



# Transitioning Overseas Qualified Nurses and Midwives into the Australian Healthcare Setting

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**Government  
of South Australia**

**SA Health**



**FLINDERS  
MEDICAL  
CENTRE**





# Overseas Nurses and Midwives Program



Flinders Medical Centre



## Overseas Nurses and Midwives Program

- > Commenced in Feb 2008 - 3 participants
- > By end of year - 40 participants
- > 2008 approx 30% of new nursing and midwifery staff had gained their qualifications overseas
- > 2008/09 Financial Year 75 participants



## Aim of Program

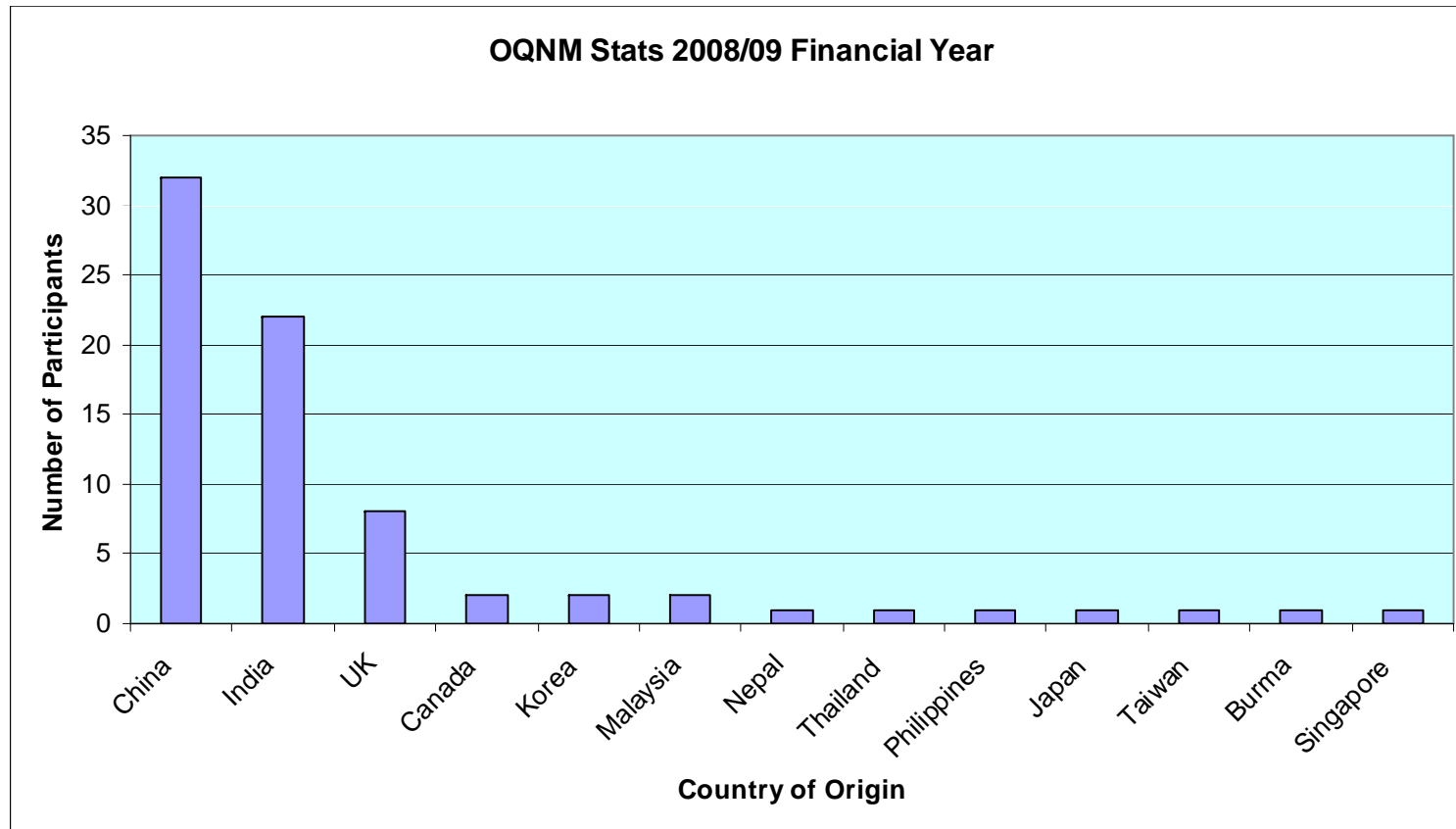
- > To assist the newly employed overseas qualified nurse or midwife (OQNM) to transition into the acute care sector at FMC by further developing their knowledge, skills and confidence to provide safe and timely patient care
- > To provide the OQNM cultural and clinical support during the transition process
- > To assist existing clinical staff with professional and clinical support



## Participants in the Program

- > Any nurse or midwife who gained their nursing qualifications overseas and has little or no experience in the Australian acute care health setting
- > Registered nurses
- > Registered midwives
- > Enrolled nurses

# Country of Origin





## Bridging Programs

- > 64 participants completed a bridging program to register with the Nursing and Midwifery Board of South Australia
- > Australian Registered Nurse/Midwife Training Program – UniSA
- > RN to BN Program – FUSA
- > 11 participants could register directly – UK and Canada



# ONMP Program Development

- > Centre for Nursing and Midwifery Education and Research (CNMER)
- > Program resources
- > Clinical support
- > Organisational processes
- > Support existing clinical staff, leaders and managers



# CNMER

- > Overseas Nurse and Midwives Committee
  - Monthly meetings
  - Director CNMER, ONMP Coordinator, Clinical Nurse Supports, Corporate Orientation Coordinator, Graduate Nurse Program Coordinator, Clinical Service Coordinator, Nurse Management Facilitator, Human Resource representative
  - Strategic plan - overseas nurses and midwives, organisation and leadership



# Program Resources

## > Program Coordinator

- Professional and personal support for OQNM
- Professional support for clinical staff
- Performance Management
- Advocate
- Lead and manage Clinical Nurse Supports

## > Clinical Nurse Supports – Level 2 RN

- 0.8 FTE
- Professional and personal support for OQNM
- Professional support for clinical staff
- Performance Management
- Advocate



# Program Resources

## > Corporate Orientation

- No specific allocated time
- Hospital tour
- Follow up in clinical area on supernumerary days

## > Database

- Country of origin
- Previous nursing/midwifery experience
- Years of experience
- Bridging program – ARNTP, RN to BN
- Email address
- Photo identification
- Visa status



# Program Resources

## > Participant Booklet

- Program outline
- Feedback tools
- Australian Healthcare
- Communication tips
- ISBAR
- Telephone skills
- Documentation
- Public holidays
- Understanding your payslip
- Medical abbreviations
- ANMC competencies for RN, RM. EN



# Program Resources

## > Networks In service Sessions

- Facilitated by CNS
- Weekly 1 hour session
- Held out of clinical area
- Education sessions by clinical experts
- Debrief – confidential
- BLS assessment
- Cultural events
- Email report to all participants



# Program Resources

## > Documentation on progress

- Database
- Documented contact or communication with participant or clinical staff
- Record completion of program requirements
- Store emails
- Limited access

## > Resource Folder

- Schools – New Arrivals Scheme
- Medicare
- Salary Sacrifice
- Information on Visas
- HR Fact Sheets
- Employee Assistance Scheme



# Program Resources

## > In service for existing staff

- Overseas Nurses and Midwives Program
- Overview of culture/diversity/awareness
- Discussion on the cultural barriers faced by OQNM – communication and role differences
- Specific information regarding the country of origin and the healthcare system - India, China (SE Asia) and Canada – adapt to clinical unit
- Recognise the skills and experience OQNM bring with them



# Program Resources

## > In service for existing staff

- Expectations
- Transition difficulties – communication, working as part of a team, medication administration and management, ADLs, technology (pumps etc)
- Strategies to assist OQNM transition into the clinical setting
- Need for prompt positive and constructive feedback
- Handout - Clinical and Cultural Support for Overseas Qualified Nurses and Midwives



# Program Resources

## > Performance Review and Development

- ANMC competency based
- Guidelines for use
- Performs at expected level (safe and timely manner)
- Specific examples if not performing at expected level

## > Professional development

- Cultural awareness workshops
- Crucial Conversations
- PR and D workshops



## Program Requirements

- > Attend Network In service session
- > Short term goals
- > Feedback forms
- > Satisfactory Performance Review at six months
- > Offer of permanent position – Regional Sponsor Migration Scheme (857)
- > Certificate



# Participant Evaluation

- > Very positive response to program, especially clinical support
- > Areas for improvement
  - Longer orientation and induction period
  - Increase in supernumerary days
  - Orientated by senior nursing and midwifery staff
  - Consistent information



## Organisation - Human Resources

- > Develop network to access OQNM data
- > ONMP Information letter
- > Dedicated HR employee to handle Visas
- > Guidelines for Employing Nurses and Midwives who are Temporary Residents



# Organisation - Orgpsych

- > Organisational psychologists
- > Able to define issues
- > Provide debrief opportunities
- > Address organisational processes and raise awareness of cultural issues
- > Discussion forums
  - CSC and NMF forums
  - OQNM forums
  - data evidence
  - themes identified
- > TeamSTEPPS
- > Further research required



## Current Developments

- > IV cannulation package
- > Interview Workshop for CSC and NMF
- > Study Tour to United States of America  
May 2009
- > TeamSTEPPS



## Future developments

- > Program resources on CNMER online - MOODLE
- > Dedicated cultural and clinical induction period
- > Transition process from student to induction
- > English language support
- > Education for CSC, NMF, PEER support staff, preceptors
- > Develop network of past participants to support current participants



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