



Health

Hunter New England
Local Health District

EXCELLENCE

Every patient. Every time.

How we do business in HNE...

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We Meet on Aboriginal Land



Introduction- Overview



- Summary of NUM/MUM workshops February and plan forward
- House keeping
- Connection with WHY- HNE Nursing and Midwifery
- Overview of Evidence Based Leadership Framework (EBLF) HOW
- Facilitated Interview - Managers experience implementing EBLF
- Results WHAT
- Self care and questions





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<https://spaces.hightail.com/space/upM9V4y1L>
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Key words summarised



EXCELLENCE: Evidence Based Leadership Framework



Aligning Goals

- Strategic Plan
- Operational Plan
- 90 Day Action Plan
- Monthly Accountability Meetings
- Performance Development Review for ALL Leaders

Aligning Behaviours

- District Leadership Forum
- Management Development
- Service/Network specific leadership development programs
- Leader Rounding with Staff
- Traffic Light Reports
- Leader Rounding with Patients
- Service Rounding
- Key Words
- Managing Up
- Cultural Respect
- Patient Care Essentials:
 - Hourly Patient Rounding
 - Patient Care Boards
 - HAIDET/ISBAR
 - Bedside Clinical Handover
 - Follow Up Phone Calls
 - Safety Huddles
 - Patient Safety Briefing

Aligning Process

- Practice Development e.g. Essential of Care
- Between the Flags
- Communicating for Safety
- Cultural Redesign
- Clinical Redesign
- Policies & Procedures
- Automation
- Technology
- Education
- Research & Innovation



Managers Experience Implementing EBLF





The Nine Principles

1 **Commit to Excellence**

2 **Measure the Important Things**

3 **Build a Culture Around Service**

4 **Create and Develop Great Leaders**

5 **Focus on Employee Satisfaction**

6 **Build Individual Accountability**

7 **Align Behaviours with Goals and Values**

8 **Communicate at All Levels**

9 **Recognise and Reward Success**

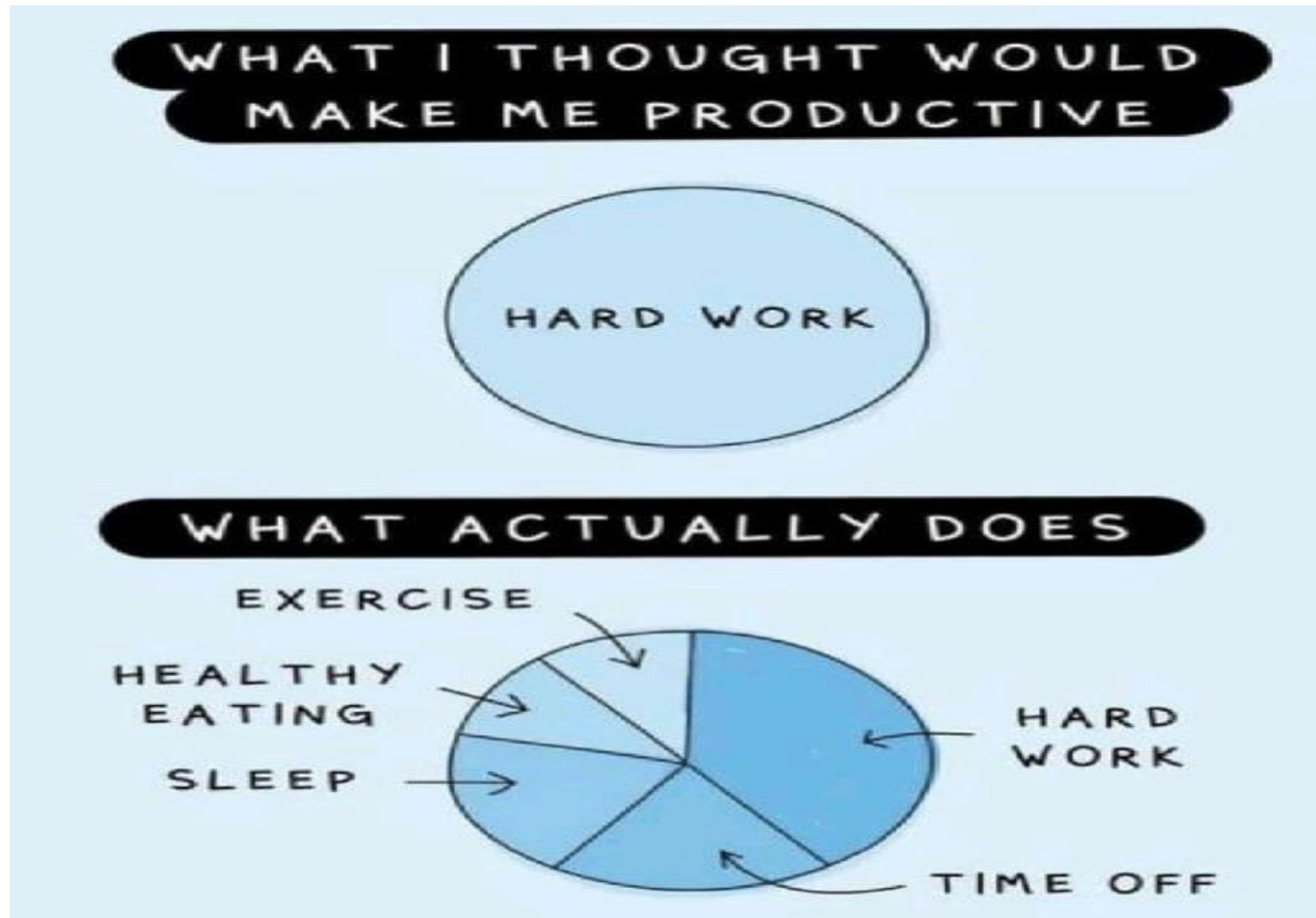


- **Leader Rounding with Staff:** Consistent practice of asking purposeful questions in one-on-one conversations with individual team members.
- **Traffic Light Communication:** ‘Close the loop’ with staff by reporting the status of the issues captured during Rounding with staff.
- **Acknowledge and recognise staff:** Formally and informally
- **Leader Rounding with Patients:** Regularly ask purposeful questions of patients and carers to ensure we are providing excellent individual care.
- **Service Rounding:** regularly communicate with customers, partners and networks about the quality of the work being provided
- **Re-recruit New Staff:** using 30 and 90 day conversations
- **High-Solid-Low Performance Conversations:** support team members to move up (or out)



- **Standards of Behaviour:** Align behaviours with CORE values
- **Speaking-Up:** Use 2 challenge rule to respectfully challenge colleagues - Safety and Civility.
- **Keywords at Key Times:** “Connect the dots” and help patients, carers and visitors better understand their care and reduce anxiety.
- **Managing Up:** Positioning co-workers in a positive light to promote trust and confidence in our service.
- **Patient Care Essentials**
 - Hourly Patient Rounding: Purposeful communication with patients every hour promotes patient safety and comfort. Includes
 - Care Boards
 - HAIDET- Fundamentals of Patient Communication: Hand Hygiene, Acknowledge, Introduce/Identify, Duration, Explanation, Thank you/Tidy up/Timeframe for returning – quality and safety
 - Focusing on the Ps & Ds (**P**ersonal Needs, **P**osition, **P**lacement, **D**iscomfort/Pain, **D**evices, **D**ocumentation)
 - Bedside Clinical Handover, using ISBAR between health professionals
 - Documentation
- **Follow-up Phone Calls:** To follow up with patients after their encounter with our Health Service for patient safety and to obtain feedback.

Closing thoughts summary



Thank you for your participation



Other resources

Website

<http://intranet.hne.health.nsw.gov.au/excellence>

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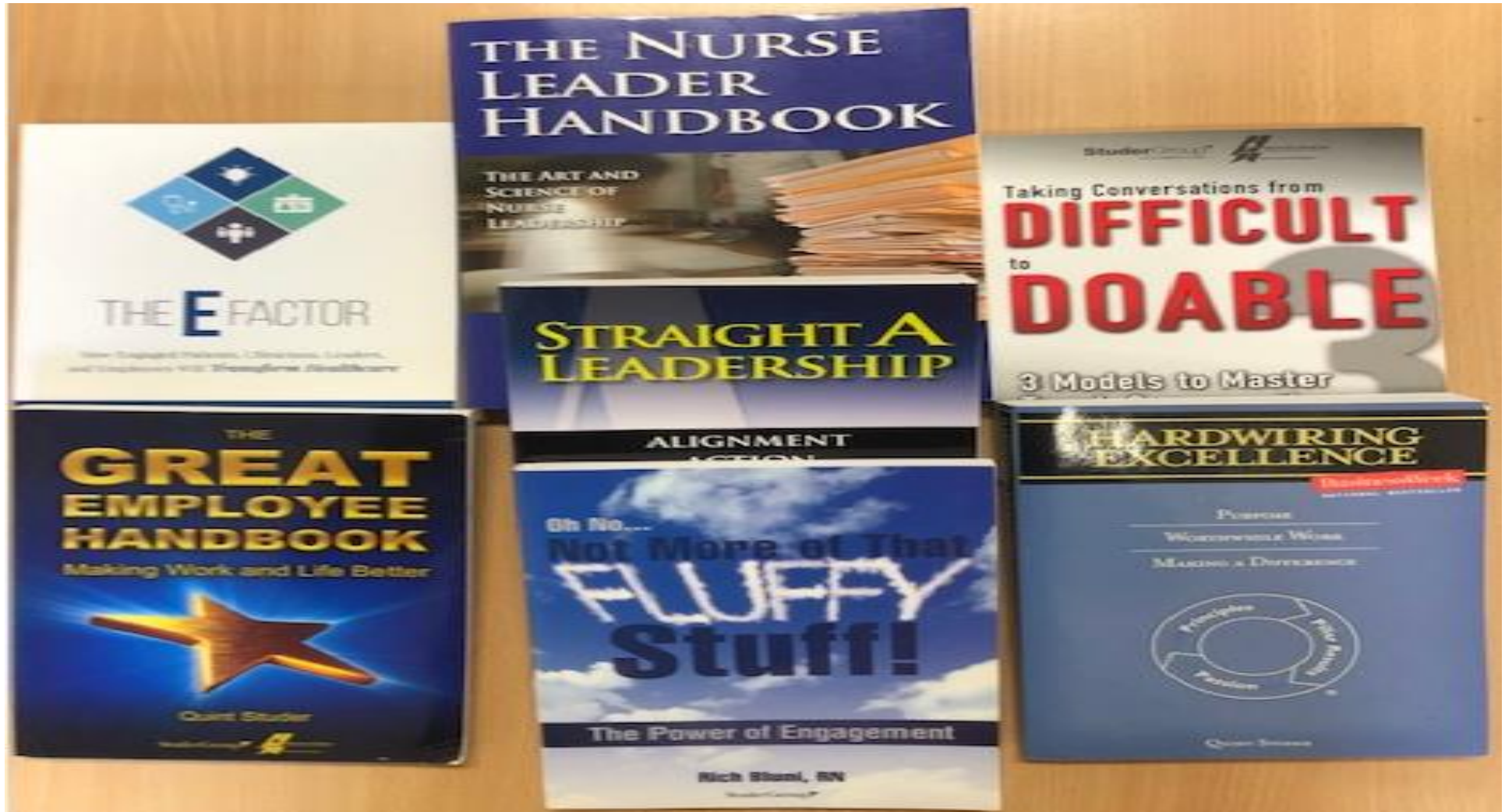
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Questions



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