

The Bays Hospital Group

Education

Seeing the 'lightbulb' moments

The Bays is passionate about education. For an organisation of our size we provide a great deal of high quality education to staff and our local General Practitioner community. We believe it's one of the things that helps to set us apart and drives the level of excellence we strive for.

Our internal education programs help our staff and clinicians to develop and expand their proficiencies, knowledge and skills. We closely monitor industry developments and trends and incorporate the latest information into our courses and training.

Clinical Educator, Jenny Wain, is on the education team. She co-ordinates programs for the medical and surgical wards and the wider GP community.

"We do needs analyses and audits to reveal any gaps, and we consistently review processes to help us identify where we might need to build skills and knowledge," she told us.

"I just love seeing the 'lightbulb' moment in my students' faces. That is what makes education so special for me," added Jenny.

"There's lots of formalised and mandatory education programs that we run for our staff, plus plenty of other elective training opportunities. We add lots to that in terms of our own education programs. For example, we run popular 'Lunch and Learn' sessions - which are an informal way for staff to share knowledge. We have optional development programs, evening workshops and continuous mentoring to reinforce skills across all areas of the organisation," Jenny said.

The Bays runs RACGP-accredited education programs for the Mornington Peninsula's 345 General Practitioners. Over 200 of them have attended at least one of our education sessions and feedback from participants is consistently positive.

"Our education sessions for the local GPs are very successful. They're a great way for us to build relationships in the community and keep lines of communication open with local doctors. It all helps us streamline the care of our patients," Jenny said.

Deb Sharp is a Clinical Nurse Educator on the team. She is responsible for providing the theatre and critical care education at The Bays. Deb explained to us that education is about quality improvement, proficiency and keeping a finger on the pulse.

**"You can never put a lid on it.
Your training is never done."
– Amanda Rentsch**

"It's such a dynamic environment. If you step out of an area for just a short time it can be daunting to get back into it because technology and processes change and develop so fast. That's why our education programs are so important," Deb said.

The Bays staff are proud of the number of programs they've developed and run, including the Massive Transfusion Protocol Education - a rapid response training course to tackle major bleeding in a crisis. The course was developed in partnership with Melbourne Pathology and is accredited by the ANZCA. It was well attended by nursing staff, doctors and anaesthetists. The program includes an information kit, simulation exercises, off-site education and real case testing. The protocol has been put into practice at The Bays and performed exceptionally well.

Maternity Nurse Educator Amanda Rentsch has been a midwife for 27 years. She outlined why she felt drawn to a role in education. "It's a profession that has given me so much," she said. "I feel I should be giving back to the new people coming through, so they'll have a good role model and a good start to their own careers. You can never put a lid on it. Your training is never done."

The Bays is blessed to have such a passionate team of educators who drive the learning, skills and development culture of our organisation. Education is a very significant investment for us, and it's one we see impressive returns on.



Clinical Educator Jenny Wain.