Handmaiden to Autonomous Practitioner

Development of nurse clinics at Manukau SuperClinic™
Early Outpatients
Modern Day

- Today: purpose built facilities, trained staff, infection control
Outpatients at CMDHB
Purpose

• To establish a framework for implementing Nurse Clinics.

Scope:

• This project would focus on establishing a nurse clinic for wound care in Plastic-Hand Surgery and then across all services.
Process

- Process map patient journey
- Random audit of patients waiting times
- Audit of clinician attitudes to nurse clinics
- Collation of audit results
- Root cause analysis
- Nurse clinic framework
Objectives for Nurse Clinics

- To improve the waiting times and patient flow during clinic.

- To meet the health care needs of patients with attending the Manukau SuperClinic™.

- To maximise the patient experience 100% of the time.
Concept of Nurse Clinics

• To enhance the clinical skills and holistic care of nursing at the RN level.

• The nurse will be a registered nurse meeting competency as described by NZNC and within HPCA Act.
Change Management

- Inclusive consultation with stakeholders
- Sustainable frameworks
- Staff education needs
- Risk assessment
- Teamwork
- Clear vision
- Clear decision making processes
Nurse Clinic volumes
Waiting times

- Nurse Clinics Oct 2013
- Plastics Oct 2013
- Pilot Plastics 2008

Chart showing waiting times compared to time seen.
Patient Satisfaction

- Very Satisfied
- Somewhat Satisfied
- Somewhat Dissatisfied
- Very Dissatisfied
**Domains of practice**

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Here he is Edward Bear, coming downstairs now, bump, bump, bump, on the back of his head, behind Christopher Robin. It is as far as he knows, the only way of coming downstairs, but sometimes he feels there really is another way, if only he could stop bumping for a moment and think of it.

A.A. Milne (1926)
References

- www.findarticles.com/p/articles/mi-qa4022/is-20051/ai-n9483913/print 18/10/2005
- Counties Manukau population health indicators. 2nd Ed. June.
Questions or comments?