

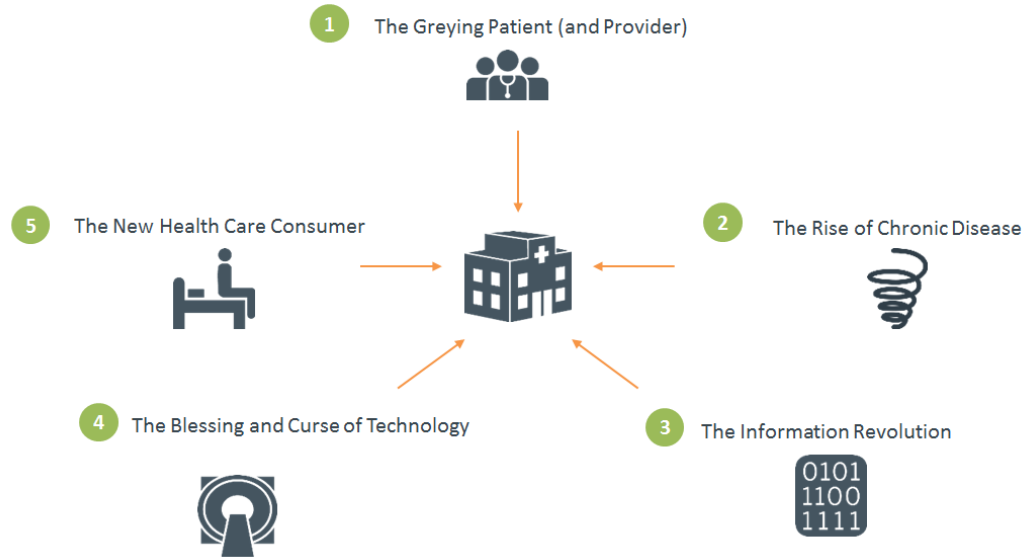
Gerontology Nursing Conference

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



230,000

Projected shortage of doctors in Europe in 2020



590,000

Projected shortage of nurses in Europe in 2020



1M

Projected total shortfall of health care professionals in Europe in 2020

“

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.



Waikato District Health Board

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

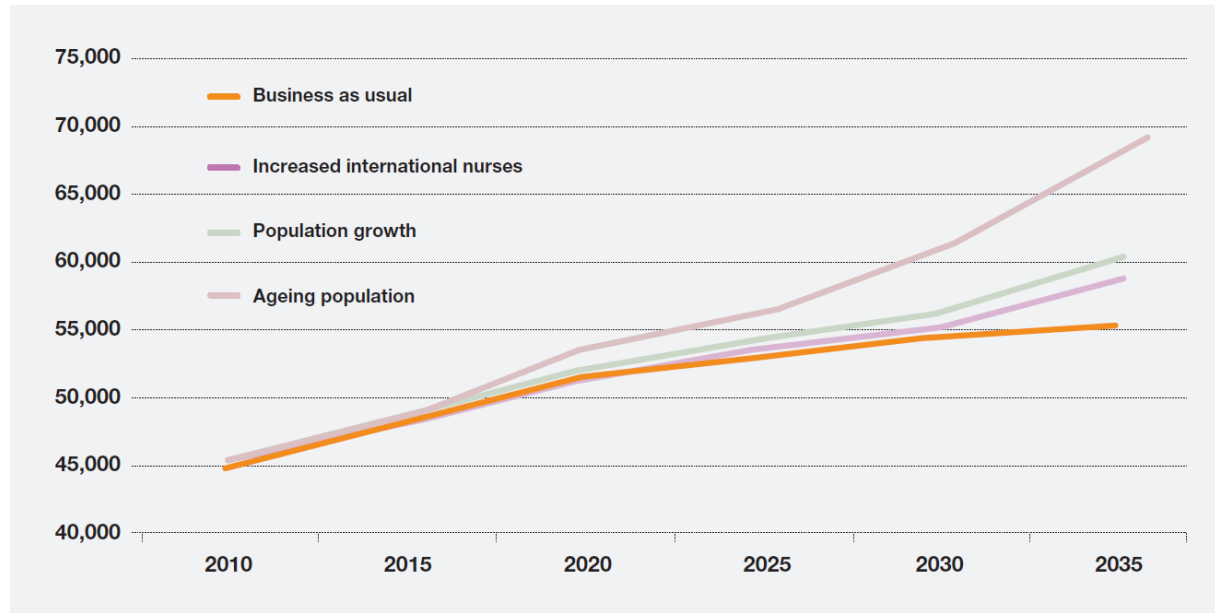
Source: Advisory Board interviews and analysis.



Waikato District Health Board

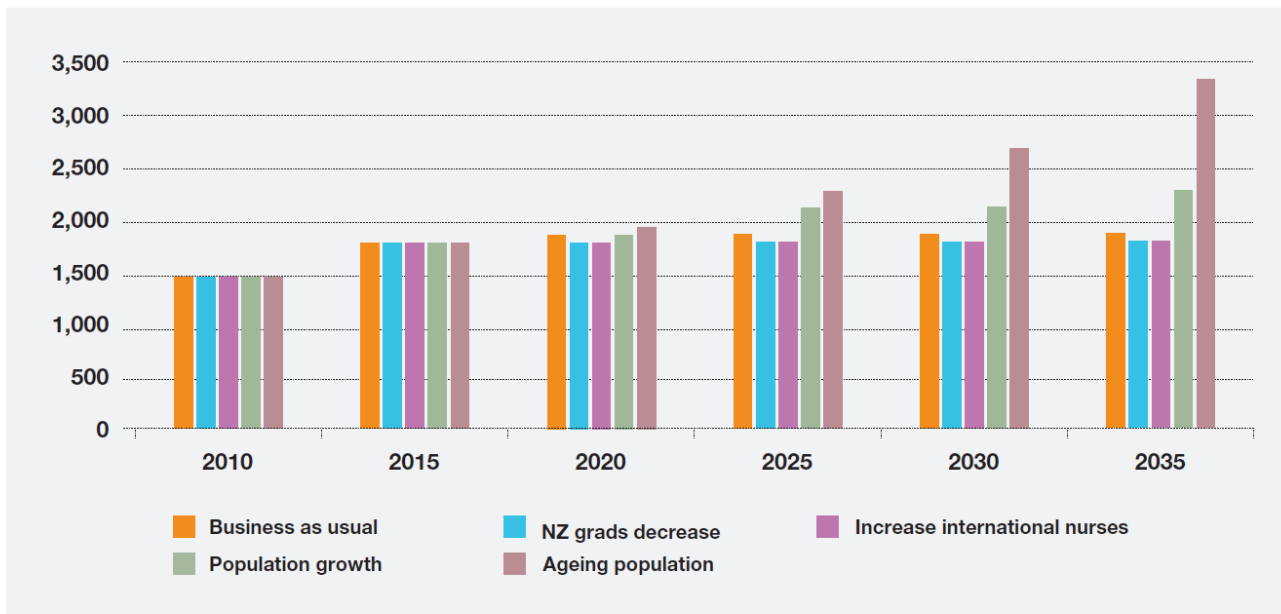
Nursing Workforce Modelling

FIGURE 1.2 Nursing workforce supply modelling 2010-2035



Nurse Graduates

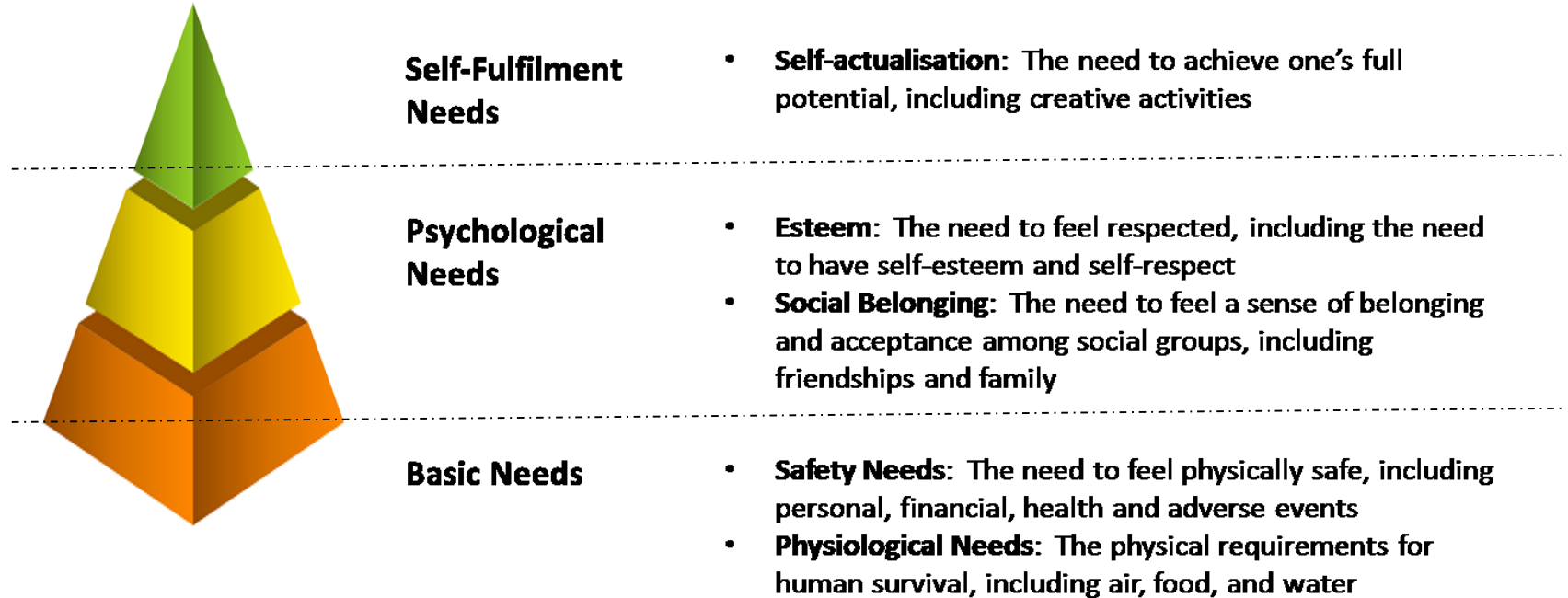
FIGURE 1.3 Number of nurse graduates per year under supply modelling 2010-2035



NZ Educated Nurses (RNs)

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

Summary of Maslow's Hierachy of Needs



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



Challenges

Making Gerontology Nursing a “go to” Specialty

[The Man and the Dog](#)