Residential Aged Care Homes Telehealth Training

Frequently asked questions

Free online training in telehealth is available to anyone working in or with residential aged care homes (RACHs) in northern Queensland.

Northern Queensland Primary Health Network (NQPHN) has facilitated this training on behalf of a consortium of 15 Primary Health Networks across Australia, using funding from the Australian Government.

What are the origins of the RACH Telehealth Training program?	Fifteen Primary Health Networks (PHNs) from around Australia decided to collaborate to create a nationally consistent telehealth training program with a specific focus on telehealth from a RACH perspective. Obvious Choice was comissioned to develop a series of microlearning modules for both RACH clinicians and staff, and remote-end clinicians providing telehealth from a location offsite.
Why microlearning modules?	PHNs recognise that time is very limited for people working in a RACH setting. By providing 6-minute learning modules, learners can take their time, work at a pace that suits and easily revisit sections they'd like to repeat.
What are the opportunities and benefits?	The aged care workforce can be transient. This training will enable a consistent understanding of how to support telehealth in aged care, supporting RACHs to better utilise telehealth for their residents. The benefits for residents are many, but the biggest benefit is enabling people to see a range of clinicians, regardless of the clinician's location. The support to both the resident and the RACH will keep people feeling well and healthy for as long as possible.
Who should access the training?	Anyone who provides telehealth support in a Commonwealth-funded RACH setting. You might be a nurse in a RACH, or a specialist who provides telehealth to residents in a RACH. You may also be a GP who can provide support at either the resident-end or the remote-end of the consultation.

I'm interested in hosting the training on our organisation's Learning Management System (LMS). How is this arranged?	By agreeing to the terms and conditions, any eligible organisations can apply to have the modules provided to them, for no cost. Please refer to the Telehealth Training Program website resiagedcaretelehealth.training
What are the eligibility requirements? (Who is it for exactly?)	RACHs, allied health providers, GPs, specialists, and PHNs, or organisations that support these clinicians. If you're not sure if your organisation is eligible, please refer to the Telehealth Training Program website resiagedcaretelehealth.training
What are the options for accessing the training if I'm not a host organisation?	If you work in a Commonwealth-funded RACH, you can access the training from the Aged Care Quality and Safety Commission learning platform, Alis. PHNs are seeking other opportunities to provide the training to all types of clinicians who provide - or could provide - services to RACHs.
Are there any costs?	The PHN Telehealth Training Project is providing this training free of charge to eligible organisations who would like to host. A condition of hosting is that the training must be provided to learners at no cost.
What are the options for structuring the training?	The training has been designed to follow specific learning pathways, with different options to suit your learning cohort. Advice can be provided on the best way to structure the modules on your LMS to suit your needs.
How does accreditation work?	The modules have been endorsed for GPs with the RACGP and ACRRM and for nurses with the ACN for accreditation for continuing professional development points. Certificates of completion are available for inclusion with the modules in the LMS. We can discuss which certificates are needed for each host.
Are there any terms and conditions for host organisations?	Yes, any organisation wanting to include the Telehealth Training Modules on their LMS will be required to accept and agree to the terms and conditions, available on the program website prior to download.
How can interested organisations find out more?	Visit the Telehealth Training Program website resiagedcaretelehealth.training or scan the QR code.