

“Welcome to Wyong Hospital”

Supporting Undergraduate Nursing Students

Caring for the Coast in Action

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Background:

In February 2017 a nursing student 'Welcome to Wyong Hospital' program was introduced at Wyong Hospital, Central Coast Local Health District (CCLHD). This need was identified by Kath (UoN) and Janet (CCLHD). This partnership between the student academic provider and the student clinical placement provider aligns with the CCLHD Services Plan 2017-2022. This initiative is supported by Caron Hewett Manager of Education and Training and Sue Evans Director of Nursing and Midwifery Wyong Hospital. The importance of a positive learning experience in the clinical environment is strongly highlighted by Tremayne and Hunt who suggest the student nurse's experience on clinical placement can impact their decision to remain in the nursing profession (2019). Promoting positive strategies to enhance the experience of the student nurse in health care is imperative (Health Workforce Australia, 2014).

Aim:

The aim of the program is to create a welcoming, engaging and positive learning experience for nursing students on their clinical placement at Wyong Hospital, CCLHD. To achieve this the program continues to evolve to meet the needs of the student. The program incorporates six educational components which are highlighted in the circles. Below.


Methodology:

Prior to implementation of the pilot study (March 2017) an in-depth literature review was completed to ensure professional credibility of the program and a contemporary nursing approach was utilised. To empower sustainability of the program Clinical Nurse Educators were invited to become facilitators. Which in turn promotes building capability and capacity within the CCLHD which is an important aspect of Caring for the Coast philosophy (Caring for the Coast, 2018 – 2023).

Outcome:

To enable the efficacy of the program all nursing students who attended were invited to complete a hard copy survey; with a return rate of over 80%. The evaluation collected quantitative and qualitative data over a twenty eight (28) month period. The data was analysed and recurring themes were identified and grouped. The nursing students highlighted three major themes from their 'Welcome to Wyong Hospital' experience.


1. Welcoming, friendly and supportive environment.
2. Valuable to the nursing students learning needs prior to placement.
3. Nursing students value and appreciative of learning opportunities



Lisa CNE CCLHD Sonya CNE CCLHD Janet Edu.Consultant CCLHD

Welcome to Wyong Hospital Team & Session

- ✓ Meet, greet & start to build rapport
- ✓ Sharing stories and experience of why nursing
- ✓ Acts of Kindness video demonstrating the importance of the patient and their story
- ✓ Hand hygiene video and discussion on the role of health awareness and prevention Group activity on NSW Health CORE values and expected behaviours
- ✓ Patient experience and the potential impact of clinicians on patient care



Kate Librarian CCLHD Kylie Librarian CCLHD Jennie Liaison Librarian UoN

Library Team & Session


- ✓ Meet, greet & start to build rapport
- ✓ Interactive session with discussion & questions eg borrowing, computers, network access & Wifi
- ✓ Introduction to CCLHD Intranet site e.g. P & P and Library catalogue
- ✓ Introduction to Clinical Information Access Portal (CIAP) e.g. what is CIAP, online tutorials and login support.
- ✓ Introduction to Monthly Index of Medical specialities (MIMS) on line e.g. product search, crush or not to crush, drug interactions and
- ✓ 'pill ID' information – scoring, colour & shape
 - ✓ Students navigate the site using their login with guidance and encouraged to return



Kath Katrina Undergraduate Nurse Clinical Facilitators UoN

Clinical Facilitators Team & Session

- ✓ Meet, greet & start to build rapport
- ✓ Roles and responsibilities of students & facilitator/s
- ✓ Expectations of the student on clinical placement
- ✓ Importance of working within scope of practice
- ✓ Student communication and emotional intelligence in the clinical environment e.g. introduce self and presenting in a positive and professional manner
- ✓ Active listening, asking critical thinking questions
- ✓ Verbal debrief opportunities-individual & group
- ✓ Importance of demonstrating initiative
- ✓ Facilitator is contactable on placement
- ✓ Guided tour of the hospital



Natasha Michelle Jane Clinical Liaison Officers/ICT NSLHD & CCLHD

Electronic Medical Records

- ✓ Meet, greet & start to build rapport
- ✓ Confidentiality in regards to patient records
- ✓ Introduce students to the eMR program e.g. navigating the site and trouble shooting
- ✓ Accessing the patient's progress notes
- ✓ Accessing Medication Administration Record
- ✓ Provide ongoing educational opportunities Documentation of vital signs, DETECT & discuss escalation of patient concern
- ✓ Support core staff to enable correct verification process of patient's progress notes



Nursing Students UoN

Nursing students expect to receive a meaningful orientation on their clinical placement (Andrews, 2018).


**Caring for our Patients
Caring for our Future
Caring for the Coast**



Lenore Fire Office CCLHD

Fire Education & Training

- ✓ Meet, greet & start to build rapport
- ✓ Introduction to CCLHD fire safety e.g. what is a fire, installed equipment, detectors, lighting, fire doors and sprinklers. Interactive session with numerous potential scenarios.
- ✓ EWIS system and Flip charts
- ✓ Alarm activation and what you need to do
- ✓ Floor warden role and responsibilities
- ✓ RACE & Must Areas
- ✓ General fire prevention housekeeping.



Janet Kath

Verbal & Written Reflection Activities

- ✓ Opportunity for peer networking and support
- ✓ Students share their clinical placement experiences
- ✓ Written reflection activity using the Gibbs model of reflection to guide the student in critical thinking, decision making skills and recognising their achievements, lessons learned and strategies to improve their practice in a safe, supported & confidential environment.

Research into Action:

The introduction of the 'Welcome to Wyong Hospital' program has clearly demonstrated positive outcomes for the student nurse. Jarvinene, Eklof and Salminen (2018) found that preparing the student nurse work readiness is a process and begins from their first clinical placement experience. Therefore, creating positive clinical experiences in the early stages of the nursing student's career is vital to promote retention and decrease potential attrition.

Reflection activities encourage students to share their clinical placement experiences (positive or negative) in a safe and confidential environment. Registered Nurse Standards, 2016 recognise reflection activities in promoting critical thinking and analysing how to prepare if a similar incident occurs again.

Recommendations:

- ✓ Future plans include introducing the 'Welcome' program to all Nursing, Midwifery and Allied Health students within CCLHD.
- ✓ Continue to evaluate the program and adjust to the changing needs of the student/s on their clinical placement.
- ✓ Sustainability of the program through building capability and capacity Maintain meaningful partnerships between clinical placement and academic providers to ensure consistency in linking theory to practice.
- ✓ Research into how the advantages and challenges of nursing students experience on their clinical placement impact their decision to remain in the nursing profession.



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