CHANGING THE DELIVERY OF EDUCATION IN THE YARALLA UNIT

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Background information

Clinicians working within the Yaralla HDU were often unable, or experienced difficulties, attending education sessions at the Education and Learning & Development centre due to staffing levels, ward requirements and length of in-services. This infrequency of training was resulting in varied information retention and skill development. Additionally, the use of displayed signs, posters and notices to communicate information on the unit has been ever expanding, yet staff knowledge and awareness of this information did not seem to reflect this exposure.

Team Members
Executive sponsor
Ashley Baker (A/DON)
Project team
Robert Kelson (A/NUM)
Nicholas Dunne (RN)
Royston Woodward (CNE)

Aim Statement
To increase Yaralla HDU staff attendance in training and retention of information by 50% by July 2019.
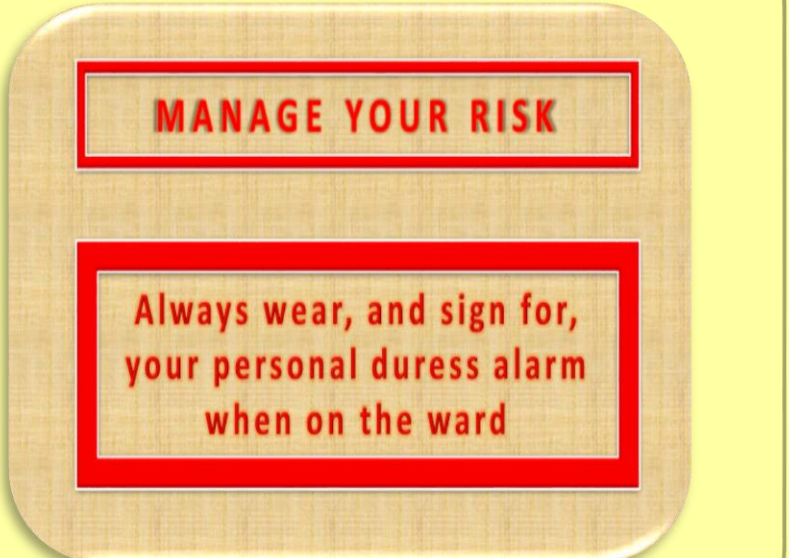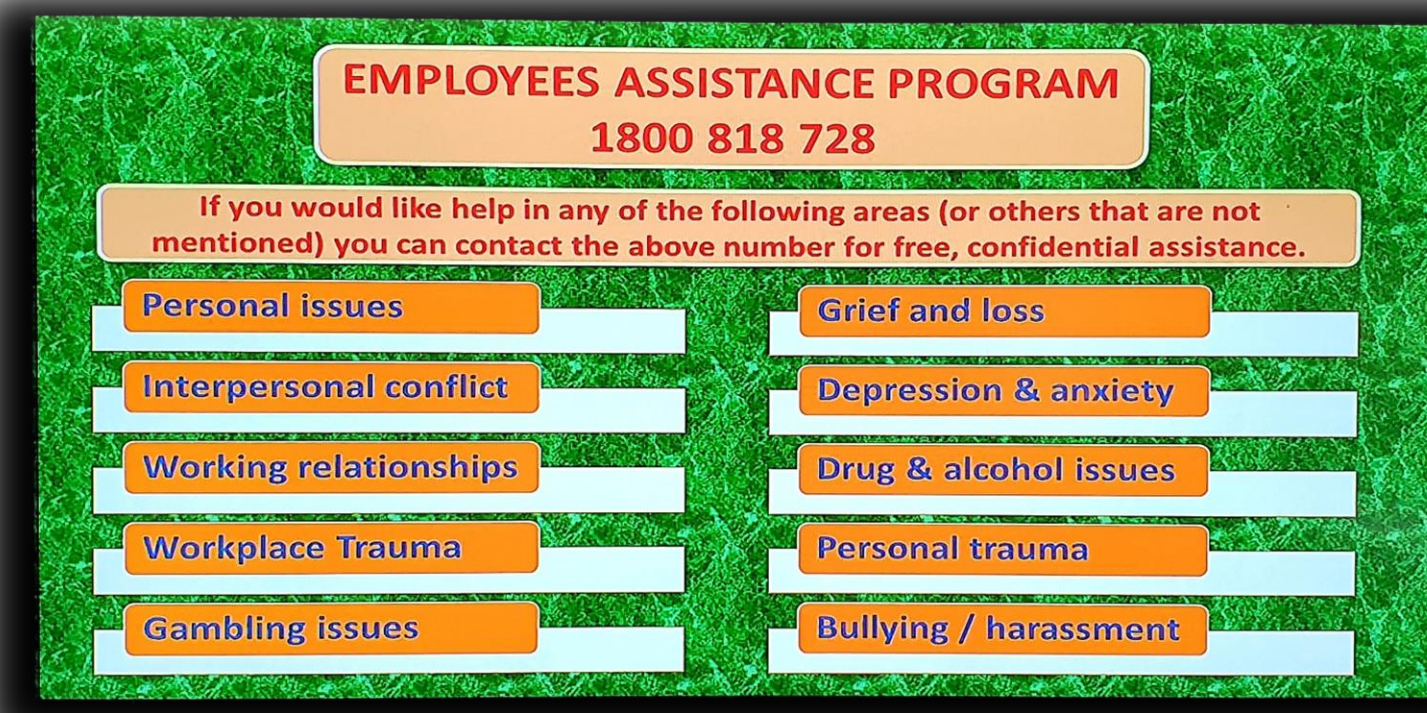
Overall Outcome of Project
- 75% increase in attendance of clinical de-escalation sessions
- Development and installation of electronic display board
- 83% of staff reported that the electronic display board is a useful and accessible way of conveying information
- 88% of staff reported that they had gained knowledge from the electronic display board
- Enhanced visibility of patient areas throughout the unit
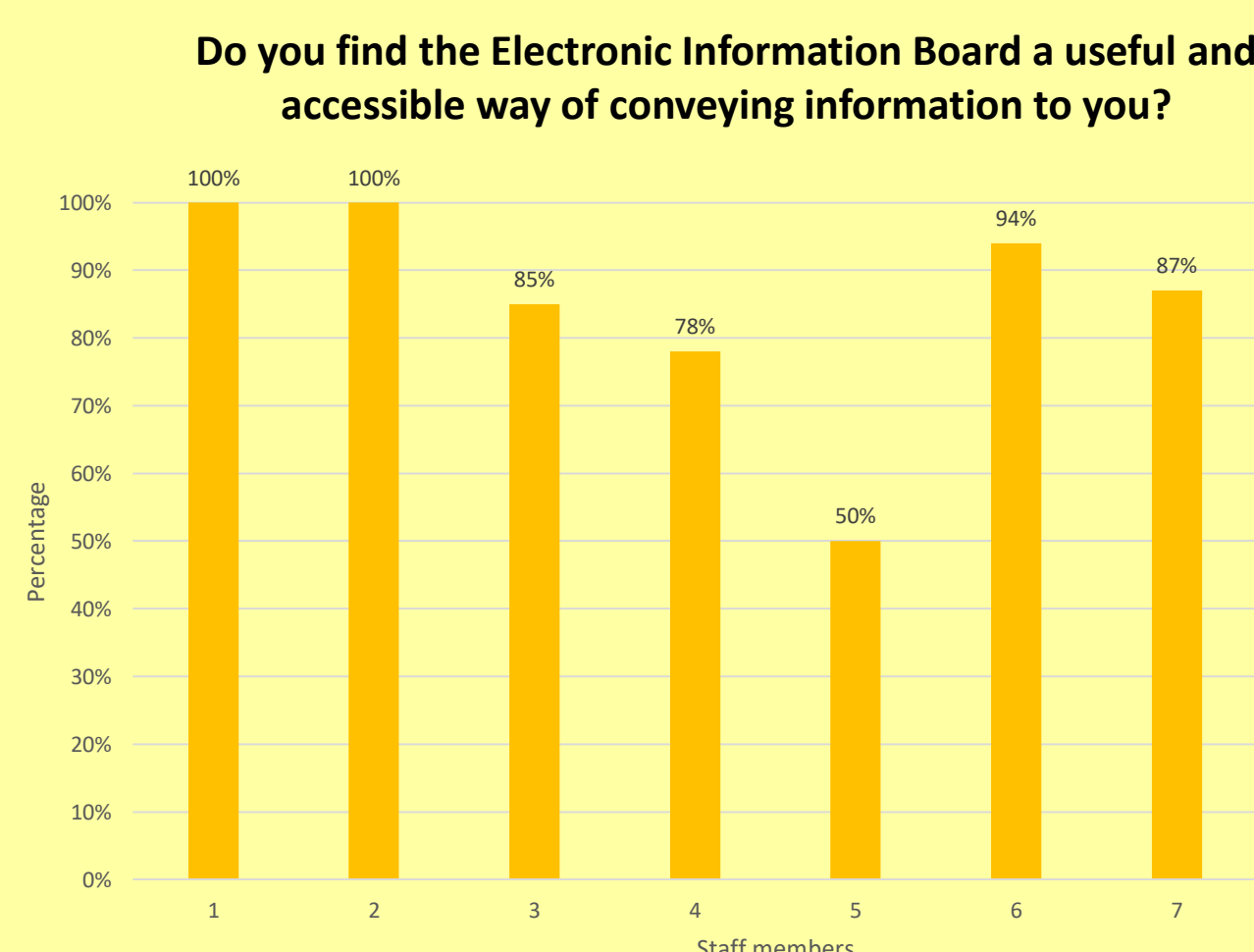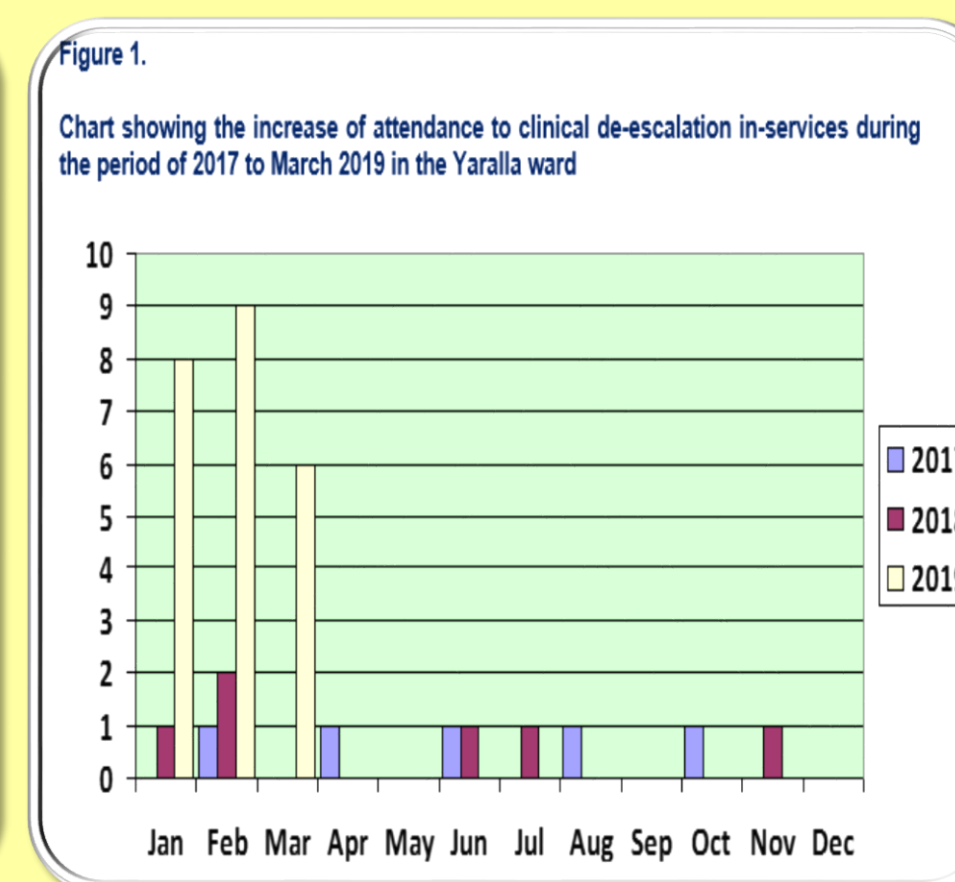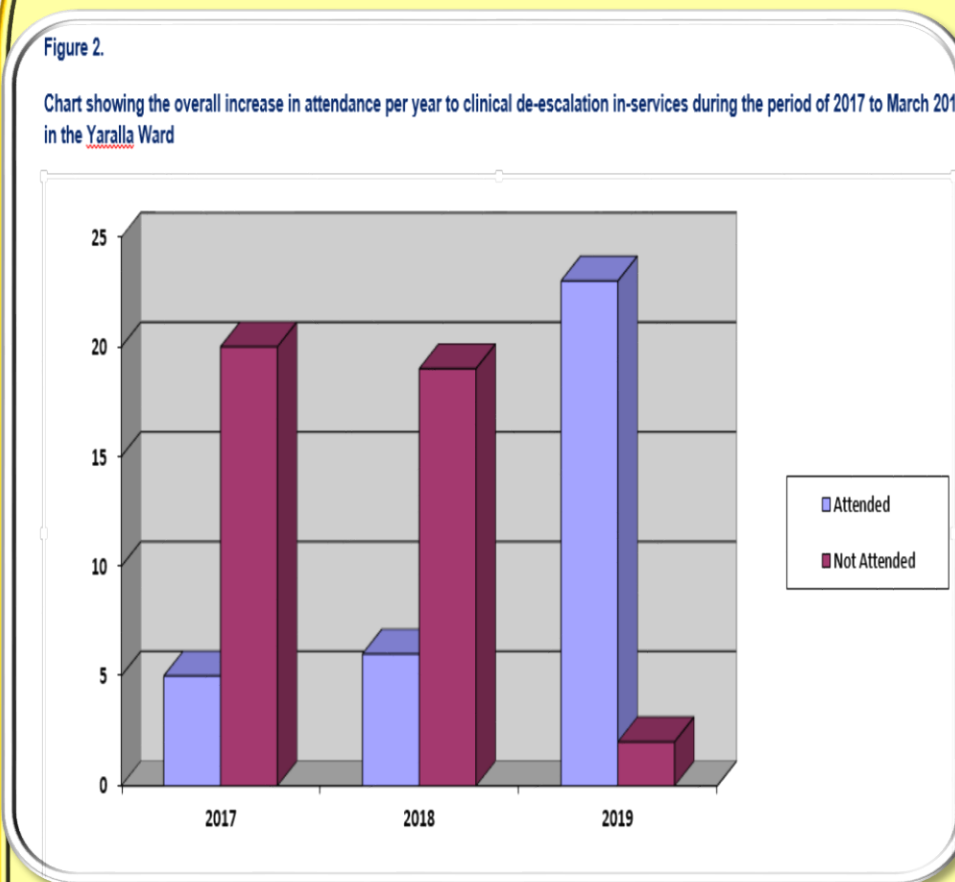
Link to National Standard & Strategic Imperative
National Standard: 6
Strategic Priority: Exceptional People

http://wslhdintranet.wsahs.nsw.gov.au/ArticleDocuments/6898/WSLHD Better West Strategic Priorities 2017-2021.pdf.aspx

Change concept 1 – PDSA Cycle
Plan
- Create a dedicated education room in the unit to enhance attendance in training.
- Adapt clinical de-escalation training to meet the needs of the Yaralla staff members.

Do
- Dedicated training room set up with appropriate resources such as projector facilities.
- Training sessions on clinical de-escalation adapted and conducted.

Study
- Survey monkey results – 75% increase in attendance of clinical de-escalation sessions.

Act
- Adapt additional training sessions to be conducted in the space.

Results

Figure 2.
Chart showing the overall increase in attendance per year to clinical de-escalation in-services during the period of 2017 to March 2019 in the Yaralla Ward

Figure 1.
Chart showing the increase of attendance to clinical de-escalation in-services during the period of 2017 to March 2019 in the Yaralla ward

Do you find the Electronic Information Board useful and accessible way of conveying information to you?

Change concept 2 – PDSA Cycle
Plan
- Install a monitor in a high traffic/visibility area.
- Develop relevant resources to be displayed on the monitor.

Do
- Monitor installed in the nurses station.
- Relevant resources displayed on the monitor 24/7, including: EAP information and signs of delirium.

Study
- Survey monkey results.
- Visibility within the unit has improved as paper-based signage has been removed.

Act
- Continue to seek staff input and update information as required.

Plans to spread /share change
- ✓ Submission and acceptance into District Quality Awards
- ✓ Submission into the district Clinical Practice and Innovation Roadshow
- ✓ Poster presentation at the 2019 NSW Health Nursing and Midwifery Showcase
- ✓ Approached by multiple units from across the district to utilise the resources available on the electronic display board
- ✓ Plan to develop a patient centric electronic display board in collaboration with consumer representatives

Literature review

Shabiralyani, G., Hasan, K., Hamad, N., & Iqbal, N. (2015). Impact of Visual Aids in Enhancing the Learning Process Case Research: District Dera Ghazi Khan. *Journal of Education and Practice, 6(19), 226-233.* Retrieved from https://files.eric.ed.gov/fulltext/EJ1079541.pdf

Misko, J. (2000). National Centre for Vocational Education Research: *The Effects of Different Modes of Delivery.* Retrieved from https://www.ncver.edu.au/__data/assets/file/0025/4588/cp9708.pdf

Claxton, C., & Murrell, P. (1987). *Learning Styles: Implications for Improving Educational Practices.* Retrieved from https://eric.ed.gov/?id=ED293478

Dr Fisher, K. (2005). *Linking Pedagogy and Space.* Retrieved from https://www.education.vic.gov.au/Documents/school/teachers/teachingresources/interdisciplinary/ict/pedagspace.pdf

Plans to sustain change
- ✓ Continue to adapt education to meet the needs of the Yaralla team, for example conducting four, one hour sessions as opposed to one four hour session
- ✓ Seek ongoing staff input regarding materials to be displayed on the electronic display board
- ✓ Regularly update information on the electronic display board to ensure relevance to contemporary practice

Discussion:

The development of a specific training room located within the Yaralla HDU has increased attendance in clinical de-escalation sessions by 75%, as indicated by the June audit, which showed an attendance rate of 90%. Clinicians have reported that they find the in-services to be more comfortable and easier to access. It has been observed that staff are now more inclined to actively participate in the learning process, thus leading to improved understandings and enhanced information retention.

The installation of the electronic notice board has resulted in highly important and relevant information being displayed dynamically in a high visibility area 24/7. Information can be individually managed and prioritized, and the frequency and duration of displayed information can be infinitely adjusted. The unit is becoming less cluttered by removing excessive and obsolete messages, visibility of clinical areas has improved and valuable resources such as paper, ink, lamination sheets, time and effort are being conserved. The enhanced awareness by staff of information is a readily observable phenomena as staff frequently refer to the displayed information.