



# Improvement of structured education sessions delivered to school staff

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The purpose of undertaking the quality improvement project was to help improve the content and delivery of our schools training sessions.

## Background

Virtual training sessions conducted during September – October 2020 were not very effective. This was our first initiative to deliver schools training virtually. Reflecting back after the sessions among staff, we encountered lack of participation and feedback from participants. We therefore could not effectively assess and adjust our training sessions towards the school staff needs.

## Our Journey so far

Clarifications of our expectations from trained school staff

School staff interested to attend our online training session must complete the JDRF school sessions prior to attending the training session. Schools made aware of digibete.

Allocation of keyworkers at school.

Maintain an up to date schools list with contact details.

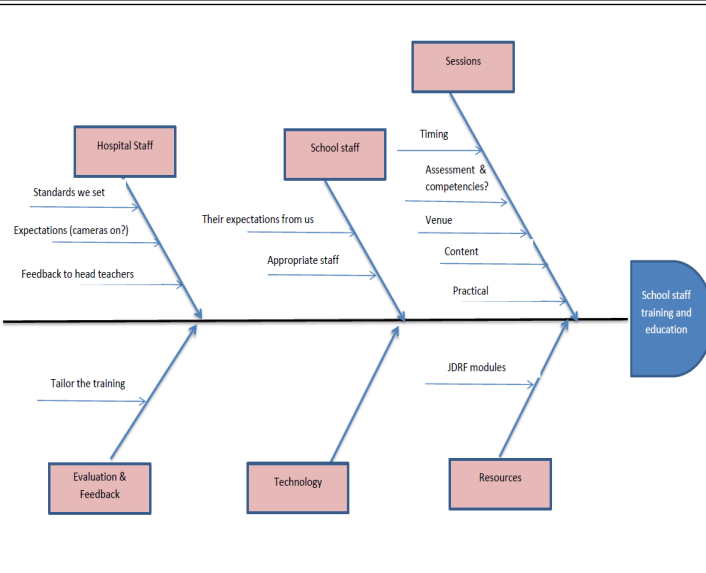
Appropriate handovers prior to new academic year start for seamless transition for the child's care.

Ad-hoc drop in sessions started for school staff to call in to clarify their concerns.

Use real life scenarios during training.

Long-term conditions nurse to help out for school training and problem solving.

## Fishbone Analysis



## Further Actions

- ❖ Streamline the process.
- ❖ Obtain appropriate and timely evaluation of the session.
- ❖ Engage the teachers effectively during the training sessions by making it more interactive.
- ❖ We have not had an opportunity to implement and measure the above changes in order to observe if it is improving care at schools as we haven't held any of the virtual training sessions since end of October 2020. We aim to continue our QI journey following the upcoming sessions

## Bright Spots

Regular meetings helped with exchanging ideas, Used PDSA cycles to test out changes on a small scale e.g.: drop in sessions, different survey techniques, peer and organisational support. Plans are in place to continue the QI process for further service improvement.