

Building a collaborative future

Strategic: Building a strategic collaboration

This session will use examples from the experience of CETL4HealthNE to enable participants to examine factors which influence the building of a collaboration across organisations and sectors, aimed at strategic change.

At the end of this session participants will have:

- Looked at an example of building a strategic collaboration
- Explored the conditions needed to develop a strategic collaboration
- Examined models, resources and timescales involved in strategic collaboration
- Considered how these might be applied in other strategic collaborations they are part of or plan

Operational: Collaboration in a changing environment

This session will draw on data from an exploration of factors motivating individuals and organisations to collaborate in CETL4HealthNE to facilitate participants to explore issues which influence collaboration in operational and practice settings

At the end of this session participants will have:

- Examined the experiences of individuals involved in operationalising collaboration
- Considered the impact of contextual change in collaboration
- Explored the impact of organisational and structural factors on collaboration
- Looked at the application of this material in collaborations in which they are involved

Innovation: Extending collaboration for the future

This session will provide participants with the opportunity to look at some of the ways in which existing collaborations may be reshaped and built upon to meet changing needs in policy and practice. We hope to draw on the experience of a number of local collaborations, and in particular explore participation in extended collaborations such as the north east HIEC.

At the end of this session participants will have:

- Explored the experience of individuals and organisations seeking to work in a new, extended collaboration
- Examined factors which create anxiety and tension in working in an extended collaboration, and which might prevent success
- Considered the role of altruism, co-creation and heterarchy in enabling success
- Looked at the application of this material in collaborations in which they are involved

Enabling learning through technology

Strategic: *A collaborative approach to improving network Infrastructure between the NHS and Education - what difference does it make?*

This workshop will focus on the collaborative NHS N3-JANET(UK) gateway project, which is working with various partners (NHS, HE, FE and commercial) to improve connectivity and enhance the use of Learning Technologies within these sectors.

The workshop will also outline the impact of the work done to date on some regional initiatives, including Video Conferencing, Event Capture Tools, access to educational resources, and the potential impact on the '2 PC syndrome' for clinical educationalists.

The outcomes of this workshop will be:

- 1) Summarise progress so far and outline future vision
- 2) Discuss how this approach might help your organisation deliver its education and training remit (Pre/Post Registration, Work Based and CPD activities)
- 3) Discuss how can the CETL4healthNE and regional Health Innovation & Education Cluster (HIEC) might support regional approaches to use of Learning Technologies in the future
- 4) Share information and good practice – the Why? What? and How?

Operational: *Media Enhanced Learning: techniques and systems to enhance the learner's experience*

The workshop will explore the ways that capturing a learning event can provide a useful learning resource. Do such methods add value to education and training and what are the implications at the level of the organisation? The session will focus on the impact on various stakeholders, such as Senior Managers, Learning Technologists, IT/Audio Visual Support teams, Academic/Clinical trainers and learners.

The outcomes of this workshop will be:

- 1) Summarise progress and outline future vision
- 2) Discuss how this approach might help your organisation deliver its education and training remit (Pre/Post Registration, Work Based and CPD activities)
- 3) Discuss the challenges faced by the stakeholder groups for successful implementation
- 4) Consider what learning situations other than plenary lectures might benefit from Lecture Capture systems
- 5) Discuss how can the CETL4healthNE and regional Health Innovation & Education Cluster (HIEC) might support the development of such systems/services in the future

Innovation: Mobile technologies to support information sharing and assessment in clinical settings

The workshop will focus on some techniques and services that enable a 'just in time' approach to learner access to learning resources and information services in the clinical setting. Focussing on two CETL4healthNE supported projects, the workshop will investigate the use of such technology to support the distribution and management of text and image based resources, such as electronic books and policy documents, and also look at how this can impact on assessment and feedback processes to enable productive learner /assessor interaction.

The selected projects are:

- 1) The use of mobile technologies to access a wide variety of electronic resources (textbooks/documents).
- 2) Using mobile technologies to engage with ePortfolio systems to support learning and assessment

The outcomes of this workshop will be:

- 1) An introduction to managed mobile access to electronic learning resources
- 2) An introduction to the use of mobile technologies to facilitate learning, assessment and feedback in the clinical context through an electronic portfolio
- 3) An opportunity to discuss these approaches with practitioners with direct experience of implementing such systems

Professionalism

Strategic: *Professions, professionals, professionalism: strategies for healthcare education to deliver 'high quality care for all'*

To illuminate issues which impact upon the development of professionalism in the healthcare workforce from a strategic perspective, including:

- Uni-professional standards / thresholds / competencies as defined by professional and registrant bodies (NMC, GMC, HPC, RSPGB etc)
- General skills, personal qualities and disposition of an 'excellent' health care professional
- Policy statements, strategy documents and workforce planning requirements (DH, QAA, SHA, EQuIP PCT etc) which need to be taken into account when planning, delivering and evaluating professional health care programmes

Participants will be guided through a journey enabling them to reflect on the key qualities needed by the future healthcare workforce in a changing and challenging environment. A world cafe approach will be used to focus on what defines success and quality in the context of professionalism in health care and how best to deliver 'high quality care for all'.

Outcomes: By the end of the session, participants will have:

- Debated the complex range of issues that impact upon professionalism in the health care workforce.
- Compared and contrasted the generic characteristics and attributes of a health care professional with the specialist requirements of specific professional groups.
- Identified themes and shared thinking across stakeholders as well as existing and potential tensions.
- Building on CETL4HealthNE experiences, generated and shared further ideas of how HEIs and employers can work together and identified one learning point they could utilise in their own organisation element

Operational: *What we can do differently to facilitate a 'professional' health care workforce*

Aim: To highlight approaches that nurture professionalism in healthcare students and reflect on key barriers and enablers. Including:

- Integrated approaches to teaching and learning.
- Placement support.
- Risk management and patient safety.

Student experiences of professional practice in the workplace and on campus will be shared with participants to set the context for the session. Group work will include a 'traffic light' exercise to reflect on things we need to START (green), CONTINUE (amber) and STOP (red) to foster and embed professionalism. Discussions on how to 'mind / bridge the gap' between students, HEIs and health

care workplaces will assist participants to consider approaches which can enhance professionalism and effectively deliver 'high quality care for all'.

Outcomes: By the end of the session, participants will have:

- Discussed how to effectively work in partnership to develop professionalism in students.
- Compared and contrasted different stakeholder groups expectations
- Picked up at least one idea to apply to their own practice
- Shared and generated further ideas of how HEIs and employers can work together to develop health care professionals with reference to CETL4HealthNE projects.

Innovation: Looking forward: preparing today's health care professionals to be 'fit for future practice'

Aim: To consider whether we adequately prepare current learners for the challenges of future professional practice. To include:

- What will users and carers want from the healthcare workforce in 30 years time?
- What will employers value in their future health care professionals?
- How will technology change the experiences of both the consumers and deliverers of future health care?
- Where, when and how will healthcare be accessed?

1980-2010-2040 'Back to the future'

Having briefly looked back thirty years, a range of possible future scenarios will set the context for this workshop. Participants will be challenged to engage with the possible roles and functions that might need to be fulfilled in thirty years' time. These 'future simulations' will enable reflection on the priorities for current education and training.

Outcomes: By the end of the session, participants will have:

- Identified some key aspects of current professional health care education which need to be addressed now to prepare the health care professional who is 'fit for future practice'
- Recognised the added value of effective partnerships between stakeholders in longer term workforce planning
- Explored future relationships between professional regulation and the development of professionalism as current roles and functions evolve and new professional groupings emerge
- Shared and generated further ideas of how HEIs and employers can work together to develop health care professionals with reference to CETL4HealthNE projects.

Patient safety through service improvement

Strategic: *Healthcare aspirations and real patient experiences: bridging the gap through continuous service improvement*

A commitment to continuous service improvement and the provision of high quality care for all will require all health and social care stakeholders to work together better, with a shared vision that prioritises the safety of patients, service users and their families. This workshop will consider the importance of listening and learning from patient experiences as the starting point for a strategic response to service improvement. It will be of interest to anyone who wants to explore the ideals of continuous service improvement and optimum patient safety, against the reality of current health and social care service provision. Participants will together consider the value of a system wide approach to improvement.

By the end of the workshop participants will have had an opportunity to:

- Listen to a real story of an individual's engagement with health and social care services
- Hear about the North East Strategic Health Authority patient safety strategy
- Consider the characteristics of an ideal, "safe", health and social care system
- Think about how current systems can be improved to work towards the ideal
- Consider the contribution they could make towards improving their own organisation

Operational: *Barriers to continuous service improvement: learning and working together*

In a complex system such as the NHS, there are many recognised barriers to service improvement and embedding the necessary culture of co operation, collaboration and partnership. Widely publicised failures to protect the safety of patients in the health and social care system have often stemmed from a significant breakdown in communication within and between individuals, teams and organisations. Learning to work together better through an interprofessional approach to education and practice is an essential pre requisite for improving the experience of patient, service users and their families.

By the end of the workshop participants will have had an opportunity to:

- Consider the reality of a patient's experience of communication breakdown
- Use a system analysis tool to analyse barriers to working together for service improvement
- Identify opportunities for sharing innovative practice across the region
- Listen to examples of successful interprofessional learning and working that were supported by the CETL4HealthNE.
- Identify an action for themselves to take back to their own organisation

Innovation: Workforce development and innovation: sustaining a commitment to action

Sustaining a culture of innovation and improvement beyond the initial phases of a project is a challenge for any organisation seeking to make a significant, long term difference to the experiences of patients, service users and their families. Education providers can respond to changing workforce requirements by preparing new practitioners with the knowledge and skills necessary to engage in collaborative, continuous service improvement. However system wide improvement can only be facilitated through a workforce wide commitment to change and development. This workshop will take a regional perspective and consider how we can rise to this challenge.

By the end of the workshop participants will have had an opportunity to:

- Listen to some new practitioners who have undergone service improvement learning in their pre registration curriculum
- Discuss different perspectives on the challenges of sustaining students' enthusiasm for a service improvement culture
- To discuss how we can spread and adopt innovation and best practice across the region
- Consider the importance of a workforce wide approach to developing service improvement skills
- Identify an action they can take back to their own organisation from the discussion in the workshop.

Simulation

Strategic: *National Simulation Strategy - potential risks and benefits*

Aim: To explore the simulation agenda and how this agenda is being advanced nationally.

Objectives:

- To outline the process that is presently being undertaken nationally with regard to the national simulation agenda.
- To discuss the drivers both regionally and nationally with regard to simulation.
- To consider the regional 'fit' with existing simulation networks and national drivers.

Outcomes: Participants will explore potential drivers and barriers to the uptake of simulation at a regional and national level.

Operational: *Creating a Regional Network on Simulation and Clinical Skills: the way forward?*

Aim: To explore mechanisms for the development of a successful regional network on simulation and clinical skills.

Objectives:

- To present example/s of successful regional simulation and clinical skills networks (e.g. <http://www.northwestsimulation.org.uk/>).
- To identify tried and tested methods in developing successful regional simulation and clinical skills networks.
- To facilitate participants in identifying the strengths and weaknesses of the existing regional network and suggest mechanisms to increase alignment with any emerging strategy on simulation by the Department of Health.
- To facilitate participants in identifying mechanisms for engaging stakeholders and operationalising the development of a regional network on simulation and clinical skills.

Outcomes: Participants will explore the lessons learnt from the development and operationalisation of an existing simulation network. Participants will be facilitated in identifying how the existing regional network can be improved and strengthened with respect to the regional needs.

Innovation: *Innovations on a shoe-string: ways of achieving more for less.....*

Aim: To identify low cost methods and resources required for developing high impact learning activities using simulation

Objectives:

- To present examples of tried and tested simulation activities ranging from low fidelity to high fidelity simulation
- To facilitate participants in identifying similar examples of innovative simulation relevant to their own practice
- To facilitate participants in identifying the resource requirements (real and hidden) for the development of low cost simulation activities

- To facilitate participants in exploring the opportunities and barriers to embedding such innovations in teaching and clinical practice.

Outcomes: Participants will study examples of low cost simulation activities and, learning from examples of best practice, will identify opportunities for innovative low cost simulation activities relevant to their own practice.

Service users and carers: Listening to their voice

Strategic: Service user and carer engagement: actual and potential

Aim – To share different strategies for service user and carer engagement in the education of health and social care professionals and explore their potential for delivering authentic engagement

Objectives –

To provide a brief context for service user and carer engagement in the education of healthcare professionals

To present two models of service user and carer engagement – School of Health & Social Care at Teesside University; School of Health, Community and Education at Northumbria

To facilitate participants to identify the strategy in place for service user and carer engagement within their own workplaces

To identify the perceived opportunities and barriers to embedding strategies for engagement

To consider where a strategy for engagement might lead in the future

Outcomes –

Participants will hear about two different strategic models of engagement of service users and carers in the education of healthcare professionals which have evolved within the context of the CETL4HealthNE collaboration. Participants will have been facilitated to identify the strategy for the engagement of service users and carers within their own organisations, and to share with others their experiences of facilitating engagement or of being facilitated to be involved. Actions that help and hinder will be explored. Participants will consider future developments in engagement.

Operational: Talkinghealthmatters: designing, using and developing an archive of stories of health and social care

Aim – To present and explore the CETL4HealthNE narrative archive concept, current and future

Objectives –

To briefly present the development of the CETL4HealthNE narrative archive

To introduce partners working on the Parkinson's disease and medication area of the archive

To facilitate participants to design a narrative archive initiative, either an original archive or an initiative linked to an existing resource

To enable an experienced panel to give participants feedback on their designs and plans

To consider the use of narrative resources in health and social care education and service development

Outcomes –

At the end of the workshop participants will have an appreciation of the development and use of the CETL4HealthNE narrative archive in the education of healthcare professionals, and of aspirations for the future of the archive. They will have been facilitated to consider the incorporation of narrative resources to support initiatives in health and social care education and service development. They will have had the opportunity to question people from a range of backgrounds who have been involved in the CETL4HealthNE narrative archive development, and learn from their experiences.

Innovation: *Learning to learn from Patient Opinion*

Aim – To familiarise participants with the Patient Opinion website and to consider its potential in the education of healthcare professionals

Objectives –

To learn about the origins and purpose of Patient Opinion and plans for the future

To learn how the web is already changing how patients and service users relate to their public services (including the NHS)

To understand how Patient Opinion collects, edits and presents information from people who use health and social care services

To appreciate how inputs to the website are relayed to healthcare organisations and how feedback is given to people who contribute their stories

To consider how the stories contained on the Patient Opinion website can be incorporated in the education of healthcare professionals

To present a case study of the use of Patient Opinion material in the education of MSc Physiotherapy students at Northumbria University

Outcomes –

Participants will leave this session with an understanding of the background to, structure and use of the Patient Opinion website (<http://www.patientopinion.org.uk/>). They will have heard about how stories of patients' experiences of physiotherapy contained on the Patient Opinion have been incorporated into the teaching and learning of first year MSc Physiotherapy students. They will have had the opportunity to consider the use of material on the Patient Opinion website in their respective workplaces.