

Facilitating Palliative Care Education & Training: An Overview for Educators

The complex interactions and needs of residents and their families have prompted recognition of the importance of using a palliative approach in residential aged care settings. For residential aged care facilities to implement and sustain a comprehensive, evidence-based palliative approach to care, staff need ongoing access to relevant education, training and professional development activities.

Key messages

- Strong commitment and support from senior management for staff to undertake education and training are essential.
- Providing ongoing staff education and training is important to ensure the delivery of quality care.

What can you do?

- Try to foster a 'learning culture'. The value placed on education and training by a facility will send a strong message to staff and, as a result, can affect the quality of knowledge transfer.
- Build local partnerships to support staff education and training – e.g. identify and recruit local health professionals and/or specialist palliative care services to provide staff education sessions.
- Access current best practice information – e.g. CareSearch is a free online resource providing access to relevant and trustworthy information and resources about palliative care. Visit www.caresearch.com.au.
- Identify and prioritise education and training content according to the different roles of the care team to ensure that key areas of knowledge, skill and competence required for staff to implement a palliative approach are addressed – e.g. communication skills, how to use an end of life care pathway, legal regulations regarding advance care planning, assessment and management of clinical symptoms etc.
- Use different education and training methods to accommodate different adult learning preferences – e.g. visual versus written or verbal format, self-directed versus facilitated learning etc.
- Undertake evaluation and continuous improvement to ensure learning is being translated into better practices and outcomes.

Why it works

- Greater workforce capacity due to increased staff knowledge, skills and confidence in providing care to residents.
- Improved outcomes of care for residents leading to increased resident and family satisfaction.
- Enhanced job satisfaction for staff contributing to reduced staff turnover.
- Increased likelihood that current best practice evidence related to the palliative care and associated needs of residents will be translated into day-to-day practices within the facility.

Downloads

[Training Support Guide: How to Develop a Staff Education and Training Strategy to Help Implement a Palliative Approach in Residential Aged Care](#) – clicking here will open a printable version of a guide for educators/trainers on how to develop a whole of organisation staff education and training strategy using Palliative Approach (PA) Toolkit resources.

Related pages

[Benefits of the PA Toolkit: A Staff Educator's Perspective](#) – clicking here will take you to a video presentation (4 minutes) that describes some benefits of using the PA Toolkit as part of staff education/training activities.

[Workplace Implementation Guide: Support for Managers, Link Nurses and Palliative Approach Working Parties](#) – clicking here will open a printable version of the guide. It sets out ten steps for implementing a facility-wide palliative approach and Step 9 discusses reviewing staff education and training.

[PA Toolkit Training Support Materials](#) – clicking here will take you to a webpage that provides additional resources for staff involved in planning, delivering and/or evaluating palliative approach education and training activities.

