At Learning4you, our goal is to connect members of our learning community with relevant learning opportunities. Collectively as a community, we are well connected through our professional affiliations, and personal hobbies and interests. It is through these avenues we often become aware of opportunities.

Imagine how amazing it would be if we could pool our information and share it with our colleagues! This is how you can contribute to our culture of learning.

**How Can You Contribute to our Culture of Learning?**

Please tell us about great opportunities (professional, hobbies or personal interest) that you know about, including:

- Courses (face to face, or online)
- Symposia, Conferences, Webinars, Lectures
- Educational Videos
- Online newsletters
- Web sites with great resources
- ... and anything else that comes your way!

Can you recommend a presenter on any relevant topics (from within our services or perhaps as a guest)? Tell us about it!

We have more than 1600 people working across our services. Remember ... if there is something that is of interest to you, it will likely be of interest to somebody else too!

It would be no surprise to you that opportunities that are free or inexpensive are particularly popular.

Help our community of learners and send your contributions to CISS-Education@health.qld.gov.au or phone Leah on 3631 7437.

**So ... SPREAD THE WORD!**
Have You Heard About the Nurse Navigator Role?

The Nurse Navigator is a new service model in Metro North Hospital and Health Service which was initiated as a part of a state-wide Department of Health initiative. The Nurse Navigator is an experienced nurse with expert clinical knowledge and an in-depth understanding of the health system. There are currently two Nurse Navigators employed within the Community and Oral Health Directorate:

- NDIS (National Disability Insurance Scheme): Leila Meland
- Frail and Older Person: Param (Paramjit) Kaur

The Nurse Navigator service focuses on supporting clients with complex health care needs to navigate through the health system and support them through their health journey. The Nurse navigator is based on a case management model and is up to a one-year service.

Referrals can be made by:

- Any Community and Oral Health Service
- Nurse Navigators from the acute facilities of Metro North HHS

The Nurse Navigator service is based on four core principles:

- Coordination of patient centred care
- Creating partnerships
- Improving patient outcomes
- Facilitate system improvement

The Nurse Navigator service aims at reducing the fragmentation of care and facilitate enabling/empowering clients with health coaching. The Nurse Navigator not only helps clients on their health journey, but they walk with the client on their health journey.

The Nurse Navigator in Action

George is an 83 year old frail male, living alone in the community. He has no family and his next door neighbour is his next of kin. He has a background of COPD and is on home oxygen, and has ischemic heart disease. Two weeks ago he was admitted to hospital for the treatment of pneumonia. George had no services set up and had never been assessed for any.

The Nurse Navigator helps George to navigate through My Aged Care, and provides support to identify and coordinate access to the services that George required. This helps ensure that he receives the care he needs, when and where he needs it.

The Nurse Navigator also helps George to liaise with the GP and hospital admissions. A care plan is developed. The Nurse Navigator will be George’s main point of contact in negotiating the health system. They will act as a central point of communication and engagement with all stakeholders who have a role in his care, ranging from his local GP, to his cardiologist and respiratory specialist nurses, allied health and any other services involved.

The Nurse Navigator spends time with George to educate him about his conditions and supports him to manage his health and wellbeing. They make regular contact with George to ensure that he is safe and his health care needs are met.

Introducing …

Param Kaur

Nurse Navigator

Someone said, “if you follow your passion you would never have to go to work”. That’s exactly what I am doing. I have many years’ experience of working with elderly clients and I gathered this experience from England and Australia.

I was born and brought up in India where I did my Bachelor in Nursing and then a BSC hons from England. I worked there for few years and then wanted to travel the world and gather Global nursing experience. So, we moved to Australia. But guess what … we loved the land so much that we decided to stay.

I started my career in the old Eventide building at Brighton, in a dementia wing. I loved it but because I was studying Nurse Practitioner (NP) and needed more support within an acute learning environment, I transferred to TPCH to gain more experience and skills. When I finished my Masters in Nursing Science (NP) in Aged care and Dementia, I worked in various roles including in the Geriatric Evaluation & Management Unit, Discharge Facilitator, Continuity of Care Coordinator, ACP project officer and Geriatric Liaison. It doesn’t matter how many different roles there were … they were all linked to the frail and older person. I am currently working as a Nurse Navigator for Frail & Older Person in Community and Oral Health.

I think nursing is a healing profession. When my children ask mummy, what do you do? I say to them, “I help people and I am proud of that”.

Something you don’t know about Param …

Param runs a charity group with local friends called “Eternity” where they do monthly activities to support the community in need.
August is Queensland’s Multicultural Month

Interesting Facts about Metro North

Our Workforce:
- 16% of our workforce are from culturally and linguistically diverse backgrounds
- 1.1% of our staff identify as Aboriginal or Torres Strait Islander

Our Community:
- 1 in 4 people living in Metro North were born outside of Australia. The top 5 countries were New Zealand, England, India, Philippines and China.
- 1 in 7 people living in Metro North speak a language other than English. The top 5 most common languages are:
  1. Mandarin
  2. Spanish
  3. Italian
  4. Cantonese
  5. Hindi
- Nearly 50% of our population were either born overseas or had at least one parent born overseas (is this why we aren’t sure who to cheer on in the world cup or Eurovision?!)
- The top 5 Metro North Departments of interpreter usage:
  1. RBWH Surgical & Perioperative Services
  2. Oral Health Services
  3. RBWH Internal Medicine Services
  4. RBWH Women’s & Newborns Services
  5. TPCH Specialist OPD
- The top 5 Metro North requested languages are:
  1. Arabic
  2. Mandarin
  3. Auslan
  4. Cantonese
  5. Persian - Farsi

In 2006 someone tried to sell New Zealand on eBay. The price got up to $3,000 before eBay shut it down.

In Switzerland, it is illegal to own just one guinea pig. This is because guinea pigs are social animals, and they are considered victims of abuse if they are alone.

Months that begin on a Sunday will always have a “Friday the 13th”
Your Education Team has been very busy developing a suite of delirium and dementia learning opportunities. Importantly, this strategy provides equitable access to education for all Clinicians, irrespective of where you work or what hours you work. It also acknowledges that we are all adult learners, allowing each learner to choose which learning activities they participate in based on their specific needs and their preferred learning modality (whilst some prefer to attend a course, other may prefer activities such as online learning, or viewing videos or reading journal articles).

Take a look … tell your colleagues … there is something for everyone!

**Dementia Essentials**

**3 day course**

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.

Course 1: Booked out & complete. Great evaluations received!
Course 2: 30th August, 6th & 13th September. Booked Out!
**Course 3: Fridays 30th November, 7th & 14th December – Places Available!**

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

**Join the Statewide Networks**

- Statewide Dementia Clinical Network
- Statewide Older Person’s Health Clinical Network

The Statewide Clinical Networks improve patient outcomes and processes of care by connecting clinicians across the state. Membership is open to all Clinicians committed to improving care. You will receive information about aspects of clinical care, updates, educational opportunities and invitations to forums. All delivered by email ... how easy! Ask to join them both!

To join, simply contact Carmel Sheehan by email, or phone 3328 9183.

**Learning4you Resource Guides … a great way to learn!**

Developed by your Education Team, each Learning4you Resource Guide provides access to numerous resources including videos, online learning, standards, guidelines, journal articles and much more!!! Most of the resources can be accessed from work or home. These are suitable for all Clinicians and can be accessed via the CISS Education Libguide. This allows you to choose what you learn, when you learn and how you learn! There is a Learning4you Resource Guide on many topics including:

- Delirium
- Dementia
- Continence and bowel management
- Pain
- End of life decisions
- Documentation


**Delirium and Dementia**

**1 day course … coming soon!**

Developed and delivered by your Education Team, this course is for Clinicians who are unable to attend the 3 day Dementia Essentials course. Dates to be advised in future editions of Learning4you.

**Nurse Educator Presentations**

Your Nurse Educator is able to provide a presentation on any of the topics listed above in the Learning4you Resource Guides. Other topics available are oral care and restraint. Depending on the topic, each may take between 30 and 60 minutes. Available by request.
Do you know about CKN? Do you know how to use it? Did you know you can access it from work or home?

What is CKN?
The Clinical Knowledge Network (CKN) provides clinicians with direct access to the latest evidence-based information for point of care decision making; medicines; medical, nursing and allied health research; and ongoing professional development.

Resources available include electronic books, journals, clinical guidelines, point of care, research databases, and medical calculators.

Don’t Miss this Training Opportunity!
We look forward to welcoming Cindy Slater as a guest to Community and Oral Health Directorate. Cindy is a CKN Trainer who is based in Melbourne and employed by EBSCO. Her clinical background is in Podiatry.

Cindy will provide an introduction session, and will also be available to assist with more advanced needs.

1.30 to 2.30pm: Drop-in session
- your chance to stop in for demonstrations and assistance on any aspect of CKN that you require. You only need to ask!

2.45 to 3.30pm: Introduction to CKN
- Tour of resources available on CKN
- Searching across resources
- Refining searches
- Working with results: print, cite etc
- Setting up alerts
- Creating an offsite access account

3.30 to 4.00pm: How to use CINAHL
- the world’s most comprehensive source of full-text for nursing & allied health journals, providing full text for more than 1,300 journals indexed in CINAHL. It contains full text for many of the most used journals.

Monday 27th August: Brighton, Large Education Room, Ground Floor
Wednesday 3rd October: North Lakes, Large Meeting Room, Ground Floor

Who Should Attend?
- all Clinicians
- non-clinical staff involved in projects, service development, and the development and review of policies and procedures

No Bookings Required!

News in Brief ...

Bariatric Care Resources Intranet Page
A range of resources to support high quality bariatric care have been published electronically on the MNHHS intranet site. It includes the MNHHS Bariatric Care Compendium that is available to download. Content includes:
- Bariatric care management plans
- Skin integrity and pressure injuries
- Patient mobility risk assessment
- Safe and respectful patient handling
- Bariatric care equipment
- Patient transfers


‘Take the Lead’ …
Leadership Development Program
The ‘Take the Lead’ Program is a new multi-disciplinary statewide leadership development program for base level clinicians, which aims to help shape participants’ mindsets to meet the challenges of both their present and future role as clinical leaders. It will be conducted over 2 to 3 months between October & December.

This program is for Nurses (NG5), Allied Health Officers (HP3.2 – HP3.8), Junior Doctors (JHO), Senior House Officers (SHO), Principal House Officers (PHO) & Dental Officers (D01).

To apply for the program, complete the online application form. If you would like assistance with your application, contact your Educator or Line Manager. Applications close Monday 20th August.


Pressure Injuries & the Lower Limb
(Clinical Excellence Division, QLD Health)
Thursday 16th August, 2.00pm to 3.00pm
At the end of the session you will:
- identify and stage pressure injuries more accurately
- identify and action strategies to reduce pressure injuries to lower limbs

Videoconference: Brighton Conference Room is booked. For other sites, contact Leah on 3631 7437 for details.

Education Team Changes
We welcome Sharon Hodby who has returned from a secondment, to her substantive Nurse Educator position. A big thank-you to Amanda Duncan for her contribution to clinical education. Amanda has returned to her substantive position as CNC Complex Chronic Disease.
### Professional and Personal Development

**Microsoft Office Fundamentals: Outlook, Word, and Excel**
FOR BEGINNERS! Learn how to create and edit Word documents, Excel spreadsheets, and emails with Microsoft Office.

What you’ll learn:
- Create and edit Word documents
- Create and perform data calculations with Excel spreadsheets
- Manage your email and calendar in Outlook

Course provided by Microsoft: 6 weeks: 4-6 hours/week  
[https://www.edx.org/course/microsoft-office-fundamentals-outlook-word-and-excel-0](https://www.edx.org/course/microsoft-office-fundamentals-outlook-word-and-excel-0)

**Professional Resilience: Building Skills to Thrive**
Learn how to become more resilient in your personal & professional life. You will learn about the capabilities, skills, and self-care practices that contribute to resilience. This will enable you to build up your own resilience so you’re ready to meet challenges at work and at home.

What topics will you cover?
- overview of resilience and why it’s important
- steps to becoming more resilient
- building resilient capabilities and skills
- building resilient self-care practices
- building resilient values and engagement

Deakin University: 2 weeks: 3 hours/week  
[https://www.futurelearn.com/courses/professional-resilience](https://www.futurelearn.com/courses/professional-resilience)

**Through my Eyes – Intellectual Disability Healthcare around the World**
Learn, from personal stories, the daily life and challenges faced by those with intellectual disabilities.

What you’ll learn:
- Insights into the daily life of those with intellectual disabilities and their families
- Challenges and obstacles experienced and how these are overcome
- Specific healthcare needs and how to promote good health for people with an intellectual disability

University of Queensland: 4 weeks: 1-2 hours/week  
[https://www.edx.org/course/through-eyes-intellectual-disability-uqx-able101x-1](https://www.edx.org/course/through-eyes-intellectual-disability-uqx-able101x-1)

**Understanding Insulin**
Learn more about all things insulin: from how it works, to insulin types, to side effects and guidance on how to prescribe safely.

What topics will you cover?
- An introduction to insulin and diabetes
- How the body controls blood glucose concentrations
- How insulin works and what happens in diabetes
- Types of insulin available for clinical use
- Clinical indications for using insulin
- Administration of insulin
- Factors affecting insulin performance
- The side effects of insulin

University of Southampton: 4 weeks: 4 hours/week  
[https://www.futurelearn.com/courses/understanding-insulin](https://www.futurelearn.com/courses/understanding-insulin)

**Human Anatomy**
The first MOOC to teach Human Anatomy from multiple healthcare professional perspectives through a case-based study of stroke. Learn:
- Effects of stroke on the human body
- Anatomy of relevant body systems at gross & histological levels
- Services provided by healthcare professionals for stroke patients
- Relevant knowledge of anatomy for application of clinical procedures

The Hong Kong Polytechnic University: 6 weeks: 2-4 hours/week  
[https://www.edx.org/course/human-anatomy-hkpolyx-ana101x-1](https://www.edx.org/course/human-anatomy-hkpolyx-ana101x-1)

**Mindshift: Break Through Obstacles to Learning and Discover Your Hidden Potential**
Mindshift is designed to help boost your career & life in today’s fast-paced learning environment. Whatever your age or stage, Mindshift teaches you essentials such as how to get the most out of online learning and MOOCs, how to seek out & work with mentors, the secrets to avoiding career ruts (& catastrophes) & general ruts in life.

McMaster University: 4 weeks: 2 hours/week  
[https://www.coursera.org/learn/mindshift](https://www.coursera.org/learn/mindshift)
Massive Open Online Courses

These online courses are free, and have no entry requirements: Anyone can participate!

Hobbies and Personal Interest

How Music Can Change Your Life
This course explores the ways that music can be used to achieve positive changes with a particular emphasis on the most vulnerable persons.
- How can music influence the body to support fitness and rehabilitation?
- How can music motivate the mind to promote academic achievement?
- How can music reflect the psyche to improve mental health?
- How can music foster intimacy to strengthen relationships?
- How can music enhance connectedness to support communities?
- How can music express culture and honour our diverse societies?
The University of Melbourne: 6 weeks: 3-4 hours/week
https://www.coursera.org/learn/music-life

Injury Prevention for Children & Teens
Injuries are the #1 cause of death among children and teens. This course lays a foundation for the prevention of child and teen injuries. You’ll learn:
- Key concepts for successful injury prevention in children and teens
- Intentional injury prevention including bullying, dating violence, sexual violence, firearm injury, and suicide prevention
- Transportation Safety, including child safety seats & teen driving
- Sports Concussion
- The Opioid Epidemic and Adolescent Substance Use
The University of Michigan Injury Prevention Center: 5 weeks: 4-6 hours/week
https://www.edx.org/course/injury-prevention-for-children-teens

Chinese Language and Culture
This course provides you with insights into the rich fabric of the cultures of China. You will develop a basic understanding of written Chinese, its history and expression in calligraphy. We will also explore the origins and variety of Chinese cuisine, the role of food in festivals and the etiquette of Chinese dining and tea drinking. You will also look at the origins of some of the values that underpin Chinese society and how these are being affected by economic development and urbanisation. You will uncover some of the symbolism of numbers and colours and the Chinese Zodiac and get a feel for how traditional values and beliefs are expressed in Chinese opera and architecture.
South China University of Technology (SCUT): 4 Weeks: 2-4 hours/week
https://www.mooc-list.com/course/chinese-language-and-culture-open2study

What is MOOC?
Massive Open Online Courses (MOOCs) are an affordable and flexible way to acquire new knowledge and skills, and advance your career. The online courses deliver education through lectures, videos, study materials and examples.
The courses are developed mostly by Australian and international universities, and some other training organisations e.g. Microsoft. They are hosted on one of several major MOOC platforms (Coursera, edX, Futurelearn and Udacity).
The courses are free and there are no entry requirements. There is usually an optional upgrade available.

<table>
<thead>
<tr>
<th>Free</th>
<th>Optional Upgrade</th>
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<tr>
<td>$0</td>
<td>Usually between $40 &amp; $99</td>
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<tr>
<td>Course access for limited time (usually 5 to 12 weeks)</td>
<td>Unlimited course access</td>
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<td></td>
<td>May include additional learning materials</td>
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<td>Generates a certificate or statement of participation</td>
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There is something for everyone! Areas of study include:
- Agriculture
- Art & culture
- Business & management
- Communications
- Computing & information technology
- Data analysis & statistics
- Education & training
- Environmental studies
- Food & nutrition
- Health services & support
- Humanities & social sciences
- Languages
- Landscape Design
- Literature
- Medicine
- Music
- Nursing
- Paralegal studies
- Psychology
- Science

The courses are always changing. Courses are made available for specific periods of time, and then archived, while new courses are being loaded. Check regularly to see what is available.

To search the 1000’s of amazing free online courses available, search (google): ‘MOOC’
Learning Opportunities … from your Education Team

Administration Support Officer Training Program
(2 parts) - Attend both sessions:
28th Sept & 5th Oct, 0830-1230
- Email management
- Calendar management
- Meeting management
- Agendas & minutes
- Standards: HR process management; BCS filing & finance

Peer Group Supervision Training
18th September, 1230-1630: For All Clinical Staff
Participants will demonstrate increased knowledge and skills of how to participate in peer group supervision (PGS) using the specific PGS tools.
An interactive workshop covering:
- Define supervision and supervision outcomes
- Identify what can go wrong in a peer group supervision group
- Participate in a peer group supervision group as a supervisee and a group member
- Use a range of structured tools to facilitate learning
- Plan how to use the peer supervision tools

Clinical Response to Domestic & Family Violence
19th September, 1230-1630: For All Clinical Staff
An interactive workshop where participants will:
- Increase knowledge of the legislation that underpins D&FV
- Increase knowledge of the indicators & risk factors of D&FV
- Build capacity to sensitively & skillfully ‘Recognise, Respond & Refer’
Participant must have completed 2 on-line training programs at time of booking in:
- Understanding Domestic & Family Violence module
- Clinical response to Domestic & Family Violence module

Train the Trainer Courses
- BLS Instructors Course: 29th Aug, 0830 – 1230
- BLS Instructor Refresher Course: 29th Aug, 1300-1400
- Pt Handling Ward Unit Trainer Orientation: 4th Sept, 0800-1630
- Pt Handling Ward Unit Trainer Refresher: 9th Oct, 0800-1200

Fundamentals of Enteral Nutrition
3rd September, 0800-1630: For All Clinical Staff
- Anatomy & physiology of the gastrointestinal system & disease pathology
- Supplementary dietary feeds & formula, & their application to disease pathology
- Engage with professional staff from the Eating Disorders Mental Health Team & learn how the principles of enteral feeding are used to manage eating disorders
- Engage with a recovered consumer as they share their personal experience with enteral feeding
- Learn from Endoscopy Nurses about the complexities of PEG tube insertions & management
- Assessment & management of stoma
- Relevant MNHHS procedure documents
- Scope of practice
- Infection control practices when managing invasive devices
- Medication administration using nasogastric & PEG feeding tubes
- Troubleshoot & manage ENFIT supplies

Introduction to Palliative Care
12th October, 0800-1200: For All Clinical Staff
- The history of palliative care to current day concepts.
- Describe the assessment tools used in palliative care (PCOC) and the importance of impeccable assessment
- Relate to the experiences of patients and their families in the palliative care journey
- Discuss strategies to prepare for end of life – practical and emotional
- Outline end of life cares for the palliative patient including family/loved ones involvement in these cares.

Palliative Care – Symptom Management
12th October, 1230-1630: For All Clinical Staff
- Pain relief options: what medications are introduced in the varying stages of the palliative care journey
- End of life decisions/legal implications in QLD
- Palliative Care management of patients in the community
Participants have the optional opportunity to complete a workbook and submit reflections to receive “Introduction to Palliative Care Concepts” Certificate (separate from the certificate of attendance).

Introduction to Community Nursing
17th October, 1430-1630
- Referral process: CRU – where it all begins.
- Patient scenarios will be utilised to explore our community services:
  Hospital in the Home, Post Acute Care Services, Community Palliative Care Specialists, Chronic Complex Disease Team, Diabetes team, Community Transition Care Program.
- Discharge from community services – ongoing referral options for continued patient support.
- OVP in community settings.
- Communication challenges in the community.
- IT use in the community.

EDUCATION TEAM

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

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