

## SUPPORTIVE CARE IN CANCER

Facilitator: Sheila Hirst  
 Timing: 9:30am – 4:30pm  
 Date: 2nd March 2009  
 Fee: \$350 (+GST)

## EVALUATION – A PRACTICAL APPROACH

Facilitator: Alison Amos  
 Timing: 9:30am – 4:30pm  
 Dates: Session 1- 17th March 2009  
 Session 2- 22nd June 2009  
 Session 3- 8th September 2009  
 Fee: \$350 (+GST) ea; \$900 (+GST) for series

## MANAGING CHANGE

Facilitator: Alison Amos  
 Timing: 9:30am – 4:30pm  
 Date: 24th March 2009  
 Fee: \$350 (+GST)

## REVIEWING CARE AND IDENTIFYING PRIORITIES FOR IMPROVEMENT

Facilitator: Alison Amos  
 Timing: 9:30am – 4:30pm  
 Date: 24th April 2009  
 Fee: \$350 (+GST)

## FROM PROPOSAL TO FINAL REPORT

Facilitator: Alison Amos and Sheila Hirst  
 Timing: 9:30am – 4:30pm  
 Dates: Session 1- 6th May 2009  
 Session 2- 6th August 2009  
 Session 3- 12th November 2009  
 Fee: \$450 (+GST) ea; \$1200 (+GST) for series

## COMMUNICATION SKILLS FOR FRONT LINE STAFF

Facilitator: Sue Macaulay and Alison Amos  
 Timing: 1:00pm – 5:00pm  
 Date: 16th June 2009  
 Fee: \$250 (+GST)

## CONSUMER PARTICIPATION

Facilitator: Alison Amos and Sheila Hirst  
 Timing: 9:30am – 4:30pm  
 Date: 22nd July 2009  
 Fee: \$450 (+GST)

## OUR TRAINING APPROACH

Tailoring workshops to participant needs  
 Brief pre-workshop surveys will be conducted to tailor content to specific needs and challenges facing participants.  
 Continuous improvement  
 Feedback will be sought to guide refinement of content and training materials.  
 Sharing of tips and strategies  
 Tips and strategies identified in each workshop will be documented and distributed to participants

## VENUE

All workshops will be held at:  
 The Royal Australasian College of Surgeons  
 College of Surgeons' Gardens  
 Spring Street, Melbourne 3000

This venue is readily accessible by public transport and has all day parking available close by at reasonable rates.

## FOR FURTHER INFORMATION AND TO REGISTER

Please contact ECHO for more information about each workshop and registration forms.

Early bird registration rates are available.

## CONTACT FOR ENQUIRIES

Seleena Sherwell

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ECHO

Extending the Capacity of  
 Healthcare Organisations

# ECHO PROGRAMS TRAINING CALENDAR 2009

GENERAL PROGRAM 1

## ABOUT ECHO

ECHO is a flexible and responsive Victorian based organisation that works in partnership with individuals and organisations in the health care sector to:

- strengthen and support continuous improvement
- enhance consumer experiences and outcomes.

We extend the capacity of healthcare organisations through facilitating consumer participation, quality improvement, service review, program evaluation and by mentoring, supporting and building upon existing skills of individuals.

## OUR WORKSHOPS

In 2009, we are offering a range of workshops for professionals working in the health sector. We also offer tailored training programs for organisations with specific needs throughout Australia and New Zealand. Contact us if you would like to discuss your organisation's needs.

### SUPPORTIVE CARE IN CANCER

In today's stretched health system, how best to provide high quality supportive care to all those affected by cancer presents significant challenges.

This interactive workshop is aimed at staff working in all areas of cancer care, Victorian Integrated Cancer Services personnel and relevant service or quality managers. It will assist participants to implement the Victorian Government's supportive care policy directions. The workshop will focus on the tools, skills and processes required to develop a supportive care strategic plan including identifying current service gaps, prioritising service improvement strategies and addressing barriers to change.

### EVALUATION – A PRACTICAL APPROACH

Increasingly, we are called to demonstrate the effectiveness of organisations, projects, program areas or roles. This workshop series will provide training in the development and implementation of an evaluation framework. The three sessions cover:

1. developing an evaluation framework using a program logic approach
2. implementing the framework — key data collection methods: documentation review, focus groups, interview techniques and survey design and administration
3. analysis and reporting.

### INITIATING AND MANAGING CHANGE

In the 'busy-ness' of health and community services delivery, we rarely have an opportunity to stop and reflect on how we personally respond to the various challenges we regularly face. This workshop explores how we personally (and those around us) deal with the continuing challenge of change.

Strategies will be identified that will:

- improve how we deal with change as individuals
- enhance our capacity as change agents in a system under stress.

### REVIEWING CARE AND IDENTIFYING PRIORITIES FOR IMPROVEMENT

This workshop will introduce two simple, yet powerful techniques for reviewing current practices, processes or pathways and identifying a set of agreed priorities for improvement.

Process mapping provides a mechanism for reviewing and reflecting upon current practice and pathways of care, for identifying 'hotspots', areas for improvement and potential areas for role or process redesign. The Nominal Group Technique can then be applied to identify clear priorities for action.

At the end of this workshop, participants will have learnt various applications of these two techniques and will have a step-by-step guide to their use in the redesign of workflows, processes, pathways of care or work roles.

### FROM PROPOSAL TO FINAL REPORT

This workshop series will take participants through all steps involved in the initiation, conduct and completion of a project. Tips and strategies for overcoming common hurdles or pitfalls will be provided.

The three sessions cover:

1. writing effective proposals: project planning tools and techniques and the structure and content of good project proposals
2. putting the plan into action: key tools and methods for effective project conduct and management
3. pulling it all together—the final report: taking the wealth of information generated through a project and presenting it in a concise and effective way for various audiences.

### COMMUNICATION SKILLS FOR FRONT LINE STAFF

Receptionists and other front line staff play a crucial role in creating supportive environments for the provision of health care. This role comes with many challenges including dealing with high demand for services and clients who are often stressed and anxious.

This workshop explores the importance of effective communication and uses fun practical activities to heighten awareness of how we communicate as 'sender' and 'receiver'. A telephone and face-to-face communication etiquette will be developed and tips and strategies for dealing with common communication challenges will be shared.

### CONSUMER PARTICIPATION - GUIDING SERVICE PLANNING, DELIVERY AND IMPROVEMENT

The importance of active consumer participation in health care is recognised in state, national and international policy and practice. Facilitating consumer participation is both challenging and enormously rewarding. This workshop will present the evidence for consumer participation, core enablers, barriers and principles underpinning effective participation. It will provide guidance, tools and templates to support implementation of participation strategies in practice.