

MAKING THE MOST OF THE AGED CARE CHANNEL



STIMULATING STAFF ATTENDANCE

Promotion

- Advertise early and repeatedly
- Use the poster from the Learning Resource Kit to advertise the programs.
 - Post on noticeboards in staff rooms and break rooms
 - Post behind the toilet doors
 - Attach to payslips
 - Drop in staff mailboxes
- Post the Aged Care Channel program guide prominently.
- Remind staff at meetings.
- Page staff prior to the start of a program.
- Generate enthusiasm by having Aged Care Channel film at your facility.

PROVIDE INCENTIVES

- Pay staff to view programs and complete the evaluation tools.
- Provide snacks during education sessions.
- Make sessions fun by having a theme, having staff dress up or using props.
- Run a lucky chair draw for attendees.
- Reward 100% attendance with movie tickets etc.
- Award prizes donated from local businesses based on attendance.
- Implement an in-house points system for viewing of programs and reward most frequent viewers.
- Award an additional day of annual leave for the highest achiever in education.
- Run programs as social events e.g. "movie night" – provide popcorn etc. and view multiple programs.
- Invite residents/families and staff to afternoon tea to view programs together and discuss the program topic as it relates to the facility.
- Emphasise the prize draw for calling in during the interactive segment of the programs - \$100 gift voucher.
- Enter the Idea of the Year Award to have your staff recognised nationally and be in the running for fantastic prizes.

Build training into facility quality systems and staff appraisals

- Complete a needs analysis for each staff member and assign relevant programs. Make viewing the programs part of their performance review.
- Set a target number of programs for staff to view and link attendance to KPIs.
- Have staff use the program guide to choose programs that are of interest to them and hold them accountable for viewing.
- Have staff bring attendance certificates to staff appraisals.
- Incorporate completion of training sessions into quality improvement systems.
- Focus on training as professional development to enhance staff satisfaction.
- Assign staff members to facilitate programs on a rotating basis as professional development.
- Have staff prepare a case history relevant to the program topic from current resident care at the facility to discuss at the education session. Assign to a floor or ward and rotate to ensure attendance.
- Use the programs to earn RPLs for Cert II/III/IV.
- Store the program library and Learning Resource Kits in a high-profile area, easily accessible to staff.
- Set up a library system, log use and issue certificates for completed question sheets.
- Use the Aged Care Channel Program Tracking Sheet to record self-directed learning for use as evidence for accreditation.
- Set up a viewing area in the staff break room and issue certificates for programs viewed.
- Show programs during or after staff meetings.
- Relate programs to facility-specific policies, procedures and/or incidents. Have staff review policies etc. on the basis of information delivered in the programs.
- Use programs as milestones to measure outcomes e.g. compare the number of falls over 6 – 12 months following the falls prevention training and compare to pre-training numbers.
- Add the Aged Care Channel to staff meeting agendas for discussion.

TIME-SAVING TIPS

- Use the Learning Resource Kits provided to save preparation and assessment time.
- Assign recording duties to administration staff or rotate duties to share responsibility.
- Delegate downloading of Learning Resource Kits and posting of notices.
- Schedule program reminders in Outlook or on a calendar.
- Set up and label blank DVDs in advance.
- Set achievable goals - do not attempt to view all programs if pressed for time - schedule selected programs and record others for later use.

USE WITH OTHER EDUCATION MODES

- Supplement face-to-face training with Aged Care Channel programs as visual aids.
- Use the programs as springboards for further discussion and education.
- Use programs to support themed months e.g. wound management month – use the guide to plan well in advance.
- Incorporate hands-on practice with programs.
- If using recordings, pause and discuss cases during the program, or practice skills.
- Use selected programs to fit in with other scheduled education or to fill gaps.
- If pressed for time – use the 30 minute program and save the interactive segment for a separate session.
- For longer sessions, show several programs or extend the session through the use of the Learning Resource Kits including the Learning Extension Activity (solo or group) and further research references and by relating the content to your facility.

TAILOR PROGRAM CONTENT TO SUIT STAFF

FOR MORE EXPERIENCED STAFF

- Use programs as refreshers.
- Use programs as a springboard for further discussion and research.
- Use references in the Learning Resource Kits and *The Carer* for further study.
- Have more advanced staff view the Advanced Practice series.
- Have more advanced staff facilitate programs for less experienced staff as professional development.
- Fill in Program Evaluation Forms with suggestions on issues you would like covered.
- Join the Program Advisory List to receive copies of scripts for comment.
- Have your facility participate in the filming of a program.
- Share discussion points during talkback.
- Complete the Learning Extension Activity included in the Learning Resource Kit.
- Have staff complete questions prior to the program to test knowledge and identify gaps in knowledge.
- Have staff discuss facility policies/procedures/case studies related to the program topic.

FOR LESS EXPERIENCED STAFF

- Have staff re-watch recordings after some explanation to enhance understanding.
- Fill in Program Evaluation Forms with suggestions on issues you would like covered.
- Join the Program Advisory List to receive copies of scripts for comment.
- Incorporate hands-on practice in sessions to complement the multiple learning modes used in each program.
- Use the glossary of terms in the Learning Resource Kits.
- Show the Advanced Practice programs to assist carers in communicating with RNs etc.
- Relate program content to facility policies/procedures/cases/incidents.

GETTING GREAT VALUE

- Education preparation is significantly reduced with the provision of the programs and the Learning Resource Kits, which include promotional material, an attendance register, certificates of attendance, further research references, a glossary of terms, and assessment tools. You can save around 6 – 8 hours of preparation time per hour of education.
- Educate (and earn CNE points) on-site in short, manageable sessions and save the expense of travel or covering shifts for staff going off-site for education.
- Earn RPLs for Cert II/III/IV on site and save significantly on course fees and backfill costs.
- Compare the cost of the Aged Care Channel to the cost of access to national experts on each topic. Experts prepare Aged Care Channel program content, deliver the program, provide feedback during the live interactive session, answer questions in *The Carer*, and can reach all staff on all shifts through the use of recordings.
- Valuing staff through education reduces turnover.
- Programs are CAPS-compliant and the documentation provided can be used to justify CAPS funding.
- Programs are aligned with the four Standards and provide evidence of a commitment to continuous improvement and education for accreditation purposes.
- Use the Accreditation Support Tool on the Aged Care Channel website to provide evidence for accreditation.
- Programs are updated for current best practice.
- Flexible delivery method allows all staff on all shifts to participate in training.
- Programs cover several compulsory trainings e.g. OH&S and Infection Control series, and assists with food-handling training requirements.
- Programs can be used for volunteers, residents, relatives and students.
- You can create a library resource from the beginning of your membership that is updated in line with industry changes. You can also access copies of programs from the Aged Care Channel's library.
- Overall costs approximate \$40 - \$50 per staff member per year to train – equates to \$1.80 per staff member per program.
- If the Aged Care Channel was not available at your facility, how would you provide consistent, cost-effective training in current best practice across all shifts?