## 

## CAN-MDS TRAINING

## WORKING WITH MOCK CASES

**Preparation**

* One (or more) persons/”actor(s)” will undertake the role of “source of information” (e.g. child’s teacher; neighbor etc.)
* “actors” are provided with copies of mock cases
* actors should study the mock cases in advance so that they become familiar with the details

**TIP**: Ideally, simulation would include one actor per trainee (face to face, or even via phone)

* + if this is no feasible, split the trainees’ group in smaller groups, respectively, according to the number of actors available
  + at least one actor is required; in this case the actor will provide the information to the whole group while one of the trainees will undertake the role of asking questions/ clarifications; the rest of the trainees will be able to ask for additional information at the end of the process

**Key sentences**-**Instructions from trainer(s) to trainees-operators before starting:**

* *We are, now, going to proceed with the simulation of the process*
* *A pediatrician (or school director or other) calls you or visits your agency to report his/her worries concerning the safety of a child*
* *After you hear what s/he has to say, you can ask her/him for further information (as you probably do in your everyday work) and taking into account what information is needed for the CAN-MDS*
* *You may use the pages with the suggested prompts, if you think that it will be of help*

**IMPORTANT:** *during the whole process please record the information you receive into the 2 short checklists* (i.e. printed Annex I and II of the Data Collection Protocol), *in order to be sure that you have collected all the necessary information*

**After the end of the process**

* *log into the CAN-MDS System*
* *enter your username and password and*
* *proceed with recording the incident*
* *using a TEMPORARY ID*
* *when you believe you have completed the process, submit the record*

**Reviewing the records and clarifications**

* *when all trainees-operators submit their records, ask them to open the relevant report*

*Note: You (the trainee) should have the complete record (one that you have prepared from before)*

* *work through each line of the record/entry in the process of incident reporting and check with trainees the information they each entered*
* *when differences are noted (by one or more trainees), discuss what happened, explore whether there were misunderstandings or trainees faced any other problems (technical* or other)

**Repeat the process with the second mock case**

