



## **Skill Mix and Workforce Development: Sharing the lessons learnt**

### **Seminar Handbook** **22-23 November 2007**

**Hilton on the Park Melbourne, 192 Wellington Pde, East Melbourne, VIC**

#### **Seminar Aims**

- Showcase innovative models of work organisation and skill mix in healthcare that have enhanced quality, safety and efficiency in clinical practice and improved patient outcomes
- Highlight systems and strategies that have been successfully implemented to:
  - encourage and reward innovative thinking
  - develop clinical leadership, improve performance (including through education and training)
  - improve team effectiveness in healthcare service delivery
- Showcase and share the lessons learnt from best practice projects that have demonstrated improvements in performance, work organisation, patient flow, rostering, skill mix etc
- Share information about the lessons learnt from the implementation of successful recruitment and retention strategies

#### **Change Champions**

Change Champions delivers practical, high quality toolkit seminars that showcase solutions for healthcare service delivery challenges.

Our commitment is to support leadership, innovative thinking, creativity and the sharing of great ideas in healthcare delivery.

Change Champions P/L  
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The Junction NSW  
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### TRADE EXHIBITORS AND SACHEL INSERTS

#### Roster On



Australian-owned and operated, and written specifically for healthcare and Australian work conditions, **RosterOn** functionality comprises 4 components:

- Smart dynamic Rostering
- Award Interpretation
- Time and Attendance recording
- HR/Payroll interfacing capability

A powerful productivity tool to manage labour resources, automate your staff rostering and payroll processes and save your organisation money, time and error. RosterOn enables

individual employees to define their availability and for you to define your requirements ... the software looks after the rest automatically! It assigns your employees job functions for which they have appropriate skills, in accordance with your Awards/EBAs/AWAs and your business rules, and offers benefits such as automatically filling vacancies from planned or unplanned absences, with available suitably skilled staff. The reduction in management effort to perform labour allocations is enormous and combined with increased staff satisfaction and fairness and equity in allocations, RosterOn streamlines the time-consuming and frustrating task of rostering.

### TRADE EXHIBITORS

#### Trend Care Systems Pty Ltd

**Trend Care Systems Pty Ltd** is now a leading provider of hospital Software for the private and public hospital sector in Australia, New Zealand and Asia. Our product 'TrendCare' – is a clinical information system specialising

*TrendCare*®

in patient acuity / patient nurse dependency measurement, clinical pathway and care plan management. The TrendCare system provides nurse managers with the necessary information to identify and manage patient risks, monitor patient outcomes and variances to clinical path-

ways, develop realistic budgets, distribute fair workloads to clinical staff, retain an adequate skill mix, monitor staffing costs and develop accurate nursing cost weights for specific DRGs or patient types. Our product 'TrendCare' is currently operating in excess of 85 hospitals in Australasia and 14 hospitals in South East Asia including Singapore's largest hospital (2425 beds).

#### Community Service and Health Industry Skills Council

As the developers of the new HLT07 Training Package, we can assist both individuals and organisations with a suite of products to help with the implementation of the new National HLT07 Enrolled/Division 2 Nursing Qualification.



Our products include :

- Reference CD ROM - for an employer organisation who wants to understand how to fully utilise the new qualifications and individual Enrolled Nurses interested in further professional development
  - Mapping publication State/Territory Enrolled/Div 2 Nurse to National Diploma in Nursing - with gaps identified between the current content to the new Diploma.
  - Recognition & Full Qualification Assessment Tools Certificate IV & Diploma Enrolled/Div 2 Nursing - ready-to-use templates for assessing new learners and existing/currently qualified ENs/Div 2 Nurses
- Consultancy services: Employers - customised workshops on what the new qualifications mean for your workforce; RTOs - assistance in getting the new qualifications into your scope of registration.

**Thursday 22 November 2007**

7.45-8.55     **Registration**  
Tea and Coffee

## **Session 1**

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**Chair:**            **TBA**

8.55-9.00     **Welcome and Housekeeping**  
Ms Char Weeks  
Managing Director  
Change Champions P/L

9.00-9.40     **Opening Address**  
**Pushing Boundaries: being less protective and more responsive**  
Adj Prof Belinda Moyes  
Principal Nurse Advisor/Director, Nurse Policy Branch  
Department of Human Services, VIC

9.40-10.10    **The NSW Nursing and Midwifery Modelling Care Project: learning about success**  
Prof Mary Chiarella  
Professor of Clinical Practice Development and Policy Research  
Centre for Health Services Management Faculty of Nursing  
Midwifery and Health University of Technology, NSW

10.10-10.40   **Workforce redesign and nurse practitioners: A case of oozing possibilities**  
A/Prof Andrew Cashin  
Associate Professor of Justice Health Nursing, the Faculty of Nursing, Midwifery and Health  
University of Technology Sydney

10.40-10.55   Questions to speakers

10.55-11.25   Morning tea

Thursday 22 November 2007

**Session 2 New Approaches, New Opportunities**

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- Chair:** Carol Mirco, Chief Executive Officer, ACT Nursing and Midwifery Board
- 11.25-11.45 **The Practice Partnership Model at The Prince Charles Hospital:  
The lesson learnt and directions for the future**  
Dr Jacqueline Jones  
Nursing Director Research and Practice Development  
The Prince Charles Hospital, QLD
- 11.45-12.05 **Sharing the Load: Care partnership in a specialised nursing service**  
Sheryl Cullen  
Project Officer, Women's and Newborn Services  
Royal Brisbane and Women's Hospital, QLD
- 12.05-12.25 **A National Multi-centre Study of Nursing Staffing Decision making in Level 3  
Australian Intensive Care Units**  
Dr Amanda Rischbieth  
Intensive Care Unit Clinical Educator  
Cavalry Wakefield Hospital, SA
- 12.25-12.45 **Measuring what gets done: a task analysis approach to instigating role redesign  
in health**  
Mark Mackay  
Principal Project Officer  
Department of Health, SA  
  
Pam Castle  
Medical Workforce Project Officer  
Department of Health, SA
- 12.45-13.00 Questions to speakers
- 13.00-14.00 Lunch

Thursday 22 November 2007

**Session 2A Valuing Nursing Resources: education and training**

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**Chair: TBA**

11.25-11.45 **Tears and Cheers: a journey of discovery**

Michelle Blackwell  
Clinical Educator  
Nepean Hospital, NSW

Margaret Chalker  
Clinical Nurse Educator, Acute Aged Services  
Nepean Hospital, NSW

Linda Campbell  
Service Manager, Aged Care, Neurology and Rehabilitation  
Nepean Hospital, NSW

11.45-12.05 **Clinical Nurse Consultant in the Emergency Department-Multifaceted and Evolving**

Stuart Turk  
Clinical Nurse Consultant  
Bendigo Health, VIC

Wendy Rogasch  
Clinical Nurse Consultant  
Bendigo Health, VIC

12.05-12.25 **Roles, Responsibilities and Rewards**

Dr Robert Thornton  
Clinical Nurse Educator, Rehabilitation and Aged Services  
Royal Hobart Hospital, TAS

12.25-12.45 **The Opportunity of Paid Employment Models for Undergraduate Nursing Students**

Craig Phillips  
Lecturer of Nursing  
University of SA

12.45-13.00 Questions to speakers

13.00-14.00 Lunch

Thursday 22 November 2007

**Session 3     Strengthening the Team**

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**Chair:**            **TBA**

14.00-14.20    **A systematic staged approach to promote the progression of workforce development: Embedding learning in workplace performance**

Alison Trivella

Nurse Educator

Princess Alexandra Hospital, QLD

Karyn Paterson, Nurse Educator, Princess Alexandra Hospital, QLD

Dr Amanda Henderson, Nursing Director (Education), Nursing Practice Development Unit  
Princess Alexandra Hospital, QLD

14.20-14.40    **Experiencing the Change: Registered Nurses' perceptions of providing care in a team nursing frame work**

Karen Gullick

Clinical Services Coordinator

Hollywood Private Hospital, WA

Lecturer, School of Nursing and Midwifery, Curtin University of Technology, WA

14.40-15.00    **Factors influencing work stress in health care providers**

A/Prof/Dr Suteekarn Chaiyalap

Assistant Professor, Psychiatric Nursing Academic Division, Kuakarun College of Nursing  
Bangkok Metropolitan Authority, Thailand

15.00-15.15    Questions to speakers

15.15-15.40    Afternoon tea

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Thursday 22 November 2007

**Session 3A Enhancing Skills**

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**Chair:** Sally Lowe, Austin Health, VIC

14.00-14.20 **Sharing Skills: Improving Functional Assessment Skills in an Interdisciplinary Care Coordination Service**

Katie Gordon

Emergency Department Care Coordinator  
Western Health Emergency Department  
Western Hospital, VIC

Kate Mangion

ED Care Coordinator  
Western Health Emergency Department  
Western Hospital, VIC

Bridget Sloane, ED Care Coordinator, Western Health Emergency Department  
Western Hospital, VIC

14.20-14.40 **Fundamentals of a Perioperative Nursing Program**

Jane Thomas  
Perioperative Educator  
Frances Perry House, VIC

Danielle Shepherd  
Perioperative Educator  
Linacre Private Hospital, VIC

14.40-15.00 **Education and Development: the KEY to retention**

Anna Clarke  
Director of Human Resources  
St Vincents and Mercy Private Hospital, VIC

15.00-15.15 Questions to speakers

15.15-15.40 Afternoon tea

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Thursday 22 November 2007

**Session 4 Recruitment and Retention**

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**Chair:** Anne-Marie Scully, Director Clinical Services, Seymour District Memorial Hospital, VIC

15.45-16.05 **Southern Health Nursing Workforce Innovations**

Brian O'Donnell  
ADON, Casual Nursing Workforce Manager  
Southern Health, VIC

Naomi Dobroff  
ADON, Nursing Informatics and Project Manager  
Southern Health, VIC

16.05-16.25 **Vacancies what Vacancies, our journey from 150 vacancies in 2004 to 8 in 2007**

Susan Whitby  
Director of Nursing and Midwifery Services  
Westmead Hospital, NSW

Di Goddard  
Nurse Manager, Women's and Children's Health Network and Strategic Planning  
Westmead Hospital, NSW

Michelle Anderson  
Nurse Manager, Nursing Clinical Resource Unit  
Westmead Hospital, NSW

16.25-16.45 **Skill Mix and Staff Shortage in Rural Queensland-find 'em and train 'em**

Cathy Crittenden  
Nurse Educator, Boonah Hospital  
West Moreton and South Burnett Health Service District, QLD

16.45-17.05 **Dealing with the Anticipated Shortage of Registered Nurses Using an Original Skill-Mix Model**

Zipora Sadeh  
Deputy Director General, Head of Nursing Division  
Clalit Health Services, Israel

Noaz Bar-Nir, Deputy Director General, Chief Financial Officer  
Hagit Aaronson, Nursing Representative on ERP Project  
Mali Kusha, Department Head, Planning, Development and Research in Nursing, Nursing Division  
Dr Yardena Kol, Director of Nursing,  
Kaplan Hospital, Clalit Health Services, Israel

17.05-17.20 Questions to speakers

From 17.05 Networking Drinks

Thursday 22 November 2007

## Session 4A Partnerships in Care for the Community

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Chair: TBA

15.40-16.00 **Case Study: Practice model PHC that makes a difference in a remote Aboriginal community**

Margie McLean  
Elliott Health Centre Manager  
Northern Territory Department of Health and Community Services

16.00-16.20 **Reorienting Child Health Services and forming partnerships to accommodate the complex needs of marginalised families**

Trish Hannan  
Nurse Manager, Child and Family Health Nursing Service, Kaleidoscope  
Hunter New England Health, NSW

Julie McBride  
Clinical Nurse Specialist, Child and Family Health Nursing Service, Kaleidoscope  
Hunter New England Health, NSW

16.20-16.40 **Developing the role of the support workforce in community rehabilitation**  
Angela Wood, Senior Project Officer, Community Rehabilitation Workforce Project  
Queensland Health, QLD

Tracey Brighton  
Senior Project Officer, Community Rehabilitation Assistant Workforce Project  
Redcliffe-Caboolture Health Service District, Queensland Health

16.40-16.55 Questions to speakers

From 17.05 Networking Drinks

## Friday 23 November 2007

7.45-8.30     **Registration**  
Tea and Coffee

## Session 5    Workforce Innovation and Patient Safety

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- Chair:**            **Adj Prof Belinda Moyes, Principal Nurse Advisor/Director, Nurse Policy Branch  
Department of Human Services, VIC**
- 8.30-8.35        **Welcome and Housekeeping**  
Ms Char Weeks  
Managing Director  
Change Champions P/L
- 8.35-9.15        **Opening Address**  
**Be the change you want to see: a personal challenge to clinical leaders**  
Dr Robin Youngson  
Waitakere Hospital, NZ
- 9.15-9.45        **The Night Watch**  
Prof Joseph Ibrahim  
Professor, Aged Care Medicine, Peninsula Health, Monash University, VIC  
Consultant Physician, Special Investigations Unit, Clinical and Work Related Liaison Services, State  
Coroners Office and Victorian Institute of Forensic Medicine, VIC  
Associate Director NHMRC CRE-Patient Safety, DEPM, Monash University, VIC
- 9.45-10.15      **Hospital at Night: safer training. Learning from the UK Model**  
Wendy Reid, National Lead for NHS Hospital at Night, UK
- Gerry Bolger  
Project Director  
NHS Hospital at Night, UK
- 10.15-10.45     **Presentation of NSW Health Hospitalist Pilot Program**  
Prof Katherine McGrath  
Deputy Director General  
NSW Health, NSW
- 10.45-11.00     Questions to speakers
- 11.00-11.25     Morning tea

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Friday 23 November 2007

**Session 6 Medical Workforce-Recruitment, Retention and Innovation**

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**Chair: TBA**

- 11.25-11.45 **Skill mix and workforce development from the perspectives of generation Y**  
Dr Kwang Chien Yee  
Researcher, eHealth Services and Research Group  
School of Information Systems, University of Tasmania, TAS  
Gastroenterology Registrar, Royal Hobart Hospital, TAS  
  
Dr Erin Mills, Junior Medical Officer, Royal Hobart Hospital, TAS  
  
Dr Caroline Airey, Junior Medical Officer  
Royal Brisbane and Women's Hospital, QLD
- 11.45-12.05 **Innovative Ideas for Rural and Remote Health Workforce Shortage**  
Dr Dennis Pashen  
Director  
Mt Isa Centre for Rural and Remote Health, QLD
- 12.05-12.25 **Physician Assistants: a successful model worth importing**  
Teresa O'Connor  
Research Fellow, Rural Health Research Unit, School of Medicine  
James Cook University, QLD
- 12.25-12.45 **Job sharing and workforce development: the perspectives of junior medical doctors**  
Dr Kwang Chien Yee  
Researcher, eHealth Services and Research Group  
School of Information Systems, University of Tasmania, TAS  
Gastroenterology Registrar, Royal Hobart Hospital, TAS  
  
Dr Amy McCormack,  
Junior Medical Officer, Royal Hobart Hospital, TAS  
  
Dr Antje Sharman  
Junior Medical Officer, Royal Hobart Hospital, TAS
- 12.45-13.00 Questions to speakers
- 12.55-13.45 Lunch

Friday 23 November 2007

**Session 6A Better Skills, Better Care**

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**Chair: TBA**

- 11.25-11.50 **Redesign in workforce: the Victorian approach**  
Kim Skyes  
Director, Service and Workforce Planning  
Department of Human Services, VIC
- 11.50-12.10 **Role development for Hospital Pharmacy Technicians**  
Giovanna De Santis  
Director of Pharmacy  
Western Health, VIC
- 12.10-12.30 **An update on the development and implementation of an advanced practice program in Radiation Therapy**  
Max Enge  
Clinical Facilitator, Charge Radiation Therapist  
Peter MacCallum Cancer Centre, Radiation Therapy Services, VIC
- 12.30-12.50 **Can Musculoskeletal Physiotherapists extend their role to be part of an Elective Orthopaedic Surgery Outpatient Clinic?**  
Robyn Coyne  
Senior Musculoskeletal Physiotherapist  
The Northern Hospital, VIC
- 12.50-13.05 Questions to speakers
- 13.05-14.00 Lunch

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Friday 23 November 2007

**Session 6B Approaches to Staffing and Rostering**

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**Chair: Wendy Rogasch, Bendigo Health, VIC**

11.25-11.45 **eRostering: Reducing absenteeism, enhancing retention and improving morale**  
Anne-Marie Scully  
Director Clinical Services  
Seymour District Memorial Hospital, VIC

11.45-12.05 **Hunter New England Health Staffing Service—The workforce management model for the future**  
Keith Drinkwater  
Director, Staffing Service  
Hunter New England Health, NSW

12.05-12.25 **Putting the 'spring' back into a nurse's step**  
Beverley Duff  
Doctoral Student, Queensland University of Technology  
Nurse Educator, Surgical Services  
Nambour General Hospital  
Sunshine Coast Health Service District, QLD

Mark Kelly  
Nurse Educator, Medical Services, Nambour General Hospital  
Sunshine Coast Health Service District, QLD

12.25-12.45 **Enrolled Nurses up skilling and the experience of role design for both Enrolled and Registered Nurses**  
Kim Wild  
Nurse Unit Manager, Ward F2  
Department of Respiratory and Sleep Medicine  
Department of Immunology and Infectious Disease  
John Hunter Hospital, NSW

12.45-13.00 Questions to speakers

13.00-14.00 Lunch

Friday 23 November 2007

**Session 7 Improving Efficiency - Scope of Practice**

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**Chair:** Danielle Shepherd, Perioperative Educator, Linacre Private Hospital, VIC

14.00-14.20 **Implementation of Innovative Strategies to Plan for the Predicted Nurse Shortages**

Nonie Rickard  
Assistant Director of Nursing/Projects, Nursing Administration  
Austin Health, VIC

14.20-14.40 **Division 2 Medication Endorsement: Linacre Private Hospital's Journey**

Samantha Radlow  
Clinical Development Coordinator, Ramsay Health  
Linacre Private Hospital, VIC

14.40-15.00 **Increasing the Scope of Enrolled Nurse Practice**

Nicole Dixon  
Nursing Unit Manager, Surgical Services, Bega Valley Health Service  
Greater Southern Area Health Service, NSW

15.00-15.15 Questions to speakers

15.15-15.40 Afternoon Tea

**Friday 23 November 2007**

## **Session 7A Developing and Maintaining Skills**

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**Chair: Mark Kelly, Nambour General Hospital, QLD**

14.00-14.20 **The 4 C's (Competency, Clinical Governance, Culture Change and Credentialling)**

Lyndall Mollart  
Clinical Midwifery Consultant  
Northern Sydney Central Coast Area Health Service  
Central Coast Sector, NSW

Yvonne Chard  
Area Manager Nursing and Midwifery-Practice Policy and Research  
Northern Sydney Central Coast Area Health Service, NSW

14.20-14.40 **Developing Clinical Competence across a diverse skill mix with a Professional Recognition Program**

Deanne Grolimund  
Manager and Principal, San College of Education  
Sydney Adventist Hospital, NSW

Margaret Mason  
Nurse Educator, Trainer and Course Developer  
San College of Education  
Sydney Adventist Hospital, NSW

14.40-15.00 **Improving Diabetes Care at Southern Health**

Meredith Williamson  
Diabetes Clinical Services Manager  
Southern Health, VIC

M Buszard, Paediatric Diabetes Clinical Nurse Consultant, M Gilligan, Diabetes Clinical Nurse Consultant and S Li, Diabetes Clinical Nurse Consultant CDE, Monash Medical Centre, VIC

15.00-15.15 Questions to speakers

15.15-15.40 Afternoon Tea

Friday 23 November 2007

**Session 8 Managing Chronic Disease**

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**Chair:** Julie McBride, Hunter New England Area Health Service, NSW

15.40-16.00 **Chronic Disease Management - Redefining the skill mix**

Ronnie Clarkson  
GP Liaison Worker  
Mornington Division of General Practice  
Peninsular Health, VIC

16.00-16.20 **Shared Care - An Ideal Model for the Management of Chronic Hepatitis C**

Saroj Nazareth  
Hepatitis Nurse Practitioner, Liver Service  
Royal Perth Hospital (RPH) WA

Dr Wendy Cheng, Consultant Gastroenterologist/Hepatologist,  
Marion McInerney Clinical Nurse Specialist,  
Dr Nick Kontorinis, Consultant Gastroenterologist/Hepatologist, Liver Service,  
Dr Lorenzo Tarquino, Gastroenterologist and Hepatologist,  
Dr James Flexman, Microbiologist, Royal Perth Hospital (RPH), WA

16.20-16.35 Questions to speakers

16.35 Close