



COACH BOT

“Modular e-course with virtual coach tool support”

**LIFELONG LEARNING PROGRAM
LEONARDO da VINCI**

Coordinated by Seed

TRAINING FOR HEALTHCARE PROFESSIONALS AND HOME CARE PROVIDERS

“COACH BOT” project, a European innovative educational program

Lugano, December 1st 2009

**REPORT 1st SEMINAR
- SWITZERLAND -**

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COACH BOT: Modular E-Course with Virtual Coach Support

On December 1st 2009 a seminar of introduction to the European Longlife Learning Project took place in the University of Lugano.



LA FORMAZIONE CONTINUA PER GLI ATTORI DELLA RETE DOMICILIARE

IL PROGETTO COACHBOT:
UN CORSO FORMATIVO INNOVATIVO IN AMBITO EUROPEO
OPPORTUNITÀ PER IL TICINO

INVITO AL SEMINARIO

1 dicembre 2009, ore 16.30
Università della Svizzera italiana - aula 351
Via Buffi 13, 6900 Lugano



PROGRAMMA:

16.30 - 16.40	Registrazione
16.40 - 17.00	Le sfide dell'assistenza sanitaria a domicilio: spunti dalla ricerca <i>Dott.ssa Maria Gaia Zulferer - Senior Researcher presso l' Institute of Communication and Health dell'Università della Svizzera italiana</i>
17.00 - 17.30	Presentazione del progetto COACHBOT <i>Luca Bollari - project manager COACHBOT Seed</i>
17.30 - 18.30	Focus group sulle pratiche professionali degli attori della rete domiciliare <i>Luca Bollari, Chiara Bramani, Sara Corbino - Seed</i>
18.30	Aperitivo

È gradita conferma a: sara.corbino@seedlearn.org

Figure 1: invitation to the seminar

COACH BOT: Education for healthcare professionals and home care providers

The background of the seminar

COACH BOT is meant to fill the learning gaps of the healthcare system, and specifically of home care, by testing an innovative e-learning methodology which addresses professionals working in this field.

Within such context, the seminar directed by Seed, the Swiss partner of the project, was an important opportunity to meet and understand the subjects involved in testing the pilot project: healthcare professionals, home care providers and nurses.

COACH BOT is a European multilateral project developed in six countries: Italy, Denmark, UK, Romania, Slovenia, and Switzerland. Within this international context, the project comprehends activities to test a pilot course, whose recipients will be selected by each national partner.

Promotion

The first action taken by Seed to promote the seminar was contacting the main associations of healthcare professionals and home care providers operating in Canton Ticino, as well as the schools of physiotherapy and nursing, to describe the project and highlight the characteristics which would be most interesting for such organizations.

They then received, both via e-mail and mail, the invitation to the seminar, with the program and technical details of the event, and a brochure presenting the main characteristics and goals of the project.

COACH BOT partnership

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Education and Culture DG
Lifelong Learning Programme

COACH BOT

MODULAR E-COURSE WITH VIRTUAL COACH TOOL SUPPORT

Figure 2: Brochure – outside



Figure 3: Brochure – inside

Finally, all the organizations which confirmed the participation to the seminar of one or more members received a reminder e-mail, specifying the technical and logistic details of the meeting (day, time, place, location of the room inside the university).

Moreover seed sent a press release and the program of the seminar and a brochure of the project to the local press (6 among journals and radio agendas).

First part of the seminar: speeches

The seminar began with a welcoming speech and introduction of Seed, which is the Swiss partner of the project and the organizer of the event: the association's project manager Isabella Rega presented its mission and past projects.

The second speech was held by Maria Caiata-Zuffery, a senior researcher by the Institute of Communication and Health of the University of Lugano, who explained the main challenges posed by social and health care professions for the coming years. This interesting talk clarified the way in which researchers and the academic community outline the role of home care providers and their importance, as well as the most delicate and problematic issues faced by such professionals. For example, two of the mentioned challenges faced by healthcare and home care professionals building a trust relationship with the assisted person, and working at the patient's home, which is a private environment.



Figure 4: Maria Caiata Zufferey

A third presentation was given by Luca Botturi, COACH BOT project manager by Seed, about the project, its structure and main goals. In particular, he specified the stages of development of the course, the contents of the different modules, the resources that the users can exploit and the advantages of shaping COACH BOT as a tailored, modular, online course.



Figure 5: Luca Botturi

Second part of the seminar: focus group

Luca Botturi, COACH BOT project manager of Seed, coordinated a focus group with 6 participants of the seminar, aimed at deeply analysing the educational needs and learning gaps experiences by home care providers.

The three main points of the discussion concerned:

- Whether the home care providers found the project and the proposed course interesting and useful to improve the quality of their job
- Identifying the possible difficulties that the people who work in the home care field could have in accessing the course and its resources
- Possible elements that the e-learning offer of the European project is missing and that could make it more appealing to the receivers

The conclusions that can be drawn from the focus group conducted highlighted generally **positive feedbacks**:

- The contents of the course were considered very positively: all the participants found them relevant and interesting.
- The modules about cultural differences and the care of elderly people (how to manage them) were pointed as the most valuable for home care professionals.
- The coordinators of associations of healthcare and homecare providers are interested in a learning program like COACH BOT, also for the operators.

The discussion with the actors of the homecare network in Canton Ticino clarified also the main perceived **barriers** to accessing and participating to COAHC BOT:

- The main difficulty is the language: a learning program for homecare professionals offered in Switzerland cannot be in English, for two main reasons:
 - 1 The most part of healthcare professionals are not educated, only have experience in the field, and work in a local environment; therefore they do not speak a second language.
 - 2 Many operators of the associations participating to the seminar and focus group are foreigners (especially the social-healthcare professionals): they have difficulties even in speaking and practicing Italian and it would be too hard for them to learn English as well.
- A modular e-learning program requires the capacity of the users to manage their own time and resources to learn. It cannot be taken for granted that the operators actually have this skill.
- Technology represents a minor problem: many operators are not educated; they are not used to e-learning and computers in general and they usually receive training with texts and print materials, but not with audiovisual contents; some of them do not even have a computer. Nevertheless, such constrain represents a real problem only for some of the coordinators of associations of homecare givers which took part to the seminar and focus group.

The last pivotal point discussed in the focus group regards additional elements that the project is missing, according to potential users:

- The main request concerns the addition of an area where the users can share real experiences of homecare providers and describe what they actually live in their daily life and job. Such opportunity would complement the possibility of support and comparison offered by the forum.