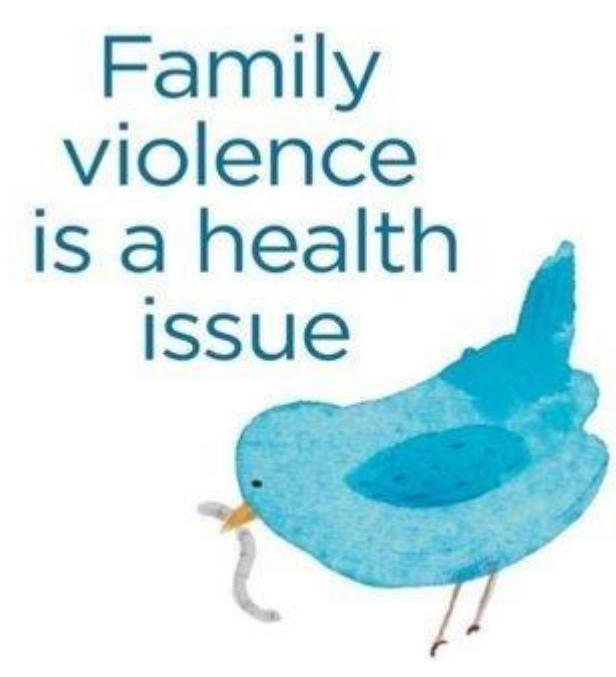


# Evidence-informed family violence education for healthcare staff to improve outcomes for victim survivors and staff

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*"We acknowledge that you are busy and have much to do in your role to deliver health care. For many victim survivors, you may be the only person they talk to about what is happening to them. You can make a difference and change lives. You do not have to have all the answers. Listening, care and validation mean so much and can make us feel less alone and give hope."*

– Lived experience expert and advocate.



## Background

- Family violence is an enduring global pandemic labelled by the World Health Organization as a "major public health problem".
- The health sector has a critical role in providing comprehensive care to victim survivors of family violence. Ensuring staff have the knowledge and skills to recognise and respond sensitively and safely is essential to empower victim survivors.
- Following a review of existing family violence staff training, two education packages were redesigned: one for Clinical Staff and another for Managers and Leaders supporting employees. The packages were implemented in January 2025 in a major, quaternary public health service in Melbourne, Australia.



Figure 1. Key aspects included in the redesign of the education packages

## Aim

- The aim of this study is to evaluate redesigned family violence education packages and examine their effect on a range of staff and patient-level outcomes.

## Method

- Quantitative and qualitative data is being collected to evaluate patient- and staff-level outcomes of the education packages based on the 4 levels of the Kirkpatrick's Model.
- Quantitative data will be analysed and reported as descriptive statistics and paired within group pre-post data with McNemar's test.
- Qualitative data will be analysed using content analysis.

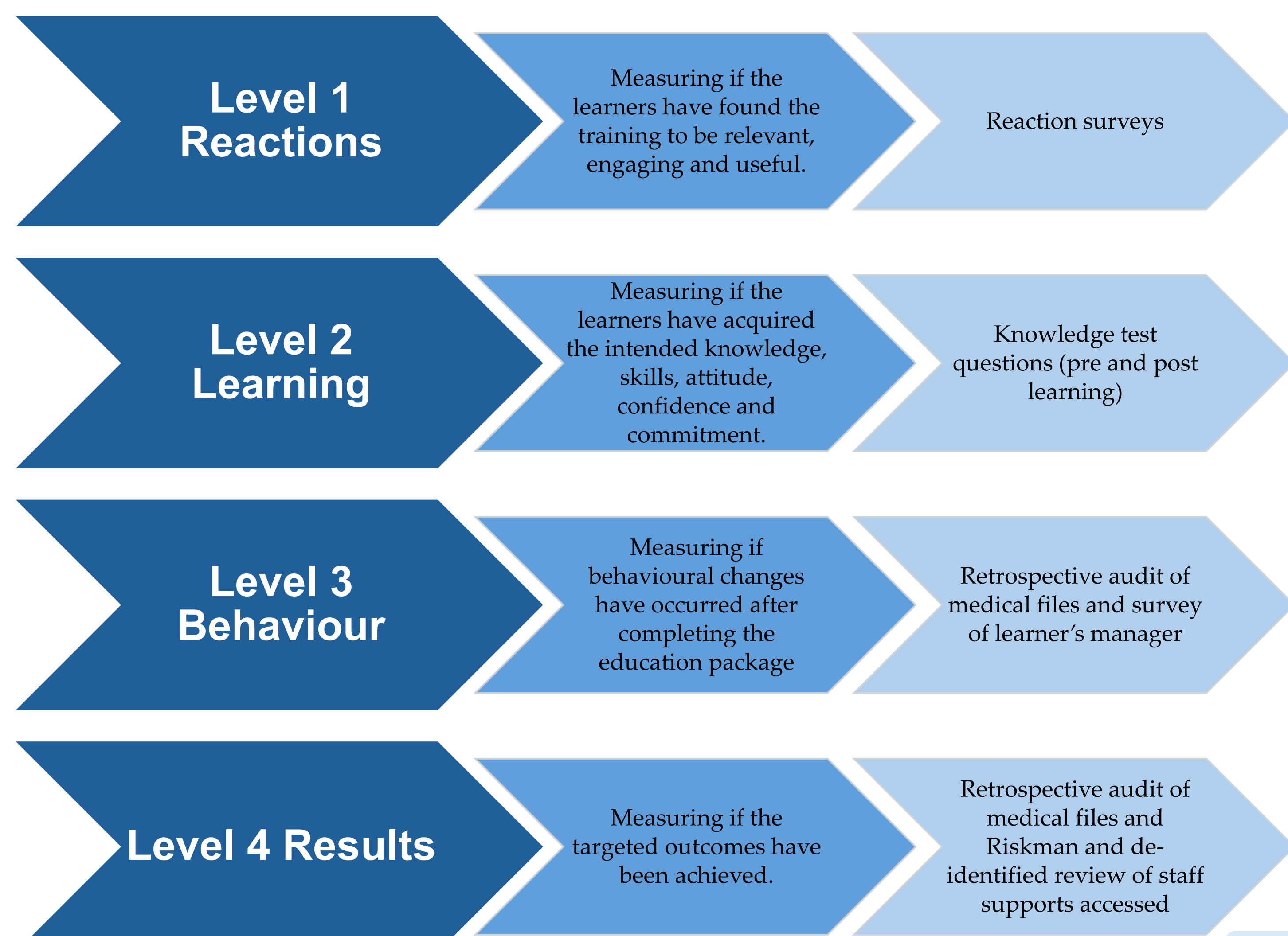


Figure 2. Four levels of the Kirkpatrick's Model as applied to the evaluation in this study

## Results

Level 1 and 2 interim data from February-May 2025 is presented below.

### Level 1 Reactions

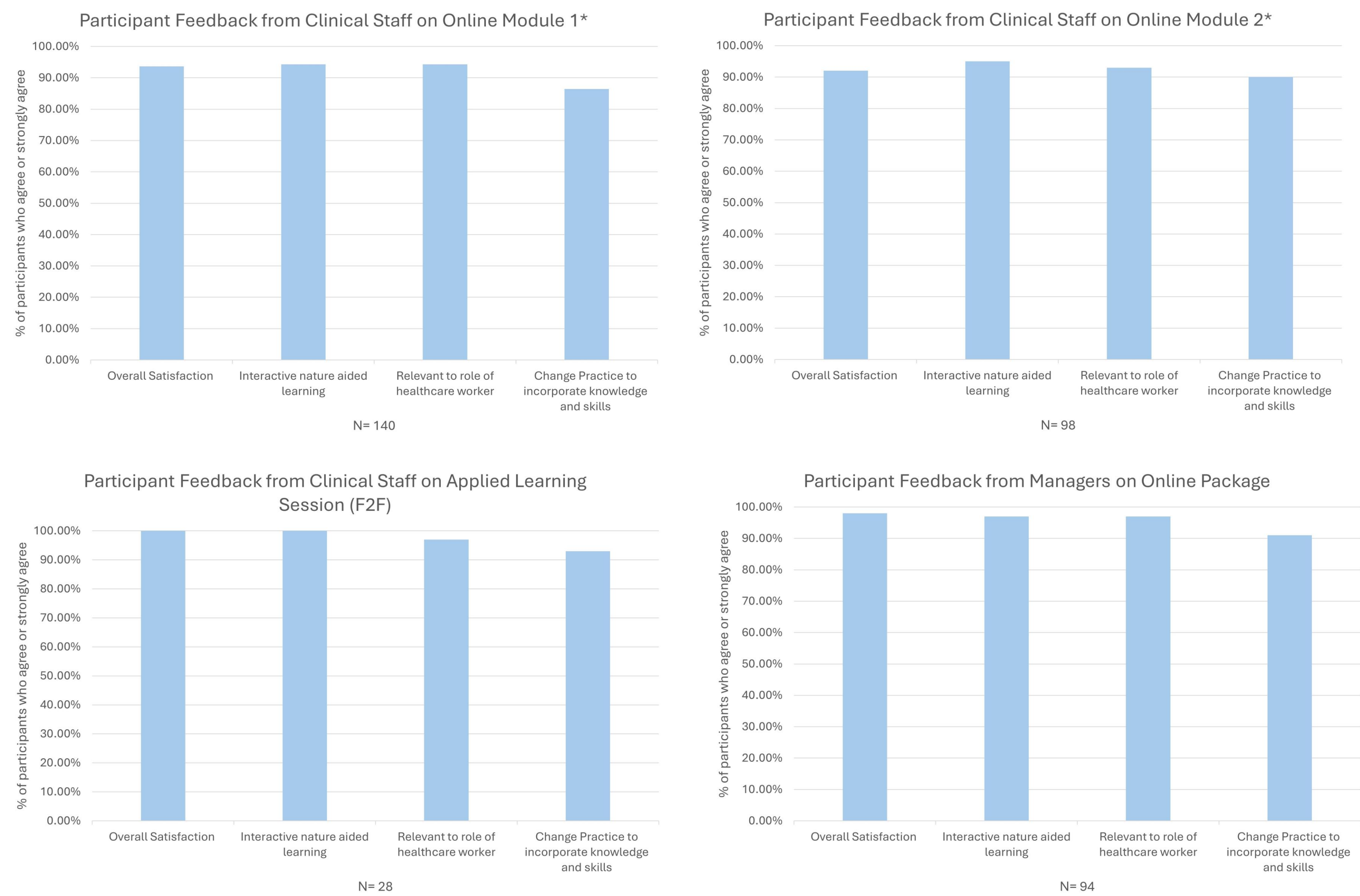


Figure 3. All four graphs represent survey feedback from learners post training \*M1 = What is Family Violence? M2 = The Six Steps of Sensitive Practice

- 96%** of all staff who completed the online learning packages agreed that the packages were **considerate to the sensitive nature of family violence**.
- Emerging qualitative themes for what worked best for learners include; interactive learning experiences, inclusion of lived experience and practical application and relevance.
- The "course explained the FV systemically and with compassion and empathy, which helped to put myself in their shoes for a better understanding of how to recognise the signs and how to deal with this situation". (Participant)**

### Level 2 Learning

- Learner confidence was comparatively low for each intended learning outcome pre learning, with a significant increase across all intended learning outcomes post learning.
- Over **90%** of clinical learners who completed the post learning survey agreed that the online modules had **improved their confidence** for each of the intended learning outcomes.
- An overall improvement in knowledge results comparing pre and post knowledge quizzes is noted at this stage of data collection.

### Level 3 Behaviour and Level 4 Results

Level 3 and 4 data will be analysed 1 year following the launch of the packages.

## Conclusion

- There has been a significant increase in self-reported confidence by learners following completion of the online learning packages.
- Further analysis and evaluation is required on completion of the data collection period.
- The findings of our study will inform education approaches for staff in healthcare settings which could be adopted and scaled to improve the health system's response to family violence.
- The evaluation methods could be applied by allied health professionals delivering education in other contexts.

## Self-care

If this has raised any issues for you, or if you require/ would like support in relation to Family Violence, please call [1800RESPECT](tel:1800RESPECT)



## References

- Kirkpatrick, J. D., & Kirkpatrick, W. K. (2016). *Kirkpatrick's four levels of training evaluation*. Association for Talent Development. Retrieved Nov 8, 2024
- World Health Organization. (2024, March 25). *Violence against women*. Retrieved Nov 7, 2024

Ethics approval granted by Alfred Hospital Ethics Committee. Project number: 800/24