principles
- Clinical teaching skills
- Assessment principles
- Providing feedback
- Clinical supervision
- Current learning priorities
- Education planning

LEARNING OBJECTIVES

By the end of the session participants will have a greater understanding of:

- Their roles and responsibilities
- Current education practices
- LHD priorities

TARGET AUDIENCE

NBMLHD and Hawkesbury Clinical Nurse Educators.

Facilitator Training Workshop (87523000)

COURSE DESCRIPTION

In this workshop staff undertaking the undergraduate student facilitation role will gain an understanding of the role focusing on

- Managing and facilitating students during placement
- Understanding the role of the facilitator
- Managing student needs
- Managing the wards needs
- Enhancing learning in the clinical environment.
- Managing difficult student/s in the clinical environment
- Managing difficult staff based issues in the clinical environment

A pre-requisite of this workshop is being successful at interview for the program.

LEARNING OBJECTIVES

At the end of this course participants will be able to:

- Have tools to manage the difficult situations that arise in the clinical environment
- Have an understanding of the UNI requirements such as paperwork re the student
- Be able to plan their role and problem solve issues.
- Provide a active positive link between the student and their ward placed learning

TARGET AUDIENCE

Those staff who have interviewed and been accepted onto the Facilitation Program as a facilitator.



Preceptorship Training

(129905493)

COURSE DESCRIPTION

Understanding the purpose of the Preceptor role at NBMLHD.
Role of the Preceptor in detail
Actions of a Preceptor –Clear reporting lines -The Preceptoring relationship + Agreement paperwork
Understanding how Adults learn- understanding the Novice to Expert
Cultural awareness -Working with New staff - Practice with giving feedback and supportive questioning.

LEARNING OBJECTIVES

- Understand and have increased confidence in the preceptoring role
- Understand the Novice to Expert differences and adult learning principles
- Understand and increased confidence in using the “Whoa to Go” model
- Practice in giving feedback and purposeful questioning.

TARGET AUDIENCE

Nursing and allied health staff who act as a preceptor to new staff in their clinical setting.

Public Speaking and Presentation Workshop

for Health Staff (129219586)

COURSE DESCRIPTION

The aim of this workshop is to equip health professionals with knowledge and skills to enhance their public speaking and presentation skills in a variety of group settings. The workshop will have a very practical component that allows participants to practice public speaking and presentations in a safe environment. Feedback will be supplied to help participants learn and develop.

LEARNING OBJECTIVES

- Gain a greater understanding of the importance of good public speaking and how this can enhance presentations
- Understand the various teaching methods and techniques used in presentations
- Appreciate that teaching motivates, informs, feedback and reinforcement
- Relate group dynamics to the clinical teaching scenario
- Demonstrate public speaking techniques by presenting a short teaching session

TARGET AUDIENCE

All staff.



Teaching on the Run (57107569)

COURSE DESCRIPTION

The aim of this workshop is to provide participants with the ability to develop clinical and skills teaching, provide effective feedback and assessment to learners, supporting learners, planning term learning within the clinical health care setting. Working with Point of Care Supervision Continuum (HETI 2013).

This course is suitable for Medical, Midwifery, Nursing and Allied Health Staff who supervise or teach staff or students. It includes a suite of workshops for improving the skills of health professionals involved in clinical teaching, supervision and assessment. The program will cover the following:

Planning Learning: focuses on creating a plan of learning activities that support achievement of specific outcomes for learners on clinical placement.

- Clinical Teaching: provides a framework for planning and delivery of clinical teaching, with participants getting the opportunity to practice using it.
- Skills Teaching: examines the four-step approach to teaching skills, with participants getting the opportunity to practice using it. Assessment: distinguishes between formative and summative assessment and provides participants with activities that examine both assessment types.
- Supporting Learners: clarifies learner, supervision and system issues and provides a framework which can be used to address and resolve such problems.
- Effective Group Teaching: emphasizes the importance of using active learning strategies when teaching small and large groups. There are online modules to be completed prior to attending the workshop. The modules are hosted externally through the TELL Centre and access will be granted approximately one month prior to the face to face workshop.

LEARNING OBJECTIVES

- Improving teaching by identifying opportunities within your clinical setting
- Integrate principles of teaching and learning within your role
- Provide effective feedback to learners
- Support learners in difficulties
- Develop learning plans and strategies for implementation within your clinical setting
- Presentation skills
- Frameworks for teaching and assessing staff or students and supporting learners.

TARGET AUDIENCE

All clinical staff involved in education and teaching of staff and students.



Corporate Training Technology

- CHOC Drug and Alcohol
- Content Manager Basic User Training
- EMR CHOC
- EMR/eMeds -Medical
- EMR/eMeds -Nursing
- FirstNet -Medical
- FirstNet -Nursing
- Inservice Recording in My Health Learning
- iPM ADT (Admissions, Discharges and Transfers) Training for Admitting Clerks
- iPM Outpatient Appointment Scheduling
- iPM Patient Search and Registration -Virtual
- Microsoft Excel -Beginner, Intermediate
- Microsoft Word -Beginner, Intermediate
- Microsoft PowerPoint
- Microsoft Teams, Microsoft Forms, SharePoint, OneDrive
- Operational Assessment Training
- SurgiNet Documentation

CHOC Drug and Alcohol (268692197)

COURSE DESCRIPTION

CHOC -D&A New User Training covers:

- The clinical application of the D&A CHOC system and how to implement electronic medical records in clinical practice.
- The data entry requirement of the D&A CHOC system and how to upload documents, schedule appointments and correct common data errors.

All new staff to the NBMLHD D&A service as of January 2020 who are required to complete this course must complete the eMR-CHOC Training (133981419) as a prerequisite. This can be booked online in My Health Learning

LEARNING OBJECTIVES

At the end of this session participants will be able to:

- Explain commonly used terminology including encounter, episode and occasion of service.
- Register and discharge a client on the Drug and Alcohol CHOC system, in the form of opening and closing encounters
- Create and close a service episode using the minimum data set for their treating team
- Navigate the Drug and Alcohol CHOC system and the related forms.
- Recognise the minimum data set (MDS) requirements when completing drug and alcohol related power forms.
- Scan and upload documents into the electronic medical records as per NBMT-PROC103093 Scanning and Importing Single Clinical Documents in to eMR(Cerner)
- Use the Schedule calendar function to arrange and edit appointments.
- Recognise common data errors and how to correct them
- Locate supportive training resources either located on the NBMLHD intranet or through a CHOC Champion.

TARGET AUDIENCE

All clinical -Drug and Alcohol Nursing and Allied Health



Content Manager Basic User Training (128058160)

COURSE DESCRIPTION

Provides new HPRM Users or current users requiring a refresher with an introduction to the Content Manager (formerly HPRM / TRIM) Corporate Recordkeeping System.

LEARNING OBJECTIVES

- What is Content Manager?
- Basic recordkeeping concepts
- Navigating Content Manager
- Record types and data entry forms
- Searching for records and documents in Content Manager
- Registering documents and assigning actions
- Capturing electronic documents using packages such as Microsoft Word, Outlook and Windows Explorer
- Security levels and access controls on Records
- Editing electronic documents, revisions and version control
- Printing and email from Content Manager
- Managing external contacts and organisations in the Locations Directory.

EMR CHOC (133981419)

COURSE DESCRIPTION

- Complete patient electronic record -viewing information, ordering and documentation
- Community Client list
- Searching for patients
- Electronic forms and progress notes
- Electronic observations -between the flags
- Create a single group and recurring appointment
- Schedule/reschedule patient appointments -single, group and recurring
- Register a patient in the eMR -demonstration
- Discharge patients when treatment complete.

LEARNING OBJECTIVES

- Set the filters for the community client list
- Work from the community client list
- Search for a patient
- Register a patient into the eMR
- View the patients records
- Electronic diagnostic and non-diagnostic orders
- Complete / modify and 'in error' powerforms
- Complete / modify and 'in error' powernotes
- Creating a single appointment
- Schedule a patient into a single appointment
- Create recurring appointment
- Reschedule appointments
- Cancel appointments
- Discharge a patient from the eMR.

TARGET AUDIENCE

All clinicians (Medical, Nursing, Allied Health and Administrative) working in the Community and Mental Health environments.



EMR/Emeds Medical (408657093)

COURSE DESCRIPTION

The eMR application used for all inpatients and outpatients. Tools are available to assist with the daily management of the patient.

LEARNING OBJECTIVES

- Understand Patient Lists
- Quick access to activities due
- Search for a patient
- Work with the Patient Summary page
- Clinical documentation-viewing / adding / editing information
- Viewing all results / graph pathology results
- Electronic complete and modify forms and progress notes
- View and filter documents through the ContinuousDoc section
- Document patient's observations
- Between the Flags information-View information / add information / understand the calling criteria and alerts
- View, add and modify allergies / alerts
- Electronically order diagnostic / non-diagnostic / eReferrals / diet orders
- Understand eMeds interaction with other components and function of the eMR (i.e. Inbox tasks, allergies and weights)
- View, add and modify allergies and weight
- Correctly document medication history
- View, add and modify alerts
- Order simple medication
- Order complex medication
- Order intravenous medication orders
- Order sequence of continuous infusions
- Order Power Plan
- Adjusting dose and administration times of medications
- Ceasing / cancelling / suspending medications
- Understand the MAR (Medication Administration Record)
- Understand the MAR Summary
- Understand the iView Intake and Output Chart
- Correctly document the administration of medication
- Understand Glucose Management Page
- Completing medication reconciliation-home medications / admission medications and discharge medications
- Electronically modify the discharge summary to include medication on discharge

TARGET AUDIENCE

All Medical Officers working within the Inpatient setting and are required to interact with the patient's electronic medical record.

EMR/Emeds Nursing (263918123)

COURSE DESCRIPTION

The eMR application used for all inpatients and outpatients. Tools are available to assist with the daily management of the patient.

LEARNING OBJECTIVES

- Understand CareCompass / Patient Lists
- Establish a relationship to patients
- Quick access to activities due
- Search for a patient
- Work with the Patient Summary page
- Clinical documentation-viewing / adding / editing information
- Viewing all results / graph pathology results
- Electronic complete and modify forms and progress notes
- View and filter documents through the ContinuousDoc section
- Document patients observations
- Between the Flags information-View information / add information / understand the calling criteria and alerts
- View, add and modify allergies / alerts
- Electronically order diagnostic / non-diagnostic / eReferrals / diet orders
- Understand eMeds interaction with other components and function of the eMR (i.e. allergies and weights, Care Compass)
- View, add and modify allergies and weight
- Understand documenting medication history
- Understand the MAR (Medication Administration Record)
- Understand the MAR Summary
- Understand Glucose Management Page
- Correctly document the administration of medications including late and early administration, chart not given/ not done medication. Unchart administration of medication.
- Correctly document the administration of continuous infusions in MAR and in iView Intake and Output Chart
- Place nurse initiated orders, phone orders and standing orders
- Understand the ordering process and correctly document the administration of complex medications
- Request medications from pharmacy
- Understand the Downtime procedures and MAR.

TARGET AUDIENCE

All clinicians Nursing staff working within the Inpatient setting and are required to interact with the patient's electronic medical record.



FirstNet Medical Training (263914220)

COURSE DESCRIPTION

FirstNet Medical Training for Medical staff who work in the Emergency Department

LEARNING OBJECTIVES

At the end of this course you should be able to:

- Log into FirstNet
- Check in / Check out as a provider
- Understand the different tracking lists
- Search for a patient
- Assign and unassign yourself as a provider
- Electronically hand over patients to another provider
- Manage “set events”
- Between the flags information -View information / add information / adjust calling criteria / understand the alerts
- Clinical documentation -viewing / adding / editing information
- Add allergies / alerts
- Electronic diagnostic / consultation orders
- View all results
- Depart a patient from Emergency Department -using the depart process / completing the electronic discharge referral
- Pre-arrive an expected patient
- Overview of running reports

TARGET AUDIENCE

Medical staff who work regular shifts in the Emergency Department.

FirstNet Nursing Training (263915228)

COURSE DESCRIPTION

FirstNet Nursing training for nursing staff who work shifts in the Emergency Department

LEARNING OBJECTIVES

At the end of this course you should be able to:

- Log into FirstNet
- Check In / Check Out as a provider
- Understand the different tracking lists
- Search for a patient
- Assign and unassign yourself as a provider
- Pre-register a patient
- Add allergies
- Assign yourself as a provider
- Electronically hand over patients to another provider
- Manage / Understand the “Set Events”
- Clinical documentation -viewing / adding / editing information
- Document patients observations
- Between the Flags information -view information / add information / understand the calling criteria and alerts
- Add allergies / alerts
- Electronic diagnostic / consultation orders
- Viewing all results
- Request a bed
- Pre-arrive an expected patient
- Discharge a patient
- Run reports

TARGET AUDIENCE

Nursing staff who work in the Emergency Department.



Inservice Recording in My Health Learning (42415405)

COURSE DESCRIPTION

This course instructs staff on how to enter in-service records into My Health Learning.

LEARNING OBJECTIVES

- Demonstrate how to locate the appropriate folder for the inservice being recorded
- Demonstrate how to create an inservice
- Demonstrate how to enrol and record attendance of staff in an inservice.

TARGET AUDIENCE

Clinical Support Officers, Administration Officers, Clinical Nurse Educations and other staff responsible for entering in-service attendance retrospectively into My Health Learning

NOTE: This training is NOT targeted to instructors/facilitators of courses listed in My Health Learning.

IPM ADT (Admissions, Discharges, Transfers) Training for Admitting Clerks (51293366)

COURSE DESCRIPTION

This training session is mandatory for all staff at NBMLHD who are required to use i.PM to admit, transfer or discharge patients. Access to i.PM will not be issued until this training course has been completed.

“Confirmation of your enrolment in ADT Training is subject to the receipt of a completed and signed iPM Training Request form. Please send via email to NBMLHD-IMOPUDQTEAM@health.nsw.gov.au

LEARNING OBJECTIVES

- Understand essential i.PM terminology
- Understand the importance of data accuracy and the flow on effect to other applications
- Know how to admit a patient correctly in i.PM
- Know how to transfer and discharge a patient correctly in i.PM
- Know how to update patient details in i.PM
- Understand the rules for selecting the correct values you enter in i.PM
- Understand common i.PM problems that may be encountered and how to resolve them

TARGET AUDIENCE

Current NBMLHD staff who are required to complete admissions, discharges and transfers.



IPM Outpatient Appointment Scheduling (407621490)

COURSE DESCRIPTION

All patients attending appointments are required to be scheduled into a specific time slot for the appropriate clinic. Tools are available to assist with the daily management of these clinics.

LEARNING OBJECTIVES

- Complete a Patient Search
- Complete a 'Quick Registration'
- View Patients' Information
- Update Patient Address and Phone Number
- Locate the patient's Appointment History
- Create a New Referral via Patient View
- Book a new appointment
- Locate forced booking slots
- Reschedule an appointment
- Edit an appointment
- Cancel an appointment
- Reinstate a cancelled appointment
- Book follow up appointments
- Book multiple appointments
- Book and reschedule Linked Appointments
- Locate and Access 'Day Clinic View'
- Arrive a patient into the clinic
- Depart patients and add an outcome
- Record patients as "Did not attend"
- Add 'walk-in' patient appointment

TARGET AUDIENCE

All clinicians.

IPM Search and Registration - Virtual (51268624)

COURSE DESCRIPTION

This training session is mandatory for staff who are required to search, create and/or update Nepean Hospital registrations (Nepean MRNs) in iPM for any purpose. Please note this is for staff requiring access to Nepean iPM only. iPM Search and Registration must be completed prior to attending any other iPM training course. Please ensure you are able to meet the pre learning requirements before enrolling.

Pre Learning requirements

The following pre-reading must be completed prior to attending the course. This will be sent the week prior by your Trainer

- iPM Search and Registration Modules - Introduction - Searching - Registration - Updating
- iPM Search and Registration Training Workbook - contains a Quiz that must be completed and returned via email to the trainer and your Manager by Monday 4pm the week of the training. You require a pass mark of 100% for the quiz as the answers can all be found in the Training Workbook and modules.

If you cannot meet the pre learning requirements you will be unenrolled from the course.

Please note: This course is an interactive virtual session that will be conducted via MS Teams. Once you are enrolled you will see the link to join the class in My Health Learning. Participants will need access to a computer with a camera, a headset with a microphone, as well as a quiet space to set up.

LEARNING OBJECTIVES

At the end of this course participants will be able to:

- Understand the history of the Patient Administration Systems (PAS)
- Understand essential iPM terminology
- Understand the flow of information in their facility, within NBMLHD
- Understand why we collect the information
- Know how to search for a patient correctly in iPM
- Know how to select the best record for the patient
- Know how to create a New registration for a patient in iPM
- Know how to create a registration for a patient in iPM from an AUID
- Know how to avoid creating duplicate registrations
- Know how to update new patient details in iPM
- Have a basic understanding of the Health Records and Information Privacy Act and how it applies to us
- Understand common iPM problems that may be encountered and how to resolve them

TARGET AUDIENCE

All Nepean staff who are required to use iPM for any purpose and any staff requiring access to Nepean iPM.

Staff with identified problems or issues registering patients or updating patient details will be required to attend this training.



Microsoft Excel - Beginner (506830484)

DESCRIPTION

In this workshop you will learn how to complete Beginner-level tasks within MS Excel, including:

- Efficiently navigate the Excel spreadsheet ribbon with ease
- Create, edit and save workbooks and spreadsheets from scratch or use the NBMLHD template
- Copy and fill data in a workbook
- Write basic formulas that perform calculations in a workbook to add, subtract, multiply and divide in Excel
- Format cells in a workbook with basic conditional formatting with data bars, colour coding and icons
- Print data in a workbook
- Create a variety of charts and graphs in Excel
- Use a range of techniques to work with worksheets by adding data, texts or images

OBJECTIVES

This beginner course has been designed to assist you in navigating and using Microsoft Excel 365 which includes navigating the Excel Ribbon with creating and editing a workbook, entering text and data, formatting cells, creating basic charts and tables and lastly, use basic formulas to add, subtract, multiply and divide and create them all with one click.

AUDIENCE

NBMLHD staff who use Microsoft Excel as part of their role.

Microsoft Excel - Intermediate (506830950)

DESCRIPTION

In this workshop you will learn how to complete Beginner-level tasks within MS Excel, including:

- Use the autofilling and sequential filling functions with data entry
- Create, edit and delete a pivot table
- Present and analyse data with advanced conditional formatting, charting and printing parameters
- Create trendlines in charts
- Create complex excel formulas using relative referencing
- Using mathematical functions: VLOOKUP, XLOOKUP and COUNTIF functions
- Link data between worksheets and other documents
- Create and apply the use of macros to perform a set of tasks easily

OBJECTIVES

This course builds on from the beginner Excel course which will provide an overview of some of the Microsoft Excel intermediate functions such as pivot tables, creating complex charts, creating formulas, XLOOKUP, VLOOKUP, COUNTIF functions, linking worksheets and lastly, how to use and apply macros for automation of repetitive tasks.

AUDIENCE

NBMLHD staff who use Microsoft Excel as part of their role.



Microsoft Powerpoint (503940704)

COURSE DESCRIPTION

In this workshop you will learn how to design PowerPoint presentation that engage the audience/ learner and present information in a way that suites the content and meets organisational requirements.

LEARNING OBJECTIVES

At the end of this session participants will:

- Create slides and work with layouts
- Apply theme, design and formats
- Use engaging design
- Insert media content
- Use animations and transitions
- Share PowerPoint

TARGET AUDIENCE

Staff who deliver training using PowerPoint.

Microsoft Word-Beginner Training (504908442)

DESCRIPTION

In this workshop you will learn how to complete Beginner-level tasks within MS Word, including:

- Navigating features in MS Word
- Preparing and designing basic text documents
- Determining purpose, audience, and presentation requirements for your document
- Basic formatting and styles
- Footers and headers
- Table design
- Inserting images
- Printing a document/preparing for publishing
- Troubleshooting basic problems
- LHD Branding and using the NBMLHD Style Guide
- Record-keeping best practices

OBJECTIVES

At the end of this training, participants will gain the skills and knowledge to:

- Plan, design, develop and write basic text documents using Microsoft Office Word
- Create documents in accordance with LHD Branding guidelines
- Resolve issues by referring to user documentation and online help

AUDIENCE

NBMLHD staff who use Microsoft Word as part of their role.



Microsoft Word -Intermediate Training

(504908937)

DESCRIPTION

Please Note: the Microsoft Word Beginner training is a pre-requisite for this course. Participants must have completed the Beginner training before enrolling into this course.

If you feel that you have Beginner-level Word skills and do not need to attend the Beginner training, please contact the trainers on NBMLHD-ETS@health.nsw.gov.au before enrolling into this course.

In this workshop you will learn how to complete intermediate-level tasks within MS Word, including:

- Preparing and designing detailed text documents
- Determining purpose, audience, and presentation requirements for your document
- Using styles and layouts to enhance readability and appearance
- Mail merge
- Footers and headers
- Table of contents
- Paragraphs, line spacing, section breaks
- Table design
- Inserting images and other data
- Preview, adjust, and publish documents
- Troubleshooting problems
- LHD Branding and using the NBMLHD Style Guide
- Record-keeping best practices

OBJECTIVES

At the end of this training, participants will gain the skills and knowledge to:

- Plan, design, develop and write detailed text documents using Microsoft Office Word
- Create documents in accordance with LHD Branding guidelines
- Resolve issues by referring to user documentation and online help

AUDIENCE

NBMLHD staff who use Microsoft Excel as part of their role.

Microsoft Teams, Microsoft Forms, SharePoint, OneDrive (505035730)

COURSE DESCRIPTION

In this comprehensive workshop, we will delve into the powerful suite of Microsoft 365 tools designed to enhance collaboration, streamline workflows, and boost productivity. Our focus will be on OneDrive, SharePoint, Teams, and Forms, key components that form the backbone of modern workplace collaboration.

LEARNING OBJECTIVES

OneDrive: Your Personal Cloud Storage

- Understand the functionality of OneDrive
- Organise and manage files effectively in OneDrive
- Understand real-time collaboration features

SharePoint: Building Collaborative Workspaces

- Create and customise SharePoint sites for team collaboration
- Utilise document libraries and lists for efficient content management

Microsoft Teams: Unifying Communication and Collaboration

- Create and manage teams and channels for effective communication
- Explore chat, meetings, and calls functionalities within Teams

Microsoft Forms: Streamlining Data Collection and Surveys

- Create customised forms and quizzes using Microsoft Forms
- Analyse responses and generate insightful reports
- Integrate Forms with OneDrive and SharePoint for streamlined data collection.

TARGET AUDIENCE

NBMLHD staff.



Operational Assessment Training (225782232)

COURSE DESCRIPTION

Operational Assessments are used to mark off the learners' competence where the learner needs to prove their ability to handle or perform a task successfully. Such assessments are marked off by a competent supervisor who oversees the assessment. The Operational Assessment Assessor (OA Assessor) role is responsible for assessing learners and for marking the result of the Assessment as being Competent or Not Yet Competent.

TARGET AUDIENCE

Clinical Nurse/Midwifery Educators, Nurse Educators and other appropriate staff who perform competency assessments.

SurgiNet Documentation (399693003)

COURSE DESCRIPTION

SurgiNet is the electronic theatre module used by all the clinicians that work within theatre suite.

LEARNING OBJECTIVES

At the end of this course participants will be able to:

- Work with the SurgiNet tracking Lists
- Selecting the case
- Check in / check out of patients
- Adding segments
- Complete the Perioperative documentation
- Finalizing / modifying a case
- Understanding and documenting within iView

TARGET AUDIENCE

Clinicians that work within theatre suite.



Corporate Training Quality and Safety

- Applied Safety and Quality Program – Adept Level Day 1, Day 2
- Falls Champion Workshop
- Fire and Evacuation - Practical
- Incident Control System (ICS) Course
- Introduction to Improvement Science Workshop
- Manual Handling Casual Nurse Refresher
- Manual Handling Train the Trainer Course (Clinical)
- Manual Handling Administration Champion Course
- Refresher for Manual Handling Trainers (Clinical)
- Violence Prevention and Management - Personal Safety
- Violence Prevention and Management - EDVPM Physical Skills Workshop
- Violence Prevention and Management - Team Restraint Techniques

Applied Safety and Quality Program – Adept Level Day 1, Day 2

COURSE DESCRIPTION

The Applied Safety and Quality Program is a 12-month program designed to build adept-level capability in healthcare safety and quality. It supports practical application of healthcare safety, improvement science and facilitation skills in the local workplace. Participants will engage in four learning modules and workplace application of learnings, including leading a safety improvement project.

LEARNING OBJECTIVES

At the end of this session participants will:

1. Apply the Tenets of Safety and Quality
 - Facilitation Skills
 - Systems Thinking
 - Human Factors
 - Consumer and family engagement
 - Data and evidence
 - Continuous Learning
 - Multidisciplinary teamwork
 - Every person leadership
2. Apply improvement science methodology to achieve more sustainable change for safety and quality improvement.
3. Support service users and staff to feel psychologically safe to engage in learning and to acknowledge risk and incidents.
4. Apply knowledge regarding how different conditions influence a service's ability to achieve reliably safe, high-quality care.
5. Identify, communicate and contribute to the management of clinical incidents and risk.
6. Apply mindfulness and wellbeing to individual and team contexts for safety and quality.

TARGET AUDIENCE

Staff who support, lead or aspire to lead safety and quality improvement efforts. Staff who are committed to applying safety and quality principles in everyday practice.



Falls Champion Workshop

(542205639)

COURSE DESCRIPTION

The workshop is aimed at enhancing the role of the falls champion. Key aspects of the falls champion role include maintaining self-directed learning that promotes learning and development in falls management e.g. My Health Learning or reference to external health pillars e.g. (Clinical Excellence Commission), promoting compliance with NBMLHD fall related procedures, demonstrating leadership in communicating for safety including promoting safety huddles, post fall huddles and identifying falls risk at clinical handover. The falls champion is pivotal in promotion of the ‘April Falls’ Campaign, actively initiating/participating in quality improvement activities, conducting audits in consultation with clinical leads such as Nursing Unit Managers and Clinical Nurse Educators and supporting the development of actions plans for areas of improvement.

LEARNING OBJECTIVES

At the end of this session participants will:

- Describe functions of the falls champion role
- Describe the falls Governance structure within NBMLHD
- Identify activities to support improvement in falls management
- Understand the role of auditing, incident reporting and interpreting falls data
- Define communicating for safety including safety huddles, post fall huddles and identification of falls risk at clinical handover
- Understand the role of quality improvement in falls management
- Define leadership in falls management

TARGET AUDIENCE

NBMLHD Staff

Incident Control System (ICS)

(42800299)

COURSE DESCRIPTION

The Incident Control System (ICS) is an internationally recognised framework for dealing with emergencies. Participants will be trained in understanding, and performing in, the key roles of Incident Controller, Planning Officer, Logistics Officer, Operations Officer and Communications Officer.

Pre-requisite – Introduction to ICS – MHL on-line

LEARNING OBJECTIVES

At the end of this session participants will:

- Name the key functions of the Incident Control System
- Demonstrate understanding of the key functions through participation in group work
- Apply the principles of ICS to a scenario

TARGET AUDIENCE

Nominated LHD Health Liaison Officers, LHD and Hospital Disaster Position Holders, LHD and Hospital Incident Management Teams

Fire Safety and Evacuation - Practical (45729511)

COURSE DESCRIPTION

This is an annual mandatory training requirement for all staff.

TARGET AUDIENCE

All employees of NSW Health.



Introduction to Improvement Science Workshop (517233170)

COURSE DESCRIPTION

This course introduces staff to the concept of Improvement Science, and the tools and skills required to complete a quality improvement project.

The following learning pathways will support your learning, but are not compulsory to complete prior to this course:

1. Introduction to Improvement Science eLearning (My Health Learning code: 378591148)
2. Readiness to Lead for Safety and Quality eLearning (My Health Learning code: 382398949)

LEARNING OBJECTIVES

At the end of this session participants will be guided through:

1. The concept of Improvement Science as a methodology for developing and running projects.
2. The stages of project planning including diagnostics, testing of changes, measuring the change and sustaining the change.
3. The leadership fundamentals for Safety and Quality and the role of the team in running a project

TARGET AUDIENCE

All staff could benefit, particularly staff in patient facing roles.

Manual Handling Casual Nurse Refresher (51870169)

COURSE DESCRIPTION

Refresher for safe practice for common manual handling tasks (e.g. bed pushing, slide sheets, standing transfers). Update nurses concerning any new policies, practices or equipment. Manual handling concerns of participants can be voiced and addressed,

LEARNING OBJECTIVES

At the end of this course participants will be able to:

- Identify unsafe elements creeping into their practice
- Integrate safer practices into their work routine
- More confidently identify, communicate and mitigate manual handling risk
- Move beds, use slide sheets, etc. better

TARGET AUDIENCE

Casual nurses (who do not have access to the departmental trainer system)



Manual Handling Train the Trainer Course (45182519)

COURSE DESCRIPTION

Equip staff with the knowledge and skills to train and assess other staff in the assessment and performance of manual tasks so that the risk of injury to staff is at the lowest possible level.

There are three parts to this course:

1. Pre-reading workbooks
2. This 1 Day face-to-face course
3. Follow up assessment

After confirmation of enrolment is received staff will need to contact/email the course coordinator, Michelle Hucker, for this pre-reading to be sent to you.

Contact

Michelle Hucker
Manual Handling Coordinator
p. 4734 1538
e. michelle.hucker@health.nsw.gov.au

LEARNING OBJECTIVES

- Demonstrate use of equipment that relates to their specific high risk manual handling tasks
- Demonstrate experience at training and assessing staff in relation to their specific high risk manual handling tasks
- Manage manual handling training records.

TARGET AUDIENCE

All staff.

Manual Handling Administration Champion (45182442)

COURSE DESCRIPTION

This course equips staff to develop their skills in ergonomics, communication and risk management.

Please note: there is a field check after the face to face course to see how the champion is travelling in their role and provide further direction. The champion will demonstrate correct use of workstation assessment documentation and the provision of appropriate ergonomic advice in order to complete the course.

LEARNING OBJECTIVES

After attending this training staff will be able to:

- Confidently conduct workstation assessments
- Advise colleagues on ergonomic safety matters

TARGET AUDIENCE

At the end of this session participants will:

- confidently conduct workstation assessments
- advise their colleagues on ergonomic safety matters



Refresher for Manual Handling Trainers

(45182456)

COURSE DESCRIPTION

This course brings trainers up-to-date with the manual handling program and injury statistics relevant to their role and to enable them to apply this up-to-date knowledge as a trainer. It provides a practical refresher of assessment skills.

NOTE: Course requirements to be completed within 3 months of attending the face to face session

Contact:
Michelle Huckler
Manual Handling Coordinator
Tel 02 4734 1538
michelle.huckler@health.nsw.gov.au

LEARNING OBJECTIVES

To ensure that trainers perform their role optimally.

TARGET AUDIENCE

Manual handling trainers (clinical). It is recommended that trainers attend the refresher course annually.

Violence Prevention and Management - Personal Safety (45793317)

COURSE DESCRIPTION

This workshop is targeted at all staff working in NBMLHD, irrespective of discipline and workplace, acknowledging the potential for all staff to experience occupational violence. This face-to-face workshop discusses how to improve staff, patient and visitor safety in the NBMLHD workplace including the following topics:

Theory

- Violence in NSW Health
- Risk assessment
- Managing violence (individuals and organisation)
- Communication and de-escalation skills

Practical

- Evasive techniques - tools to help remove yourself from a physical situation (wrist grab, scratch, hair grab, etc.)

This workshop has been risk-assessed as not suitable for participants who are or may be pregnant.

Course delivery and assessment can be adjusted to suit individual participant limitations, once disclosed on the Fitness for Training Form that must be returned to the course coordinator before course attendance. Participants must wear flat closed in shoes and comfortable clothing for this face to face session.

LEARNING OBJECTIVES

- Describe the importance of self, environment and others in relation to violence prevention and management.
- Apply a risk assessment approach to preventing and responding to workplace violence.
- Identify the role of verbal and non-verbal communication in the prevention and management of violent behaviour.
- Use de-escalation skills to effectively manage violent behaviour as it occurs in the workplace.
- Identify and select appropriate response options when confronted with violent individuals.
- Use evasive techniques to maintain personal safety when responding to a violent person.
- Implement local workplace policies and procedures regarding the prevention and management of workplace violence.



Violence Prevention and Management -EDVPM Physical Skills Workshop (144264294)

COURSE DESCRIPTION

Welcome to EDVPM Physical Skills Workshop. The EDVPM Physical Skills workshop briefly revises the pre-requisite modules and focuses on learning and practicing personal safety and team restraint techniques. Effective communication and de-escalation skills are an important part of the workshop. This workshop is specific to emergency department staff.

This module contains information that may be emotionally confronting for some people. If you find it raises any concerns please speak to your manager or contact the Employee Assistance Program.

LEARNING OBJECTIVES

- Describe the importance of self, environment and others in relation to violence prevention and management
- Apply a risk assessment approach to preventing and responding to workplace violence
- Use techniques and restraints to maintain personal safety when responding to a violent person.

TARGET AUDIENCE

Nursing, Allied Health, Medical Staff, Security staff completing the EDVPM program.

Violence Prevention and Management - Team Restraint Techniques (45792110)

COURSE DESCRIPTION

The requirement for this training is outlined in NSW Health Policies PD2012_035 - 'Aggression, Seclusion and Restraint in Mental Health Facilities in NSW'. This training is relevant to staff working in mental health facilities, security staff, and other staff working in extremely high risk environments.

This training must be repeated every five years to ensure your skills remain up-to-date. You may also want to investigate Violence Prevention training.

LEARNING OBJECTIVES

- Identify risks associated with the use of physical restraint and seclusion in a healthcare setting
- Describe the physical and psychological impacts of restraint and seclusion from a patient perspective
- Follow organisational safety procedures
- Communicate clearly and effectively with patients before, during and after restraint and seclusion
- Use verbal and non-verbal communication strategies with colleagues to ensure safety of staff and patients
- Match appropriate restraint techniques to the level of aggression across age and special population group needs
- Demonstrate the application of safe, therapeutic and least restrictive physical restraint techniques utilising the safe placement of force
- Coordinate and use team restraint techniques
- Employ resolution and post restraint management techniques
- Plan seclusion reduction strategies that can be employed within the context of own workplace.

TARGET AUDIENCE

All clinical staff working in Mental Health Facilities, all security staff and other staff working in extremely high risk environments as identified by a local risk assessment.



Health Education Training Institute (HETI)

- Customer Service for Frontline Staff
- Facilitation Development Course
- Financial Management Essentials
- HCM ROB
- HealthRoster

Customer Service for Frontline Staff (285704940)

COURSE DESCRIPTION

This course consists of only one module also forms part of the Administration Staff Learning Path.

Welcome to the eLearning module Customer Service for Frontline Staff.

This module will help you understand the implications of delivering quality customer service. Customer awareness is enhanced using service scenarios which highlight how you can modify your approach to engage with internal and external customers.

The program will give you the opportunity to explore:

- your customer service style and approach;
- principles around delivering quality customer service.

LEARNING OBJECTIVES

The learner will be able to:

- reflect on their customer service approach
- use a variety of strategies to improve your customer service
- provide quality customer service to all customers
- demonstrate empathy and respectful communication in customer engagement.

TARGET AUDIENCE

This course is designed for Frontline staff particularly Administration staff and may qualify for up to 0.5 hrs of Continuous Professional Development.



Facilitation Development Course (270415341)

COURSE DESCRIPTION

The program supports the development of best practice facilitation skills for utilisation in the NSW Health workforce.

The Standards are operationalised by three 'Bands' representing facilitation context: simple (Yellow), complicated (Blue), and complex (Black). FCAP is made up of two components:

Facilitator Accreditation - formal recognition of existing facilitation capability at the Yellow, Blue, or Black Band.

Accreditation pathway is tailored to experience and Band placement is through validated self-assessment.

This pathway relates to the second FCAP program component: Facilitation Development.

Facilitation Development - facilitation skills development for simple contexts for those new to facilitation and skills building for experienced facilitators in complicated and complex contexts.

Facilitation Development Programs

Core Skills 2-Day Workshop

- Explore the tools and techniques used in facilitation that enhance individual and group learning
- Apply learnings from the program through self-reflection and evaluation of own performance
- Grow self-insight into immunity to change
- Identify an improvement goal (one big thing) and develop safe to fail experiments for the duration of the program

Yellow Band 1 Day Workshop

- Practically develop sustainable skills and transferable knowledge
- Identify participant needs and learning styles
- Support and maximise continuous improvement of self and others

Blue Band 2-Day Workshop

- Create an immersive and experiential learning environment
- Create own, authentic facilitator style
- Engage in regular reflective practices

Virtual Class 1.5 hour conference session

Black Band 2-Day Workshop

- Co-create an environment that assists participant groups to do their best thinking
- Identify group needs and understand the implications of those needs
- Dynamically support and guide complex thinking

Financial Management Essentials (408592713)

COURSE DESCRIPTION

The Financial Management Essentials Series (FMES) drives financial resource management awareness and capability within NSW Health. The series empowers all staff to positively contribute to the sustainability of NSW Health.

FMES comprises two interactive virtual classrooms and participants should enrol in the module(s) that best suits their current needs. Module 1 is not a pre-requisite for Module 2.

Module 1: Health Business Fundamentals (virtual classroom)

This is a foundational module for all NSW Health staff who wish to increase their awareness in financial resource sustainability.

Module 2: Financial Management Principles (virtual classroom)

This is an intermediate level module primarily for NSW Health cost centre managers who wish to develop skills to monitor a budget and apply budgetary control mechanisms.



HCM ROB

COURSE DESCRIPTION

LEARNING OBJECTIVES

At the end of this session participants will:

TARGET AUDIENCE

HealthRoster Roster Management Fundamentals (144250718)

COURSE DESCRIPTION

This module has been created for roster managers who are required to approve and finalise rosters in HealthRoster. It is a foundation course which provides a base level of understanding. This module is intended to be completed prior to more advanced modules that provide further understanding of the roster management functionality.

LEARNING OBJECTIVES

After completing this module you will be able to:

- analyse and fully approve a roster for publishing
- finalise a roster for payment
- record a retrospective adjustment in the roster.

TARGET AUDIENCE

Any Roster Manager within NSW Health who approves and/or finalise rosters.



Nationally Recognised Training

- BSB50420 Diploma of Leadership and Management
- BSB40120 Certificate IV in Business (Administration)
- HLT33021 Certificate III in Allied Health Assistance
- HLT33115 Certificate III in Health Services Assistance -(Assisting in nursing work in acute care)
- HLT33115 Certificate III in Health Services Assistance -(AUDIENCE: Wardspersons)
- HLT37315 Certificate III in Health Administration
- HLTAID011 Provide first aid
- BSBLDR522 Manage people performance
- BSBHRM415 Coordinate recruitment and onboarding
- BSBCMM412 Lead difficult conversations
- BSBFIN501 Manage budgets and financial plans

BSB50420 Diploma of Leadership and Management

COURSE DESCRIPTION

This qualification reflects the role of individuals who apply knowledge, practice skills and experience in leadership and management across a range of enterprise and industry contexts.

This qualification includes 12 units of competency. There are six (6) core units plus six (6) elective units which include:

UNIT	SUBJECT	
BSBLDR523	Lead and manage effective workplace relationships	C
BSBPEF502	Develop and use emotional intelligence	C
BSBOPS502	Manage business operational plans	C
BSBCMM511	Communicate with influence	C
BSBCRT511	Develop critical thinking in others	C
BSBTWK502	Manage team effectiveness	C
BSBCMM412	Lead difficult conversations	E
BSBHRM415	Coordinate recruitment and onboarding	E
BSBLDR522	Manage people performance	E
BSBSTR502	Facilitate continuous improvement	E
BSBOPS504	Manage business risk	E
BSBFIN501	Manage budgets and financial plans	E

(C) = Core (E) = Elective

EXPRESSION OF INTEREST

Expression Of Interest (EOI) occurs in February with a course commencement date in June.

Please read the Program Guide and complete the Expression of Interest form. Applicants must submit the completed EOI form with supporting documentation to NBMLHD-ETS@health.nsw.gov.au.

Successful applicants will be notified by the course coordinator and enrolled into the learning pathway in My Health Learning.

ENTRY REQUIREMENTS

BSB50420 Diploma of Leadership and Management is targeted at staff who are existing frontline managers, supervisors and senior staff or those aspiring to a management/supervisory role. Participants will be in positions where they provide leadership and guidance to others and take responsibility for the effective functioning and performance of teams and work outcomes.

Applicants are expected to complete a Language, Literacy and Numeracy (LLN) assessment to determine if they have the required LLN skills to participate in the program. Instructions will be sent once the Expression Of Interest is received.

KEY STAFF CONTACT DETAILS

Niall Scully Leadership and Management Coordinator Niall.Scully@health.nsw.gov.au

BSB40120 Certificate IV in Business (Administration)

COURSE DESCRIPTION

This new qualification will provide you with the skills and knowledge needed to work in a wide variety of administrative contexts. You will be able to apply critical thinking to develop solutions to a defined range of unpredictable problems that occur in administrative roles. This could be customer service related or with regards to computer programs that are used in order to complete workplace tasks. You are expected to access information from a variety of sources, take initiative and provide leadership and guidance to others from time to time within an administrative context.

The qualification includes twelve (12) units of competency. There are six (6) core units plus four (4) specialisation units and two (2) elective units which include:

UNIT	SUBJECT	
BSBCRT411	Apply critical thinking to work practices	C
BSBTEC404	Use digital technologies to collaborate in a work environment	C
BSBTWK401	Build and maintain business relationships	C
BSBWHS411	Implement and monitor WHS policies, procedures, and programs to meet legislative requirements	C
BSBWRT411	Write complex documents	C
BSBXCM401	Apply communication strategies in the workplace	C
BSBTEC402	Design and produce complex spreadsheets	S
BSBAUD412	Work within compliance frameworks	S
BSBTEC401	Design and produce complex text documents	S
BSBOPS405	Organise business meetings	S
BSBPEF502	Develop and use emotional intelligence	E
BSBPEF401	Manage personal health and wellbeing	E

C=Core S=Speciality E=Elective

EXPRESSION OF INTEREST

EOI information will be broadcast on the ETS NRT intranet page in Feb/March, 2026.

APPLICATIONS

- To apply:
1. Seek approval from your manager
 2. Read the Program Guide for additional information
 3. Complete this Expression of Interest (EOI) form
 4. Submit completed EOI form with supporting documentation by due date.

ENTRY REQUIREMENTS

The BSB40120 Certificate IV in Business (Administration) is targeted at staff within the healthcare setting who use well-developed administrative skills and a broad knowledge base in a wide variety of contexts. This program is targeted at the following staff:

- Staff with relevant vocational experience and apply solutions to a defined range of unpredictable problems and analyse information from a variety of source in their roles
- Staff currently working in an Administrative Officer Level 2, 3 or 4
- Staff who may have completed the Certificate III in Health Administration or staff with relevant vocational experience.

The candidates may have relevant vocational experience in roles (or equivalent) for example accounts receivable clerk, accounts payable clerk, ward clerk, data entry operator, junior personal assistant, medical records officer, receptionist, office administration assistant, office administrator, Clinical Support Officers.

Applicants are expected to complete a Language, Literacy and Numeracy (LLN) assessment to determine if they have the required LLN skills to participate in the program. Instructions will be sent once the EOI is received.

KEY STAFF CONTACT DETAILS

Mary van den Dolder Course Coordinator Mary.vandenDolder@health.nsw.gov.au

HLT33021 Certificate III in Allied Health Assistance

COURSE DESCRIPTION

This qualification reflects the role of allied health assistants who provide assistance to allied health professionals under predetermined guidelines. Depending on the setting, work may include following treatment programs under the regular direct, indirect or remote supervision of an allied health professional.

To achieve this qualification, the candidate must have completed at least 80 hours of work as detailed in the Assessment Requirements of the units of competency.

After achieving this qualification participants may undertake: Certificate IV in Allied Health Assistance or other related health career in which they may obtain credit for subjects already completed in the HLT33021 Certificate III in Allied Health Assistance.

This qualification includes 12 units of competency. There are seven (7) core units plus five (5) elective units which include:

UNIT	SUBJECT	
BSBMED301	Interpret and apply medical terminology	C
CHCCOM005	Communicate and work in health or community services	C
CHCDIV001	Work with diverse people	C
HLTAHA027	Assist with an allied health program	C
HLTAHA049	Recognise the impact of health conditions (	C
HLTINF006	Apply basic principles and practices of infection prevention and control	C
HLTWHS002	Follow safe work practices for direct client care	C
CHCAGE011	Provide support to people living with dementia	E
CHCCCS002	Assist with movement	E
CHCCCS026	Transport individuals	E
CHCCCS020	Respond effectively to behaviours of concern	E
HLTAID011	Provide first aid	E

C=Core S=Specialty E=Elective

EXPRESSION OF INTEREST

This qualification targets staff employed by NSW Health as an Aboriginal Allied Health trainees or Allied Health Assistant.

The Aboriginal Traineeship Program (ATP) is an employment-based training initiative that **provides Aboriginal** and Torres Strait Islander students with the opportunity to develop skills and competencies and acquire Nationally Recognised Vocational Education and Training qualification, through NSW Health RTO.

ENTRY REQUIREMENTS

Students must meet the following Program entry and eligibility requirements:

1. Ability to commit the required time to attend training and for independent study and assessment
2. Students must be enrolled in Year 11 or the Aboriginal Traineeship Program and show a commitment to completing the qualification
3. Satisfactory results in the Language, Literacy and Numeracy (LLN) assessment
4. Ability to meet the clinical demands checklist
5. Agree to meet NSW Health immunisation requirements as outlined in PD2020_017 Occupational Assessment, Screening and Vaccination Against Specified Infectious Diseases.

KEY STAFF CONTACT DETAILS

Krystal Evans Allied Health Educator Krystal.Evans@health.nsw.gov.au

HLT33115 Certificate III in Health Services Assistance - (Assisting in nursing work in acute care)

COURSE DESCRIPTION

This qualification reflects the role of a variety of workers who use a range of factual, technical and procedural knowledge to provide assistance to health professional staff for the care of clients. Health services assistance involves the worker in direct client contact under supervision.

This qualification is offered for trainees who are undertaking the Aboriginal Traineeships and to existing NBMLHD staff who wish to make a career change working within NBMLHD.

This qualification includes fifteen (15) Units of Competency (UOC). There are seven (7) core units and eight (8) elective units (subjects) to be completed for this qualification.

UNIT	SUBJECT	
BSBMED301	Interpret and apply medical terminology appropriately	C
BSBWOR301	Organise personal work priorities and development	C
CHCAGE011	Provide a service to people living with dementia	E
CHCCOM005	Communicate and work in health or community services	C
CHCCCS002	Assist with movement	E
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	E
CHCCCS020	Respond effectively to behaviours of concern	E
CHCCCS026	Transport individuals	E
CHCDIV001	Work with diverse people	C
HLTAAP001	Recognise healthy body systems	C
HLTAID011	Provide first aid	E
HLTAIN001	Assist with nursing care in an acute care environment	E
HLTAIN002	Provide non client contact in an acute care environment	E
HLTINF006	Apply basic principles and practices of infection prevention and control	C
HLTWHS001	Participate in workplace health and safety	C

(C) = Core (E) = Elective

EXPRESSION OF INTEREST

EOI information will be broadcast on the ETS NRT intranet page in Feb/March, 2026.

APPLICATIONS

To apply:

1. Seek approval from your manager
2. Read the Program Guide for additional information
3. Complete this Expression of Interest (EOI) form
4. Submit completed EOI form with supporting documentation by due date.

Successful applicants will be notified by the course coordinator and enrolled into the learning pathway in My Health Learning.

Applicants are expected to complete a Language, Literacy and Numeracy (LLN) assessment to determine if they have the required LLN skills to participate in the program. Instructions will be sent once the Expression Of Interest is received.

Successful applicants will be notified by the course coordinator and enrolled into the learning pathway in My Health Learning.

KEY STAFF CONTACT DETAILS

Mary van den Dolder Nurse Educator Mary.vandenDolder@health.nsw.gov.au



HLT33115 Certificate III in Health Services Assistance - (Audience: Wardsperson)

COURSE DESCRIPTION

This qualification reflects the role of a variety of workers who use a range of factual, technical and procedural knowledge to provide assistance to health professional staff for the care of clients. Health services assistance involves the worker in direct client contact under supervision.

This qualification includes fifteen (15) Units of Competency (UOC). There are seven (7) core units and eight (8) elective units (subjects) to be completed for this qualification.

UNIT	SUBJECT	
BSBOPS304	Deliver and monitor a service to customers	-
BSBMED301	Interpret and apply medical terminology appropriately	C
BSBWOR301	Organise personal work priorities and development	C
CHCAGE011	Provide a service to people living with dementia	E
CHCCOM005	Communicate and work in health or community services	C
CHCCCS002	Assist with movement	E
CHCDIV002	Promote Aboriginal and/or Torres Strait Islander cultural safety	-
CHCCCS020	Respond effectively to behaviours of concern	E
CHCCCS026	Transport individuals	E
CHCDIV001	Work with diverse people	C
HLTAAP001	Recognise healthy body systems	C
HLTAID011	Provide first aid	E
HLTINF006	Apply basic principles and practices of infection prevention and control	C
HLTWHS001	Participate in workplace health and safety	C
CHCCCS010	Maintain a high standard of service	E

(C) = Core (E) = Elective

EXPRESSION OF INTEREST

EOI information will be broadcast on the ETS NRT intranet page in Feb/March, 2026.

APPLICATIONS

- To apply:
1. Seek approval from your manager
 2. Read the Program Guide for additional information
 3. Complete this Expression of Interest (EOI) form
 4. Submit completed EOI form with supporting documentation by due date.

Successful applicants will be notified by the course coordinator and enrolled into the learning pathway in My Health Learning.

Applicants are expected to complete a Language, Literacy and Numeracy (LLN) assessment to determine if they have the required LLN skills to participate in the program. Instructions will be sent once the Expression Of Interest is received.

Successful applicants will be notified by the course coordinator and enrolled into the learning pathway in My Health Learning.

KEY STAFF CONTACT DETAILS

Mary van den Dolder

Nurse Educator

Mary.vandenDolder@health.nsw.gov.au

HLT37315 Certificate III in Health Administration

COURSE DESCRIPTION

HLT37315 Certificate III in Health Administration

This qualification reflects the Administration Officers range of roles who apply knowledge, practical skills and experience whilst supporting nursing, medical and allied health professionals.

This qualification includes thirteen (13) Units of Competency (UOC). There are five (5) core units and eight (8) elective units (subjects) to be completed for this qualification, and includes the following:

Unit	Subject	
BSBMED301	Interpret and apply medical terminology appropriately	C
CHCCOM005	Communicate and work in health or community services	C
CHCDIV001	Work with diverse people	C
HLTINF006	Apply basic principles and practices of infection prevention and control	C
HLTWHS001	Participate in workplace health and safety	C
BSBOPS304	Deliver and monitor a service to customers	E
BSBFLM309	Support continuous improvement systems and processes	E
BSBINM301	Organise workplace information	E
BSBINN201	Contribute to workplace innovation	E
BSBKRG303	Retrieve information from records	E
BSBPEF301	Organise personal work priorities and development	E
BSBMED305	Apply the principles of confidentiality, privacy and security within the medical environment	E
BSBPEF201	Support personal wellbeing in the workplace	E

(C) = Core (E) = Elective

EXPRESSION OF INTEREST

EOI information will be broadcast on the ETS NRT intranet page in Feb/March, 2026.

APPLICATIONS

To apply:

1. Seek approval from your manager

2. Read the Program Guide for additional information
3. Complete this Expression of Interest (EOI) form
4. Submit completed EOI form with supporting documentation by due date.

Successful applicants will be notified by the course coordinator and enrolled into the learning pathway in My Health Learning.

Applicants are expected to complete a Language, Literacy and Numeracy (LLN) assessment to determine if they have the required LLN skills to participate in the program. Instructions will be sent once the Expression Of Interest is received.

Successful applicants will be notified by the course coordinator and enrolled into the learning pathway in My Health Learning.

ENTRY REQUIREMENTS

Participants must be existing Administration Officers or Clinical Support Officers (CSO's) within NBMLHD.

Applicants are expected to complete a Language, Literacy and Numeracy (LLN) assessment to determine if they have the required LLN skills to participate in the program. Instructions will be sent once the Expression Of Interest is received.

KEY STAFF CONTACT DETAILS

Mary van den Dolder Nurse Educator Mary.vandenDolder@health.nsw.gov.au

HLTAID011 Provide first aid (501383028)

COURSE DESCRIPTION

This unit describes the skills and knowledge required to provide a first aid response to a casualty in line with first aid guidelines determined by the Australian Resuscitation Council (ARC) and other Australian national peak clinical bodies.

The unit applies to all persons who may be required to provide a first aid response in a range of situations, including community and workplace settings.

OBJECTIVES

At the end of this course participants will be able to:

- Respond in an emergency situation
- Recognise an emergency
- Apply appropriate first aid procedures
- Perform Cardiopulmonary resuscitation (CPR)
- Monitor the casualty's condition and respond accordantly
- Communicate details of the incident
- Report details of incident of incident to workplace supervisor
- Maintain confidentiality

TARGET AUDIENCE

Health workers working in NBMLHD that require the HLTAID011 Provide First Aid as part of their role.

BSBLDR522 Manage people performance

COURSE DESCRIPTION

This unit describes the skills and knowledge required to manage the performance of staff that are direct reports.

The unit applies to individuals who manage people. It covers work allocation and the methods to review performance, reward excellence and provide feedback. The unit makes the link between performance management and performance development and reinforces both functions as a key requirement for effective managers.

Please register your interest to Niall.Scully@health.nsw.gov.au.



BSBHRM415 Coordinate recruitment and onboarding (177960650)

COURSE DESCRIPTION

This unit describes the skills and knowledge required to develop and implement strategies to source candidates and to assess their suitability for available positions.

This unit provides the skills and knowledge required to execute tasks associated with the recruitment cycle. It also enables participants to apply in-depth knowledge of the work of the organisation and how recruitment and selection practices fit with other human resources functions, as per NSW MoH recruitment policy. This unit applies to individuals whom recruitment and onboarding are part of their broader duties.

Please register your interest to Niall.Scully@health.nsw.gov.au

BSBFIN501 Manage budgets and financial plans (499806361)

COURSE DESCRIPTION

This unit describes the skills and knowledge required to undertake financial management within a work team in an organisation. It includes planning and implementing financial management approaches, supporting team members whose role involves aspects of financial operations, monitoring and controlling finances and reviewing and evaluating effectiveness of financial management processes.

It applies to managers in a wide range of organisations and sectors who have responsibility for ensuring that work team financial resources are used effectively and are managed in line with financial objectives of the team and organisation.

Please register your interest to Niall.Scully@health.nsw.gov.au

BSBCMM412 Lead difficult conversations (461561310)

COURSE DESCRIPTION

This unit is targeted at all staff, wishing to improve skills and knowledge required to prepare, facilitate, and lead difficult conversations.

Please register your interest to Niall.Scully@health.nsw.gov.au



Education and Training Service

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