Welcome to Learning4you, a communiqué for every employee of CISS. CISS employs many people across its diverse services, each of whom is pursuing a range of personal, academic and career goals. We are all adult learners, irrespective of where we work or what our job is. The purpose of Learning4you is to celebrate the accomplishments of those pursuing their goals and aspirations, and to highlight the many available learning opportunities in CISS.

Dementia Essentials

Dementia Essentials is a 3 day accredited course for staff working with people with dementia. Dementia Training Australia will be delivering this course. It is a great opportunity attend this training at no cost.

The program includes:

- Person centred care
- The nature of dementia
- Effective communication
- Impact of dementia
- Activities for engagement
- Understanding changed behaviours and developing effective responses.

If you undertake this course, you MUST undertake a simple workplace assessment under supervision, interacting with people living with dementia. You MUST also be able to attend all 3 days of your nominated course.

Each course will be at North Lakes, and the course will be offered 3 times over 2018:

Course 1: Thursdays 24th & 31st May, 7th June
Course 2: Thursdays 30th August, 6th & 13th September
Course 3: Fridays 30th November, 7th & 14th December

As this course is being provided by an outside provider, the standard CISS booking process does not apply. Contact CISS Education if you wish to book. Places are limited!

“Tell me and I forget.
Teach me and I remember.
Involve me and I learn.”

Benjamin Franklin
Getting ‘Back to Basics’

The CISS Nursing Service is undertaking the innovative Back to Basics program for 2018. Each month is themed around important aspects of clinical care, providing our teams opportunity to critically reflect on current practices, how they correlate with evidence based practice and opportunities for improvement.

Your CISS Education Team is providing educational support for the program, with the development of Learning4you Resource Guides. These guides provide links to many excellent resources, including video links, online learning, journal articles and procedures. A Learning4you Resource Guide will be developed each month to support the monthly theme.

How do I get a copy of the Learning4you Resource Guides?

The Learning4you Resource Guides are available to all staff via the CISS Education Libguide, or from CISS Education.

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<thead>
<tr>
<th>Back to Basics: Monthly Themes</th>
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<tr>
<td>March  Handover, Escalation &amp; Reporting</td>
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<td>April  Assessment &amp; Care Planning</td>
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<td>May  Falls &amp; Manual Handling</td>
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<td>June  Medication Safety</td>
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<td>July  Infection Prevention &amp; Management</td>
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<tr>
<td>(including environmental awareness)</td>
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<td>August  Consumer Engagement &amp; Feedback</td>
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<td>September  Hygiene, Continence &amp; Elimination</td>
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<td>October  Pressure Injuries &amp; Malnutrition</td>
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<td>November  Recognising &amp; Response to Deterioration</td>
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<tr>
<td>(Physiological &amp; Cognitive)</td>
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<td>December  Palliative Care &amp; End of Life Care</td>
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<td>January 2019  Reflection on 2018:</td>
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<td>Back to Basics Leaders in Care</td>
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Introducing …

Ann Hopper

Ann is the Lead Patient Handling Trainer for CISS. She is a Nurse Educator. She has worked in QLD Health for 12 years, initially at Redcliffe ED and Home Based Acute Care then as a Nurse Educator for the last 10 years at Redcliffe, Caboolture, Children’s Health Queensland and CISS. Prior to joining Queensland Health Ann was a District Nurse and Specialist Nurse Practitioner in England with a background in Orthopaedics and Palliative Care. Ann enjoys facilitating staff to have the knowledge, skills and attitude to support patients to have the highest quality of life possible.

Something you don’t know about Ann … she enjoys touring around Australia and recently completed the drive from Brisbane to Uluru and Kings Canyon. Ann successfully completed the walk around both Australian icons and the 6,536 Km road trip of 72 hours total.
Train the Trainer

Are you looking for a developmental opportunity? Are you wanting to develop leadership skills? Have you considered getting involved in a Train the Trainer Program?

Train the Trainer is a training and learning strategy. It simply means training a person who then teaches, mentors or trains other people. It assists in building a culture of learning and is used in many industries, including health care.

In CISS we use the Train the Trainer model for a variety of training including:

- ANTT (Aseptic Non-Touch Technique)
- Assessor Skills
- Basic Life Support
- Paediatric Life Support
- Manual and Patient Handling
- Pressure Injury Prevention Champions
- Preceptor Program (nursing)

It is essential that the Trainers knowledge and skills remain current. To achieve this, it is usually necessary for the Trainer to do an annual update.

There are many benefits of the Train the Trainer model. The organisation builds a team of trainers who collectively can achieve training requirements in an efficient period of time. It is an efficient way to spread knowledge and skills amongst a team. As well as becoming content experts, the trainers develop a variety of attributes that can be applied in the workplace, including self-confidence, communication skills, interpersonal skills, job satisfaction and building leadership skills. It is also something you can add to your resume.

Many units within CISS are required to have trainers in some of the abovementioned areas. If you are interested in this opportunity, please speak to your line manager or educator today!

UPCOMING TRAIN the TRAINER COURSES

Assessor Skills Workshop (nursing)
24 April, 0800-1630
This workshop is designed to prepare Nurses for the next step of mentoring and training staff, including new graduates. The role of the Assessor includes:
- supporting new graduates with completion of modules
- participating in discussions
- assessing clinical skills
- marking modules using marking guidelines
- Being a superuser/trainer for various clinical skills eg BLS, ANTT, Wound Care, Patient/Manual Handling

The course gives participants the opportunity to:
- develop their skills to assess & support staff in their work unit
- learn how to give useful & effective feedback
- learn how to develop leadership skills

Patient Handling – Ward Unit Trainer Orientation (all staff)
8 May, 0800-1630
A prerequisite for staff to become trainers.

Patient Handling Ward Unit Trainer Refresher (all staff)
10 April 0900-1100, or 12 June 0900-1100
Trainers (who have completed the 8 hour program), are required to attend the annual refresher. This gives an update on correct handling techniques, new policies & procedures, & troubleshooting. This is not an assessment session for the trainer.

ANTT Trainer Workshop
(RNs, ENs & Allied Health who perform certain procedures)
15 May, 0800-1200

Basic Life Support Instructors Course
(Allied Health & Nursing)
16 May, 0830-1230

Basic Life Support Refresher
(Allied Health & Nursing)
16 May, 1300-1400; or 1400-1500
BLS Trainers are required to undertake the annual refresher.

DEALING WITH THE TOUGH STUFF
Authentic Conversations

This 58 minute video presentation provides strategies for the 5 steps of Tough Conversations.

Interprofessional Clinical Educator Videoconference Series
https://webcast.gigtv.com.au/Mediasite/Play/1111a251ddeb490fa96292bb8c3501a81d
# Education Team Poster Presentation

**“Team-Based Education: An Interprofessional Health Model of Learning within a Community & Subacute Environment.”**

Your Education Team presented a poster about interprofessional learning at the recent Metro North Nursing and Midwifery Conference. Congratulations to Cecelia Boyd Orford, Christine Saxby, Karen Lush, Ann Hopper, Paramjit Kaur, Virginie Billaut, Marianne Piekkala-Fletcher, Leana Barby and Amanda Duncan. If you would like to see the poster, contact CISS Education and we can email it to you.

## Learning Opportunities...

from your Education Team

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<th>Audience</th>
<th>Course</th>
<th>Date</th>
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<td>Administration Officers</td>
<td>Administration Program 1: Communication &amp; Responding to Feedback Positively</td>
<td>13-Apr</td>
<td>0800-1100</td>
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<tr>
<td>Administration Officers</td>
<td>Administration Program 2: Customer Service Skills</td>
<td>4-May</td>
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<tr>
<td>Administration Officers</td>
<td>Administration Program 3: Medical Words (medical terminology). This course is offered in 2 parts, &amp; attendance at both parts is essential.</td>
<td>25-May</td>
<td>0800-1130</td>
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<td>29-Jun</td>
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<td>CISS Cost Centre Managers</td>
<td>Finance Information Session</td>
<td>19 April</td>
<td>1000-1200</td>
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<td>17 May</td>
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<td>21 June</td>
<td>1000-1200</td>
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<td>All Staff</td>
<td>Patient Handling – Ward Unit Trainer Refresher</td>
<td>10-Apr</td>
<td>0900-1100</td>
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<td>12 June</td>
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<td>Allied Health &amp; Nursing</td>
<td>Diabetes Awareness Program 1</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Diabetes Awareness Program 2</td>
<td>6 June</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Introduction to Palliative Care</td>
<td>27-Apr</td>
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<tr>
<td>RNs &amp; ENs</td>
<td>Clinical Assessment Workshop</td>
<td>13 June</td>
<td>0800-1630</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Palliative Care Symptom Management</td>
<td>27-Apr</td>
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<tr>
<td>AINs</td>
<td>AIN Day – Dementia Care</td>
<td>16-Apr</td>
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<td>ENs</td>
<td>Enrolled Nurse Development Workshop 1</td>
<td>2-May</td>
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<td>ENs</td>
<td>Enrolled Nurse Development Workshop 2</td>
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<tr>
<td>RNs &amp; CNs</td>
<td>Registered Nurse Development Day</td>
<td>28-Mar</td>
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<td>RNs, CNs &amp; CNCs</td>
<td>Assessor Skills Workshop</td>
<td>24-Apr</td>
<td>0800-1630</td>
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<tr>
<td>RNs &amp; ENs</td>
<td>Fundamentals of Enteral Feeding</td>
<td>26 April</td>
<td>0800-1630</td>
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<tr>
<td>RNs &amp; ENs</td>
<td>Tracheostomy Workshop</td>
<td>21 May</td>
<td>0800-1630</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Continence Management</td>
<td>31 May</td>
<td>0800-1630</td>
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<tr>
<td>RNs &amp; ENs</td>
<td>Fundamentals of Enteral Feeding</td>
<td>26 April</td>
<td>0800-1630</td>
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## UPCOMING COURSES

### Diabetes Awareness – Program 1
27 April, 0800-1630
- Anatomy & physiology
- Diabetes types
- Diabetes complications
- Diabetes medications
- Insulin profiles
- Diabetes management

### Fundamentals of Enteral Feeding for RNs & ENs
26 April, 0800-1630
- Enteral feeding management
- ENFIT
- Nutritionists report on enteral feeding practices
- Invasive devices & infection control

### Tracheostomy Workshop
21 May, 0800-1630
- Basic anatomy of respiratory system
- CISS procedure on tracheostomy Management
- Managing tracheostomy care – The Speech Therapists Role
- Invasive devices & infection control

### Introduction to Palliative Care
27 April, 0800-1200
Basic palliative care principles & assessment

### Palliative Care Symptom Management
27 April, 1230-1630
An interactive program including pain, delirium, breathing issues, grief & loss, & end of life.

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**CISS EDUCATION**

**Contact us**

Ph: 3631 7437
CISS-Education@health.qld.gov.au

**Submissions & Suggestions to:**

Karen Lush
Nursing Director Education
Ph: 3631 7613