

# Residential Aged Care Homes Telehealth Training FAQs

## What is the telehealth training program for residential aged care staff and primary care providers?

Free online training in telehealth is available to effectively enhance the digital capacity of anyone working in or with residential aged care homes (RACH) in the Darling Downs and West Moreton region.

## Who can access the training?

Anyone who provides telehealth support in a Commonwealth-funded residential aged care home setting. You might be a nurse 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.

## What are the origins of the telehealth training program?

Fifteen Primary Health Networks (PHNs) across Australia, including Darling Downs and West Moreton PHN, collaborated to develop a nationally consistent telehealth training program, specifically focused on telehealth from the perspective of residential aged care homes. The consortium commissioned Obvious Choice organisation to develop a series of microlearning modules (6-minute learning modules) for both RACH clinicians and staff and clinicians providing telehealth from a location offsite.

## Why microlearning modules?

PHNs recognise that time is very limited for people working in a residential aged care home setting. By providing 6-minute learning modules, learners can take their time, work at a pace that suits and easily revisit sections they would like to repeat. The training has been designed to follow specific learning pathways with different options to suit your learning cohort.

## 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 their location. The support to both the resident and the RACH will keep people feeling well and healthy for as long as possible.



## What are the options for accessing the training if I am 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.

Primary care providers supporting residents in aged care homes or staff working in non Commonwealth-funded RACHs individuals can complete the training through the [Telehealth training program](#) website.

Please contact our PHN [practicesupport@ddwmpnh.com.au](mailto:practicesupport@ddwmpnh.com.au) for additional in-person or virtual support to complete this training.

## Are the modules CPD accredited?

The modules have been endorsed for accreditation for continuing professional development points for **GPs** with the Royal Australian College of General Practitioners (RACGP) and Australian College of Rural and Remote Medicine (ACRRM), and for **nurses** with the Australian College of Nursing (ACN).

## 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, eligible organisations can apply to have the modules provided to them at no cost. Eligible organisations are RACHs, Allied Health providers, GPs, Specialists and PHNs or organisations that support these clinicians. Please refer to the [Telehealth Training Program website](#).

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.

A condition of hosting is that the training must be provided to learners at no cost. Advice can be provided on the best way to structure the modules on your Learning Management System (LMS) to suit your organisation's needs.

Certificates of completion are available for inclusion with the modules in the LMS. It can discuss which certificates are needed for each host.

**For additional information please visit the [Telehealth training program](#) website.**

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