

## Florence Clinician Training - Trainer Guidance

<b>Title:</b> Florence Clinician Training - Trainer Guidance	<b>Owner:</b>
<b>Purpose:</b> To deliver training to individuals who will be delivering training to clinicians using Florence	
<b>Presenter's skills:</b> When delivering Florence Clinician Training you need to: <ul style="list-style-type: none"> <li>● Have basic knowledge of using a PC or laptop</li> <li>● Speak clearly</li> <li>● Speak at a pace to suit the whole of the audience</li> <li>● Navigate the switch between presentation and the web browser easily</li> <li>● Understand the basic functionalities of using Flo</li> <li>● Be able to tailor the training to suit the needs of attendees</li> </ul>	
<b>Deliverables:</b> Training will change over time with any new functionalities within Flo. As it stands (early 2018) you must be able to deliver the following to your audience: <ul style="list-style-type: none"> <li>● Relevant information on what Flo is and isn't and information on how she works</li> <li>● Use scenario based examples (see page 2), to ensure that the training is meaningful to the clinicians in the session</li> <li>● Basic navigation around Flo: <ul style="list-style-type: none"> <li>○ How to add a patient</li> <li>○ How to add a protocol to a patient</li> <li>○ How to personalise a protocol for a patient should personalisation be required</li> <li>○ Review a patients details and edit these if required</li> <li>○ Discharge a patient</li> <li>○ Transfer a patient to another clinician</li> <li>○ Mark a patient as deceased</li> <li>○ Make changes to your own Flo profile</li> </ul> </li> </ul>	
<b>Resource requirements:</b> To be able to successfully deliver the Florence Clinician Training there are some basic resource requirements that will be needed: <ul style="list-style-type: none"> <li>● An internet connection</li> <li>● A laptop or computer</li> <li>● If delivering the training remotely, an account for a suitable remote platform – Zoom (<a href="http://www.zoom.us">www.zoom.us</a>), Webex (<a href="http://www.webex.co.uk">www.webex.co.uk</a>), Join.me (<a href="http://www.join.me">www.join.me</a>), Skype (<a href="http://www.skype.com">www.skype.com</a>)</li> </ul>	

### Handy Hints

If delivering the training remotely, an account to one of the remote platforms above will be needed and the instructions on how participants can join the meeting to be emailed to participants one week before the session.

As the presenter of the training it is important to be able to take the participants through a journey to help them to understand not only required process of signing a patient up and adding a protocol to their record but also to ensure that they are familiar with the content of the conversation that is required when consenting a new patient in Flo .

For ease we recommend using an example scenario such as a patient attending a clinical appointment with the Practice Nurse or a GP, undertaking a routine BP check.

The conversation within the scenario that you have chosen needs to be clear and concise and provide a “role play” example of how the clinician would interact with the patient whilst incorporating instructions on how to introduce and navigate Flo.

To enable this scenario based training it is a requirement to have a test mobile phone number available that is not currently being used within Flo on other test patients.

Housekeeping Tip - After each session scramble the test mobile phone number, removing the last 2 digits of the number in the test patient record and replace with the date in 6 digit format DDMMYY this will release the number for future demonstrations.

### **Handy Hints on the scenario**

Choose a protocol that you can confidently create a scenario around.

For example as referenced earlier, blood pressure and in particular hypertension diagnosis are an ideal subject for demonstration of Flo.

#### **Example:**

Patient who is on routine visit & following a BP check in clinic is found to have raised blood pressure.

To explore any potential diagnosis as the clinician you would recommend Flo as an option to patient for recording their blood pressure twice a day for 1 week via their own mobile phone to either rule out or diagnose hypertension.

You would advise the patient that Flo is free to use from any mobile phone in the uk, provide them with appropriate monitoring equipment and demonstrate for them how to use it.

Next you would take your delegates through the process of adding a patient onto Flo, selecting their protocol, highlighting how to personalise a reading profile and submitting/receiving readings. Once readings have been received you can then demonstrate alerts and navigating graphs etc, finally ending your scenario by using the send text message option to diagnose/instruct the patient on next steps before discharging them.

You may wish to use another scenario but please do ensure that you choose a pathway that you feel comfortable in presenting and also one that you would be able to demonstrate basic functions Flo’s functionality effectively (as per the deliverables listed above).

