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.

Professional Supervision and Support

What is it? Professional support refers to structured activities that create an environment where professional growth can occur. Professional supervision, peer group supervision and mentoring are examples of professional support activities.

Professional supervision is a working alliance between two health professionals to enhance the knowledge, skills and attitudes of at least one of the health professionals. Peer group supervision is a group meeting on a regular basis to review professional practice and mentoring provides an opportunity to share professional skills and experiences.

There is evidence that professional supervision can improve the safety and quality of patient care, maintain high quality of clinical practice and maximise employee morale.

Who is it for? Many of us engage in professional support activities, however it is a mandatory requirement for all allied health practitioners and allied health assistants working clinically within MNHHS to participate in regular structured and evaluated professional supervision and support activities.

The MNHHS Policy, Allied Health Professional Supervision and Support, outlines the minimum requirements and processes.

Did you know… The allied health Performance development and planning (PDP) process requires completion of a Professional Supervision and Support Plan. Interactive workshops about evidence-based professional supervision practice, including MNHHS requirements, are available. Contact CISS Education for more information or check out the CISS Libguide.
Learning Management System: ‘LMS’

The CISS Education Team is excited about the upcoming implementation of an LMS in Metro North. It will benefit all staff.

**What is an LMS?**

An LMS (Learning Management System) is a software system used for the administration, documentation, tracking, reporting and delivery of training programs. This will apply to training programs for all staff in CISS.

**When will the LMS be implemented in CISS?**

It is expected to be implemented in CISS around July 2018. There will be opportunities for staff to receive training on how to use the LMS.

**What does this mean for MTR and our Mandatory Training Records?**

All mandatory training records will be migrated from MTR to the new LMS. Following implementation, the LMS will be used to record mandatory training.

**Do I need to prepare for the CISS implementation?**

All line managers are required to ensure that MTR is current. It is requested that this work commence immediately to ensure we are in a state of readiness.

**What if I need further information?**

Please contact Karen Lush, Nursing Director Education on 36317613.

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**Introducing … Chris Saxby**

Chris is the Allied Health Educator, working across all CISS sites. Since joining Queensland Health 22 years ago, Chris has worked in a variety of settings. Some interesting secondments during that time include working as a senior delegate for the then named, Office of Adult Guardian. Chris also worked as a research assistant on an ARC funded joint hospital project trialling an outcome-directed practice model for social workers.

In 2016, Chris completed her PhD. Her research investigated the association between clinical supervision effectiveness and levels of burnout and intent to leave in allied health professionals.

Chris has an honorary adjunct lecturer title with the University of Queensland and is a member of the “Groups 4 Health” joint CISS/UQ research team at Brighton.

Chris enjoys her role supporting the CISS workforce, including students on placement, through facilitating learning, supervision training, mentoring, and providing relevant resources.

**Something you don’t know about Chris…**

Chris loves visiting lighthouses. This photo was taken at Cape Nelson near Portland, Victoria. Recently, Chris took a helicopter journey to South Solitary Island to tour the historical lighthouse and lighthouse keeper’s residence.
Metro North Training Calendar

Did you know that a Metro North Training Calendar is available on QHEPS? It details many upcoming courses in Metro North Facilities including Redcliffe, Caboolture, TPCH and RBWH. Most of the courses are also available to CISS staff. Courses include clinical, corporate, health and safety, information technology, leadership and management and research. Have a look today! You may be surprised by what you find!

https://qheps.health.qld.gov.au/metronorth/hr/mn-training-cal

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 to 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!

Learning4you

UPCOMING METRO NORTH COURSES

CORPORATE COURSES

Returning to Study, Redcliffe & Caboolture: no cost
Meetings & Minute Taking (external facilitators), TPCH, CAB, RBWH: $80 or $88
Customer Service in Health care (external facilitators) Red, TPCH, RBWH, Cab: $120 or $132
Excel Advanced Functions, Caboolture: no cost
Excel Pivot Tables, Caboolture: no cost
Excel Mastering Data Analysis, Caboolture: no cost

CLINICAL COURSES

Urinary Catheter Workshop, Redcliffe: no cost
Urology Workshop, Caboolture: no cost
Introduction to Counselling Skills (Nurses) Caboolture: no cost
Asthma Management, TPCH: no cost
Delirium & Dementia, TPCH: no cost
Stroke Management, Redcliffe: no cost

LEADERSHIP & MANAGEMENT COURSES

Building High Performing Teams (external facilitators), RBWH, Red, TPCH: $120 or $132
Budget & Finance Management (external facilitators), RBWH, Red, Cab: $120 or $132
Leading Change in Self & Others (external facilitators), TPCH, RBWH: $120 or $132
Managing Performance in Others (external facilitators), RBWH, TPCH, Red, Cab: $80 or $88
Conflict Resolution (external facilitators), Cab, Red, TPCH, RBWH: $80 or $88
Ethically Driven Decision Making & Problem Solving (external facilitators), Cab, TPCH, RBWH: $120 or $132
Sailing into Supervision (3 days), TPCH, Red: no cost

This is just an example of the amazing courses available to Metro North Staff. CHECK THEM OUT!

https://qheps.health.qld.gov.au/metronorth/hr/mn-training-cal
Learning Opportunities …
from your Education Team

<table>
<thead>
<tr>
<th>Audience</th>
<th>Course</th>
<th>Date</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administration Officers</td>
<td>Administration Program 2: Customer Service Skills</td>
<td>4-May</td>
<td>0800-1100</td>
</tr>
<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></td>
<td>29-Jun</td>
<td>0800-1130</td>
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<tr>
<td>CISS Cost Centre Managers</td>
<td>Finance Information Session</td>
<td>17 May</td>
<td>1000-1200</td>
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<td>21 June</td>
<td>1000-1200</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Diabetes Awareness Program 1</td>
<td>27 April</td>
<td>0800-1630</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Diabetes Awareness Program 2</td>
<td>6 June</td>
<td>0800-1630</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Introduction to Palliative Care</td>
<td>27-Apr</td>
<td>0800-1200</td>
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<td></td>
<td></td>
<td>29 June</td>
<td>0800-1200</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Palliative Care Symptom Management</td>
<td>27-Apr</td>
<td>1230-1630</td>
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<td>AINs</td>
<td>AIN Day 1 – Dementia Care</td>
<td>16-Apr</td>
<td>0800-1630</td>
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<td>AINs</td>
<td>AIN Day 2 -</td>
<td>5 June</td>
<td>0800-1630</td>
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<tr>
<td>Allied Health</td>
<td>Training in Delegation Practices</td>
<td>6 June</td>
<td>1230-1630</td>
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<tr>
<td>RNs ENs</td>
<td>Clinical Assessment Workshop</td>
<td>13 June</td>
<td>0800-1630</td>
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<td>ENs</td>
<td>Enrolled Nurse Development Workshop 1</td>
<td>2-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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<tr>
<td>RNs &amp; ENs</td>
<td>Tracheostomy Workshop</td>
<td>21 May</td>
<td>0800-1630</td>
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<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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<tr>
<td>RNs</td>
<td>RN Development Day</td>
<td>20 June</td>
<td>0800-1630</td>
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Train the Trainer

<table>
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<th>Audience</th>
<th>Course</th>
<th>Date</th>
<th>Time</th>
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<tbody>
<tr>
<td>All Staff</td>
<td>Patient Handling – Ward Unit Trainer Orientation</td>
<td>8 May</td>
<td>0800-1630</td>
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<tr>
<td>All Staff</td>
<td>Patient Handling – Ward Unit Trainer Refresher</td>
<td>12 June</td>
<td>0900-1100</td>
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<tr>
<td>Nursing</td>
<td>Assessor Skills Workshop Prerequisite: Nursing Preceptor Course</td>
<td>24-Apr</td>
<td>0800-1630</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>ANITT Trainer Workshop</td>
<td>15 May</td>
<td>0800-1200</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Basic Life Support Instructors Course</td>
<td>16 May</td>
<td>0830-1200</td>
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<tr>
<td>Allied Health &amp; Nursing</td>
<td>Basic Life Support Refresher</td>
<td>16 May</td>
<td>1300-1400 or 1400-1500</td>
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UPCOMING CISS COURSES

Administration - Program 3:
Medical Words.
Part 1: 25 May, 0800-1130
Part 2: 29 June, 0800-1130
This course is supported with learning materials & an on-line learning program.
- Medical terms from word parts
- Singular & plural endings
- Abbreviations
- Australian spelling & pronunciation
- Basic anatomy in the application of medical terminology usage
- Tools to access online resources to complete workbook activities

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

Diabetes Awareness – Program 2
6 June, 0800-1630

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

Submissions & Suggestions to:
Karen Lush
Nursing Director Education
Ph: 3631 7613