The observation of DAFNE courses

Introduction
Your DAFNE patient courses will often be observed by a variety of healthcare professionals. These observers will fall into one of three categories:

1. Trainee DAFNE educators, advisors and doctors observing the patient courses as part of the DAFNE Educator Programme (DEP), DAFNE Advisor Programme (DAP) and DAFNE Doctor Programme (DDP).

   The philosophy underpinning the DAFNE Collaborative is the spread of DAFNE throughout the UK. It is therefore expected that all DAFNE centres open their patient courses to individuals completing the DEP, DAP and DDP.

2. Peer review as part of your centre’s 3 yearly Quality Assurance audit.

   During your audit, there should be no other observers on your patient course. You will be informed by Central DAFNE at least 6 months in advance, which of your patient courses will be audited.

3. Casual observers, these may be either
   - Local colleagues to increase DAFNE awareness.
   - HCP from other centres that have shown an interest in DAFNE, but who are not training to become DAFNE educators.

Priority
We request that QA peer review and individuals completing the DEP/DAP/DDP have priority over scheduled casual observers for observation places. Casual observers must be made aware at the time of booking their observation course that this may be cancelled at short notice should the observation places be required for the DEP/DAP/DDP.

General Information
It is essential that all DAFNE centres and educators are aware of what is expected of them when a DAFNE course is being observed. Regardless of why the individual(s) is observing your course it is essential that the following factors are considered and acted upon.

Patient needs are paramount.
All observers must be reminded that they are there merely to observe and not to participate in the course. Observers should not interrupt/create a disturbance/ask questions during the sessions. Any questions can be fielded at break-times or at the end of the day.

Patients should also be made aware of who the observers are and their reason for being there. It is essential that the patients are aware that the observers are not there to observe them.
**Educator needs**

It is essential that the educators delivering the observation course are experienced and comfortable being observed by their peers. It is unreasonable to expect newly trained educators to be observed when they have only delivered a few patient courses themselves. For this reason we recommend that, other than the purpose of peer review/audit, the first 4 courses that an educator delivers should not be observed by others.

Educators delivering the observation course must be informed of the number, names and reason for the observers’ presence.

The number of observers on any particular session of the course should be kept to a minimum so as not to affect the patient/educator group dynamics. It is recommended that the number of observers does not exceed 3.

The following pages give further details of what is to be provided for the various individuals that might observe a course.
Individuals observing as part of the DAP/DDP/DEP
The first part of the training for new DAFNE Educators, Advisors and Doctors involves observing a full 5-day patient course delivered by experienced DAFNE educators in an established DAFNE centre. All DAFNE centres are expected to open their patient courses for observation.

Central DAFNE is responsible for the booking of observation courses for individuals completing the DEP, DAP and DDP and will liaise with the local DAFNE Administrator and/or Lead DAFNE Educator when booking the courses and will provide names and contact details of the scheduled observers.

Each DAFNE centre should notify Central DAFNE of:
1. Dates of all planned DAFNE courses.
2. Names of the educators scheduled to deliver each course and whether they have delivered >4 patient courses.
3. Details of courses scheduled to be observed by casual observers.

Central DAFNE will try to avoid using these courses for the DEP/DAP/DDP when at all possible. However in certain circumstances (eg shortage of patient courses for observation, last minute trainee recruitment) it may be unavoidable to use courses that have already been allocated for casual observation.

Prior to observation week
Observers have been advised to contact Educator(s) at least 1 week prior to the course to confirm venue/times, etc. It is recommended that they arrive around ½ hour before the start of day 1 to undergo a briefing session.

Central DAFNE will forward to you resources that the observers will require for the observation week. You will receive the following resources 2-4 weeks before the observation course for each observer:

Trainee educators: 1 x copy of the DAFNE patient course curriculum
1 x DAFNE folder containing:
• DAFNE patient workbook
• DAFNE CP booklet
• DAFNE patient blood glucose monitoring diary
• Attitude 15 Questionnaire
• Feedback from DEP Observation questionnaire
• dafneonline flyer (how to register as a DAFNE HCP)

Trainee advisors: 1 x DAFNE folder containing:
• DAFNE patient workbook
• DAFNE CP booklet
• DAFNE patient blood glucose monitoring diary
• Attitude 15 Questionnaire
• Feedback from DEP Observation questionnaire
• dafneonline flyer (how to register as a DAFNE HCP)
Trainee doctors 1 x DAFNE folder containing:
- DAFNE patient workbook
- DAFNE CP booklet
- DAFNE patient blood glucose monitoring diary
- Attitude 15 Questionnaire
- Feedback from DEP Observation questionnaire
- DAFNE Course Observation Record for Doctors Form
- dafneonline flyer (how to register as a DAFNE HCP)

When these resources are received, please insert a copy of the timetable for the course that will be observed into each of the DAFNE folders

**At beginning of the week**

Check that observers have brought their DEP file including the case study guidelines and have photocopied sufficient observation sheets for each session of the course.

Supply each observer with the resources mentioned above.

Observers should have access to your lesson plans to compare **not to copy** with their curriculum.

**Briefing**

- Explain that they will be introduced to the group as observers (observing YOU, not the participants).
- They should observe all timetabled sessions, **including individual dose adjustments and lunchtimes** and complete observation checklists for all these.
- They should complete their photocopied observation sheets for each session of the course; these will be required during the 3-day workshop (Trainee Educators only).
- They should remain quiet during sessions.
- They will be allowed time in between sessions, when participants are out of the room, to make comments, ask questions or give general feedback.
- Observers should pick a participant for their case study at random from the list, and follow guidelines in their DEP file.
- The DAFNE Course Observation Record for Doctors form will be signed by an Educator delivering the course at the end of each observed day. The completed form must be retained by the doctor and a copy sent to Central DAFNE as evidence of observation for the completion of the DDP.