



# NurseWest CasualMATTERS

Spring 2013

## Manager's Message

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Hello and welcome to the spring edition of Casual Matters, NurseWest quarterly newsletter. The winter has come and gone with record breaking rains for this time of year, but this is not the only record we have beaten in WA. NurseWest has had its best casual fill rate since being established despite being busier than ever. We could not have done this without you, the hardworking nurses of WA Health's casual nursing pool. Well Done!

***Each month NurseWest staff work over 3000 shifts across metropolitan sites and over 100 regional contracts are available across one of the largest health services in the world!***

You may have heard that we were so inundated with applications to be a NurseWest casual that we had to close our front doors for a few months. Our recruitment and education team worked exceptionally hard over the winter months to get the accumulating pile of new nurses recruited. We are now back on track and are accepting CVs with a focus on Regional assignments. Regional WA is also a key feature of this edition and features the great Regional areas that Western Australia has to offer.

We also have some other good news to showcase. We celebrated our 10 year anniversary here at the NurseWest office on July 30, 2013. Special guests speakers included Cath Stoddart Chief Nursing and Midwifery Officer for WA, awards were presented to some fabulous casual staff working in NurseWest. There was also a special presentation for our long serving nurses who have been at NurseWest since its first year of opening. It was a great event and I look forward to another ten more great years servicing the expanding needs of WA Health.

With the increasing demands of WA Health, we need more and more casual staff and now that all hospitals in Australia are being measured against the National Safety and Quality Standards, we are all on the same Safety & Quality agenda. Are there ways YOU think we can do things better at NurseWest? What can make your life easier as a casual? What could make your job safer? You have a unique perspective on the health system and your input is important. Please feel free to email in feedback to

[NurseWest@health.wa.gov.au](mailto:NurseWest@health.wa.gov.au)

Paul

***Paul McEleny, Manager, NurseWest***

For more information, contributions or feedback on the CasualMATTERS newsletter, please contact:

Jennifer Melsness,

NurseWest Nursing Educator

[nurseweststaffdev@health.wa.gov.au](mailto:nurseweststaffdev@health.wa.gov.au)

(08) 6444 5307

## Social Media Update



**Write something....** but think carefully before you post—Who are your friends of friends? What can they see posted on your profile? How good are your privacy settings? Are you offering advice or recommending a service with your Registration attached to that advice? What implications could this lead to if an adverse outcome occurred based on that advice?

Status Update on Social Media for NurseWest Nurses: *Just sitting here in the office, thinking about what to write to the NurseWest nurses about staying safe using social media. Ho hum...*

Social media is a big aspect of the world these days, but posting the wrong thing on Facebook, YouTube, Twitter and even Instagram can get you in trouble at work. There are health service and local hospital policies that cover the rules of social media. As you are a NurseWest casual that works across many sites and areas, the two guidelines we will refer you to are the Operational Directive from the Director General and advice by AHPRA. Please type or click these links for rules and advice on how to use Social Media safely.

<http://www.health.wa.gov.au/circularsnew/pdfs/12795.pdf>

<http://www.nursingmidwiferyboard.gov.au/documents/default.aspx?record=WD10%2F3224&dbid=AP&checksum=qhog9%2FUCgKdssFmA0XnBIA%3D%3D>

## Jury Duty explained for the NurseWest Casual Pool

The purpose of this article is to outline the application process of payment of base wages, shift penalties and arrangement for NurseWest Casual Employees.

As per Section 56 of the Juries Act and the Operational Directive IC 0149/13 an employee who is undertaking jury service in accordance with their Industrial Agreement is entitled to receive payment for hours already rostered during the jury service in addition to appropriate shift penalties. NurseWest nurses are not always already rostered, therefore entitled to payment for hours where there is a reasonable expectation of casual engagements (average of hours worked in previous fortnights) during the period of jury service.

All staff will be responsible to acquire all appropriate documentation from the Courts, and provide evidence of day/s required to participate in Jury service. Information needs to be provided to the NurseWest Administration Coordinator to ensure average hours will be back paid.

If you have any further enquiries please do not hesitate to contact NurseWest Administration Coordinator on 6444 5143 or [HCN.NurseWestAdministrationFinance@health.wa.gov.au](mailto:HCN.NurseWestAdministrationFinance@health.wa.gov.au)



# NurseWest 10th Anniversary

NurseWest marked its 10<sup>th</sup> Anniversary in July, holding an afternoon celebration. This event acknowledged the challenges faced by the service, former and current employees, casual nurse recognition awards, and the successes over the 10 year period.

WA Health established NurseWest in 2003 due to the spiralling costs associated with private nursing agency spending. The Nursing and Midwifery Office implemented the department whose initial purpose was to manage private nursing agency costs, firstly by implementing a Common Use Agreement, which provided standardisation and control of costs, and secondly, to develop a public casual nursing pool which would service the whole of WA Health. NurseWest was launched in July 2003 by Phillip Della, Chief Nursing Officer, and Jim McGinty, Minister for Health.

NurseWest Manager, Paul McEleny, presented data detailing the changes in private agency usage over the ten years and noted some of the strategies implemented over this time. Catherine Stoddart, Chief Nursing & Midwifery Officer, and Bill Bleakley, HCN General Manager, both described the positive contribution NurseWest has made to WA Health and acknowledged the improvements to financial control, value for money and improving the standard of casual nursing services delivered.

Being directly employed by WA Health provides NurseWest casual nurses with key benefits, preferential access to assignments, education, salary packaging, 24/7 access to nurse managers for support, and our on-line rostering management system (Cascom), which assists you to control your work-life balance.

Many previous employees attended, including, Mark Slattery, the first NurseWest Director, and Pat Cambridge, the original Operations Manager. Not forgetting the nurses who have remained loyal to NurseWest from the very start of which there were 10 individuals. Long Service awards were presented to these NurseWest nurses. Recognition awards, nominated by site managers and NurseWest Customer Service Officers were also included:

## Metropolitan RN/RM Award - Glenda Grigg

(presented by Catherine Stoddart, Chief Nurse and Midwifery Officer)

## Regional RN/RM Award – Katie Slee

(presented by Marie Baxter, Executive Director of Nursing WACHS)

## NW Staff Choice Award – Janet Scolyer

(presented by Paul McEleny, Manager, NurseWest)

From talks to afternoon tea and mingling, the planning and participation of all staff made for a very successful afternoon. Many agreed the talks, the presentation, and the interaction amongst all individuals who attended the event was very informative and rewarding.

A very big thanks once again to all casual nursing staff and health sites for your ongoing support.

Happy Birthday NurseWest!



# Let's get REGIONAL!

## NurseWest Regional Roundup

You don't need to be a working holiday maker to work in Regional WA. The opportunities to undertake a Regional contract apply to you! In this spring issue of NurseWest Casual Matters we are going to highlight some of these attractions of working regionally, show how to gain opportunities to work in regional WA and we ask you, 'Have you ever thought of having a Busman's Holiday\*\*?'

**Starting from the top....**

### The Kimberley

Read any tourism or travel brochure for WA and the Kimberley is sure to feature. The two regional centres Broome and Kununurra have up to date health care facilities, with Broome having a recent redevelopment. Halls Creek and Fitzroy Crossing are relatively new hospitals with the uniqueness of remote settings. They are well supported with innovative technology systems and back up from the Regional centres. Also in the Kimberley are the Remote Clinics.

*NurseWest Regional provides Remote Area Nurses on both short and longer term contracts to work in the Remote Area Clinic of the Kimberley.*

*The bank of nurses that NurseWest has developed since its inception are of a high standard and are provided with a high level of both personal and professional development and support from the NurseWest staff.*

*NurseWest and Kimberley Population Health Unit have developed a strong and unique relationship where the outcomes have been fabulous for both parties and not forgetting the nurse.*

*If working in a remote area is a nursing goal of yours then have that discussion with your NurseWest Regional Liaison officer (Stephanie) and we will see how we can help.*

**Monica Frain, Remote Clinic Coordinator, Kimberley, WACHS**

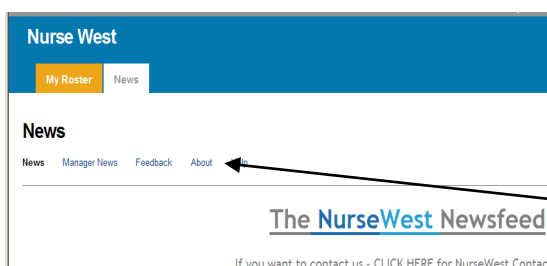
### Western Australian Regions



**Check Cascom for up-to-date Regional Contracts.**

NurseWest supplies nurses to all regional areas of WA, our staff have visited most sites, and liaise on a daily basis with managers in all locations. Our Regional placements are published on the NurseWest Cascom News page, and this section is regularly updated with the current shortfalls.

[http://www.nw.cascom.com.au/cascom/content.do?pkid=4#Current Shortfalls](http://www.nw.cascom.com.au/cascom/content.do?pkid=4#Current%20Shortfalls)



*Can't find what your looking for? To find Regional information and contracts—Go to the Cascom Regional News Page*

*(1) Log in to NurseWest Cascom  
(2) Select 'About'*

**\*\* Busmans Holiday: : a holiday that you spend doing the same kind of thing that you usually do for your job**





## From Freo to Fitzroy Crossing as a community mental health nurse: The good, the bad and the ugly

Have you ever thought of taking the challenge and applying to work in rural Western Australia? If so my experience will hopefully give you an insight into the highs, the lows and the challenges that will intrigue, excite and change who you are as a person and as a professional registered nurse.

I am a registered mental health nurse and I have been living and working for a year in Fitzroy Crossing in the west Kimberley, 400kms east of Broome as a community mental health nurse for Western Australia Country Health Service (WACHS). I have always had a keen interest to work in rural Australia mainly for the experience and also improve my knowledge of the aboriginal culture. I decided to take the plunge and took a contract as a community mental health professional in August last year and it was then that my thrilling Kimberley adventure started.

Coming from a small village in Ireland, I had prepared myself for working and living in a similar community minus the rain and as we say 'craic agus ceol'\*. I had forgotten the sense of belonging to a community and I embrace and enjoy the fact that I meet clients, friends and colleagues when I go to the shops, post office or out for dinner. I still mourn and miss fabulous Fremantle, the theatre, live music and most importantly my wonderful friends who I continue to share stories and laughter with over the phone. Fremantle fulfilled my social and caffeine addiction but unfortunately it failed in making me feel an important community member in the six years I had been living there.

Let's be honest, it's not all good when working in a remote community, the weather can be a challenge, time is something that you have plenty of, but it passes just as fast, and luxuries can be limited. I was surprised that one of my main frustrations professionally was not having house numbers for clients that needed to be assessed. I persisted with showing my face in communities with our professional indigenous mental health worker and introducing myself to community members. After being given the run around for the first few weeks until communities got to know my face, locating people was less of a challenge and is now a joy most of the time. Let's face it, would you locate a family member to a person who you do not know and is not from the area? I remember clearly as a child denying my parents were at home when an unfamiliar face would come to the door.



Fitzroy River Photograph by Fiona Bohan, CNS

The ugly for me was realising my community mental health nursing skills were not going to cut it in Fitzroy Crossing as all of my previous mental health nursing had been in urban areas. I soon discovered that observation skills, eye contact and non-verbal communication were no longer the main components of assessing someone's mental state. I went back to the drawing board, liaised with indigenous workers, spoke with community members, observed and respected cultural norms and began to change how I assessed a mental state or conducted a mental status exam.

All in all, the last year has been a great learning curve. My experience of working in Fitzroy has been respectful, educational and unforgettable. One of my many highlights is the personal stories people have shared while having a yarn at the Fitzroy River. The main changes I have noticed in myself are that I am more grounded as a person and less materialistic than I had been a year ago. Professionally, I have grown and developed my mental health nursing skills and gained a greater understanding of the aboriginal culture. I have seen some beautiful country, met some wonderful life long friends and worked with a supportive and professional team, better known as the Kimberley mental health and drug service. The most important lesson I have learnt is that I have a life long respect for the traditional owners of this land. Rural mental health nursing is an experience not to be missed, my only regret is that I did not do it sooner.

Written and photographed by Miss Fiona Bohan, CNS, Community Mental Health Nurse  
Fitzroy Crossing Drug and Mental Health Service, Kimberley — WACHS

Thank you to WACHS for your support and input to the Casual Matters Newsletter Spring Edition at NurseWest.

*\*Pronounced "crack agus col" (with a drawn-out o) this means "crack and music" and is the usual description of Irish nightlife. The word craic is not Irish - the English "crack" was simply re-written in an Irish form. The original meaning is "fun".*



## The Pilbara

The Pilbara is well known for its mining resources and development and now Red Dog. With its overwhelming growth, Port Hedland has gained the new Hedland Health Campus. This modern facility provides a full range of services to the community including mental health and dialysis. Next to the main hospital is Kalarra House. This is an aged care facility which recognises the requirements of the indigenous community. The Pilbara WACHS team there have developed a cultural handbook for visiting staff to assist in understanding these cultural needs. (This valuable resource is located on Cascom on the Regional News page)

The diversity of the Pilbara extends to the health services and the contracts available to NurseWest staff. We have had nurses taking up contracts in Karratha (Nickol Bay Hospital), Onslow, Roebourne, Marble Bar, Nullagine, Newman, Paraburdoo and Tom Price. Some of our nurses have enjoyed the area so much they have taken up permanent positions and progressed their careers to senior nursing roles.

Marble Bar and Nullagine are nursing posts. NurseWest has been associated with staff at Nullagine for the past 3 years. Currently Frank, NurseWest nurse, is completing a contract at Nullagine. These are some insights about the site.

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*I have been a remote area nurse for many years, and love it. I have done five contracts at Nullagine, which is a remote community 300kms south of Port Hedland, and 180kms north of Newman in the Pilbara.*

*This is a single nurse post with a doctor visiting each Tuesday, and occasional allied health and paediatric visits.*

*The resident community is mainly aboriginal, with a few non-aboriginals. There are some gold and iron mines in the area, which supply a trickle of trauma presentations. The clinic is fairly new, about 10 years old, and is quite well equipped.*

*The accommodation is a house, which is also quite nice. The countryside around Nullagine is beautiful, with lots of wild life and a surprising amount of things to do.*

*Most patients come with small issues, skin complaints, coughs and colds etc., but there are also quite a few chronic patients, as well as a bit of excitement.*

*Frank, NurseWest nurse*

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Photographs from the top:

- 1 Marble Bar Nursing Post
- 2 Port Hedland Foreshore
- 3 Nullagine Nurse Accommodation
- 4 Nullagine Town View

All Pictures in Regional Section by NurseWest Manager of Temporary Staffing, Celia Lloyd



## Midwest/Gascoyne Regions

Geraldton is the regional centre of the Midwest and we regularly send nurses across this region. The smaller sites are Kalbarri, Carnarvon, Northampton, Morawa, Mullewa, Yalgoo, Mount Magnet, Cue and Meekatharra.

The Midwest is alive with wild flowers at the moment, but there is an attraction all year round and there is something for everyone, from nursing posts/ clinics, small community hospitals and Geraldton Hospital which offers all services to the community.

NurseWest nurses often find something special in this region. Examples include visa nurses who have been sponsored by the site and take up permanent positions, another of our nurses married a local and stayed on to become the CNM at the site.



### District Allowance

Nurses working contracts in the Kimberley, Pilbara, Midwest and Goldfields are entitled to district allowance. This can vary from an additional \$2.20 to \$8.20 per hour depending on site location.

### Travel

If you are taking up a regional contract you will be provided with a return flight from Perth or your fuel will be reimbursed and you can also claim for your travel time in most instances.





## Goldfields

Fly in, fly out is an accepted way of life for the Goldfields and nursing has emulated this with NurseWest nurses who take up long and short term contracts in the region. The region includes the remote clinics of Laverton and Leonora, as well as the pristine coastal location of Esperance.

Kalgoorlie Hospital - the regional centre has a long history of supporting nurses at all stages of their careers. NurseWest is able to provide staff to this site at all levels. If you want to have a regional experience with the support of all the health services you are used to in Metro Perth this may be the site for you. Have a look at the outline from the manager of the site.



## Kalgoorlie Hospital

The City of Kalgoorlie Boulder has the largest population of any regional city in Western Australia with a population of around 30,000, living with 95,000 square kilometres. Kalgoorlie-Boulder is also the largest city in the Australian Outback.

Kalgoorlie-Boulder is known as the 'Gold Capital', and has been used to gauge mining industry activity in Western Australia.

The city was built to last, with imposing stone and brick buildings still gracing our main street after more than 100 years. One of the most prominent is the Post office building which has a magnificent clock tower. This building was completed in 1899.

The Royal Flying Doctors Service is based in Kalgoorlie-Boulder and provides Kalgoorlie with an invaluable emergency response service to remote and isolated areas within the Goldfields region. If the need arises, RFDS transports patients from Kalgoorlie to tertiary hospitals in Perth.

Kalgoorlie is a 89 bed Hospital which provides a wide range of clinical and support services as well as a 24 hour emergency department, comprehensive surgical ward including operating theatres, children's ward, day ward, high dependency unit, maternity unit, medical ward, palliative care, dialysis and mental health.

Emergency Department: Linked with the Trauma Registry at Royal Perth Hospital, exchanging information. The Emergency Department employs Fellows of the Australian College of Emergency Medicine (FACEM) that assist with education and teaching of the Resident Medical Officers which have been seconded from Royal Perth Hospital and Fremantle.

The Emergency Department averages a presentation rate of 23,000 per year which includes paediatrics and major trauma.

Paediatrics: Cares for neonates up to adolescents. The team consists of Paediatricians, General Practitioners, Surgeons and Visiting Specialists. The ward is made up of 21 beds/cots, 1 High Dependency room and 4 cubicles.

There is a significant proportion of patients that are aboriginal decent and come to the hospital from remote communities known as "The Lands". These patients usually require complex discharge planning.

There is also a busy 18 bed Surgical Ward and 26 bed Medical Ward, and a five bed High Dependency Unit which is under direct supervision of Physicians and Surgeons.

The Dialysis Unit dialyses 28 patients up to 3 times per week and operates 6 days per week.

Maternity: 18 bed unit with three birthing suites and a low intervention family birthing suite, the "Mother Earth" room. Very busy unit with around 730 births a year and has the distinction of having the lowest caesarean section rate in the state. It is the largest midwifery unit outside of the metropolitan area.

Theatre: Has two Operating Suites. There is two resident surgeons, one obstetrician/gynaecologist and one orthopaedic surgeon. Visiting specialists including paediatrics, urology, ENT and ophthalmology.

Overall Kalgoorlie Hospital is a very busy Hospital which has lots of opportunities. There is a lot of support from the managers, ward staff and the Learning and Development team.

Accommodation for short term placements is arranged for you. We have a lodge that our short term staff stay in. This entitles you to your own room, shared cooking and bathroom facilities. It is walking distance from the Hospital.

All staff and the community are very friendly and accommodating.

NurseWest helps to support the Goldfields region by providing Nurses to the hospitals on short notice varying from seven days to three months. There is a percentage of these nurses that return for other rotations as they enjoyed their experience.

Clinical Nurse Manager, Kalgoorlie Hospital





## The Great Southern

The regional centre of Albany is where WA's newest facility is located. In close proximity to the renowned Denmark Region, one of WA's prime holiday destinations with miles of turquoise beach, National Parks and Karri Forests.

NurseWest was proud to be able to supply staff to the new facility on it's opening. Albany has always welcomed our nurses and we have a great relationship with this site.

Nurse Manager Nursing Workforce - Marg Fahey - liaises with NurseWest to ensure that we address all requirements for nurses travelling to the region and working at the site.

A welcome pack is supplied on arrival and ensures that our nurses are provided with all the information required to ensure their placement is the best it can be.

Read the article provided by Marg to find out more about the new Albany Hospital.



**Albany Health Campus is an exciting, recently opened, hospital building with state of the art facilities, including an integrated bedside patient entertainment and bedside computer system.**

We have wards and units dedicated for

- ⇒ Medical and Children
- ⇒ Maternity and Newborn
- ⇒ General Surgical Ward, including orthopaedics, urology, ENT
- ⇒ Surgical Services have 2 Operating Theatres in service Monday to Friday plus on call for emergencies and an integrated day procedure unit
- ⇒ Critical Care covers Emergency Department and High Dependency Unit, staffed with FACEMS and salaried medical staff
- ⇒ Sub-Acute Care, a dedicated acute rehabilitation and stroke unit
- ⇒ Mental Health Inpatient Unit has both Secure and Open units, separately staffed
- ⇒ Ambulatory Care, as the name implies, incorporates cancer care, dialysis, Hospital in the Home, wound specialist clinic and palliative care specialist team

Salaried and Visiting Specialists and GPs supply medical cover to the patients in Albany Health Campus.

### Should you choose to accept shifts with us:-

Travel is supported for up to 10 hours return trip if you choose to travel via the roads.

Airline flights do not attract travel time.

Bus and flight are booked for you.

The Workforce Clerk will book all your bus or flight details and the journey to the airport or bus depot is paid for by a Taxi Voucher.

Accommodation is single room in shared house, you need only purchase your food, although you are welcome to bring your own favourite bedding and pillows. Where possible accommodation is within walking distance of the hospital and may be just across the road. The cost of accommodation is \$75 per week. Unfortunately we do not have family or pet friendly hospital accommodation available.

Your arrival is welcomed by a pack to be collected from reception which contains a map of Albany and your Taxi Vouchers if relevant.

Your Clinical Nurse Manager will arrange your Orientation along with the relevant Booklets.

**Marg Fahey, Nurse Manager Nursing Workforce, Albany Health Campus**



## 'Regional & Casual Nursing—The best of both worlds'

### NurseWest Nurse Profile – Patrice Black, RN

I'm 42, mother to a two year old boy and I have been a registered nurse for almost 8 years now. I became a nurse following redundancy from my previous career. I had already enjoyed travelling quite a bit by age 30 and wanted a career that combined security and versatility.....nursing!

Following completion of my studies I headed to the Kimberley and spent a year at Kununurra, my big plan was to do a different town every year, but soon after arriving I decided to stay longer! Aside from the great lifestyle that 'country' offers; it certainly allows you to practise your nursing skills fully. After nearly two years, I thought if I don't leave now, I never will...and I still wanted to travel.

I was waiting patiently for national registration to commence to make travelling a little easier, I asked my nurse manager if she had any ideas of what I should do next, and she said "Why don't you join NurseWest, you won't be changing your employer, but you'll get to work wherever you want, anywhere within W.A.!" So I did just that.

Five years later and I have worked in various country hospitals, on various contract lengths. I returned regularly to the city to see my family, and then when winter was looming, or I had enough of the fast-paced city life, I would look to head off again and escape....and I continued to work wherever and whenever I wanted to, until one day, when I bumped into an Irishman, in an Irish Pub, on St Patrick's Day. Nowadays I am the proud mum to a leprechaun, therefore my nursing remains based in Perth. I mainly work for two SMHS hospitals and have developed good working relationships in both.

The only drawback that I can think of with casual employment is that you don't get that 'team' feeling, because each shift you may be on a different ward, but I would not change my situation. NurseWest allows me flexibility, which makes up for that one negative. No leave request worries or terrible rosters to whinge about, as I choose when and where I work, and the only possible drawback is getting cancelled from a shift, which doesn't happen that often. I can honestly say that I don't envisage leaving NurseWest.

P.S. If you ever want to experience REAL nursing – go country! I would not recommend going 'green' like I did, but definitely have it on your 'nursing bucket list'.



## Invitation to Swan

Last week the Director of Nursing of Swan Valley Mental Health invited NurseWest managers to visit the site. Not having had the opportunity to go to that site previously, we were pleasantly surprised at the ease of driving out of the city – along Lord Street, through Guildford and on to

the picturesque semi rural setting of the facility. The 20 km drive from Perth CBD took just 30 mins through reasonable traffic conditions, but there is the alternate option of regular train and connecting bus services to the site taking 40 minutes.

Our meeting with the senior staff reinforced the regard with which NurseWest nurses are held by the site. Swan Health Service is in the early stages of its transition to the proposed private management structure, and consequently there are some staffing implications which are starting to impact. Swan Mental Health is very keen to develop the relationship with NurseWest nurses to offer consistent shift opportunities, professional development and even senior (coordinator) roles to those who attend regularly, to maintain consistency of service through the forthcoming changes.

As we toured the facility we noted how well laid out it was – the easily accessible (free) parking and we were informed that the on-site restaurant "The Black Duck" offers hot meals for just \$4. The staff amenities area is separate from the main ward areas and is thoughtfully appointed and decorated – with an impressive coffee machine taking pride of place on the kitchen counter top. There is a comprehensive education schedule for the regular staff, and NurseWest nurses are welcome to join any of the available sessions. The site has also offered restraint training for our nurses, and SDN support on shifts.

The Swan Valley is renowned for its tourist attractions and wineries, and staff may wish to consider a working holiday in the area. Although there is no on-site accommodation, there are many options in the district for those wishing to explore. If you are interested in working at this site, give us a call to make sure these locations are ticked in your Cascom profile – the site will be very pleased to see you.





## Mandatory Training and National Safety Standard News

Mandatory Training requirements are increasing each year. Despite this, all NurseWest nurses must complete the basic requirements. A brand new NurseWest policy will be released later this month. Please review Cascom regularly to review requirements. To stay in date with your Mandatory Competencies at NurseWest, book into a training session at:

NurseWestStaffDev@health.wa.gov.au (dates are located on Cascom news page)

or

Send us your certificate, or an email from your nursing education department, that you have completed your competencies at another health site so we can update your file.

If you are not sure if you are in date with us, call the NurseWest Education Team at (08) 6444 5307

### The Recognising and Responding to Clinical Deterioration in Acute Health Care Standard:

Health service organisations establish and maintain systems for recognising and responding to clinical deterioration. Clinicians and other members of the workforce use the recognition and response systems.



All the Area health services have a new tool that supports Recognising and Responding to Clinical Deterioration (RRCD). In North and Regional Areas (NMHS & WACHS) the new Observation and Response Chart (ORC) has been implemented, and in the South Metropolitan Health Services, the Adult Deterioration Detection System (ADDS) chart has been implemented. Regardless of what site you are working at, you will require an update on the use of the new tools whether it be via NurseWest, eLearning or another employer. Despite the charts being different in how care is escalated, the principles of early recognition remain static.

### Direct from the Australian Commission on Safety and Quality in Health Care (see link for more details and examples of the ORC and ADDS chart)

<http://www.safetyandquality.gov.au/our-work/recognition-and-response-to-clinical-deterioration/observation-and-response-charts/>

Monitoring and documenting physiological observations is a key component of recognition and response systems. An observation and response chart is a document that allows the recording of patient observations, and specifies the actions to be taken in response to deterioration from the norm. The purpose of these charts is to support accurate and timely recognition of clinical deterioration, and prompt action when deterioration is observed. The way in which observation charts are designed and used can contribute to both the poor recording of observations and failure to interpret them correctly.

Observation and response charts should:

- be designed according to human factors principles
- have the capacity to record the core physiological observations specified in Element 1.6 of the National Consensus Statement (respiratory rate, oxygen saturation, heart rate, blood pressure, temperature and level of consciousness)
- specify the physiological parameters and other factors that trigger an escalation of care specify the actions required when care is escalated

# The 'Get Real Experience and Try (GREaT)' Program

It is projected that Australia will experience nurse shortages of up to 100,000 nurses by 2025 (Health Workforce Australia 2025 Report) with similar predictions globally.



Consider the impact this will have on the health industry, working conditions and quality of care provision, compounded by an ageing population and increasing demands related to chronic disease and obesity.

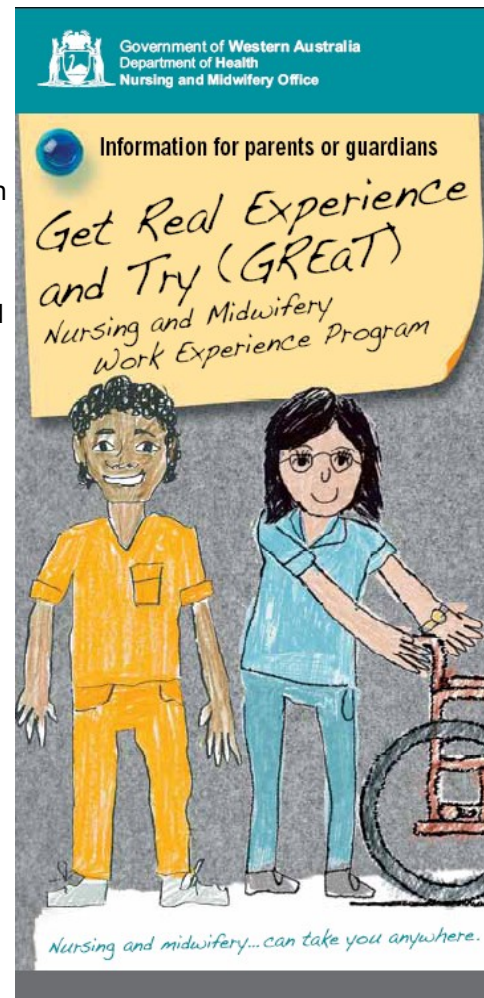
Australia has traditionally relied on overseas trained nurses to help with our shortfall of nurses from Philippines, Africa, India, Ireland and the United Kingdom, however, as global shortages are predicted each country must take steps to increase entrants to nursing.

The Nursing & Midwifery Office in partnership with NurseWest has developed a work experience program, GREaT, which aims to show school students the variety and opportunities which nursing presents as a career, dispel myths, and provide an insight to real nursing. Still in its pilot year, the program is proving to be a 'great' success, with students, schools and health sites all reporting positively.

The challenge to us all is to be role models and advocates for nursing. When school students ask if nursing is a good career choice then don't hesitate to answer yes, in fact it's a GREaT one!!

For more information follow this link.

<http://www.nursing.health.wa.gov.au/career/workexp.cfm>



## Unsure how to access your payslip?

Log into MyHR to view your payslips at the following address:

<https://myhr.health.wa.gov.au>

This can be accessed via the internet and you can log in using your HE and a MyHR password. If you were not issued an HE number and a password when you commenced with NurseWest (this would have come via post) contact the MyHR team at 1300 367 894 or email the team [myhr@health.wa.gov.au](mailto:myhr@health.wa.gov.au)

*\*Please note that internal NurseWest staff cannot set this up*

Government of Western Australia  
Department of Health

Delive

Web Self Service

**MyHR Assistance:**  
Phone: 1300 367 894 and select option 2  
Email: [myhr@health.wa.gov.au](mailto:myhr@health.wa.gov.au)

**MyHR eLearning:**  
Want to learn about MyHR before you login?  
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**MyHR Outage Message:**  
Scheduled maintenance occurs every Thursday night between 9:00pm and 12:00am (midnight)

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**NurseWest CasualMATTERS**

**Next Issue—Summer 2014**

[nurseweststaffdev@health.wa.gov.au](mailto:nurseweststaffdev@health.wa.gov.au)

(08) 6444 5307