



**Delivering Clinical Supervisor
training: a mixed method approach,
Moodle and virtual classroom.**

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Commencing a sustainable Clinical Supervision Program in WSLHD

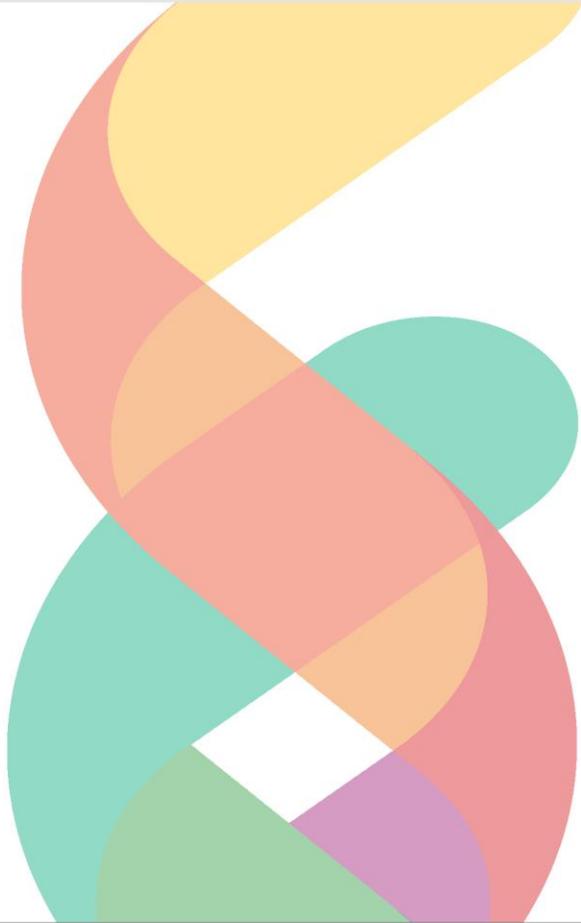
- NSRF received to establish program in 2019
- 48 experienced nurses and midwives trained in first cohort to be clinical supervisors using an external training provider
- Feedback and gap analysis performed
- Identified that advanced communication and group facilitation skills needed to be included in an enhanced clinical supervisor training course.
- Commenced researching literature about clinical supervision and supervisor training for nurses, midwives and allied health professionals- both local and international.

Clinical Supervisor Training Program enhancement



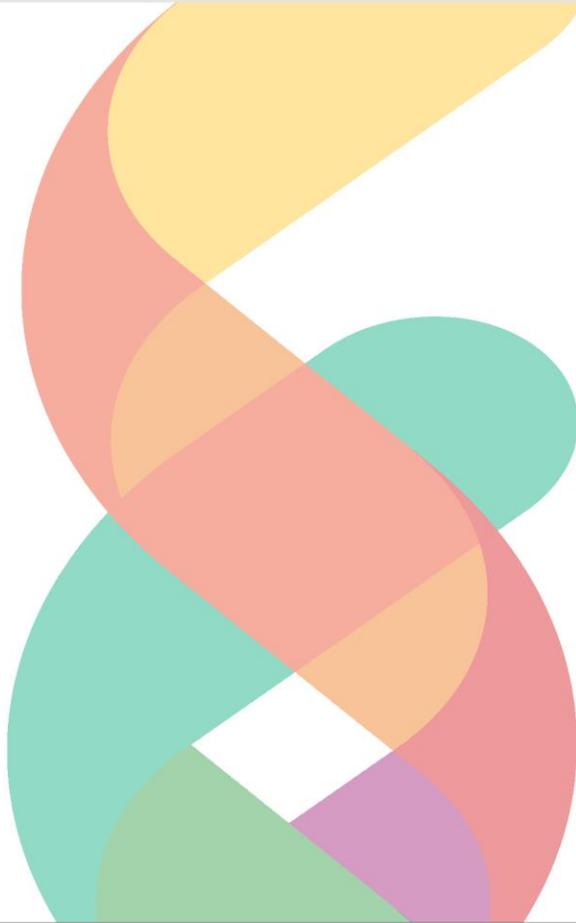
- Pre COVID-19, our plan was to facilitate a 3- day face to face experiential course for nurses and midwives
- Topics included:
 - defining clinical supervision
 - establishing a relationship
 - commencing a session
 - communication skills
 - group facilitation skills
 - critical reflective thinking.
- Expected group size: 12 (multiples of 3)
- Frequency of courses: approx. 6 times in 2020 (planned pre COVID).

February/ March 2020-*unprecedented times...*



- Little did we know what lay ahead
- All face-to-face education suspended immediately
- For how long? 2 months? 6 months?
- Priorities changed with urgent redesigning of mandatory education e.g. N&M Orientation Program (presentation to come)
- Clinical Supervisor Training Program was a lower priority
- Plan: wait for face-to-face education to resume.

As COVID-19 became the new normal for 2020...



- The priority for Clinical Supervisor training changed as COVID-19 continued to affect the workplace
- Interactive online course with a virtual classroom component to practice the skills
- Four educational colleagues openly collaborated, designing and developing the WSLHD Clinical Supervisor Training Program (online).
- Flipped classroom
- Experiential learning
- Considered:
 - What is the ideal course length- 4 weeks, 6 weeks, 8 weeks?
 - Length of Zoom sessions?
- We have conducted 3 courses (September, October and November)
- Total number of newly trained supervisors in 2020: 36
- Feedback survey results

Online course structure and content

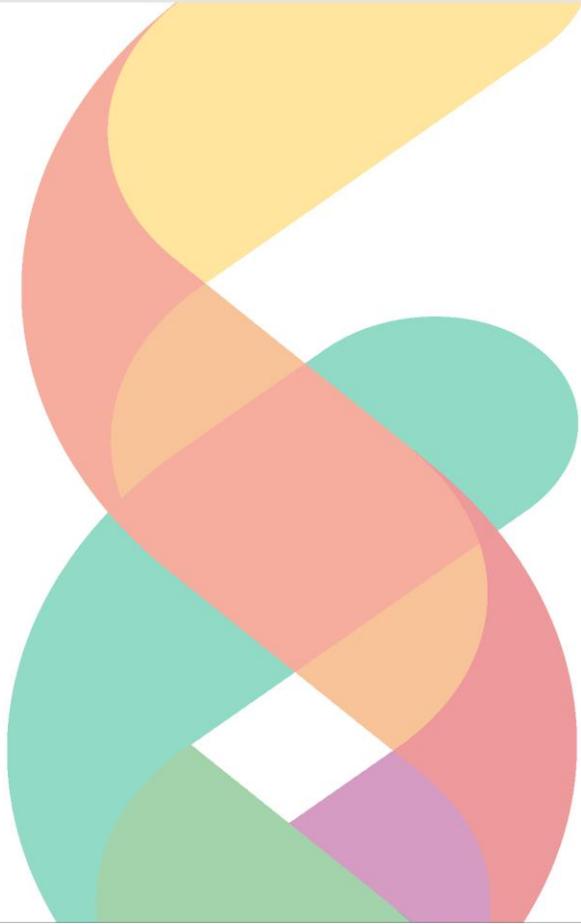


- 4 x weekly modules within WSLHD Moodle
- Approx. 2 hours per week
- Content:
 - Define clinical supervision
 - Roles and responsibilities
 - Confidentiality, legal and ethical parameters
 - Psychological safety
 - Experiential learning
 - Giving and receiving feedback
 - Group dynamics
 - Starting out facilitation groups
 - Conflict and conflict resolution
 - Critical reflective thinking
 - Active listening

Interactive experiential learning

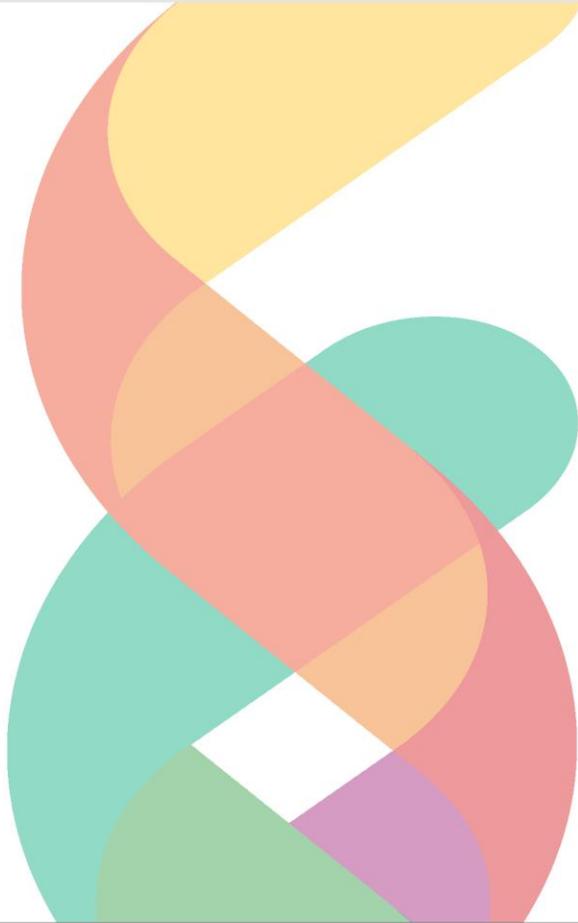
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- 4 x 2 hour weekly Zoom sessions
 - Practical application of knowledge and skills in preceding weekly module
 - Content:
 - Preparation for the clinical supervision
 - Setting the scene
 - Commencing the first session
 - Using Gibbs' reflective cycle
 - Active listening
 - Reflective feedback
 - De Bono's six thinking hats
 - Understanding assumptions
 - Action learning sets for group facilitation
 - Simple group facilitation
 - Managing difficult personalities within the group

Complexities when using technology to deliver education



- Each participant requires: own computer with video and audio, internet access, and a private space to participate in the course.
- Due to the variety of experience of participants, co facilitators in each group supported learning within small group activities
- Some participants struggle with using technology which may be a distraction to other learners and embarrassing for the participant.
- Course has a heavy co facilitator cost- 1 facilitator per 3 learners.
- To lighten the load and ensure skill development, 9 co facilitators have been trained to run the program (from each of the facilities within the LHD).

Managing issues as they appeared



- Chat box
- Gallery view
- Breakout rooms
- When host drops in and out of rooms, take care not to close whole meeting😊
- Make co facilitators co hosts (not host) so that they can move around rooms
- Learn how to enable volume on you tube videos shown via shared screen
- Broadcast messages to whole group when using break out rooms do not last long on the screen
- Adjust the timing of the activities to ensure overall time of segment is tight
- Use 'doorbell' to indicate people are in the waiting room to be admitted
- Use whiteboard, share screen options, all the settings options you can imagine wanting to use.
- Keep smiling😊

Feedback

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- 5-point Likert scale
 - Positives
 - Experiential learning activities in Zoom sessions
 - Role plays
 - Group discussions
 - Moodle content was thought provoking
 - Well supported by facilitators
 - Online mode- easy access, minimal impact on workload
 - Demonstrated that Clinical Supervision sessions may be delivered effectively online
 - Course was very well organised and engaging- exceeded expectations
 - Continue in this format post COVID-19.
 - Improvements
 - Module 2 content was too much!
 - More clarity about what next.

Big lessons learned...

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- Collaborate with your education colleagues to design, develop, deliver and evaluate the best interactive online experiential course possible.
 - Use evidence to inform the content of the course
 - Have very detailed lesson plans with ample time to explain the activity and clarification time for the participants.
 - Be prepared to have a very steep learning curve and learn on the go.
 - Be open with the participants that we are all learning during these sessions.
 - Actively encourage honest feedback from the participants and make changes to the course as required
 - Ensure the co facilitators are fully prepared and know their responsibilities
 - Share the technical side with a trusted colleague

Acknowledgement...

I would like to thank my colleagues for their generosity sharing their time and expertise to co- design and develop the WSLHD Clinical Supervisor Training Program (online):

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Peter Hockey

Questions?

For further information/ references, please
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