



The Prince of Wales Hospital
& Community Health Service

Introduction of an Orientation and Education App for Nurses

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A case for change

Current Nursing orientation and information on-boarding processes at POWH are not standardised.

- Over 30 documents currently being used to orientate Nurses
- Nurses often experience difficulty locating and accessing (on-line) local operational guidelines and Business Rules to support providing gold standard care

During a great working day I have access to appropriate resources. Structure, knowledge, skills, kindness

A great working day has limited obstacles

A great working day is smooth running and organised

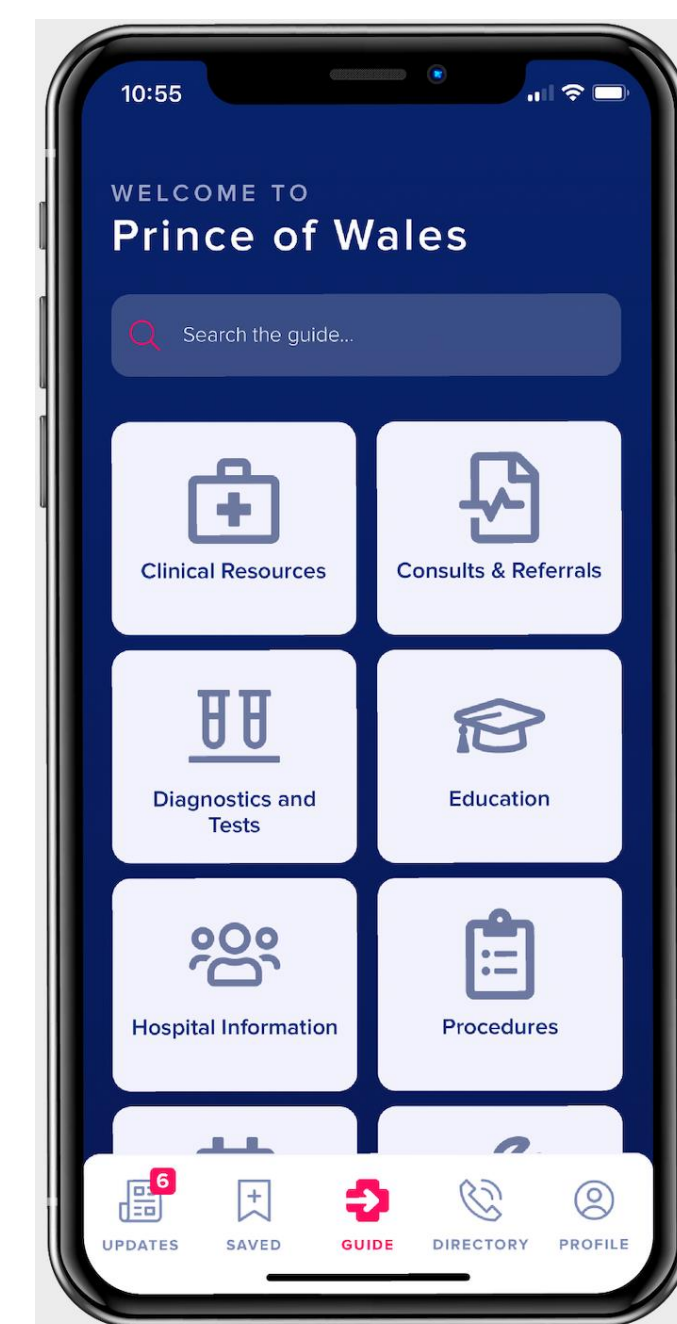
Quotes taken from staff survey

A solution.. Resident Guide for Nurses

- Resident Guide is already in place at POWH for doctors to assist with orientation & information on-boarding.
- Resident Guide for Nurses will offer a innovative digital solution to support not only Orientation, but also staff education, quality improvement initiatives and real-time clinical decision support. This has been made possible by leveraging the Resident Guide for Doctors which was already in existence, and including additional functionality

Goals and Objectives

- Streamline orientation processes
- Increase compliance with best practice to reduce clinical errors
- Analytics data to enable managers to tailor their existing processes, increasing effectiveness and ability to evaluate staff experience
- Reduce time managers and educators spend on administrative tasks to allow them to focus on providing direct support to clinical practice

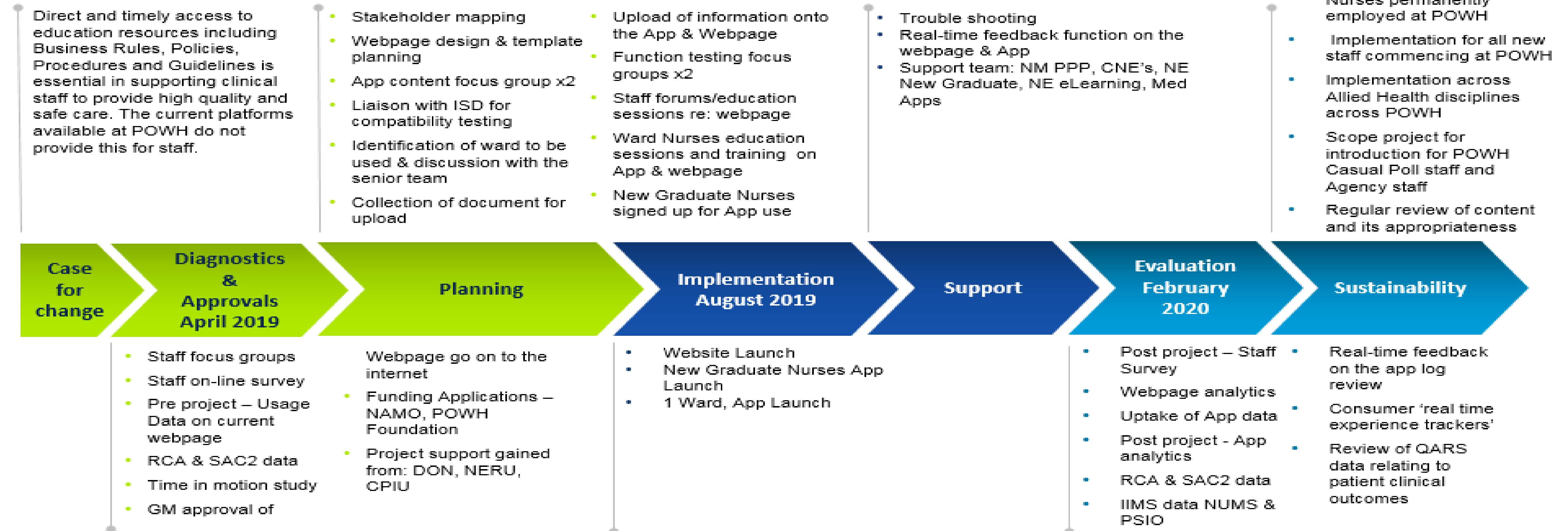


Who's taking part in the project?

Resident Guide for Nurses has been introduced for Cardiology Nurses (Cardiology ward and the Coronary Care Unit) and for the August 2019 intake of New Graduate Nurses at Prince of Wales Hospital. The app was launched on the 26th August 2019.



Project Timeline - App implementation & Webpage redesign – Supporting staff to provide high quality and safe clinical care



Developed by Natalie Murphy NM Policy Procedure and Practice April 2019 TRIM: T19/29028

Roadblocks

- ✗ Pilot ward changed after initial discussion and planning session due to staff secondment and leave.
- ✗ Final agreement for Local Business Rules to be placed on the internet - Not yet resolved app launched without the tile for Policies and Local Business Rules
- ✗ Funding – Funding outstanding for the Webpage redesign, Pilot and ongoing trial
- ✗ Identified that over 30 documents being used for orientation. Several with outdated or wrong information leading to extra time being required to collate the documents to be uploaded into the app.

Evaluation and future focus

Post implementation of the platforms and the initial 18 month use, feedback and data analysis will provide:

- Improved support for Nurses and recognition of ongoing benefits for all grades of nursing staff
- Demonstration of the achieved efficiencies and cost savings to the organisation
- Increased engagement in quality improvement and Professional Development activities

Data and feedback will be collected via multiple platforms, analytics, survey, real-time feedback in the app, time and motion studies, and incident data review. This data along with the level of user engagement will validate the ongoing use of the platform.

Future project plans include engagement with all disciplines across POWH and Sydney/Sydney Eye Hospital. Additional platform features under development will continue to add to the existing benefits and lead to improved efficiency across tasks.

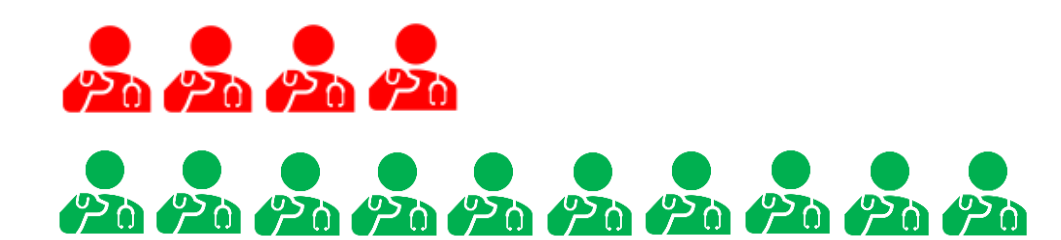
So watch this space! I hope to be back next year to share some of the exciting data from this project.

Initial Go Live data – 2 weeks

Nurses Uptake

Cardiology Nurses 29/65 – 42%

Transition Registered Nurses 10/10 – 100%



Total sessions



Time Spent in the App



Average time in the App per Session



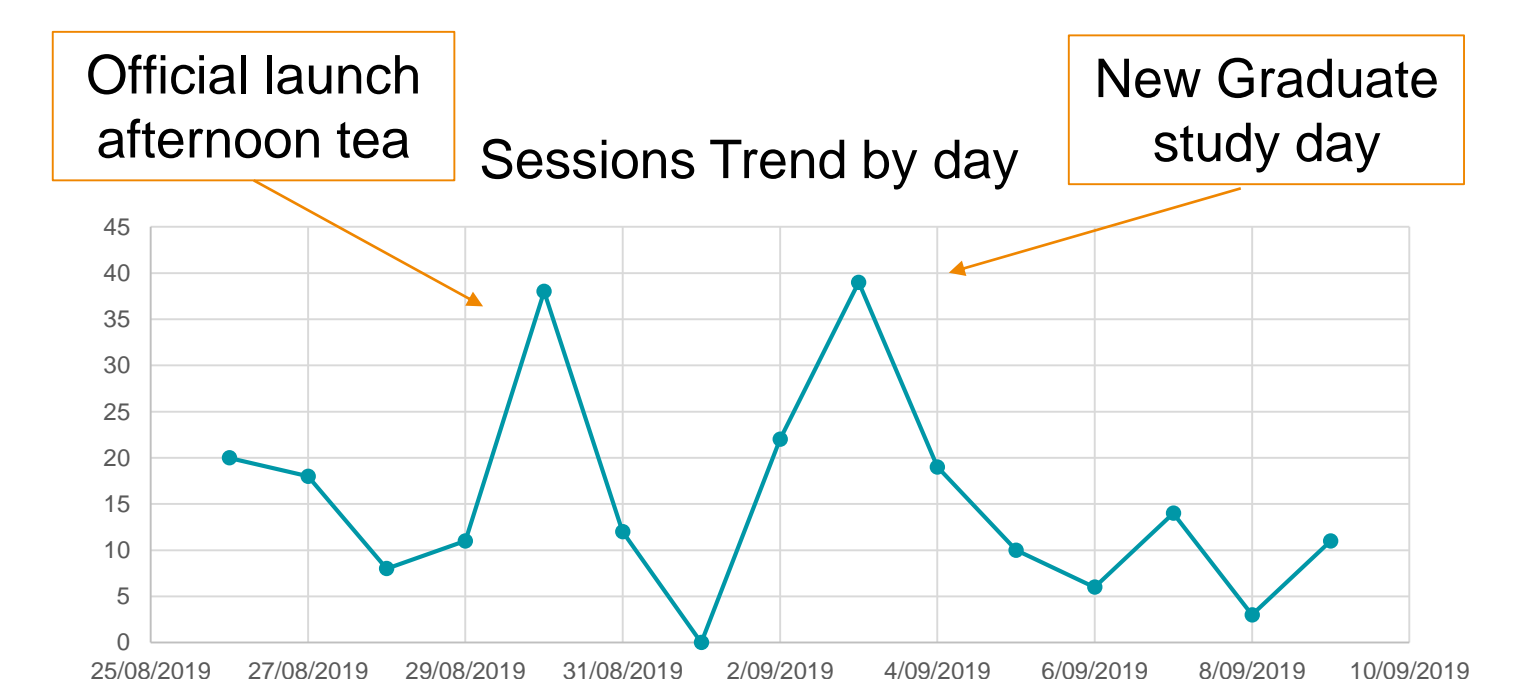
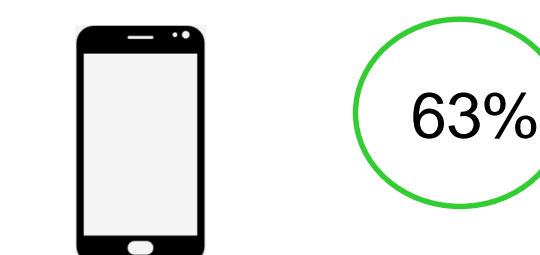
Total screen views



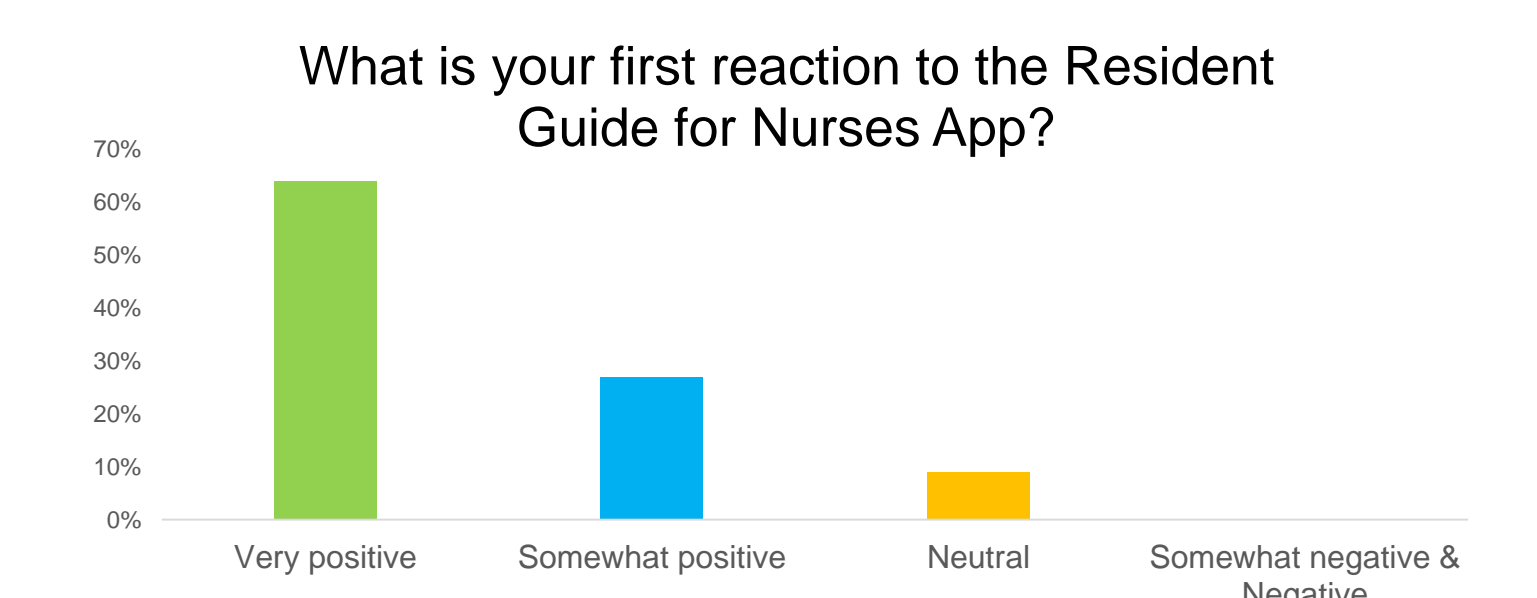
Average use by role



Mailouts Viewed



Staff Survey results



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