

Author: Alexandra Woods Position: Health Service Manager Email: Alexandra.Woods@health.nsw.gov.au Phone: (02) 6336 6700 **ECLP Cohort 23**

Aim Statement:

By August 2021, staff culture indicators at Oberon Health Service will improve by 30%

Background to problem worth solving:

Staff culture at Oberon MPS has been influenced by a negative mind-set due to a decreased lack staff engagement and job satisfaction. This was reflected in the People Matter Employee Survey (PMES), department meetings and staff appraisals.

Team members

Sponsor:

Sharon McKay, Director of Rural Services

Project Team

- Karen Matthews Nurse Manager
- Bernadette Hayden Hotel Services Manager
- Susan Paine Clinical Nurse Educator

Link to National Standards

- * Standard 1, Standard 5, Standard 6

LHD Strategic Plan 2020-2025 Healthier rural people, thriving communities

- * Improved Health and Wellbeing of our People
- * A strong and sustainable workforce and a great place to work

Driver Diagram

The Problem:
According to the People Matters Survey staff culture has been influenced by a decrease in staff engagement and job satisfaction

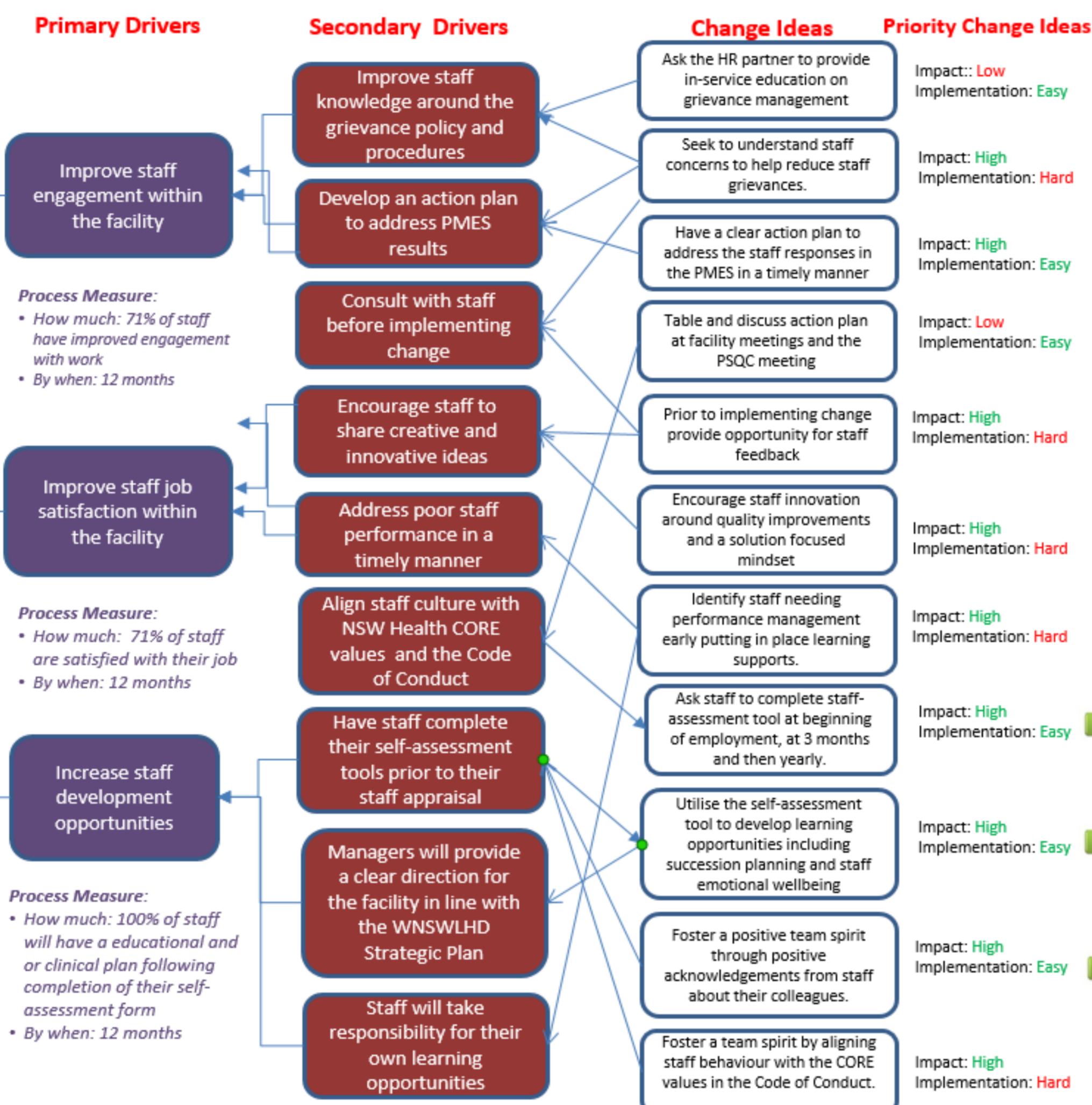
By August 2021, staff culture indicators will improve by 50%

Outcome Measure:
• How much: 50%
• By when: 12 months

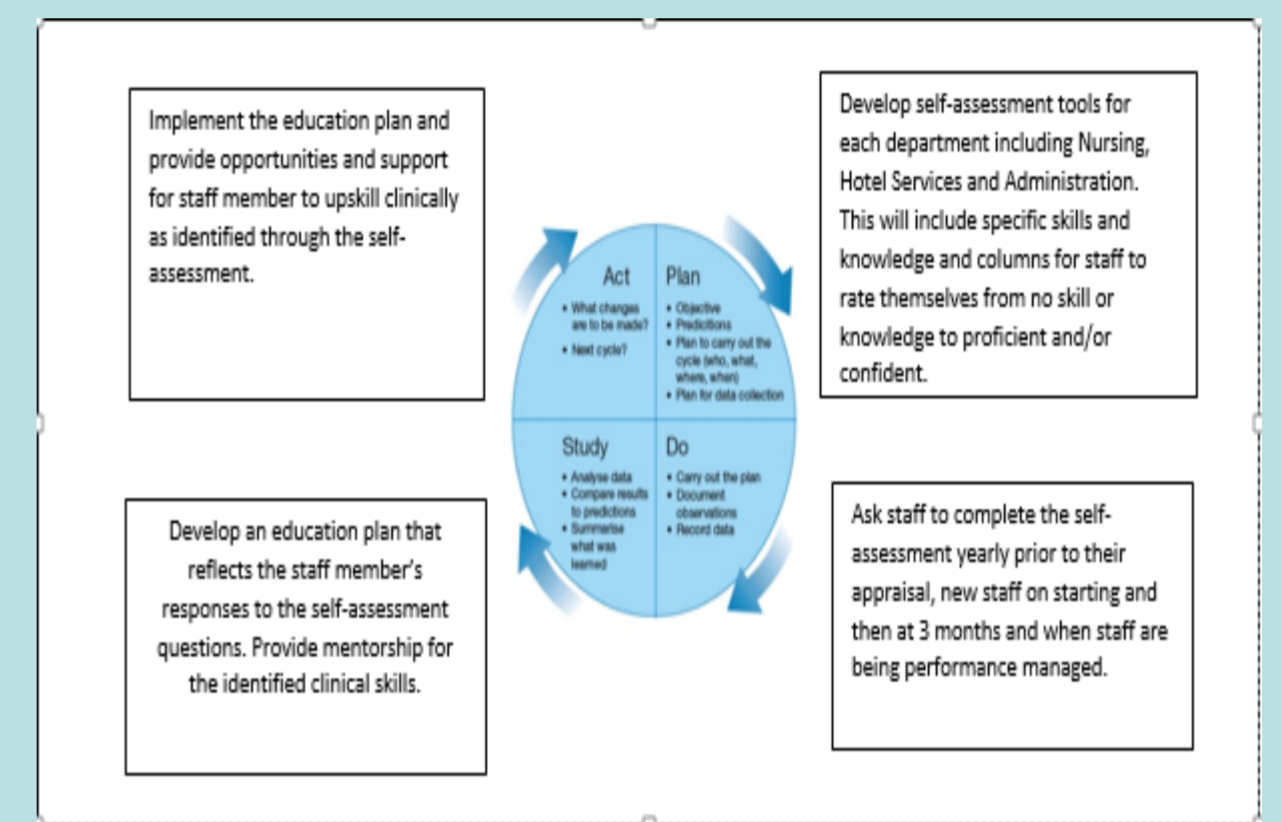
Outcome Measure:
• How much: 100%
• By when: 12 months

Team Members:
• Team Leaders - HSM
• NM
• Hotel Services Manager
• CNE

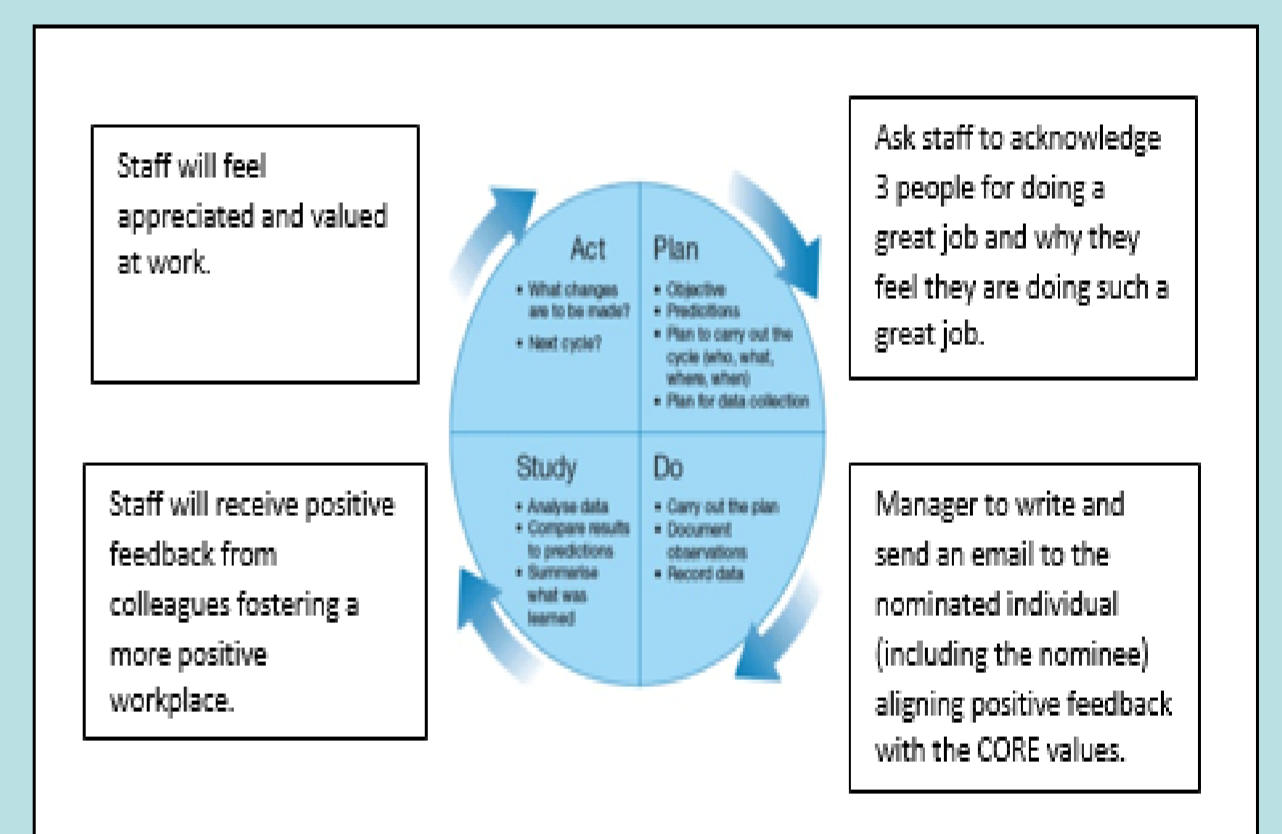
Sponsor: General Manager



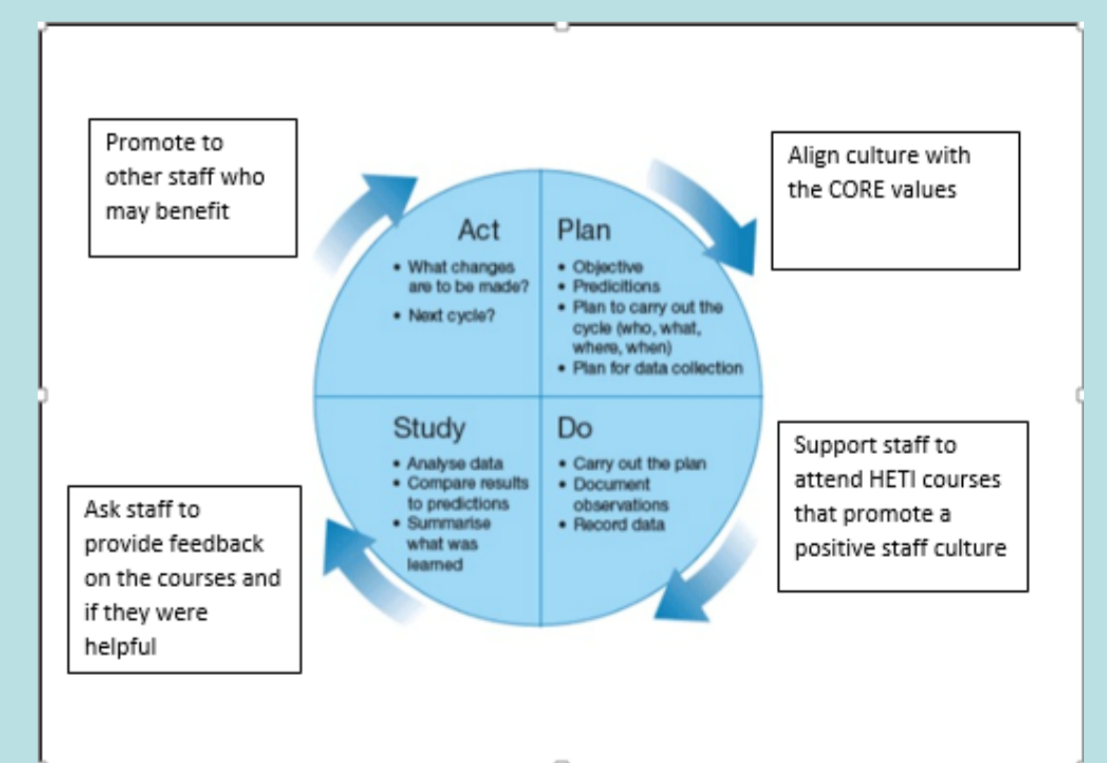
Develop and Implement a staff-assessment tool for each department



Foster an improved team spirit aligning staff culture with the NSW Health CORE Values



Provide staff with the opportunity to attend appropriate HETI courses including CORE Values, Positively Resolving Workplace Conflict and Emotional Intelligence



Plans to sustain change

The self-assessment tool is a living document that will be updated annually and as needed with new skills and/or general knowledge information. This document provides great feedback on where individual staff feel they are and is great evidence for Accreditation, WHS and Security Audits for staff feedback. It can measure how as a facility we are going with keeping our staff skilled, up to date and informed which can equate to staff engagement and job satisfaction.

Plans to spread /share change

Done:

The nursing self-assessment tool has been shared within the Southern Sector HSM group as tool each facility can adapt. We have just completed a tool for Community Nurses, Child and Family Nurse, Hospital Assistant, Cook and Administration. We are planning to share these tools as well.

DISCUSSION

What impact has the project made?

Staff Engagement

Staff reported that they felt valued and listened to when their clinical requests and educational needs were met. Staff reported that they enjoyed coming to work and learning and/or improving their clinical skills. Other staff noticed that staff were being moved to different speciality areas allowing them to work with different people which was enjoyable.

Job Satisfaction

Staff became more engaged and interested at work as their requests were being met. Staff attended the in-service education as it reflected what they had identified as what they wanted to learn.

Positive staff culture

Staff appreciated the acknowledgement emails. Some staff were recognised multiple times and other staff were recognised for the first time. Staff liked the email system as they did not always feel comfortable being recognised publicly however they did not mind being recognised in the emails. This fostered a more positive culture.

Results

Collection of Data

We collect all the information on a copy using staff initials (see below) and then the Clinical Nurse Educator organises clinical support and educational needs prioritising those that have the most staff. They liaise with other managers for any mandatory HETI education.

Nurse Self-Assessment					
Name: 2020 UPDATED 7/9/20					
	AIN	EN	P&CHN	RN	
Emergency Department					
RN GTN equipment lines				KO,AR	
RN Clot box				KO,AR	
RN DKA				KO,AR	
RN Neopuff				MW,KO	
RN Pathways - Sepsis					
RN Pathways - Stemi					
RN Male catheterisation				MW,	
RN Snake bite		CN		MW, KO,AR	
RN Insertion of NG tube				MW,AR	
RN ECG reading					
RN Stroke pathway					
RN ADSL				KO,AR	
RN Triage (icons)					
RN VBG's - Chem 4					
Venepuncture				PK	
ECG transmit from archives	AR				
Application Philadelphia collar				CN	
ENTONOX use				CN, PK, BS	
CERS					
I-STAT					
Cannulation				CN, PK,BS	
Order x-ray/pathology				BS	
Operate xCare camera/headset	AR				
Zoll				KS,MB	
Proficiency with Firstnet					
POCT				SM,MB	
POCT SUPER USER				PK	
Airway management	AR			KS,MB	AR
Bag/mask					
Emergency Intubation ETT/LMA				CN,BS,HI	KO,AR
Emergency birth				CN, PK,BS	MW, KO,AR
Registering client in Firstnet				CB	
Pt flow board and transport				CB	
Patient Experience Trackers (PET)					MB
Acute Ward					
RN Variance BTF					
RN Clinical Reviews					
RN Changing Care Board				CN	
RN Non Stock Pharmacy Order					
Wound Assessment	AR				AR
Wound Care					SM
Palliative Care					
End of Life Care					

Syringe Drivers	PK		
Booking Transport			
Role of Community transport	AR		
Management of blood transfusion		BS,HI	
Management of Iron transfusion		PK,BS,HI	
Receiving and providing comprehensive patient handover	AR		
Proficiency with Powerchart			
Proficiency with Patient Flow Portal		BS	
Ability to prioritise workload			
48 HR Post discharge phone calls		PK,HI	
COMPAK referral		PK,BS,HI	
ACAT referral		PK,BS,HI	MB
Residential Aged Care			
Routine for Residents			
Tracheostomy Care			
Dementia			
Diversional Therapy			
Falls Prevention			
Pressure Area Care			
Lifters and equipment			
PEG feeding			
Kangaroo pumps			KO
Medication administration via PEG			
Equipment			
MIET trolley (where is it, what is in it, what's for, checks, restocking)			MB
Manual BP machines			
Bladder Scanner		PK,BS	SM,MB
ACCUVEIN		PK,BS	KO
IIMS			MB
Core Values		CN	MB
Steps of Conflict Resolution			MB
Logging Maintenance jobs		BS	MB
Logging IT jobs		CN,BS	AR
Using SABA		CN, PK	MB
Using Self testing Duress system		BS	MB
VCARE			
eMeds			
Quality Project		PK	