HSE

Cáilíocht Náisiúnta agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil
National Quality and Patient Safety
Office of the Chief Clinical Officer

Prospectus of Quality & Patient Safety Education & Learning Programmes

Empowering and engaging staff to improve patient safety and quality of care in our health services

January 2025

About National Quality and Patient Safety

National Quality and Patient Safety (NQPS) was established in mid-2021 as a result of the HSE Central Reform Review. NQPS is part of the HSE Office of the Chief Clinical Officer, and is led by Dr Orla Healy, National Clinical Lead, Quality and Patient Safety.

Purpose

Our vision for patient safety is that all patients using health and social care services will consistently receive the safest care possible by:

- Building quality and patient safety capacity and capability in practice.
- Using data to inform improvements.
- Developing and monitoring the incident management framework and open disclosure policy and guidance.
- Providing a platform for sharing and learning; reducing common causes of harm and enabling safe systems of care and sustainable improvements.

Connect With Us

Email address: **NQPS@hse.ie**

Website: **www.hse.ie/nqps**

Linkedin: **https://www.linkedin.com/company/nationalqps**

Reader Information

Version Control

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Contents

Foreword

As the National Clinical Lead for Quality and Patient Safety, I am delighted to present the 4th annual Prospectus of Quality & Patient Safety Education & Learning Programmes. This updated version builds on previous editions of the Prospectus.

This year, I would like to draw your attention to new learning resources such as:
- Incident Management.
    - New eLearning modules on the Patient Safety Act 2023 and the Designated Person.
- Enterprise Risk Management.
    - New eLearning modules on Horizon Scanning and Bow-tie Analysis.
- Antimicrobial Resistance and Infection Control.
    - New eLearning modules on Infection Prevention and Control Risk Assessment and The Role of the Registered Nurse/Midwife in Antimicrobial Stewardship.

We are also delighted to introduce two new online learning courses from the Health Information and Quality Authority (HIQA).

Finally, I wish to bring your attention to the HSE Quality and Patient Safety Competency Navigator. The Navigator is a comprehensive guide that will help you to identify your quality and patient safety learning needs. It will also support you in planning your personal and professional development. It can be used alongside this Prospectus and can be found on our website: **www.hse.ie/nqps**.

We hope you continue to avail of both resources as you plan your learning and development for the year ahead. We look forward to welcoming you onto our programmes in 2025.

Dr Orla Healy

**National Clinical Lead
for Quality and Patient Safety**

HSeLanD - Supporting learning and development for health and social care staff

HSeLanD (www.HSeLanD.ie) is the national online learning and development portal for the health services across Ireland. The portal is available to access by all staff including those in:
- Hospitals.
- Community settings.
- Voluntary hospital sector (Section 38).
- Non-government-organisations operating in health or allied services (Section 39).

Access is also available to patient partners and students registered on undergraduate and postgraduate healthcare programmes in higher education institutes.

Using HSeLanD

Information about using HSeLanD is available at https://healthservice.hse.ie/staff/training-and-development/online-training-using-hseland/

If you are a first time user you will need to create an account. Get help on the registration help page if you have difficulty creating an account.

Find eLearning modules on HSeLanD through the search box or from the course catalogues menu on the HSeLanD homepage. Use the help page when you are logged into HSeLanD to get support using the portal.

All NQPS quality and patient safety programmes are available under the **'Quality, Leadership and Management'** catalogue.

Reducing Common Causes of Harm

International evidence indicates a number of high impact patient safety risks which, if tackled effectively, can result in improving safety in healthcare organisations. Commitment No. 4 of the Patient Safety Strategy undertakes to reduce patient harm, with particular focus on the most common causes of harm.

Irish National Early Warning System (INEWS) V2: Doctor Focus

Aim

The aim of the programme is to familiarise doctors with the key elements of INEWS in clinical practice and to prepare them to be able to anticipate, recognize, escalate, respond and evaluate the management of a deteriorating non-pregnant adult in line with the NCEC NCG No 1 INEWS V2 (2020)

Learning Outcomes

Upon completing this programme you will be
1. Familiar with the changes in INEWS V2.
2. Familiar with the 5 elements of the system: anticipation, recognition, escalation, response and evaluation.
3. Able to describe the role of INEWS in helping you to recognize and escalate care for a deteriorating patient.
4. Able to navigate the INEWS Patient Observation Chart (the track and trigger element of INEWS) and use it to record, track and trend your clinical observations.
5. Recognise the role of ISBAR in effective communication.
6. Able to identify a deteriorating patient early.
7. Able to escalate the care of a deteriorating patient using the ISBAR communication tool.
8. To identify when and how to use a Modified Escalation and Response Protocol.

Core Content

- The module is broken down into four topics:
    1. What is INEWS – explanation of the 5 core elements of the system (anticipation, recognition, escalation, response and evaluation).
    2. Using the INEWS Patient Observation Chart – includes how to correctly record vital signs observations on the INEWS Chart.
    3. Escalation – how to use the INEWS Escalation and Response Protocol.
    4. INEWS in Practice – an interactive patient scenario.
- There is a review of physiological changes that occur during clinical deterioration.
- There are interactive knowledge checks at the end of each topic and an interactive patient scenario which the learner must successfully undertake to complete the course.
- A certificate of completion is awarded once the learner has visited a minimum of 80% of the slides and has successfully completed the patient scenario. It is available to print following the successful completion of the programme.

Duration

1 hour

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

Awarded 2 CPD by RCSI.

Who should apply?

All doctors and undergraduate medical students.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **Irish National Early Warning System (INEWS) V2 Doctor Focus**

Irish National Early Warning System (INEWS) V2: Nursing/HSCP Focus

The Irish National Early Warning System (INEWS) V2 e-learning programme was developed to support the implementation of the revised NCEC NCG No.1: INEWS V2 (2020).

Aim

The aim of the programme is to familiarise all nurses and HSCPs with the key elements of INEWS in clinical practice and to prepare them to be able to anticipate, recognize, escalate, respond and evaluate the management of a deteriorating non-pregnant adult in line with the NCEC NCG No 1: INEWS V2 (2020)

Learning Outcomes

Upon completing this programme you will be
1. Familiar with the changes in INEWS V2.
2. Familiar with the 5 elements of the system: anticipation, recognition, escalation, response and evaluation.
3. Able to describe the role of INEWS in helping you to recognize and escalate care for a deteriorating patient.
4. Able to navigate the INEWS Patient Observation Chart (the track and trigger element of INEWS) and use it to record, track and trend your clinical observations.
5. Recognise the role of ISBAR in effective communication.
6. Able to identify a deteriorating patient early.
7. Able to escalate the care of a deteriorating patient using the ISBAR communication tool.
8. To identify when and how to use a Modified Escalation and Response Protocol .

Core Content

*   The module is broken down into four topics:
    1. What is INEWS – explanation of the 5 core elements of the system (anticipation, recognition, escalation, response and evaluation).
    2. Using the INEWS Patient Observation Chart – includes how to correctly record vital signs observations on the INEWS Chart.
    3. Escalation – how to use the INEWS Escalation and Response Protocol.
    4. INEWS in Practice – an interactive patient scenario.
*   There is a review of physiological changes that occur during clinical deterioration.
*   There are interactive knowledge checks at the end of each topic and an interactive patient scenario which the learner must successfully undertake to complete the course.
*   A certificate of completion is awarded once the learner has visited a minimum of 80% of the slides and has successfully completed the patient scenario. It is available to print following the successful completion of the programme.

Duration

1 hour

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

Awarded 1 CEU by NMBI.

Who should apply?

All registered nurses, student nurses and relevant HSCPs within the HSE.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **Irish National Early Warning System (INEWS) V2 Nurse/HSCP Focus**

Introduction to Sepsis Management for Adults including Maternity

The e-learning programme "Introduction to Sepsis Management for Adults Including Maternity" was updated in line with the recommendations of the revised NCEC NCG No 26: Sepsis Management for Adults Including Maternity (2021).

Aim

The aim of the programme is to help the learner to effectively recognise and manage sepsis in non-pregnant and pregnant adult patients in an acute care setting in accordance with National Clinical Guideline No 26: Sepsis Management for Adults (including maternity) (2021). It is aimed at all staff involved in the recognition, management, and escalation of treatment for adult patients including maternity patients in acute care settings.

Learning Outcomes

At the end of the course, you should be able to:
- Define sepsis and septic shock.
- Identify patients with an infection who are at higher risk of sepsis, thus require sepsis screening and early medical review.
- Identify when and how to use a sepsis form to help aid early recognition and document treatment.
- Know how to manage patients using the one-hour Sepsis 6/Sepsis 6 +1 treatment bundle.
- Continuously review and assess the patient's response to treatment and know when escalation to Critical Care may be required.

Core Content

The module is broken down into five topics:

Topic 1:   How to Recognise Sepsis.
        includes pathophysiology of sepsis, sepsis definitions and an outline of high-risk non-pregnant and pregnant patients at higher risk of developing sepsis.

Topic 2:   How to Recognise Sepsis.
        highlights difficulties in recognising sepsis and details the initial assessment for suspected sepsis, use of the sepsis form, to identify when a medical review is required and use of ISBAR to communicate escalation.

Topic 3:   Initial Review and Sepsis Management.
        examines the timelines for medical review and the initiation and completion of the Sepsis 6/Sepsis 6 +1 one-hour treatment bundle. It clarifies when and how to diagnose sepsis or septic shock.

Topic 4:   On-going Management and Review.
        identifies key personnel who should be involved in the patient's management, when a Critical Care review is required and the elements of the daily review.

Topic 5:   Scenarios.
        presentation of two real-life interactive clinical scenarios which involve a number of challenges that the learner must successfully undertake to complete the course.

- There are interactive knowledge checks at the end of each topic and interactive patient scenarios which the learner must successfully undertake to complete the course.
- A certificate of completion is awarded once the learner has visited a minimum of 80% of the slides and has successfully completed the patient scenario. It is available to print following the successful completion of the programme.

Duration

1 hour

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

Awarded 1.5 CEU by NMBI and 2 CEU by RCSI

Who should apply?

All undergraduate and qualified doctors, registered nurses and midwives, student nurses and midwives and relevant health and social care professionals, involved in the care & management of adult patients who have sepsis.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **Introduction to Sepsis Management for Adults including Maternity**

Recognition and Management of Sepsis in Children

The e-learning programme "Recognition and Management of Sepsis in Children".

Aim

The aim of this programme is to help you to effectively recognise and manage sepsis in a child in an acute care setting in accordance with International guidelines for the Management of Septic Shock & Sepsis-Associated Organ Dysfunction in Children (SSCGC) National Implementation Plan (2021).
https://www2.healthservice.hse.ie/organisation/national-pppgs/international-guidelines-for-the-management-of-septic-shock-sepsis-associated-organ-dysfunction-in-children-sscgc/

Learning Outcomes

At the end of the course, you should be able to:
1. Define sepsis and septic shock.
2. Recognise the signs and symptoms of sepsis in children.
3. Identify those children who are in high risk groups for sepsis.
4. Become familiar with using the sepsis form to recognise, treat and refer children with sepsis.
5. Identify when to escalate a child with suspected sepsis.
6. Manage the child with sepsis using the Sepsis 6 treatment bundle.
7. Identify the need for specialist/critical care referral and/or the need for source control.

Core Content

The module is broken down into five topics:

Topic 1: What is Sepsis?
Includes pathophysiology of Sepsis, sepsis definitions, challenges in recognition of Sepsis in children, risk categories- identification if high risk patients.

Topic 2: How to recognize and screen for sepsis.
includes signs and symptoms , Sepsis Flags, use & completion of the Sepsis form , clinical judgement- concern, PEWS, timely escalation to medical review – ISBAR.

Topic 3: Sepsis Management.
includes treatment timelines, Sepsis 6 bundle and teamwork.

Topic 4: Reassessment, escalation and referral.
post review- diagnosis of Sepsis & Septic Shock, referral to critical care, engagement with specialists, ongoing review.

Topic 5: Scenarios.
presentation of two real-life interactive clinical scenarios which involve a number of challenges that the learner must successfully undertake to complete the course.

A certificate of completion is awarded once the learner has visited a minimum of 80% of the slides.

Duration

Approx. 45 minutes (can be undertaken in more than one sitting).

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

Awarded 1 CEU by NMBI and 1 CEU by RCPI.

Who should apply?

This programme is aimed at all staff involved in the recognition, management and escalation of treatment for sepsis in children.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **Recognition and Management of Sepsis in Children.**

Situation Awareness for Everyone (SAFE) Collaborative

Aim

Situation Awareness for Everyone (SAFE) is a collaborative learning programme facilitated by expert RCPI faculty and clinical leads to improve interdisciplinary communication, build a safety culture and enhance outcomes for patients in Irish hospitals. SAFE is about facilitating teams to place safety at the forefront of every day; empowering and engaging staff to improve patient safety, anticipating and responding to risks to patient safety and reducing common causes of harm through implementation of a tailored Safety Huddle in their settings.

Learning Outcomes

After completing the SAFE Collaborative, teams will have gained experience in safety theory and practical application of a bespoke Huddle intervention to:
1. Reduce avoidable error and harm to acutely unwell patients.
2. Improve communication between individuals involved in patient care.
3. Improve the working culture for healthcare staff providing patient care in your setting.
4. Increase the involvement of patients and families in their care.

Core Content

- Improvement and Patient Safety Theory.
- Huddle Intervention.
- Safety Culture and Measurement and communication of measures.

Duration

This 6-day blended learning programme (two full days in person, four virtual half days) is delivered by expert faculty. All learners are expected to attend each session with their team and conduct a safety huddle implementation or improvement initiative in their workplace.

Delivery Method

This programme is delivered by e-learning and is hosted on the HSeLanD.

CPD Eligibility

21 CPD Credits

Who should apply?

SAFE is open to multidisciplinary teams working with any early warning system from adult, maternity, neonatal, paediatric or emergency care settings and from new or previously participating hospitals.
SAFE teams include four members, representing experienced clinical decision makers and key care providers and must include a consultant and a senior nurse. The SAFE team members should be working together in a clinical team or clinical area where the Huddle will be implemented or adapted.
Team members should be enthusiastic about improving safety in their setting, willing to commit to the learning sessions and to attending regular team meetings throughout the programme.

How to enrol

For further information please see the RCPI Website or contact **qualityimprovement@rcpi.ie** or **QPS.Improvement@hse.ie**

Medication without Harm

Aim

The aim of this online training is to help you improve medication safety and reduce severe, avoidable medication related harm by applying the concepts of Know, Check, Ask and person-centred care. This training was developed by the Irish Institute of Pharmacy in collaboration with the NQPS Medication Safety Programme.

Learning Outcomes

Upon completing this training, you will be able to:
1. Describe the WHO's Patient Safety Challenge, Medication without Harm.
2. Assess the burden of harm associated with each of the 3 contributors to medication related harm (transitions of care, high risk situations and polypharmacy).
3. Evaluate the roles of various healthcare professionals in medication use.
4. Apply the concepts of the HSE Know, Check, Ask campaign and person-centred care to your practice.

Core Content

The content includes an overview of the 3 key areas to protect patients from harm:
- High-risk situations.
- Polypharmacy.
- Transitions of care.

These areas of risk are considered in more detail by following an individual who is at risk from harm due to each of these situations.

Duration

1 hour 40 minutes.

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

Not applicable.

Who should apply?

The programme would be of particular interest to pharmacy, nursing, medical and other health and social care professionals and students.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for 'Medication without Harm' in the course catalogue.

Fundamentals of Care: Pressure Ulcers

Aim

This programme provides an overview of assessing, preventing and managing people at risk of or with existing pressure ulcers. Additional resources are included for the participant to seek further information if required.

Learning Outcomes

On completion the learner will:
1. Gain knowledge of risk assessment, prevention and management of pressure of pressure ulcers.
2. Know how to stage a pressure ulcer.
3. Be able to differentiate between a pressure ulcer and incontinence associated skin damage.

Core Content

- Important aspects of identifying patients at risk of developing pressure ulcers are highlighted.
- Pressure ulcer classification using the HSE (2018) staging tool is discussed.
- Case studies are used throughout this interactive programme to highlight the significant impact of pressure ulcers on quality of life.

Duration

15 to 20 minutes

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

CPD application to NMBI is pending approval.

Who should apply?

Nurses working in acute care general hospital environments.
Nursing staff in multiple clinical/community settings who may participate in caring for people at risk of/with pressure ulcers.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **Fundamentals of Care: Pressure Ulcers**

Incident Management

The purpose of Incident Management education and learning is to support the implementation of effective, person centred incident management frameworks/policies, processes and procedures so as to support and enhance patient safety in a positive, transparent learning culture.

Aim

The Serious Incident Management Team is a standing group whose role it is to oversee the management of all serious incidents relating to its service. It is also convened following the notification of a Category 1 incident. It is chaired by the Senior Accountable Officer (SAO) or a person nominated by the SAO who has a direct reporting relationship to the SAO.

The aim of this programme is to provide learners with a general knowledge and understanding of the role of the SIMT in the management of Category 1 incidents.

Learning Outcomes

Upon completion of this programme you will be able to:
1. Identify the structure of the Serious Incident Management Team.
2. Define what a Category 1 incident is.
3. Explain the role and responsibilities of the Serious Incident Management Team in managing a Category 1 incident.
4. Describe the steps involved in making decisions about commissioning a review.
5. Describe the governance approval process for finalising a review report.

Core Content

There are three topics in this module

Topic 1 –   The Serious Incident Management Team.
Topic 2 –   Managing a new Category 1 incident.
Topic 3 –   Monitoring Category 1 incidents.

Duration

30 minutes.

Delivery Method

This programme is delivered via e-learning and is hosted on HseLanD.

CPD Eligibility

CPD Points: 1 CPD point

Who should complete?

All Staff working in HSE and HSE funded Services who have a role in the management of incidents.

How to enrol

This course is available on HSeLanD, register on **www.HSeLanD.ie** and search the Course Catalogue for "**SIMT**".

SIMT in Practice for Senior Managers

Aim

The Serious Incident Management Team (SIMT) is a standing group whose role it is to oversee the management of all Category 1 incidents relating to a service. It is chaired by the Senior Accountable Officer (SAO) or a person nominated by the SAO who has a direct reporting relationship to the SAO.

This programme aims to support Senior Managers in understanding and fulfilling their roles and responsibilities as members of a SIMT. This course builds on the Introduction to SIMT training by providing practical guidance on management and decision making at the SIMT meeting.

Learning Outcomes

Upon completion of this programme managers will be able to;
1. Define their role and responsibilities as members of a SIMT.
2. Effectively participate in the activities of the SIMT.

Core Content

- The roles and responsibilities of the SIMT.
- Gaining assurance around the immediate actions to manage an incident.
- Understanding the essential support for those affected by the incident (service users/relatives/staff).
- The Preliminary Assessment Form and its role in making decisions about reviews.
- Practical considerations to support decision making at the SIMT meeting.
- Determining pathways for review.
- Developing an effective Terms of Reference.
- Applying the Systems Analysis Review Report Checklist to quality assure a final draft review report.
- Application of Fair Procedures and Natural Justice.
- Overseeing the progress of reviews.
- Responsibilities of overseeing recommendations and action plans.

Duration

4 hrs duration

Delivery Method

This half-day programme will be classroom based, delivered in person by facilitators from the National Quality and Patient Safety Incident Management Team. The programme will be delivered using a blended learning approach which includes the key elements of the self-directed e-learning programme (Introduction to Serious Incident Management Team [SIMT]) and half-day face-to-face training which incorporates facilitated discussions, case studies and scenarios based on patient safety incidents.

Pre-Learning requirement:
Learners must complete the Introduction to SIMT e-learning module prior to attending this programme.

CPD Eligibility

4 CPD points

Who should apply?

Senior Accountable Officers, Regional Executive Officers (REOs), Integrated Healthcare Area (IHA) Managers, Heads of Disciplines, Heads of Departments, QPS Leads, etc.

How to enrol

For more information please contact **qrs.tullamore@hse.ie**

System Analysis Review

Aim

The aim of this training programme is to provide trainees with the knowledge and skills to conduct a systems based review of an incident.

Learning Outcomes

Following completion of this training programme trainees will be enabled to:

1. Understand and apply the systemic issues approach to the review of patient safety incidents.
2. Understand and address systemic issues and human factors as part of an incident review.
3. Recommend effective safety interventions and their implementation.
4. Ensure that those involved in a patient safety incident review are treated fairly.
5. Develop the review report.

Core Content

A step by step guide to conducting a systems analysis review:

- Organising the review and gathering the information.
- Meeting with Service Users/Staff.
- Developing the chronology of events.
- Conducting the analysis.
- Identifying findings.
- Making recommendations.
- Developing and finalising the review report.

The programme will also consider the application of Just Culture as part of the review process as well as the role of Human Factors in patient safety incidents.

Duration

Two days initially with a half day follow up in 3 – 6 months.

Delivery Method

This 2.5 day programme will be classroom based, delivered in person by facilitators from the National Quality and Patient Safety Incident Management Team. The programme will be delivered using a blended learning approach which includes facilitated discussions, case studies, role plays, and videos. Role play scenarios will be based on patient safety incidents.

CPD Eligibility

16 CPD points.

Who should apply?

Staff who may be required to undertake or quality assess/approve a systems analysis review of a patient safety incident e.g. QPS Leads/ Facilitators, Senior Accountable Officers (SAOs), SIMT members etc.

How to enrol

For more information please contact **qrs.tullamore@hse.ie**

After Action Review [AAR]

Aim

The aim of this training programme is to provide learners with the knowledge and skills to conduct an After Action Review following a patient safety incident.

Learning Outcomes

Following completion of this training programme trainees will be enabled to:
1. Understand the context of when to use After Action Review.
2. Facilitate an AAR meeting.
3. Be familiar with AAR resources.
4. Practice AAR meeting.
5. Develop an AAR report in formal review process.

Core Content

A step by step guide in facilitating an AAR.
- Understand After Action Review.
- Discuss the context of when to use AAR.
- Role play scenarios.
- AAR report writing.

The programme will also consider the application of Just Culture as part of the review process as well as the role of Human Factors in patient safety incidents.

Duration

Half day in person with a virtual half day follow-up in 3-6 months.

Delivery Method

This half-day programme will be classroom based, delivered in person by facilitators from the National Quality and Patient Safety Incident Management Team. The programme will be delivered using a blended learning approach that combines pre-course reading material and videos with a half day face-to-face programme.

CPD Eligibility

8 CPD Points

Who should apply?

Staff who may be required to undertake an After Action Review e.g. QPS Leads/ Facilitators, Senior Accountable Officers (SAOs), Service Managers, Team leads etc.

How to enrol

For more information please contact qrs.tullamore@hse.ie

Patient Safety Community

Context

The Patient Safety Community is a supportive network for all staff working in, or supporting quality and patient safety in the HSE and HSE funded services to share their experiences, knowledge and to learn from each other on patient safety and quality improvement issues.

It is co-facilitated by both members of the community and the Patient Safety Together Team, QPS Incident Management.

Delivery Method

Via both virtual and in-person gatherings. Members will also be supported by the online platform Patient Safety Together: www.hse.ie/pst and through a special interest group via the Q Community. Together this will grow and further allow us to develop a national network for patient safety.

Duration

1.5 hours every two to three months.
Occasional in-person gatherings.

Who should apply?

If you work in, or your role supports Quality and Patient Safety in the HSE or HSE funded services, you are a collaborator and supporter of the work QPS Staff do and are interested in becoming a member of the Patient Safety Community you should be willing to:

- Engage in the community activities with integrity, prioritising patient safety issues.
- Share your knowledge and experience, provide constructive feedback and value the skills and contribution of others.
- Respect the views of other members, even when these are different from your own.
- Be an active listener in conversations and meetings.
- Share and spread your learning within and beyond the community.

How to apply?

Please email patientsafetytogether@hse.ie for further information.
All requests for membership will be approved by senior staff working in quality and patient safety.

National Incident Management System (NIMS)
Module 1 Training for Incident Entry

Aim

NIMS is a confidential highly secure ICT system. It is an end to end incident management tool that allows HSE and HSE funded services to manage incidents throughout the incident lifecycle and identify emerging trends whilst also fulfilling the legal requirement to report adverse incidents to the State Claims Agency.

This training module provides a step by step guide to entering incidents on the National Incident Management System (NIMS).

Learning Outcomes

Upon completion of this programme, you will have an understanding of the basic functionality of the National Incident Management System. You will be able to login and navigate through the system.

Content

Core Modules
- What is NIMS?
- How to Login to NIMS?
- NIMS Modules and Navigation.
- Service User/Patient incident.

Optional Modules
- Staff member incident.
- Member of the public incident.
- Property incident.
- Dangerous Occurrence incident.
- Complaint incident.
- Dashboard Charts.

Duration

1 Hour.

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

N/A

Who should apply?

All types of NIMS Users and those requesting access to NIMS as well as ePOE incident record approvers.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogue for "NIMS" then select **"NIMS Training for Incident Entry"**.

Aim

NIMS is a confidential highly secure web based system. It is an end to end incident management tool that allows HSE and HSE funded services to manage incidents throughout the incident lifecycle and identify emerging trends whilst also fulfilling the legal requirement to report incidents to the State Claims Agency.

This e-learning programme provides guidance to QPS and administration staff in entering incident review details into the National Incident Management System (NIMS).

Learning Outcomes

Upon completion of this programme, you will be able to:
1. Understand the review requirements of different categories of incidents.
2. Recognise the components of the Incident Management Process.
3. Understand which forms contain the information necessary to update incident review details.
4. Enter preliminary assessment and review progress details in NIMS.

Core Content

This e-learning programme provides guidance on entering incident review details into the National Incident Management System (NIMS). There are 2 topics covered on the course:
- About Incident Review.
- Entering Incident Review Details on NIMS.

Duration

30 minutes.

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

N/A

Who should apply?

All types of NIMS Users.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogue for "NIMS" and select **"Entering incident reviews"**.

NIMS Reports, Views and Dashboard Training

Aim

It is the aim of this programme to provide active NIMS Users with the necessary skills to access, review and identify trends for their area(s) of responsibility.

Learning Outcomes

Upon completion of this programme, you will be able to;

1. Analyse and interrogate your organisations incidents and subsequent reviews.
2. Have an understanding of the suite of reports readily available to you.
3. Be competent in the different methods of presenting these reports.

Core Content

This advanced course provides NIMS Users with an overview of the NIMS self-service reporting capabilities.

Duration

2.5 Hours

Delivery Method

Virtual Classroom facilitated by the State's Claims Agency.

CPD Eligibility

N/A

Who should apply?

Active NIMS users who require the necessary skills to access, review and identify trends for their area(s) of responsibility.

How to enrol

HSE staff wishing to attend can contact **nims@hse.ie**

E-learning Programme: After Action Review in Incident Management

Aim

In this e-learning programme participants will learn about After Action Review [AAR] in Incident Management. The roles and responsibilities of the facilitators, when to use AAR and how to prepare for an AAR.

Learning Outcomes

Upon completion of this programme you will be able to;

1. Explain what AAR is and when we can use it in healthcare.
2. Recognise the benefits of AAR to service users, staff, and services.
3. Discuss the purpose and relevance of the four key questions of AAR.
4. Implement each question in order in an AAR.

Core Content

The module is an introductory programme to AAR in Incident Management and understanding the review methodology, when to use AAR and formal and informal use of AAR. The module is a precursor to the AAR face to face training as delivered by local service trainers.

Duration

20 minutes self-directed interactive learning.

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

TBC

Who should apply?

The module is aimed at health and social care staff who will be undertaking AAR in the future.

How to enrol

Register on **www.HSeLanD.ie** and search the Course Catalogue for After Action Review.

Open Disclosure

Open disclosure is defined as an open, consistent, compassionate and timely approach to communicating with patients and, where appropriate, their relevant person following patient safety incidents and notifiable incidents as described in the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023. It includes apologising and expressing regret for what has happened, keeping the patient informed and providing reassurance in relation to on-going care and treatment, learning and the steps being taken by the health and social care service provider to try to prevent a recurrence of the incident.

Open disclosure is an integral part of incident management. Open disclosure training is mandatory for all staff working in the HSE and HSE funded services.

Module 1 Communicating Effectively through Open Disclosure

Aim

This course aims to;
- Support staff to communicate with patients/relevant persons in an open, honest, empathic and compassionate way following patient safety incidents and notifiable incidents using the 10 principles of open disclosure.
- Promote a change in culture throughout the organisation in relation to open disclosure.

Learning Outcomes

Upon completion of this programme you will be able to;
1. Understand the meaning of open disclosure and how it applies to professionalism, ethical obligations and standards.
2. Explain why open disclosure is important and how it benefits patients, staff and organisations.
3. Relate how open disclosure contributes to patient safety and quality improvement.
4. Participate in an open disclosure discussion using the MPS ASSIST model of communication using a case scenario approach and ensuring that all those affected by patient safety incidents and notifiable incidents are provided with the support they need.
5. Access further information and resources on open disclosure and current legislation.

Core Content

This module provides a general overview of open disclosure including the 10 principles of open disclosure, why open disclosure is important, the MPS ASSIST communication tool to support and guide the communication process, the importance of support for all those involved in patient safety incidents and notifiable incidents and practical advice on how to manage open disclosure using a case scenario approach. Using educational resources and facilities, videos, case histories, communication tools, questions, animation, signposting to additional information and resources.

Duration

40 minutes (Extends to approximately 2 hours with completion of optional extended learning, access to additional reading and resources throughout the module.)

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

Awarded 2 CEU by NMBI.
Awarded 2 external CPD points by RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This module is mandatory for staff working in all HSE and HSE funded services with refresher training required every 3 years.

How to enrol

Register on **www.HSeLanD.ie** and search the Course Catalogue for **"Open Disclosure"**.

Module 2 Open Disclosure - Applying Principles to Practice

Aim

The aim of this module is to prepare staff for the management of an open disclosure meeting, either following a patient safety incident or a notifiable incident, as described in the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023.

Learning Outcomes

Upon completion of this programme you will be able to;
1. Have an understanding of the key communication skills involved in undertaking an Open Disclosure discussion in a manner that is empathic and compassionate and that meets the needs of patients and their families.
2. Be aware of the key components involved in managing the communication with the patient or relevant person following the patient safety incidents and notifiable incidents.
3. Know how to prepare for, manage and follow up on a Open Disclosure meeting.
4. Be guided in managing some of the complexities that may arise during Open Disclosure Meetings.
5. Recognise the need for support when health and social care staff are involved in a patient safety incident, in an immediate and on-going capacity. Know what resources are available for staff.
6. Access further information and resources on open disclosure and current legislation.

Core Content

Prior to completing Module 2 it is important that the participant completes Module 1 first as it provides the theory that underpins the practical components in Module 2.

Module 2, which focuses on the learning from a number of case scenarios across a variety of services (Acute and Community), will be particularly helpful for staff who are preparing for an open disclosure meeting. The videos within the module demonstrate how the ASSIST Model of Communication can be used to guide the open disclosure process.

Duration

45 minutes self-directed learning. (This module extends to approximately 3 hours with completion of extended learning, access to additional resources and tools throughout the module and completion of the reflective exercise which is voluntary).

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

Awarded 3 external CPD points by the RCPI.
Awarded 3 CEU's by NMBI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

For all staff who may be involved in open disclosure meetings particularly clinicians, managers, QPS staff and patient liaison staff.

How to enrol

Register on **www.HSeLanD.ie** and search the Course Catalogue for **"Open Disclosure"**.

Open Disclosure Face to Face Skills Training

Aim

The face-to-face skills workshop aims to equip staff who are involved in the open disclosure process with the skills required to engage in effective and meaningful open disclosure.

The programme aims to build the capacity of healthcare staff to prepare for and manage open disclosure meetings with patients/ relevant persons and their relevant person following a patient safety incident or notifiable incident. It specifically aims to equip staff with the skills to communicate well with affected persons. This workshop builds on the learning after completing the Open Disclosure e-learning Modules 1 and 2.

Learning Outcomes

Upon completion of this programme you will;

1. Be more knowledgeable about the National Open Disclosure programme including relevant legislation and resources.
2. Recognise the impact of communication and the importance of being empathic, person centred and be more aware of your own communication style.
3. Have an opportunity to practice the key skills required to effectively manage an open disclosure meeting to get the best outcome for the patient/ relevant person and staff involved.
4. Be more confident in managing the open disclosure process and associated challenges as part of a team.
5. Be aware of the patient perspective, the support needed and supports available for them.
6. Recognise the importance of team dynamics, support for each other and your own support needs throughout the open disclosure process.

Core Content

*   HSE Policy.
*   Principles of Open Disclosure.
*   Legislation: The Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023 makes provision for mandatory open disclosure of a number of patient safety incidents and notifiable incidents.
*   **Role Plays:**
    1. Managing an Open Disclosure conversation using the ASSIST Model of Communication.
    2. Managing Emotions of all those affected by patient safety incidents or notifiable incidents.
    3. Preparing for and managing the open disclosure meeting.
*   Staff Support/Patient Support/ Role of the Designated Person.
*   Documentation of Open Disclosure Discussions.

Duration

3 hours

Delivery Method

Delivered by local open disclosure qualified trainers using a mixed style of learning approach which includes facilitated discussion, case studies, role plays, and video. Role play scenarios will be based on patient safety incidents and are prepared in conjunction with the local service.

CPD Eligibility

Awarded 3 CEUs by NMBI. Awarded 3 External CPD by RCPI available on application by trainer.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This programme is mandatory for all staff who may be involved in formal open disclosure meetings particularly clinicians, managers in all disciplines and in senior management positions, QPS staff and patient liaison staff. Patient Representatives may also attend.

How to enrol

For National Training contact the National Open Disclosure Office at **opendisclosure.office@hse.ie** in consultation with the Site / Group Lead for Open Disclosure in your service. For local service training contact the Open Disclosure Lead in your service. Open Disclosure Lead's name and contact details are available on the open disclosure website:
https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/open-disclosure/open-disclosure-leads.html

Open Disclosure Train-the-Trainer Programme

Aim

The aim of the Open Disclosure Train the Trainer programme is to provide attendees with the appropriate skills to deliver open disclosure training and support to the relevant staff in their service.

Context

Open disclosure describes the way staff communicate with patients who have experienced harm during health or social care due to a patient safety or notifiable incident. It involves acknowledging what happened and apologising.Open disclosure is a discussion and an exchange of information that may take place in one conversation or over one or more meetings. Whilst open disclosure involves a process that must be followed for more serious incidents, it is most importantly about soft skills and communicating effectively with patients/their relevant persons.

Learning Outcomes

Upon completion of this programme you will be able to;
Deliver the Open Disclosure Face to Face Skills Training programme. In doing so you will be able to:

1. Provide the background to the National Open Disclosure Programme.
2. Give a summary of the Open Disclosure Policy and an overview of the implementation strategy.
3. Explain the ASSIST Model of communication and the Principles of Open Disclosure.
4. Discuss the perspectives of the patient, family and staff when something goes wrong and the benefits of engaging in open disclosure for all those involved.
5. Discuss the communication skills involved in managing the emotions of all those affected by patient safety incidents and in managing the open disclosure discussion effectively.
6. Explore the supports required by and available for patients, their families and staff following patient safety incidents.
7. Provide an overview of the recently commenced Patient Safety (Open Disclosure and Notifiable Incidents) Act 2023, and its mandatory requirements for open disclosure and the reporting of the notifiable incidents to the relevant regulator.

Core Content

Day 1 / Part 1 (Virtual)
- Overview, background and implementation of programme.
- Drivers of Open Disclosure.
- Open Disclosure Policy.
- The National Open Disclosure Policy Framework.
- ASSIST Model.
- Principles of Open Disclosure.
- Patient perspective.
- Staff perspective.
- Open Disclosure Legislation.
- Recommendations made by Dr Gabriel Scally in his report "Scoping Inquiry into the CervicalCheck Screening Programme (2018).

Day 2 / Part 2 (Face to Face Workshop)
- Open Disclosure process.
- Preparation for delivery of Open Disclosure workshop.
- Role of Trainer and Training resources.
- Opportunity to deliver Open Disclosure Skills workshop.

Duration

Day 1: 3 x hours virtual
Day 2: 7 x hours Face to Face Skills Workshop

Delivery Method

The delivery of this programme is in two parts:

Part One is delivered virtually covering key areas relevant to the open disclosure programme.

Part Two focuses on the open disclosure process, the role of the trainer and the delivery of the skills workshop and will be delivered face to face.

Mixed styles of learning are used in the programme – discussion, case studies, role play and videos. A facilitated workshop style is used, incorporating continuous quality improvement and reflective learning ethos. Standardised training programme developed by National Open Disclosure Programme is used.

Delivered by two HSE Open Disclosure Trainers, at least one of whom is from the National Open Disclosure Office.

CPD Eligibility

11 CEUs by NMBI available on completion of one and half day programme.

9 external CPD by RCPI available on completion of one and half day programme.

CORU applicants can apply for credits via CPD process.

Who should apply?

Staff who have been nominated by senior management/group lead that are committed to and have dedicated time agreed with their relevant line manager to attend this training and deliver the training programme in their service area or organisation.

Note: a minimum of four x ½ days per year are required to maintain competency as a trainer. Staff attending may have experience of complaints management, risk management, quality improvement, participating in family meetings or may be fulfilling the role of the Designated Person.

How to enrol

Contact the National Open Disclosure office at **opendisclosure.office@hse.ie** in consultation with the Site / Group Lead for Open Disclosure in your service.

For local service training contact Open Disclosure Lead in your service. Open Disclosure Lead's name and contact details are available on the open disclosure website:

https://www.hse.ie/eng/about/who/nqpsd/qps-incident-management/open-disclosure/open-disclosure-leads.html

Open Disclosure Webinar Programme

Aim

The aim of the Open Disclosure Webinar Programme is to provide updates and information on Open Disclosure related topics; to maintain communication with Open Disclosure leads, trainers and staff working across HSE and HSE funded services and to keep the open disclosure message strong in the system.

Learning Outcomes

Each webinar topic provides its own learning objectives and outcomes, with the overall aim to promote open disclosure, encourage a culture of open disclosure within health and social care services and to enhance knowledge on open disclosure and open disclosure related topics.

Core Content

Agreed in conjunction with the relevant stakeholder / service who is involved in delivering the webinar topic.
All webinar attendees are invited to make suggestions on future webinar topics, which are assessed and followed up by the open disclosure function of the Quality and Patient Safety Incident Management Team.

Duration

1.5 hours per webinar

Delivery Method

Webinars are delivered monthly via Cisco Webex.

CPD Eligibility

1.5 CEUs NMBI available*
2 external CPD RCPI available*
*only for those who attend the live webinar.

Who should apply?

All staff are welcome to attend.

How to enrol

Registration is not required. The access link for each upcoming webinar will be available on the National Open Disclosure website, in advance of the webinar. Webinar details can be found at **https://www2.healthservice.hse.ie/organisation/qps-incident-management/open-disclosure/webinars/**.
An email invitation will be sent to all Open Disclosure Leads, Trainers and all services with registration details for the webinar. Any queries about attending the webinar can be directed to **OpenDisclosure.Office@hse.ie**.

> **Note:** All open disclosure webinars are recorded and the recording is available on our website here **http://www.hse.ie/opendisclosure** should staff not be able to attend the live event.

The Patient Safety Act 2023: Overview and Guidance on the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023

Aim

This module provides an overview of the main provisions of the Patient Safety Act 2023 and how it seeks to strengthen openness and transparency throughout the Irish health and social care system. You will learn about the requirement for mandatory open disclosure, and how open disclosure must be managed to ensure compliance. You will also learn about the roles and responsibilities of staff in complying with the Act by exploring its application through case studies.

Learning Outcomes

1. Explain the purpose and significance of the Patient Safety Act and your role in implementing it.
2. Outline the key provisions and requirements of the new Patient Safety Act in Ireland.
3. Apply the provisions of the Patient Safety Act in real-life healthcare scenarios.

Core Content

The module is set out with 6 topics covering key aspects of the Patient Safety Act, including
- An overview of the Act and notifiable incidents.
- Making an open disclosure of a notifiable incident.
- The process for making a notification of a notifiable incident.
- Practical application of the Patient Safety Act (scenario-based learning).
- Clinical Audit under the Act.
- Cancer screening programmes and the Act.

The management of the responsibilities of the Act are emphasised throughout the module. There is a short assessment at the end and a certificate is issued on successful completion.

Duration

80 minutes self-directed learning. This module extends to approximately 3 hours with completion of extended learning, access to additional reading and resources throughout the module. There is also a feedback evaluation to complete pre receiving completion certificate.

Delivery Method

This programme is delivered by e-learning and is hosted on **www.HSeLanD.ie**.

CPD Eligibility

- Awarded 3 external CPD points by the RCPI.
- Awarded 3 CEU's by NMBI.
- CORU applicants can apply for credits through the CPD process.

Who should apply?

This module is aimed at all staff working in health and social care services to provide them with an overview of the main provisions of the Patient Safety Act. The Act has requirements that all staff need to be aware of it, and staff involved in the management of patient safety incidents and in certain services have particular responsibilities relating to the Act. Non-compliance with the Act can result in organisations being found guilty of legal offences.

How to enrol

Register on **www.HSeLanD.ie** and search the Course Catalogue for "Patient Safety Act".

The Role of the Designated Person in Incident Management and Open Disclosure

Aim

In this module participants will learn about the role and responsibilities of the Designated Person in Incident Management and Open Disclosure. This includes how a Designated Person can support patients and their relevant person(s) after an incident, and why having a Designated Person is crucial for them.

Learning Outcomes

Upon completion of this programme you will be able to;
1. Describe the role and responsibilities of the Designated Person in incident management and open disclosure.
2. Explain why having a skilled Designated Person is important to patients/their relevant person(s) following an incident.
3. Recognise the importance of creating and maintaining accurate records that comply with legislative and policy requirements.
4. Use effective communication techniques in your conversations with patients/their relevant person(s), and when engaging with colleagues about the management of an incident.
5. Recognise the importance of taking care of yourself in your role as a Designated Person and identify sources of additional support if needed.

Core Content

The module is set out with 5 topics covering key aspects of this role through incident management and open disclosure which are: skills and knowledge needed; supporting a patient or their relevant person when making initial contact with them; preparing for a meeting; attending a meeting and follow up support after a meeting. The importance of self-care including supportive strategies are emphasised throughout the module. There is a short assessment at the end and a certificate is issued on successful completion.

Duration

45 minutes self-directed learning. (This module extends to approximately 2 hours with completion of extended learning, access to additional reading and resources throughout the module. There is also a feedback evaluation to complete before receiving the completion certificate).

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

Awarded 2 external CPD points by the RCPI.
Awarded 2 CEU's by NMBI.
CORU applicants can apply for credits through the CPD process

Who should apply?

The module is aimed at health and social care staff who currently undertake the role of Designated Person and those who may fulfil the role in the future. It will also benefit managers and other staff working alongside the Designated Person and offers great insight into the soft skills needed for managing incidents

How to enrol

Register on **www.HSeLanD.ie** and search the Course Catalogue for "Designated Person".

Quality Improvement

The purpose of Quality Improvement education and learning is to build capacity and capability in the use of Improvement methodologies, tools and practices in order to address common causes of harm as outlined in the Patient Safety Strategy and to promote a culture of continual improvement and learning across our health services.

Introduction to Quality Improvement

Aim

This programme will introduce you to the core concepts of quality improvement in healthcare and will help you think about how you can play an active role in improving quality, in line with the Framework for Improving Quality.

Learning Outcomes

Upon completing this programme you will be able to
1. Explain what quality and quality improvement means in line with healthcare standards.
2. Describe how staff and people who use our services can get involved in quality improvement through the application of the Framework for Improving Quality.
3. Identify how you can play a role in improving the quality of your service or area of work.

Core Content

What is Quality Improvement?
• How staff and anyone who uses our health services can get involved in improvement work.
• How improvement can be supported by the application of the Framework for Improving Quality.
• Testimonials from a staff member and patient who are involved in quality improvement.
• Signposting of where to get support to continue your QI learning journey.

Duration

30 minutes

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

Awarded 5 CPD NMBI.
Awarded 1 CPD external RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

Anyone working in health and social care services including service user and patient representatives who are interested in learning about quality improvement.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'Quality Improvement'** in the course catalogue.

Foundation in Quality Improvement

Aim

This programme will help you to develop an understanding of the fundamentals of quality improvement in healthcare and will guide you in identifying the knowledge and skills you need to further your learning.

Learning Outcomes

Upon completing this programme you will be able to
1. Describe what Quality Improvement is and how it can be applied to healthcare.
2. Discuss the importance of everyone taking responsibility to engage others in improvement.
3. Describe how we partner with people who use services.
4. Define what staff engagement is and how our actions can impact others.
5. Identify a variety of tools used to improve quality.
6. Describe the importance of measurement and data to support improvement.
7. Identify the structures, processes, oversight and accountability that enable improvement work.

Core Content

- The evolution of Quality Improvement in healthcare.
- Leadership for improvement.
- Person and family engagement.
- Staff engagement.
- Use of improvement methods.
- Measurement for improvement.
- Governance for improvement.

Duration

3 hours self-directed learning (5 hours of optional extended learning resources available).

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

Awarded 8 CEU NMBI.
Awarded 3 CPD external RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

Anyone working in health and social care services including service user and patient representatives who are interested further developing their learning about quality improvement.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'Foundation in Quality Improvement'** in the course catalogue.

Certificate in Quality Improvement Leadership in Healthcare

Aim

The Postgraduate Certificate in Quality Improvement Leadership in Healthcare (Pg Cert in QILH) is a RCPI programme that is fully funded for HSE employees by NQPS. This is a team- and project-based learning programme, designed to provide learners with knowledge and skills in aspects of quality improvement, implementation science, patient safety and enhanced leadership capacity. Programme learners apply as a team of three members who commit to engaging in a workplace improvement project. This programme aims to provide a transformative experience in terms of personal growth and leadership development. Teams are supported by expert faculty to analyse the systems in which they work and to evaluate, integrate and implement theories and methods of quality improvement.

Learning Outcomes

Upon completion of this programme you will be able to;
1. Critique the components of effective leadership for quality improvement in their own clinical practice.
2. Apply improvement methodologies and tools to a quality improvement project.
3. Implement a systems approach to quality in healthcare, including/covering/exploring the domains of safety, effectiveness, timeliness, person centeredness, efficiency, and equity.
4. Reflect on the theories of patient safety and evaluate opportunities for improvement or implementation within their clinical practice.
5. Reflect on the concepts and models of person-centred care and consider how patient and family engagement can be a driver for quality in their clinical practice.
6. Generate a project report and evaluate the use of improvement science methods, including measurement tools, to influence and support implementation.

Core Content

Delivered over two modules and focused on the achievement of learning outcomes across 2 threads: leadership and improvement science. Using interactive lectures, pre-recorded presentations, online discussions, breakout groups, small group team-project coaching and facilitated activities delivered using blended learning methods.

Duration

The programme is delivered over 42 weeks and includes approximately 7 full-day face-to-face sessions held in the RCPI, No. 6 Kildare Street, Dublin; 5 full-day virtual classroom sessions; and a series of virtual team calls. Induction takes place virtually approximately 4 weeks before the first learning day.
Module 1 and 2 are delivered over 10 months, typically September or October through to June, with the final project report due approximately 8 weeks after the final learning day.
Learners must attend 100% of the sessions to complete this programme.

Delivery Method

This programme is delivered using blended learning, which is a flexible way of completing the course that combines online educational materials and opportunities for interaction online with traditional place-based classroom methods and virtual classroom sessions.

CPD Eligibility

This programme will entitle you to 72 CPD credits and is accredited through Quality Qualifications Ireland (QQI) as a level 9, 30 ECTS, Professional Certificate Programme on the National Framework for Qualifications. Learners who successfully complete the programme will receive a Postgraduate Certificate in Quality Improvement Leadership in Healthcare from RCPI.

Who should apply?

The programme is aimed at healthcare professionals employed in the health service and social care services. Learners apply as a team of three, all of whom must be working together in a hospital or community based clinical team or setting. Each team of three will include at least one consultant or equivalent senior health and social care professional.

How to enrol

For further information please see the RCPI Website or contact **qualityimprovement@rcpi.ie** or **QPS.Improvement@hse.ie**

Working as a Team for Improvement

Aim

The aim of this programme is to support you to identify ways for effective team working that will support the implementation and sustaining of improvements in quality and patient safety.

Learning Outcomes

Upon completing this programme you will be able to:

1. Identify the components of an effective team to enable it to deliver improvements in quality and patient safety.
2. Recognise the different stages of team development.
3. Describe the importance of motivation, managing change and how our emotions influence our behaviour and impact others.
4. Work with your team to run an effective team meeting.

Core Content

- Effective team working.
- Motivation and managing change.
- Effective meeting skills.

Duration

30 minutes

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

RCPI External Category – 1 CPD points.
NMBI – 1 CEU.
CORU applicants can apply for credits through the CPD process.

Who should apply?

Anyone working in health and social care services actively involved in or supporting teams to deliver quality improvements.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'Working as a team for improvement'** in the course catalogue.

Quality Coach Development Programme

Aim

Become a Quality Coach, by building improvement capability and capacity in the essential skills and knowledge to successfully coach teams and individuals through Quality Improvement work.

Learning Outcomes

By the end of the programme, participants will be able to:

1. Coach an improvement team ensuring robust application of QI methods and principles.
2. Understand the concepts of coaching improvement and the difference between coaching and advising.
3. Explain their role as a Quality Coach to different stakeholders.
4. Promote an environment that encourages team members to contribute equally to the development of improvement work.
5. Assimilate QI knowledge and facilitation skills that support teams to progress through the different stages of QI work.
6. Help teams to understand barriers and enablers relating to their QI work, in support of the sustainability of interventions.
7. Advocate for meaningful involvement in QI work and advise teams on methods for involvement.
8. Coach a team to identify, collect and interpret data in support of their improvement work.
9. Apply creative problem-solving methods and behaviour change concepts to support teams to revive a stalled effort.

Core Content

There are five modules of the programme:
- Pre-programme.
- Coaching and Foundations of QI.
- Working with People.
- Coaching Measurement.
- Human Side of Change.

Participants will be expected to attend all of the taught sessions, and commit some extra time in between for further reading and practice. Participants will have an opportunity to join a Quality Coach Development Programme Network to support mentorships throughout the programme and beyond.

Duration

The content is delivered over seven full days, in addition to a short introductory session and self-directed e-learning between sessions.

Delivery Method

The sessions take place virtually, in an interactive group setting online via MS Teams

Prerequisites

Participants should have previous experience in QI before participating in the Programme. This could be practical experience in running a QI project or completing QI training. Participants should also have completed the HSE Land training:
- Introduction to Quality Improvement (30 mins).
- Foundation in Quality Improvement (3 hours).

If this is an individual's first contact with QI, they should consider more basic to intermediate training before joining this programme. Completing training and learning to apply simple QI methods in practice first will put participants in a stronger position to benefit from the programme.

Who should apply?

This programme will be of interest to people working to improve health and social care services within HSE or HSE Funded services. It will be of particular interest to those working in quality and patient safety, those implementing quality improvement plans, project management, change management or line managers and clinicians leading or aspiring to lead teams. It is recommended that coaches can commit to coaching at least three to four QI projects annually. By supporting different teams with their QI work, individuals will develop their role as a Quality Coach.

How to enrol

Register your interest by emailing Juanita Guidera, Programme Manager via Juanita.Guidera@hse.ie

Dates

TBC

40

Train the Trainer -
Quality Coach Development Programme

Aim

The train-the-trainer workshop is designed for those individuals who wish to deliver the Quality Coach Development Programme in their regions. On completion of the programme, they will support people to develop essential skills and knowledge to successfully coach teams and individuals through Quality Improvement work.

Learning Outcomes

By the end of the programme, participants will have explored key themes including but not limited to:
1.   Establishing the programme
     • Explore an organisational development approach to strategically establish a train the trainer programme in their area.
     • Identify key resources to support organisational change and embedding this work.
     • Understand the benefits of the programme.
2.   Delivering the programme
     • Identify key knowledge and skills required to support the delivery of the Quality Coach Development Programme.
     • Identify and use key resources underpinning the train the trainer programme.
     • Explore engagement methodologies to further enhance delivery of the programme.
3.   Evaluating the impact and sustaining the programme.
     • Utilise the Quality Coach Development Programme Network and Train the Trainer network.
     • Share the learning.
Participants will be expected to attend all of the taught sessions, and commit some extra time in between for further reading and practice.

Duration

The content is delivered over two full days. It may be delivered over a series of mini sessions (to align with delivery of the Quality Coach Development Programme) subject to the needs of the group.

Delivery Method

The sessions take place virtually, in an interactive group setting online via MS Teams.

Prerequisites

Participants should have previous experience in QI before participating in the programme including practical experience in running QI projects or completing QI training. Participants should also have completed the Quality Coach Development Programme.

Who should apply?

This programme will be of interest to people facilitating quality improvement in health and social care services within HSE or HSE Funded services. It will be of particular interest to those working in quality and patient safety, nurse practice development, education, project management or change management seeking to improve service delivery. It is recommended that those participating in the programme agree to deliver the training to at least one cohort within their region. This will further enhance their learning experience.

How to enrol

Register your interest by emailing Juanita Guidera, Programme Manager via Juanita.Guidera@hse.ie

Dates

TBC

Data for Decision Making

Governance of quality and safety can be very challenging in large complex healthcare organisations such as the Irish Health Service Executive. Including a quality agenda item at meetings can support a board, committee or leadership team to improve oversight and accountability of quality and patient safety.

A number of workshops have been developed to assist committees, boards and leadership teams interested in developing their own quality agenda items. The workshops aim to provide an overview of why and how to include two complementary quality agenda items providing a quantitative and qualitative picture of quality; a *Quality Profile* and *People's Experience of Quality*.

Data for Decision Making: An Introduction

Aim

This workshop aims to provide an overview of the importance of, and approaches to, using QPS Data for Decision Making. It provides an introduction to the NQPSD 'Data for Decision Making' Case Study and Toolkit, which supports board/committee/leadership teams developing a Quality Agenda item for review and discussion at their meetings.

Target Audience

This workshop is aimed at boards, committees and senior leadership teams across the health service.

Min & Max participants

The workshop is designed to be delivered to a minimum of 6 and maximum of 15 participants.

Learning Outcomes

Upon completing this workshop/event you will be able to:
- Appreciate the importance of including a Quality Agenda item at your board/committee/leadership meetings.
- Understand why good quality quantitative and qualitative data displayed in the right way can support you in overseeing quality and safety of services.
- Understand how to interpret statistical process control charts used to present key quality indicators in a Quality Profile.
- Appreciate different approaches to bringing the experience of those who use and work in your services to board/leadership meetings.

Core Content

Introduction to:
- Planning and testing your Quality Agenda item using Quality Improvement Methods.
- Choosing the content of your Quality Profile.
- Why to bring people's experiences of quality to your meetings.
- Understanding SPC charts.
- Making the case to introduce this approach to your organisation.

Approx. Duration

2 hours

Delivery Method

Virtual or Face to Face.
Host organisation is responsible to make all arrangements re accommodation, catering etc. as required.

CPD Eligibility

Not applicable.

Expressions of Interest

For further information about this workshop or to submit a request, please contact **QPSI@hse.ie**

Data for Decision Making: Using the Toolkit

Aim

This workshop will provide an overview of the 'Data for Decision Making Toolkit' to support organisations in developing their Quality Agenda for use at Senior Management Team, Board or Committee meetings.

Target Audience

This workshop is aimed at the staff who will support the management team/ board in developing their 'Quality Agenda' item. This could include board secretary, clinical or QPS leads and managers, nursing leads, analysts or others.

Min & Max participant

This workshop can be delivered for a minimum of 4 and maximum of 15 participants.

Learning Outcomes

Upon completing this workshop/event you will be able to:
1. Use the tools provided in the Data for Decision Making Toolkit to plan and test your 'Quality Agenda' item.
2. Design and develop your own 'Quality Agenda' item using Quality Improvement Methods.
3. Use the tools to produce a qualitative and quantitative view of quality and safety.

Core Content

Tools, resources and guidance for:
- Planning and testing your Quality Agenda item using a Quality Improvement Method.
- Designing and producing your Quality Profile.
- Methods of bring People's Experience of Quality to your meetings.
- Getting feedback and evaluating your approach.

Approx. Duration

2 hours

Delivery Method

Virtual or Face to Face
Host organisation is responsible to make all arrangements re accommodation, catering etc. as required.

CPD Eligibility

Not applicable

Expressions of Interest

For further information about this workshop or to submit a request, please contact **QPSI@hse.ie**

Introduction to Producing Statistical Process Control Charts

Aim

This workshop will provide an introduction to the production of statistical process control (SPC) charts for quality and patient safety improvement.

Target Audience

This workshop is aimed at all staff interested in measurement for improvement and the use of statistical process control.

Min & Max participants

This workshop can be delivered for a minimum of 1 and maximum of 5 participants.

Learning Outcomes

Upon completing this workshop/event you will be able to:
1. Produce SPC charts using the QPS Intelligence SPC template.

Core Content

Tools, resources and guidance for:
- Producing SPC charts using the QPS Intelligence SPC template.

Approx. Duration

2 hours
1 hour of self-directed learning (Introductory videos and exploring the SPC template with user's data), followed by 1 hour troubleshooting session with the QPS Intelligence team.

Delivery Method

Virtual.

CPD Eligibility

Not applicable.

Expressions of Interest

For further information about this workshop or to submit a request, please contact **QPSI@hse.ie**

Clinical Audit

Clinical audit is a clinically-led quality improvement process that seeks to improve patient care and outcomes through systematic review of care against explicit specific clinical standards or clinical guidelines and acting to improve care when clinical standards or clinical guidelines are not met. The process involves the selection of aspects of the structure, processes and outcomes of care which are then systematically evaluated against explicit specific clinical standards or clinical guidelines (DOHC, 2008, P. 152; Patient Safety (Notifiable Incidents And Open Disclosure) Act 2023).

Following clinical audit, improvements, if required should be implemented at an individual, team or organisation level and then the care re-evaluated to confirm improvements (DOHC 2008, p. 152).

It is noted that clinically-led includes the breadth of clinical professionals working in health and social care services.

The National Centre for Clinical Audit have taken into account the feedback from trainees in 2024 and made changes to our education and delivery methods for 2025. As a result, we now offer a blended approach to training, with shorter sessions, which is delivered by CASC and the National Centre for Clinical Audit. This new approach provides a range of options for staff to meet their training needs at the most convenient time.

To provide accessibility for staff, this course is provided in two formats:
1.   e-learning (which is available 24/7 at learners own pace) or
2.   virtual classroom delivered over Zoom.
(Therefore, it is only necessary to complete one of them)

Aim

The aim of training is to assist staff in gaining a basic understanding of the clinical audit process and how to conduct a clinical audit and/or effectively support others conducting clinical audits.

Learning Outcomes

Upon completing this programme learners will be able to:
1.   Understand the clinical audit process and why it's important.
2.   Develop and undertake a clinical audit.
3.   Select a methodology for the clinical audit process.
4.   Conduct clinical audit data collection and analysis.
5.   Report clinical audit findings.

Core Content

The e-learning course is designed to assist all staff to gain a good understanding of the fundamentals in clinical audit with the aim of enabling them to undertake their own successful clinical audit project.
This course is highly interactive. All learners work through four modules:
- A brief history of clinical audit and why you should get involved.
- Defining clinical audit and the clinical audit process.
- In-depth review of the stages of the clinical audit process.
- Assessment and signposting.

In the virtual training sessions, learners will attend a full day virtually.

Virtual Session (am):
- Clinical audit context.
- Clinical audit definitions (nomenclature)
- The clinical audit process: seven steps to success.
- Selecting clinical audit topics and identifying best practice.

Virtual Session (pm):
- Analysing clinical audit data.
- Implementing changes successfully, re-audit and closing the loop.
- Clinical audit report writing.
- A review of clinical audit case studies.

Duration

The HSeLanD e-learning programme is assessed as 10 hours of learning. The Virtual programme will be delivered over 1 day from 10am – 4pm.

Delivery Method

The HSeLanD e-learning programme is assessed as 10 hours of learning.
The virtual session will be delivered over 1 day from 10am-4pm.

CPD Eligibility

Fundamentals in Clinical Audit e-learning programme is awarded:
10 CPD points –RCPI.
10 CEUs -NMBI.

Fundamentals in Clinical Audit Virtual Programme:
6 CPD points – RCPI.
6 CEUs- NMBI.

CORU applicants can apply for credits through the CPD process.

Who should apply?

This programme is designed for anyone who wants to gain a better understanding of clinical audit and will suit those with no, minimal or some experience/familiarity of the subject matter.
All those working in health and social care services including service users and patient representatives who are involved in developing and delivering clinical audit projects are welcome to attend.

> **Note:** It is advised that learners complete the **Introduction to Quality Improvement e-learning module** (duration 20 minutes) which is hosted on HSeLanD prior to enrolling.

How to enrol

E-learning: Login to HSeLanD at **www.HSeLanD.ie** and search the Course Catalogue for "**Fundamentals of Clinical Audit**" in the National Centre for Clinical Audit (NCCA section).

Virtual Session: Login to HSeLanD at **www.HSeLanD.ie** and search the Course Catalogue for "**Fundamentals of Clinical Audit Virtual Course**" in the National Centre for Clinical Audit (NCCA section).

Check the HSE all staff update broadcast email under training opportunities and follow NCCA on our social media platforms and LinkedIn: **HSE NCCA**

Please contact **ncca@hse.ie** for further information.

Dates

Virtual Session - 14th of January, 11th of June and 4th of December 2025

Advanced Clinical Audit

Aim

The aim of this programme is to further develop learners clinical audit skills in healthcare. The course will build additional skills and knowledge that relate to delivering high quality and patient focused clinical audit. Learners should have previous experience of conducting at least one clinical audit.

Learning Outcomes

Upon completing this programme learners will:

1. Understand best practice for the clinical audit process.
2. Understand how to include patients and service users in clinical audit.
3. Understand common barriers to participation in clinical audit.
4. Understand best practice in relation to action planning.
5. Know how to use QI techniques within the clinical audit process.
6. Understand key aspects of leading the clinical audit process.
7. Know how to present clinical audit findings

Core Content

Virtual Session (am):
- Review clinical audit best practice.
- Co-production, patient, service-user and carer involvement.
- Common barriers to clinical audit and potential solutions.
- Promoting the benefits of clinical audit.
- How to sustain improvement in clinical audit using action plans.

Virtual Session (pm):
- Using different quality improvement techniques to enable change.
- Leadership skills for clinical audit facilitators.
- Presentation skills for audit facilitators.
- Workshop and project development session.

Duration

This virtual training session will be delivered over 1 day from 10am-4pm.

Delivery Method

This teaching programme is delivered virtually via Zoom.

CPD Eligibility

The Advanced Clinical Audit programme is awarded:
6 CPD points – RCPI   6 CEU points – NMBI

Who should apply?

Those staff who lead and facilitate clinical audit programmes will benefit from the additional skills that this course offers.

Note: It is essential that learners enrolling into the Advanced Course in Clinical Audit have already completed the **Fundamentals in Clinical Audit Course** (either e-learning or virtual) as there is an expectation that all earners have a clear knowledge of clinical audit methodology or have considerable previous experience of facilitating clinical audit.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the Course Catalogue for "**Advanced Clinical Audit**" in the National Centre for Clinical Audit (NCCA section)
Check the HSE all staff update broadcast email under training opportunities and follow NCCA on our social media platforms and LinkedIn: **HSE NCCA**

Dates

25th of September 2025

Clinical Audit Action Hour

Aim

The aim of 'Clinical Audit Action Hour' webinars, is to provide attendees with the knowledge and skills necessary to effectively conduct clinical audits. The goal is to enhance the participants' understanding of clinical audit methodology and equip them with the tools to improve the quality and safety of patient care in their respective healthcare settings.

Core Content

The NCCA are delighted to present a range of webinars to include:

1. Clinical Audit Clinic; Your Questions answered:

What You Will Learn:

In this informative webinar, "Clinical Audit Clinic: Your Questions Answered," participants will gain valuable insights into the seven stages of clinical audit. This is an engaging question-and-answer format facilitated by CASC and NCCA personnel to answer all your Clinical Audit queries and challenges.

Who Should Attend:

This webinar is ideal for healthcare professionals, clinical auditors and anyone participating or supporting clinical audit. Whether you are a beginner seeking foundational knowledge or an experienced practitioner looking to refine your skills, this webinar promises to provide valuable insights and practical guidance to enhance your understanding of clinical audits. Join us for an interactive session that encourages collaboration and knowledge sharing.

2. From Clinical Audit to Article: Writing and Publishing your Clinical Audit Success:

Are you ready to publish your clinical audit findings? Join us for an engaging hour-long webinar titled "From Clinical Audit to Article Writing: Publishing Your Clinical Audit Success," where we will guide you through the essential steps of transforming your audit results into a poster presentation or a compelling article suitable for publication.

What You Will Learn:

This informative session will cover a comprehensive range of topics delivered by our training partners CASC to help you effectively communicate your clinical audit outcomes.

Who Should Attend:

This webinar is perfect for healthcare professionals, clinical auditors and anyone interested in disseminating their clinical audit findings. Whether you are new to writing for publication or looking to refine your skills, this session will equip you with the tools you need to succeed.

3. Mastering Data Collection: Smart Sampling Strategies for Clinical Audits

In a data-driven healthcare environment, effective data collection is crucial for the success of clinical audits. Join us for an insightful hour-long webinar, "Mastering Data Collection: Smart Sampling Strategies for Clinical Audit," where we will explore innovative sampling techniques that enhance the quality and reliability of your audit data.

What You Will Learn:

This webinar will cover essential concepts and practical strategies for optimising your data collection process in clinical audits, delivered by our training partners CASC

Who Should Attend:

This webinar is ideal for healthcare professionals, clinical auditors and quality improvement professionals. Whether you are a novice or an experienced auditor, you will leave with valuable knowledge and practical tools to enhance your sampling strategies.

The NCCA welcome feedback on any other one hour 'Audit in Action' topics staff would like training and guidance on.
Further dates can be facilitated for groups in a particular local setting who request sessions bespoke to their clinical audit topic.

Learning Outcomes

Participants will have the opportunity to attend the one-hour interactive training session of their choice, bringing their own specific clinical audit questions. Areas covered will focus on the following topics or new topics raised by participants. This is an interactive session and an opportunity for staff to troubleshoot their specific challenges.

1. Understand how to align clinical questions with audit objectives.
2. Define clinical audits and their importance in healthcare.
3. Explore smart sampling strategies to enhance the validity and reliability of audit findings.
4. Learn best practices for data collection and management in clinical audits.
5. Gain insights into interpreting clinical audit data effectively.
6. Identify common pitfalls in data analysis and how to avoid them.
7. Understand the structure and elements of a well-organised clinical audit report.
8. Gain knowledge on the publishing process and how to target appropriate journals for clinical audit findings.
9. Learn strategies for presenting and disseminating audit results to stakeholders.
10. Identify ways to leverage clinical audit findings to improve clinical practice and ultimately patient outcomes.
11. Foster networking opportunities with peers and experts in the field.
12. Encourage ongoing dialogue and collaboration around clinical audit best practices.
13. Provide participants with the opportunity to ask specific questions related to clinical audits.
14. Facilitate discussion on common challenges and solutions in conducting clinical audits.

Duration

1 hour. All sessions run from 12.30 to 13.30.

Delivery Method

These virtual sessions will be delivered via Zoom.

Who should apply?

This training is open to any healthcare professional who wants to enhance their understanding of clinical audit and contribute to improving patient care and outcomes.

How to Enrol?

Login to HSeLanD at **www.HSeLanD.ie** and search the Course Catalogue for "**Clinical Audit Action Hour**" in the National Centre for Clinical Audit (NCCA section).

Dates

From Clinical Audit to Article: Writing and Publishing your Clinical Audit Success: 8th of April 2025.

Mastering Data Collection: Smart Sampling Strategies for Clinical Audits: 9th of October 2025.

Clinical Audit Clinic: Your Questions Answered: 25th of February 2025, 21st of May 2025, 23rd of September 2025 and 21st of November 2025.

Human Factors in Healthcare

Human factors training looks at the role of human involvement in any situation, giving consideration to both our capabilities and limitations. It provides an understanding of the impact that organisational culture, system design, equipment and the work environment have upon human behaviour and task performance.

A number of training programmes to support staff to learn more about Human Factors in healthcare have been developed. The aim of these programmes is to introduce Human Factors as a new way of thinking about safety in everyday work, to learn about the factors that impact on our capabilities and limitations as humans and how we can use this knowledge to improve our well-being and performance, at individual and team levels.

Aim

This programme introduces what we mean by 'Human Factors' and gives an appreciation of how it can help us to improve well-being and make our practices and healthcare systems safer.

Learning Outcomes

By the end of the programme you will:
1. Understand what is meant by Human Factors and where it has come from.
2. Be able to list key factors that influence how we work together as individuals and as teams.
3. Understand the relevance of Human Factors in Healthcare.

Core Content

The content is divided into 4 topics:
•   Definition.
•   History.
•   Key factors.
•   Human Factors in practice.

Duration

20 minutes.

Delivery Method

e-Learning programme.

CPD Eligibility

Awarded 1 CEU -NMBI.
Awarded 1 CPD external credit - RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This programme is suitable for everyone, staff, patient partners and students.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for **'Introduction to Human Factors'** in the course catalogues.

Understanding Healthcare Simulation

Healthcare simulation is a modern method to improve performance in healthcare with resulting improvements in patient safety and the quality of patient care. It improves the performance of the individual and the team by providing opportunities for learning and practice, creating a culture of psychological safety in a safe learning environment. When used to achieve a quality or safety goal it is called translational simulation. In addition, simulation is a powerful tool for recreating clinical settings and scenarios allowing a systems focus for improvement with a human – centred design intent and taking a human factors approach. Thus, simulation can be viewed as an educational intervention and as a diagnostic tool for change and improvement.

About The HSE National Simulation Office

In October 2023, the National Simulation Office (NSO) was established to facilitate, support, and provide leadership to simulation activities nationally. The office's vision is to transform healthcare through simulation, enabling all healthcare providers to deliver improved, safe, and patient-centered care that meets the evolving needs of healthcare organisations.

Over the last 14 months, the NSO has established a cross-profession steering committee (NSOSC) with representation from nursing, health and social care Professionals and medicine, quality and patient safety and the chief academic officer group. The steering committee have agreed on a national strategic framework for simulation, which will be regional and led by a regional director for simulation. The NSO, NSOSC and the regional directors will provide support and guidance for the regional development of simulation, to establish standards and guidelines and provide faculty development and training opportunities. In addition, the NSOSC will support research themes aligned to the national strategy and develop national and international partnerships. In June 2024, the NSO funded 12 simulation projects in the areas of faculty development, simulation design, and simulator development. The very popular Summer and Winter simulation school series accommodated 250 learners across the country. The NSO partnered with the Irish Association for Simulation for the annual symposium in May 2024 in Galway.

Looking to the future, simulation technology and methodologies will continue to advance, offering exciting opportunities for innovation and research in healthcare. The NSO will support the use of simulation to evaluate care delivery models, thereby introducing evidence-based practices and driving continuous improvement in healthcare.

Communication plans for 2025

Over the next 12 months, the priority for the NSO is promotion, connection, and networking. The NSO will continue with its Summer and Winter simulation school series and introduce a Spring series. The development of a standardised simulation ad skills induction programme for international medical graduates is a project that involves 16 clinical sites and simulation leads and will roll out in 2025. In July, 2025 the NSO will host simulation fellowships across healthcare professions and partner with the Irish Association for Simulation for their annual symposium in May. One of the top priorities for the NSO is to establishing a healthcare simulation learning network (HUGO). The network will be crucial in promoting collaboration and knowledge exchange among healthcare professionals and academics. Through this network the NSO will serve as a central platform for sharing best practices and resources and advancing learning and expertise in healthcare simulation.

Contact us

Professor Dara Byrne, National Clinical Lead for Simulation, National Simulation Office.

Tel: **0871766141**
Email: **sim.office@hse.ie**
Website: **https://www.hse.ie/eng/about/who/national-simulation-office/**

The HSE Spark Innovation Programme

The HSE Spark Innovation Programme is dedicated to developing the culture, capability and capacity for innovation and transformation within Ireland's healthcare system. At the core of our ethos lies an appreciation for the innovative potential of frontline healthcare workers and those working within the service delivery functions of the HSE. We recognise their unparalleled insights and unwavering commitment to developing creative and effective solutions that address the multifaceted challenges within their services and across the broader healthcare sector. Our belief in their ability to drive change forms the cornerstone of our approach, guiding them to immerse themselves in meaningful human-centred design initiatives that shape the future of healthcare delivery.

Beyond individual initiatives, and dedicated support for clinical innovators, the program supports leaders across the healthcare organisation to cultivate a culture of innovation within their own settings. We offer consultative guidance to assist in defining and designing evidence based and tailored innovation frameworks to guide innovation and transformation efforts. By fostering an environment where empathy, frontline insight and patient needs drive innovation, we aim to empower healthcare institutions to elevate their care delivery standards while aligning with the principles of human-centred design.

To contact the HSE Spark Programme, please email us at spark@hse.ie

An Introduction to Healthcare Innovation

Aim

This programme aims to introduce fundamental concepts of healthcare innovation, fostering awareness and basic understanding for entry stage innovators or those with an interest in healthcare innovation.

Learning Outcomes

The HSE Spark Innovation Programme recognises the need to support all healthcare workers to become active agents of change and innovation in their clinical environments. This webinar serves as an introduction to the world of healthcare innovation. It aims to help frontline healthcare workers to understand more about healthcare innovation, the process from problem identification to solution and the importance of Human Centred Design in delivering sustainable and impactful innovation.

Core Content

Module 1: What is innovation and how does it apply to healthcare?
Understand the concept of innovation and its applications in healthcare settings, exploring various innovation models and the role of frontline healthcare workers in driving innovation.

Module 2: An introduction to Human Centred Design.
Understand the importance of designing services and experiences through the lens of the 'user'.

Module 3: Problem identification – navigating the problem space.
Understand the importance of defining the problem space before considering the solution to a challenge.

Module 4: Stakeholder needs identification.
Explore the importance of understanding the diverse needs of different stakeholders in the innovation landscape.

Module 5: Idea generation for problem solving.
Understand the role of divergent thinking and creativity for problem solving.

Module 6: Critical analysis of innovation ideas.
Understand the importance of analysing innovation ideas through the lenses of desirability, feasibility and viability.

Module 7: Testing and Implementing Innovation Projects.
Understand the route to successful project delivery and sustainability.

Duration

1 hour and 30 minutes of self-paced and self-directed learning. Each module can be watched independently in the learner's own time. Optional progression to the 'Foundations in Healthcare Innovation' 1 day course.

Delivery Method

This webinar is delivered by e-learning and is hosted via MS Teams.

CPD Eligibility

CPD is available for NCHDs, Nurses, Midwives and Health and Social Care Professionals.

Who should apply:

Anyone working in health and social care services who is curious about Healthcare Innovation and would like to develop an entry level understanding of the core elements that apply to innovation in the healthcare space.

How to enrol

Email: **spark@hse.ie** to gain access to the pre-recorded webinar (subject line – Introduction to healthcare innovation).

Foundations in Healthcare Innovation

Aim

This programme aims to equip learners with foundational skills in problem identification, user engagement, ideation, and prototyping within healthcare innovation contexts, empowering them to actively explore innovation opportunities.

Learning outcomes

Learners will develop a core understanding of innovation as it pertains to the healthcare space and gain foundational skills in applying tools and frameworks to guide the healthcare innovation journey.

Module 1:	What is innovation and how does it apply to healthcare? *Understand the concept of innovation and its applications in healthcare settings, exploring various innovation models and the role of frontline healthcare workers in driving innovation.* *Explore various innovation models and their relevance.*
Module 2:	What is Human Centred Design and how does it apply to healthcare innovation? *Understand the importance of designing services and experiences through the lens of the 'user'.* *Develop skills in 'Empathy Mapping' to deepen our understanding of patient's needs.*
Module 2:	Problem identification – navigating the problem space. *Understand the importance of defining the problem space before considering the solution to a challenge.* *Develop foundational skills to identify and define specific problems within healthcare scenarios, applying analytical techniques for problem-solving.*
Module 3:	Stakeholder needs identification. *Explore the importance of understanding the diverse needs of different stakeholders in the innovation landscape.* *Learn practical methods to capture the diverse needs of different stakeholders in the context of healthcare.*
Module 4:	Idea generation for problem solving. *Understand the role of divergent thinking and creativity for problem solving.* *Learn ideation techniques that foster creativity and innovation for addressing healthcare challenges.*
Module 5:	Critical analysis of innovation ideas. *Understand and apply the desirability,feasibility and viability framework for innovation.*
Module 6:	Testing and Implementing Innovation Projects. *Understand and actively explore the route to successful project delivery and sustainability.*

Duration

1 day 9.30am-4.30pm.

Date

July 2025.
Optional progression to the 'Leading Healthcare Innovation' specialist consultation clinic.

Delivery Method

This programme is delivered online via MS Teams and Miro.

CPD Eligibility

CPD is available for NCHDs, Nurses, Midwives and Health and Social Care Professionals.

Who should apply

Anyone working in health and social care services who wants to learn more about Healthcare Innovation through taught learning and practical activities.

How to enrol

To book your place - Email: spark@hse.ie to book your place (subject line **Foundations in Healthcare Innovation**)

Leading Healthcare Innovation

Aim

This session supports formal and informal healthcare leaders to consider their 'innovation readiness' by exploring the culture, capacity and capabilities that exist within their own institution/service.

Learning Outcomes

This session will help leaders to identify their vision for innovation within their setting and how their overall strategic goals can be aligned with innovation. It will enable leaders to gather key insights to lay the groundwork for a thriving frontline in-house innovation function within their organisation.

Core Content

- Exploring leadership support for innovation and the vision for innovation.
- Cultivating an innovative culture, promoting a mindset of exploration and learning from 'failure'.
- Strategies, methodologies and the implementation of innovation frameworks tailored to healthcare.
- Building capacity and capability for innovation in healthcare.
- Collaboration and Partnerships.
- Clinical Design and Human Centred Design as the cornerstone of effective and sustainable services.
- Metrics, Compliance, and Evaluation.
- Getting started on the journey – practical next steps.

Duration

1 hour 30 minutes.

Delivery Method

Online or in person.

CPD Eligibility

N/A.

Who should apply

Formal or informal leaders in Health and Social Care who wish to explore innovation as a function within their service/organisation.

How to enrol

Book your consultation by emailing **spark@hse.ie** with the subject line – **'Leading Healthcare Innovation'**

Spark Connect Facilitated Workshops

Aim

This facilitated workshop aims to empower healthcare workers in identifying innovation opportunities within their clinical setting and helps to foster a human centred design mindset amongst healthcare professionals.

Learning outcomes

Participants will explore solutions using structured canvases, learn to define challenges, generate ideas, and initiate solution development collaboratively. By fostering problem-solving skills and encouraging iterative feedback, the workshop sets the stage for ongoing innovation journeys in healthcare.

Core content

- Understanding the Patient/User:
  Analysing patient needs to inform solution development tailored to their requirements.

- Mapping Stakeholders and Diverse Needs:
  Identifying and mapping diverse stakeholders, understanding their distinct needs, and incorporating these insights into the innovation process.

- Patient-Centric Problem Understanding:
  Delving into the patient's perspective to comprehend the problem contextually, ensuring solutions are aligned with their experiences and challenges.

- Understanding Current Solutions:
  Assessing existing solutions or practices to identify gaps and opportunities for improvement within the clinical setting.

- Ideation and Solution Generation:
  Facilitating creative thinking processes to generate diverse ideas and potential solutions addressing the identified healthcare challenges.

- Pitching and Implementation Planning:
  Formulating compelling pitches for proposed solutions and initiating preliminary plans for implementation and integration into clinical workflows.

Duration

2 hour 30 minute sprint delivered online or ½ day live workshop at your setting.

Delivery Method

Available in online or 'in person' format.

CPD Eligibility

CPD is available for NCHDs, Nurses, Midwives and Health and Social Care Professionals.

Who should apply?

Any team in health and social care services who wish to work collaboratively and learn more about Healthcare Innovation through a practical, facilitated session. Teams of 8 minimum for the online sessions and teams of 15 minimum for live sessions. Teams can book a session to explore an already identified opportunity or to simply take an action-learning approach to learning about addressing challenges through innovation in healthcare.

How to enrol

Email **spark@hse.ie** to book your session (subject line **'Spark Connect sessions'**)

Design Thinking Workshops

Aim

This session will introduce you to Design Thinking, a user centred methodology for problem solving and innovation. Participants will explore the process, tools and mindset of design thinking in an interactive online session. This introductory session is the first and most critical step in ensuring you understand the needs of each user as a key stakeholder before you attempt to implement effective improvement and innovation.

Learning outcomes

Participants will be introduced to the core concepts that inform Design Thinking practice in a healthcare context. They will also be exposed to the most useful and popular methods and tools used to deliver innovation through a Human Centred Design lens.

Core content

- Taking a Human Centred Approach to Design Thinking.
- Developing a design thinking mindset for problems in your workplace.
- Tools for Design Thinking.
- Creating and delivering the perfect pitch.

Delivery

Online delivery via zoom.

CPD Eligibility

CPD is available for NCHDs, Nurses, Midwives and Health and Social Care Professionals.

Who should apply?

Anyone working in health and social care services who wants to learn more about Human Centred Design and Design Thinking in healthcare. This session is also recommended for people who wish to, or who are responsible for, tackling improvement and innovation projects in their setting.

How to enrol

Email **spark@hse.ie** to request a booking link. (please use subject line **'Introduction to Design Thinking'**).

Upcoming workshop dates

- 15th January 2025.
- 5th February 2025.
- 16th April 2025.
- 14th May 2025.
- 10th September 2025.
- 12th November 2025.

Lean Academy

Lean Yellow Belt

Aim

This programme will provide you with the skills to identify, analyse and develop solutions for simple Operational Excellence Projects.

Learning Outcomes

Upon completing this programme you will be able to:

1. Undertake Projects using a systematic approach.
2. Identify, analyse and develop solutions for change and quality improvements.
3. Apply Lean methodology and adopt Lean Six Sigma tools as way of working.
4. Create an A3 Visual report to document and communicate an improvement Project.
5. Become an accredited Yellow Belt Practitioner.

Core Content

- Workshop Webinars – Four 90 Minute webinars.
- Self-paced Online Modules – completed at your own pace.
- Work Based Project – allow the opportunity of real-world application of the Lean tools and techniques.

Duration

12 weeks.

Delivery Method

Online.

CPD Eligibility

This Yellow Belt Programme is certified by University of Limerick (3 ECTS Credits – NFQ Level 8).

Who should apply?

Individual learners looking to participate in professional development and attain a Lean Certification.
Process Owners tasked with implementing Lean Projects.

How to enrol

Visit the HSE Lean Academy Website **https://www.hseleanacademy.ie/programmes/lean-yellow-belt/**

Lean Green Belt

Aim

This programme will embed knowledge and skills within the workforce and across the organisation to develop solutions for Operational Excellence projects.

Learning Outcomes

Upon completing this programme you will be able to:

1. Undertake Projects using a systematic approach.
2. Identify, analyse and develop solutions for change and quality improvements.
3. Apply Lean methodology and adopt Lean Six Sigma tools as way of working.
4. Create an A3 Visual report to document and communicate an improvement Project.
5. Become an accredited Yellow Belt Practitioner.

Core Content

- In person Workshops – four full day workshops in person, focused on demonstration and practice of Lean Six Sigma tools and techniques.
- Work Based Project – opportunity for real world application of the various Lean tools and techniques.
- Self – paced online modules – completed at your own pace.

Duration

6 months.

Delivery Method

Blended learning approach consisting of four in person workshops as well as self-paced online learning modules.

CPD Eligibility

This Green Belt Programme is certified by University of Limerick (6 ECTS Credits – NFQ Level 9).

Who should apply?

Individual Learners looking to participate in professional development and attain a Lean Certification.
Departmental Managers or Process Owners tasked with developing and championing Lean Projects.
Individuals interested in increasing their Lean Six Sigma Toolkit and implementing an improvement project of strategic importance in their organisation.

How to enrol

Visit the HSE Lean Academy website **https://www.hseleanacademy.ie/programmes/lean-green-belt/**

Lean Process Mapping

Aim

This programme will teach individuals the methodology and skills to map their current state processes, understand and analyse them.

Learning Outcomes

Upon completing this programme you will be able to:
1. Plan out Process Mapping Activity.
2. Identify and communicate with stakeholders effectively.
3. Map out and document a 'Current State' map of your process.
4. Identify the pain points within the process for improvement.
5. Understand how to change from Current State to a re-designed Future State.

Core Content

Workshop Webinars – five 2-hour webinars.
Work- based Improvement Process – identify a work- based process for change, map current state – create a gap analysis for improvement.
Mentorship – mentored by Tutors through duration of programme to attain optimum results for your improvement project.

Duration

12 weeks.

Delivery Method

Online.

Who should apply?

Change Agents responsible for identifying process inefficiencies and driving process change.
Process Owners tasked with improving key business processes.

How to enrol

Visit the HSE Lean Academy website **https://www.hseleanacademy.ie/programmes/lean-process-mapping/**

HSE Lean for Sustainable Healthcare

Lean Academy

Building a culture of operational excellence and enabling staff to use Lean Tools and Techniques in their day-to-day work to drive significant change.

Aim/Context

This programme delivers a Yellow Belt Programme that provides learners with a comprehensive overview of Lean Six Sigma concepts, with a large focus on areas of sustainability. The programme has the dual target of developing trainee skills at an individual level and delivering tangible impacts at organisation level. This Yellow Belt Programme is certified by University of Limerick (3 ECTS Credits – NFQ Level :8).

Learning Outcomes

Upon completing this programme you will be able to:
1. Undertake Projects using a systematic approach.
2. Identify, analyse, and develop solutions for sustainability initiatives.
3. Apply Lean methodology and adopt Lean Six Sigma tools as way of working.
4. Create an A3 Visual report to document and communicate an improvement Project.
5. Become an accredited Yellow Belt Practitioner.

Core Content

- Workshop Webinars – Five 90 Minute webinars.
- Self-paced Online Modules – completed at your own pace.
- Work Based Project – allow the opportunity of real-world application of the Lean tools and techniques.

Duration

12 Weeks.

Delivery Method

Online.

CPD Eligibility

Not applicable.

Who should apply?

Individual Learner looking to participate in professional development and attain a Lean Certification.
Process Owners tasked with implementing sustainability projects in their area.
Teams and individuals responsible for utilities within their company, developing skills both individually and delivering tangible impacts at the site level.

How to enrol

Visit the HSE Lean Academy website **https://www.hseleanacademy.ie/programmes/lean-for-sustainable-healthcare/**

National Complaints Governance & Learning

The National Complaints Governance and Learning Team was established to reform Your Service Your Say (YSYS) and provide leadership in the area of feedback to include audit and benchmarking the HSE against the Ombudsman's Learning to Get Better recommendations.

Aim

This programme is for all staff to use and encompasses a number of interactive complaint handling scenarios that encourages engagement of the staff member through the exploration of different e-learning paths.

Learning Outcomes

Upon completing this programme you will be able to:

1. Resolve complaints from Service Users promptly at first point of contact.
2. Resolve complaints from Service Users effectively at first point of contact.

Core Content

- Interactive complaint handling scenarios.
- A separate assessment must be undertaken by the staff member at the end.
- A certificate of completion is available to print following the successful completion of the assessment.

Duration

35 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

Awarded 1 CEU by NMBI.

Who should apply?

All staff members.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **"Effective Complaints Handling".**

Effective Complaints Investigation

Aim

This programme supports Complaints Officers in investigating a complaint in line with the YSYS Feedback Policy.

Learning Outcomes

Upon completing this programme you will learn to:
1. Investigate a complaint at Stage 2 of YSYS.
2. Formulate a report at the end.
3. Make recommendations based on your findings.

Core Content

- A safe learning environment to practise and perfect skills in investigating a complaint.
- The module follows the investigation of a realistic multi-issue complaint from when it is initially received on the Complaint Officer's desk, right through the investigative process, to formulating the report and making recommendations at the end of the process.
- A certificate of completion is available to print following the successful completion of the assessment.

Duration

45 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

Awarded 1 CEU by NMBI.

Who should apply?

All appointed Complaints Officers.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **"Effective Complaints Investigation".**

Your Service Your Say – Complaints Handling Guidance for Clinical Staff

Aim

This programme has been developed to assist all clinical staff in understanding the Your Service Your Say complaints process and how individual clinical staff may become involved in it.

Learning Outcomes

Upon completing this programme you will have
1. A clear understanding of the YSYS complaints process.
2. An understanding of what is required of you under the YSYS complaints management process.
3. Knowledge of the benefits of promoting the attempt of informal resolution of a complaint.
4. Learned how to fulfil your role and know your responsibilities under the YSYS complaints handling process.
5. Learned how to engage with the Complaints Officer effectively to resolve complaints.
6. Learned how to communicate effectively with Service Users to respond appropriately to their concerns.
7. Learned how to write a clear clinical judgement complaints report in line with best practice to demonstrate to Service Users that their complaint has been heard and taken seriously.
8. Learned the importance of recognising and sharing learning from a complaint.

Core Content

- The module has been broken down into four topics which have been specially selected to support staff through their involvement in the YSYS process.
- There are segments within the module which outline what happens when only part of a complaint is resolved.
- It shows how issues within a complaint are categorised as either clinical or non-clinical.
- Users are shown the importance of engaging with their local Complaints Officer to effectively try to resolve complaints.
- A certificate of completion is available to print following the successful completion of the assessment.

Duration

1 hour.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

Awarded 1 CEU by NMBI.

Who should apply?

All clinical staff within the HSE.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the course catalogues for **"Your Service Your Say – Complaints Handling Guidance for Clinical Staff"**

Enterprise Risk Management

As a health service, our objectives relate both to our day-to-day mission to provide the highest quality health and social care services for the population of Ireland and to our longer term ambition that these services and the experience of those waiting for, or who are receiving care, become demonstrably better.

Risk is the 'effect of uncertainty on objectives'. In the context of the HSE and its services, it is any condition, circumstance, event or threat which may impact the achievement of objectives and/or have a significant impact on the day-to-day operations. This also includes failing to maximise any opportunity that would help the HSE or service meet its objectives.

Each one of us unconsciously and naturally manage risks every day, in our homes, as we travel and at work. Risk management simply provides us with a structured approach to anticipate the threats that could occur, assists us in identifying the most effective way to manage those threats and gives us the means by which we can measure how successful we have been in our efforts.

To support you in delivering on your commitments in relation to managing risk, the Enterprise Risk Management Policy and Procedures 2023 was launched and is intended to be a practical resource for all healthcare workers, including clinicians and managers, with the aim of supporting you as you navigate the many uncertainties you face in your roles.

Fundamentals of Enterprise Risk Management

Aim

This programme will support the learner in understanding each of the steps in the risk management process. This course is for all HSE staff.

Learning Outcomes

Upon completing this programme you will be able to;
1. Understand the importance of establishing the context, scope and criteria for risk management, considering internal and external factors influencing the organisation.
2. Recognise and document potential risks relevant to achieving your objectives.
3. Describe a risk using Event, Cause and Impact format.
4. Rate a risk using the HSE's Impact and Likelihood criteria.
5. Recognise and document controls and actions.
6. Evaluate identified risks.
7. Identify measures to treat risks.
8. Understand the difference between risk communication, notification and escalation.
9. Understand effective monitoring mechanisms to track risks and conduct regular reviews of the risk register.

Duration

50 minutes.

Delivery Method

Interactive e-learning module on HSELanD.

CPD Eligibility

Not applicable.

Who should apply?

Staff with a role in Risk Management in their respective areas.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for '**Fundamentals of Enterprise Risk Management**' in the course catalogues. Alternatively, the module is accessible through Quality, Leadership & Management section, in the 'Risk Management' folder.

ERM Supporting Tools Module: HSE Excel Risk Register

Aim

The HSE Excel Risk Register was developed to assist areas with recording and monitoring of risks as part of the risk management process. This programme offers a comprehensive, step by step tutorial on navigating the HSE Excel Risk Register and will assist staff who are responsible for the administration of the Excel Risk Register in their respective areas.

Learning Outcomes

Upon completing this programme you will be able to;
1. Effectively prepare the risk register.
2. Record and edit risks.
3. Generate reports and dashboards.

Core Content

- Prepare the Excel Risk Register for data entry.
- Enter a risk onto the Risk Register.
- Edit a risk on the Risk Register.
- Generate Reports.
- Close a Risk.
- Review the Dashboard.

Duration

30 minutes.

Delivery Method

Interactive e-learning module on HSeLanD.

CPD Eligibility

Not applicable.

Who should apply?

Staff responsible for the administration of the Excel Risk Register in their respective areas.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search for '**Using the Excel Risk Register**' in the course catalogues. Alternatively, the module is accessible through Quality, Leadership & Management section, in the 'Risk Management' folder.

ERM Supporting Tools Module:
Horizon Scanning Tool

Aim

To become familiar with what Horizon Scanning is as a supporting tool within the risk management process.

Learning Outcomes

Upon completing this programme you will be able to;
1. Understand what Horizon Scanning is.
2. Understand how Horizon Scanning relates to risk management.
3. Undertake a Horizon Scanning exercise.

Core Content

- What is Horizon Scanning?
- How Horizon Scanning relates to risk management?
- Illustrative examples.
- Horizon Scanning Engagement Framework.

Duration

30 minutes.

Delivery Method

eLearning Module.

CPD Eligibility

Not applicable.

Who should apply?

Risk Management staff responsible for the risk management function in their respective areas.

How to enrol

Click on the link below and register to complete the course.
https://qpse-1733.reach360.com/share/course/577a72f7-e417-449b-86c0-6c06684a0c0d

Aim

To become familiar with what Bow-tie Analysis is as a supporting tool within the risk management process.

Learning Outcomes

Upon completing this programme you will be able to;
1. Understand what Bow-tie Analysis is.
2. Understand how Bow-tie Analysis relates to risk management.
3. Undertake a Bow-tie Analysis exercise.

Core Content

- What is Bow-tie Analysis?
- How Bow-tie Analysis relates to risk management?
- Illustrative examples.
- Bow-tie Analysis Engagement Framework.

Duration

30 minutes.

Delivery Method

eLearning Module.

CPD Eligibility

Not applicable.

Who should apply?

Risk Management staff responsible for the risk management function in their respective areas.

How to enrol

Click on the link below and register to complete the course.
https://qpse-1733.reach360.com/share/course/af075921-fab5-45c2-a528-7e358441fb18

National Safeguarding Office

All adults have the right to be safe and to live a life free from abuse. All persons are entitled to this right, regardless of their circumstances. It is the responsibility of all service providers, statutory and non-statutory, to ensure that, service users are treated with respect and dignity, have their welfare promoted and receive support in an environment in which every effort is made to promote welfare and to prevent abuse.

The core function of the HSE National Safeguarding Office is to oversee the implementation, monitoring, review and ongoing evaluation of the Safeguarding Policy as well as coordinating the development and roll-out of safeguarding training.

Safeguarding Adults at Risk of Abuse

Aim

This programme will support the learner to recognise, respond and report safeguarding concerns regarding adults at risk of abuse.

Learning Outcomes

Upon completing this programme you will be able to:

1. Identify different types of abuse and recognise when abuse may be happening.
2. Respond immediately to safeguard the person at risk of abuse.
3. Know how to raise concerns and who to go to for support.

Core Content

- The module is introduced with an Explainer video which will highlight our learner's role of recognising, responding and reporting safeguarding concerns.
- A mix of videos and illustrative scenarios are used which the learner interacts with throughout the module. These scenarios target and emulate real life situations such as the different types of abuse and contexts within which adult abuse may arise, how a staff member learns of the abuse, concerns they have around responding and reporting to concerns of abuse.
- The module contains an 'extend my learning' section which includes resources and tools for staff and managers to extend learning beyond the programme itself and to help advance safeguarding learning in the workplace.

Duration

1 hour.

Delivery Method

This programme is delivered by e-learning and is hosted on HSeLanD.

CPD Eligibility

Awarded 1 CEU by NMBI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This module is required for staff working in all HSE and HSE funded services for Older Persons and services for Persons with Disability, with refresher training required every 3 years.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the Course Catalogue for **"Safeguarding Adults at Risk of Abuse"**.

Safeguarding Adults Designated Officer Training

Aim

This programme will support key staff to respond to safeguarding concerns in line with HSE Safeguarding Vulnerable Persons at Risk of Abuse Policy and Procedures (2014).

Learning Outcomes

Upon completing this programme you will have:
1. Explored in detail the safeguarding coordinating role (incorporating the role of the designated officer/service manager/ safeguarding coordinator/manager) as outlined in the HSE National Policy and Procedures – Safeguarding Vulnerable Persons at Risk of Abuse.
2. Considered relevant legislation and related policies to support effective safeguarding practice.
3. Explored practice approaches with a specific focus on undertaking preliminary screenings and producing safeguarding plans.
4. Considered effective practice approaches in the assessment and management of safeguarding concerns recognising the importance of risk consideration.

Core Content

- Safeguarding Vulnerable Persons at Risk of Abuse HSE National Policy and Procedures – 2014.
- Role of the Designated Officer & Service Manager as outlined in the HSE Policy.
- Preliminary screening and safeguarding planning.
- Person-centred safeguarding responses.
- Role of HSE Safeguarding & Protection Teams.
- Consideration of related legislation & key related policies.
- Consent and capacity considerations.
- Responding to peer-to-peer safeguarding concerns.
- Liaison with and notification to An Garda Siocháná.
- Linkages with Trust in Care & other policies.

Duration

6.5 hours.

Delivery Method

The programme is delivered in a blended format comprising of a number of stages.
- Prerequisite - Safeguarding Adults at Risk of Abuse eLearning programme on HSeLanD.
- Stage 1 Safeguarding Designated Officer webinar & course reading (practice exploration of policy, safeguarding roles, related legislation & key related policies).
- Stage 2 Complete assigned case scenario work. Once stage 1 and 2 have been completed you will be invited to enrol on Stage 3.
- Stage 3 Attend & participate in live interactive workshop. This workshop may be hosted online or in a classroom.

CPD Eligibility

Awarded 7 CEUs by NMBI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

Staff who have a key role in coordinating responses to safeguarding concerns within services, including undertaking safeguarding assessments and developing safeguarding plans such as:
- Adult Safeguarding Designated Officers.
- Service Managers.
- Safeguarding Coordinator/Managers.

How to enrol

Login to HSeLanD at **www.HSeLanD.ie** and search the Course Catalogues for **Adult Safeguarding Designated Officer Programme Stage 1 and 2 (2025)**
For FAQ **https://www.hse.ie/eng/about/who/socialcare/safeguardingtraining.html**

Children First National Office

The HSE Children First National Office was established to ensure the effective implementation of the Children First Act 2015 and the Children First National Guidance for the Protection and Welfare of Children.

The HSE National Office plays a pivotal role within the HSE, leading and coordinating Children First compliance and child safeguarding efforts across all areas.

The team of Children First Training and Development Officers develops and delivers effective and innovative resources and partnerships to enhance organisational and individual skills, behaviours and effectiveness to support the protection and welfare of children and young people. It is committed to promoting the highest standards in child protection across the HSE, HSE funded and contracted services.

With its commitment to safeguarding excellence, the HSE National Office is dedicated to creating an organisational environment where child protection is a shared responsibility of all staff, and every service operates as a safe and supportive space for children and families.

An Introduction to Children First (e-learning)

Aim

The aim of this programme is to raise awareness and increase knowledge of child abuse and child welfare issues, and to clarify legal, organisational and personal roles and responsibilities in recognising, responding to and reporting child protection and welfare concerns, as set out in Children First National Guidance for the Protection and Welfare of Children and the Children First Act 2015.

This HSE Children First e-learning module is mandatory for all staff, volunteers and students in all HSE services and HSE funded services. Staff in HSE contracted services are also strongly urged to complete this training.

Learning Outcomes

Upon completing this programme you will be able to:
1. Recognise possible indicators of child abuse and neglect.
2. Identify reasonable grounds for concern.
3. Identify the legal obligations of a mandated person.
4. 4. Describe the criteria for making a mandated report.

Core Content

- Safeguarding Children.
- Recognising possible indicators of child abuse and neglect.
- Reporting child protection or welfare concerns about a child.
- Learning in practice through case scenarios.

Duration

This 90 minute e-learning module is narrated and contains videos and easy to follow interactive sections.

Delivery Method

This mandatory online e-learning module can be launched through HSeLanD.

CPD Eligibility

This training has awarded 2 CEU's from NMBI, 2 CPD credits from ICGP, 2 CPD credits from IACP, 1 CPD credit from the College of Psychiatrists Ireland and 2 CPD credits from IDA.
Professional bodies who use CPD hours as their measure, and where CPD points or credits are used, can award 1 point for every hour of new or enhanced learning.

Who should apply?

This module is mandatory for all staff working in all HSE and HSE funded services, which includes staff who are permanent, temporary, agency, locum or visiting and also applies to students and volunteers. Staff of HSE Contracted services are also strongly urged to complete this training.

How to enrol

This 90 minute mandatory online e-learning module can be launched through HSeLanD. Login to HSeLanD at www.hseland.ie and type 'Children First' in the search bar and click on 'An Introduction to Children First' and then launch the programme.

Staff in HSE contracted services and volunteers in all HSE, HSE funded and HSE contracted services should not complete the programme on this platform. Staff in HSE contracted services and Volunteers should complete the Children First e-learning programme through the following link: **https://childrenfirst.hseland.ie**

> **Note:** This training is mandatory and must be refreshed every 3 years. Staff certificates of completion must be maintained by line managers.

Children First Training for Mandated Persons

Aim

This workshop aims to provide Mandated Persons with a clear knowledge of their roles and responsibilities under the Children First Act 2015, Children First National Guidance for the Protection and Welfare of Children and the HSE Child Protection and Welfare Policy. It also aims to support Mandated Persons to increase their confidence in recognising child protection and welfare concerns and determining if a concern meets reasonable grounds for reporting or meets the threshold for mandatory reporting under the legislation.

Learning Outcomes

Upon completing this programme you will be able to:

1. Recognise possible indicators of child abuse and neglect.
2. Identify reasonable grounds for concern.
3. Identify the legal obligations of a mandated person.
4. Describe the criteria for making a mandated report.

Core Content

- Key Legislation and Policy.
- Recognising child protection or welfare concerns.
- Reasonable grounds for concern.
- Making a decision to report or not report.
- Mandated reporting/mandated assisting.
- How to report child protection or welfare concerns.
- Sharing information.

Duration

3 hour Online Interactive Workshop.

Delivery Method

This Online Interactive Workshop is delivered by HSE Children First Training and Development Officers.

CPD Eligibility

Professional bodies who use CPD hours as their measure, and where CPD points or credits are used, can award 1 point for every hour of new or enhanced learning.

Who should apply?

Mandated persons as per Schedule 2 of the Children First Act 2015 can express interest in attending this Online Interactive Workshop if they are employed:

- Directly by the HSE; or
- As part of a Children's Disability Network Team; or
- In one of the acute Section 38 hospitals; or
- Within a GP/Out-of-Hours GP service.
- Staff of HSE funded services can apply by following the 'how to enrol' instructions for **HSE Funded Agencies**.

Additionally, in order to attend, staff must have completed the e-learning programme 'An Introduction to Children First' within the previous three years. They must also have confirmed with their line manager that they can be released to attend this online workshop, before applying.

How to enrol

HSE staff

Login to HSeLanD on **www.hseland.ie**. Click on the **'Courses'** option on the top menu and select **'Catalogue'**. Select **'Profession or Unit'**. Select **'Children First'**. Select the geographical area you work in. Select **'Training for staff who are Mandated Persons'** and enrol on the session that suits you.

Staff of HSE Funded Agencies

Login to **www.hseland.ie**. Click the **'Courses'** option on the top menu and select **'Catalogue'**. Select **'Profession or Unit'**. Select **'Children First HSE Funded Services'**. Select the geographical area you work in. Select **'Training for staff who are Mandated Persons'** and enrol on the session that suits you.

Recognising and Reporting Child Protection and Welfare Concerns

Aim

This workshop aims to provide staff with a clear knowledge of their roles and responsibilities under the Children First National Guidance for the Protection and Welfare of Children and the HSE Child Protection and Welfare Policy. It also aims to support staff to increase their confidence in recognising child protection and welfare concerns and determining if a concern meets the reporting threshold of reasonable grounds for concern.

Learning Outcomes

Upon completing this programme you will be able to:
1. Recognise possible Indicators of abuse.
2. Identify reasonable grounds for concern.
3. Identify how to report a child protection or welfare concern.

Core Content

- Key legislation and policy.
- Indicators of abuse.
- Making a decision to report or not report.
- How to report child protection or welfare concerns.
- Sharing information.

Duration

3 hours & 15 minute Online Interactive Workshop.

Delivery Method

This Online Interactive Workshop is delivered by HSE Children First Training and Development Officers.

CPD Eligibility

Professional bodies who use CPD hours as their measure, and where CPD points or credits are used, can award 1 point for every hour of new or enhanced learning.

Who should apply?

This training is specifically for staff who are NOT Mandated Persons. Non-Mandated Persons can express interest in attending this Online Interactive Workshop if they are employed:
- directly by the HSE; or
- in one of the acute Section 38 hospitals; or
- as part of a Children's Disability Network Team; or
- within a GP/Out-of-Hours GP service.

Additionally, in order to attend, staff must have completed the e-learning programme 'An Introduction to Children First' within the previous three years. They must also have confirmed with their line manager that they can be released to attend this online workshop, before applying.

How to enrol

HSE staff
Login to HSeLanD on www.hseland.ie. Click on the **'Courses'** option on the top menu and select **'Catalogue'**. Select **'Profession or Unit'**. Select **'Children First'**. Select the geographical area you work in. Select **'Training for staff who are NOT Mandated Persons'** and enrol on the session that suits you.

Staff of HSE Funded Agencies
Login to www.hseland.ie. Click the **'Courses'** option on the top menu and select **'Catalogue'**. Select **'Profession or Unit'**. Select **'Children First HSE Funded Services'**. Select the geographical area you work in. Select **'Training for staff who are NOT Mandated Persons'** and enrol on the session that suits you.

Children First Briefing for HSE Line Managers

Aim

The aim of this briefing is to provide information to HSE line managers and staff with managerial responsibility about the:
- Legal obligations under the Children First Act 2015.
- National Guidance for the Protection and Welfare of Children.
- Roles and responsibilities of HSE line managers and staff with managerial responsibilities.
- HSE Child Protection and Welfare Policy.
- Sharing information and record keeping.

Learning Outcomes

Upon completing this programme you will be able to:
1. Understand the roles and responsibilities of HSE line managers and all staff in terms of child safeguarding legislation and policy.
2. Identify the legal obligations of mandated persons.
3. Know how to report child protection and welfare concerns.
4. Identify sharing information and record keeping practices.

Core Content
- Children First Act 2015.
- National Guidance for the Protection and Welfare of Children.
- HSE line managers child safeguarding roles and responsibilities.
- HSE Child Protection and Welfare Reporting Procedure.
- Tusla – Child and Family Agency.

Duration

One hour.

Delivery Method

Delivered online by a HSE Children First Training and Development Officer.

CPD Eligibility

Professional bodies who use CPD hours as their measure, and where CPD points or credits are used, can award 1 point for every hour of new or enhanced learning.

Who should apply?

This online briefing is specifically for staff who are:
- HSE line managers or
- Staff with managerial responsibility in the HSE.

Additionally, in order to attend staff must have completed the e-learning programme 'An Introduction to Children First' within the previous three years.

How to enrol

Login to HSeLanD on www.hseland.ie. Click on the **'Courses'** option on the top menu and select **'Catalogue'**. Select **'Profession or Unit'**. Select **'Children First'**. Select the geographical area you work in. Select **'HSE Line Manager Briefings'** and enrol on the session that suits you.

Child Safeguarding Themes and Questions & Answers Webinar (Online)

Aim

The Child Safeguarding Themes and Questions & Answers (Q&A) Webinar aims to give staff information across a range of child safeguarding topics. Staff will also have the opportunity to ask the questions they have in relation to child safeguarding, or to listen to the questions being asked by others and the answers provided by HSE Children First Training and Development Officers.

Learning Outcomes

Upon completing the webinar, staff will have information on the advertised child safeguarding theme, and answers to frequently asked questions. Additional questions asked during the registration process will be responded to as well. If time allows additional questions posed during the webinar will be answered.

Core Content

Child safeguarding frequently asked questions and related themes.

Duration

One hour.

Delivery Method

Delivered online by HSE Children First Training and Development Officers.

CPD Eligibility

Professional bodies who use CPD hours as their measure, and where CPD points or credits are used, can award 1 point for every hour of new or enhanced learning.

Who should apply?

Staff who wish to increase their knowledge in the area of child safeguarding and who may have a specific question they would like answered.

Additionally, in order to attend staff must have completed the e-learning programme 'An Introduction to Children First' within the previous three years. Staff must have confirmed with their line manager that they can be released to attend this online webinar before applying.

How to enrol

An advert with a registration link for an upcoming Child Safeguarding Theme and Q&A Webinar will be circulated with adverts for the other Children First training programmes.

Child Safeguarding Statement and Child Safeguarding Risk Assessments Workshop

Aim
The aim of this workshop is to assist you with the process of developing and reviewing the services Child Safeguarding Statement and completing the Child Safeguarding Risk Assessments that inform it.

Under the **Children First Act 2015**, all organisations providing **'relevant services'**, to children and families must have a Child Safeguarding Statement in place. This is a written statement that specifies the service being provided and the principles and procedures to be observed in order to ensure, as far as practicable, that a child availing of the service is safe from harm. The Child Safeguarding Statement must be informed by Child Safeguarding Risk Assessments.

Learning Outcomes
Upon completing this workshop you will:
1. Understand the legislative basis for Child Safeguarding Statements.
2. Understand the process to develop a Child Safeguarding Statement.
3. Understand how to undertake and complete a Child Safeguarding Risk Assessment.
4. Have an awareness of the resources available from the HSE Children First National Office.

Core Content
- 'Guidance for Developing and Reviewing Child Safeguarding Statements' in HSE services,
- 'Child Safeguarding Risk Assessment Template',
- 'Child Safeguarding Statement Template'.

Duration
Workshops can be tailored to work to your services requirements.

Delivery Method
Workshops can be delivered in person or online by a HSE Children First Training and Development Officer.

CPD Eligibility
Professional bodies who use CPD hours as their measure, and where CPD points or credits are used, can award 1 point for every hour of new or enhanced learning.

Who should apply?
- Managers with responsibility for ensuring Child Safeguarding Risk Assessments and Child Safeguarding Statements are completed;
- Relevant persons nominated for the purpose of a Child Safeguarding Statement;
- Chairpersons and committee members of Children First Operational Steering Committees.

How to enrol
Contact your local **HSE Children First Training and Development Officer** for further information or to arrange a workshop.

Antimicrobial Resistance & Infection Control (AMRIC)

Key priorities for AMRIC is to support improved patient outcomes and improved patient and staff safety. One of the key AMRIC roles is to provide clinical expert advice, guidance and education on issues in the domain of infection prevention and control, antimicrobial resistance and antimicrobial stewardship. When updated AMRIC clinical guidance is published, we engage with internal and external stakeholders who play a key role with implementation of our guidance. These eLearning programmes are part of the AMRIC clinical education programme and are aligned to the Infection Prevention and Control (IPC) National Clinical Guideline No. 30.

AMRIC Introduction to Infection Prevention and Control and Antimicrobial Resistance

Aim

It is our responsibility to embrace Infection Prevention and Control (IPC) and Antimicrobial Resistance (AMR) and risk assessment as an integral part of our work, and not to treat it as somehow external to the delivery of healthcare. This introductory resource on IPC and AMR has been designed with this in mind. This resource also acts as the opening resource for our AMRIC course programme on IPC and AMR.

Learning Outcomes

Each of the courses in the programme is very practical and related to what you do every day, whether you are a clinician, manager, or support staff. There are lots of opportunities to reflect on your practice and to build up your knowledge and skills on a whole range of related topics.

Core Content

This course includes specific measures you can take to prevent infection in all healthcare facilities and in the home, how to identify hazards and carry out a well-informed risk assessment, to controlling the source of infection and preventing onward transmission of infection.

Duration

Module Time: 4 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

Not applicable.

Who should apply?

This course is designed for all staff within the health services.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Introduction to Infection Prevention and Control and Antimicrobial Resistance** to access this module select view module and select Enrol.

Aim

This will help to keep you, the people you care for and your colleagues safe from infection at work.

Learning Outcomes

By the end of this course, you will be able to:

1. Identify and analyse risks of infection in the healthcare setting.
2. Recognise how a risk-management approach can help prevent infection.
3. Make on-the-spot IPC risk assessments in your day-to-day work.

Core Content

This course offers basic principles of Infection prevention and control, which is practical and related to what healthcare workers do every day, whether one is a clinician, manager, or support staff. This course includes specific measures healthcare workers can take to prevent infection in all healthcare facilities and in the home, how to identify hazards and carry out a well-informed risk assessment, to controlling the source of infection and preventing onward transmission of infection.

Duration

Module Time: 20 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is designed for all staff within the health services.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Basics of Infection Prevention and Control** to access this module select view module and select Enrol.

AMRIC Hand Hygiene

Aim

Effective hand hygiene is the single most effective thing that you can do to protect the people you care for and yourself from healthcare acquired infections (HCAI's). But knowing is not enough - it's important to apply what you have learnt, and believe that it can be done.

Learning Outcomes

By the end of this course, you should know:
1. Why hand hygiene is important.
2. When to practice hand hygiene.
3. How to perform hand hygiene in line with the WHO 5 Moments.
4. How to take care of your hands.

Core Content

This course demonstrates the importance of effective Hand Hygiene which is the single most effective thing that you can do to protect the people you care for and yourself from healthcare acquired infections (HCAI's). The theoretical component of hand hygiene education is available on HSeLanD and is available to all healthcare staff.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is designed for all staff within the health services. Hand hygiene eLearning module on HSeLanD is mandatory for completion by all staff working in healthcare, in the HSE and in HSE funded services on induction and with refresher training required at least every two years. The mandatory eLearning education should be further supplemented and supported at a local level by the provision of face-to-face training.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC hand hygiene** to access this module select view module and select Enrol.

Aim

This course will enable you to carry out on the spot risk assessment that will help you to apply standard and transmission-based precautions in your area of work to prevent the spread of infection.

Learning Outcomes

By the end of the course, you will be able to:

1. Continually assess the risk of infection spread within your workplace.
2. Identify and apply appropriate standard precautions.
3. Identify and apply appropriate transmission-based precautions.
4. Reflect on your own actions and behaviours in relation to infection prevention and control.
5. Encourage colleagues and service users to recognise that infection prevention and control is central to their duty of care.

Core Content

- The eight elements of standard precautions.
- Different categories of transmission based precautions.
- The use of personal protective equipment (PPE).
- Applying this learning in practice.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is designed for all staff within the health services.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Standard and transmission-based precautions** to access this module select view module and select Enrol.

AMRIC Personal Protective Equipment

Aim

This course on personal protective equipment (PPE) will enable and empower you to make an assessment on the selection of PPE for a task and to put on and remove PPE correctly.

Learning Outcomes

By the end of the course, you will be able to:
1. Identify why you need to wear PPE and where you need to wear it.
2. Recognise the appropriate PPE to wear to protect the body, face and eyes, and hands in different situations.
3. Put on and remove all PPE in acute and non-acute setting.
4. Dispose of used PPE safely.
5. Reflect on your own actions and behaviours in relation to PPE and infection prevention and control.

Core Content

- Why wear PPE and when you should use PPE.
- Sequence of donning and removing PPE.

Duration

Module Time: 20 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is designed for all staff within the health services.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Personal Protective Equipment** to access this module select view module and select Enrol.

Aim

In this course you'll learn about antimicrobial resistance (AMR) and multi-drug resistant organisms (MDROs) and the core strategies for preventing and controlling AMR and MDRO in your workplace.

Learning Outcomes

By the end of this course, you will be able to:

1. Describe antimicrobial resistance (AMR) and what are multi drug resistant organisms (MDROs).
2. Explain how and why AMR happens.
3. Describe the impact of AMR and MDROs on the people we care for and on healthcare settings.
4. Identify and apply AMR and MDRO strategies for preventing and controlling AMR and MDROs in your area of work.

Core Content

This course covers:

*   AMR and MDROs, how bacteria become resistant to antibiotics. The different types of multi drug resistant organisms and the impact of AMR and MDROs.
*   Preventing and controlling AMR and MDROs, including engaging in antimicrobial stewardship, the application of standard and transmission based precautions, surveillance.
*   Learning in practice.

Duration

Module Time: Approx 45 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course is awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is for all healthcare workers in the acute and community setting.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Antimicrobial resistance and multi drug resistant organisms** to access this module select view module and select Enrol.

AMRIC Healthcare-Associated Infections (HCAI): An Overview for Managers

RESIST

Aim

This module will address the basic principles of infection prevention and control (IPC) and the management of healthcare-associated infections (HCAI) for healthcare managers in both acute and community health and social care settings where healthcare is provided.

Learning Outcomes

By the end of the course, you will be able to:

1. Demonstrate your role as a healthcare manager in supporting infection prevention and control, antimicrobial stewardship and the management of healthcare associated infections.
2. Balance and manage infection prevention and control risks against other competing demands on your facility/service.
3. Implement and sustain a positive infection control culture in your facility/service.
4. Recognise safety aspects of infection prevention and control in order to prevent adverse preventable healthcare associated infections for patients/service users and staff.

Core Content

- Infection prevention and control and healthcare associated infections.
- The managers role in healthcare associated infection management.
- Infection prevention and control strategies.

Duration

Module Time: 20 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is designed for all healthcare managers in acute and community healthcare settings.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Healthcare-Associated Infections (HCAI): An Overview for Managers** to access this module select view module and select Enrol.

Aim

In this module you'll learn how to manage an outbreak so that we can keep patients and staff safe and healthcare facilities running with a minimised impact on service provision.

Learning Outcomes

By the end of the course, you will be able to:
1. Recognise key characteristics of an outbreak.
2. Manage outbreaks of infections using outbreak control measures including formal notification.
3. Implement preventative measures such as, standard and transmission based precautions, education, environmental monitoring and vaccination programmes.

Core Content

- Introducing outbreak management.
- Investigating and managing an outbreak.
- Learning in practice.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course is awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is for all healthcare workers in the acute and community setting.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Outbreak prevention and management** to access this module select view module and select Enrol.

AMRIC Surgical Antibiotic Prophylaxis

Aim

This course supports you as you provide every patient who needs surgical antibiotic prophylaxis, the right agent, the right dose, at the right time for the right duration.

Learning Outcomes

By the end of the course, you will be able to:
1. Indicate the factors that influence the right agent and the right dose for surgical antibiotic prophylaxis.
2. Identify the appropriate timings for initial dosing and re-dosing during surgical procedures to support better patient outcomes.
3. Decide on the appropriate duration of surgical antibiotic prophylaxis to promote patient centred-care.

Core Content

- Are antibiotics needed?
- The right agent and the right dose.
- The right time to dose and re-dose.
- The right duration.
- Learning in practice.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI. This course has been awarded 2 CPD credits from RCPI. This CPD recognition is accepted by all Irish Postgraduate Training Bodies. 1 CPD credit is equivalent to 1 hour of educational activity.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course has been designed for surgeons and anaesthetists (university setting through fully qualified), nurses and pharmacists.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Surgical Antibiotic Prophylaxis** to access this module select view module and select Enrol.

RESIST

Aim

The IPC/AMRIC Aseptic Technique learning module aims to assist you to apply the component parts of aseptic technique to your practice.

Learning Outcomes

Following completion of this course you will be able to:
1. List the core principles of aseptic technique.
2. Select the appropriate aseptic technique for each clinical task, based on a risk assessment.
3. Apply the component parts of aseptic technique to practice.
4. Reflect on your practice decisions relating to aseptic technique.

Core Content

- What is aseptic technique?
- Components of aseptic technique.
- Standards versus aseptic technique.
- Aseptic technique in practice.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is designed for all staff within the health services.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Aseptic technique** to access this module select view module and select Enrol.

AMRIC Clostridioides Difficile Infection

Aim

This course aims to help you prevent, recognise, and manage clostridioides difficile infection as you implement IPC and AMS practices to keep the people you care for safe.

Learning Outcomes

Following completion of this course you will be able to:
1. Explain the characteristics of C. difficile infection.
2. Recognise the signs and symptoms of C. difficile infection.
3. Identify the IPC and AMS practices required to prevent and manage C. difficile infection in the people you care for.

Core Content

How to prevent, recognise, and manage C. difficile infection as the learner implements IPC and AMS best practices in their own setting.
Topics covered include the following:
- What is C. difficile infection?
- Preventing C. difficile infection.
- IPC and AMS management of C. difficile infection.
- Clusters and outbreaks.

Duration

Module Time: 40 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is designed for all staff within the health services.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Clostridioides Difficile Infection** to access this module select view module and select Enrol.

AMRIC Antimicrobial Stewardship in Practice

Aim

As a healthcare professional, you have a key role to play in optimising antimicrobial use to ensure maximum benefit and minimum harm for your patient. This is called antimicrobial stewardship and in this course you will learn how you can be a good antimicrobial steward in your setting.

Antimicrobials are a precious resource. There is an urgent and growing problem of antimicrobial resistance for human health worldwide and this is recognised in Ireland's National Action Plan (iNAP) for antimicrobial resistance. Ensuring the best use of antimicrobials is vital to stop the development and spread of resistant microorganisms, and preserve the effectiveness of the antimicrobials we have.

In this course, you will learn the principles of good antimicrobial stewardship and how you can apply these in your practice.

Learning Outcomes

By the end of the course, you will be able to:
1. Apply antimicrobial stewardship principles in your practice.
2. Explain the benefits and harm related to antibiotic use.
3. Identify the factors that optimise antibiotic use and reduce harm.
4. Recognise when people would and would not benefit from an antibiotic.
5. Identify tools and resources in your setting to support best practice.

Core Content

- Principles of good AMS and application to practice.
- Benefits and harm related to antimicrobial use.
- How to identify the factors that optimise antimicrobial use and reduce harm.
- How to identify tools and resources to support best practice.

The topics are covered under the following headings:
- What is antimicrobial stewardship?
- What does good antimicrobial stewardship look like?
- Antimicrobial stewardship in action.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This programme is designed for all healthcare professionals involved in prescribing, dispensing or administering antimicrobials

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Antimicrobial Stewardship in Practice** to access this module select view module and select Enrol.

AMRIC Management of Blood and Body Fluid Spills

Aim

This course aims to support your understanding of the principles of managing of blood and body fluid spills and the equipment required when treating spills of any size.

Learning Outcomes

By the end of the course, you will be able to:
1. Manage the correct process of blood and body fluid spills in line with standard precautions.
2. Identify correct PPE and equipment to be used.
3. Recognise where the use of detergent and disinfectant is appropriate.

Co Difficile Infection re Content

- Small spill management.
- Large spill management.
- Application in practice.

Duration

Module Time: 15 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is aimed at all healthcare workers who manage blood and body fluid spillages in the healthcare environment.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Management of blood and body fluid spills** to access this module select view module and select Enrol.

Aim

In this course, you'll learn how to reduce antibiotic-related harm and reduce the incidence of healthcare associated urinary tract infection, to manage urinary tract infections and reduce antibiotic-related harm.

Learning Outcomes

By the end of the course, you will be able to:
1. Describe the general principles of urinary tract infections (UTIs).
2. Identify the role antibiotics have in treating and preventing urinary tract infections.
3. Describe how to prevent catheter-associated urinary tract infection (CA-UTI).

Core Content

- How to reduce antimicrobial-related harm and reduce the incidence of healthcare associated urinary tract infection.
- How to manage urinary tract infections.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI.
This course has been awarded 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This module is aimed at all healthcare workers who play a role in prevention of UTI and care of people with UTI and is suitable for undergraduates and postgraduates.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Prevention and management of urinary tract infection** to access this module select view module and select Enrol.

Aim

This course will help you to apply respiratory hygiene and cough etiquette in your area of work so that you can prevent the spread of infection amongst colleagues, the people you care for and their visitors.

Learning Outcomes

By the end of this course you will be able to:

1. Describe the importance of respiratory hygiene and cough etiquette in preventing the transmission of respiratory illness.
2. Use the correct procedures to prevent the spread of a respiratory infection within a healthcare setting.
3. Educate patients on how they can protect themselves and others from a respiratory infection, assisting them if they can't do this for themselves.

Core Content

Topics covered include the following:

- Why respiratory hygiene and cough etiquette?
- Educate, support and assist.

Duration

Module Time: 15 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is designed for all staff within the health services.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Respiratory Hygiene and Cough Etiquette** to access this module select view module and select Enrol.

Aim

In this course you'll learn best practice for cleaning and decontaminating the healthcare environment and equipment across all settings where healthcare is delivered.

Learning Outcomes

By the end of this course you will be able to:
1. Explain the importance of a clean healthcare environment and equipment in preventing the transmission of healthcare associated infection (HCAI).
2. Identify the appropriate cleaning practices for the healthcare environment and equipment based on the risk assessment process.
3. Explain how the healthcare environment and patient equipment are audited to ensure cleaning standards are met.

Core Content

The following topics are covered in this module:
*   Cleaning and disinfection.
*   Learning in practice-practical application.
*   Auditing.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI and 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course is for all staff working in healthcare environments and where patient equipment is used.
It is particularly useful for those involved in cleaning and monitoring the healthcare environment and equipment.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Routine Management of the Physical Environment** to access this module select view module and select Enrol.

Aim

This course supports you to safely insert, maintain, monitor and remove an indwelling intravascular device in line with infection prevention and control best practice.

The aim of this resource is to support you to safely insert, maintain, monitor and remove an indwelling intravascular device in line with infection prevention and control best practice.

Learning Outcomes

By the end of this course you will be able to:
1. Identify the infection risks that Peripheral and Central Venous Catheter (PVC/CVC) intravascular device can pose once it is inserted into a person you care for.
2. Describe the ways you can safely insert, maintain, monitor and remove an intravascular device to reduce the risk of infection
3. Explain to the person you care for and the people that care for them, the ways they can keep themselves safe when they have an intravascular device inserted.

Core Content

The following topics are covered in this module:
- Peripheral Venous Catheters (PVC).
- Central Venous Catheters (CVC).
- Application to clinical practice.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI.
This course has been awarded 2 CPD credits from RCPI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

This course has been designed for clinical staff, medical staff, IV teams and nursing students.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC Prevention of Peripheral and Central Venous Catheter Related Infections** to access this module select view module and select Enrol.

RESIST

Aim

This modules aims to introduce you to the basic principles of microbiology and surveillance.

Learning Outcomes

By the end of this course you will be able to:
1. Explain the basic concepts of microbiology.
2. Demonstrate the importance of appropriate microbiological sampling and providing support information.
3. Identify what surveillance systems are in place in your area of work and their purpose.

Core Content

This content will introduce you to the basic principles of microbiology and surveillance. You'll explore the importance of correct sample taking and labelling in guiding diagnosis. You'll also gain insight into what happens to the sample once you send it to the laboratory. Lastly, you'll explore the role of surveillance and how this is important in the context of microbiology, infection control and its role in managing and improving healthcare associated infection rates.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD from NMBI.
This course has been awarded 2 CPD credits from RCPI. This CPD recognition is accepted by all Irish Postgraduate Training Bodies.
1 CPD credit is equivalent to 1 hour of educational activity.

Who should apply?

This module is aimed at healthcare workers in acute and community healthcare settings who may handle microbiological samples and/or interact with people we care for on a daily basis.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC The basics of Microbiology and Surveillance** to access this module select view module and select Enrol.

AMRIC IPC Risk Assessment

Aim

This course aims to support our understanding of risk assessment and IPC practices, and how to support your decision making process for IPC.

Learning Outcomes

By the end of this course you will be able to:

1. Consistently apply risk assessment in your IPC practice.
2. Dynamically assess operational risk, related to IPC where care is delivered.
3. Apply risk assessment processes in relation to IPC as per HSE risk management policy including the process for risk escalation and incident reporting.

Core Content

- Infection Prevention and control risk assessment.
- The HSE risk management process.
- Reporting and escalation.

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD credits from NMBI and 2 CPD credits from RCPI. CORU applicants can apply for credits through the CPD process.

Who should apply?

This course has been designed for healthcare workers in clinical settings. Non-clinical healthcare staff may also find this content useful.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC IPC Risk Assessment** to access this module select view module and select Enrol.

The Role of the Registered Nurse/Midwife in Antimicrobial Stewardship (AMS)

Aim

This course is aimed at nurses and midwives and their role in raising awareness of antimicrobial stewardship and influencing practices related to antimicrobial prescribing. It will empower nurses and midwives to know when changes to antimicrobial prescriptions are appropriate.

Learning Outcomes

By the end of this course you will be able to:

1. Apply antimicrobial stewardship principles in your practice.
2. Explain the benefits and harm related to antibiotic use.
3. Advocate for and influence antimicrobial prescribing for the people you care for.
4. Raise awareness of antimicrobial stewardship with the people you care for.

Core Content

- What is antimicrobial stewardship.
- Your role in antimicrobial stewardship

Duration

Module Time: 30 Minutes. Plus additional time to facilitate extending your learning.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CPD credits from NMBI.

Who should apply?

This course has been designed specifically for nurses and midwives. It is recognised that nurses and midwives play an important role in antimicrobial stewardship.

How to enrol

Log on to HSELand at **www.HSeLanD.ie**. Click on the hubs and resources. Select AMRIC Hub, view hub, select modules tab which links to all the AMRIC modules.

Click on **AMRIC The Role of the Registered Nurse/Midwife in Antimicrobial Stewardship (AMS)** to access this module select view module and select Enrol.

Delivering Change in Health Services

Supported by HSE Organisation Development & Design as part of the Organisational Change Unit

HSE Organisation Development & Design is a team focused on building skills, confidence and knowledge for good change practices across health and social care services and multi-disciplinary teams. Our work is based on an OD approach to change, where people's needs inform service design and improvements. The core reference is the Health Services Change Guide and Framework – providing an evidence informed approach to creating the conditions for change and innovation. Collaborating with partners in Quality and Patient Safety, Programme Management, Leadership, Learning and Development and Service Improvement to co-design and deliver integrated health and social care services and realise the ambition of Sláintecare and Health Regions.

Health Services Change Guide & Framework

Organisational policy on people and culture change
Practical guide for all staff filled with templates and resources
Download Health Services Change Guide

Creating Conditions for Change & Integration

Helps create readiness for quality and service improvements
Complements other approaches and methodologies
Download Creating the Conditions for Change & Integration

To access online resources, please see *https://linktr.ee/hsechangeguide* or scan our QR Code

Aim

This Change Guide eLearning Programme will provide you with practical help and fundamentals of how to do change well in a health and social care setting using the Change Framework.

Learning Outcomes

The Health Services Change Guide focuses in particular on 'People's Need Defining Change'. The eLearning Programme takes you through all the elements of the Change Guide. It aims to build your capacity, skills and confidence for delivering good change in a complex environment and can be used at all levels to support managers and staff.

Core Content

- **Module 1** provides an overview of the Health Services Change Guide.
- **Module 2** focuses on creating readiness for change and service improvements and guides you through the people and culture change platform. It also provides guidance on how best to engage with all the people who will be impacted by the change.
- **Module 3** explores the key change activities to define what needs to change, design a better service and deliver on key results for service users.
- **Module 4** presents a case study – applying all the learning in practice.

The eLearning Programme features helpful and practical guidance and presents many useful, downloadable templates and extracts from the Change Guide.

Duration

Duration 1 hour and 10 minutes of self-directed learning.
Optional further learning throughout the eLearning programme.
For more information click here: **https://www.hse.ie/eng/staff/resources/changeguide/access-digital-self-directed-learning-capacity-deliver-change.pdf**

Delivery Method

This programme is delivered by e-Learning and is hosted on HSeLanD.

CPD Eligibility

Applying your learning in practice: Following completion of this eLearning Programme you have the option to progress to a CPD Certificate award with 12 CPD points. You will find more information in Modules 1 and 4 or on **https://www.hse.ie/eng/staff/resources/changeguide/change-guide-educational-resources**

Who should apply?

Anyone working in health and social care services including service user and patient representatives who are interested in further developing their learning about people and culture change methodologies.

How to enrol

Login to **www.HSeLanD.ie**. Search for **'Delivering Change in Health Services-Complete Guide'** in the course catalogue.

People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE
www.hse.ie/changeguide

CPD Certificate – Delivering Change in Health Services

Aim

The **CPD Certificate - Delivering Change in Health Services** is a collaboration between HSE Organisation Development & Design and the RCSI Graduate School of Healthcare Management.

Learning Outcomes

The Health Services Change Guide focuses in particular on 'People's Need Defining Change'. The CPD programme aims to build your capacity, skills and confidence for delivering good change through practical application, using a live change challenge/improvement in your service.

Core Content

Once you have completed the eLearning Programme - Delivering Change in Health Services on HSeLanD you are encouraged to identify a change challenge within your service and apply the learning, knowledge, skills and tools to your service improvement in collaboration with your service manager and team colleagues. You should record your learning during the change challenge using the learning review template: **https://www.hse.ie/eng/staff/resources/changeguide/cpd-certificate-delivering-change-in-health-services-information-pack.pdf**

Duration

The application of learning to your change challenge can take place over 9 months from completion of the eLearning Programme. You are then required to complete a Learning Review Template which demonstrates how you applied your learning in practice and how you engaged with your service/team.

Delivery Method

The CPD Certificate is underpinned and supported by the Health Services Change Guide and associated eLearning Programme. Completion of the eLearning Programme is a prerequisite to advancing to the CPD Certificate Programme.

CPD Eligibility

Awarded 12 CPD points by RCSI Graduate School of Healthcare Management and HSE Organisation Development & Design.
CEUs are recognised by NMBI.
CORU applicants can apply for credits through the CPD process.

Who should apply?

The CPD Certificate - Delivering Change in Health Services is available to all healthcare personnel who wish to develop as change leaders and to lead their teams to introduce innovative practices to deliver better outcomes for service users.
To apply for the CPD Certificate and 12 CPD Points you need to submit the required documentation outlined here: **https://www.hse.ie/eng/staff/resources/changeguide/change-guide-educational-resources/**

How to enrol

Login to **www.HSeLanD.ie**. Search for 'Delivering Change in Health Services-Complete Guide' in the course catalogue and you can access the learning review template by visiting:
https://www.hse.ie/eng/staff/resources/changeguide/change-guide-educational-resources/

People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE

www.hse.ie/changeguide

Aim

The Change Consultation Clinic aims to provide a confidential and personalised learning space for healthcare personnel leading change and integration within health and social care services.

Learning Outcomes

The Health Services Change Guide focuses in particular on 'People's Need Defining Change'. The Change Clinics aim to build leader's capacity, skills and confidence for delivering good change in a complex environment.

Core Content

The Change Consultation Clinic is facilitated by experienced HSE Organisation Development Practitioners from the team. The Change Clinics are confidential, one to one learning and development spaces. The Change Guide informs our practitioners' practice. It is the essential guide to change, mapping out a step-by-step approach and also assisting you to address the 'messiness of change'.

For more click here: **https://www.hse.ie/eng/staff/resources/changeguide/access-organisation-development-change-practitioners-providing-individual-team-supports.pdf**

Duration

Change Consultation Clinics are available once a month through prior registration to **Changeguide@hse.ie** and are approximately 1 hour in duration.

Delivery Method

The Change Consultation Clinic is facilitated virtually by HSE Organisation Development Practitioners. Support materials are located on the Change & Innovation Hub on HSeLanD.

CPD Eligibility

Not available at present.

Who should apply?

Anyone working in health and social care services who is interested in further developing their learning about people and culture change methodologies. This will be of particular interest to people involved in delivering integrated models of care in the context of Health Regions.

How to enrol

To register for a Change Consultation Clinic email **changeguide@hse.ie** with subject line: **Change Consultation Clinic**.

We will send you a short questionnaire to enable the OD Practitioners better understand your service and your specific change challenge. When we receive the completed questionnaire, we will confirm your place and time for a one-to-one session.

The schedule for 2025 workshops can be found on the Change and Innovation Hub on **www.HSeLanD.ie** under the Learning Programme Section. Dates will also be published on the HSE Training and Events page.

CHANGE CONSULTATION CLINIC 2025
DATE
9th January 2025
13th February 2025
13th March 2025
10th April 2025
8th May 2025
12th June 2025
11th September 2025
9th October 2025
13th November 2025
11th December 2025

People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE

www.hse.ie/changeguide

Change Guide in Action

Aim

This interactive virtual workshop on the Change Guide in Action, features your Health and Social Care colleagues shared experiences of delivering effective and sustainable change. In 2025, the workshops will focus on three main themes (1) Working with resistance to change (2) Delivering change activities – Define Design Deliver (3) Factors to be monitored while managing change. The workshops aim to provide peer to peer learning on people and culture change and how to use the Health Services Change Guide in practice.

Learning Outcomes

Learning outcomes include:
1. Provide participants with real case examples of a co-design people and culture change approach, from staff who have used the Change Guide in practice.
2. Focus is on an examination of the Change Guide in action and the application of the core concepts, tools and templates to a specific shared experience.
3. Signpost other resources about the Change Guide to further participant's use of the Guide as a practical tool for change.
4. Highlighting key resources for the following themes; (1) Working with resistance to change (2) Delivering change activities – Define Design Deliver (3) Factors to be monitored while managing change.

Core Content

The Change Guide in Action is facilitated by experienced HSE Organisation Development Practitioners from the Organisational Change Unit Team. There is a blend of experiential learning on the 9 priority areas for people and culture change and peer to peer learning on getting started with a change initiative for service improvement/integration.

For more click here: **https://www.hse.ie/eng/staff/resources/changeguide/access-organisation-development-change-practitioners-providing-individual-team-supports.pdf**

Duration

Change Guide in Action workshops are available once a month for nine months of the year and are 2.5 hours in duration.

Delivery Method

The Change Guide in Action is facilitated virtually by experienced HSE Organisation Development Practitioners.

CPD Eligibility

Not available at present.

Who should apply?

Anyone working in health and social care services who is interested in further developing their learning about people and culture change methodologies. This will be of particular interest to people involved in delivering integrated models of care in the context of Health Regions.

How to enrol

To participate register by emailing **changeguide@hse.ie** with **Change Guide in Action** in the email heading to secure a place. Early registration is recommended as places are limited on the workshop.

People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE

www.hse.ie/changeguide

CHANGE GUIDE IN ACTION WORKSHOPS 2025	
DATE	**THEME**
22nd January 2025	Working with resistance to change
26th February 2025	Delivering change activities – Define Design Deliver
26th March 2025	Factors to be monitored while managing change
23rd April 2025	Working with resistance to change
28th May 2025	Delivering change activities – Define Design Deliver
25th June 2025	Factors to be monitored while managing change
24th September 2025	Working with resistance to change
22nd October 2025	Delivering change activities – Define Design Deliver
26th November 2025	Factors to be monitored while managing change

The schedule for 2025 workshops can also be found on the Change and Innovation Hub on HSeLanD under the Learning Programmes Section. Dates will also be published on the HSE Training and Events page.

Aim

HSE Organisation Development & Design developed a **Team Reflection on Change** to assist teams to acknowledge and make sense of the rapid and emergent change experienced in recent times, supporting a just and resilient recovery.

The guidance assists teams to engage in a process to **Reflect, Recover & Renew** and consider the impact of change on service delivery and practices. This is an important part of the organisational recovery process which will be different for each team/service.

Learning Outcomes

To assist teams in self-facilitating a process of reflection in a structured way, using a bespoke suite of resources that look at the impact of change at an individual and team level.

Core Content

Reflect Recover Renew is based on the approach set out in the Change Guide and is focused on understanding change in complex healthcare systems. The resources support teams to:
- Take time with colleagues to pause and reflect.
- Consider the learning and make sense of your experiences.
- Identify what individual and team supports are needed.
- Plan for how services can be redesigned.
- Consider how new practices can be implemented.
- Build on new relationships to sustain improvements.

Duration

The team reflection can be delivered over a number of sessions of 1-2 hours.

Delivery Method

Reflect Recover Renew is accessible to all staff / teams and is through a self-led learning process of up to 1 hour in duration.

CPD Eligibility

Not available at present.

Who should apply?

People working in health and social care services who are interested in participating in a reflective learning experience / after event review with colleagues and teams.

How to enrol

Reflect Recover Renew is self-led by a team member with colleagues using the pre-designed facilitator guidance and materials located here: **https://www.hse.ie/eng/staff/resources/changeguide/covid19-team-resources/**

People's Needs
Defining Change
HEALTH SERVICES CHANGE GUIDE
www.hse.ie/changeguide

Overview of Learning Supports

For more details on the range of supports and services to build your knowledge and skills of people and culture change provided by HSE Organisation Development & Design click or select to access the posters below.

People's Needs Defining Change
HEALTH SERVICES CHANGE GUIDE

Access Digital and Self-Directed Learning
Building your capacity to deliver change

The **Health Services Change Guide** is a step-by-step guide to help you deliver good change.
The following resources will help you translate theory into practice, enabling people and culture change.

Delivering Change in Health Services
eLearning Programme
Build your knowledge & confidence
» Click here for more information

hseland.ie
Cúram le Eolas

CPD Certificate
(12 points)
Delivering Change in Health Services
Develop while improving your service
» Click here for more information

Reflect Recover Renew
Support teams to make sense of rapid emergent change
» Click here for more information

Change & Innovation Hub
Access current thinking and best practice, including case studies
» Click here for more information

Health Services Change Guide

HSE Organisation Development & Design, Kells, Co. Meath | Change & Innovation Hub on HSeLanD | changeguide@hse.ie | @HSEchange_guide | Health Services Change Matters | www.hse.ie/changeguide

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People's Needs Defining Change
HEALTH SERVICES CHANGE GUIDE

Access Organisation Development & Change Practitioners
Providing individual and team supports

The **Health Services Change Guide** is a step-by-step guide to help you deliver good change.
The following resources will help you translate theory into practice, enabling people and culture change.

Health Services Change Guide

Change Guide in Action
Interactive workshop based on people's experiences of using the Change Guide in practice
For more information click here

Change Consultation Clinic
One-to-one scheduled clinic with OD & Change Practitioner responding to needs promptly
For more information click here

Change Mentoring
Agreed number of sessions with OD & Change Practitioner with a systems change focus
For more information click here

Change & Innovation Practice Programmes
Bespoke design and adapted to your needs
For more information click here

HSE Organisation Development & Design, Kells, Co. Meath | Change & Innovation Hub on HSeLanD | changeguide@hse.ie | @HSEchange_guide | Health Services Change Matters | www.hse.ie/changeguide

For more information visit https://linktr.ee/hsechangeguide

Health Information and Quality Authority (HIQA)

The Health Information and Quality Authority (HIQA) is an independent authority established to drive high-quality and safe care for people using our health and social care services in Ireland. HIQA's mandate to date extends across a specified range of public, private and voluntary sector services. HIQA's role is to develop standards, inspect and review health and social care services and support informed decisions on how services are delivered.

Health Information and Quality Authority

An tÚdarás Um Fhaisnéis agus Cáilíocht Sláinte

How To Improve Data Quality For Health And Social Care Services

Aim

High-quality health information is the foundation of a high-quality and safe health and social care service. HIQA has developed this online learning course to highlight the importance of data quality, and assist organisations to implement HIQA's Guidance on a data quality framework. The course aims to improve knowledge and skills in the area of data quality in health and social care services and organisations.

Learning Outcomes

Upon completing this programme you will:
- have improved your understanding of data quality and why it is important in health and social care.
- learn how to apply a data quality framework to ensure that high-quality data drives decision-making in health and social care settings.

Core Content

This online learning course consists of two modules which include:

Module 1: Introduction to Data Quality
- What data and information are.
- The five dimensions of data quality.
- The importance and benefits of data quality.
- How the dimensions of data quality apply to your practice.
- The importance of data quality in your role.

Module 2: Developing a Data Quality Framework
- What a data quality framework is and how it can be used to drive improvements in data quality in health and social care.
- The steps involved in developing a data quality framework.
- Explore how the components of a data quality framework could be developed for and used within your service or organisation.

Duration

- **Module 1:** 20 minutes.
- **Module 2:** 45 minutes .

Delivery Method

Online e-learning course.

CPD Eligibility

Not applicable.

Who should apply?

- **Module 1** is aimed at all health and social care professionals.
- **Module 2** is aimed at anyone who is working to improve data quality within their service or organisation.

How to enrol

This course is available on **HSeLanD** and also via HIQA's **Learning Hub**. Learners who require a certificate of completion should enrol through HSeLanD.

Applying a Human Rights-based Approach in Health and Social Care: Putting National Standards Into Practice

Aim

Human rights are the basic rights and freedoms that all people should enjoy; including people using services and staff. Human rights are about people being treated with fairness, respect, equality and dignity, having a say over their lives and participating as fully as possible in decisions about their care and support. A human rights-based approach to care and support seeks to ensure that the human rights of people using health and social care services are protected, promoted and supported in practice, and embedded in the culture of a service. By using a human rights-based approach, service providers will improve the quality of care and support, quality of life, and safety of people who use health and social care services.

HIQA has developed an online learning course to support staff in health and social care services in understanding and applying a human rights-based approach in their work. This course builds on **HIQA's Guidance on a Human Rights-Based Approach in Health and Social Care Services**, which was published in 2019. It aims to address knowledge and skills gaps identified through extensive stakeholder engagement.

Learning Outcomes

Upon completing this programme you will be able to:
- Describe what human rights are and their importance to your work in health and social care.
- Describe some of the key elements of good communication and their importance in a human rights-based approach.
- Empower people to be involved as much as possible in the decision-making about their care and support and why it is important in a human rights-based approach.
- Support people using services in positive risk-taking and its importance in a human rights-based approach.

Core Content

This online learning course consists of four modules which support learners to put important elements of a human rights-based approach into practice. These include:
- **Module 1:** Introduction to Human Rights in Health and Social Care.
- **Module 2:** Role of Good Communication in Upholding Human Rights.
- **Module 3:** Putting People at the Centre of Decision-making.
- **Module 4:** Positive Risk-taking.

Duration

- **Module 1:** 30 minutes.
- **Module 2:** 20 minutes.
- **Module 3:** 20 minutes.
- **Module 4:** 25 minutes.

Delivery Method

Online e-learning course.

CPD Eligibility

Not applicable.

Who should apply?

Staff providing care and support to adults using health and social care services, and anyone else with an interest in this area, such as people using services, carers, volunteers and students.

How to enrol

This course is available on **HSeLanD** and also via HIQA's **Learning Hub**. Learners who require a certificate of completion should enrol through HSeLanD.

Ways to Connect with Quality and Patient Safety

Communication and networks play many roles in health services improvement. Networks may benefit people who use and deliver services, commissioners, regulators and policy makers. We enable teams to support services to build their quality and patient safety capability by: mapping, engaging and communicating with stakeholders (across the HSE and externally), broadcasting about and promoting structured programmes of learning; improving awareness of and access to QPS events, special interest groups, and networking opportunities. Connect with us through our webinars, All-Ireland podcast, and social media.

QPS Talktime

Context

National Quality and Patient Safety provides a free lunch time webinar series with the aim of facilitating people interested in quality and patient safety to connect with the QPS community and share learning and experiences of improvement.

Duration

One hour (1pm-2pm) running approximately monthly (in term time).

Delivery Method

Delivered online and facilitated by members of National Quality and Patient Safety and patient partners. The webinars feature a series of local, national and international guests. Listen live or to the recorded sessions.

Who should attend?

Open to all those interested in improving quality and patient safety across healthcare services. Join individually or as part of a group to assist in building your own local QPS networks.

For more information

For more information: **www.hse.ie/qps-talktime**

If you would like to receive notifications for future QPS TalkTime webinars, please contact: **QPS.Connect@hse.ie**

To listen back and access previous QPS TalkTime webinars: **https://bit.ly/QPSTalkTime-YouTube-playlist**

Walk and Talk Improvement: Ideas for Safe Quality Care

This All-Ireland podcast aims to improve patient care by capturing the personal stories of people who work in and use health services regarding patient safety and quality improvement. The series is co-produced by patient partners and members of the Health and Social Care Quality Improvement (HSCQI) Northern Ireland and HSE National Quality and Patient Safety (NQPS) teams.
The episodes are centred on the themes of the HSE Patient Safety Strategy, 2019- 2024 and feature personal stories from colleagues across the health services in Ireland, Northern Ireland and the UK. New episodes will be released throughout 2025.

Episodes are available on Spotify, Amazon Music, Google podcast, YouTube or directly on iTunes and directly on Podbean.

Search for Walk and Talk Improvement wherever you get your podcasts.

If you would like to learn more or would like to appear on the podcast, contact
QPS.Connect@hse.ie

We invite our colleagues across the services to connect with and share their stories with us.

Connect with Others

The Q Community is an initiative connecting people who have improvement expertise across the five countries of the UK and Ireland, with over 4,500 members (93 in Ireland).

We invite all graduates of QPS education programmes who have experience of improvement to apply for membership (which is free).

For more information about Q Community and how to register as a member visit the website **https://www.hse.ie/eng/about/who/qid/resourcespublications/q-community/**

Social Media

LinkedIn

Follow us on our LinkedIn channel launched in 2023: **https://www.linkedin.com/company/nationalqps**

HSE NQPS

We post information daily on quality and patient safety education, events, resources, toolkits and news using the hashtags **#QIreland** and **#patientsafety**.

YouTube

Subscribe to our YouTube channel:

A source for visual content relating to Quality and Patient Safety. We post recordings from QPS Learning events, QPS TalkTime and Open Disclosure webinars, patient and staff stories and our All-Ireland Walk and Talk Improvement Podcasts.

Find us on YouTube **https://www.youtube.com/@NationalQPS**

Subscribe to our mailing list!

Join our mailing list to receive updates on all things quality and patient safety from the National Quality and Patient Safety including:

- QPS TalkTime
- Open disclosure webinars
- Walk and Talk Improvement podcast latest episodes
- Quality and Patient Safety quarterly newsletter

Direct access: **https://surveys.hse.ie/s/nationalqps**

HSE Library Services

In today's fast-paced healthcare environment, the ability to efficiently find, evaluate, and utilise information is crucial. Our HSE Library Information Skills Team provide training to equip healthcare professionals with the essential tools to enhance patient care and support evidence-based practice.

Why Attend?

- **Stay Informed:** Learn how to navigate the latest medical databases and resources.
- **Improve Patient Outcomes:** Utilise evidence-based information to make informed decisions.
- **Save Time:** Master efficient research strategies to quickly find relevant information.
- **Boost Confidence:** Gain skills to critically evaluate sources and apply findings in practice.

Training Highlights

- **Live Training:** Offers demonstrations of effective literature searching with an opportunity to ask questions.
- **Expert Guidance:** Led by experienced librarians with a background in healthcare information.
- **Customised Group Training:** Tailored sessions to meet the specific needs of your team.

Who Should Attend?

- Doctors
- Nurses, Midwives
- Health and Social Care Professionals
- Researchers
- Students on Placement

Upcoming Sessions in 2025

28 January 2025, 11:00-12:00
Searching Medline and CINAHL on the Ebsco platform

13 February 2025, 11:00-12:00
Searching Embase and Medline on the OVID platform

27 February 2025, 11:00-13:00
Managing and screening references using EndNote and Rayyan

12 March 2025, 11:00-12:00
Searching Medline and CINAHL on the Ebsco platform

27 March 2025, 11:00-12:00
Grey literature – what it is and how to search for it

13 May 2025, 11:00-12:00
Common searching errors in the process for systematic reviews

28 May 2025, 11:00-13:00
Getting started with your literature search

10 June 2025, 11:00-12:00
Searching Embase and Medline on the OVID platform

How to Register

Select the Services tab on our Library website and navigate to our Training page.
Or go to our library training calendar at this link **https://bookings.hli.ie/**
Contact the Information Skills Team for more information at **library.infoskills@hse.ie**

Contact Us

🌐 **www.hse.ie/nqps**

✉️ **nqps@hse.ie**

If you have a particular query or request about any of our programmes, please contact the QPS Education team at QPS.Education@hse.ie