

Title : ETS - Emergency Tele-education Support

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Introduction

The Emergency Telehealth Service (ETS) provides 24/7 emergency medicine specialists, nurse practitioners and emergency nurse coordinators across 79 rural and remote Western Australia Country Health Service (WACHS) sites throughout WA, via digital health systems, using high definition video-conferencing (VC) equipment.

The ETS provision a comprehensive emergency focused education program to support the rural and remote workforce through enhanced knowledge and preparedness, with the aim to improve patient outcomes and promote a confident, competent, empowered workforce.

Aim/Purpose

Utilising the high definition VC network installed in the 80 rural and remote sites throughout WACHS we are bringing current, relevant emergency focused education to the care providers, where they are, thus, reducing the need to travel vast distances for essential education. The tele-education program is focused on upskilling and supporting workforce preparedness through VC and e-learning education.

The programs have been developed and designed from the findings of learning needs analysis and surveys, identifying their own varied skills, strengths and gaps, with the overarching aim of supporting nurses to work within their scope of practice for the best possible patient outcomes.

Method

The programs focus on two main themes, emergency care principles and skills and the essential skills required to work in partnership using the VC modality to deliver care. This is achieved through theoretical subject specialist sessions, practical skill sessions, simulation sessions, simulation demonstration sessions and e-learning resources.

The education program has facilitated over 6000 engagements by health professionals with live virtual education sessions, in their workplace, supported by an e-learning catalogue, with over 3000 engagements since 2015. The live VC education sessions are recorded and converted into e-learning programs to ensure access for all staff is equitable, available 24/7. The sessions, both via VC and e-learning are supported by evaluations, which inform the direction of future programs.

Outcomes

Focused theoretical emergency education, supported by concurrent simulation and skill sessions, delivered via VC help to diminish the barriers created by the geography of this beautiful state.

In 2019, we will be partnering with Edith Cowan University, embarking on researching the impact of the ETS and education program on patient care/experience and nursing experience.

