



TEARS & CHEERS



A JOURNEY OF DISCOVERY

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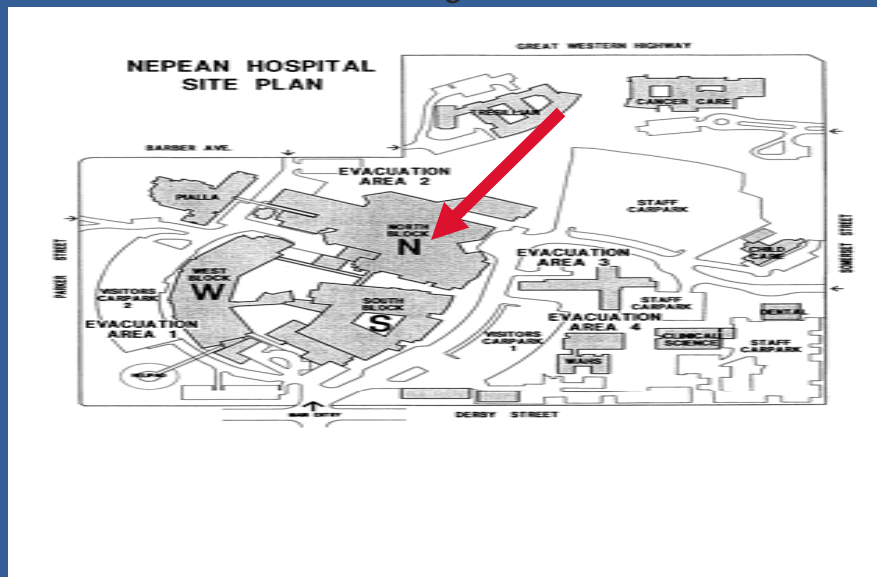
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SYDNEY WEST AREA HEALTH

Background

- ✦ *2005 - Major restructure of NSW Health.*
- ✦ *2006 - The Older Person's Evaluation Review and Assessment Unit (OPERA), Acute Stroke, Rehabilitation & Aged Care Units underwent major review.*



Background

- ▶ *Retention of Management & Educational staff ...*
- ▶ *Retention of ward staff a challenge.*

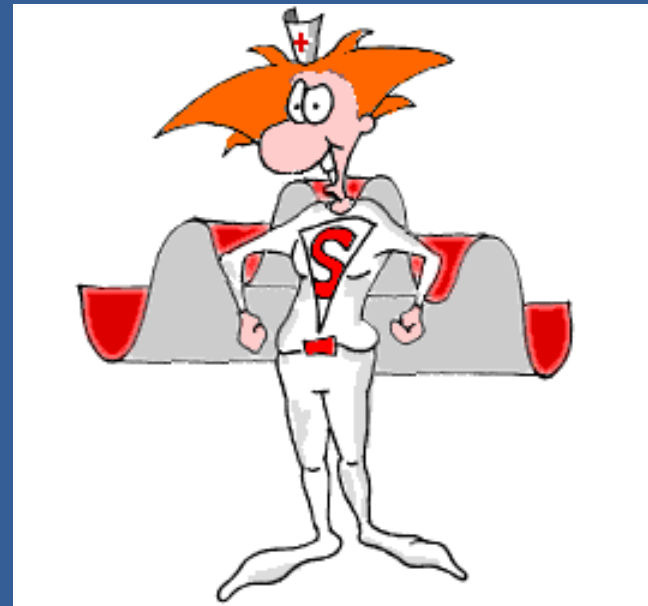


Staff Stasis

- ▲ *Permanent RN's & EN's currently employed within the area of Aged Care & Rehabilitation = 73*

Commencement of employment -

- ▲ *1980 – 1984 = 4*
- ▲ *1985 – 1995 = 7*
- ▲ *1996 – 2000 = 10*
- ▲ *2001 – 2007 = 52*



Sabotage & Obstruction

▶ *Culture of Sabotage & Obstruction*

Nurstoons

by Carl Elbing



www.nurstoon.com



Sabotage & Obstruction



The Winds of Change



CHANGE

WHEN THE WINDS OF CHANGE BLOW HARD ENOUGH,
THE MOST TRIVIAL OF THINGS CAN TURN INTO DEADLY PROJECTILES.

www.despair.com



The Cold, Hard Truth

- ✦ *Situational analysis identified that the current nursing practice limited patient outcomes.*



Collateral Damage

- ✦ *Morale!!!!*
- ✦ *Culture: Hopelessness & Passive Aggression*
- ✦ *Negative Identity.*
- ✦ *No Professional Accountability*
- ✦ *No Interchangeability of Nursing Staff*



Improving Staff Morale

- *Strategies were devised & implemented across the Units with a view to increase patient care outcomes & staff morale*
- *Creating a sense of pride*
- *Creating a sense of community*
- *Recognition of Achievements*



Developing A Positive Identity

- ▶ *In service Calendars*
- ▶ *Implementation & trials of new programs throughout North Block*



Providing Uniformity Of Expectation & Practice

- ▶ *Orientation to ward*
- ▶ *Performance Reviews*
- ▶ *Improve quality & interchangeability of Nursing Staff*
- ▶ *Monthly ward meetings and weekly Professional Issues In services by Management*



Initial Evaluation

▶ Monthly Audit Results

- ▶ *Handwashing* : *Initial* = 29%
6 Months = 90%
- ▶ *Sick Leave* : *Initial* = 53%
6 Months = 22%
- ▶ *Eye Bank* : *Initial* = 0%
6 Months = 100 %



Ongoing Plans...

