

BNC Train the Trainer - Quick Reference Card

Everything a Designated Trainer needs on two pages

This program is **NOT** just about the DRTT. You are a trainer across all BNC topics: HealthPathways · Deteriorating Resident · Advance Care Planning · Palliative Care · Telehealth · MyHealthRecord · ISBAR

YOUR ROLE AS TRAINER

- ✓ **Clinical champion - not just a teacher**
- ✓ **Build local expertise that outlasts you**
- ✓ **You don't need to know everything**
- ✓ **Ask questions. Facilitate discussion.**

THE 15-MIN SESSION TEMPLATE

Step	What to do
HOOK (2 min)	Open with a clinical question or brief real story
KEY POINT (4 min)	One concept - keep it simple
CASE STUDY (5 min)	"What would you do?" - let them talk
TAKEAWAY (2 min)	One thing to remember and apply
CLOSE (2 min)	Questions + date of next session

WHERE TO DELIVER IT

- ✓ **Staff meetings (best - add 10–15 mins)**
- ✓ **Shift handover (quick scenario prompt)**
- ✓ **Toolbox talk at start of shift**
- ✓ **One-on-one mentorship (especially for RNs with ESL needs)**
- ✓ **Small group workshop (3–6 staff)**

★ **Top tip:** Get them while they're already in the room - tack onto a meeting rather than booking a separate session. It solves backfill, rostering, and attendance problems in one go.

THE 6 PROGRAM TOPICS

Topic	Key focus
HealthPathways	Finding & using clinical decision support
Deteriorating Resident	Early recognition + DRTT escalation
Advance Care Planning	Documenting wishes; difficult conversations
Palliative Care	Comfort-focused care; family support
Telehealth	Avoiding unnecessary ED transfers
MyHealthRecord	Accessing care history; coordinating care

WHICH MODULE FIRST?

- ✓ **HealthPathways if your staff don't know it exists (most don't)**
- ✓ **DRTT if deterioration recognition is a priority**
- ✓ **ACP if your facility is moving toward palliative-focused care**
- ✓ **Telehealth if ED avoidance is a goal**

ACP - having difficult conversations - is particularly well suited to Train the Trainer because staff need space to ask questions and debrief. Don't send this one home as online-only.

MEASURING SUCCESS

- ✓ **Staff using DRTT on the floor**
- ✓ **Earlier escalations, better documentation**
- ✓ **Staff asking more clinical questions**
- ✓ **Improved audit scores post-training**
- ✓ **Buzz and energy after sessions**
- ✓ **Fewer ED transfers in relevant areas**

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Overcoming barriers · Embedding training · Getting started

TOP BARRIERS & WHAT WORKS

Barrier	What to try
No time / rostering	Tack 10 min onto an existing staff meeting
Training fatigue / OZMED overload	Position BNC as short, practical, optional-feel - not another module stack
Low motivation	Start with curious staff; let enthusiasm spread; celebrate small wins
Staff don't attend separate sessions	Don't run separate sessions - go to where they already are
High turnover	Embed in induction; use the online modules for new starters
Resistance to change	Lead with a real clinical story, not theory
English not first language	One-on-one mentorship; visual aids; slower-paced discussion
'This is just about DRTT'	Name it early - show the full module list to all staff

YOUR 7-STEP GETTING STARTED

- 1. Identify your trainer(s)** Choose passion over position - clinical champions, not just nominees
- 2. Brief leadership** Get manager/DON endorsement before you start
- 3. Set expectations** Clarify time, topics, and what success looks like
- 4. Pick your first topic** Start with something your staff already care about
- 5. Book your first slot** Add it to the next staff meeting agenda now
- 6. Run the session** 15 min, one concept, one case study - keep it short
- 7. Reflect and report** Collect feedback; share wins; plan the next session

RECOGNITION IDEAS THAT WORK

- ✓ Completion certificates (photocopiable)
- ✓ Acknowledge at team meetings
- ✓ Coffee vouchers, chocolates, food at sessions
- ✓ Link to CPD hours via AUmed
- ✓ Learner spotlight in staff newsletter
- ✓ Digital showcase on Appellon or platform
- ✓ Staff of the month - link to learning

The Participant Workbook includes a sign-off page and a printable certificate. Hand these to every trainee who completes a session - it formalises the learning without requiring a formal system.

PROGRAM REFERENCES

Modules	agedcare.practicecoach.com.au
DRTT resource	hnc.org.au/deteriorating-resident-triage-tool-nsw-mnc-nsw
HNC Hub	hnc.accelerateqi.au/residential-aged-care.html

COMPANION PROGRAMS

If your facility also runs PACOP (palliative care pathways from Uni of Wollongong), treat BNC as the foundation layer and PACOP as the next step - they complement each other.

Healthy North Coast has an active working party on the DRTT. Talk to your Practice Coach if you need help aligning programs at your site.

SESSION PLANNING SPACE

Next session topic	Date	Location

The Building Nurse Capacity project is funded by Healthy North Coast through the North Coast PHN Program.