

# Better Skills, Best Care

## DHS Victoria Workforce Design Strategy

# Update

April 2007

### Service-wide projects

The project sites in the three streams of Anaesthetics, Intensive Care and Emergency have completed the diagnosis and redesign phase of the project. Following the diagnosis workshops, sites received an Operations Report which detailed the findings of the diagnosis process. A further report was compiled after the redesign workshops, which captured the discussion and ideas on potential new ways of working generated by all staff involved in the workshops. Sites reported that this process was valuable, enabling them to identify opportunities to improve current processes and procedures.

In January & February 2007, extensive consultation on proposals generated by the redesign process was undertaken with professional organisations and industrial bodies. Feedback received from stakeholders and input from hospital sites is being used to inform further development of the proposals and decisions as to how, when and which roles will go forward to the pilot stage.

Once decisions about which roles to pilot are finalised, education and training contractors will identify relevant training sources. In some cases, where training does not exist training will need to be developed.

Pilots will be implemented on a rolling program, depending on the complexity of the individual proposal and the availability of training.

For further information about these service-wide projects please go to the Better Skills, Best Care website [www.health.vic.gov.au/workforce/skills.htm](http://www.health.vic.gov.au/workforce/skills.htm) or email us at [workforcedesign@dhs.vic.gov.au](mailto:workforcedesign@dhs.vic.gov.au).

### Role-specific pilot projects

Most of the stage 1 projects have completed a period of implementation. The pilots have collected and analysed data to measure the impact of the role at the local level on patients, staff and the health service. The department is completing its analysis of the findings and will produce a final project report to provide an overview of the projects and outcomes achieved.

Findings to date suggest the projects have been successful in examining new ways of working and in encouraging health services to make the full use of existing staff competencies and capabilities. This represents a substantial step forward for workforce redesign by opening the door to change, and making the best use of the current workforce pool.

## Workforce redesign: implementing change strategy

The next step is to inform the broader health sector of the roles piloted. Health services may then wish to consider these roles within their local context, for local implementation where appropriate.

A *Workforce redesign: implementing change strategy* has been developed to raise awareness, facilitate uptake of the roles and to remove barriers to workforce change, and therefore assist health services that wish to adopt the roles.

Specific components of the Workforce Redesign – Implementing Change Strategy are:

- **Raise Awareness** – Activities that provide information about the roles trialled will be made available through a series of activities and events, including a showcase event on 22 May 2007 (for further information see “Upcoming BSBC Forum” below).
- **Facilitate Uptake** – An implementation package is available to support sites that wish to adopt the roles piloted through stage 1. The package includes education and training grants, a resource kit and a workshop series providing practical support on how to go about undertaking workforce redesign.
- **Remove Barriers** - The department will also work with health services to remove or minimise barriers to embedding the roles across the health sector.

See <http://www.health.vic.gov.au/workforce/skills.htm> for a copy of the strategy document.

## Review of Health Training Package enters final stage.

The new Health Training Package HLT07 was officially launched on 21 March 2007 by The Hon Andrew Robb AO MP, the Federal Minister for Vocational and Further Education. The successful endorsement of the package was achieved after two years of extensive development and stakeholder consultation coordinated by the Community Services and Health Industry Skills Council (CSHISC).

Training packages are regularly reviewed to ensure continued relevance to the sector and to ensure they have the ability to adapt to evolving workforce skill development over time. The Health Training Package now contains 87 qualifications and more than 1000 units of competency. It provides a national training framework for skills development within the health and community service industries, and specifies the national vocational qualifications and competencies required for this workforce. Healthcare organisations will be able to use this resource for workforce planning, assessment of job design and to develop recruitment and retention strategies.

Given the positive emerging results from the Better Skills, Best Care strategy, in which advanced allied health assistant roles were piloted, the department supported the inclusion of the new Certificate IV in Allied Health Assistance qualification in the Health Training Package. This qualification will equip support workers to act as part of a responsive, multidisciplinary team to meet service and client needs across a range of healthcare settings.

The CSHISC is also currently undertaking a review of the Community Services Training Package CHC02. The department will be contributing to the review to ensure that Victorian priorities for community services qualifications are reflected in the new package.

Further information about the Health Training Package HLT07 and the Community Service Training Package CHC02 review can be found on the CSHISC website: [www.cshisc.com.au](http://www.cshisc.com.au).

## Clinical Skills Centres in Hospitals

The Clinical Skills Centres in Hospitals project was developed in March 2005 after the Department of Human Services commissioned a report by the Postgraduate Medical Council of Victoria that recommended that Victorian public hospitals develop clinical skills centres.

Clinical skills centres are centralised sites within hospitals equipped with a range of manequins, anatomical models and diagnostic and therapeutic equipment that allow health students and professionals to acquire and maintain clinical skills using simulation-based teaching methods.

As mentioned in our previous update, the department is undertaking three projects relating to the use of simulation-based training as described below:

- A systematic review of current research into the use of simulation-based teaching
- The development and delivery of a simulation-based 'train-the-trainer' training course for hospital clinical educators
- The development of a set of standardised simulation-based training programs for hospital clinical educators.

The successful service providers for the first two projects will be announced shortly. The process for selecting a provider for the third project will be completed in June 2007.

Health Services considering uptake of new roles may wish to investigate the potential use of simulation training.

## Upcoming BSBC Forum

### Better Skills Best Care – Showcasing Workforce Redesign

**Date:** 22<sup>nd</sup> May 2007  
**Time:** 8.30am - 5.00pm  
**Venue:** Sofitel Melbourne, 25 Collins Street Melbourne

The event will comprise:

- Presentations on the Better Skill Best Care Stage One projects around workforce redesign.
- An update on current initiatives on workforce redesign from the international, national and Victorian context.

### Keynote Speaker: Professor James Buchan

Queen Margaret University College, Edinburgh, UK; Associate Fellow, Kings Fund, London; and Visiting Professor at the University of Technology, Sydney, Australia.

Professor Buchan is a Special Adviser to the UK Parliamentary Inquiry into NHS Workforce Planning and his work has included national and international policy advice on the HR implications of health sector re-organisation and healthcare reform.

### Charge:

There is no charge for attendance, however a \$50 penalty will apply to cover catering costs for cancellations less than 48 hours prior to the day.

### Registration Details:

To secure a place at this event RSVP to Geraldine Glanville by 15 May 2007 via email: [Geraldine.Glanville@dhs.vic.gov.au](mailto:Geraldine.Glanville@dhs.vic.gov.au) detailing name, title, company, email and phone number.