



# NURSING and CLINICIANS

*Empowering Nurses to Utilise Informatics for Decision Support and Be Leaders of Change and Improved Staff Wellbeing*

## MEET OUR CONFIRMED SPEAKER LINE UP

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Adjunct Professor Kylie Ward FACN, Chief Executive Officer, **Australian College of Nursing**

Adj. Prof. Alanna Geary, MHSc, BN, RN, FACN, Executive Director Nursing & Midwifery, **Metro North Hospital and Health Service**

Samantha Moses, Founder and Nurse Ambassador, **Australian Primary Health Care Nurses Association**

Kerri Holzhauser, Nursing Director eHealth Mentor, **Metro South Health**

Debbie O'Brien, Director of Nursing/ Facility Manager, **West Moreton Health**

Darren Clark, Nursing Director – Medical Services, Logan Hospital, **Metro South Health**

Vikki Jackson, Director of Nursing/Facility Manager, **Torres and Cape Hospital and Health Service**

Shirley Thompson, Nurse Manager Connected Care Program, **Children's Health Queensland Hospital and Health Service**

Lita Olsson, Clinical Lead, **Queensland Occupational Violence Strategy Unit**

Doug Kynaston, Nurse Navigator - Clinical Support and Informatics, **Sunshine Coast Hospital and Health Service**

Joanna Griffiths, Manager, **Queensland Health Occupational Violence Strategy Unit**

Tracey Doherty, Nursing Director - Centre for Health Innovation (CHI) and Operations, **Gold Coast Health**

Karen Lang, Assistant Director of Nursing Staff and Clinician Engagement, **Metro North Hospital and Health Service**

Maree Ruge, Clinical Informatics Director, **Metro North Hospital & Health Service**

April Gregory, Nurse Educator, **Children's Health Queensland Hospital and Health Service**

Amanda Garner, Director – Nursing, Surgical, Queensland Elizabeth II Jubilee Hospital, **Metro South Health**

Susan Nguyen MACN, Endorsed Enrolled Nurse, **Gold Coast Private Hospital**

Marli Millas MACN, Nursing Director, **Caboolture Hospital**

Nalani Cooper MACN, GP Liaison Officer, **Metro South Health**

Eileen Grafton MACN, Clinical Facilitator & Lecturer – BN, **Griffith University**

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## **NURSING – DAY ONE**

### **27 November 2019**

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#### **10:20 Welcome Address from the Chair**

Adj. Prof. Alanna Geary, MHSc, BN, RN, FACN, Executive Director Nursing & Midwifery, **Metro North Hospital and Health Service**

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#### **10:30 Keynote Presentation: The Future and Nursing**

There will be 40 million healthcare worker vacancies worldwide by 2030, with Australia facing 80,000 nursing workforce shortage by 2025. The role of the Registered Nurse is complex and multi-faceted- it underpins the delivery of collaborative, coordinated and integrated healthcare planning. However, the impact of informatics, artificial intelligence, changing social norms and clinical specialisation will change the ‘who, what and how’ of healthcare delivery.

This presentation will examine that technological future and reflect on the role nursing will have on both patient management and the nursing profession.

Adjunct Professor Kylie Ward FACN, Chief Executive Officer, **Australian College of Nursing**

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#### **11:00 Spotlight Interview: From Undergraduate to Hitting the Floor Running: Planning Your Transition From Student Nurse to Working Nurse**

Transitioning from a student nurse to working nurse is scary, confusing and intimidating. Amongst 500 student nurses aiming for the same position, one would ask themselves, “how can I make myself stand out?” and “where do I even begin?” This transition takes bravery, creativity, passion, hard work and perseverance. In hopes to lay a foundation of actions to guide undergraduates of transitioning into the workforce, this is one’s person journey into nursing who has the answers to your questions. Susan will share her journey and lessons learned as an undergraduate nurse, regarding:

- Choosing the University or Training Providers that fit your needs, goals and circumstances
- Understanding who you are and where your passion lies to determine what field is right for you
- Top tips to ensure you get a job after finishing your studies
- Ways around rejection – the importance of being creative and not giving up!
- Reflections on whether undergraduate studies are enough to prepare a graduate to care for the patients safely, with insight into what it’s actually like as a working nurse

Susan Nguyen MACN, Endorsed Enrolled Nurse, **Gold Coast Private Hospital**

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### 11:30 **Sharing is Caring: Improve Patient Discharge Reduce Hospital Readmissions by Facilitating Multi-Disciplinary Collaboration via Virtual Technology**

For the past 6 months, West Moreton Health has been conducting daily multi-disciplinary team meetings across the Gatton and Esk sites via virtual technology. While they've experienced some cultural challenges, the pros far outweigh the cons. Learn how virtual technology can aid a multi-disciplinary approach to:

- Address doctor fatigue, minimises risk, improve clinical workflows and reduce patient waiting times by better coordinating care through shared expertise
- Ensure a shared ultimate goal to discharge the patient as soon as possible and meet their needs
- Get everyone to be on board, especially clinicians who may lack the level of confidence required to treat patients virtually without touching them
- Conduct clinical handovers via telehealth and progress to ward rounds (remote consultations) that allow clinicians to remote go to the bed side and involve the patient in the discussion

Debbie O'Brien, Director of Nursing/ Facility Manager, **West Moreton Health**

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### 12:00 **The Nursing Informatician's Toolkit: Building a Digital Hospital and Health Service from the Ground Up**

For the last 12 months, readiness activity has been a key focus in anticipation of the EMR roll out across the health service, commencing at their new specialist public health facility "STARS". Bringing together a new workforce, new service models and infrastructure with over 160 systems and applications brings both challenges and opportunity. Guided by a value-based philosophy that fosters an organisational culture of learning, innovation, adaptability and caring as the foundation their Metro North 32 Strategy, nursing informaticians will play a pivotal role across all phases of transformation. Learn how to:

- Develop business cases to justify investment funding and ascertain the skill mix and resource profiles to ensure that you have capacity to implement and maintain an EMR
- Understand the critical importance of strong leadership, strategy and culture to drive successful change and achieve positive organisational outcomes
- Embed clinical governance across the organisation to ensure patient outcomes, clinical priorities and models of care to inform technology investment, implementation and BAU support processes
- Create exemplar digital workflows for a new hospital that can be applied across other roll outs within the health service to ensure the most efficient and safe end-end workflows while achieving optimal patient and staff experience
- Establish state of the art skills acquisition, simulation and training environments while developing a clinical informatics workforce of the future in partnership with leading academic agencies
- Build effective teams, organisational partnerships and readiness across the board to ensure an aligned vision and create awareness and support for staff

Maree Ruge, Clinical Informatics Director, **Metro North Hospital & Health Service**

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### 12:30 **Networking Break**

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### 13:00 **Get Up and Move! Experience the Morning Self-Care Program and How It Brings the Team Closer**

Children's Health Queensland is trialling a team bonding program that puts the focus back on self-care. While the typical worker heads for the computer first thing in the morning, Shirley's team is out in the fresh air surrounded by music doing lunges, downward dog and practicing a state of mindfulness.

With insight into the benefits and challenges of the program, Shirley will get you up and moving after the networking break! Get ready for some mindfulness, rejuvenation and a spot of fun with your peers.

Shirley Thompson, Nurse Manager Connected Care Program, **Children's Health Queensland Hospital and Health Service**

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### 14:00 **Addressing the Under-Utilisation of Primary Care Nurses and Midwives in Australia**

A recent survey involving 2,052 primary healthcare nurse respondents found that 1 in 4 felt they were not only under-utilised but that their ambitions to maximise their skillset are supported by their employer. Nurses feel isolated, unappreciated and under-whelmed as a result. However, with the impending nursing shortfall, poor retention rates and population health trends, we will pay dearly for this lack of attention to our nurses and midwives.

Learn about the importance of enabling nurses and midwives to reach their full potential and how it will promote good health, well-being and equitable access to health services.

Samantha Moses, Founder and Nurse Ambassador, **Australian Primary Health Care Nurses Association**

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### 14:30 **Respect. Protect. Connect - Creation of the Occupational Violence Incident Response Kit**

A provocative, personal tale of how a tragic Occupational Violence incident resulted in the inception, creation and deployment of the Occupational Violence Incident Response Kits across Queensland Health. Learn how to:

- Navigate the post incident space without winging it
- Implement a 5-step process to provide meaningful support to staff and utilise the principles of psychological first aid
- Make holistic, sustainable and meaningful change to support your nurses

Joanna Griffiths, Manager, **Queensland Health Occupational Violence Strategy Unit**

Lita Olsson, Clinical Lead, **Queensland Occupational Violence Strategy Unit**

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### 15:00 **Overcoming Workforce Challenges in Rural and Remote Areas**

Vikki is part of a MPHS (Multipurpose Health Service) which includes an MGP birth service in rural and remote Queensland. However, it is experiencing a limited number of nursing staff available to be on call with the essential skills required to cover for a 24-hour birthing service. This is impacting clinical workflow and patient safety and is not a sustainable model of care. Learn about key workforce challenges unique to the rural and remote setting and strategies to:

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- Recruit and retain staff with a broad range of skills in a rural facility
- Empower staff to be the best they can be in line with the overall company vision
- Upskill and maintain specialty skills in a remote area

Vikki Jackson, Director of Nursing/Facility Manager, **Torres and Cape Hospital and Health Service**

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### 15:30 **Top Tips: How to Become a Master of our Own Experience?**

How do you build resilience in challenging circumstances? Learn top tips to feel empowered and leverage a difficult situation to turn it into something positive and create a stronger, more resilient you!

- No matter what happens, we can change our response
- Learn from our circumstances because of what it brings out in us
- Strategies for empowerment

Eileen Grafton MACN, Clinical Facilitator & Lecturer – BN, **Griffith University**

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### 16:00 **Closing Remarks from the Chair**

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## **NURSING – DAY TWO**

### **28 November 2019**

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#### **10:20 Welcome Address from the Chair**

Adj. Prof. Alanna Geary, MHSc, BN, RN, FACN, Executive Director Nursing & Midwifery, Metro North Hospital and Health Service

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#### **10:30 Scene Setter: Nursing Leadership & Culture: You Can't Do One without the Other**

By 2021, Metro North Hospital and Health Service will have 10,000 nurses and midwives. But while nurses are the largest workforce by default, nurses are known for putting other's needs ahead of their own and therefore not looking after themselves or each other. So how do we change this culture, promote better staff well-being and bring the joy and fun back into the workplace? The answer is through more transparent, visible and heartfelt nursing leadership. Learn how to:

- Bring fun and respect back into the workplace, with insight into Metro North's "Values in Action" program that emphasises values as the cornerstone of every interaction with another person
- Lead by example, role modelling and visibility of senior nursing and midwifery leaders
- Build a culture that promotes work life balance, personal and professional development, including fun activities inside and outside of work and enable a commitment to staff wellness and well being
- Ensuring high performing teams that have the ability focus on the core business of the organisation to meet patient care expectations and enable an engaged workforce

Adj. Prof. Alanna Geary, MHSc, BN, RN, FACN, Executive Director Nursing & Midwifery, **Metro North Hospital and Health Service**

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#### **11:00 Attracting, Training and Retaining the Next Generation of Nurses at a Specialist Tertiary Hospital**

In the next 10-15 years, we will have a global shortage of experienced specialty nurses. With over 1,000 applicants and only 45 selected into their 12 month graduate program, CHQ's focuses on the values and attitudes of candidates rather than their knowledge and skill sets. Learn how CHQ is:

- Recruiting from the whole pool and tailoring their graduate program to the masses to cater for undergraduate nurses who get very little training on paediatrics
- Supporting students throughout the transition to adapt to the working environment, upskill and develop a sound foundation in paediatrics and manage complex relationships with paediatric patients
- Retaining and engaging top talent to rise up the ranks within CHQ with clear education pathways, leadership programs and flexibility to move within the organisation

April Gregory, Nurse Educator, **Children's Health Queensland Hospital and Health Service**

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### 11:30 **Happy Staff Happy Patients: A Three-Pronged Approach to Improving Transparency and Staff Satisfaction in the Theatre Room**

If staff are happier and more satisfied, they're more included to be transparent in the unit, resulting in better patient outcomes. Marli is trialling a three-pronged approach in her unit, engaging external consultant on theatre efficiency, psychology and an additional senior nurse to collaborate with staff around improved workflow and experiences in the theatre. Learn about:

- The need for psychological support throughout the process while giving staff the opportunity to provide feedback confidentially and anonymously express improvements about their unit
- How staff feedback is being used to adjust rosters, improve workflows and reduce waiting times
- Challenges in introducing this approach, including resistance to change, eradicating nurses' inherent feelings of self-blame in relation to theatre efficiency and creating a comfortable and supportive environment for staff to open up about confidential issues

Marli Millas MACN, Nursing Director, **Caboolture Hospital**

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### 12:00 **How Metro North Hospital and Health Service is Supporting Staff Wellbeing as a Values-Based Healthcare Organisation**

Staff wellbeing is a shared responsibility and Metro North are listening to what matters most to our staff to enable changes that promote wellbeing. Learn how:

- The Values in Action program supports staff wellbeing by improving systems, engagement and culture for our people
- Acute and community facilities are making a difference through wellbeing conversation starters, peer support, Care4You, clinical supervision and understanding why compassion matters
- Clinical councils and Values in Action champions are leading the way in cultivating ways to promote positive workplaces from the ground up

Karen Lang, Assistant Director of Nursing Staff and Clinician Engagement, **Metro North Hospital and Health Service**

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### 12:30 **Networking Break**

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### 13:30 **Don't Lose Sight of the Human Element in Care Giving**

As we move towards future ways of working with modern technology being integrated into practiced care, it's important to maintain a sense of human connectedness and to raise critical thinking in care givers. If we get this balance right, we'll have less hospital complications, better patient experiences and improved staff satisfaction:

- Staff wellbeing goes hand in hand with patient safety and experience
- Rethink the way we think – a reminder that clinicians don't know everything and communication is vital for patient and staff safety
- Reframe and role model standards of care that bring the patient into the center of their care and keeps humility at the forefront

- Comprehensive care – why it's important to have the same conversation with other disciplines
- What we can learn from other industries and services
- How does resilience feature for staff and patients in the processes of caring

Darren Clark, Nursing Director – Medical Services, Logan Hospital, **Metro South Health**

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#### 14:00 **Building a Consolidated Clinical Information System at Children's Health Queensland to Improve Interconnectedness across the State**

To overcome the lack of interconnectedness in a decentralised state, Children's Health Queensland (CHQ) introduced a consolidated clinical information system (CIS) to create ease of access to timely relevant data across the state. Learn how they are leveraging this platform to:

- Improve clinical workflows and provide decision support by allowing nurses to perform healthcare summaries and store and extract critical data anywhere anytime
- Bring a hassle-free experience to families and carers whose stories are stored in the data warehouse and accessible by clinicians everywhere they go, thus ensuring continuity of care across the state
- Upskill an aging workforce that shows a reluctance to learning the new platform by enforcing extensive compulsory training programs to get them on board and up to speed

Shirley Thompson, Nurse Manager Connected Care Program, **Children's Health Queensland Hospital and Health Service**

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#### 14:30 **Nurses as Innovators: How to Leverage Emerging Technologies to Accelerate Innovation and be Change Leaders**

Creative, innovative nursing ideas stem from an intimate understanding of the challenges faced by our patients, staff and services. A strong foundation of nurse led innovation has been demonstrated over decades and told through stories of extraordinary nurses with knowledge, ideas and volition to do better. These narratives and research findings depict nurses creating and delivering real solutions to real problems that have positively changed healthcare.

With the constraints facing our health system today there has never been a greater need to develop and optimise the mindset, culture and opportunities for nursing innovative talent to confidently come to the fore. We need to realise and showcase the value of nurses as innovation leaders and actively transform nursing ideas and creations into reality to improve patient access and care across the lifespan.

This presentation will explore and discuss nursing innovation with a focus on themes relating to:

- Recognising and Creating Opportunities
- Mind Set, Culture & Behaviours
- Data and Technology

Data and technology

Tracey Doherty, Nursing Director - Centre for Health Innovation (CHI) and Operations, **Gold Coast Health**

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## 15:00 **Professional Development: Building Capacity beyond Clinical**

Nursing goes beyond the bedside. With insight into Nalani's personal journey, discover why professional development is important, and:

- What opportunities there are beyond clinical, including research, leadership and project managements
- How to recognise opportunities as they arise and be open to change
- The importance of having a mentor

Nalani Cooper MACN, GP Liaison Officer, **Metro South Health**

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## 15:30 **Panel Discussion: How to Accelerate Your Career in the Digital World**

There's huge potential to expand your role as a nurse in the digital world. The key is to be open-minded! Hear from nurses who were brave enough to step into the unknown and expand their horizons:

- Explore niche and emerging specialities in nursing
- Don't pigeon hole yourself into one aspect of the role
- The different types of technology that a nurse can leverage, particularly telehealth
- Overcoming challenges with thinking outside the box, such as overcoming fear of change

Doug Kynaston, Nurse Navigator - Clinical Support and Informatics, **Sunshine Coast Hospital and Health Service**

Kerri Holzhauser, Nursing Director eHealth Mentor, **Metro South Health**

Amanda Garner, Director – Nursing, Surgical, Queensland Elizabeth II Jubilee Hospital, **Metro South Health**

Tracey Doherty, Nursing Director - Centre for Health Innovation (CHI) and Operations, **Gold Coast Health**

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## 16:00 **Closing Remarks from the Chair**

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