

Development of a Multi-Professional Education Programme

Dr Claire McNamee¹, Dr Joanna Roberts¹, Dr Emma Longford¹
¹Wirral Hospice St John's, Wirral, UK

Background:

Internal education programmes can enhance staff morale, competency and patient care.¹ An existing weekly education programme at Wirral Hospice St John's was poorly attended by staff.

A need for redevelopment of the existing programme was identified, to meet the evolving situation of the Covid-19 pandemic and to enhance learning.

Professional guidance issued during the pandemic, suggests learning can be optimised by utilising multi-professional resources and delivering teaching virtually.²

Aim:

To develop a multi-professional education programme, which recognises the challenges faced by professionals working within a busy healthcare setting.

Qualitative Feedback Results

Barriers to attendance identified as:

- Inadequate staffing levels
- Clinical commitments
- Absence / annual leave

Suggestions for Improvement



- ▲ Change To Virtual Teaching
- ▲ Change Time & Day
- ▲ Engage Wider Team
- ▲ Improve Promotions
- ▲ Seek Feedback From Sessions

Method:

A review of the existing teaching programme was undertaken. A staff survey requested feedback on the existing programme and obtained suggestions for improvement. There was recognition from the survey that there was a need for a better quality but less frequent education programme, which was more accessible for staff.

Results:

- 16 team members completed a feedback survey
- Attendance figures per teaching session ranged between two and eight staff members
- Medical and allied health professional team members attended between 3-4 teaching sessions per year. Whilst nursing staff attended an average of 1-2 sessions per year

Changes Implemented to New Education Programme, Launched in September 2021

	Existing Teaching Programme	New Teaching Programme
Frequency	Weekly	Monthly
Duration	30 Minutes	60-90 Minutes
Delivery	Face-to-Face	Virtual
Speaker	Local Team Member	Regional Speaker
Feedback	No	Yes
Promotion	Posters in Ward Office	Email Distribution

Review of the Programme One Year On...

In September 2022, a review of attendance figures and feedback was conducted.

Session attendance ranged between 12 and 27 team members, representing an almost 4-fold increase in number of attendees.

Each teaching session was given a qualitative rating as either excellent or very good. Commendation was given to the quality of the speakers and the relevance of topics to clinical practice. Technical issues with accessing the virtual sessions were identified as an area for future improvement.

Conclusion:

The re-developed education programme achieved an increase in attendance figures and enhanced the reach of education across palliative care settings, as it is virtually accessed by hospice, community, and hospital teams.

This collaborative approach has enhanced the quality of multi-professional debate, which has improved learning and strengthened relationships across the wider team. Feedback highlights an improvement in meeting attendees' learning needs.

The programme links into a wider initiative, 'Wirral Palliative Care Education Hub'. This collaborative education scheme launched in June 2022 and delivers a diverse teaching programme across the region.

wirralhospice.org/wirraleducationhub



wirralhospice.org/wirraleducationhub

Wirral Hospice St John's

NHS Wirral Community Health and Care NHS Foundation Trust

NHS Wirral University Teaching Hospital NHS Foundation Trust

References:

1. Gesme T, Towle E, Wiseman M. Essentials of Staff Development and Why You Should Care. Journal of Oncology Practice 2010; 6 (2), 104-106
2. Royal College of Physicians. Never too busy to learn – a pandemic response 2020.

