

Client: The Learning Factor (NSW Ambulance)

Document: Storyboard for **After Death Care**


Version History:

Version No.	Edited By	Date	Remarks
001	Sheetal Mehta	4 th December, 2023	SB creation
002	Anjuman Deodhar	5 th December, 2023	SB review
003	Sheetal Mehta	6 th December, 2023	SB update
004	Anjuman Deodhar	7 th December 2023	SB review
005	Sheetal Mehta	10 th January, 2024	SB update (client feedback)
006	Sheetal Mehta	1 st February, 2024	SB update (client feedback)
007	Sheetal Mehta	28 th March, 2024	SB update (client feedback)
008	Sheetal Mehta	3 rd June, 2024	SB update (client feedback)

Notes to Developers:

- Please refer to After Death Care 4.pptx for slide 20, 21, 22 images.
- Please refer to <https://www.digital.nsw.gov.au/delivery/digital-service-toolkit> for Design Standards.
- Please refer to \\192.168.1.88\\01_e-learning\\Learning_Factor\\02_NSW_Ambulance\\01_source\\01_client_input\\03_Images for images without stock ids.
- **IMP:** This is a very serious topic, so please use graphics/icons and images that are in keeping with the topic being taught.

Topic	After Death Care	Screen type	Text only
Screen Title	<Splash Screen>	Screen label	001
No.	Audio/VO	OST	Visuals and Development instructions
1.	NA		<div style="text-align: right;"> HELP TRANSCRIPT RESOURCE MENU </div> <p style="color: #0070C0;">IMP: DO NOT use the word Welcome. Only use the Topic title After Death Care as OST seen in white font</p>


Topic	After Death Care		Screen type	Static
Screen Title	<i>Acknowledgement to Country</i>		Screen label	002
No.	Audio/VO	Visuals and Development instructions		
1.	New South Wales Ambulance acknowledges and pays our deepest respect to the past, present, and future Traditional Custodians and Elders of the many lands on which we work and live, and the continuation of cultural, spiritual, and educational practices of Aboriginal and/or Torres Strait Islander peoples.	<div> NSW Ambulance acknowledges and pays our deepest respect to the past, present, and future Traditional Custodians and Elders of the many lands on which we work and live, and the continuation of cultural, spiritual, and educational practices of Aboriginal and/or Torres Strait Islander peoples.  </div> <p><i>Display above image from 'Discussing Serious News.pptx slide 2' on the right side with OST in sync with VO on the left.</i></p>		

Topic		After Death Care	Screen type	Static
Screen Title		Content Warning	Screen label	003
No.	Audio/VO	Visuals and Development instructions		
1.	<p>Some of our content today will be discussing death and topics surrounding death.</p> <p>We understand that some people could be affected by the content of this module.</p> <p>If you think you may be, feel free to leave this module for the meantime.</p> <p>If you do find you are affected, please reach out to any of our staff support services.</p>	<ul style="list-style-type: none"> Some of our content today will be discussing death and topics surrounding death. We understand that some people could be affected by the content of this module. If you think you may be, feel free to leave this module for the meantime. If you do find you are affected, please reach out to any of our staff support services. <ul style="list-style-type: none"> Your Manager Peer Support Officer – as per MyShift Chaplaincy Service – as per MyShift EAPS – Converge International - Phone EAPS 24/7 on: 1300 687 327 Staff Psychology Service Teledoc Health (via AWARE Super) - 1800 830 082 Black Dog Institute – www.BlackDogInstitute.org.au 		



Stock Photo ID: 1810780027


Display above image as background for OST in sync with VO.


Topic		After Death Care	Screen type	Static
Screen Title		<i>Reminder: Look after yourself...</i>	Screen label	003
No.	Audio/VO	OST	Visuals and Development instructions	
1.	There are many issues discussed in this learning guide related to serious illness, dying, end-of-life care, and death, as well as the impact on families, caregivers, and communities. It can be upsetting to reflect on and learn about these issues.	There are many issues discussed in this learning guide related to serious illness, dying, end-of-life care, and death, as well as the impact on families, caregivers, and communities. It can be upsetting to reflect on and learn about these issues.	 <p><i>Display above image from 'Discussing Serious News.pptx slide 3' on the right side with OST in sync with VO on the left.</i></p>	


We would also like to acknowledge all people who access our services, as patients, consumers, carers and loved ones


The voice of people with lived experience is essential in the delivery of care to our patients.

We also thank and acknowledge Gladys and her family for sharing their story, which will assist us to improve the experience for patients, consumers, carers and loved ones.

Topic		After Death Care	Screen type	Text and image
Screen Title		Learning Objectives	Screen label	004
No.	Audio/VO	OST	Visuals and Development instructions	
1.	<p>At the end of this module, you should be able to:</p> <ul style="list-style-type: none"> Describe Cultural Safe, Sensative and person centred care in After Death Care and its relevance Identify your considerations as a clinician in After Death Care for the Person Outline After Death Care for the family, friends, carers, and your considerations as a clinician 			

Topic		After Death Care	Screen type	Text and image
Screen Title		What's The Difference?	Screen label	005
No.	Audio/VO	OST	Visuals and Development instructions	
1.	<p>Let's find out the difference in the approaches practised by the health care providers in after death care.</p> <ul style="list-style-type: none"> Cultural Safety Cultural Sensitivity Person-centred care <p>Select each approach to learn more.</p>	<p><i>What's The Difference?</i></p> <ul style="list-style-type: none"> CULTURAL SAFETY creating respectful and inclusive environments, organisations, systems, that value and protect diverse cultural identities and beliefs CULTURAL SENSITIVITY being aware of, respecting, and appropriately responding to the diverse cultural backgrounds, values, and beliefs of individuals within a culture PERSON-CENTRED CARE focuses on the whole person, the individual's needs, values input, and emphasises participation, empathy and respect <p><i>Select each approach to learn more.</i></p>	<p><i>Tab Activity</i> <i>Earlier screen is refreshed.</i> <i>This is the landing screen with an interactivity.</i> <i>Display OST in sync with VO as tabs.</i> <i>When learner clicks a tab, they are taken to a new screen (IN the bracket of bullet points OST) with corresponding information.</i> <i>The learner has to click on each tab before this topic is completed.</i> <i>Note: Text in the bracket not to be displayed on the screen</i></p>  <p><i>Use above image as background.</i></p>	
2.	<p>At its core, person-centred care involves a shift in the traditional healthcare model, where the healthcare provider is seen as the expert making decisions on behalf of the patient. Instead, the person receiving care is empowered to actively participate in their healthcare decisions and is considered an equal partner in the care process.</p>	<p>Person-centred Care</p> <ul style="list-style-type: none"> Involves a shift in the traditional healthcare model, where the healthcare provider is seen as the expert 	<p><i>Screen is refreshed.</i> <i>Display the OST in sync with VO.</i> <i>Display the image as a background</i></p>	

		<p>making decisions on behalf of the patient.</p> <ul style="list-style-type: none"> • Empowers the person receiving care to actively participate in their healthcare decisions and is considered an equal partner in the care process. 		
3.	<p>Person-centred care has been associated with numerous benefits, including improved health outcomes, increased patient satisfaction, better adherence to treatment plans, and enhanced patient-provider relationships. By placing the person at the centre of care, person-centred care aims to improve the overall quality and experience of healthcare.</p>	<ul style="list-style-type: none"> • Benefits are: <ul style="list-style-type: none"> ○ Improved health outcomes ○ Increased patient satisfaction ○ Better adherence to treatment plans ○ Enhanced patient-provider relationships • Aims to improve the overall quality and experience of healthcare by placing the person at the centre of care 	<p><i>Retain the previous image and the OST.</i> <i>Display the OST in sync with VO.</i></p>	
4.	<p>Person-centred care emphasises the importance of tailoring care to each individual's unique needs, preferences, and values.</p> <p>When combining person-centred care with cultural safety and sensitivity, healthcare providers consider the individual's cultural background an integral part of their care plan.</p>	<p>Person-centred Care</p> <ul style="list-style-type: none"> • Emphasises the importance of tailoring care to each individual's unique needs, preferences, and values. 	<p><i>Display the OST in sync with VO.</i> <i>Require a click to reveal each sentence.</i> <i>Leave previous sentences on screen.</i> <i>Display the image as a background.</i></p>	

	<p>By incorporating cultural safety and sensitivity into person-centred care, healthcare providers can deliver more inclusive, respectful, and effective care that aligns with each individual's unique cultural needs and preferences.</p> <p>This involves actively involving the person in their own care, valuing their input and choices, and ensuring that their cultural perspectives are integrated into decision-making processes.</p> <p>Person-centred care in a culturally sensitive and safe manner recognises that individuals' cultural identities significantly shape their health beliefs, experiences, and outcomes.</p> <p>It is important to remember that whilst we include cultural safety, cultural sensitivity and person-centred care, an individual is just that – an individual. They may not choose to identify with a culture, belief or religion they are obviously from. Person-centred care is respecting the individual.</p>	<ul style="list-style-type: none"> • When combined with cultural safety and sensitivity: <ul style="list-style-type: none"> ○ Healthcare providers consider the individual's cultural background an integral part of their care plan. ○ Healthcare providers can deliver more inclusive, respectful, and effective care. • Actively involves the person in their own care, valuing their input and choices, and ensuring that their cultural perspectives are integrated into decision-making processes. • Recognises that individuals' cultural identities significantly shape their health beliefs, experiences, and outcomes. 	 <p>shutterstock IMAGE ID: 2315526641 www.shutterstock.com</p> <p>Stock Photo ID: 2315526641</p>
5.	<p>Compassionate Communication</p> <p>Is different for every person / family</p> <p>Is dependent on circumstances</p>	Compassionate Communication	<p><i>Display the OST in sync with VO.</i></p> <p><i>Please provide a button for click and each click reveals one line.</i></p>

	<p>Many will welcome opportunity to share a memory with you</p> <p>Or they may wish to share their story</p> <p>At times that can help a grieving person feel they can continue to talk about their deceased family member</p> <p>Maybe finding something personal about the individual when you can</p>	<ul style="list-style-type: none"> • Is different for every person / family • Is dependent on circumstances • Many will welcome opportunity to share a memory with you • Or they may wish to share their story • At times that can help a grieving person feel they can continue to talk about their deceased family member • Maybe finding something personal about the individual when you can 	<p><i>(Suitable Image to be provided by the client)</i></p>
Respect for Cultural Practices			
	<ul style="list-style-type: none"> • Ambulance paramedics should respect and accommodate cultural practices and preferences, including religious beliefs, traditional healing methods, and end-of-life rituals. This may involve consulting with family members or cultural advisors to ensure culturally appropriate care. • Asking what is important to the patient or the family will help guide clinicians to respect cultural practices 	<ul style="list-style-type: none"> • Ambulance paramedics should respect and accommodate cultural practices and preferences, including religious beliefs, traditional healing methods, and end-of-life rituals. This may involve consulting with family members or cultural advisors to ensure culturally appropriate care. • 	

4.	<p>Key elements of <i>Person-centred care</i> for ambulance paramedics in New South Wales include</p> <ul style="list-style-type: none"> • Respect for individuality • Collaboration and partnership • Holistic approach • Empowerment and autonomy • Continuity and coordination of care <p><i>Select each element to learn more.</i></p>	<p>Key elements of <i>Person-centred care</i> for ambulance paramedics in NSW include:</p> <ul style="list-style-type: none"> • Respect for individuality • Collaboration and partnership • Holistic approach • Empowerment and autonomy • Continuity and coordination of care <p><i>Select each element to learn more.</i></p>	<p><i>Tab Activity</i> <i>Earlier screen is refreshed.</i> <i>This is the landing screen with an interactivity.</i> <i>Display OST in sync with VO as Tab.</i> <i>When the learner clicks a tab, display the popup.</i></p>
Respect for individuality			
	<p>Paramedics should recognize and value the uniqueness of each person, their preferences, and beliefs. They should treat each person as an individual with dignity and ensure their voice is heard.</p>	<ul style="list-style-type: none"> • Recognizing and valuing the uniqueness of each person, their preferences, values, and beliefs. It involves treating each person as an individual with dignity and 	<p><i>There is no VO for the first bullet point OST.</i> <i>Allow time (15 sec to 20 sec) to read text on popup.</i> <i>The 2nd bullet point prompt appears after 15 sec (the reading time).</i> <i>Provide an audio button near the 2nd bullet point prompt.</i> <i>After the learner clicks the audio button, VO plays.</i> <i>Add an X to the top right corner of the pop-up. Blink when VO is done.</i> <i>(Global for all the tab content)</i></p>

		<p>ensuring their voice is heard.</p> <p>Click to hear audio example for Respect for individuality</p>	
Collaboration and partnership		<ul style="list-style-type: none"> • 	
	<p>Paramedics should encourage shared decision-making, open and honest communication, active listening, and mutual respect between the person receiving care and the healthcare provider.</p> <p>By taking the time to understand the person's goals, and concerns, healthcare providers can develop a care plan that aligns with their needs.</p>	<ul style="list-style-type: none"> • Encouraging shared decision-making between the person receiving care and the healthcare provider. It involves open and honest communication, active listening, and mutual respect. Healthcare providers strive to understand the person's goals, preferences, and concerns and work together to develop a care plan that aligns with their needs. • Click to hear audio example 	


		for Collaboration and partnership	
Holistic approach		•	
	Paramedics should understand and recognize that health is solely not determined by physical factors but also influenced by emotional, social, and spiritual dimensions. They should consider the individual patient's social support networks, cultural background, and personal values.	<ul style="list-style-type: none"> Recognizing that health is solely not determined by physical factors but also influenced by emotional, social, and spiritual dimensions. Person-centred Care considers the whole person and considers their emotional well-being, social support networks, cultural background, and personal values. Click to hear audio example for Holistic approach 	
Empowerment and autonomy			

	<p>Paramedics should support individuals to make informed decisions about their own health and care by providing clear and understandable information. Healthcare providers should act as facilitators and educators empowering individuals in goal setting and facilitating active participation in their care.</p>	<ul style="list-style-type: none">Supporting individuals to make informed decisions about their own health and care. This involves providing clear and understandable information. Involving the person in goal setting, and facilitating active participation in their care. Healthcare providers act as a facilitators and educators empowering individuals to take ownership of their health.Click to hear audio example for Empowerment and autonomy	
Continuity and coordination of care		<ul style="list-style-type: none">	

To provide comprehensive and cohesive care, paramedics should ensure care is well-coordinated with effective communication and collaboration across different healthcare teams.

- Ensuring care is well-coordinated across different healthcare settings and providers. Person-centred care recognise that individuals interact with multiple healthcare professionals and provide seamless transitions between different stages and settings of care. This involves effective communication and collaboration between healthcare teams to provide comprehensive and cohesive care.
- Click to hear audio example for Continuity



		and coordination of care	
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Topic		After Death Care		Screen type	Text and image
Screen Title		<i>Cultural safety</i>		Screen label	005A
No.	Audio/VO	OST	Visuals and Development instructions		
1.	Cultural safety is an approach that aims to ensure that healthcare services are provided in a way that respects and meets the specific cultural needs of individuals or communities.	<ul style="list-style-type: none"> Cultural safety aims to ensure that healthcare services are provided in a way that respects and meets the specific cultural needs of individuals or communities 	<p><i>Display the OST in sync with VO.</i> <i>Display the image as a background</i></p> 		
2.	It goes beyond cultural competence and focuses on power imbalances and the impact of colonisation and historical injustices on health outcomes.	<ul style="list-style-type: none"> It goes beyond cultural competence and focuses on power imbalances and the impact of colonisation and historical injustices on health outcomes. 	<p><i>Retain the previous image and the OST.</i> <i>Display the OST in sync with VO.</i></p>		
3.	Cultural safety involves creating a safe and inclusive environment where patients feel respected, heard, and empowered to express their cultural identity.	<ul style="list-style-type: none"> Cultural safety involves creating a safe and inclusive environment where patients feel respected, heard, and empowered to express their cultural identity. 	<p><i>Retain the previous image and the OST.</i> <i>Display the OST in sync with VO.</i></p>		

4.	<p>Key elements of cultural safety for ambulance paramedics in New South Wales include</p> <ul style="list-style-type: none"> • Reflective Practice • Communication • Respect for Cultural Practices • Collaborative Decision-Making • Addressing Power Imbalances <p>Select each element to learn more.</p>	<p>Key elements of cultural safety for ambulance paramedics in NSW include:</p> <ul style="list-style-type: none"> • Reflective Practice • Communication • Respect for Cultural Practices • Collaborative Decision-Making • Addressing Power Imbalances <p>Select each element to learn more.</p>	<p><i>Tab Activity</i> <i>Earlier screen is refreshed.</i> <i>This is the screen with an interactivity.</i> <i>Display each bullet point in sync with VO as Tabs.</i> <i>When the learner clicks a tab, display the popup.</i></p>
Reflective Practice			
5.	<p>Here are a few examples of what Cultural Safety might look like in practice.</p> <p>Ambulance paramedics engage in self-reflection to identify biases and stereotypes. For example, a paramedic may reflect on their own assumptions about traditional healing practices and ensure they approach them with an open mind, acknowledging their potential benefits.</p>	<ul style="list-style-type: none"> • Ambulance paramedics should engage in ongoing self-reflection to identify and challenge their own biases, assumptions and stereotypes about diverse cultures. This process helps paramedics become aware of their own cultural lens and work towards cultural humility. • Click to hear audio example for reflective practice. 	<p><i>There is no VO for the first bullet point OST.</i> <i>Allow time (15 sec to 20 sec) to read text on popup.</i> <i>The 2nd bullet point prompt appears after 15 sec (the reading time).</i> <i>Provide an audio button near the 2nd bullet point prompt.</i> <i>After the learner clicks the audio button, VO plays.</i> <i>Add an X to the top right corner of the pop-up. Blink when VO is done.</i> <i>(Global for all the tab content)</i></p>
Communication			
6.	<p>Paramedics use culturally appropriate communication strategies. For instance, if they encounter a patient who speaks a language, they are unfamiliar with, they can use interpretation services or language apps to facilitate effective communication and ensure the patient's needs are understood.</p>	<ul style="list-style-type: none"> • Effective communication is crucial for cultural safety. Paramedics should strive to establish open and respectful communication with patients and their families, considering cultural 	.

		<p>nuances such as language barriers, non-verbal cues, and different communication styles and words used within communities.</p> <ul style="list-style-type: none"> Click to hear audio example for communication 	
Respect for Cultural Practices			
7.	<p>Paramedics respect cultural practices, such as dietary requirements. For instance, if responding to a call involving a patient from a specific religious background with dietary restrictions, paramedics can ensure that any food or drink provided aligns with those restrictions to accommodate their cultural beliefs.</p>	<ul style="list-style-type: none"> Ambulance paramedics should respect and accommodate cultural practices and preferences, including religious beliefs, dietary requirements, traditional healing methods, and end-of-life rituals. This may involve consulting with family members or cultural advisors to ensure culturally appropriate care. Click to hear audio example for respect for cultural practices. 	
Collaborative Decision-Making			
8.	<p>Paramedics involve patients and their families in decision-making processes. For example, when discussing treatment options, they may consult with the patient's family members or cultural advisors to ensure decisions align with the patient's cultural values and preferences.</p>	<ul style="list-style-type: none"> Paramedics should involve patients and their families in decision-making, respecting their autonomy and cultural values. It is important to clearly explain procedures, treatments, and potential risks, considering language barriers and using 	

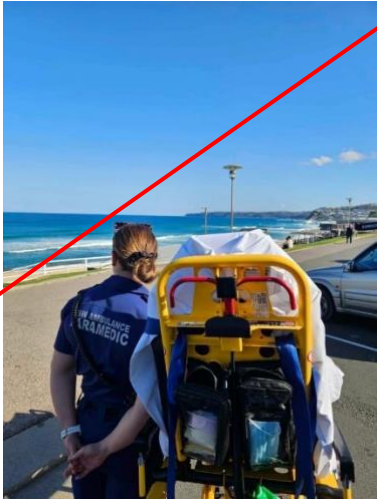
		<p>appropriate interpreters when necessary.</p> <ul style="list-style-type: none"> Click to hear audio example for Collaborative Decision-Making 	
Addressing Power Imbalances			
9.	<p>Paramedics advocate for marginalised communities and address systemic barriers. They actively work to ensure equitable access to healthcare services for all individuals, irrespective of their cultural background or socioeconomic status. This may involve referring patients to appropriate community resources or social services.</p>	<ul style="list-style-type: none"> Cultural safety requires recognising and addressing power imbalances between healthcare providers and patients. Paramedics should actively engage in advocacy, empowering patients to have a voice in their care and addressing systemic barriers that may affect marginalised communities. Click to hear audio example for Addressing Power Imbalances 	
			Back to screen 005-1

Topic			Screen type	Text and image
Screen Title			Screen label	005B
No.	Audio/VO	OST	Visuals and Development instructions	
1.	Cultural sensitivity entails being aware and respectful of cultural differences and adapting care to meet the specific cultural needs of individuals.	<ul style="list-style-type: none"> Cultural sensitivity entails being aware and respectful of cultural differences and adapting care to meet the specific cultural needs of individuals. 	<p><i>Display the OST in sync with VO.</i></p>  <p>2255828949</p> <p><i>Do not show text 'cultural sensitivity' in the above image.</i></p>	
2.	Healthcare providers should seek to understand the cultural backgrounds and traditions of the individuals they care for. This includes being open to learning about diverse cultural practices, beliefs, and customs and integrating this knowledge into their approach to care.	<p>Healthcare providers</p> <ul style="list-style-type: none"> Should seek to understand the cultural backgrounds and traditions of the individuals they care for Should be open to learning about diverse cultural practices, beliefs, and customs Integrate this knowledge into their approach to care 	<p><i>Display the image given below and the OST.</i> <i>Display the OST in sync with VO.</i></p> 	
3.	By acknowledging and respecting these differences, healthcare providers can foster trust	<ul style="list-style-type: none"> Foster trust and rapport with their patients, leading to more effective and 	<p><i>Retain the previous image and the OST.</i> <i>Display the OST in sync with VO.</i></p>	

	and rapport with their patients, leading to more effective and person-centred care.	person-centred care by acknowledging and respecting these differences	
4.	Cultural sensitivity involves being mindful of potential language barriers, dietary preferences, religious practices, and other cultural considerations that may impact the individual's healthcare experience.	Cultural sensitivity involves being mindful of potential language barriers, dietary preferences, religious practices, and other cultural considerations that may impact the individual's healthcare experience.	<i>Retain the previous image and the OST. Display the OST in sync with VO.</i>
5.	<p>Key elements of cultural sensitivity for ambulance paramedics in New South Wales include</p> <ul style="list-style-type: none"> • Cultural Awareness and Knowledge • Non-Judgmental Attitude • Flexibility and Adaptability • Cross-Cultural Communication • Personalised Care <p>Select each element to learn more.</p>	<p>Key elements of cultural sensitivity for ambulance paramedics in NSW include:</p> <ul style="list-style-type: none"> • Cultural Awareness and Knowledge • Non-Judgmental Attitude • Flexibility and Adaptability • Cross-Cultural Communication • Personalised Care <p><i>Select each element to learn more.</i></p>	<p><i>Tab Activity</i> <i>Earlier screen is refreshed.</i> <i>This is the landing screen with an interactivity.</i> <i>Display OST in sync with VO as Tab.</i> <i>When the learner clicks a tab, display the popup.</i></p>
Cultural Awareness and Knowledge			
4.	Here are a few examples of what Cultural Sensitivity might look like in practice. Paramedics should continually educate themselves about diverse cultures, including the cultural practices, beliefs, and health-related issues of the communities they serve. This knowledge helps paramedics provide culturally appropriate care and avoid making assumptions or stereotypes.	<ul style="list-style-type: none"> • Paramedics acquire cultural knowledge specific to the communities they serve. For example, they may learn about the health beliefs and practices of Indigenous Australians, recognising the importance of spirituality 	<p><i>There is no VO for the first bullet point OST.</i> <i>Allow time (15 sec to 20 sec) to read text on popup.</i> <i>The 2nd bullet point prompt appears after 15 sec (the reading time).</i> <i>Provide an audio button near the 2nd bullet point prompt.</i> <i>After the learner clicks the audio button, VO plays.</i> <i>Add an X to the top right corner of the pop-up. Blink when VO is done.</i></p>

		<p>and the healing connection to the land.</p> <ul style="list-style-type: none"> Click to hear audio example for Cultural Awareness and Knowledge 	<i>(Global for all the tab content)</i>
Non-Judgmental Attitude			
5.	<p>Paramedics should approach patients with an open mind and a non-judgmental attitude, valuing and respecting diversity. This involves suspending personal biases or prejudices and recognising that cultural practices and beliefs may differ from their own.</p>	<ul style="list-style-type: none"> Paramedics approach patients without judgment. For instance, if they encounter a patient from a diverse cultural background who has engaged in traditional healing practices before seeking medical help, they refrain from dismissing or demeaning those practices, recognising that they hold cultural significance for the patient. Click to hear audio example for Non-Judgmental Attitude 	
Flexibility and Adaptability			
6.	<p>Paramedics should be adaptable and responsive to cultural differences in their approach to care. They should be willing to modify their practices or procedures, whenever possible and safe, to align with patients' cultural preferences and needs.</p>	<ul style="list-style-type: none"> Paramedics adapt their approach to care based on cultural differences. For instance, they may modify treatment plans to accommodate cultural practices. If a patient prefers a traditional herbal remedy alongside conventional medicine, paramedics can work collaboratively to ensure the patient's safety while respecting their cultural beliefs. 	


		<ul style="list-style-type: none"> Click to hear audio example for Flexibility and Adaptability 	
Cross-Cultural Communication			
7.	Effective Cross-Cultural Communication skills are vital for cultural sensitivity. Paramedics should listen actively, ask open-ended questions, and be attentive to non-verbal cues. They should avoid jargon and use plain language, ensuring that patients understand the information being conveyed.	<ul style="list-style-type: none"> Paramedics employ effective communication skills across cultures. They may use visual aids, gestures, or cultural references to explain medical procedures or conditions when language barriers exist. They actively listen and allow patients to ask questions and express their concerns. Click to hear audio example for Cross-Cultural Communication 	
Personalised Care			
8.	Paramedics should treat each patient as an individual, recognising that culture is just one aspect of their identity. By taking the time to understand patients' unique needs, values, and preferences, paramedics can provide personalised care that respects their cultural background.	<ul style="list-style-type: none"> Paramedics provide care tailored to the individual patient's cultural needs. For example, they may consider cultural preferences regarding gender, privacy, or modesty when providing physical examinations or ensuring the patient feels comfortable and respected during the interaction. Click to hear audio example for Personalised Care 	
			Back to screen 005-1

Topic			Screen type	Text and image
Screen Title			Screen label	005C
No.	Audio/VO	OST	Visuals and Development instructions	
1.	Person-centred care is an approach to healthcare that prioritises the individual needs, preferences, and values of the person receiving care.	<ul style="list-style-type: none"> Person-centred care is an approach to healthcare that prioritises the individual needs, preferences, and values of the person receiving care. 	<p><i>Display the OST in sync with VO.</i> <i>Display the image given below as the background.</i></p> 	
2.	It recognises that each person is unique and should be treated as an active partner in their own care.	<ul style="list-style-type: none"> It recognises that each person is unique and should be treated as an active partner in their own care. 	<p><i>Retain the previous image and the OST.</i> <i>Display the OST in sync with VO.</i></p>	
3.	Person-centred care goes beyond simply addressing the person's physical health and considers their emotional, social, and spiritual well-being.	<ul style="list-style-type: none"> Person-centred care goes beyond simply addressing the person's physical health and considers their emotional, social, and spiritual well-being. 	<p><i>Retain the previous image and the OST.</i> <i>Display the OST in sync with VO.</i></p>	
4.	<p>Key elements of <i>Person-centred care</i> for ambulance paramedics in New South Wales include</p> <ul style="list-style-type: none"> Respect for individuality Collaboration and partnership 	<p>Key elements of <i>Person-centred care</i> for ambulance paramedics in NSW include:</p> <ul style="list-style-type: none"> Respect for individuality 	<p><i>Tab Activity</i> <i>Earlier screen is refreshed.</i> <i>This is the landing screen with an interactivity.</i> <i>Display OST in sync with VO as Tab.</i> <i>When the learner clicks a tab, display the popup.</i></p>	

	<ul style="list-style-type: none"> • Holistic approach • Empowerment and autonomy • Continuity and coordination of care <p>Select each element to learn more.</p>	<ul style="list-style-type: none"> • Collaboration and partnership • Holistic approach • Empowerment and autonomy • Continuity and coordination of care <p>Select each element to learn more.</p>	
Respect for individuality			
	<p>Paramedics should recognize and value the uniqueness of each person, their preferences, and beliefs. They should treat each person as an individual with dignity and ensure their voice is heard.</p>	<ul style="list-style-type: none"> • Recognizing and valuing the uniqueness of each person, their preferences, values, and beliefs. It involves treating each person as an individual with dignity and ensuring their voice is heard. • Click to hear audio example for Respect for individuality 	<p>There is no VO for the first bullet point OST. Allow time (15 sec to 20 sec) to read text on popup. The 2nd bullet point prompt appears after 15 sec (the reading time). Provide an audio button near the 2nd bullet point prompt. After the learner clicks the audio button, VO plays. Add an X to the top right corner of the pop-up. Blink when VO is done. (Global for all the tab content)</p>
Collaboration and partnership			
	<p>Paramedics should encourage shared decision-making, open and honest communication, active listening, and mutual respect between the person receiving care and the healthcare provider. By taking the time to understand the person's goals, and concerns, healthcare providers can develop a care plan that aligns with their needs.</p>	<ul style="list-style-type: none"> • Encouraging shared decision-making between the person receiving care and the healthcare provider. It involves open and honest communication, active listening, and mutual respect. Healthcare providers strive to understand the person's goals, preferences, and concerns and work together to develop a care plan that aligns with their needs. 	

		<ul style="list-style-type: none"> Click to hear audio example for Collaboration and partnership 	
Holistic approach			
	<p>Paramedics should understand and recognize that health is solely not determined by physical factors but also influenced by emotional, social, and spiritual dimensions. They should consider the individual patient's social support networks, cultural background, and personal values.</p>	<ul style="list-style-type: none"> Recognizing that health is solely not determined by physical factors but also influenced by emotional, social, and spiritual dimensions. Person-centred Care considers the whole person and considers their emotional well-being, social support networks, cultural background, and personal values. Click to hear audio example for Holistic approach 	
Empowerment and autonomy			
	<p>Paramedics should support individuals to make informed decisions about their own health and care by providing clear and understandable information. Healthcare providers should act as facilitators and educators empowering individuals in goal setting and facilitating active participation in their care.</p>	<ul style="list-style-type: none"> Supporting individuals to make informed decisions about their own health and care. This involves providing clear and understandable information. Involving the person in goal setting, and facilitating active participation in their care. Healthcare providers act as a facilitators and educators empowering individuals to take ownership of their health. 	

		<ul style="list-style-type: none"> Click to hear audio example for Empowerment and autonomy 	
Continuity and coordination of care			
	<p>To provide comprehensive and cohesive care, paramedics should ensure care is well-coordinated with effective communication and collaboration across different healthcare teams.</p>	<ul style="list-style-type: none"> Ensuring care is well-coordinated across different healthcare settings and providers. Person-centred care recognise that individuals interact with multiple healthcare professionals and provide seamless transitions between different stages and settings of care. This involves effective communication and collaboration between healthcare teams to provide comprehensive and cohesive care. Click to hear audio example for Continuity and coordination of care 	
			Back to screen 005-1

Topic		After Death Care		Screen type	Blended
Screen Title		After Death Care for the Person		Screen label	006
No.	Audio/VO	OST	Visuals and Development instructions		
1.	NA	After Death Care for the Person	<p><i>Display the image given below and add OST to it.</i></p> 		
2.	<p>After death care for the deceased includes the Verification of Death clinical procedure.</p> <p>It is important to inform the family and loved ones that a Verification of Death form is to be completed, which also requires clinicians to touch the body to perform the assessment.</p> <p>Please be mindful of the recent changes to the Verification of Death requirements, which now requires a minimum observation period of five minutes. During this period, the</p>	<ul style="list-style-type: none"> After death care for the deceased includes (but not limited to): Complete the verification of death Remove or disconnect any medical devices and equipment Reposition the patient <ul style="list-style-type: none"> Move the patient onto the bed (or floor if culturally 	<p><i>Retain the image.</i></p> <p><i>Display the OST in sync with VO.</i></p> <p><i>Please provide a button for click and each click reveals one line.</i></p> <p><i>A note icon will be shown at the end.</i></p> <p><i>The user will be able to click that icon to see the information below:</i></p> <p>Note:</p> <p>Patients who have positive coronial checklist criteria must not have any medical equipment or consumables removed. Electronic equipment (excluding NSW Ambulance devices)</p>		

<ul style="list-style-type: none"> • absence of pupillary responses to light • absence of response to central painful stimulus • absence of a central pulse on palpation • absence of heart sounds on auscultation • absence of respiratory effort <p>indicates irreversible cessation of cardiorespiratory function and the time of death is then recorded.</p> <p>Also note that there is no requirement as part of the Verification of Death clinical procedure to perform ECG monitoring and/or provide an ECG. The performance of any additional clinical procedures outside of those required to complete the VOD clinical procedure may result in increased distress to people present.</p> <p>If the patient is positive to any of the coronial checklist criteria, the death is reportable and is required to be referred to the Coroner.</p> <p>Contact the Control Centre to request NSW Police to attend the scene.</p> <p>Patients who have undertaken voluntary assisted dying in NSW are not to be referred to the Coroner unless clinicians have concerns about how the patient died.</p> <p>Patients who also have an expected death at home form are not required to be referred to the Coroner.</p> <p>If Paramedics are uncertain if the patient's death is to be reported to the Coroner advice can be sought from a Duty Forensic Pathologist 02 9563 9000</p>	<p>appropriate) and it is safe to do so</p> <ul style="list-style-type: none"> ○ Position the patient supine with their arms by the side or across their chest ○ Place a pillow under the patient's head and close their eyes and mouth (if possible) ○ Reinsert dentures (if applicable) and place a rolled towel under the patient's chin <ul style="list-style-type: none"> • Turning on cooling systems such as air conditioning and turning off heating devices • Covering the patient's body with a sheet or preferred shroud 	<p>may be switched off, however should remain connected until NSW Police arrival.</p> <p>NSW Ambulance defibrillators etc may be disconnected however any monitoring dots, pads or airway consumables must remain instituted.</p>
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	<p>prior to requesting police attend the scene. If a patient's death occurs during transfer from their residence to a facility, clinicians are advised to determine the course of action should the patient die en-route to hospital. This may mean returning the patient to the residence and completing Verification of Death or proceeding to the destination. Discussions should occur prior to departure with the patient's person responsible.</p> <p>If this occurs during a long transfer, clinicians are asked to call the receiving facility and discuss.</p> <p>Once clinicians are confident that a referral is not required to New South Wales Coroners, paramedics are able to:</p> <p>Enquire as to who the best person is to talk to regarding the patient and whether you can use their name.</p> <p>Remove or disconnect any medical devices and equipment.</p> <p>Move the patient onto the bed (or floor if culturally appropriate) and it is safe to do so.</p> <p>Position the patient supine with their arms by the side or across their chest.</p> <p>Place a pillow under the patient's head and close their eyes and mouth (if possible).</p> <p>Reinsert dentures (if applicable) and place a rolled towel under the patient's chin.</p>		
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	Turn on cooling systems such as air conditioning and turn off heating devices. Cover the patient's body with a sheet or preferred shroud.		
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NEW POP UP SLIDE


Patient Story - Gladys' Story

Please allow for the provision of a pop up window/slide for Gladys's story. We are awaiting a family member to submit 2 paragraphs and a photograph of Gladys (who is a real patient)

Topic		After Death Care		Screen type	Blended
Screen Title		<i>After Death Care for the Family</i>		Screen label	007
No.	Audio/VO	OST	Visuals and Development instructions		
3.	<p>After death care for the family includes (but not limited to):</p> <ul style="list-style-type: none"> • Encourage family/carers to spend time with the patient (if appropriate). • Ask whether we can assist with contacting a funeral director that is know to the family or carer. <p>It is important to remember that a funeral director may arrive on scene within an hour of calling.</p> <ul style="list-style-type: none"> • The funeral director does not have to be called immediately, as family and carers may wish to spend time with their loved one prior to being transported. • If the person has died outside of business hours, it may be appropriate for the family to contact the funeral director in the morning. • Clinicians do not need to remain on scene until the funeral director has been called. <ul style="list-style-type: none"> • Discuss with the family and consider contacting additional support people (friends, other relatives, religious representatives) to attend and continue support. 	<ul style="list-style-type: none"> • After death care includes (but not limited to): • Provision of support and advice on what happens next. Provide the “When someone has died at home” NSW Ambulance pamphlet. • Encouraging family/carers to spend time with the patient (if appropriate). • Assist with phoning the funeral company of choice or prompting the family and/or carer to select a funeral director. • Discuss with the family and consider contacting additional support people (friends, other relatives, religious representatives) to attend and continue support. 	<p><i>Retain the previous image</i> <i>Display the OST in sync with VO.</i> <i>Please provide a button for click and each click reveals one line.</i></p> <p><i>A note icon will be shown at the end of the 4th bullet point. The user will be able to click that icon to see the information below:</i></p> <p>Note:</p> <ul style="list-style-type: none"> • 		

Topic		After Death Care	Screen type	
Screen Title		Grief and Bereavement Care	Screen label	008
No.	Audio/VO	OST	Visuals and Development instructions	
1.	<p>It's good to take the time to think through some of these points whilst with the family, friends or carers.</p> <p>What would make a difference, be helpful, or matter in this moment to these people?</p> <p>Do they have any questions or concerns we can help with?</p> <p>Can we explain what grieving may look and feel like to normalise their experience for them?</p> <p>Can we sit with them for a minute, honour their loved one, listen to their memories?</p> <p>Could we give resources or information?</p>	<p><i>Grief and Bereavement Care</i></p> <ul style="list-style-type: none"> • What else can be helpful? • Finding a moment before you leave, to just be with the family/carers • Empathetic listening • Any explanations of care that would be helpful • Answering any questions • Reassurance that grief is normal • Encourage self care while grieving • Advise reaching out to a support service if/when required 	 <p><i>Refresh the earlier screen.</i> <i>Display the OST with the above image as background.</i></p>	

Topic		After Death Care	Screen type	
Screen Title		Resources	Screen label	010
No.	Audio/VO	OST	Visuals and Development instructions	
1.	<p>These resources are the most beneficial for most people, but grief is very individual, and reminding someone that it is ok to reach out for help is often the most useful thing you as paramedics can do. We can also mention that there are many support services designed for people in individual circumstances if that should be the case.</p> <p>Click on each flip card to visit the resources for the families or the carers.</p>	<p>Resources for family/carers</p> <p><i>Click on each flip card to visit the resources for the families or the carers.</i></p>	<p><i>Display the OST as the title and the four resources images given below in the form of flashcards.</i></p>     <p><i>Above images from slide 20 of After Death Care 4.pptx</i></p>	
2.		<ul style="list-style-type: none"> Australian Centre for Grief and Bereavement grief.org.au / 03 9265 2100 / My Grief App Grief Line griefline.org.au / 1300 845 745 Beyond Blue - 24 hr phone, email online counselling beyondblue.org.au / 1300 224 363 Headspace - online, phone, in-person support for young people headspace.org.au 	<p><i>Flip the cards to show the information of each resource on the other side. (In the same order as the images above.)</i></p>	

3.	<p>It is also important that you, as New South Wales Ambulance paramedics, are aware of the resources in case you need to reach out for help. Peer Support Program, Multi Faith Chaplaincy Team, Staff Psychology Service, Converge International(EAPS), Teladcoc Health and Black Dog Institute are some of the resources for support to NSW Ambulance paramedics.</p> <p><i>Select each resource to learn more.</i></p>	<p>Resources for Paramedics</p> <ul style="list-style-type: none"> • Peer Support Program • Multi Faith Chaplaincy Team • Staff Psychology Service • Converge International (EAPS) • Teladcoc Health (Aware Super) • Black Dog Institute <p><i>Select each resource to learn more.</i></p>	<p><i>Accordian Activity</i> <i>Earlier screen is refreshed.</i> <i>This is the screen with an interactivity.</i> <i>Display OST in sync with VO.</i></p>  <p><i>Use images for the last 3 bullet points from slide 21 of After Death Care 4.pptx</i></p>
Peer Support Program			
4.	<p>PEER SUPPORT PROGRAM</p> <p>The Peer Support Officers (PSOs) may</p> <p>Provide support to staff that have been referred by managers and/or other staff support services or to staff self-referring;</p> <p>Provide a listening ear, PSOs are not counselors but are trained to provide practical support and assistance to their colleagues;</p> <p>Assess the need for support and/or defusing.</p>	<p>Peer Support Officers (PSOs) are employees who are trained to provide confidential practical support to individuals. They are also trained to defuse strong emotional reactions experienced by their colleagues in response to a traumatic incident.</p> <p>Contact your PSO, details on Roster.</p>	<p><i>Display OST and play VO when clicked.</i> <i>Click to minimize once the VO is done.(Global)</i></p>

	<p>Peer Support Officers also refer staff to more specialised or professional supports, including the Staff Psychology Service, the Employee Assistance and Psychological Services (EAPS) Program, or community-based supports.</p> <p>With regards to post-incident support, PSOs can:</p> <p>Provide individual support or follow-up to defuse the initial stress of an incident following the New South Wales Ambulance model of post Incident support (Psychological First Aid),</p> <p>Provide psycho-education (information about stress reactions and coping to reduce distress and promote adaptive functioning). This can be provided to individuals or a group.</p> <p>Discussion about individual reactions and responses should be reserved for one-to-one PSO support or follow-up.</p> <p>Refer staff for professional support - early intervention can assist the natural recovery process.</p>		
Multi Faith Chaplaincy Team			
5.	<p>Chaplains are available to assist with providing 24/7 post-incident support and pastoral care. This may occur at the scene of an incident, a workplace, a home or a hospital.</p> <p>Chaplains also provide spiritual guidance or help to access other faith-based care or welfare services</p>	<p>Ambulance Chaplains are part of a multidisciplinary support team that provides nonjudgmental support to Ambulance staff and their families as well as support to bystanders at traumatic incidents.</p>	
Staff Psychology Service			


6.	<p>The SPS is a state-wide team of internal Senior Staff Psychologists employed to provide customised support to New South Wales Ambulance employees. The Senior Staff Psychologists provide psychological support/counselling, post-incident support, well checks (regular check-ins with staff), advice on employee staff support needs and mental health and wellbeing training. The Senior Staff Psychologists are located across the state and are available for face to face, telephone and video support. Availability: Monday to Friday. A full list of our Senior Staff Psychologists is available on the intranet.</p>	<p>Psychologists provide customised support to NSW Ambulance employees. The Senior Staff Psychologists provide psychological support/counselling, post-incident support, well checks (regular check-ins with staff), advice on employee staff support needs and mental health and wellbeing training. EMAIL AMBULANCE-StaffPsychologyService@health.nsw.gov.au PHONE 02 9320 7777</p>	
Converge International (Eaps)			
7.	<p>EAPS – or Employee Assistance and Psychological Services is a professional and free telephone and face-to-face support service for all New South Wales Ambulance employees, volunteers and their families. It provides personal counselling, coaching and post trauma support, psychological first aid, and post-incident support, including workplace incident support.</p>	<p>Personal Counselling/Coaching - Short-term, solution focussed counselling service. Individuals are entitled to four sessions per issue, per year. Extensions can be sought on a case-by-case basis.</p> <p>Post-incident (trauma) Support provision of psychological first aid and one-on-one trauma counselling following a workplace significant event. Post-incident support is available for all significant workplace incidents.</p> <p>Phone EAPS 24/7 on: 1300 687 327</p>	

Teladoc Health (Aware Super)			
8.	Aware Super (New South Wales Ambulance's Death and Disability Insurer) and Teladoc Health, provide free family access to Mental Health Assist. It provides you access to a leading Australian mental health clinician within 10 days, after where they'll assess your condition and provide advice on the best treatment pathway. Call 1800 830 082 for a confidential discussion for you or a family member.	Aware Super (NSW Ambulance's Death and Disability Insurer) and Teladoc Health, provide free family access to Mental Health Assist. It provides you access to a leading Australian mental health clinician within 10 days, after where they'll assess your condition and provide advice on the best treatment pathway. Call 1800 830 082 for a confidential discussion for you or a family member.	
Black Dog Institute			
9.	The Black Dog Institute runs the National Emergency Support Service, a free and confidential mental health support for emergency service workers and volunteers. Via the website www.blackdoginstitute.org.au you can access a mental health check, a collection of mental health resources, tools, and advice developed from the latest research and clinical expertise, and up to 12 sessions with a clinician, via telehealth or face-to face.	Mental Health Check, Resources and Strategies, and up to 12 sessions with a clinician. Through www.blackdoginstitute.org.au	
<i>Tab activity ends</i>			
10.	It is also important that you, as New South Wales Ambulance paramedics, are aware of the resources in case you need to reach out for help.	More Resources for Paramedics	<i>Display image given below in sync with VO.</i>

	<p>Somewhere to always find the resources mentioned, and many more, is the Staff Health Fact Sheet. Search on the New South Wales Ambulance Intranet for Psychological Support Options. This Fact Sheet lists many further resources which may be helpful to you for more individual circumstances.</p>
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Click on the zoom icon to view the Fact Sheets.

[illegible]

Topic		After Death Care		Screen type	
Screen Title		<i>Shared Course Resources</i>		Screen label	011
No.	Audio/VO	OST	Visuals and Development instructions		
1.		<ul style="list-style-type: none"> • End of Life • Palliative Care • Principles • Guidelines 			
Topic		Course Completion		Screen type	Infographic
Screen Title		<i>Resource Acknowledgment</i>		Screen label	
No.	Audio/VO	OST	Visuals and Development instructions		
1.	<p>NSW Ambulance acknowledges the contribution of the following individuals and groups in the development of this resource:</p> <ul style="list-style-type: none"> • The PEPA/IPEPA National Project Team and Jurisdictional partners • The PCC4U National Project Team • The ELLC Project Team • NSW Health • Subject matter experts and clinical education settings who provided peer review and expert opinions 	<p>NSW Ambulance acknowledges the contribution of the following individuals and groups in the development of this resource:</p> <ul style="list-style-type: none"> • The PEPA/IPEPA National Project Team and Jurisdictional partners • The PCC4U National Project Team • The ELLC Project Team • NSW Health • Subject matter experts and clinical education settings who provided peer review and expert opinions 	<p><i>Shutterstock Infographic ID: 2200657413</i></p> <p><i>Use the infographic to present the text in the four bullets.</i></p> 		

Topic		Course Completion		Screen type	
Screen Title		<i>Reflection</i>		Screen label	
No.	Audio/VO	OST	Visuals and Development instructions		
1.	<p>To support you continuing professional development, please answer these following questions.</p> <ol style="list-style-type: none"> 1. What did you learn in this module? 2. How will this change your practice? 	<p>1. What did you learn in this module?</p> <div></div>	<p><i>Text input fields after each question with a submit button. Both questions are optional. Also provide ability for participants to print/save as PDF.</i></p>		

		2. How will this change your practice? <div></div>	
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Topic	Course Completion Screen		Screen type	
Screen Title	Thank you		Screen label	
No.	Audio/VO	OST	Visuals and Development instructions	
	Standard course completion screen			