

# Our **DIGITAL HEALTH** Service

## Agency Nurse: Booking, Pre-requisites, Training & Proficiency Pathway

Metro South Digital Training Service (MSDTS) provides standardised ieMR Training to Agency nurses, using a course that had been agreed to by Nursing Directors across Queensland Health (QH). The computer classroom functionality training is provided, in context, for a Nurse working in an Inpatient Unit (e.g., a Ward), incorporating cross-Hospital and Health Service (HHS) examples. The generic FirstNet video demonstrates LaunchPoint functionality used in QH Emergency Departments. For attendees who will be working in the GCHHS there is an ED FirstNet specific video available for viewing.

Additional resources are available to all attendees, these include Videos and Quick Reference Guides (QRGs), which have been collated to assist Agency Nurse attendees prepare for their shifts in ieMR live Facilities. Additionally, a reflective tool for CPD has been made available for AHPRA consideration, this has been published to the [Metro South Digital](#) website.

**\*\*Agency Nurses should direct their communication to and via their Agency rather than individually contacting the [MSHieMRAgencyTraining@health.qld.gov.au](mailto:MSHieMRAgencyTraining@health.qld.gov.au) email account\*\***

### Booking Process to Attend Training

1. Agency emails [MSHieMRAgencyTraining@health.qld.gov.au](mailto:MSHieMRAgencyTraining@health.qld.gov.au) and requests *Agency Request List* spreadsheet
2. Agency will complete the Request List, identifying the nurses and the dates they are available to attend training
3. Please return the Request List by emailing [MSHieMRAgencyTraining@health.qld.gov.au](mailto:MSHieMRAgencyTraining@health.qld.gov.au)
4. Nurses will be allocated into sessions and [MSHieMRAgencyTraining@health.qld.gov.au](mailto:MSHieMRAgencyTraining@health.qld.gov.au) will confirm their allocated session dates, location and time, ideally within two business days
5. Agency will advise [MSHieMRAgencyTraining@health.qld.gov.au](mailto:MSHieMRAgencyTraining@health.qld.gov.au) if the booked nurse(s) are not able to attend their allocated session(s), Agency to advise who will be attending in their place
6. MSDTS will send the attendance list to their Revenue Department for the billing process to occur
7. The Agency Inpatient Course is charged at \$150/day, totalling \$300 for the two-day course

### Pre-requisites to Attending Training

1. Nurse is to create their iLearn account, iLearn is the QH Learning Management System (LMS)
2. Nurses are to complete the ieMR Nurse eLearning module prior to attending classroom training, this is a pre-requisite and compulsory before attending the instructor led computer training Agency Nurse course
3. A PDF is available on how to access, register an account, search for and launch the eLearning module
4. Agency is to confirm that the pre-requisite has been completed by the Nurse(s) they are sending to the training

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## Resources to Complete Prior to Attending Training (Highly Desirable)

1. Nurse to watch the Videos published to the [Metro South Digital](#) website, [Agency](#) page
2. Nurse to read the Quick Reference Guides (QRGs) published to the [Metro South Digital](#) website, [Agency](#) page

## Training & Proficiency Pathway

1. Agency Nurses attend sessions as booked by their Agency
2. Agency Nurses who achieve Proficiency in the course will have their Proficiency certificate emailed from [MSHieMRAgencyTraining@health.qld.gov.au](mailto:MSHieMRAgencyTraining@health.qld.gov.au) to the Agency, ideally within two business days following successful completion of the course
3. Agency Nurses who are not able to demonstrate Proficiency on the day will have their Agency notified including feedback, ideally within two business days
4. Agency will contact [MSHieMRAgencyTraining@health.qld.gov.au](mailto:MSHieMRAgencyTraining@health.qld.gov.au) when they are ready to send their Nurse back for another attempt at Proficiency
5. [MSHieMRAgencyTraining@health.qld.gov.au](mailto:MSHieMRAgencyTraining@health.qld.gov.au) will provide to the Agency the date(s) for the next Proficiency session(s) for their Nurse(s) to attend for a second attempt at Proficiency, the session may be either two afternoons over two days, or one whole day, this will be included in the correspondence regarding the available dates for booking from MSDTS
6. Agency to confirm with MSDTS the date(s) and Nurse(s) will be booked into the session(s), this *second attempt at Proficiency is at nil cost* to the Agency
7. The ieMR Nurse eLearning module, available on iLearn, should be completed again prior to attending the second proficiency session, this is used as a practice and review tool, it is highly recommended to also review the Video and QRG resources on the [Metro South Digital](#) website, [Agency](#) page
8. Agency will advise [MSHieMRAgencyTraining@health.qld.gov.au](mailto:MSHieMRAgencyTraining@health.qld.gov.au) if the booked nurse(s) are not able to attend their allocated session(s)
9. Nurse will attend the Proficiency session(s), Nurses who achieve Proficiency in this session(s) will have their Proficiency certificate emailed from [MSHieMRAgencyTraining@health.qld.gov.au](mailto:MSHieMRAgencyTraining@health.qld.gov.au) to the Agency, ideally within two business days following completion of the Proficiency session(s)
10. Agency Nurses who are not able to demonstrate Proficiency in this second session will have their Agency notified, ideally within two business days
11. Agency will decide if the Nurse will be re-booked into the Agency Nurse training course at full cost for re-training.

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## Supplemental Agency Nurse Online Resources

1. Navigate to [metrosouthdigital.health.qld.gov.au](https://metrosouthdigital.health.qld.gov.au)
2. Navigate to the [Agency](#) tab
3. Locate the [Videos](#) tab, complete the videos in the order (top to bottom) loaded to the page
4. Locate the [Quick Reference Guides \(QRGs\)](#) tab, complete the QRGs loaded to the page



At the completion of viewing these resources, including completion of the eLearning module on iLearn, the Agency Nurse should feel confident in ieMR navigation and documentation; the Nurse should always practice within their scope of practice and seek additional learning opportunities as self-identified. This website and its resources are updated as the ieMR undergoes optimisation and upgrades.

All Agency Nurse attendees will be considered to have a sound level of knowledge and confidence with the use of computers.

Every hospital using ieMR stores their Quick Reference Guides (QRGs), videos, and Business Rules on QHEPS (Intranet) or an external link. Please refer to the resources developed by the hospital you are on shift for, as there may be special workflows or documentation requirements you need to be aware of.

The GCHHS has an RPL Document that attendees will sign and return to the Facilitator if they intend on working for GCHHS. Additionally, a Video has been created for the GCHHS FirstNet Application, a copy of the RPL document and the video are loaded to the [Metro South Digital](#) website, [Agency](#) page.