



An Stiúrthóireacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

National Quality and
Patient Safety Directorate
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 2024

About National Quality and Patient Safety Directorate

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

Teams

In line with the “Patient Safety Strategy 2019-2024”, the NQPSD delivers on its purpose through the following teams:

- Office of the National Clinical Director: Working in partnership with HSE operations, patient partners and other internal and external partners to improve patient safety and the quality of care.
- QPS Improvement: Using improvement methodologies to address common causes of harm.
- QPS Intelligence: Using data to inform improvements in quality and patient safety.
- QPS Incident Management: Developing and monitoring the Incident Management Framework, Open Disclosure Policy and National Incident Management System.
- QPS Education: Enabling QPS capacity and capability in practice.
- QPS Connect: Communicating, sharing learning, making connections.
- National Centre for Clinical Audit: supporting Clinical Audit service providers locally and nationally.

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Acknowledgments:	All those who contributed to the development of this prospectus.
Developed by:	Veronica Hanlon
Title:	Prospectus of Quality & Patient Safety Education & Learning Programmes 2024
Version Number:	03
Published Date:	10th January 2024
Subject:	Quality and Patient Safety
ISBN Number:	N/A
Cite this document as:	National Quality and Patient Safety Directorate (2024), Prospectus of Education and Learning Programmes 2024, V 3.0, Dublin: Health Service Executive.
For further information contact:	Veronica.hanlon@hse.ie
Associated documents:	N/A
Revision date:	December 2024
Access:	https://www.hse.ie/eng/about/who/nqpsd/qps-education/prospectus-of-education-and-learning-programmes.html

Version Control

Date	Version	Created by	Reviewed by	Final document approved by
24/5/2022	01	Veronica Hanlon	NQPSD Prospectus working group	Dr Mary Browne
30/1/2023	02	Veronica Hanlon	NQPSD Prospectus working group	Dr Mary Browne
10/01/2024	03	Veronica Hanlon	NQPSD Prospectus working group	Dr Orla Healy

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Foreword

The National Quality and Patient Safety Directorate (NQPSD) works in partnership with HSE operations, patient representatives and other internal and external partners to improve patient safety and the quality of care 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 in line with the Patient Safety Strategy 2019-2024.

A key commitment of the Patient Safety Strategy is to empower and engage staff and patient partners to improve patient safety. We aim to honour this commitment by supporting a culture of continual learning by collaboratively building QPS knowledge, skills and abilities across health services through education programmes, resources and learning opportunities.

As the National Clinical Director for Quality and Patient Safety, I am delighted to present our annual National Quality and Patient Safety Directorate Prospectus of education and learning resources. This year we are pleased to include contributions from colleagues across the HSE who offer programmes relating to improving quality and patient safety as well as information about offerings by the Library Services to support education, learning and research

We hope this Prospectus will help you in planning your learning and development for the year ahead and we look forward to welcoming you onto our programmes in 2024.

A handwritten signature in blue ink that reads "Orla Healy".

Dr. Orla Healy
National Clinical Director
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.

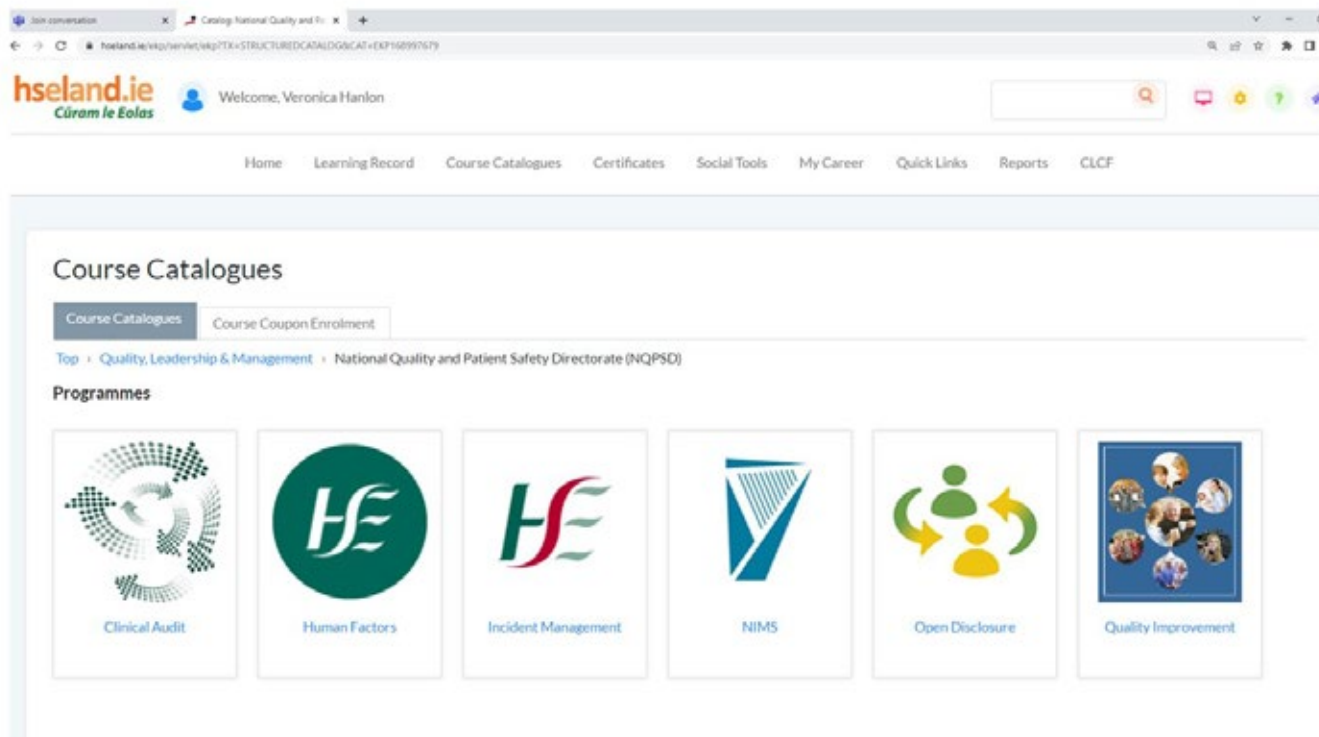
Using HSeLanD

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 NQPSD 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 6: 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-sscg/>

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 of 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**

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 NQPSD 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 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

Pending

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”.

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

The programme will be delivered in person using a blended learning approach which includes the Introduction to Serious Incident Management Team [SIMT] self-directed e-learning programme, half-day face-to-face training which incorporates facilitated discussion, case study 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

Pending

Who should apply?

Senior Accountable Officers, CHO Chief Officers, Hospital Group CEOs, Head of Discipline, Head of Departments QPS/QSSI Leads

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 systems based approach to the review of patient safety incidents.
2. Understand and address systems based failures 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

The programme will be delivered by facilitators from the National Quality and Patient Safety Directorate Incident Management Team using a mixed style of learning approach which includes facilitated discussion, case studies, role plays, and videos. Role play scenarios will be based on incidents.

CPD Eligibility

15 CPD points.

Who should apply?

Staff who may be required to undertake or quality assess a systems analysis review of a patient safety incident.

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

Delivery Method

This programme will be delivered using blended learning, which is a flexible way of completing the course that combines pre-course material to read, videos to view and attendance via a traditional place-based classroom method.

CPD Eligibility

Pending.

Who should apply?

Staff who may be required to undertake an After Action Review.

How to enrol

For more information please contact grs.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

Virtual Meetings - 1.5 hours every two months
1-2 in person gatherings yearly

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 the QPS / QSSI Leads for the services

National Incident Management System (NIMS)

Module 1 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 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**”.

National Incident Management System (NIMS)

Module 2 Entering Incident Reviews

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

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. It includes 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 services provider to try to prevent a recurrence of the incident. (HSE 2019)

The Open Disclosure Team is part of the QPS Incident Management team and 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/service users in an open, honest, empathic and compassionate way following patient safety 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 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 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”.

Aim

The aim of this module is to prepare staff for the management of a formal open disclosure meeting, including managing some of the complexities that may arise.

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 initial discussion with the patient or relevant person following the patient safety incident.
3. Know how to prepare for, manage and follow up on a formal 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 a formal 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 formal open disclosure meetings particularly doctors, 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/ service users and their relevant person following a patient safety 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 Notifiable Patient Safety incidents.
- **Role Plays:**
 1. Low Level Open Disclosure using the ASSIST Model of Communication.
 2. Managing Emotions of all those affected by Patient Safety Incidents.
 3. Preparing for and managing the formal 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 doctors, 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 care. This harm may have occurred due to errors or failures in the delivery of health care or it may be harm associated with the recognised side effects/risks/complications of a treatment or procedure or as a result of their condition or worsening of their condition despite the best treatment and care.

Open disclosure is a discussion and an exchange of information that may take place in one conversation or over one or more meetings.

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 current and pending open disclosure legislation and the Scally recommendations pertaining to open disclosure.

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 will be in two parts:

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

Part Two will focus 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 Open Disclosure Trainers, at least one of whom will be 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 National Open Disclosure Team.

Duration

1.5 hours per webinar

Delivery Method

Webinars will be 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, should staff not be able to attend the live event."

COMING SOON

Patient Safety Act (2023)

In 2024 there will be training available on the Patient Safety (Notifiable Incidents and Open Disclosure) Act 2023 which will include face to face training, e-learning and train the trainer programme.

Training will also be provided on the role of the Designated person which will include a skills workshop and an online e-learning module.

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.



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 CEU 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.

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.

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 NQPSD. 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-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.

Coaching for Improvement

Aim

This programme will equip quality improvement facilitators with the knowledge and skills to build coaching skills to support quality improvement conversations with individuals and teams. The programme has been co-designed and is delivered with the support of the Leadership, Learning and Talent Management department.

Learning Outcomes

Upon completing this programme you will be able to:

1. Describe and define coaching.
2. Distinguish between counselling, mentoring and coaching.
3. Identify key coaching skills.
4. Recognise the benefits of adopting a coaching-style in the context of quality improvement conversations.
5. Demonstrate key coaching skills including active listening and powerful questioning.
6. Demonstrate through practical sessions how to apply the GROW framework to coaching conversations in the context of quality improvement (QI).

Core Content

- What is coaching?
- Coaching versus mentoring
- Identifying key coaching skills
- Exploring the benefits of coaching in a QI context
- Active listening
- Powerful questions
- GROW model
- Skills practice: applying coaching skills in a QI scenario

Duration

1 Day

Delivery Method

This programme is delivered virtually using a blended approach of facilitated learning sessions and skills practice opportunity.

CPD Eligibility

RCPI External Category – 6 CPD points.

NMBI – 7 CEUs.

CORU applicants can apply for credits through the CPD process.

Who should apply?

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

How to enrol

Expressions of interest to be emailed to QPS.Education@hse.ie

National Facilitators Education Programme

Aim

This programme was developed by NCLC & CNME and is informed by the HSE/ ONMSD Facilitating Learning in Groups (FLIG) resource manual (2016). The aim of this programme is to equip participants with the knowledge, skills, competence, confidence and attitude to facilitate other individuals attending an education session/ programme. The programme is delivered over two half days to enable participants to practice and reflect on their learning between sessions.

Learning Outcomes

Upon completing this programme you will be able to:

1. Define facilitation and describe the key skills necessary to be an effective facilitator.
2. Evaluate adult learning including how people learn, factors that enable and inhibit learning, learning styles and multiple intelligence.
3. Utilise the 7 P's framework to design and facilitate an education session.
4. Critically discuss active learning activities and how to utilise multiple educational resources.
5. Demonstrate the application of using IT Skills to support facilitation.
6. Critically appraise group dynamics and manage diverse participant behaviour.
7. Identify the strengths and challenges associated with co-facilitation.
8. Discuss the importance of evaluating the facilitation event.

Core Content

- What is Facilitation?
- The 7 Ps of Facilitation
- Active Learning Strategies
- Design a Facilitation Session
- Managing Environmental & Behavioural Challenges in Groups
- Co-Facilitation
- Reflection on Facilitation Session
- Facilitating Education on-line
- Evaluation of Facilitation Session
- Considerations after the Facilitation Session

Duration

2 x half days (6 hrs per day)

Delivery Method

Face-to-Face/ Online

CPD Eligibility

11 CEU's from the Nursing & Midwifery Board of Ireland (NMBI)

12 CPD credits from the Royal College of Physicians of Ireland (RCPI)

CORU applicants can apply for credits through the CPD process.

Who should apply?

This programme is for all health and social care staff and Patient Partners who facilitate quality and patient safety education and learning.

How to enrol

Expressions of interest to be emailed to QPS.Education@hse.ie.

Nurses and Midwives can apply through their local CNME or NCLC office.

Context

Schwartz Rounds are conversations with staff about the emotional impact of their work. They provide a valuable opportunity for all staff to reflect on their work through conversations facilitated by a local clinical lead and facilitator.

They are unique in that unlike other supports for staff they do not seek to solve problems or look for outcomes. Through the sharing of stories in confidence, Schwartz Rounds provide a framework proven to support staff well-being (reducing psychological distress), reduce role hierarchy, improve teamwork, and connection, which ultimately has an impact on improved person-centred care.

NQPSD agrees a Memorandum of Understanding with Point of Care Foundation and funds the licence on behalf of all services in Ireland for implementation of the Schwartz Round protocol.

Why introduce Schwartz Rounds?

Evidence shows that Schwartz Rounds lead to increased insight into the social and emotional aspects of care; increased confidence to deal with sensitive issues; beliefs in the importance of empathy; openness to expressing thoughts, questions and feelings; decreased feelings of stress and isolation.

In 2019, Paul Reid, HSE CEO launched the Report of the Evaluation of the Introduction of Schwartz Rounds as a test of concept in Ireland. The evaluation concludes that the philosophy of Schwartz Rounds is consistent with the HSE's strategic drive for quality and safe health care.

How do they work?

Each Schwartz Round lasts one hour and is based on staff stories around a particular theme. Each story is briefly presented by 3 or 4 members of staff who go on to describe the impact that experience has had on them. Once the panel have presented, a facilitator and a clinical lead (who jointly facilitate the Round) help the participants to make a connection between the stories they have just heard and similar experiences of their own. Listening to colleagues describe the challenges of their work helps to normalise emotions, which are part and parcel of working in healthcare but are often kept under the surface.

What staff have said

"Brings caring and kindness back into the workplace."

"Helps us remember why we are in the caring profession."

"These rounds help break down barriers between all the different members...from cleaner to consultant".

Learn more

<https://www2.healthservice.hse.ie/organisation/qps-improvement/schwartz-rounds/>

Getting started with Schwartz Rounds

There are a number of steps that organisations take when making Schwartz Rounds available to people working in those services. This starts with contacting the NQPSD Schwartz Rounds co-ordinator, establishing a Schwartz Round Steering Group, completing a Schwartz Rounds application to become a Schwartz Round organisation and signing an Memorandum of Understanding with NQPSD. This is followed by arranging training for clinical leads and facilitators with the Point of Care Foundation in the UK (funded by the individual service).

How to enrol

To register your interest, please contact: QPS.Improvement@hse.ie

Follow us on twitter @NationalQPS using #SchwartzRounds

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 criteria and acting to improve care when standards 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 criteria. If required, improvements should be implemented at an individual, team or organisation level and then the care re-evaluated to confirm improvements.” DOHC (2008, p. 152)

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 2023 and made changes to our education and delivery methods for 2024. As a result, we now offer a blended approach to training, 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 via
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

3. Upon completing this programme learners will be able to:
4. Understand the clinical audit process and why it is important.
5. Develop and undertake a clinical audit.
6. Select a methodology for the clinical audit process.
7. Conduct clinical audit data collection and analysis.
8. 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.

The 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

This programme is delivered by e-learning and is hosted on HSeLanD or it will be delivered online with traditional classroom methods and virtual classroom sessions using Zoom.

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 Quality & Patient Safety Directorate folder (NCCA sub-folder).

Virtual Session: Login to HSeLanD at www.HSeLanD.ie and search the Course Catalogue for “**Fundamentals of Clinical Audit Virtual Course**” in the National Quality & Patient Safety Directorate folder (NCCA sub-folder).

Dates

Virtual Session - 5th March, 9th April and 15th October 2024

Please contact ncca@hse.ie for further information.

Aim

The programme will 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 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.
3. Understand common barriers to participation.
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 CEUs – NMBI

Who should apply?

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

How to enrol

Login to HSeLanD at www.HSeLanD.ie and search the Course Catalogue for “**Advanced Clinical Audit**” in the National Quality and Patient Safety folder (NCCA sub-folder)

Check the HSE all staff update broadcast email under training opportunities and follow NCCA on our social media platforms X: [@hsencca](#) and LinkedIn: [HSE NCCA](#)

Dates

14th March, 26th September and 28th November 2024

Aim

This Two Hour Practical Tutorial in Clinical Audit Training for Healthcare Professionals is an interactive training session, designed to provide participants with a comprehensive understanding of the principles and practices of clinical audit. This training aims to equip attendees with the necessary knowledge and skills to effectively conduct clinical audits in their respective healthcare settings.

Learning Outcomes

Upon completing this programme you will be able to:

1. Understand the principles and importance of clinical audit in improving patient care and outcomes.
2. Define clear and measurable clinical audit objectives that align with quality improvement goals.
3. Select appropriate clinical audit criteria and standards to evaluate the quality of care.
4. Collect and analyse data using various methods and tools.
5. Interpret clinical audit findings and identify areas for improvement in patient care.
6. Develop and implement effective recommendations based on clinical audit findings.
7. Overcome challenges and barriers to conducting clinical audits, such as stakeholder engagement and communication.
8. Collaborate effectively with multidisciplinary teams to conduct successful clinical audits.
9. Apply the knowledge and skills gained from the training to conduct clinical audits in their healthcare settings.
10. Continuously monitor and evaluate the impact of clinical audits on patient care and outcomes.

Core Content

The content of the training includes an introduction to clinical audit, its importance in improving patient care and outcomes, and its role in quality improvement. Participants will learn about the key components of a clinical audit, including defining clinical audit objectives, selecting clinical audit criteria, collecting and analysing data, and implementing clinical audit recommendations, including quality improvement. Additionally, the training will address the challenges and barriers to conducting clinical audits and provide strategies for overcoming them. Throughout the training, participants will have the opportunity to ask questions, engage in discussions, and receive feedback from the facilitator. By the end of the training, participants will have a solid foundation in clinical audit and be able to apply their knowledge and skills to conduct audits in their healthcare settings.

Duration

This virtual programme will be delivered over a two hour period.

Delivery Method

These sessions will be delivered virtually via Zoom/Webex.

CPD Eligibility

CPD pending.

Who should apply?

This training is open to any healthcare professional who wants to enhance their practical application 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 “**Practical Tutorial in Clinical Audit for Healthcare Professionals**” in the National Quality and Patient Safety folder (NCCA sub-folder)

Dates

To be confirmed.

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:

Data Analysis

Clinical Audit
Tool DesignQI Plan &
ActionGDPR &
Clinical AuditSetting
Criteria &
StandardsGovernance &
LeadershipClinical Audit
ReportingPatient Safety
Act & Clinical
Audit

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 focussing specifically on the topics listed above.

1. Understand the principles and process of clinical audit, including the importance of setting criteria and standards for data collection and analysis.
2. Learn how to design and develop effective clinical audit tools that align with the specific objectives and requirements of the clinical audit.
3. Gain knowledge and skills in data analysis techniques, including how to interpret and present clinical audit findings.
4. Develop a quality improvement (QI) plan and action steps based on the clinical audit findings, with a focus on improving patient care and outcomes.
5. Understand the importance of governance and leadership in clinical audit, including the roles and responsibilities of key stakeholders.
6. Learn about the requirements and implications of GDPR (General Data Protection Regulation) in relation to clinical audit data collection and storage.
7. Understand the key provisions of the Patient Safety Act and how it relates to clinical audit.
8. Gain insights into effective clinical audit reporting techniques, including how to communicate findings and recommendations to relevant stakeholders.
9. Gain practical knowledge and skills in implementing clinical audit findings into practice, including strategies for driving change and continuous improvement in healthcare settings.

Duration

1 hour

Delivery Method

These virtual sessions will be delivered via Zoom/Webex – Dates TBC

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)

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.

Foundation in Human Factors

Aim

This aim of this programme is to provide teams with a foundation in Human Factors knowledge and show how this knowledge can impact on our capabilities and limitations as humans and how we can use this to improve our well-being and performance, at individual and team levels.

Learning Outcomes

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

1. Describe what is meant by Human Factors and how it affects human performance, wellbeing and patient safety in our healthcare system
2. Describe what a system is, the different components of a system and how taking a HF lens can contribute to design of a safer system
3. Discuss how individual human capabilities and limitations contribute to safety
4. Discuss how to apply human factors to team processes and organisational management to improve patient safety

Core Content

The programme covers topics such as:

- Human Factors as a new way of thinking about safety in everyday work.
- The factors that impact on human capabilities and limitations and how we can use this knowledge to improve our well-being and performance, as individuals and teams.
- Situational awareness, information processing and decision making
- Non-technical skills assessment using behavioural markers
- Mutual support tools
- Human Factors in Healthcare

Duration

1 day

Delivery Method

Facilitated workshop for teams.

Supported by 30 minutes of self-directed pre-learning.

CPD Eligibility

Awarded 6 CEUs – NMBI

Awarded 5 CPD external credits – RCPI

CORU applicants can apply for credits through the CPD process.

Who should apply?

This programme is for staff and/or patient partners that work together and want to learn about Human Factors and how this knowledge can be used to improve safety, well-being and performance.

How to enrol

Expressions of interest can be emailed to QPS.education@hse.ie

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 and by 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 – centered 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 HSE National Simulation Office

In May 2023, Professor Dara Byrne was appointed as the HSE National Clinical Lead for Simulation and tasked to establish the National Simulation Office (NSO). Professor Byrne brings a wealth of experience in bringing people together and enabling strategic priorities in simulation and established the largest inter-professional education simulation facility on a clinical site in Ireland. The role comes following the launch of the report *The Implementation of Simulation on Clinical Sites: A National Strategic Guide*, by Minister for Health, Stephen Donnelly in March 2022. The report made recommendations for the development of high-quality simulation activities to support improved healthcare delivery.

The purpose of the National Simulation Office (NSO) is to facilitate, support and provide leadership to a collaborative group who will inform the shared strategic priorities for simulation. The office was recently launched in October 2023 with the vision 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. Looking to the future, simulation technology and methodologies will continue to advance, offering exciting opportunities for innovation and research within healthcare. The NSO will support the utilisation of simulation for studying new treatments, testing novel technologies, and evaluating care delivery models, thereby introducing evidence-based practices, and driving continuous improvement in healthcare.

The NSO's mission is to embed relevant, valued and sustainable high-quality simulation activities in healthcare organisations. This involves supporting the development of competence in individuals, promoting high performance in inter-professional teams, and fostering an organizational culture of patient safety and quality improvement.

Communication plans for 2024

Over the next 12 months, the priority for the NSO is promotion, connection, and networking. The NSO has planned several initiatives to engage simulation users and stakeholders across the country. This includes conducting visits to different locations and actively promoting simulation during various speaking events. The NSO will also provide support by organising train-the-trainer events to enhance faculty development in training bodies and the HSE. Moreover, the NSO will collaborate with the Irish Association for Simulation for their forthcoming annual symposium in May 2024. One of the top priorities for the NSO is to establish a healthcare simulation learning network. The NSO will play a crucial role in promoting collaboration and knowledge exchange among healthcare professionals and academics who are using simulation in healthcare services and simulation centres. 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: Dara.byrne1@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:** Prototyping/testing
Understand the importance of early testing of proposed solutions to assess effectiveness and impact.
- Module 7:** Sustainability and Scaling
Understand the importance of building sustainable and scalable solutions for healthcare.

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 fostering creativity and innovation for addressing healthcare challenges.
- Module 5:** Prototyping/testing
Understand the importance of early testing of proposed solutions to assess effectiveness and impact.
Learn practical skills for prototyping and testing healthcare solutions.
- Module 6:** Sustainability and Scaling
Understand the importance of building sustainable and scalable solutions for healthcare.
Explore practical tools to 'future proof' your innovation.

Duration

1 day 9.30am-4.30pm

Date

Wednesday 10th April, 2024

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'

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?

Anyone teams 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 is 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

- Wed 14th Feb, 2024
- Wed 13th Mar, 2024
- Wed 24th Apr, 2024
- Wed 17th Jul, 2024
- Wed 4th Sep, 2024
- Wed 6th Nov, 2024

Lean Academy



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/>

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/>

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/>

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**”

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**”

Governance & Risk

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.

Additionally, the HSE Excel Risk Register was developed to assist areas with recording and monitoring of risks as part of the risk management process. This module provides a step by step guide to using the HSE Excel Risk Register tool [a macro enabled excel spreadsheet], which will assist staff who are responsible for the administration of the Excel Risk Register in their area.



Aim

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.

Aim

This programme will support the learner in understanding each of the steps in the risk management process.

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 review of the risk register.

Duration

50 minutes.

Delivery Method

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

CPD Eligibility

Not applicable.

Who should apply?

This course is for all HSE staff who have role in risk management and have completed the ERM Introductory Module available on our website <https://www.hse.ie/eng/about/who/riskmanagement/>

[Module 1: ERM Introduction - HSE.ie](#)

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.

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.



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".

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 Síochána.
- Linkages with Trust in Care policy.

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).
- Complete assigned case scenario work to consist of preliminary screening and safeguarding plan.
- Attend & participate in live interactive workshop (prelim screening & safeguarding planning, risk management, peer to peer safeguarding concerns). 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**
For FAQ <https://www.hse.ie/eng/about/who/socialcare/safeguardingvulnerableadults/designatedofficertrainingfaq.pdf>

Children First National Office

All staff have a responsibility to safeguard children by recognising child protection and welfare concerns, and respond appropriately.

The HSE Children First National Office aims to support the HSE, HSE funded and contracted services to safeguard children through effective implementation of the Children First Act 2015 and the Children First National Guidance for the Protection and Welfare of Children 2017.

By developing and delivering effective and innovative resources and partnerships, the HSE Children First National Office enhances organisational and individual skills, behaviours and effectiveness to support the protection and welfare of children and young people. The Office has a key functional role, at national and at a local level, in supporting compliance with the Act and developing and delivering training and other resources in relation to Children First.



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. 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.

How to enrol

This 90 minute mandatory online e-learning module can be launched through HSeLanD.

Login to HSeLanD at www.HSeLanD.ie and search the Course Catalogues for 'Children First'.

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 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
- 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

1. HSE staff and staff of HSE Funded Agencies must Login to HSeLanD on www.hseland.ie
2. Click on the 'Courses' menu option
3. Click on 'Catalogue'
4. Click on 'Profession or Unit'
5. Click on 'Children First'
6. Click on the 'CHO / Area' that you work in
7. Click on 'Training for staff who are Mandated Persons'
8. Click on the programme
9. Click on the Enrol button for the session you wish to attend and complete the details to book a place.

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.

Applicants need to confirm that they are not a Mandated Person as listed on Schedule 2 of the Children First Act 2015.

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

How to enrol

1. HSE staff and staff of HSE Funded Agencies must Login to HSeLand on www.hseland.ie
2. Click on the 'Courses' menu option
3. Click on 'Catalogue'
4. Click on 'Profession or Unit'
5. Click on 'Children First'
6. Click on the 'CHO / Area' that you work in
7. Click on 'Training for staff who are NOT Mandated Persons'
8. Click on the programme
9. Click on the Enrol button for the session you wish to attend and complete the details to book a place.

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

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

1. Login to HSeLanD on www.hseland.ie
2. Click on the 'Courses' menu option
3. Click on 'Catalogue'
4. Click on 'Profession or Unit'
5. Click on 'Children First'
6. Click on the 'CHO / Area' that you work in
7. Click on 'HSE Line Manager Briefings'
8. Click on the programme
9. Click on the Enrol button for the session you wish to attend and complete the details to book a place.

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.



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

20 Minutes

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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.

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

4 Minutes.

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

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

30 Minutes

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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 hand hygiene** to access this module select view module and select Enrol.

AMRIC Standard and Transmission-Based Precautions

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

30 Minutes

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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.

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

20 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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.

AMRIC Antimicrobial Resistance and Multi Drug Resistant Organisms

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

Approx. 45 Minutes to complete.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course is awarded 1 CEU 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

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

20 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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

30 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course is awarded 1 CEU 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.

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

30 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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.

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

30 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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.

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

40 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CEU 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.

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

30 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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.

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

Core Content

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

Duration

15 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CEU 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.

AMRIC Prevention and Management of Urinary Tract Infection

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

30 minutes

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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

15 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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.

AMRIC Cleaning and Disinfecting the Healthcare Environment and Patient Equipment

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

30 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CEU 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 Cleaning and Disinfecting the Healthcare Environment and Patient Equipment** to access this module select view module and select Enrol.

AMRIC Prevention of Peripheral and Central Venous Catheter Related Infections

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

30 minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 1 CEU 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.

Aim

This module 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

30 Minutes.

Delivery Method

Interactive e-learning module hosted through the HSeLanD portal.

CPD Eligibility

This course has been awarded 2 CEU 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.

Supported by HSE Organisation Development & Design

Health Services Change Guide & Framework

Creating 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.

CPD Certificate – Delivering Change in Health Services



(A partnership between the HSE Organisation Development & Design and RCSI)

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.

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/>

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 2024 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.

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 2024, the workshops will focus on three main themes (1) Getting ready for change and engagement, (2) Influencing for change and encouraging involvement and (3) Managing transition and supporting ongoing change including dealing with resistance. 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) Getting ready for change and engagement, (2) Influencing for change and encouraging involvement and (3) Managing transition and supporting ongoing change including dealing with resistance.

Core Content

The Change Guide in Action is facilitated by experienced HSE Organisation Development Practitioners from the Change & Innovation 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 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.

The schedule for 2024 workshops can be found on the Change and Innovation Hub on HSeLand under the Learning Programme 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/>

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](#)




Health Services Change Guide



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](#)

HSE Organisation Development & Change, Kells, Co Meath.

 [Change & Innovation Hub on HSeLand](#)  changeguide@hse.ie  [@HSEchange_guide](https://twitter.com/HSEchange_guide)  www.hse.ie/changeguide



**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 & Change, Kells, Co Meath.

 [Change & Innovation Hub on HSeLand](#)  changeguide@hse.ie  [@HSEchange_guide](https://twitter.com/HSEchange_guide)  www.hse.ie/changeguide

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, social media, newsletter and our network map.



Context

The National QPS Directorate 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 every two weeks (in term time).

Delivery Method

Delivered online and facilitated by members of the National Quality and Patient Safety Directorate 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: <https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/qps-talktime.html>

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

To listen back and access previous QPS TalkTime webinars: <https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/2021-slides-and-recordings.html>

Follow us on twitter [@QPSTalkTime](https://twitter.com/QPSTalkTime) #QIreland

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 Directorate (NQPSD) teams.

The episodes are centered 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 2023. Latest episodes:

- Episode 7: "It's not about the big things: leaders on leadership"
- Episode 8: "Bearing witness: through life and death"
- Episode 9: "Bearing witness part 2: patient partnership"
- Episode 10: "Deconditioning: killing patients with kindness"

Episodes are available on Spotify, Amazon Music, Google podcast, YouTube or directly on Acast. We invite you to have a listen and subscribe wherever you get your podcasts.

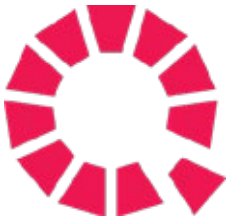
Direct access: <https://shows.acast.com/walk-and-talk-improvement>

If you would like to learn more and would like to appear on the podcast, contact Sheema.lughmani@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/>

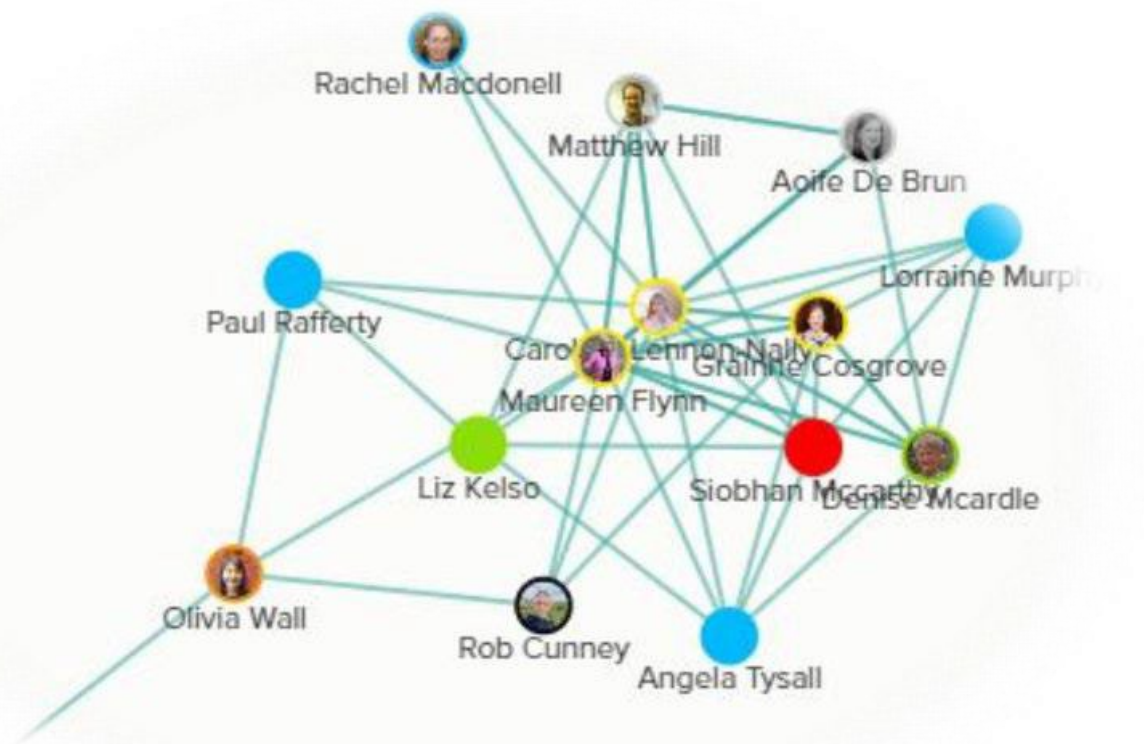
Join the “QPS Ireland Network Map”

Connect with others in your area who are interested in quality and patient safety via our network map. This searchable map helps visualize and build your connections with others across the network.

Please join us by inputting your name and your connections on the map or invite anyone in Ireland with an interest in quality and patient safety to also join.

For further information visit the website [HERE](#).

Click [HERE](#) to join the network map.



Social Media

Connect via X

Why not follow us on X [@NationalQPS](#).



We post information daily on quality and patient safety education, events, resources, toolkits and news using the hashtags #QIreland and #patientsafety.

Contact Sheema.lughmani@hse.ie if there are quality and patient safety resources you would like @NationalQPS to share.

LinkedIn

Follow us on our LinkedIn channel launched in 2023:

HSE National QPS Directorate

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 [@HSE-National-QPS-Directorate](#)

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 Directorate 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/nationalqpsdirectorate/>

Quality and Patient Safety Matters Newsletter

In 2022, the National Quality and Patient Safety Directorate reached out to the QPS community who indicated that 93% of the community wanted a newsletter from the Directorate.

Resulting from this, in April 2023, we launched our quarterly newsletter “Quality and Patient Safety Matters”

#AllThingsQuality

Aim

The aim of the newsletter is to provide content focused on quality and patient safety which supports the community in their work, including educational content, stories from the QPS community and upcoming training, events and networking opportunities.

We hope newsletter is key resource for you, whether you are a patient partner, a member of the quality and patient safety community, a leader in healthcare or a staff member interested in and influencing quality and patient safety daily.

Audience

The intended audience is individuals working in healthcare in quality improvement, patient safety and patient partners.

Frequency

The newsletter will be circulated quarterly.

Get involved

We want to hear from you! Share your thoughts, ideas and stories with us for future editions.

Email us at:

- Juanita Guidera, Editor: juanita.guidera@hse.ie
- Sheema Lughmani, Deputy Editor: sheema.lughmani@hse.ie

Subscribe to the NQPSD mailing list to stay up-to-date on our newsletter.

Direct access: <https://surveys.hse.ie/s/nationalqpsdirectorate/>



HSE Health Library Ireland organizes a series of Webinars annually to facilitate evidence informed practice and generally raise awareness about resources available to all staff through our service. A dedicated Information Skills team also coordinates a training programme.

This is accessible via the training calendar at www.hselibrary.ie. Training is delivered by librarians with advanced searching skills, experience of electronic resources and of information search tools.

The purpose of the sessions is to enable library users to become self-sufficient in searching for, retrieving and using information to facilitate evidence-based and evidence-informed practice. Sessions are accredited by relevant training bodies, where applicable. The online training programme complements onsite training which is also available in person throughout a network of libraries in the HSE.

Finding drug information for pharmacists, Doctors & other Health Care Professionals – Feb 2024

Date to be confirmed. 10-1pm

Learn about the resources available to enhance decision making around patient care in the area of drug information. Resources will include EMC Datapharm; Medicines Complete, Uptodate.

Navigating the evidence for Nurses and Midwives – March 2024

Date to be confirmed. 10-1pm Accredited by NMBI (pending)

This webinar will introduce online resources useful for Nurses and Midwives made available via HSE Library including: Medline and CINAHL, Uptodate, ClinicalKey, Medicines Complete, The Cochrane Library and ejournals, ebooks.

An overview of searching by keyword and subject term, search techniques and saving results will be provided by a HSE Librarian. An introduction to publishing in open access and overview of Lenus, the Irish Health Repository will be given.

Navigating the evidence for Public Health – April 2024

Date to be confirmed. 10-1pm Accredited by Royal College of Physicians (pending)

This webinar will introduce online resources relevant for people working in Public Health made available via HSE Library including: Medline and CINAHL, Uptodate, ClinicalKey, Medicines Complete, The Cochrane Library and ejournals, ebooks.

An overview of searching by keyword and subject term, search techniques and saving results will be provided by a HSE Librarian. An introduction to publishing in open access and overview of Lenus, the Irish Health Repository will be given.

Navigating the evidence for Health and Social Care Professionals – May 2024

Date to be confirmed, 10:00am – 1pm

This webinar is aimed at those working as a health and social care professional in the Health service. Sample searches will be shown using examples relevant to some of the groups that make up HSCP. Attendees will develop familiarity with a range of resources available via the HSE eLibrary. Attendees will be able to carry out a literature search in the eLibrary using keywords, subject terms and learn about search techniques such as truncation, and limits. Learn how to save results and searches. Learn how to email and /or export results.

Contact Us



[@NationalQPS](https://twitter.com/NationalQPS)



www.hse.ie/nqpsd



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