FRONTLINE MANAGERS - FAST FACTS

These In-services are designed to assist and support our frontline managers and supporting managers with their roles and responsibilities in relation to core operational functions and where to access resources easily.

Time Management – Take 5 for Education In-Services

TAKE 5 An Initiative from the Royal Perth Bentley Group, East Metro Health Service, Perth WA.

5-minute education for busy people

- Problem:
  - Dwindling audiences with face to face education at RPH
  - Some staff groups effectively unreachable - missing out on core education messages - especially medicine
  - Increasing resistance to established formats of eLearning as the panacea solution

- Solution:

Re-invent the education format, content, style, marketing and delivery into a punchy 5 minute format. Instead of leading with a 30 minute lecture and finishing with 3 take home messages, lead with the MUST KNOW information and link to the lecture/additional information

Develop and deliver a strong brand identity to ensure consistent content quality and reputation

- Results:
  - 10 times more staff accessing Take 5 education each week than attended face to face education.
  - 93% approval rating. Engagement from all staff groups
  - Inter-hospital / state-wide engagement with Take 5 content across WA without actively trying
  - Take 5 subjects being regularly added to the library

VALUES IN ACTION

RESPECT - INTEGRITY - COMPASSION - HIGH PERFORMANCE - TEAMWORK

Metro North Hospital and Health Service - Putting people first

July 2018

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