Next, the facilitators shared all of the assessment data with the staff, inviting them to identify key messages that stood out to them and questions that were forming in response to the data. The facilitators then framed the staff feedback and questions and then presented the themes back to the staff, including Justice Health and Corrective Services NSW staff who work in health centres. Being in a Correctional Centre we recognised that we are limited in some of the changes we can make and recognised that we need to involve and work with Corrective Services NSW staff too. Interestingly, although Justice Health is a unique context for healthcare, our focus is on primary health care, including self-management and health promotion, and the theme resounded equally within the EOC Domains...

- patient self-management
- health promotion
- privacy and dignity
- documentation and communication
- learning and development culture
- clinical services access
- clinical monitoring and management
- medications
- preventing risk and promoting safety

Now we have more structured thoughts which have been put on paper for all staff to think about and comment on so we can start to move on the next phase, problematisation. It has been a slow and long process but I think this is what has made the success that it has been. It has allowed all the staff to absorb all the information in stages and think about the changes they have often thought about, but left unable to act due to the "red tape" or even just not knowing where to start. Now it has started there is no going back!

Staff have, from the beginning, been very positive and accepting of EOC and the work that is involved, but more recently we have seen a rise in the positive attitude towards EOC. I think this is because we can now see what we do and this gives us the opportunity to think about how we do it. I have found that staff have been discussing the process and how they could implement some of the issues raised in their daily work. For example, I have been thinking of ways to help the patients to self-manage their condition and have found that a list of the patients are willing to learn. This is a great empowerment tool for the patients, especially when they are in an environment where the patient's self-empowerment is taken from them. It can also be taken with them, as it may translate into their lives in the community, and so knowledge might have a knock-on effect with members of their own family, thus improving community treatment and outcomes. But that is getting a little far ahead of myself.

I have found that EOC has allowed the staff to question ‘the norm’ and possibly find a better way of doing daily tasks that in the past have been completed ‘ticking the box’. Communicating as a team to work towards changing/improving all of the areas we have identified during the observation phase has given all the staff ownership which has increased morale. I think this alone has made EOC a success at MCDS and anything else that we change/improve will be a bonus!

And as we let our own light shine, we unconsciously give other people permission to do the same!

Nelson Mandela

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More information about EOC is available at:

Or by contacting your local EOC Coordinator:
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Please check your local intranet for your local Coordinator details or the NAIO website

THE ESSENTIALS OF CARE NEWSLETTER

VOLUME 3, ISSUE 1 - MAY 2011

Debra Thoms,
Chief Nursing and Midwifery Officer
Welcome to another packed Essentials Connections. The intention and engagement with Essentials of Care continues to grow and we are seeing and hearing about many positive achievements across the State. During this period of change it is very positive to see the continued engagement with Essentials of Care and to acknowledge the continued commitment of all engaged in and supporting this program of work. You will read in this issue about the recent celebrations at Prince of Wales who have now been four years on their Essentials of Care Journey and are where the initial work was done that we have since adapted across the State. Congratulations to all at Prince of Wales! The recent Practice Development Symposium in Melbourne included a number of presentations from NSW and demonstrated the significant work that is being undertaken. I am looking forward to hearing more at the upcoming Showcase and hope to see many of you there and join you in celebrating some of the successes that have been achieved.

STATEWIDE EOC PROGRAM UPDATE
Karen Bowen, EOC Program Manager, NAIO
Jocelyn Guard, EOC Project Officer, NAIO
The Essentials of Care program continues to roll out across the State at a substantial rate. There are now 440 units engaged in the program, with an average of over 70 units engaging every 3 months. We are seeing a large number of units heading into the assessment phase of the program, so there is plenty of work going on out there and congratulations on what has already been achieved.

The EOC showcase is an opportunity for some of the units involved to share their stories and experiences with the program to a wider audience. We had a remarkable response to our call for presenters, with over 30 abstracts submitted for both oral presentations and posters. Unfortunately due to the time limitations of a one day showcase, not all presentations were able to be accepted.

However we are happy to announce that there will be in the coming months a publication of some of the key work from the EOC faciltators. This will be another opportunity for units and teams to share their experiences and showcase their hard work, their successes and some of the barriers they have met along the way.

As you will see from the report from Dool Hooga we were lucky enough to attend the Inaugural Practice Development Research and Theory Symposium held in Melbourne at the end of March. These were an amazing couple of days where the ongoing development of research into Practice Development was discussed and there was sharing of knowledge and experiences among the Australian PD community.

Following these two days was the Monash sponsored Practice Development Conference Transforming Cultures Transforming Care. EOC had an overwhelming presence with a total of 13 presentations. It was very evident, that NSW is leading the way with Practice Development work across Australia, with the main body of that work coming from Essentials of Care.

UPDATE ON EOC FACILITATION DEVELOPMENT PROGRAM
Pauline Bergin Facilitation and Support Team
The Essentials of Care Facilitation Development Program (FDP) Curriculum is currently being built to support facilitators of EOC across the State. The EOC Coordinators working at Local Health District level have engaged in active planning and review to determine key content to ensure curriculum implementation is achieved in a planned and coordinated way.

For those who had previously commenced their facilitation journey the focus is on facilitating with active learning opportunities and additional workshops 2 and 3 to enable ongoing development, so necessary for sustainability of the program and the good work that has been achieved to date.

For units just getting involved in EOC, the curriculum provides a thorough introduction and pre-workshop preparation, which involves informed decision making about who can best facilitiate EOC work and how they will be supported in the role. As well we know, EOC is not the responsibility of one person; it requires collaboration, inclusion and participation of all staff involved in patient care. Hence the initial part of the FDP involves that full team while only those deciding to become facilitators will engage in the formal workshops and active learning activities. On completion of the pre-preparation phase, potential facilitators sign an agreement with their manager to ensure understanding of the facilitator role, commitment to all aspects of the program and identification of strategies to support ongoing development.

As well as adequate preparation of facilitators, the pre-preparation module sites to help managers understand their role in EOC particularly given they are usually not the one identified as the lead facilitator, an issue that has caused some confusion in the past. Leading to facilitators being overlooked and managers being left out of the loop with regards to where the program is up to and what actions are being pursued. In addition to the FDP workshops, a number of Manager workshops are being held across the state to enable effective decision making and engagement in the program.

The EOC Facilitation Working Party continues to explore a range of outcomes of interest to different stakeholders and to help them to become ‘squeaky clean’ in terms of measuring and describing these outcomes. Additionally the working party is looking at ways to connect the experiences of facilitators who have been in the role and attending workshops over the past 3 years and to use their experiences to inform future work.

Implementing the curriculum continues to form a major part of the EOC teams’ work this year. The EOC facilitation and support team will be, over the remainder of this year, re-focusing on our EOC Coordinators and clinical teams can be supported to imple-

NEWSLETTER
ment the curriculum at local levels. The initial work has already begun with a new workshop program being finalised with emphasis on facilitators developing understanding and leadership skills that are vital in ensuring success. Induction training is the first step in which is developing self-awareness about our own abilities, strengths, weaknesses and interests. This will be followed by as we progress through the journey until all facilitators are comfortable with the new workshop format and content. Simultaneously, meetings will be occurring across LGHs to engage key stakeholders in discussions about the curriculum, competencies and local needs. The main aim of these meetings is to look at ways to support ongoing facilitation capacity building and embed the principles of EOC in the work of caring for people.

PRACTICE DEVELOPMENT SYMPOSIUM AND CONFERENCE MELBOURNE
Oli Hopper Facilitator and Support Team

The NAMD EOC support team was recently invited to attend the Inaugural Practice Development Research and Theory Symposium held in Melbourne hosted and sponsored by members of Australian Practice Development Think Tank. The aims of this symposium were:

- Engage over matters of scholarship and research associated with practice development theory and methods and methodologies.
- Connect and build capacity in Australian research and theory around contemporary practice development methods/methodologies.
- Focus on strategies and operational advancement of practice development theory and research within our local context.

The symposium included workshops and critical discussion groups around a wide range of topics which were generated and trialed from contributions submitted by the participants prior to attending the symposium. Throughout the symposium Practice Development Research and Theory symposium, a range of workshops were agreed, evaluation carried out based on participants knowledge needs and facilitated critical dialogues and all activities were high challenging and supportive.

There was a large amount of interest in facilitation as the key element of Practice Development in practice and further opportunities were identified to develop facilitation practice and subsequent development of facilitation theory. Promotion of the connection between those utilising PD methodology and generate further work in PD and sharing of this knowledge and various skills. It is hoped that the symposium will lead to practice and subsequent development of facilitation theory.

An essential for us as coordinators is how we may continue to reflect, critique, evaluate, improve and provide the support and guidance that internal and external facilitators need. Like with any development, we’ve learned that what works for us as coordinators in Sydney EOC may not always be effective for others. It’s a matter of working with people, not on them and engaging with staff to ask facilitators what their support structure looks like.

PRINCE OF WALES CELEBRATES 4 YEARS OF ESSENTIALS OF CARE

Carley Lowery EOC Coordinator

In celebration of International Nurses Day and the 4th Anniversary of the commencement of the Essentials of Care program, a nurses’ forum and afternoon tea has been held at the Prince of Wales Hospital to showcase some of their achievements with the program. Over eighty nurses attended the afternoon, they were welcomed by the Director of Nursing, Heather Walker. Invited guests included Kim Dicker (SOUTH T), Joseph Quain and Roxanne Gough from the Nursing and Midwifery Office and the Director of Health and others from the South East Sydney Local Health District.

Angela Evans, CNS for Neurosciences, described their unit’s journey with Essentials of Care. Having recently completed their two-year evaluation, Angela discussed the success, challenges and key learning from their EOC experience including the value of small wins, maintaining momentum and staff ownership of initiatives. One of their key achievements has been a medication management project in collaboration with CUPP that has resulted in a marked decrease in medication errors.

Andrew Murray, Nurse Educator, described the rehabilitation ward’s journey. He discussed how practice development principles including: enable, engage and empower are very well utilized within the rehabilitation nursing philosophy, applying both to patients and staff. An action plan for the rehab ward has been health coaching and patient centered goal setting project which has led to improvements in functional gain. Andrew proposed that an appropriate KPI for the rehabilitation team is ‘how much we listen’.

Nagri Murray, a Clinical Nurse Educator from an acute surgical ward, described how an appropriate KPI for the rehabilitation team is ‘how much we listen’. She explained that an appropriate KPI for the rehabilitation team is ‘how much we listen’.

Overall the afternoon was a wonderful opportunity for shared learning, networking and celebration.

The project is one of the potential for better medication administration using the entire process of the hospital to make medication safe.

We anticipate the will distinguish and promote patient safety. The medication cabinet will be in the patient’s room, removing the need for the registered nurse to make repeated trips to the medication room.

It is anticipated that the overall outcomes of this project will include a reduction in medication administration errors and staff adherence to the medication policy as part of routine practice. As part of the project the intention is to involve the patients in the administration of their child’s medications as part of an ongoing medication policy and implementation of sustainable change in practice within the unit.

SMALL WINDOW: HUGE OPPORTUNITY: HOW OBSERVATIONS ARE ENABLING IMPROVEMENTS IN ONE CORRECTIONAL CENTRE

Amadea Cochrane EOC Facilitator Practice Development Mid North Coast Correctional Centre

My name is Amadea Cochrane and I am the Clinical Nurse Educator, Northern Regional and EOC Facilitator for Practice Development for Justice Health at the Mid North Coast Correctional Centre (MNCC) N circumcision. At MNCC we have recently completed the assessment phase of the program, including a series of workplace observations, audits and Corrections Officers hose are at looking at the issues and questions that arose from this and talking about what we would like to see.

Before we undertook the observations we did a list of ‘what’s to be done’ around the Health Centre in relation to what happens throughout the observation phase, who would be observing and what would be observed. During the observations, we undertook a risk assessment with everything and anything we saw and thought we may have had at this time. We then documented our observations on auditors’ paper and put them on the nurses’ ward walls for staff to see and discuss. We left them there for a number of weeks.

With the help of Debbie Little, Nurse Manager Northern Regional, Karen Patterson, Head Practice Development Officer, Jennifer Jury, Nursing Unit Manager AMC, Jillian Chap- man, Registered Nurse AMC and Nurse Apprentice MC, we were able to complete the observation phase with a minimal disturbance to the day to day running of the health centre.

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