

Are you interested in developing advanced communication skills?

How do I advocate for a patient's hopes & wishes?

What do I say,
how do I find the
words?

How can I feel more confident
having challenging
conversations?

How do I deal with
conflict in families?

How do I get to understand what is
important to the patient & their whānau?

What do I do if
they cry or get angry?



Advance Care Planning: Level 2 Practitioner Training

Two day training courses are running from September to December 2016 and will be held all over New Zealand. Dates and locations are being confirmed. For more information and to apply please go to

<https://www.surveymonkey.com/r/2septodec2016>



Level 2 ACP Practitioner course structure:



our voice
to tātou reo

Advance
Care
Planning

Who should attend the course:

Experienced doctors, nurses & allied health workers looking after patients, particularly those with long term conditions, in hospitals, community (primary care) health settings & residential aged care facilities.

Why you should attend the course?

This course will help you develop advanced communication skills to effectively initiate & participate in any complex communication conversations. The course focusses on advance care planning, however these skills are applicable in any situation.

Course accreditation:

The “Advance Care Planning Level 2 Training” - has been endorsed by The Royal New Zealand College of General Practitioners (RNZCGP) and has been approved for up to 14.10 credits CME for the General Practice Educational Programme (GPEP) Years 2 and 3 and Maintenance of Professional Standards (MOPS) purposes. Up to a further six hours of self-directed learning can also be claimed.



The skills you will learn/develop to effectively initiate & participate in ACP conversations:

- Respond effectively to patients or family members who require support with challenging advance care planning conversations
- Plan & set up an advance care planning conversation/s
- Promote & support a patient's voice to be heard
- Translate what is important to a patient into clear end-of-life care preferences
- Respond effectively to emotional issues & the needs of participants during the conversation/s
- Appropriately explore a person's choice not to participate in an advance care planning conversation whilst ensuring they are making an informed choice
- Develop & role model communication excellence.

Note:

- 100% attendance at the course is mandatory. It is not possible to arrive late, leave early or have time out during teaching sessions.
- This course is **not suitable** for new graduate staff in their first scope of practice.

How much does the course cost?

The courses are paid by the District Health Boards. Eligibility will be confirmed.

How do you apply?

Go to <https://www.surveymonkey.com/r/2septodec2016> or use the QR code and complete the application form.



Questions?

Please email: acpadmin@adhb.govt.nz

Delegate feedback on the training:

"I cannot rave enough about the course - I was a bit ambivalent about it initially but I came away with so many tools to help my communication" - Nurse

"This course has been the best course I have ever been on. It will truly influence my practice positively" - Nurse Manager

"I would recommend this course to all health professionals. It helped me to learn how to have difficult conversations in a very respectful & thoughtful way" - Social Worker

"Best course I've attended since becoming a doctor. Useful, practical & hopefully will reflect in my future practice" - Senior Medical Officer

"Increased confidence with a wide range of health care scenarios with respect to communication" - Medical Registrar

"An excellent course that actually surpassed expectations. The level of competency of Facilitators was outstanding & provided a safe, inclusive & motivating environment in which to learn" - Nurse