

Western NSW Local Health District



Virtual Education Team Services for Western NSW LHD

The services provided by the Virtual Education Team within the Centre for Rural Education, Simulation and Training (CREST) in Western NSW LHD include Virtual Education, the After Hours Nurse Education Service and the Education Video and Resource Library.

Virtual Education

Background

In 2017 the CREST (formally part of ODU) Nurse Education Team introduced Virtual Education as an essential modality for the delivery of education, training and support allowing several different sites to access simultaneously. Virtual Education is an adjunct to on-site education to facilitate flexible delivery of education and support to better cater to the needs of staff in the LHD.

In mid-2017, the CREST Nurse Education Team were able to gain access to PEXIP. This in conjunction with the use of an online training calendar accessible by all staff allowed the CREST Nurse Education Team to offer more education sessions across the LHD. Enabling the CREST Nurse Education Team to deliver standardised nurse education across the LHD to all facilities.

Between January and June 2018, it was found that there was an increasing demand for Virtual Education, especially ad hoc education requested by facilities. This ad hoc education was generally focused on specific topics, such as PICC line management, to ensure ongoing safe patient care or to receive education and for training to allow patients to be transferred back to their hometown. In August 2018 an additional PEXIP VMR was obtained by the CREST Nurse Education Team due to increased demand for virtual education and Virtual Education has now been embedded as business as usual for CREST Nurse Education Team.

Current Practice

The Virtual Education Team was formed from the CREST Nurse Education Team and includes the Virtual Education Manager and 2.5 FTE Virtual CNEs. The Virtual Education Manager produces flyers and advertises education offered in the online education calendar and within My Health Learning. The Virtual Education Manager role includes liaising with the various groups, explain the benefits of the Virtual Education model, organise a VMR and to advertise the education offered. The Virtual Education Manager has assisted and supported the presenters during their Virtual Education session to ensure they are comfortable and familiar with this platform. The Virtual Education Manager also continues to provide advice

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and support to other groups within the LHD that may be interested in using virtual education.

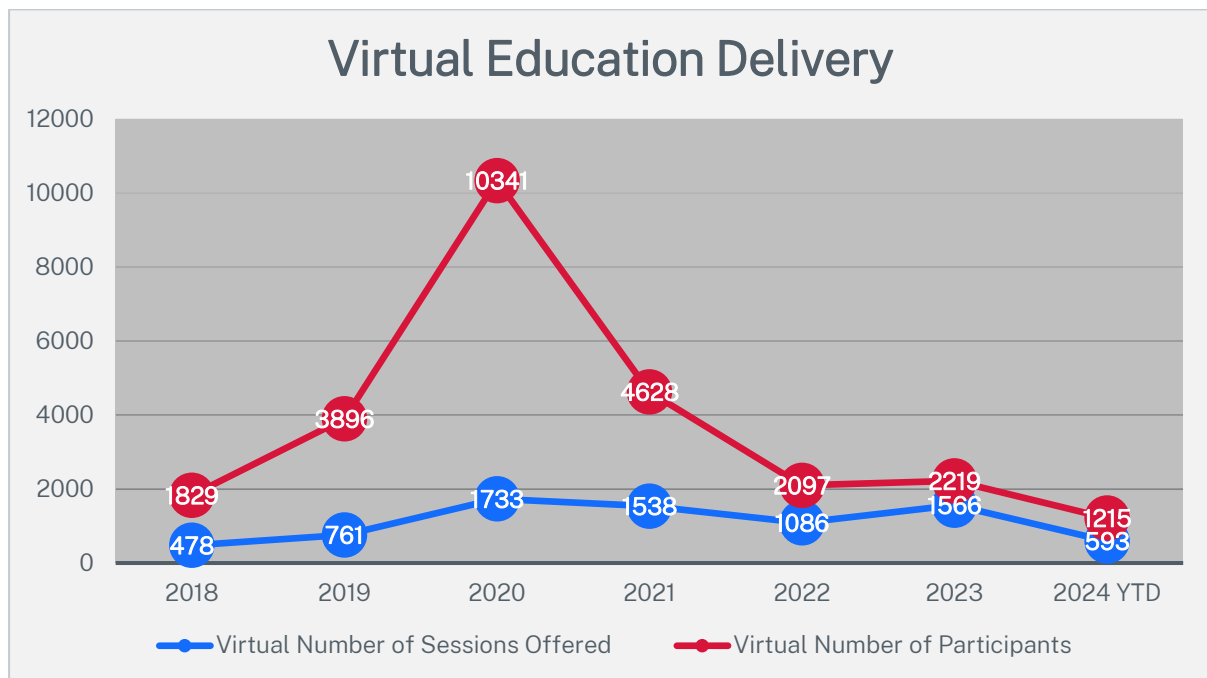
Virtual Education delivery has improved patient outcomes by ensuring that clinical staff have the knowledge and skills to provide the best care possible. This is particularly important for Rural and Remote facilities that don't have a local educator or due to the distances involved with travel and have difficulty accessing training in larger sites. Continuing to develop knowledge and clinical skills is essential not only the clinical staff but for patient to have improved outcomes. The by using the virtual platform it has also allowed the CREST Nurse Education Team to have more effective rounding with facilities to determine their local education priorities. Local priorities when identified were often about a particular clinical skill or set of skills that staff needed to be able to provide optimal patient care. The Virtual Education has been able to address identified priorities in a timelier manner to ensure that patients can return to their communities or return home.

Data

Since the beginning of Virtual Education in 2018 there has been a total of **7755** education sessions offered reaching over **26200** staff members, including over **400** different topics. Areas of education covered have included:

- Aged Care
- Deteriorating Patient –including BTF, CERS and DETECT
- Blood and Blood Products
- Invasive Devices
- Paediatric Education
- Infection Prevention and Control
- COVID-19
- Emergency Department –including Triage
- Medications –including Schedule 8 Handling and Medication Reconciliation
- Mental Health, Drug and Alcohol
- Falls
- Staff Wellbeing
- Wounds
- Specific Diseases and Management –including COPD
- National Safety and Quality Health Service Standards Updates
- Maternity Emergencies in Non-Birthing Facilities
- Manual and Hazardous Tasks
- Clinical Communication and Documentation
- Policies and Procedures updates
- VPM: Communication & De-escalation

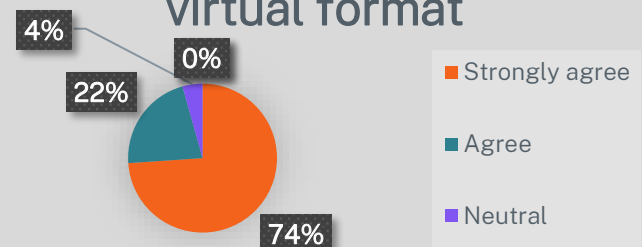
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Feedback

Feedback received by staff participating in Virtual Education is mostly positive, and most staff are understanding of some limitation and technical issues that potentially arise throughout the Virtual Education.

The session was well presented utilising a virtual format



Some comments received for delivery of virtual education include:

- “I thoroughly enjoyed the virtual session. It was very informative, and discussion was encouraged”.
- “I enjoyed the learning session both in content and delivery”.
- “Educator copes well with technology failure”
- “Easy to access and not having to travel 4 hours to access training was great”.
- “Thank you for an enjoyable education session. I both learnt and was reminded of important knowledge. The training was very relaxed, and I especially enjoyed the quiz”.
- “Good and informative session, well presented by the educator”.

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Education Video and Resource Library

In late 2022, it was identified that many staff members were unable to attend scheduled virtual education sessions due to varying and dynamic workloads, particularly among nursing staff. This challenge was compounded for those working night and afternoon shifts, who had limited access to sessions held during typical working hours. Consequently, there was an increasing demand for these sessions to be recorded for later viewing.

Throughout 2023, research was conducted to explore the feasibility of using MS Teams and SharePoint to record and host educational sessions. As a result, the virtual education delivery system was transitioned from Pexip to MS Teams, with SharePoint employed to house the videos and other educational resources. This effort culminated in November 2024 with the launch of the Education Video and Resource Library, a central repository where staff can catch up on missed virtual education sessions and access reference materials for task and procedure guidance.

Over the past seven months, the Education Video and Resource Library has expanded significantly, now hosting a total of **96 videos** and featuring four additional subpages dedicated to specialised education topics: Emergency Education, Aged Care Education, Medication Safety Education, and Skin Integrity Education. The platform has been well-received, with nearly **2,000** staff members accessing these pages and over **1,300** video views recorded.

The primary goal of the Education Video and Resource Library was to provide flexible access to educational resources, ensuring that staff could engage in "just in time" training. This approach allows staff to refresh their knowledge and skills as needed, particularly when preparing to care for specific patients.

Looking ahead, the plan is for the Education Video and Resource Library to become the central hub for all educational resources, guiding staff to the information they need when they need it. The library is designed to be a flexible resource, easily updated with the latest evidence-based practices. New videos and specialisations are added monthly, and there are plans to integrate links to other major intranet pages and health-related websites, such as CEC and HETI.

After Hours Nurse Education Service

Background

The After Hours Nurse Education Service (formally the Virtual Outreach CNE Service) commenced in December 2017 to include evening shifts and expanded in January 2018 to include weekend coverage and is staffed by experienced Clinical Nurse Educators. The After Hours Nurse Education Service has been developed to support the new graduate nurses, less experienced nurses and other team members with the availability of educational opportunities and clinical training skills during the evening and weekends to improve their knowledge and professional development. The After Hours Nurse Education Service

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provides a way for all nurses in regional and remote health facilities within the LHD to have access to concise, evidence-based clinical information and training outside of normal business hours. This supports all nurses to increase their knowledge base and skills which improves nursing care and patient outcomes.

What does the After Hours Nurse Education Service Offer?

Clinical education & support staffed by Clinical Nurse Educators

- Available to nursing staff in Western NSW LHD via virtual communication technologies.
- Complements existing education resources with afterhours and weekend support.

Accessible & Flexible:

- Education and support available when staff need it most need it most – afterhours and weekends.
- Virtual support that fits into the rural and remote staff schedule.

Expert Guidance:

- Experienced Clinical Nurse Educators providing high-quality mentorship and training.

Enhanced Learning:

- Continuous professional development through regular in-services and hands-on supervision.

What are the Key Services offered?

Mentorship & Support:

- Assisting new graduates, international nurses, agency nurses, newly employed nurses, and less experienced staff.
- Collaborating with facility managers, nurse managers, and other CNEs to identify and address learning needs.

Clinical Leadership:

- Providing leadership, mentorship, and role modelling.
- Acting as a resource person for clinical practice guidance.

Virtual Education:

- Regular virtual in-services as part of the education calendar.
- Supervision of clinical procedures and competency assessments via video conferencing where appropriate.

Proactive Support:

- Facilities can contact the service to request specific education or in-service sessions afterhours

An important part of the After Hours Nurse Education Service role in the LHD is to be available for call-in, support and advice for all new graduate nurses and other nursing staff as required. Also, to pre-empt any problems identified with any nursing staff who may require supportive training and information to perform quality nursing care. The After Hours Nurse Education Service has been integral in promoting safe patient care by upskilling and refreshing nursing staff in the rural and remote facilities to be able to receive patients with devices or wounds that the nursing staff are not familiar or confident in caring for. This has included PICC line management, VAC dressing management, porta-cath management,

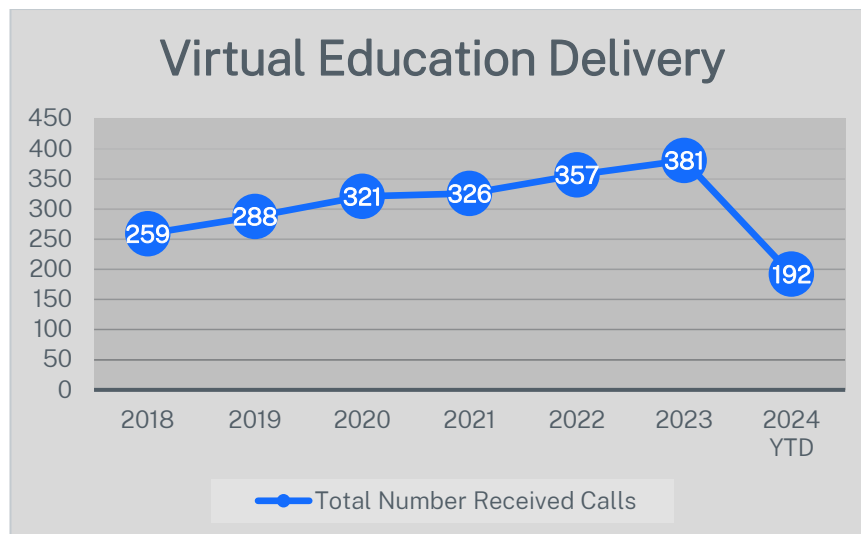
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Baxter infusers and tracheostomy management. By having the educational support provided by the After Hours Nurse Education Service and other Virtual Education being offered, patients are able to be transferred to their hometown facility to be closer to family and other loved ones thereby increasing patient wellbeing.

Data

Since the beginning of the After Hours Nurse Education Service in 2018 there have been a total of **2124** calls requesting assistance with over **6000** calls made offering assistance, educational support and clinical debriefs.



Themes from calls accessing the After Hours Nurse Education Service include:

- Grad Start Debrief and Support
- PICC Line Management
- Infection Prevention and Control and COVID information
- Wound Care Management
- Baxter infusers
- Medication Management
- Delirium
- Blood Transfusion Management
- Policies and procedures
- Resources requested including Triage, Sepsis, end of life
- Clinical Debrief