



Queensland Health
Office of the Chief Nursing Officer
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EPIC News

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Queensland Health Nursing & Midwifery EPIC News Issue 5, December 2008

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Queensland
Government
Queensland Health

From the Chief Nurse's desk

As the end of the year rapidly draws to a close, I would like to take this time to reflect on the great work that the team from the Office of the Chief Nursing Officer has achieved in 2008 and will continue to work on in 2009. Throughout this year, we have bolstered the profiles of nursing and midwifery in Queensland Health and this has been associated with growth in the team here at corporate office. But our work has only just begun, with lots of exciting new deliverables scheduled for the years to come.

We all know and feel the nursing shortage that is happening both here and overseas. Three major campaigns were launched in 2008 to increase the nursing and midwifery workforce within Queensland which included 'What Am I? I'm a Nurse': a campaign targeted at 14-19 years olds, 'Rethink Nursing': focussing on bringing nurses back into the workforce who had previously left, and 'Nurses Rock': aimed at increasing the number of Indigenous nursing students.

A number of publications have also been updated and developed in the past 12 months and are now available on the OCNO internet website including:

- The Business Planning Framework (BPF) and training has been rolled out across the state
- Modelling Contemporary Nursing and Midwifery: a framework for shaping professional practice
- Review of Nurse Unit Managers role
- Nurse Practitioner Implementation Guide
- Midwifery Models of Care: Implementation Guide
- Indigenous Careers in Nursing
- Clinical Governance for Midwifery Models of Care
- Midwifery Drug Therapy Protocol

In addition, 20 Nurse Practitioner positions have been established and will commence in 2009 throughout Queensland, \$1 million

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The Importance of Nurse Sensitive Indicators

There is a need for greater transparency in the delivery of health care if we are to strive toward best outcomes within available resources. Consequently there is a need to understand and measure quality of health care. Measures around health care delivery are generally indicators that represent structure, process and/or outcomes. Clarification about how quality is defined and measured continues to be debated.

Nurses play an important role at the interface of patient/care delivery and are important in detecting or mitigating adverse events. One method that nurses are using to identify clinical issues and areas to improve clinical practice is through the development, reporting and evaluation of performance indicators relevant to patient care.

What are nurse sensitive indicators?

Nurse sensitive indicators is the term that refers to the relationship of nursing to negative or adverse patient events¹. The ICN describes nurse sensitive patient outcome indicators that are indicators of the impact of nursing interventions on progress toward a problem or symptom resolution². The emphasis of this definition of nurse sensitive patient outcome indicators is that changes in health status are a result of nursing care that has a direct influence.

Why are nurse sensitive indicators important?

Nurse sensitive indicators are important in a health system that needs to justify its contribution to health improvement. In particular, linking nurse sensitive outcomes to staffing levels/ skill-mix assists nurse leaders and managers in organising their workforce.

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Q150 Celebrations in 2009

Q. What is Q150?

A. Queensland celebrates 150 years of independence from New South Wales on 10 December 2009. This milestone provides a unique opportunity to celebrate Queensland throughout 2009. Celebrations will engage Queenslanders from every corner of the State. The theme for the Q150 celebration is “*our people, our places, our stories...*”

Q. What is the Office of the Chief Nursing Officer doing for Q150?

A. The focal point will be a historic display incorporating “our history: our people”, to tour every corner of the state during the year. The display includes a statewide history but will focus on regional history specific to the area it is sited at.

Q. What will the display consist of?

A. OCNO will develop a 2m x 2m display in collaboration with corporate public affairs and the QNU entitled “Nursing and midwifery through

the ages”. Using a timeline format, the display will trace key milestones for the professions from 150 years ago to the future, incorporating as many regional, rural and remote stories as possible.

Q. What about local information about nursing and midwifery for Q150?

A. Each nominated region will feature two displays - one focussing on the region’s “*local workforce*” story and secondly, a whole of state story on achievements and milestones, as a health workforce.

Q. Who is developing the timeline for the Q150 display?

A. Respected and experienced historian and heritage consultant, Helen Gregory (who specialises in Queensland and Brisbane history) has agreed to construct the timeline text and anecdotes. Ms Gregory has researched the his-

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Evidence Practice Innovation Capacity

Register with SelfService Centre

The SelfService Centre, the innovative new way to register your information and communication technology (ICT) requests.

Tired of filling in numerous forms to access computer and clinical systems? Want your requests registered immediately? Want the ability to give your staff additional access? If this is the case, then the SelfService Centre is for you.

Michael Ruge A/Senior Director InfoService Centre has announced that the SelfService Centre will allow staff to log ICT requests via the online system instead of via a fax or phone call. The online system links directly into the InfoService Centre and logs the job straight away.

System access requests are now fully automated and once you fill out the online forms the system will log the job, complete the request

and email you the details. The requests that will be available through the SelfService Centre are highlighted below.

The automated system access requests:

- create, modify and remove systems access
- update your personal details
- manage who has access to your network folders.

Automated ICT requests:

- register your non-urgent requests
- track your requests online.

Dr Michael Cleary, Executive Director Medical Services states that paper-based forms will be a thing of the past; these requests can now be registered online through the SelfService Centre. The approval chain has also been incorporated into the automated system. It's that easy!

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Evidence Practice Innovation Capacity

Increasing the Capacity

The *Queensland Health Action Plan* which was released in October 2005 stated 'We will relieve immediate service pressures, provide more doctors and nurses and find new, smarter ways to deliver health care by supporting health professionals to do their job'.

Since June 2005, over 5,944 nursing staff has joined the workforce increasing the nursing workforce 27% over the past 40 months. This will continue to increase with the recent campaigns launched by the Office of the Chief Nursing Officer (OCNO) including: Rethink Nursing; What Am I; and Nursing Rocks. In addition, a record number of graduate nurses will commence in the public Hospitals in 2009 expanding the workforce and assisting the current workload.

Nurse Practitioners have been a major initiative for the 2008/2009 budget and the State Gov-

ernment is supporting the progress of additional Nurse Practitioner positions in identified priority areas, including rural and remote, aged care, mental health, chronic disease and emergency care.

A significant investment is being made in strategies to increase the number of nurses and midwives and improving the retention of a well qualified nursing workforce into the future. This includes the major review of the clinical education and training of nurses and midwives in Queensland and the support of 40 Indigenous nursing students with cadetships.

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Midwifery Update

Record Midwifery Scholarships

The Office received a record number of applications for the 2009 Midwifery scholarships and has awarded \$200,000 in funding to support new midwifery students.

The development of the state wide Midwifery Health Management Protocols (HMP) to support the Drug Therapy Protocol: Midwifery (DTP) is close to completion. The Midwifery HMP is a set of guidelines that outline the situations and conditions under which an endorsed midwife can administer and supply medications listed on the DTP, the protocols will be available for implementation early in the New Year. The DTP and drug list, approved in June, are available now at www.health.qld.gov.au/ocno/midwifery.asp

The government's ongoing commitment to *Rebirthing*: Report of the Review of Maternity Services in Queensland, lead to the progress of evidence based, sustainable strategies to expand choices for women, and the opportunity now exists to develop a state wide protocol that will allow midwives to order the routine pathology and ultrasound imaging required when caring for women in normal pregnancy and birth. The Office is developing a draft policy to progress this change.

In response to consumer request, the Office of Chief Nursing Officer provided project funding to produce state wide comprehensive midwifery

care notes for midwives providing a home birth service. The notes are a tool for accurate record keeping and are designed to ensure effective communication with Queensland Health maternity services when consultation and referral is necessary. A policy has been developed to support the proportion of women who plan a home birth but are transferred to hospital. The policy clarifies responsibilities and expectations for both primary midwife and hospital employees, to ensure optimum care for women.

To meet to a number of requests for resources to guide practice for registered nurses at non birthing facilities, the Office of the Chief Nursing Officer has designed flowcharts and commissioned a birthing DVD and online education package to assist non maternity trained staff to support women when childbirth is imminent. The *Imminent Birth* package is designed to impress that childbirth is a normal life event and to reassure non-maternity staff that their responsibility is to support the woman through the normal process of birth positively, calmly and with respect, so that the woman and her partner feel good about their birth experience.

For more information contact:
 Midwifery Advisor (OCNO)
 Phone: (07) 3234 1441
 Email: chiefnurse-office@health.qld.gov.au
 Website: www.health.qld.gov.au/ocno/midwifery.asp

Register with SelfService Centre

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"The new system will also improve patient safety by shortening the time that it takes for clinical staff to obtain access to clinical information systems."

A concept trial undertaken at the RBWH found that the completion of new employee systems access requests had reduced from weeks to minutes by using this new online system.

The SelfService Centre goes live on the 3 December and will be available through an icon on every desktop state wide.

For more information contact:
 InfoService Centre
 Phone: 1800 198 175

Introducing....

Denise Burdett-Jones, Project Manager - Clinical Placement

New to the Office of the Chief Nursing Officer in November is Denise Burdett-Jones who has recently commenced in Clinical Education and Training as Project Manager (Clinical Placements Management System). Denise will be leading a collaborative project to develop and implement a shared IT platform to support a more integrated, state-wide approach to the planning and management of clinical placements.

Originally from the UK, Denise started her registered nurse training in 1979. After post basic experience in general and cardiac surgical nursing, she completed a cardio thoracic nursing certificate before emigrating to Australia in 1986. Denise

worked at the Royal Melbourne Hospital and then the private sector as a Charge Nurse and subsequently In-Service Education Coordinator. Denise moved to the university sector in 1990 where she remained for the next 18 years (moving to Brisbane in 1995).

Denise's university career encompasses a variety of roles with a focus on the student experience. She has worked as a project coordinator

on a number of university quality projects but her primary focus has been on clinical education in the simulated ward environment and then more recently as an academic in the Faculty of Health, Griffith University. Denise has a Bachelor of Nursing (Post Registration) and Masters of Nursing (Research), her thesis explored student perceptions of the factors that influence

learning in the simulated ward. "The research study gave me an opportunity to investigate more fully what students thought about their learning and reinforced my personal philosophy that it is essential to aim for a learning environment that is conducive to the optimal student learning experience".



Denise was Academic Lead (Clinical Skills) in the School of Medicine at Griffith before returning in 2007 to the School of Nursing as an Associate Lecturer and Clinical Coordinator. In both roles Denise gained extensive experience in regard to clinical placement and worked closely with industry partners to develop innovative and collaborative solutions to the challenge of maintaining and sustaining clinical placement opportunities.

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From the Chief Nurse's desk

has been allocated to enhance Maternity Services in Logan, Ipswich and Charleville, and \$333,000 has been spent on educating more NICU Nurses.

The rural and remote area nursing workforce agenda continues into 2009 with review of the role of nursing staff in remote and isolated areas, review of the rural and remote nursing relief pool (RRNRP) and rollout of a standardised, consistent orientation package using an e-learning format.

The inaugural Passionate about Practice conference was a huge success for clinical nurse leaders and is scheduled to take place again in July 2009 with an even bigger and better agenda.

I thank you for your continued hard work over the past year and wish you a Merry Christmas and Happy New Year.

Pauline Ross

Competition Winner

Out to the West and beyond...

Susan Freiberg is the winner of the OCNO competition to be sponsored to attend the ARNM conference. OCNO provided paid conference registration, travel and accommodation for one rural or remote Queensland Health nurse that provided the answer to “*Why is there no stopping you now as a rural or remote nurse or midwife*”. The prize is valued at approximately \$1000.

Susan works at Roma Hospital. Susan came up with an innovative poem about rural nursing to win the prize. Thanks to everyone who entered the competition. The standard of entries was very high.

There's no stopping us now – here in the west
The care we provide is up with the best
The hot sun sets low in an orange red sky
Windmills and bottle trees break a vast endless dry

Rural nursing is more than just staffing a shift
For the opportunity to care is a much cherished gift
We're there at the births and caring in surgical
Providing acute care and other small miracles

We care for the aged; we work in the community
Outpatients and trauma are more opportunities
To test out our skills, and often learn more
We look after whoever comes through our door

When these challenges and battles are won
Those tireless rural nurses are still on the run
For, there's chronic disease and cardiac care
Palliative and even Paediatrics here

We provide high level, safe, evidence based care
And throughout all these challenges we do not despair
Distances are far and working remote
In planes, Land Cruisers and even boats

While serving the community our team-work's a must
We are social, family and friends that we trust
We are hard on ourselves; we set the bar high
And we have plenty of support when we feel like a cry

The baby delivered; an accident victim leaving,
The footballer sutured, the family grieving
They're the friends of your son, or people you know
We're caring and sharing and watching them grow
It's often a trial and sometimes we're beat
But it's pretty rewarding when you walk down the street.

Excellence in Nursing and Midwifery Care through Education, Training & Professional Development

Clinical Education & Training

2008 has been a busy research, planning and development year for nursing and midwifery education and training in Queensland and also the strengthening of partnerships of key staff. This includes universities, TAFE, public and private health industry, Queensland Nursing Council and Queensland Nursing Union and other associations.

Clinical education and training reform is also being coordinated at a national level through the Health Workforce Principal Committee with OCNO being included in this strategic direction.

Clinical Education and Training Unit within OCNO is working in partnership with nurse educators throughout Queensland Health and other key stakeholders is in readiness to implement the recommendations from the final report of the Formulation of a Best Practice Model for Clinical Education and Training for Nurses and Midwives for Queensland. This model has been developed to provide Queensland nurses and midwives with a new approach to education and training to meet the future changes in models of care, current and future service expansion and demand, more integrated health services and a pathway of lifelong learning.

As part of the consultation process and the development of the ideas and options around the best practice model, key aspects have included: governance; clinical placement management system and practices; education and training pathways; transferring existing transition modules to "on line" learning system development for foundation modules and clinical intensives supporting competency programs; and ongoing continuing education. The final report will be placed on the OCNO website in the near future.

The OCNO Clinical Education and Training Unit team thank all staff who have taken an interest, provided valuable feedback and ideas in improving our system and look forward to working with all nurses and midwives and our partners in 2009 on onwards.

Opportunity for Nurses working in Cancer care - Update on EdCaN Project

EdCan is a national framework for cancer nursing, and curriculum for undergraduate and specialist cancer nursing practice and enhanced access to education with "on line" resource materials provided through a consortium of universities and hospital partnerships throughout Australia. To obtain more information on the project please link into the website www.edcan.org

Through the transition team at RBWH, clinical education and training unit, a statewide working group of key clinicians and nurse educators has been set up to establish the process for nurses seeking to undertake postgraduate nursing studies that they are able to clearly articulate their previous learning when seeking advanced standing through the tertiary sector. For more information please discuss with your Nurse Educator.

Education Pathways

Background work and development of an infrastructure to support implementation of the PhillipsKPA review on clinical placement of students of nursing and midwifery from the Tertiary and TAFE sectors is progressing.

Shaune Hunt (Principal Project Officer) will be seeking nominations soon through the public and private sectors to form a small working party to review and guide implementation of the proposed strategies approved by the QH Executive Management Team.

Review of Nursing Immunisation Education in Queensland Health

Immunisation education in Queensland Health is currently being reviewed as part of the Office of the Chief Nursing Officers' Best-Practice Model for Nursing and Midwifery Clinical Education and Training. To ensure sustainability of immunisation services, the Office of the Chief

Excellence in Nursing and Midwifery Care through Education, Training & Professional Development

Nursing Officer and Population Health Immunisation Coordinators are joining forces for this project.

A group of key stakeholders will be meeting in December 2008 to discuss and plan how immunisation education should progress in Queensland Health. Key stakeholders invited include: Queensland Health nurse educators who are training staff in immunisation; population health nurses involved in delivery and education of immunisation; child health clinicians who administer immunisation in their practice; with other representation from midwifery; aged care; Queensland Nursing Council; Brisbane City Council; external providers of immunisation education and General Practice Queensland.

An on-line survey has been distributed via the Directors of Nursing across the state, to nurses in Queensland Health who administer immunisations. This on-line survey can be ac-

cessed by following the links on QHEPS homepage. The survey closes on the 5th of December 2008.

The purpose of the review is to obtain an understanding of how immunisation education is occurring in general; the issues and challenges in immunisation education currently and the changes that need to occur to sustain our immunisation coverage across Queensland in the longer term.

An action plan and report will be developed as a result of information gathered through the results of surveys, workshop, research and benchmarking with other states.

For more information on Education & Training contact:
Cheryl Burns
Nursing Director - Education & Training (OCNO)
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- *diary claimer* -

2009 Passionate about Practice Conference Brisbane Convention Centre 23rd & 24th July 2009

The coordinating committee made up of all District representatives is busy planning for the 2009 **Passionate about Practice Conference** which will celebrate diversity and partnerships through nursing and midwifery. The themes will be innovations in practice, partnerships in practice and technology supporting practice. The call for abstracts/posters will go out at the end of November 2008. The Conference will be held at the Brisbane Convention Centre on 23rd & 24th July 2009. Further information will be available on the OCNO website.

The Importance of Nurse Sensitive Indicators

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For the nurse leaders in Queensland Health an agreed set of indicators (with a clear and agreed definition) can potentially provide an opportunity where leaders can share data sets. Sharing data sets is the first step in learning about situations where practices are successful and not so successful. Sharing this information around successful and unsuccessful practices (while potentially threatening) can assist the leadership group to ultimately learn from each other about what appears to be working well and conversely not so well.

Ideally nurses in Queensland should be examining, at minimum: Failure-to-rescue (death among surgical inpatients with treatable serious complications); Pressure ulcer prevalence; Falls prevalence; Falls with injury; Nosocomial infections such as catheter related Urinary Tract Infections, hospital acquired pneumonia and central line catheter associated blood stream infections rates; Restraint prevalence; Nursing Skill-mix; Nursing Care hours per patient day; and Voluntary turnover.

It is critical that if nurses are to position themselves for the future of health care and argue that they make a genuine contribution to health care through maximising individual physical, emotional and intellectual capacity that enhances quality of life and integration into the society and the workforce, then it is imperative that nurses strive to quantify the positive aspects of care as opposed to their contribution in reducing/limiting adverse events.

1. Savitz L, Jones C, Bernard S. Quality Indicators Sensitive to Nurse Staffing in Acute Care Settings. Rockville MD: Agency for Healthcare Research and Quality; 2005.
2. International Council of Nurses. Nursing Matters: Nursing Sensitive Outcome Indicators [Available at: URL:http://www.icn.ch/matters_indicators.pdf International Council of Nurses; [cited 2008 23 September].

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Q150 Celebrations in 2009

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tory and cultural significance of many historical places in Queensland and published numerous papers on Queensland's health history. A professional graphic designer will be used to develop the illustrated part of the display.

Q. Where can I get more information about Q150?

A. Visit www.q150.qld.gov.au

Q. Can I contribute something to the nursing and midwifery Q150 display?

A. To be part of the corporate display, send your stories/suggestions/pictures/photos to q150@health.qld.gov.au as soon as possible. There are very tight timeframes for the development and inclusion of materials.

Media Release

19 September 2008

NURSING MENTORING FRAMEWORK AND TOOLKIT

Association of Queensland Nurse Leaders assisting Aspiring Nurse Leaders in Queensland.

The Association of Queensland Nurse Leaders Inc (AQNLI) has a strong commitment to fostering the development of aspiring nurse leaders through supported learning programs and has recently developed the "Mentoring Framework and Toolkit for Aspiring Nurse Leaders in Queensland" with input from nurse leaders from the public, private and tertiary sectors. Mr John Kemsley, AQNLI President says, "We are dedicated to succession planning by drawing on experienced nurse leaders to pass on their knowledge and skills to those who follow."

The AQNLI believes effective nurse leadership is a crucial element for improving the quality of patient care, for overall staff development and for creating the vision needed to effect and sustain change within the nursing profession. Mentorship allows aspiring nurse leaders the ability to learn, grow and develop with the guidance, supervision and direction of those more experienced. Mr Kemsley adds, "This project provides a foundation on which we will be able to build the pillars that will support and develop our aspiring nurse leaders now and in the future."

Interested parties can request a copy of the "Mentoring Framework and Toolkit for Aspiring Nurse Leaders in Queensland" by contacting the AQNLI Secretariat via email – info@aqnl.org.au or phone 07 3348 7380.

THE 2008 OUTSTANDING ACHIEVEMENT IN NURSING AWARD IN QUEENSLAND

Associate Professor Judy March sets a shining example for Nurse Leaders in Queensland.

At the recent Association of Queensland Nurse Leaders (AQNLI) Conference at the Gold Coast, Judy March, Executive Director of Nursing and Midwifery Services for the Toowoomba and Darling Downs Health Service District, won the inaugural AQNLI Outstanding Achievement in Nursing Award.

Judy March's position encompasses responsibility for education / professional development and workforce planning including recruitment and retention for nurses in Toowoomba and Darling Downs Health Service District.

Judy's contribution to the Association of Queensland Nurse Leaders has been exceptional and Judy's commitment to nursing and the progress of the nursing profession is highly regarded by her peers, not only within the nursing profession. Her ability and skills to advocate strongly for nursing has crossed many forums as is evident by her many publications and Conference and seminar presentations. Judy is the nurse who likes nursing and wants to make a difference.

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Media Release

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THE 2008 OUTSTANDING ACHIEVEMENT IN NURSING AWARD IN QUEENSLAND

This is not Judy's first award recognising her commitment and achievements within the nursing profession. In 1997, Judy was awarded the Queensland Health Australia Day Award for services to Surgical Services; and in 2005, Judy was awarded the title of Honorary Associate Professor by the University of Southern Queensland.

Judy March is an inspiring nurse leader and a very worthy recipient of the Outstanding Achievement in Nursing Award. Judy has won complimentary attendance to the 2009 AQLN Conference (including travel and accommodation) and a one (1) year membership to AQLN.

THE 2008 EMERGING NURSE LEADER IN QUEENSLAND

Sue Farrell is leading the way for Nurse Leadership from Sarina.

At the recent Association of Queensland Nurse Leaders (AQLN) Conference at the Gold Coast, Sue Farrell, Director of Nursing and Facility Manager at Sarina Hospital and Primary Health Care Centre won the coveted AQLN Emerging Nurse Leader Award.

Sue was nominated by her peers for the Award which identifies the commitment of an individual to nursing leadership through a research project, innovative program, introduction of change management, or a significant contribution to new or existing nursing leadership knowledge.

As a leader for nursing at Sarina, Sue actively encourages and seeks out opportunities for her staff to advance their skills and knowledge. One of the most significant initiatives Sue has addressed recently was the introduction of a new workplace management philosophy. Working collaboratively with management within her Organisation to address staff satisfaction and ultimately better patient care and staff retention rates, Sue planned a ten week program to roll out the philosophy and change the culture. Sarina hospital had received some negative feedback in an Organisational staff satisfaction survey. However since implementation of the new workplace management philosophy, marked improvement has already been demonstrated, as evidenced in a follow up survey.

As a respected member of the Executive team at Mackay Health Service District, Sue actively contributes to Rural, District and Northern Area Health Service plans. Sue is a visible member of her local community in Sarina. Recent examples have been the hosting of the World's Greatest Morning Tea at the hospital and participation in the Queensland Cancer Fund Relay for Life at Sarina.

Sue Farrell is an active nurse leader and a very worthy recipient of the Emerging Nurse Leader Award. Sue has won a \$1000 Scholarship and a one (1) year membership to AQLN.

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