

# Fostering hospice staff engagement in learning using a facilitative approach

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Care  
Compassion  
Understanding

Hospices are usually charitably funded - to remain the bedrock of palliative care practice, the provision of high standards of care must be balanced against reduced charitable giving and limited education budgets.

Many hospice staff focus on clinical care, finding it difficult to integrate formal learning into practice due to lack of time, motivation, confidence or competence. Adult learning is enhanced when it is self-directed and relevant to practice. Supporting link nurse and audit projects brought about opportunities to develop knowledge and skills, augmenting formal learning.

## Facilitative Skills used

- Active listening
- Giving and receiving constructive feedback
- Asking enabling questions—not telling
- Discuss and record plans
- Guidance to identify educational outcomes

## Positive Outcomes

- Enhanced clinical skills among colleagues
- Fostered integrated working between teams - nursing and other professionals
- Other nurses responded well to learning experiences presented by colleagues
- Leads developed their own skills - many flourished
- Link nurses became role models for colleagues
- Link nurses collated evidence of their own professional development

## Feedback

- “I learnt how to put on a learning event”
- “I understood the need for more research”
- “I became more proactive”
- “It made me confident to pass on gained knowledge”
- “It was fun!”

## Challenges

- Low levels of confidence made staff reluctant to take on new roles
- Ability to take on the link nurse role restricted by required academic skills
- Clinical colleagues were reluctant to take on specific aspects of care seen as the domain of link nurses



## Next steps

- Sharing work internally and externally
- Continually reviewing and refining facilitation skills
- Further developing competencies

