

## Why have a local facilitator as part of EDDIE+?

Having a designated person or persons to actively support staff is a key component of the EDDIE+ program. A known and trusted facilitator helps staff to feel comfortable with new information or any changes in practice. A local facilitator can provide training and support, tailor information and materials to suit the local context, keep staff motivated, assess issues and barriers, and problem solve in real time.

## What kinds of activities could the local facilitator do to support staff?

There are several activities that can be used to support staff to engage with the EDDIE+ program. This is not an exhaustive list; a local facilitator will need to work out what activities work in their Residential Aged Care (RAC) home.

### *Regular discussion with staff regarding the EDDIE+*

Ideally this will include engaging with all staff around how they feel EDDIE+ is going, what they think is working well and any issues they are experiencing. This could be done by having a regular slot at management meetings, team catch-ups or handover. Another method is through ad hoc conversations with staff “on the floor” about the project. This might be as part of the extension training, or as a separate process. Once barriers or issues are identified, you will need to work with your RAC home to find solutions to address these.



### **Common traits of a good facilitator**

- Has adequate time, skills, and authority to undertake the role
- Understands the evidence and has a credible knowledge base for content and processes
- Able to engage and teach others, including breaking down processes into useful chunks
- Active listener with good communication skills
- Builds trust, empowers others and promotes a learning mindset
- Respectful and manages conflict well
- Culturally sensitive
- Well-prepared and has good project/time management skills
- Uses problem solving skills and is action orientated
- Realistic, yet resilient

### *Promote staff involvement and achievements*

Another key activity is to celebrate the small wins and other positive actions of staff as part of EDDIE+. This could be highlighting particular Personal Care Workers who are actively using the reporting process, or nursing staff who always close the feedback loop with other staff, or a collaborative process that is developed by staff to support early detection of deterioration. Finding ways to appreciate the work done by staff (and other stakeholders e.g. resident committee or General Practitioners (GPs)) in undertaking a new process is important for motivation.

### *Visual reminders and tools*

Visual reminders and other supporting tools can be used to sustain staff engagement and reinforce EDDIE+ messages. Consider displaying posters or organising activities to align with local activities e.g. falls deterioration reminders coincide with Falls Week.

## Stakeholder engagement

It will be important that local clinicians and health service providers are aware that you are using the EDDIE+ program in your RAC home. This might include doctors, local practice managers, hospital staff and Queensland Ambulance Service contacts, allied health professionals, or local hospital staff who support the home as part of rapid assessment teams or a CAREPACT, RADAR, RASS or GEDI program. Consider written information e.g. a letter to GPs, and a meeting or phone call. Residents and families are also important stakeholders for the EDDIE+ program. Consider how to engage with resident committees or family and carer groups to promote the RAC home's involvement in this improvement initiative.

## Training

One way to increase knowledge and keep EDDIE+ front of mind is to provide training to staff. This could be an in-service for current staff, inclusion in onboarding for new staff or through "on the floor" scenario exercises. Training materials and scenarios are available. You might provide more detail around particular areas of deterioration that staff have requested or that are relevant to your RAC home. This could include equipment demonstrations or practice, role playing the communication steps from the training, or working through specific resident examples that have occurred at your RAC home.

## Delivering training

You will be working with and supporting adult learners. Draw upon their experience, knowledge and skills during the scenario discussions and training sessions. Adult learners often appreciate some level of self-direction in their learning, so ask them about what they want to focus on or where they need more information.

Adults have varied learning capabilities and needs, so it's important to use a blended style of teaching to capture the adult learner audience. Blended learning approaches can include presentations, group or individual discussions, simulation, hands on practice, videos, games, quizzes, competency demonstrations, and role plays. All the EDDIE+ educational materials are provided in a variety of formats. The EDDIE+ program is flexible so the education delivery and material can be adapted by you to suit your RAC home's needs.

### Tips for workplace trainers

- Maintain good eye contact and open body language to engage with participants
- Speak clearly and not too fast
- Be dynamic, enthusiastic, and encouraging
- Listen well and acknowledge participants prior knowledge
- Draw on your own experiences to get the group to build rapport and share
- Challenge learners with questions; get them to do the talking
- Admit if you do not know something and find out to then share with the group
- Pace the session and be inclusive of all learners and their language, literacy and learning needs. Allow plenty of time
- Demonstrate techniques and skills as an example, then allow for hands on participation if possible
- Consider a range of activities to support learning: videos, equipment practice, role play, quizzes, games, discussion and scenarios
- Seek opportunities to facilitate learning "on the floor" in the RAC home environment.

