



Professional Skills

Target Audience

Senior frontline medical, nursing and educators in the emergency department, intensive care or wards.

Description

Aims

The course addresses professional and communication skills required for effective interaction with patients and colleagues.

Specific Objectives

- Skills for communicating with patients, families, colleagues and administrators
- Addresses four phases of care: before, during, immediately after and in-between emergencies
- Topics include: Team leader communication strategies; Graded assertiveness; Negotiation and conflict management; Debriefing teams; Breaking bad news; Open disclosure

Training Methods

- Video & discussion
- Immersive simulations & reflective debriefing
- Intensive training in breaking bad news and open disclosure using professional actors

Training Technologies

- Video & discussion
- High fidelity manikin simulators
- Actors (Parents)

Maximum Participants

12

Location

Sydney Clinical Skills & Simulation Centre

Course Duration

1 day course (0800 – 1700)

Course Dates

TBA

Cost

TBA

Provider



Enquiries

smsc@nscchhs.health.nsw.gov.au

Ph: (02) 9926 4646

Fax: (02) 9926 6755

Practical Information and Terms and Conditions of Training

This document provides general information about our training courses. Participants are required to read this document prior to signing the course application form.

COURSE BOOKINGS, PAYMENT AND CANCELLATION POLICY

Securing your booking

Full payment is required at least one month prior to the course date to confirm your booking and allow sufficient time to distribute course material.

Payment methods

We accept cheque or credit card payments.

Cheque:

Please make cheque payable to: Sydney Clinical Skills & Simulation Centre.

Credit Card:

Please complete card details on application form or tax invoice provided.

Cancellation policy

Applicants who give notice of cancellation of 30 days or more will receive a full refund of the course fee. If preferred, applicants can nominate a new course date and have fees transferred. Applicants who withdraw from the course between 14 days and 30 days will receive a 50% refund of the course fee. Applicants who fail to attend a course or who withdraw from the course within 14 days of the course date will not receive a refund. We may be able to reschedule a course if unforeseen unpreventable circumstances lead to a late cancellation.

PREPARING FOR YOUR COURSE

Transport and accommodation

- View "How to Find Us" on our website for advice on transport, parking and accommodation

Special needs

- Please contact us if you have special needs (E.g. disabled access, reduced mobility, special dietary requirements, and religious observance).

Attire

- Most participants wear work uniforms or comfortable neat casual clothes to courses. As the training rooms present several hazards including sharps and spills we do require participants to wear non-slip, enclosed footwear (trainers are great). We encourage participants attending simulation courses to wear uniform scrubs to enhance realism and protect their clothes from stains. We provide theatre blues for operating theatre staff.
- Check the course fact sheet to confirm catering arrangements before you pack your own lunch. Morning tea, lunch and afternoon tea are provided on full day simulation courses. Cafes and food outlets are located on campus within 5 minutes of the centre. These include Subway, Gloria Jeans and Fresh Plus.

REGISTRATION

After-hours and weekend access

- There is an intercom located at the entrance to the Kolling Building. To gain access alert security of your arrival via the intercom and announce which course you are attending.

Punctuality

- Most courses cannot commence before all participants have arrived so we ask that you arrive on time in respect for other course participants.

To book a place in a course please complete the course application form
<http://www.scssc.edu.au/training/courses/booking/SCSSC-2010-Training-Application-Form.pdf>
and return by fax, email or post as shown on the form

Finding your course

- Several courses may be scheduled on any day. On arrival to the Kolling Building, take the elevator to Level 6 and follow signs for your course. The registration area for simulation courses is usually at the end of the main corridor on Level 6.

Registration and Forms

- Upon arrival sign the attendance sheet, collect your name badge and make a cup of tea or coffee.

Security

- Small lockers are located in the main corridor, free of charge. We encourage you to secure your valuables in one of these and return the key to the locker at the end of the course.

DURING THE COURSE

Familiarisation

- You will get most from your course if you are familiar with the technologies you will use in the course. While we will familiarise you with these technologies during the course, we strongly encourage you to prepare ahead of the course by reading the course fact sheet and those sections of the learning technologies and learning methods pages that are listed in the course fact sheet.

Participation

- Our courses use interactive small group learning methods and we assume participants are able and willing to fully participate. This is generally a requirement in college accredited courses.
- In simulation courses we generally allocate participants to scenarios, although the opportunity exists in some courses for participants to volunteer for specific simulation activities, or to limit their involvement in immersive scenarios. We invite you to make an enquiry with the course coordinator before the course, or the course director at the beginning of the course, if you have any special concerns or requests in respect to participation.
- You will receive a certificate of completion at the end of the course which may be used as proof of attendance.

Occupational Health and Safety

- A wide range of medical and surgical equipment and drugs are used as a part of training courses. Some of the equipment has been decommissioned, while other equipment is used for clinical purposes, including defibrillators. **ALL USUAL SAFETY PRECAUTIONS MUST BE OBSERVED WHEN USING EQUIPMENT IN THE CENTRE.**
- Modified universal precautions are required during training. As participants are not exposed to actual patients, the wearing of safety glasses, masks and gloves is not routinely enforced, although encouraged. Sharps should be disposed of in accordance with universal precautions.
- The centre is not completely latex free. **PLEASE ALERT US AHEAD OF THE COURSE IF YOU SUFFER LATEX ALLERGY.**
- As previously advised, we request you wear enclosed, non-slip shoes to avoid slips and falls.
- No schedule 8 drugs are kept on premises. A combination of mock drug ampoules containing water and actual, out of date drugs are used in the simulation rooms. These are not to be taken from the simulation rooms.

Videorecording and photography

- The SCCSC has sophisticated audio-visual equipment. You will notice cameras in most training rooms. It is our usual practice to have cameras switched on so the technical support staff located in the control rooms can coordinate their activities with those of the course instructors. You should be aware that no recordings are made at this time.
- In courses employing immersive simulation scenarios we frequently video tape each scenario and review the tape during the debriefing that follows. The tapes will be wiped immediately following the course unless we obtain your explicit written permission to retain the tape for another purpose such as a research study or conference presentation.
- We would also obtain your written permission to photograph you during a course

Confidentiality

- All participants, faculty or observers at any courses involving simulations are required to maintain the confidentiality of other participants in respect to their views, actions and performance. As simulation scenarios are complex to produce we also ask you maintain as confidential the details of specific scenarios.

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