

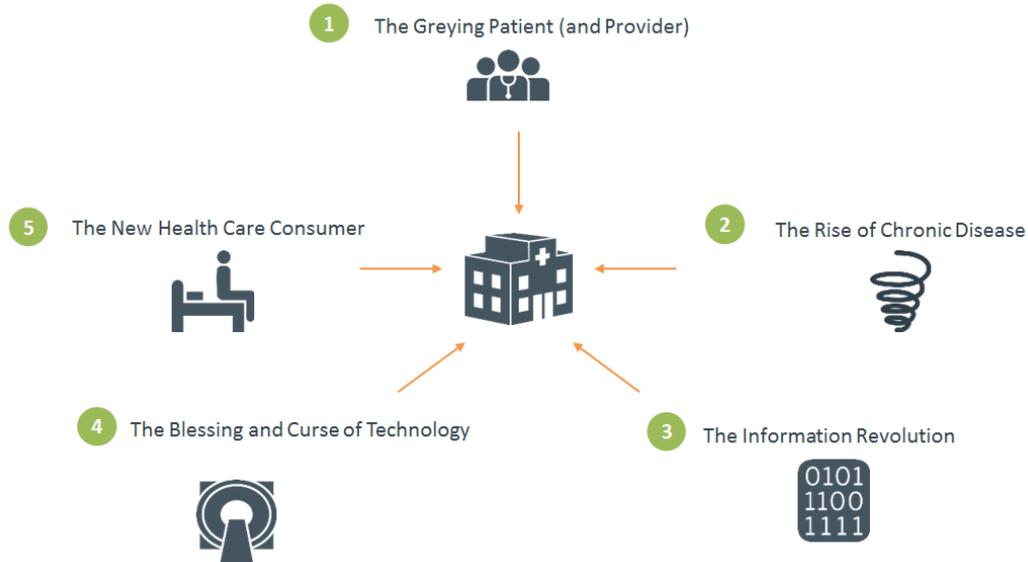
Gerontology Nursing Conference

Sue Hayward

Chief Nursing and Midwifery Officer, Waikato DHB

Critical Disruptions Shaping Health Care's future

Five Disruptive Forces influencing Health Care



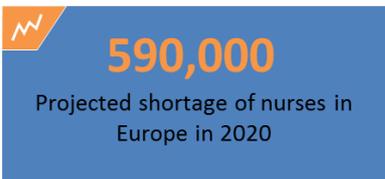
Source: Advisory Board interviews and analysis.

Brief Profile

- 16,000 staff working in-home care.
- 22,000 caregivers and 5,000 nurses working in Aged Residential Care (ARC).
- Predicted by 2026 between 12,000 - 20,000 more will require ARC.

Massive Retirement Creating Workforce Shortfall

As demand



Workforce Falls Short

The European Commission estimates the gap in supply of human resources in health by 2020 to be approximately 1,000,000 health professionals... Ultimately, such a shortage would mean that almost 15% of demand for healthcare across the EU will not be covered by the available workforce.

*European Commission,
Collaboration on Forecasting
Health Workforce Needs*

Source: European Commission, "Feasibility Study on EU Level collaboration on forecasting health workforce needs, workforce planning and health workforce trends," available at: http://ec.europa.eu/health/workforce/key_documents/study_2012/index_en.htm , accessed 20 November, 2012.

Incessant Negative Publicity Around Quality

Media Relentlessly Covers High Profile Incidents

**“Hospital mistakes killed 28 people
in Victoria this year”**

The Telegraph, Australia

**“Paramedics 'pushed to the limit' with
long delays at hospital emergency
rooms”**

TheStarPhoenix, Canada

**“Sweden’s healthcare is
an embarrassment”**

The Local, Sweden

**“Routine operation ends with
death of mother of four”**

ABC News, US

**“83-year-old man waits 7 hours to see
a doctor only to end up with a
dislocated hip and bleeding legs”**

Illwarra Mercury, Australia

**“Hospital under scrutiny after
5 died of infectious disease.”**

Focus, Germany

**“Women told they ARE suffering
from cancer after bungling doctor
gave them the all clear”**

Mirror, UK

**“Mother left paralysed from waist
down after injection with powerful
skin antiseptic instead of saline
solution during epidural”**

Sydney Morning Herald, Australia

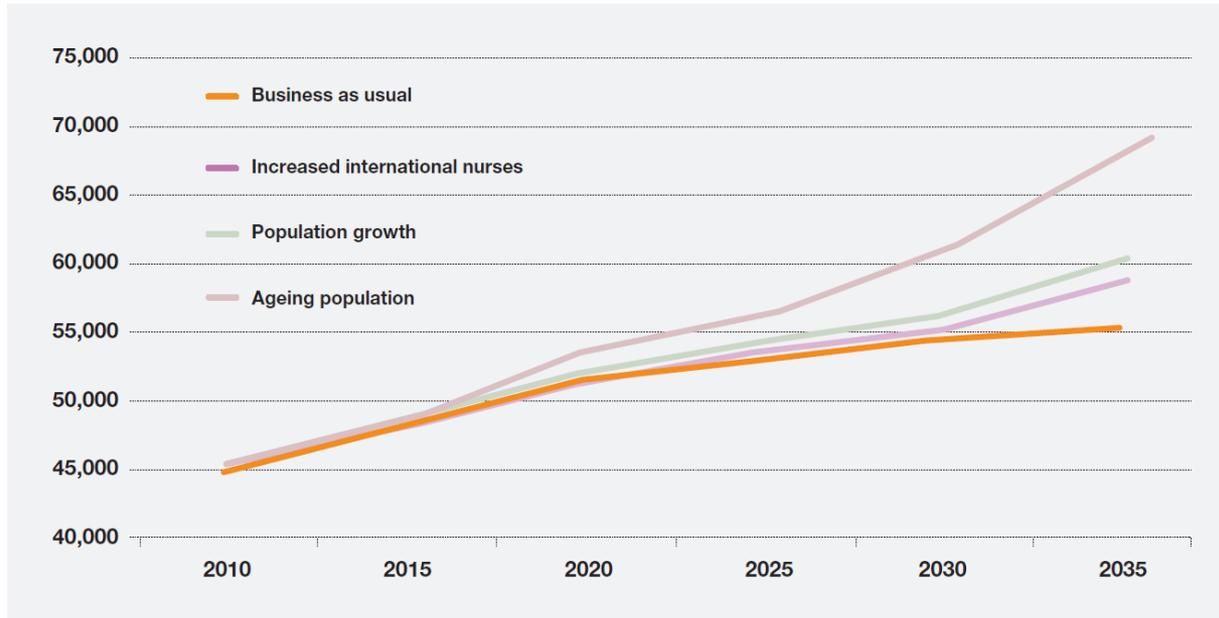
“Stroke follows hospital error”

The Daily Post, New Zealand

Source: Advisory Board interviews and analysis.

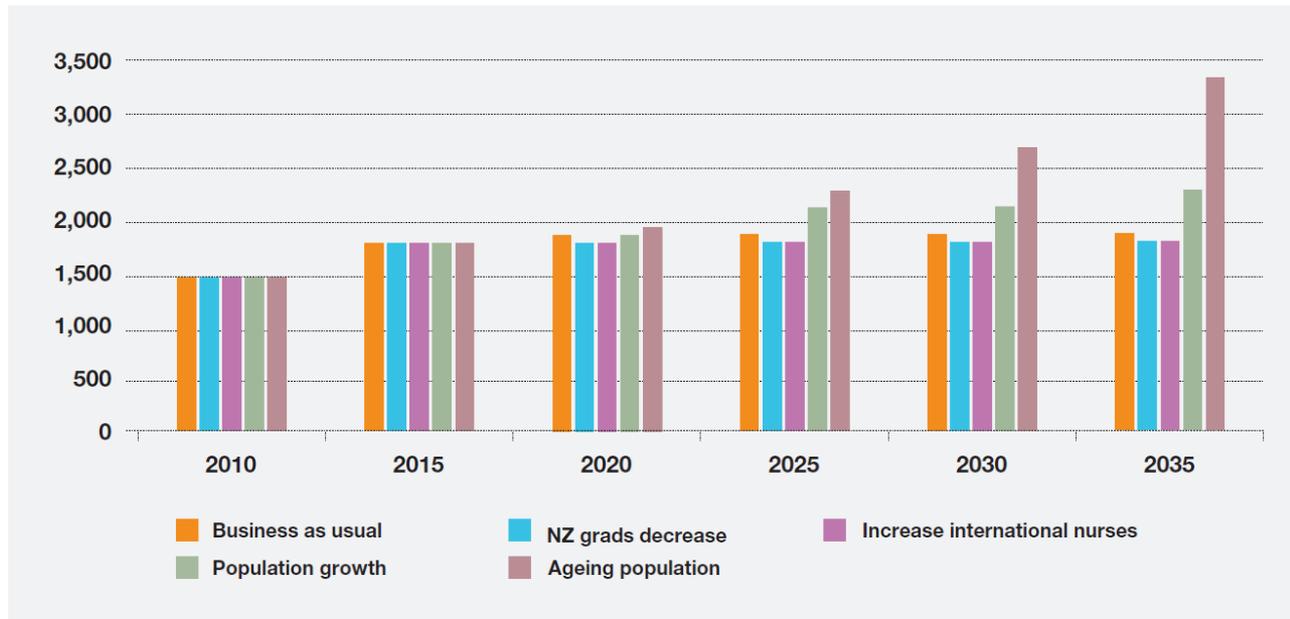
Nursing Workforce Modelling

FIGURE 1.2 Nursing workforce supply modelling 2010-2035



Nurse Graduates

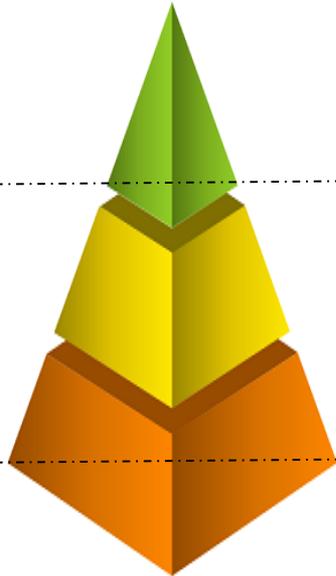
FIGURE 1.3 Number of nurse graduates per year under supply modelling 2010-2035



NZ Educated Nurses (RNs)

- 2010 : 1,231
- 2017 : 1,910

Summary of Maslow's Hierachy of Needs



Self-Fulfilment Needs

- **Self-actualisation:** The need to achieve one's full potential, including creative activities

Psychological Needs

- **Esteem:** The need to feel respected, including the need to have self-esteem and self-respect
- **Social Belonging:** The need to feel a sense of belonging and acceptance among social groups, including friendships and family

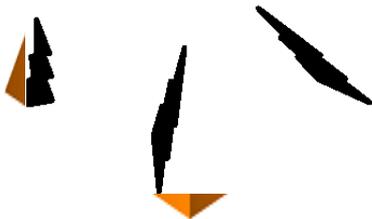
Basic Needs

- **Safety Needs:** The need to feel physically safe, including personal, financial, health and adverse events
- **Physiological Needs:** The physical requirements for human survival, including air, food, and water

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



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



2 Surface and Address Frontline Perceptions of “Unsafe” Staffing

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



3 Make Emotional Support “Opt-Out” Only

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



4 Reconnect Nurses Through Storytelling

10. 90-Second Storytelling
11. Routine Clinical Reflections

Challenges

Making Gerontology Nursing a “go to” Specialty

[The Man and the Dog](#)