

HANDS UP

Who want to work in Outpatients?

SOPD STAFFING



A demanding service.....

- Driving state wide reform
- Increase consumer expectation
- Wider breadth of procedures
- Increased complexity of clinical management
- Multiple care givers within the environment
- High numbers of attendances
- Ever increasing demand at the door

Leadership challenges

- Creating a new vision
- Leading the team from the ark towards this vision

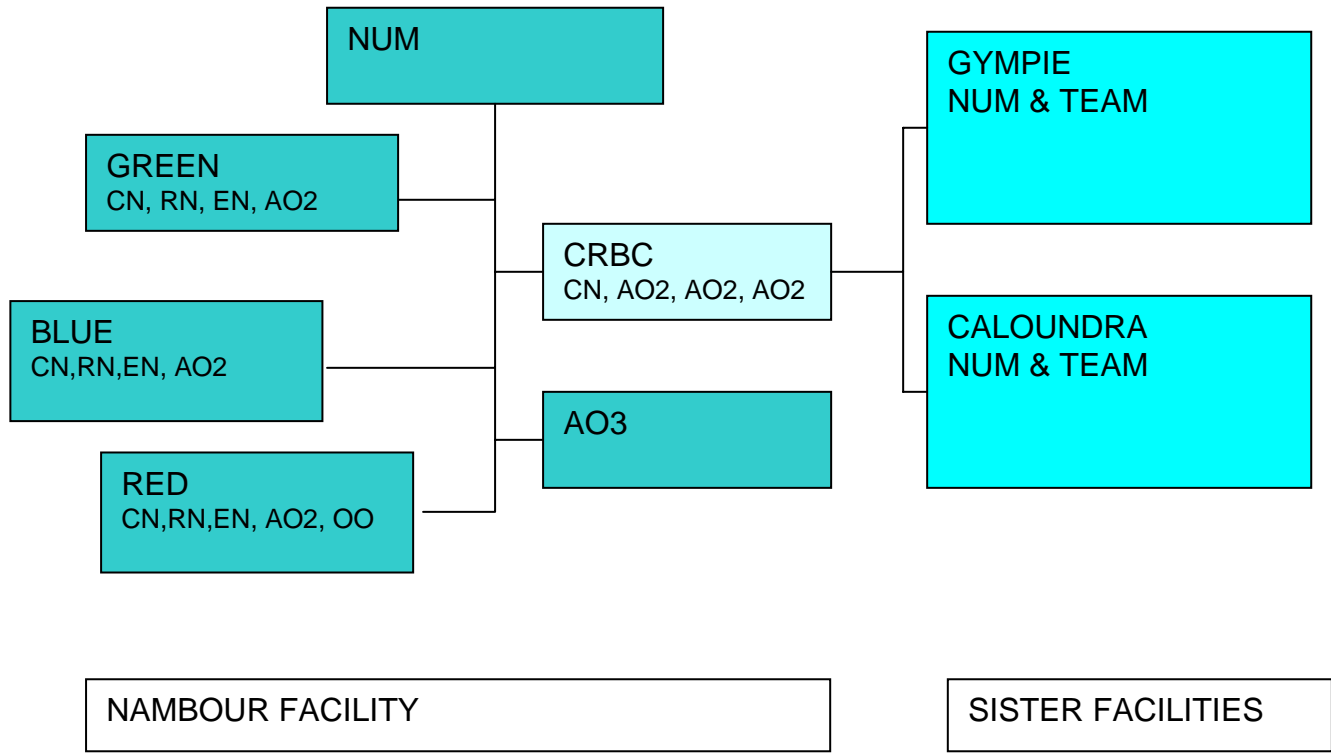
How to get everyone on the ark and indeed off the other side?

- Consider the individual lifestaging of the team
- Involvement
- Clear pathways
- Something in it for them

Local reform elements

1. QH Policy Framework implementation
2. Establishment of Central Referral & Bookings Centre for the district
3. Model of care
4. Workplace Instructions / procedures
5. Duties lists

3. SOPD MODEL OF CARE



Role clarification / scope of practice

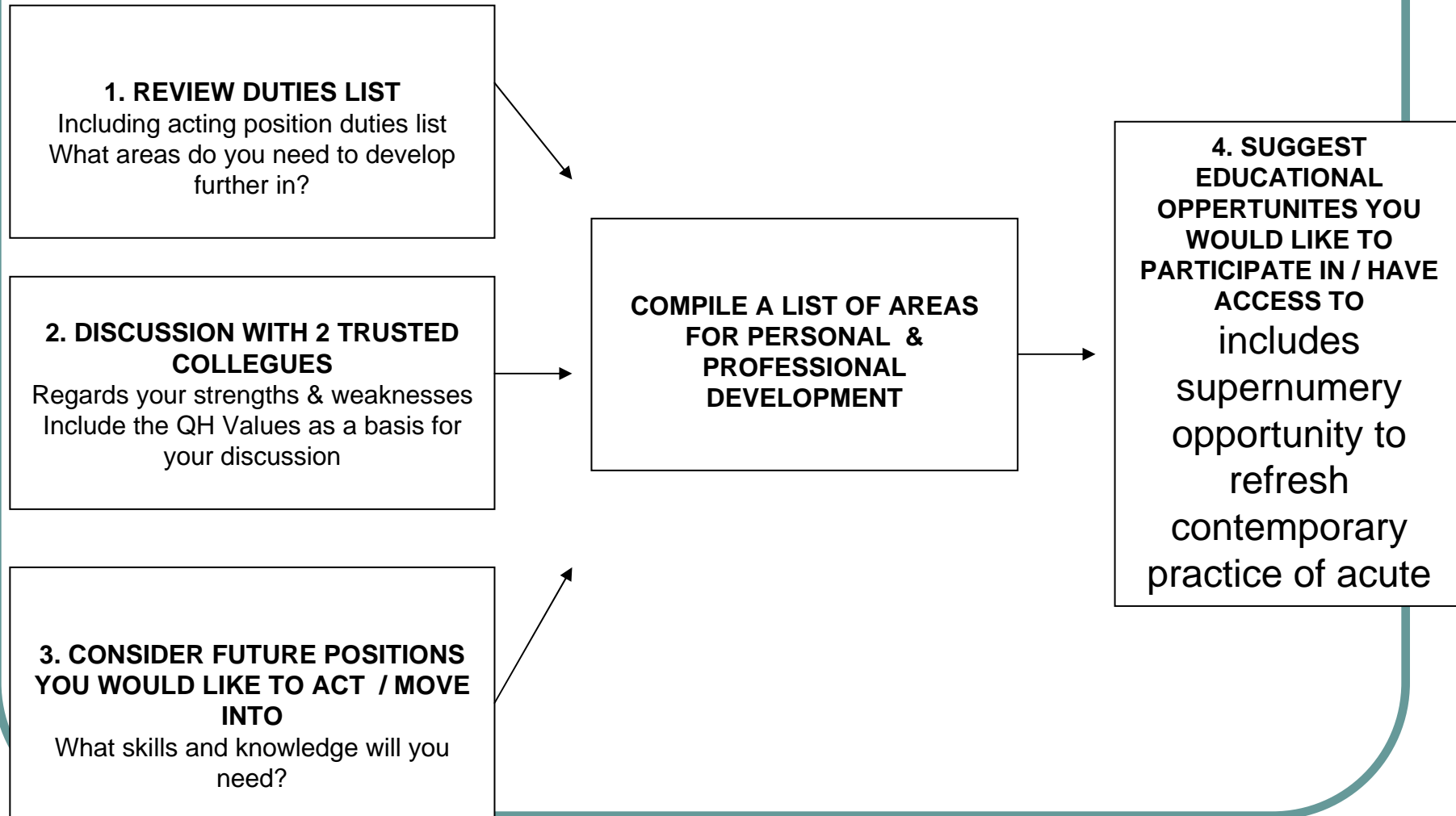
EN	RN	CN	NUM
<ul style="list-style-type: none">• Facilitation of clinics• Portfolio & quality activities	<ul style="list-style-type: none">• Facilitation of clinics• Portfolio & quality activities• Continuum of care management	<ul style="list-style-type: none">• Facilitation of clinics• Portfolio & quality activities• Complex continuum of care management• Management of corridor resources; team, rooms, stores equipment• Management of corridor patient flows• Corridor data capture	<ul style="list-style-type: none">• Service quality activities• Complex continuum of care management• Management of departmental resources 4 teams, rooms, stores and equipment• Management of service patient flows• Service data capture, monitoring and reporting

Duties Lists

**SPECIALIST OUTPATIENTS DEPARTMENT
DUTIES LIST
CLINICAL NURSE - CORRIDOR**

ELEMENT	DUTIES	EVIDENCE SET /WORK PRODUCT
Assume a leadership role with the staff of delegated team	<ul style="list-style-type: none"> ■ Set standards of service ■ Contribute to the professional development of the department ■ Apply the principles of the scope of nursing practice ■ Act as a role model the staff of SOPD ■ Apply the principles of succession planning 	<ul style="list-style-type: none"> ■ Provide professional development session x 2 per year ■ Provide opportunity to team staff to develop within their role – as per PAD
Management of continuum of care and patient flow issues	<ul style="list-style-type: none"> ■ Monitoring of patient continuum of care issues to ensure patient safety 	<ul style="list-style-type: none"> ■ Patient communication sheets ■ PRIME CRBC ■ Monitoring of Cat 1 # waitlist
Management of resources to ensure efficient clinic outcomes	<p>CORRIDOR</p> <ul style="list-style-type: none"> ■ 4 / 2 / 1 weekly monitoring of clinic size and allocated resources ■ Monitor instrument and equipment usage and alert of additional requirements ■ Appointment scheduling business rule complied to ■ Monitoring of MO leave ■ Co management (with NUM) of rescheduling of clinics and patient moves 	<p>CORRIDOR</p> <ul style="list-style-type: none"> ■ clinic review schedule maintained ■ Monthly reporting at CN meeting ■ Messaging of clinics conforms ■ Reallocation of patient times at a minimum and only to fill closed / vacant appointments ■ Clinics messaged / closed post NUM discussion only – evidenced by issues sheets ■ All actions as per Issues sheet – maintained on file

PA&D preparation process



Beneficial fall out from PAD preparation

- Rostering
- Development plans
- Strengthening team
- Improving clinical knowledge
- Staff satisfaction

From the ark.....

We have laid a platform that will assist in:

- the recruitment of career orientated nurses
- the focused development of current nurses
- established a learning environment for students that exposes them to the full patient experience across the care continuum

