

Preparation Training & Orientation Plan for Nurses

New Royal Children's Hospital Project
July 2011

Table of Contents

<u>New Hospital Preparation, Training & Orientation for Nurses</u>	2
<i>Mandatory Orientation</i>	2
<i>Orienteers</i>	2
<i>Super Users</i>	2
<i>End Users</i>	3
Equipment training	3
Concepts of Nursing	5
<i>Nursing Executive</i>	5
<i>NUM support</i>	5
<i>AUM training</i>	6
<i>Nursing Education Team</i>	6
<i>Advanced Practice Nurses</i>	6
<i>Nursing Hospital Managers</i>	6
<i>Appendix 1: Timeline</i>	7
<i>Appendix 2: Mandatory orientation sessions that nurses are scheduled to attend</i>	8
<i>Appendix 3: Draft Orienteers Program</i>	9
<i>Appendix 4A: Super User Training Program 1</i>	10
<i>Appendix 4B: Super User Training Program 2</i>	11
<i>Appendix 4C: Super User Training Program 3</i>	12
<i>Appendix 4D: Peri Op Super Users Program</i>	13
<i>Appendix 5: Equipment types and locations</i>	14
<i>Appendix 6: End User Equipment Training Schedule</i>	15
<i>Appendix 7: Concepts of Nursing</i>	16
<i>Appendix 8: AUM training program</i>	18

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Please address any questions you have related to this document to your direct line of report.

New Hospital Preparation, Training & Orientation for Nurses

This communication provides an overview of the preparation, training and orientation program for nurses. Appendix 1 provides a timeline for activities.

Mandatory Orientation

It is an expectation that all clinical staff will attend a two hour face to face clinical orientation session to the new RCH. Content to be covered during Mandatory Orientation will include facility introduction, general walk around and department / specialty orientation including lateral evacuation. Nurses should be booked in to the session that most closely aligns to their area of practice in the new RCH

A spread sheet with scheduled sessions for Mandatory Orientation for nursing is attached (Appendix 2). There will be an online process which is in the course of being finalised through which staff will book in to the orientation sessions.

Orienteers

An orienteer is a member of staff who has been trained as an expert 'way finder' in the new RCH. Orienteers will be available during orientation and the period pre and post move to assist children, families, the public and staff find their way around the hospital.

Orienteers

- Will be nominated by Directors / NUMs
- Must have strong communication and leadership skills
- Preferably work full time
- Must be available
 - to attend a two day training program on the 27-8 September
 - to participate in orientating staff during mandatory orientation sessions (31/10 – 18/11)
 - to facilitate additional orientation as required in the clinical area
 - in conjunction with other orienteers allocated to the area be able to cover all hours of business during the move (30/11) and for a period of time post move to ensure staff are familiar with the environment and comfortable familiarising others

An draft overview of the program is attached (Appendix 4). The recommended number of orienteers for key nursing areas is contained in table 1. The names of orienteers should have been provided to Linda Breen in the new hospital office (linda.breen@rch.org.au).

Super Users

A Super User is a member of staff who has received specific training from suppliers in specialised equipment or systems relevant to their role. In addition Super Users receive training in teaching and supporting others to learn. Super Users then teach colleagues in the use of specialised equipment in which they have been trained.

Super Users

- Will be nominated by Directors/NUMs
- Quickly learn new systems and/or equipment
- Require strong interpersonal and communication skills
- Preferably work full time
- Must be available to

- Participate in a Super User Training Program
- Work with other Super Users to
 - provide maximum coverage for End User Training between the end of September and end of November
 - provide coverage across all hours of business in the immediate post move period to address any End User concerns

Three Super User training programs are scheduled for the end of September. Each program is slightly different to cater for the specific needs of the participants. An overview of the programs is attached (Appendix 4). The recommended number of required Super Users for key nursing areas is contained in Table 1. The names of nursing Super Users should be forwarded to Sally Lima in Nursing Research (sally.lima@rch.org.au).

Table 1: Recommended number of Nursing Orienteers and Super Users for key clinical areas

Area	Orienteers	Super Users
Butterfly Ward – Newborn Intensive Care	3	8
Platypus Ward – Surgical Care	3	5
Cockatoo Ward – Surgical and Neuro Care	3	5
Rosella Ward – Intensive Care	3	10
Koala Ward – Cardiac and Surgical Care	3	5
Kookaburra Ward – Cancer Care	3	5
Possum Ward – Surgical Care	3	4
Sugar Glider Ward – Medical Care	3	5
Kelpie Ward – Adolescent & Rehabilitation Care	3	5
Banksia Ward	3	2
Dolphin Ward – Short Stay	3	4
Emergency	3	5
Operating Theatres	3	5
Day of Surgery	2	1
Recovery	2	With theatres
Medical Imaging	1	2
Day Cancer	1	1
Day Medical	2	1
Specialist Clinics	4	1
RCH @ Home (Includes HARP)	3	N/R

End Users

End Users are people who are everyday users of equipment and/or systems and processes.

Equipment training

The key pieces of equipment for nurses and the locations of that equipment is attached (Appendix 5).

- At present there are approximately 1000 nurses working across departments providing direct patient care that will require equipment training for the new hospital
- Rosella Ward – Intensive Care, Butterfly – Newborn Intensive Care, Peri op and Banksia Ward have scheduled study days to address this need (approx 400 nurses)
- There are approximately 600 nurses remaining across units for whom equipment training needs to be scheduled
- In addition Advanced Practice Nurses and nurses working for BARO require opportunities to be provided for equipment training
- Equipment training requires on average 4 ½ hours training for each nurse (Table 1)
- Most nurses will be required to attend 3x 1½ hours sessions

- Some additional equipment training is required in specific areas or for specific roles (Table 2)
- Over October & November 21 days are available during which End User equipment training will be conducted
- Most sessions will be scheduled between 1330-1500 (Appendix 6)
- A small number of sessions will be scheduled between 0900-1030 and 1100-1230 (Appendix 6) to accommodate nurses that
 - don't work shifts
 - don't have "double time"
 - have difficulty attending in the afternoon
 - would like to use a professional development day to complete their equipment training

Table 1: End user training hours required for most nurses

Length of session	Equipment	Location
60 minutes	Lifting equipment (excludes Peri operative Services, Butterfly Ward – Newborn Intensive Care, Banksia Ward, Day Cancer)	Platypus Ward – Surgical Care & Cockatoo Ward Surgical & Neuro Care
30 minutes	Slide sheets pat slides (excludes Butterfly – Newborn Intensive Care, Banksia Ward and any nurse who has already fulfilled training requirements)	Platypus Ward – Surgical Care & Cockatoo Ward Surgical & Neuro Care
60 minutes	Patient monitoring	Platypus Ward – Surgical Care & Cockatoo Ward Surgical & Neuro Care
30 minutes	<ul style="list-style-type: none"> ○ Nurse call ○ Vocera 	Platypus Ward – Surgical Care & Cockatoo Ward Surgical & Neuro Care
90 minutes	<ul style="list-style-type: none"> ○ Macerator ○ Medical gas alarms ○ Pneumatic tube ○ Telephones ○ Patient entertainment (excludes neonates) ○ New stretcher for evacuation (emergency procedures) 	Platypus Ward – Surgical Care & Cockatoo Ward Surgical & Neuro Care

Table 2: Additional equipment training required for some nurses

Equipment	
Nitrous Oxide mixers	Will be coordinated by ComfortKids for nitrous accredited nurses
Pendants	Most pendants located in areas where full day training programs are planned (Rosella Ward – Intensive Care, Butterfly Ward – Newborn Intensive Care and Peri Operative Services) Will need to schedule some sessions for Platypus Ward – Surgical Care and Emergency
ASCOM	Banksia Ward staff only. Having full day training
Telemetry	Koala Ward – Cardiac & Surgical Care only
Nurse call (advanced)	NUMs & AUMs only. AUM study days will incorporate this. It will be expected that NUMs will attend this session
Audiovisual	"Cheat sheets" will be made available. Super Users will be available as a resource. No specific end user training will be provided

Work will need to be undertaken as rosters are built to ensure Super Users are able to cover all End User training sessions, that all clinical areas contribute equitably to the Super User training roster and that all end users have the opportunity to attend the required training. Twenty Super Users will be required for each End User training session (see Appendix 6 for

breakdown). Melody Trueman and the Nursing Education team will take the lead in planning and coordinating End User Training.

End User training will take place in Platypus Ward – Surgical Care and Cockatoo Ward – Surgical & Neuro Care. These wards, both on the fourth floor, mirror image each other and contain all required equipment. It is important that End Users understand that the purpose of these sessions is equipment training, not familiarisation with the clinical area. Mandatory Orientation provides the opportunity to visit and become familiar with local areas of practice. By conducting all End User training in the one location time, staffing and resources can be utilised most efficiently.

As with Mandatory Orientation there will be an online process which is in the course of being finalised through which staff will book in to the End User Training

Concepts of Nursing

In addition to equipment training, nurses need to engage in exploration of the Concepts of Nursing (Appendix 7) and how these will be applied within their teams. It is intended that this dialogue, led and facilitated by Unit Managers, will take place across the end of July, August and September.

Week 1: 25.07.11-31.7.11

- Lay foundations for working through concepts of nursing.

Weeks 2 & 3: 01.08.11-14.08.11

- Concepts for patient allocation within a team based model of nursing care

Weeks 4 & 5: 15.08.00-28.08.11

- Concepts which support visibility of the nurses, patients, & hourly rounding

Week 6 & 7: 29.08.11-04.09.11

- Concepts for Handover

Week 8 & 9: 05.09.11 - 16.09.11

- Concepts for managing achievement of staff break times as per EBA

Nursing Executive

Nursing Executive will participate in a number of sessions in order to support NUMs and their teams in exploration and application of the Concepts of Nursing. Nursing Executive will then lead the sessions outlined above with NUMs within their division. It is expected that Nursing Executive will participate in the pilot Orienteer Program. Further it may be recommended that Nursing Executive participate in the program designed for Nursing Hospital Managers.

NUM support

It has been recognised that NUMs have unique needs in leading their teams through the move and change process. It has already been identified that NUMs should be one of the Orienteers for their area. NUMs will be required to participate in the afternoon sessions of the AUM programs during which time training in management of Nurse Call and Patient Journey Boards will be carried out and zone warden training will be provided.

Further, in conversations with Directors and NUMs it has been identified that NUMs will benefit from a series of sessions to share planning and learnings with each other. These

sessions will be structured as smaller groups with acute operations led by Sheri Waldron, Ambulatory Services led by Nellie Clear, Inpatients led by Nadine Stacey and Rosemary Aisbett and Peri Op led by Rosemary Aisbett. The timing and topics for these sessions will precede the Concepts of Nursing learning outlined above. Times, dates and locations will be communicated once finalised.

AUM training

In conversations with Nursing Directors and NUMs it has been identified that AUMs will benefit from a program specifically designed to meet their needs in providing clinical leadership and support across all hours of business. An overview of the program and dates is attached (Appendix 8).

Nursing Education Team

The Nursing Education Team has a key role in facilitating the attainment and maintenance of nursing staff skills and knowledge. It has already been agreed that Clinical Nurse Educators / Facilitators (CNE/F) are ideal Super Users. Furthermore CNE/F will be supported to take the lead in coordinating End User Training, ensuring all nurses have the opportunity to participate and become confident and competent in the use of new equipment and related processes.

Advanced Practice Nurses

Advance Practice Nurses (APN) have a key role to play in leading practice. To ensure APN are engaged and familiar with the ways of working in the new RCH it is an expectation that all APN will attend and participate in a two hour workshop in addition to attending Mandatory Orientation. A number of times and dates will be offered to ensure all APN are able to commit. The times and dates for APN are

8:30-10:30 Tuesday 4th October

8:30-10:30 Thursday 6th October

8:30-10:30 Monday 10th October

8:30-10:30 Friday 14th October

Nursing Hospital Managers

As with AUMs it has been identified that Nursing Hospital Managers have specific needs. It is expected that all Nursing Hospital Managers will participate in the pilot Orienteer Program on the 21-22 September. An additional day/s will be conducted for Nursing Hospital Managers on the 24-25 October. The content for the additional days will be finalised following the orienteer program.

Appendix 1: Timeline

Week commencing	27-Jun	4-Jul	11-Jul	18-Jul	25-Jul	1-Aug	8-Aug	15-Aug	22-Aug	29-Aug	5-Sep	12-Sep	19-Sep	26-Sep	3-Oct	10-Oct	17-Oct	24-Oct	31-Oct	7-Nov	14-Nov	21-Nov	28-Nov	5-Dec
Super Users identified	Yellow																							
Tools for determining competency finalised				Cyan	Cyan																			
Super User Roster for End User Training finalised		Green	Green																					
Super User Program												Cyan	Cyan											
End User Training														Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue	Blue		
Super User Support in New Hospital																							Blue	Blue
Orienteers identified	Yellow																							
Orienteer Roster for Mandatory Orientation finalised		Green	Green																					
Orienteer Program												Pilot	Cyan											
Mandatory Orientation Program																			Blue	Blue	Blue			
Orientation to clinical areas																			Purple	Purple	Purple	Purple		
Orienteer Support in new Hospital																							Maroon	Maroon
Concepts of Nursing exploration & application					Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow	Yellow											Maroon	Maroon

Appendix 2: Mandatory orientation sessions that nurses are scheduled to attend

Date	Unit	31-Oct	1-Nov	2-Nov	3-Nov	4-Nov	7-Nov	8-Nov	9-Nov	10-Nov	11-Nov	14-Nov	15-Nov	16-Nov	17-Nov	18-Nov
0800-1000	Banksia			X		X	X									
	Rosella						X	X		X			X		X	X
	Butterfly						X	X	X	X	X	X	X	X	X	
	Day Medical							X			X					
	Day Cancer						X		X							
	RCH @ Home			X		X			X							
	MI						X	X	X	X						
	Peri Op	X										X	X	X	X	X
	CSSD	X														
1100-1300	BARO											X	X	X	X	X
	Emergency			X		X		X		X		X				
	Dolphin			X		X										
	Platypus				X											
	Possum				X											
	Koala				X	X										
	Sugar Glider			X		X										
	Kookaburra			X		X										
	Cockatoo			X		X										
	RCH @ Home				X			X								
1330-1530	Emergency						X	X	X	X	X	X	X	X	X	X
	Dolphin						X	X	X	X	X	X	X	X	X	X
	Kelpie						X	X	X	X	X	X	X			
	Kookaburra						X	X	X	X	X	X	X	X		
	Sugar Glider						X	X	X	X	X	X	X	X	X	X
	Koala						X	X	X	X	X	X	X	X		
	Possum						X	X	X	X	X					
	Platypus						X	X	X	X	X	X	X	X	X	X
	RCH @ Home						X									
	Cockatoo						X	X	X	X	X	X	X	X	X	X
	Peri op											X	X	X	X	X
	Specialist Clinics	X						X			X					

Appendix 3: Draft Orienteers Program

Day 1 Tuesday 27th September (Pilot Thursday 22nd September)

Time	Topic
8:30	Welcome Roles and responsibilities
9:00	Spotless Facility Introduction
9:30	Site Induction
9:45	Change management
10:45	Morning tea
11:15	Design of the New RCH Way finding
12:00	Walk through Main Street
13:30	Lunch
14:30	Waste management - Going Green
15:00	Exterior Design and Landscaping including walk through
16:30	Review of Day 1

Day 2 Wednesday 28th September (Pilot Friday 23rd September)

Time	Topic
8:30	Welcome Overview of day
8:45	New technologies
9:15	Walk through East & West Block
10:45	Morning Tea
11:15	What's different in RCH Clinical Areas?
11:45	Walk through Clinical Areas Clinical Staff Local Area Orientation
13:15	Lunch
14:15	Non clinical staff Local area orientation Clinical Staff Local Area Orientation
15:45	Amazing Race
16:30	Review of Day 2

Appendix 4A: Super User Training Program 1

22-3 September – To be held in Koala Ward – Cardiac & Surgical Care

- Dolphin Ward – Short Stay
- Medical Imaging
- Kelpie Ward – Adolescent & Rehabilitation Care
- Day Medical
- Possum Ward – Surgical Care
- Sugar Glider Ward – Medical Care
- Cockatoo Ward – Surgical & Neuro Care
- Specialist Clinics

Time	Day 1 – Thurs 22 nd September	
	Group 1 Dolphin, Possum, Medical Imaging, Sugar Glider	Group 2 Cockatoo, Kelpie, Day Medical, Specialist Clinics
8:00	Site induction	
8:15	Teaching others	Orientation to key clinical spaces
8:30		
9:00		
9:30		
10:00	Morning tea	
10:30	Hoists	Nurse call
11:00		
11:30		Macerator
12:00	Patient monitoring (general)	Hoists
12:30		
13:00		
13:30	Lunch	
14:00		
14:30	Macerator	Patient monitoring (general)
15:00	Nurse call	
15:30		
16:00	Review of Day 1	

Time	Day 2 – Friday 23 rd September	
	Group 1	Group 2
8:00	Pneumatic tube	Pneumatic tube
8:30	Orientation to key clinical spaces	Teaching others
9:00		
9:30		
10:00		
10:30	Morning tea	
11:00	Patient entertainment	AV equipment
11:30		
12:00	AV equipment	Patient entertainment
12:30		
13:00	Lunch	
13:30		
14:00	Visitor Management	Patient handling
14:30	Patient handling	Visitor management
15:00	Review of Day 2	

Appendix 4B: Super User Training Program 2

26th September: To be held in Koala Ward – Cardiac & Surgical Care (Rosella Ward – Intensive Care for pendants)

- Peri Operative services
- Day of Surgery Centre
- Butterfly Ward – Newborn Intensive Care
- Banksia Ward

Time	Monday 26 th September	
	Group 1 Peri-op & DoSC	Group 2 Butterfly & Banksia
8:00	Site induction	
8:15	Teaching others	
8:30		
9:00		
9:30		
10:00	Morning tea	
10:30	Pneumatic tube	
11:00	Nurse Call	Macerator
11:30		Visitor Management
12:00	Macerator	Nurse Call
12:30	Visitor Management	
13:00	Lunch	Lunch
14:00	Patient entertainment	Patient monitoring (central)
14:30	(& Banksia)	(Butterfly only)
15:00	Patient monitoring (general)	Ascom (Banksia only)
15:30	(& Butterfly)	
16:00		
16:30	Close	

Appendix 4C: Super User Training Program 3

29-30 September: To be held in Koala – Cardiac & Surgical Care (Rosella Ward – Intensive Care and Emergency for pendants)

- Emergency
- Kookaburra Ward – Cancer Care
- Koala Ward – Cardiac & Surgical Care
- Rosella Ward – Intensive Care
- Platypus Ward – Surgical Care
- Day Cancer

Time	Day 1 – Thurs 29 th September	
	Group 1: Emergency & Rosella	Group 2: Kookaburra, Day Cancer, Platypus & Koala
8:00	Site induction	
8:15	Teaching others	Orientation to key clinical spaces
8:30		
9:00		
9:30		
10:00	Morning tea	
10:30	Hoists	Patient monitoring (general)
11:00		
11:30		
12:00	Patient monitoring (general)	Hoists
12:30		
13:00		
13:30	Lunch	Lunch
14:00		
14:30	Patient monitoring (central)	Patient handling
15:00		Visitor management
15:30	Patient handling	Patient monitoring (central)
16:00	Visitor management	(Kookaburra & Koala)
16:30		Telemetry (Koala only)
17:00	Close	

Time	Day 2: Friday 30 th September	
	Group 1	Group 2
8:00	Pneumatic tube	Pneumatic tube
8:30	Orientation to key clinical spaces	Teaching others
9:00		
9:30		
10:00		
10:30	Morning tea	Morning tea
11:00	Nurse Call	Patient entertainment
11:30		
12:00	Patient entertainment	Nurse Call
12:30		
12:30	Lunch	Lunch
13:00		
13:30	Macerator	AV training
14:00	Pendants	
14:30	AV training	Macerator
15:00		Pendants (Platypus)

Appendix 4D: Peri Operative Services Super Users Program

Will be held in Peri Operative Services

Wednesday 5th October

Time	Topic
8:00	Trauma table
8:45	Spotless Site induction (For those who haven't previously attended)
9:00	Welcome & overview of the day
9:15	Fluid and blood warmers (waiting confirmation of time required for session)
09:45	Defibrillators (waiting confirmation of time required for session)
10:30	Morning tea
11:00	Audiovisual training (meeting rooms)
12:00	Audiovisual training (theatres)
13:30	Lunch
14:30	Pendants General, anaesthetic, perfusion, endoscopy Basic functions the same then address specifics Can run concurrent sessions
15:30	Lights
16:00	Review of the day

Thursday 6th October

Time	Topic
??	Anaesthetic pendants
??	Anaesthesia delivery systems and monitors

Appendix 5: Equipment types and locations

	Medical Imaging	Emergency	Dolphin – Short Stay Medical	Specialist Clinics	Banksia	Kelpie – Adolescents & Rehab	Day medical	Day Cancer	Kookaburra – Cancer Care	Sugar Glider - Medical	Koala – Cardiac & Surgery	Rosella - PICU	Possum – Short stay Surgical	Day of Surgery Centre	Peri Op (Theatre & PACU)	Platypus - Surgery	Cockatoo – Surgery & Neuro	Butterfly - NICU	RCH @ Home	
Nursing Numbers (based on Current Rosters)	10	100	30	10	20	40	20	5	65	85	75	140	35	20	65	60	60	105	40	
Macerator - Operation	x	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Medical Gas Alarm Systems - Operation	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Nurse Call - Nurse Call System Operation	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Visitor Management System - System Operations	X	X	X		X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Patient Lifting system	X	X	X	X		X	X		X	X	X	X	X			X	X			
Pneumatic Tube System - General - Operation	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Telephony - Operation	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Patient Monitoring System - Operation - general	X	X	X	x		X	X	X	X	X	X	X	X	X	X	X	X	X	X	
Patient Entertainment - Overview - Operation	X	X	X	x	x	x	x	X	X	x	X	X	x	X	X	X	X			
Patient Monitoring System - Central Station		X							x		X	X							X	
Pendants - Operation	X	X										x		X	X	X			X	
Telemetry		X									X									
Audiovisual training (meeting rooms)	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Audiovisual training (theatres)														X	X					
Ascom - Operation					X															
Nitrous Oxide Mixers (will managed by comfort kids)																				

Appendix 6: End User Equipment Training Schedule

Dates:

Mon 3/10, Tues 4/10, Wed 5/10, Thurs 6/10, Fri 7/10

Mon 10/10, Wed 12/10, Fri 14/10

Mon 17/10, Wed 19/10, Fri 21/10

Mon 24/10, Tues 25/10, Wed 26/10*, Thurs 27/10*, Fri 28/10*

Mon 21/11*, Tues 22/11*, Wed 23/11*, Thurs 24/11, Fri 25/11

* Additional sessions with opportunities to complete all training in same day

0900-1030: Being run on Wed 26/10, Thurs 27/10, Fri 28/10, Mon 21/11, Tues 22/11, Wed 23/11

Platypus Ward – Surgical Care			
0900	Hoists (2 Super Users)	Monitoring (2 Super Users)	Equipment stations (6 Super Users)
0930			
1000	Slide sheets (2 Super Users)	Nurse Call (2 Super Users)	
1030	Close		

Cockatoo Ward – Surgical & Neuro Care			
	Hoists (2 Super Users)	Monitoring (2 Super Users)	Equipment stations (6 Super Users)
	Close		

1100-1230: Being run on Wed 26/10, Thurs 27/10, Fri 28/10, Mon 21/11, Tues 22/11, Wed 23/11

Platypus Ward – Surgical Care			
1100	Hoists (2 Super Users)	Monitoring (2 Super Users)	Equipment stations (6 Super Users)
1130			
1200	Slide sheets (2 Super Users)	Nurse Call (2 Super Users)	
1230	Close		

Cockatoo Ward – Surgical & Neuro Care			
	Hoists (2 Super Users)	Monitoring (2 Super Users)	Equipment stations (6 Super Users)
	Close		

1330-1500: Being run on all dates listed at top of page

Platypus Ward – Surgical Care			
1330	Hoists (2 Super Users)	Monitoring (2 Super Users)	Equipment stations (6 Super Users)
1400			
1430	Slide sheets (2 Super Users)	Nurse Call (2 Super Users)	
1500	Close / Return for Handover		

Cockatoo Ward – Surgical & Neuro Care			
	Hoists (2 Super Users)	Monitoring (2 Super Users)	Equipment stations (6 Super Users)
	Close / Return for Handover		

Average number of staff required to attend from each area every day to get through required training

	Medical Imaging	Emergency	Dolphin	Specialist Clinics	Kelpie	Day Medical	Day Cancer	Kookaburra	Sugar Glider	Koala	Possum	Platypus	Cockatoo	Banksia	Rosella	Day of Surgery Centre	Peri op (Theatre & PACU)	Butterfly	RCH @ Home
Number of staff	10	100	30	10	40	20	5	65	85	75	35	60	60	20	140	20	65	105	40
Average Number required to attend each day to get through all required training	1.5	14	4	1.5	6	3	1	9	12	11	5	9	9	Running full study days					Not required

Appendix 7: Concepts of Nursing

1. Concepts for patient allocation within a team based model of nursing care

- Together everyone achieves more
- Support, trust, respect, communication, negotiation, realistic, leadership, accountability, responsibility, commitment, flexibility, holistic approach, scripting what we say to families
- Primary allocation of patients in wards/units, specialty theatre for shift, geographical area for ED
- Team work = team nursing

2. Concepts which support visibility of the nurse and patient, hourly rounding

- Sight patients hourly on all shifts
- Sight NUM/AUM hourly on all shifts
- Communicate and introduce yourself to patient/family and explain expected routine as agreed by team
- Utilise communication devices/white boards/nurse call system
- Regular 5S process to increase efficiency and increase time spent with patients
- Bedside handover
- Appropriate resources

3. Concepts for handover

Process to be led and coordinated by NUM/ANUM

- Governed, led, concise, systematic approach required, standardised
- Documented – standardised, consistent tool for written handover
- Informative – handover steps/guidelines – education and support for the process
- Appropriate and direct – i.e. timely / expectations of staff, patients and families

General handover

- synopsis of patients / hot spots / key issues / essential information
- away from bedside
- staff only / confidentially maintained
- time limited – no more than 10 mins (ideally 5 mins)

Bedside handover

- patient and family involved
- systematic and standardised (bedside charts set up with standardised system)
- consideration given to what personal information about patient/family is shared
- confidentiality maintained
- includes patient assessment, planning and safety checks completed at the same time

4. Concepts for managing achievement of staff break times as per EBA:

Team nursing concepts provide the foundation for ensuring the achievement of staff break times

- Planning at commencement of shift
- Patient allocation – allocation on handover sheet / white board
- Communication – ANUM to allocate breaks and effectively delegate on this basis / senior team support / technology resources during meal breaks, answering call bells and central monitoring
- Accountability – all staff have the responsibility to take their breaks – prioritisation of workloads, time management and planners
- Disciplined approach required by individual nurse and NUM/ANUM to ensure break times are taken
- Negotiation with patient care / patient / family or clinical demands
- Skill mix – allocation of staff – buddy system under team nursing principles
- Flexibility – expectations of staff / entitlement / time frame for breaks / awareness of other staff break times (team) / set times versus negotiating times
- Delegation or asking for support if required
- Adequate resources to support timely breaks

Appendix 8: AUM training program

Program 1:

- Platypus Ward, Cockatoo Ward and Possum Ward
- Day held on 4th floor North Building

Program 2:

- Butterfly Ward, Rosella Ward, Koala Ward and Emergency
- Day held on 3rd floor North Building

Program 3:

- Peri operative services and Medical Imaging
- Day held on 3rd floor East Building

Program 4:

Kookaburra Ward, Sugar Glider Ward, Dolphin Ward, Kelpie Ward, Banksia Ward, Day Medical, Day Cancer. Specialist Clinics

- Day held on 2nd floor North Building
- May need to modify program to accommodate splitting into smaller groups for zone warden training

Proposed dates

Program 1: Tuesday 11th October

Program 2: Thursday 13th October

Program 3: Tuesday 18th October

Program 4: Thursday 20th October

Time Topic

8:00	Spotless Site induction (For those who haven't previously attended)
8:15	Welcome & overview of the day
8:30	Leading teams / Nursing Concepts
10:00	Morning tea
10:30	Professional Accountability
12:30	Lunch
13:30	Nurse Call management for AUMs (To be determined for peri op)
14:00	Patient Journey Boards (To be determined for peri op)
14:30	Zone Warden Training
16:30	Review of the day and close