

Rebuild the Foundation for a Resilient Workforce

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Projecting Future Costs of Frontline Burnout



Demand Outpacing Supply

85,000

Number of RN vacancies
Projected¹ in Australia by
2025

15.1%

Average annual RN Turnover
in Australia²



Turnover Due to Stress

1 in 3

Number of nurses and midwives in
Australia who have considered
leaving the profession due to stress

\$49,225

Average cost due to one RN
departure



¹ Projected by Health Workforce Australia (HWA)

² 2015

The challenges

TODAY

A lack of the right level and type of skills

Emerging views and evidence on safe staffing levels

Shortages of certain clinical specialties

A lack of access to performance monitoring information

Limited influence at organisational level on training models

TOMORROW

Changing demographics of the talent pool

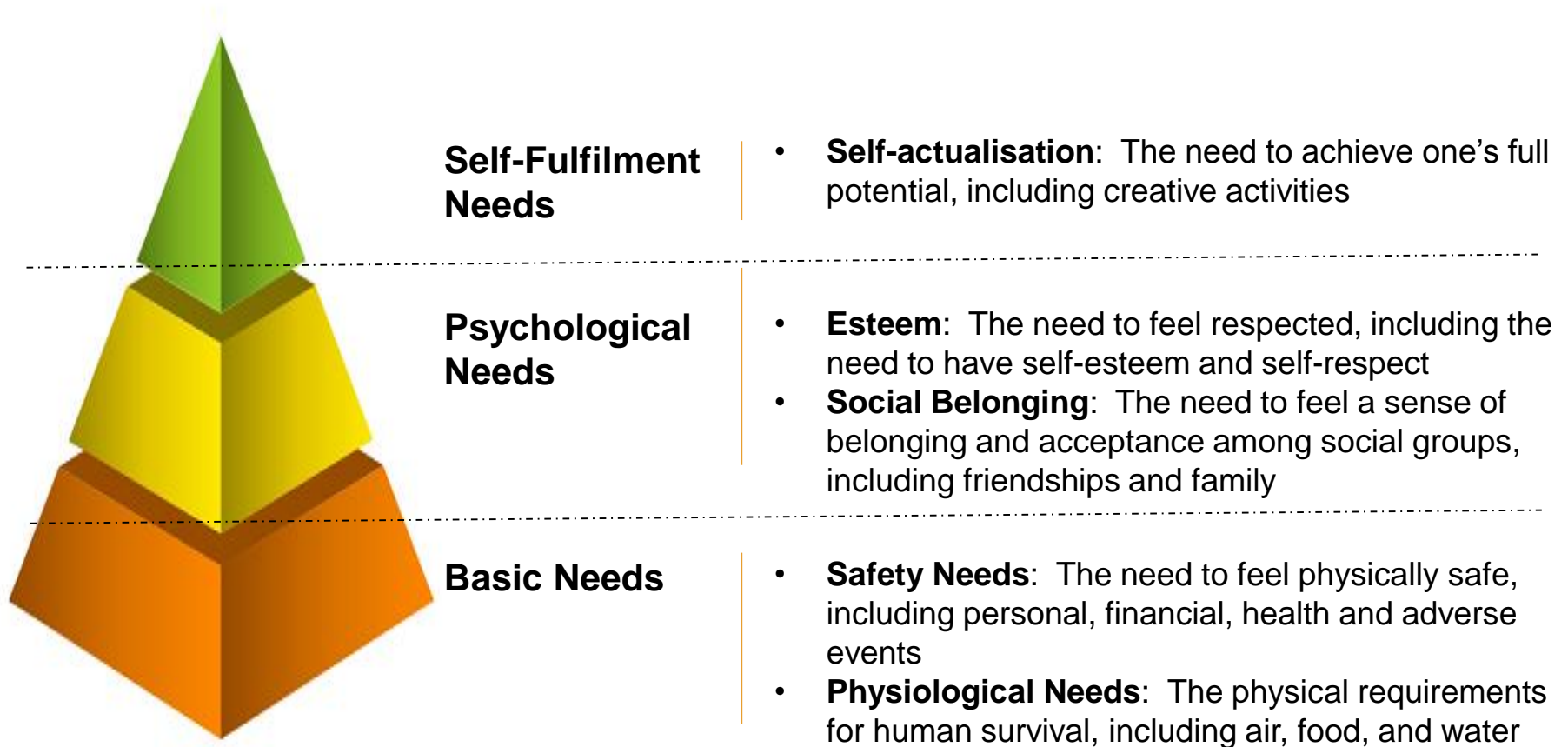
Entry of millennials into the workforce

Increasing patient complexity and expectations

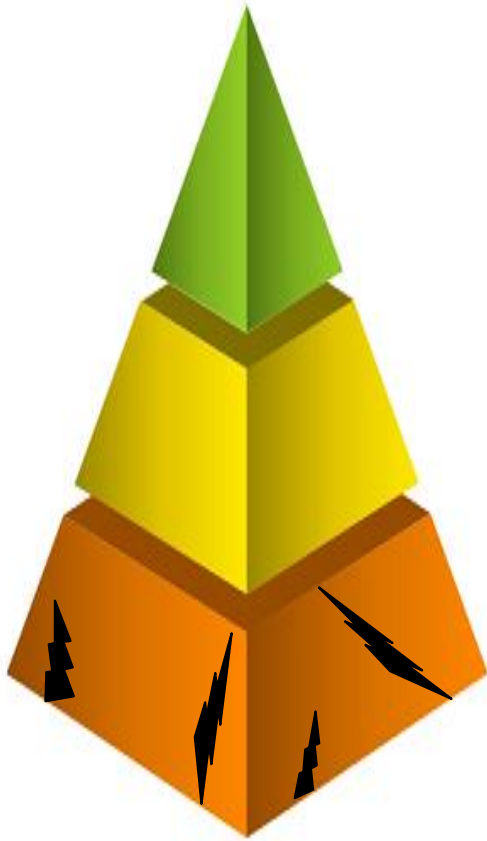
Increasing pressure on the funding available for health care

Artificial intelligence (AI), robotics and automation disrupting health care delivery models

Summary of Maslow's Hierarchy of Needs



Four “Cracks in the Foundation”



Four Cracks in Today's Care Environment

- 1 Violence and **point-of-care safety threats** are **now commonplace** in health care settings
- 2 Nurses feel they have to make **compromises in care delivery**
- 3 Staff bounce from traumatic experiences to other care activities with **no time to recover**
- 4 New technology, responsibilities, and care protocols cause nurses to feel **“isolated in a crowd”**

Best Practices to Repair the Cracks in the Care Environment

Safety Threats Now Commonplace



1

Reduce Response Time to Routine Point-of-Care Threats

1. Security-Driven Unit Rounding
2. Code Orange
3. Frontline De-Escalation Team
4. Behavioural Health Emergency Response Team

Compromises in Care Delivery



2

Surface and Address Frontline Perceptions of “Unsafe” Staffing

5. Staffing Assumptions Leadership Exercise
6. Frontline Moral Distress Consult

No Time to Recover



3

Make Emotional Support “Opt-Out” Only

7. Manager-Triggered Psychological First Aid
8. Chaplain-Led Recovery Time
9. Embedded Emotional Support Bundle

“Isolated in a Crowd”



4

Reconnect Nurses Through Storytelling

10. 90-Second Storytelling
11. Routine Clinical Reflections