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Facilitation development in the essentials of care program; Learning about and leading change

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Abstract

Abstract of paper presented at the Australian Nursing and Midwifery Conference, Newcastle, Australia, 17-18 October 2013.

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Facilitation development in the essentials of care program; Learning about and leading change

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The Essentials of Care Program (EOC) is a state wide program aimed at improving patient care outcomes and the effectiveness of workplace cultures. Fundamental to the program is the facilitation style and approach necessary for transforming practice. For this reason a facilitation development curriculum, through which internal facilitators develop transformational facilitation skills, is embedded in the process of implementing the EOC Program. These skills are recognised as pivotal to any work that is underpinned by transformational Practice Development.

An evaluation of the facilitation development curriculum and processes (funded by the Nursing and Midwifery Office, NSW Ministry of Health) has recently been completed. Data collection occurred in four Local Health Districts (two rural and two metropolitan) with input from all stakeholders using interviews and focus groups. The data has been analysed by the evaluation team and the findings have been categorised under four areas of interest - the process of developing facilitation skills, the learning acquired, the experiences of the facilitators and others they worked with, and the outcomes of the facilitation development.

This presentation will share the findings of the evaluation. The presentation will focus particularly on three areas: 1) The Facilitation Development Program and individuals' learning about the form of facilitation itself required for transformational change; 2) The type of leadership required to support facilitation and facilitation development; and 3) the impact of facilitation and leadership on the EOC program in bringing about change and the implications of that for individuals' practice and practice environments.