The HIRAID® Provider Course is suited to emergency nurses who have not previously completed any training in HIRAID® or who need to update their knowledge and consists of four activities:

HIRAID® learning resources:

1. Pre reading
2. Workbook
3. eLearning module
4. Interactive facilitated workshop

This evidence-based education program has been designed by educational experts to put structure around current teachings and things that emergency nurses do. The intent is to further develop knowledge, skills, behaviours, and professional attributes in our specialist emergency nurses.

The HIRAID® learning resources were developed using the educational principles of constructive alignment, backwards design, and scaffolded learning. The content, learning activities and clinical scenarios increase in complexity as participants move through the learning resources. The HIRAID® provider course is strategically aligned with the College of Emergency Nursing Australasia Practice Standards for the Emergency Nursing Specialist and Australian Commission on Safety and Quality in Health Care National Safety and Quality Health Service Standards.

HIRAID® enabled more consistent, high-quality assessment and enabled comprehensive assessment and appropriate prioritisation in clinical practice.

Feedback from our HIRAID® trial in 29 EDs in rural, regional, and metropolitan NSW and Victoria with over 1300 emergency nurses was overwhelmingly positive. Emergency nurses who complete the HIRAID® education program document a more detailed patient assessment, feel more confident in their clinical practice, give better clinical handovers, and communicate better with patients. Using HIRAID® results in fewer patients deteriorating and improved prioritisation of care.

Here is what these nurses had to say:

* “*Helps promote identification of potential issues for the pt that a new may nurse may not have been aware of or experienced before (Nurse, SNSW)”*
* *“We get more information from the patients with HIRAID than normal nursing notes (Nurse, WSLHD).”*
* “*I have found it very useful as I have been learning, gives me a systematic approach and prompts me to do tasks if I'm flustered (Nurse, SNSW).”*

# Quotes from senior and executive positions

**Southeast Regional ED, Medical Lead**

*“HIRAID nursing notes make it easier to find relevant information from my nursing colleagues. The standardised structure encourages consistency of handover information, and this has improved clinical communication in our ED.”*

**Batemans Bay ED Nurse Unit Manager**

*"HIRAID provides all ED nurses with a standardised, structured assessment framework proven to improve patient care outcomes; HIRAID empowers our ED nurses to escalate patient deterioration and ensure we give our patients the best care we can. ICU has a framework, but HIRAID is Emergency Specific!"*

**Executive Director Nursing and Midwifery, Western Sydney Local Health District**

*“It’s wonderful to see the ED nursing team lead the successful implementation of the HIRAID framework across the emergency departments. The results clearly reflect how this project has supported staff to perform more thorough and quality patient assessments which has supported and improved the patient experience”*