

Essentials of Care Program Newsletter

Volume 1 Issue 1 November-December 2008



WELCOME!

It is with great excitement I introduce the first Essentials of Care (EOC) Newsletter. This newsletter will be published bimonthly and will keep nurses and midwives across NSW informed and up to date about the Essentials of Care Program. I have been impressed with the enthusiasm and commitment of nurses and midwives across the state about this program of work.

The implementation of EOC will enable nurses and midwives to focus on the development of clinical environments that enhance patient care, teamwork and individual work satisfaction.

I look forward to working with you all as this important program is implemented across NSW over the next 2 years.

*Debra Thoms
Chief Nursing & Midwifery Officer*

The Essentials of Care Program is a systematic approach aimed at addressing some of the issues in clinical practice and care environments that many nurses, midwives, health care professionals and consumers are concerned about. The use of practice development processes enables the evaluation of current practices and provides the basis for making the necessary changes to improve patient care and the clinical environment.

To find out more about this exciting program of work go to the NAMO website:
<http://www.health.nsw.gov.au/nursing/index.asp>.

PROGRESS REPORT:

The Essentials of Care Program is currently being implemented in two Area Health Services – Hunter New England (HNE) and South Eastern Sydney Illawarra (SESAHS). Both areas are at the stage of preparing units and facilitators for assessment having set up Area Governance and local steering groups, identified the participating units and undertaken staff development in facilitation, observation and patient story collecting. SESAHS is also undertaking work to sensitise the program to the Midwifery setting, HNE is similarly sensitising it to Mental Health nursing and the Children’s Hospital Westmead is leading the work in the paediatric setting.

HNE has seven sites involved across the area including Manning, Gloucester, Narraweema, Belmont, John Hunter and Royal Newcastle Centre.

Having had a head start at Prince of Wales Hospital (POW), SESAHS has nineteen units participating including units at the Royal Hospital for Women, St George, Sutherland and Garrawarra Centre for aged care.

All these units have or are developing shared values and identifying key issues to be addressed to enable implementation of the program with the underpinning principles of staff inclusion and participation.

The leaders, Janine and Leigh, have been busy setting up structures to support the program and gaining commitment from key people such as managers, educators, CNCs and Quality/Continuous Improvement staff. They have also been working to secure additional funding through scholarships and reserve funds, which will be ongoing.

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Having seen many improvements in practice and the care environment at unit level, the POW team is now focusing on identifying hospital-wide themes that can be addressed at a facility level. We look forward to their progress report and profiling some of the great work from all the sites as it unfolds.

Janine Bothe



Janine is seconded from her role of CNC Surgery at St George Hospital - a role she has held for twelve years - to the position of Essentials of Care Manager for SESIAHS. Janine has been a clinical nurse for thirty years and has maintained a close relationship with the clinical arena. Janine has a degree in Education and has completed a Doctorate in Nursing at UTS focusing on the role of action research in the clinical setting.

SESAHS EOC Coordinator: Janine Bothe - 04 3456 3191, Janine.bothe@sesiahs.health.nsw.gov.au

PROGRAM STAFF PROFILES:

Adjunct Prof Anna Thornton



Anna Thornton is the Director of Nursing and Clinical Services at POW Hospital, Sydney and is currently seconded to the Nursing and Midwifery Office, NSW Health in the position of Nurse Manager – Essentials of Care Program. Anna is an experienced nursing leader who has worked in a variety of health care settings over many years. Anna is passionate about developing workplace cultures that enable high quality patient centred care and that stimulate and satisfy staff.

Anna's secondment to the EOC Program is finishing in January 2009 and a new leader will commence at that time.

Leigh Darcy



Leigh has worked extensively in health and education. Her clinical experience has been in medical, surgery and Haematology. She has experience in clinical assessment of nurses at all levels and evaluation of their practice. She has an interest in Clinical Leadership, Practice Development and the implementation of evidence into clinical practice.

HNEAHS EOC Coordinator: Leigh Darcy – (02) 4985 3479, leigh.darcy@hnehealth.nsw.gov.au

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Pauline Bergin



Pauline is currently seconded from her role in Critical Care at Manning Rural Referral Hospital, Taree, to manage EOC program development and to support Area Health Service Leaders in their roles. Pauline's background is in Critical Care and Cardiac Nursing, with extensive experience in Nursing Education, Evidence Based Practice and Practice Development. She holds a Graduate Certificate in Cardiac Nursing from the College of Nursing and a Masters in Adult Education from UTS. Pauline was a lead member of the steering group during pilot phase of the Essentials of Care Program at Prince of Wales Hospital, Sydney. With a strong belief in the pivotal role nurses play in effective health care delivery and patient advocacy, Pauline's interests lie in staff development and empathetic care.

EOC Program Development and Support: Pauline Bergin - Pauline.bergin@hnehealth.nsw.gov.au

EOC WARD PROFILES:

Level 4, Manning Rural Referral Hospital (MRRH), Taree, Hunter New England.

Manager's Name

Mikala Five

Specialties:

Acute medical catering for a case mix including cardiac, neurology, respiratory, renal & endocrine.

Staff mix:

Staff mix includes Clinical Nurse Specialists, Registered Nurses and Endorsed Enrolled Nurses.



Mikala and the Level 4 team

Lead Facilitator:

Mikala Five, NUM with support from Kathy Barnett, Staff Development Coordinator for the Lower Mid North Cluster.

Observers:

Joyce Kinchin is an Enrolled Nurse on the ward, Maria Relf is a Clinical Nurse Educator and Helen Eastwood is the Quality Improvement Coordinator for the hospital.

Why did you get involved in EOC?

I saw EOC as an opportunity to give the clinical nurses a chance to have a voice and make some nurse-driven changes which will impact on patients by providing better care.

Progress:

The Leadership team has attended the Facilitation Development Workshop in Newcastle. Two ward observations sessions have been undertaken with more planned in the next week. We are planning Values Clarification workshops before Christmas.

Actions, achievements, outcomes etc to share:

Having not completed the assessment phase yet it is too soon to share any actions, achievements or

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outcomes but we look forward to sharing these in the New Year. We are proud to have engaged the staff in this program and to have undertaken observations despite the challenges with staffing and high acuity.

Comments: Too soon to comment on lessons learnt or make suggestions to others starting out. Some activities have had to be cancelled because of staff sickness but we don't want to lose momentum so the leadership team is working hard to keep it rolling onwards. We will happily share these as our themes and actions evolve and happy to talk with others starting out, just contact Area EOC Coordinator, Leigh Darcy.

The Sutherland Hospital (TSH), Gunyah.

Specialties:

Oncology & Neurology – 27 beds

Staff mix:

Staff mix includes a Care Coordinator, 3 Clinical Nurse Specialists, 15 Registered Nurses, 8 Endorsed Enrolled Nurses, 2 Enrolled Nurses, 2 Trainee Enrolled Nurses and 2 Assistants in Nursing. A number of staff have completed or are currently undertaking post graduate studies.

Manager's Name

Tina Kulevska, NUM

Facilitators:

Michelle Davidson is the Lead Facilitator and the Co-facilitator is Karen Cooley

Observers:

Chris Turner, Helen Dunkerley, Louise Parkin, Karen Cooley, Erin Goldfinch, Gemma Leake, Sally Quayle, Joan Walsh, Robin Girle.

Why did you get involved in EOC?

To improve the work environment and patient care by identifying areas of concern.

Progress:

After introducing EOC to all Gunyah staff some Claims, Concerns and Issues activities were undertaken. Values Clarification is now ongoing and staff are in the process of developing a vision statement for Gunyah. We are preparing for audit, the next step in the EOC program.

Actions, achievements, outcomes etc to share:

The staff on Gunyah are becoming more engaged in EOC and value the EOC process. The majority of staff are excited about improving the way we work; a few are still a bit sceptical so keeping momentum going and including everyone is vital at this stage.

Comments:

EOC is a long process; every single step is necessary to build a teamwork relationship and to implement person centred care that has a staff and patient focus.

NEXT ISSUE:

- Introduction and profiles of new NAMO and Area Health Service Leaders
 - Program news and updates
 - Updates on progress in participating Area Health Services
 - Profiles of participating units/ wards
 - Important dates
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