



Building Safe Resilient Clinicians



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Background

In CCLHD there are a cohort of staff who have limited access to education and are not within a division, these include Casual Pool, Support Roster, Ambulatory Care, Transit Lounge, Vascular Access and Outpatient Clinics. Valuing these staff links to the NSW State Health Plan – Towards 2021 through developing and maintaining a strong skilled workforce² which encourages clinicians to provide safe, compassionate, patient-centred and evidence based care.

Aim

By receiving Nurse Strategy Reserve funding in 2018, the Wyong & Gosford Nursing Administration CNEs provided four 8 hour workshops utilising the practice development framework.

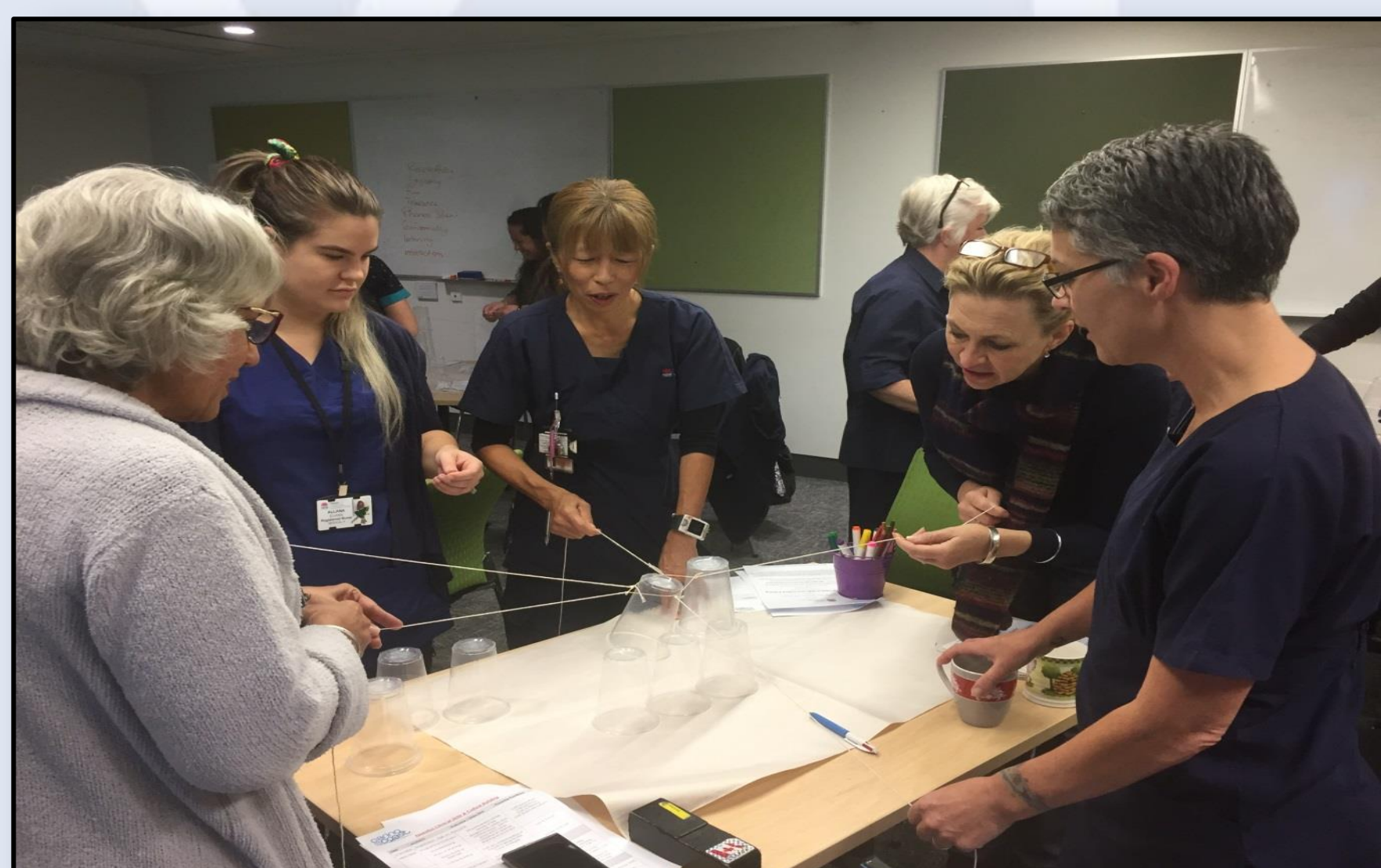
The programme aimed to improve safety by focusing on nurses' clinical skills and knowledge, increase their awareness of CCLHD 'Caring for the Coast - the way we do things around here'¹ & State-Wide Essentials of Care programme to overall promote confidence and resilience.

Method

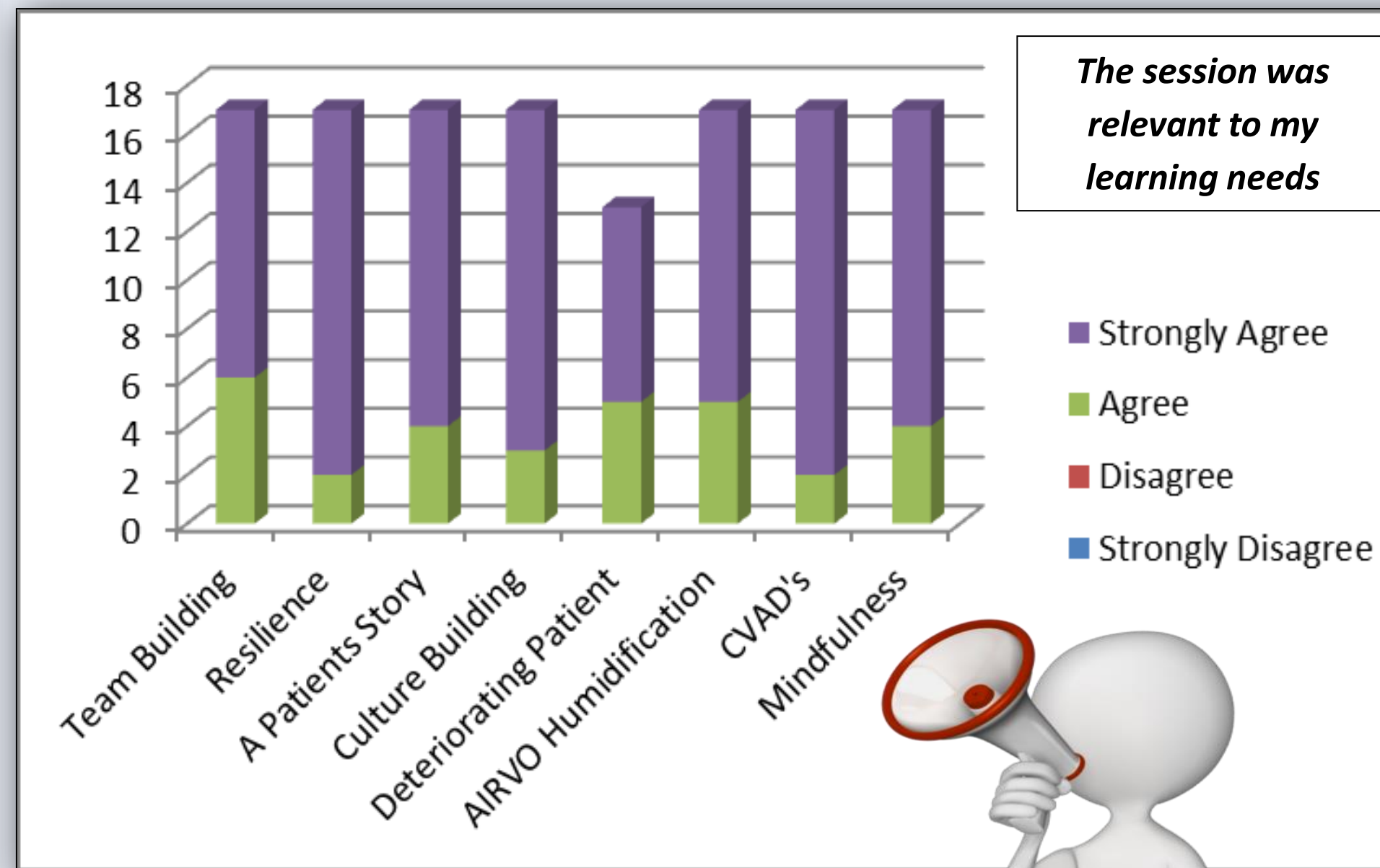
The workshops provided the opportunity for 80 clinicians to engage in learning and be updated on essential clinical skills which included Humidified Oxygen Therapy, Central Venous Access Devices; - assessment, access and management. Clinicians collaborated in teams and as clinical leaders addressing the importance of patient observation, assessment and escalation of clinical deterioration, followed by supported debriefing, to ensure delivery of safe patient care. The clinical activities were designed to accommodate all levels of learning.

It provided participants with an opportunity to become actively informed about our updated 'Caring for the Coast - the way we do things around here', along with a very interactive Culture Building session. Clinicians were encouraged to engage their adult learning skills and achieve a deeper understanding of themselves as clinicians and clinical leaders through reflective practice strategies such as Resilience and Patient Stories.

At the end of each session, the participants were afforded the opportunity to reflect on the information provided and how they might integrate the knowledge gained into their daily practice and to take time at the end of each session to evaluate effectively.



Results

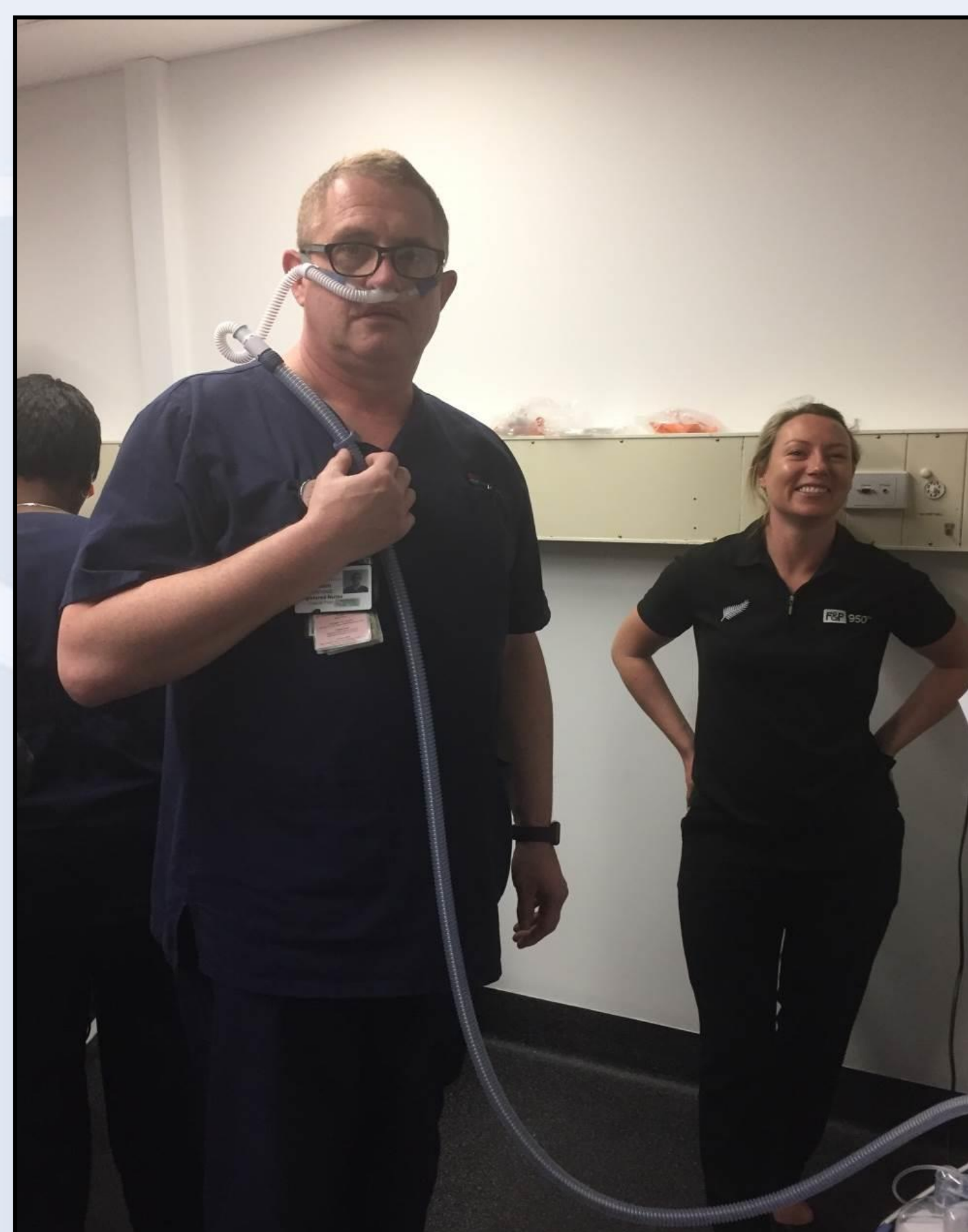


Quantitative and qualitative evaluations of the individual sessions and the programme as a whole has indicated the success of all four workshops, especially the Resilience component.

The workshops were attended by 78 nursing staff out of 80 places available. The staff completed the qualitative reflective questions such as 'What have I learnt', 'How can I use this in my practice' and 'How can I share this with others'? Reflection on how this knowledge would be integrated into their daily practice was expressed by the importance of 'working together as a team'.

Additional comments from the qualitative data were:- 'how attitude compliments the ward's culture', 'increased confidence', 'deeper understanding of clinical responsibility' & 'self care'.

Staff's positive comments indicated their updated clinical knowledge, their need to build resilience as well as being inspired to embrace their role within CCLHD.



Qualitative Comments

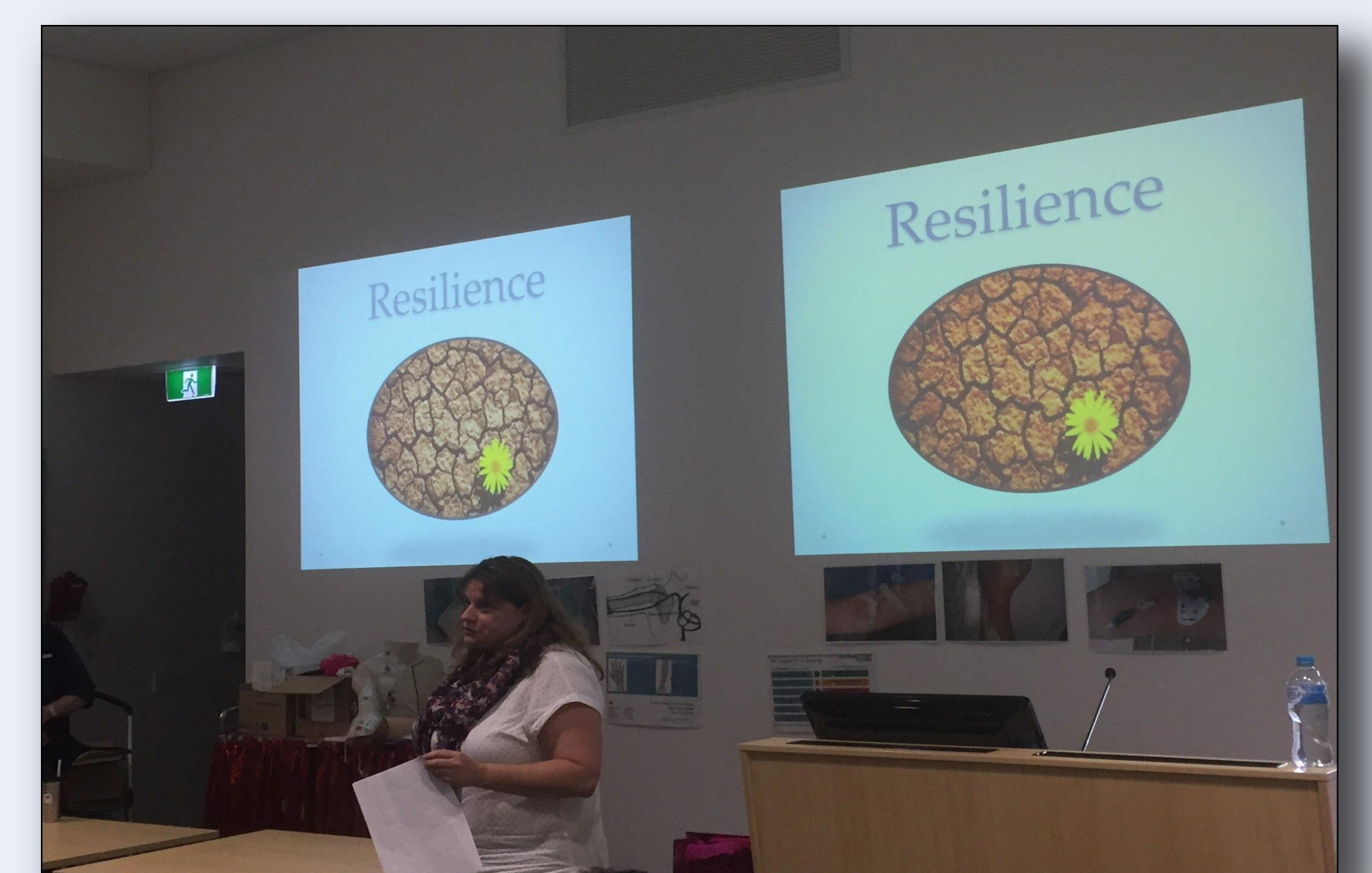
How can I use this in my practice?

- To remain mindful of what I have learnt and be present in my practice
 - Educating colleagues for new changes
 - Best practice for PIVC
 - Working together as a team
 - Increase confidence in clinical skills
 - Feel up to date with CVADS / PICCS
 - Apply to my practice
 - More confidence in practice with AIRVO
 - Deeper understanding of clinical responsibility
 - Caring for patients with respiratory distress
 - Care of central venous devices, look after others
 - Improve my skills in clinical practice
 - Good interpersonal relationships with patients and staff, carers and significant others
 - I could confidently put together an AIRVO
 - Confidence with AIRVO and new CVAD updates/procedures
 - Apply what I have learnt in my every day practice
 - Will ensure I practice within policy
 - Personal attitude to compliment the ward culture
 - Observe, take time out, breathe. Mindfulness
 - Role model it at work

Conclusion

The workshops have been a tool for change management and a platform for enhancing clinical skills and building resilience. By providing this cohort of staff with education and training opportunities, it has promoted and enhanced their skills and culture as well as demonstrated they are a valued team.

Overall, the successful Nurse Strategy Funded workshops has led to the enhancement of best practice and improved patient safety and satisfaction.



References

1. Central Coast Local Health District (CCLHD) Caring for the Coast – the way we do things around here' (Montague, A & Tonkin P. 2018 – 2023: 1 – 17).
2. NSW Ministry of Health. 2014. NSW State Health Plan – Towards 2021.