

Locked Bag 1797
Penrith NSW 2751 Australia



Medical Education Unit
School of Medicine

National Director
ACEN
PO Box 938
Springvale South VIC 3172

Dear Judie,

Re: Final Report for ACEN Research Grant *Supporting staff who support students: a narrative study and intervention for health care settings*

We are pleased to provide a final report on this study and inform ACEN of the outcomes of this project so far. The research team members, Prof Wendy Hu, Dr. Eleanor Flynn and A/Prof Robyn Woodward-Kron are continuing to work on the project and hope that there will be ongoing positive outcomes.

Achievements include:

- Completion of **40 interviews across 7 clinical and campus teaching sites** in the Universities of Western Sydney and Melbourne
- Independent analysis of all interviews by the research team
- Development of scripts from the interview findings and **filming of 4 scenarios with professional actors** for use in staff training workshops
- Presentation of findings and workshop pilot to support staff who support students at:
 - Australian Collaborative Education Network Conference, Deakin University, Geelong, November 2012.
 - Australian and New Zealand Health Association of Health Professional Educators (ANZAHPE) national conference in Melbourne, June 2013.
- Development of a **facilitator guide** for a focused workplace based training intervention in response to needs identified through interviews.
- Delivery and evaluation of **7 workshops to 65 participants across Victoria and NSW**
- Ongoing improvement of workshop materials and facilitator guide in response to participant evaluations
- Submission of a manuscript to an international peer reviewed journal describing the action research approach to developing a workplace based training activity. The manuscript acknowledges ACEN as providing support for the project.

Currently we have another 3 workshops scheduled in NSW, with more planned in Victoria. We are also developing a second manuscript for a peer reviewed journal which will include a more detailed analysis of the interview findings using the theory of Emotional Labor.

As the phenomenon under study appears to be common in medical schools we plan to release the video and facilitator guide resources via a UWS hosted website to allow further dissemination of this work.

Our expenditure of the grant has been according to the original grant application, including transcription fees for the interview recordings, ACEN Conference fees and travel, video production costs (including professional actors' salaries), travel and accommodation expenses to collect data, record video and conduct workshops (see reconciliation below).

We have met the two aims of the project set out in the grant application, namely to:

- To expand the knowledge base on the work of providing support to medical and other students by clinical teaching and support staff in healthcare settings.
- To analyse the education and training needs of teachers and staff who support students.
- To develop, test and evaluate an educational intervention and resources in health professional student support

We have also achieved the aims set out in the progress report (April 2013), which were to create the video scenarios and develop a facilitator guide for the workshops.

We hope that ACEN will be satisfied with the outcomes so far on this project and we look forward to producing more over time.

On behalf of the team, our hearty thanks and acknowledgement of research support from ACEN, without which this work would not have been done.

Yours Sincerely,



Professor Wendy Hu
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Reconciliation of ACEN Research Grant *Supporting staff who support students:
a narrative study and intervention for health care settings*

University of Western Sydney Project code: 20705-62080:

Amount awarded: \$10,000, less GST

Opening balance \$9091

559 Actors' Salaries

675 Conference fees

1017 Travel – accommodation/meals/airfares/incidentals

5006 Video production fees

1835 Transcription fees

9092

Balance: \$0.00