# Health Action Training

*enhancing the inter-personal communication skills for nursing and midwifery staff at the Western Health and Social Care NHS trust*

HEALTHACTIONTRAINING.COM
INFO@HEALTHACTIONTRAINING.COM

Western Health and Social Care Trust

Funded by; Burdett Trust for Nursing

Nursing: a challenging profession

**1) More Staff**

**2) More Support for Staff**

# The case for supporting staff

1) These initiatives cost too much!

Poor mental health = **£2000 per employee per annum**

NHS Sickness absence = **£1.1 billion per annum**

30% of sickness absence due to stress = **£400 million per annum**

(HEE, 2019)

**82%** Resolved complaints were thanks to good communication

(PCC, 2019)

Good communication saves **£180 million** per annum in NI alone

(DoH, 2022)

**Improving it can save more.**

# The case for supporting staff

2) We work in a high strain environment – what difference does one person's wellbeing make?

In both high and low strain environments higher resilience had positive effect on:

- **Stress**
- **Burnout**
- **Likelihood of depression**
- **Sleep**
- **Job satisfaction**
- **Intent to quit**
- **Likelihood of absence**
- **Productivity**

Higher resilience = 13% lower likelihood of sickness absence in high strain environments.

Higher resilience = 29% lower likelihood of depression in high strain environments.

(Shatté *et al*, 2017)

Higher resilience = potential savings of **£239 million** across the NHS per annum

# The case for supporting staff

3) It's just not practical, it won't work in the real world!

NHS
Mersey Care
NHS Foundation Trust

A just and learning culture – restorative practice

Culture of blame

Estimated total savings of between **£1-2.5 million** based on reduced absences, staff turnover, and legal costs

Fear of seeking support

Lengthy and stressful processes

(HEE, 2019)

**Conclusion**: Initiatives that prioritise supporting staff and people in the NHS (including their mental health, wellbeing, and interpersonal skills, and person-centred practice) is already:

**Saving the NHS money**

**Having a positive impact on staff retention**

**Improving staff's health and their capacity to work.**

# What is HAT?

Blends actor training with applied drama methods to provide person-centred nursing training

Uses drama and actor training as a framework

For more, see: Jennings *et al* 2020, Jennings *et al* 2021

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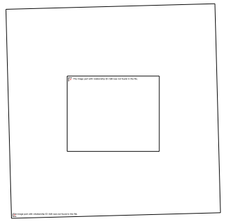

# Assessment

Group Role Play
and Viva Voce

Health Action Training

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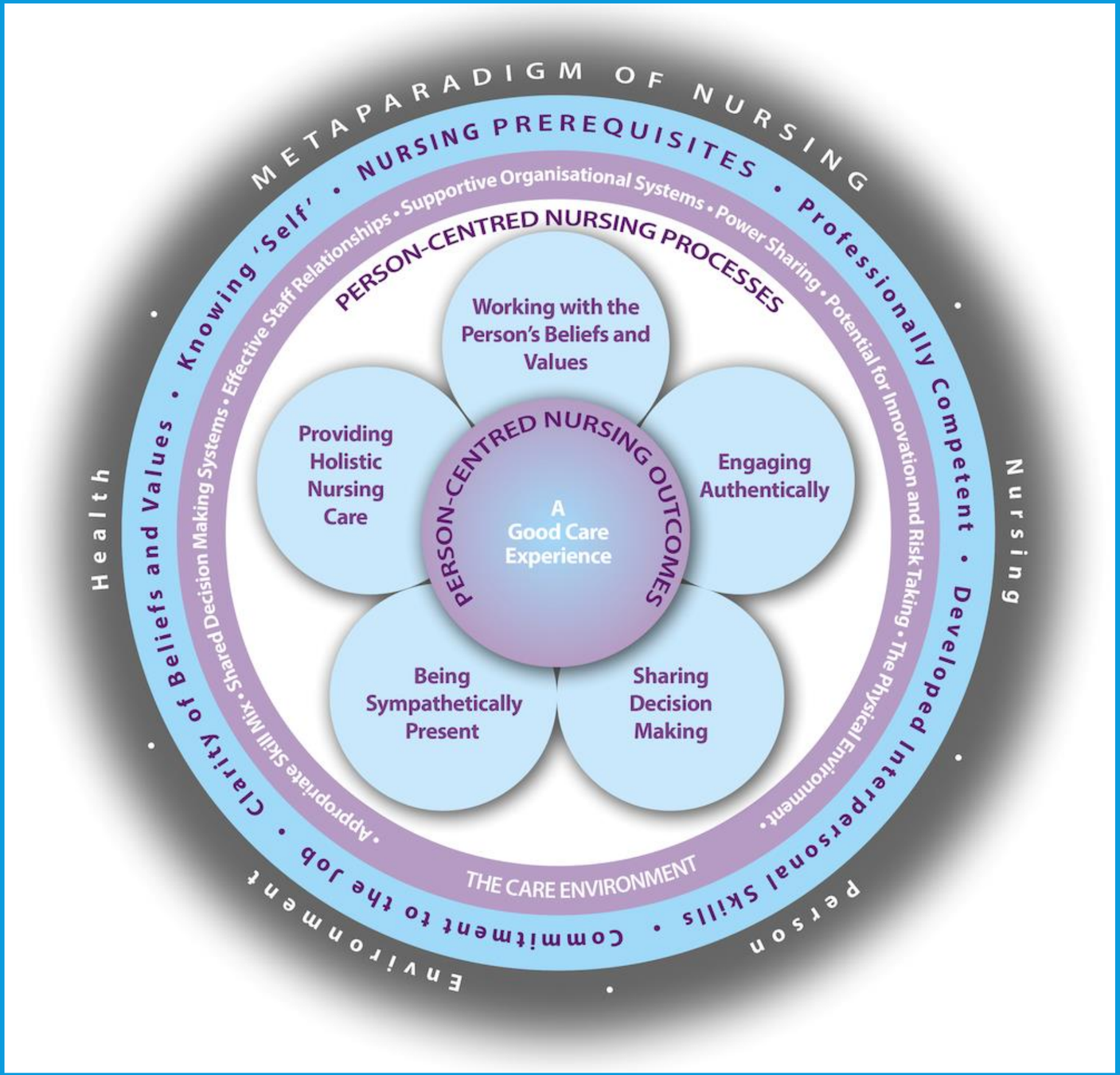


(McCormack & McCance, 2016)

# The impact of our Graduate Certificate course in the UK

Connor-Davidson Resilience Scale (CD-RISC: Connor & Davidson, 2003)

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**14.9%**

Average increase in scores

**48**

The minimum score at T1 before the course - indicative of severe depression and/or trauma, based on other population samples

**79**

The minimum score after the course - indicative of above average scores based on other population samples

# The impact of our Graduate Certificate course in the UK

Person-Centred Practice Inventory (PCPI-S: Slater, McCormack, & McCance (2017)

Western Health and Social Care Trust

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**12.1%**

Average increase in PCPI-S scores

- Scores across all factors being enhanced, effect from meso to macro level
- Noteworthy increases in many factors, for example:
- "having sympathetic presence" of as much as 20%
- "knowing self" as much as 33%, and
- "power sharing" as much as 29%

# *Key findings from project report*

- HAT training enhanced WHSCT staff's:
  - Wellbeing
  - Resilience
  - Confidence
  - Self-awareness
  - Capacity for self-care
  - Non-verbal communication
  - Person-centred communication skills
  - Ability to deal with stressful situations
  - Clarity of personal and professional values
  - Understanding and practice of Person-Centred Care
  - Capacity to contribute to diverse range of interactions
  - Ability to deal with and manage feelings of anxiety at work
  - And more.

**To see the report, scan here:**

# Before Health Action Training

Hi , this is just a reminder that it is time for the follow up at the health trust's study. Please let me know when can I contact you.
Thanks Gosia.

# After Health Action Training

Hi I hope you doing well. This is Gosia the research nurse from Omagh hospital doing a health study. I hope you remember me. It is time for the follow up. I hope you have enjoyed the voucher given last time. When will be convenient time for chat to complete the survey?  I hope to hear from you soon. Gosia

# What our participants say

“

Every nurse should take part in these workshops.

“

HAT inspired me for the future of nurse training. More hands-on humane training.

“

I was able to focus better….Because I was more focused I felt more competent.

“

As a newly qualified nurse I found this approach to communication training invaluable.

“

A completely different way of looking at things that I never would have been taught before… The drama work gave me confidence.

“

[HAT shows] How powerful your voice can be…HAT definitely has a big place for so many professionals not just those in healthcare.

“

I would thoroughly recommend this training to health care professionals of all experience levels as communicating is a skill we should always try to improve.

# What our participants say

“

[HAT] reinforced the paramountcy of reflection and the application of self-care.

“

My thinking has changed about my purpose in my role. I'm more grounded and think clearer.

“

[I appreciated] the interactive nature of the programme, [and] the safe space created for discussion and learning

“

I enjoyed developing my knowledge and understanding on communication

“

[HAT] makes you learn to feel more grounded, to do breathing exercises, to remember to focus on yourself first as you need to be in a good place to help your patient.

“

As a participant, the course seemed to have a nice blend both discussion and practical HAT activities; the blend helped keep my focus and the practical helped keep me engaged

“

[Thanks to HAT] I’m able to understand self-care and make a conscious decision to stop and stay in the moment and breathe (breathing exercises) and focus on one thing at a time.

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Scan below to read the project report

Scan below to join upcoming courses

Health Action Training®

# Come and speak to us!

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