



SKILL MIX AND WORKFORCE DEVELOPMENT

SHARING THE LESSONS
LEARNT

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ROLES/ RESPONSIBILITIES & REWARDS

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OVERVIEW

- The creation of a new nurse education workforce in Tasmania.
- A tap on the shoulder
- The clinical reality
- Creating one's own role
- Determining the responsibilities
- The rewards
- Lessons learnt

NOW RECRUITING CLINICAL NURSE EDUCATORS

- In this year's annual budget a stronger commitment to nursing staff development was announced. As a result, the role of Clinical Nurse Educator has been developed and there are a large number of outstanding opportunities in Tasmania's major hospitals. Positions are available across a range of practice settings including medical, surgical and specialist areas.

WORK STATEMENT

- Plan, development, implement and evaluate nurse education programs and activities in the clinical setting, including core and mandatory programs in collaboration with clinical nurse manager(s), internal and external education providers and coordinators as required.
- Responsible for program delivery across a range of practice settings and learner groups as required.

GETTING INTO THE ROLE

- Tap on the shoulder
- The interview
- Clinical areas 4 in total 150 staff over 3 sites within a 5 kilometre radius
- Jan 2007 move into the office !!!
- Orientation
- Don't worry

RESPONSIBILITIES- STAFF

- Registered Nurses
- Enrolled Nurses
- Extended Care Assistants
- Health Care Assistants
- Pharmacy Assistants
- And, if time
 - Allied health staff
 - Others –TBA!!!!
 - Over 4 clinical sites !!!

A NEEDS ANALYSIS

- People do not know what they do not know
- Simple measures to alleviate daily stumbling blocks
- Provide information in more than one format
- What is research?
- What is quality improvement?
- Any educational program needs to identify all stakeholders' needs are meet
- All stakeholders need recognising that those needs may differ dramatically (*sic*)

RESPONSIBILITIES: THE MANAGER'S VIEW

- Orientation
- Professional performance and review (PPR)
- Mandatory skills
- Medication assessment
- In-services
- Meeting attendance prn!!!

RESPONSIBILITIES: MY REALTY CHECK

- Orientation - 30 minutes one area
- PPR– still waiting
- Mandatory skills TBA
- In-services prn only
- Meetings if notified
- Out of site, out of mind
- Cheesed off
- The office in the locked ward

RESPONSIBILITIES: CREATING YOUR OWN

- In-services health care assistants
- Behaviours of concern
- International visitors
- Retention issues
- Structure
- Casual pool orientation

REWARDS

- A beginning awareness about computers
- 20 staff undertaking certificate in rehabilitation
- 5 staff undertaking grad dip aged care
- 80 staff 'behaviours of concern' workshop
- 75 staff 'dimensions of dementia' conference
- Caring for the memory impaired patient

REWARDS (continued)

- A to Z of medications
- DVD on Behaviours of Concern
- International visitors
- Online program 'Autonomic Dysreflexia'
- Break point lanyards
- Social and behavioural profiles
- Nurse Practitioners in Aged Care

LESSONS LEARNT

- Not all political solutions are well thought through – i.e. the appointment of clinical educators
- Position descriptions can be ‘as useful as an ashtray on a motor bike’
- Be a ‘fly on the wall’
- Always another way of getting past the despots or ‘laissez-faire’ managers
- Develop relationships with ALL staff –they may know the answers.

LESSONS LEARNT (continued)

- A learning needs analysis may not give you the most accurate picture
- A new role may be seen as a take-over
- Tell everyone where you are going to be
- Divide the time evenly
- Use the facilities on your answering machine/phone.
- Keep lists of achievements
- Reward yourself everyday – it might be the only praise you get