

Emerging NUM Program 2020 - 2022

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Prince of Wales Hospital
Enhancing Practice Conference 2022



Sydney Hospital &
Sydney Eye Hospital



Emerging NUM Program Handbook 2022



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Emerging NUM History @ POWH



It is so encouraging to see the Emerging NUM Program once again bringing out the best in Nursing Leadership. I have no doubt that raising the bar in preparing emergent leaders for this pivotal role, will indeed positively impact on the provision of quality patient care at the bedside.

Thank you for your continued pursuit of excellence,
much love,

Louisa

'Louisa Hope Fund for Nurses'



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Aims of the Program

- Create a team of effective and dedicated leaders.
- Enhance and expand the leadership skills of those nursing staff who were considering a role in management.
- Enable participants to flourish as leaders through participation in regular workshops and opportunities to shadow the senior leaders in the organisation.
- Shadow a Nurse Manager (NM) or Nursing Unit Manager (NUM)

Principle 1

PD is fundamentally about person-centred practice that promotes safe and effective workplace cultures, where all can flourish.

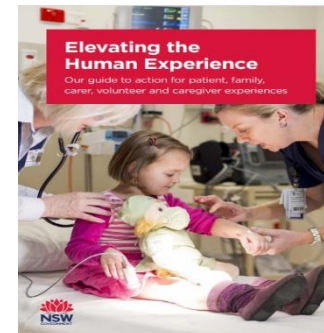
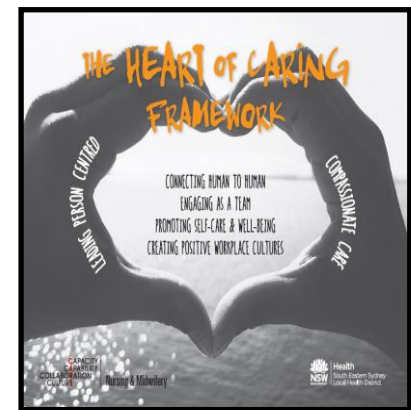
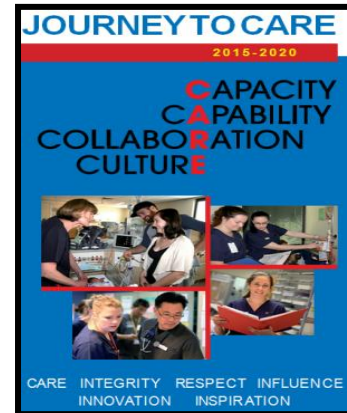
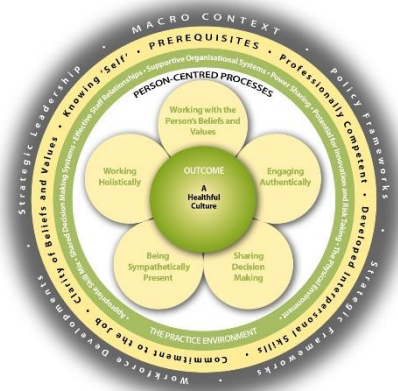


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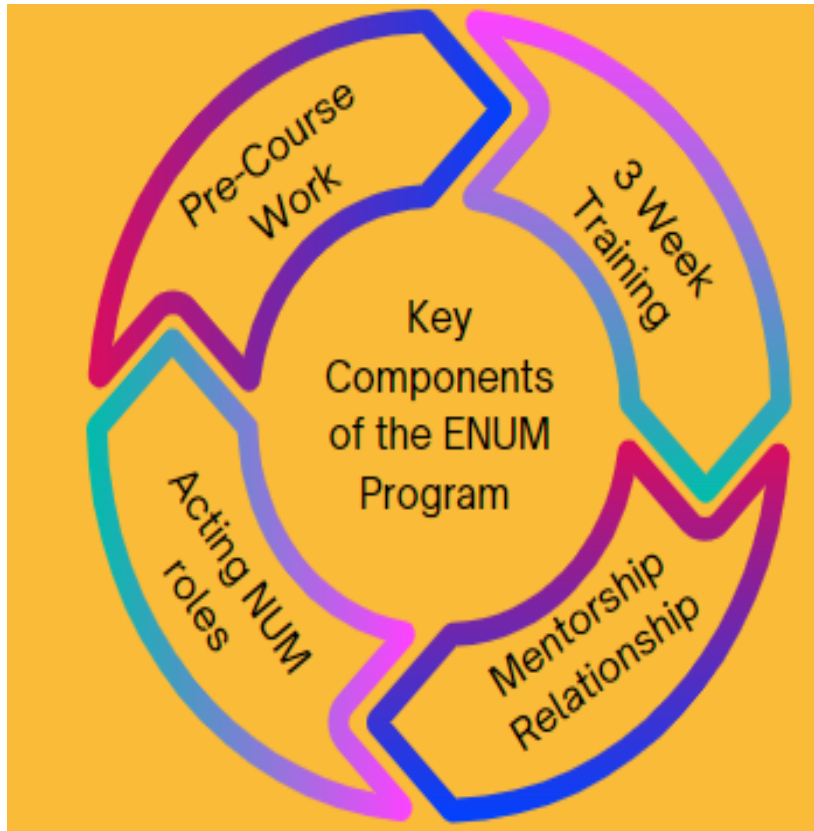
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The Macro Level and Strategic Support of the ENUM Program



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Program Outline



Principle 4

PD utilises active work-based learning to facilitate individual, practice and cultural transformation.

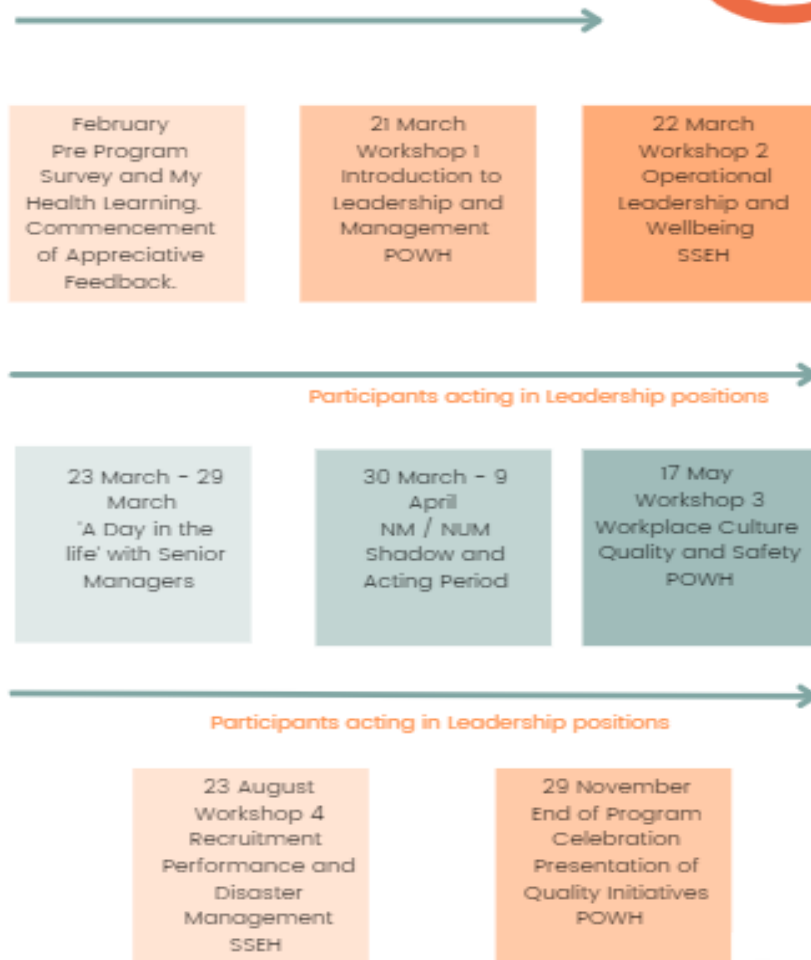


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Timeline



2022 Emerging NUMs – Workshop 2



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Workshop Content

Workshop One

- Introduction to Leadership and Management
- State Award
- Infection Control and Management for NUMs
- Meet and Greet Mentors

Workshop Two

- Person Centred Leadership
- Patient Flow
- Operational Management
- Wellbeing

Workshop Three

- Enhancing Workplace Culture
- Quality and Safety Foundations and Processes for Managers
- Risk Management

Workshop Four

- Recruitment and Vacancy Management
- Performance Management
- Disaster Management
- Upcoming Position Opportunities



Principle 3

PD blends creativity with learning, freeing people's hearts, minds and souls, to achieve new ways of thinking, doing and being.



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Fostering and Growing Relational Leadership

Principle 7

PD focuses on supportive relationships across individuals, teams and systems to stimulate effective change.

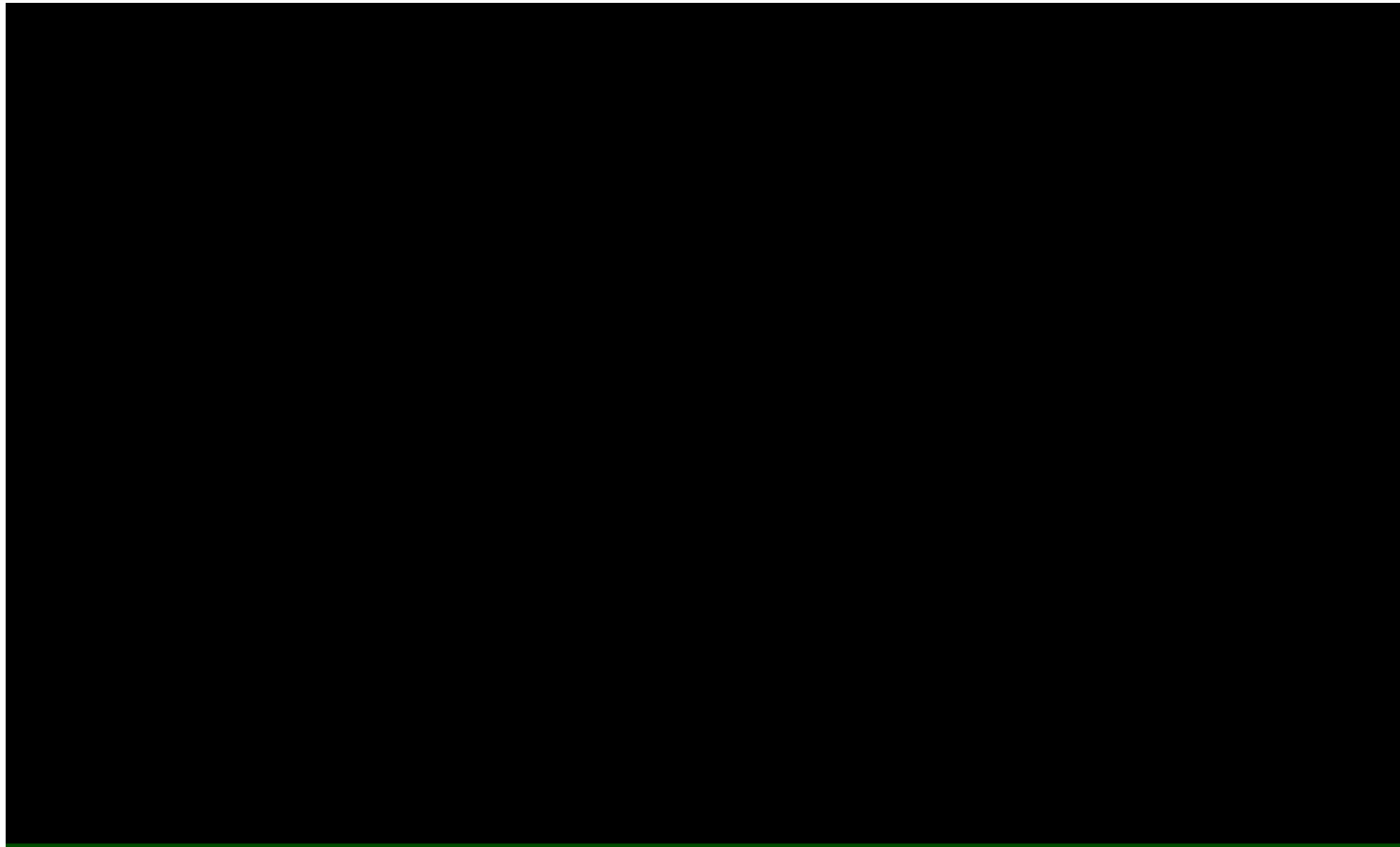


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Day in the Life of an ENUM



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Evaluation Process

The ENUM Program was evaluated taking a multifaceted approach:

- Pre and Post Survey
- Emotional Touchpoints
- Feedback from key stakeholders following three week training program
- Mentor and Mentee stories
- Feedback at completion of program



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Rosie

A / NUM
Perioperative
Services



Jed

A / NUM
Haematology,
Oncology Day Centre



Alex

A / NUM After-hours
Staffing



Sophie

A / NUM Covid
Clinic

What some of our ENUMS have had to say

“ I have loved being a participant of this program, it has enabled me to become a more resilient leader preparing me to step up to confidently manage the challenges of a busy and dynamic unit - Rosie

I enjoyed the shadowing period with my Mentor, that was the highlight for me and to have a 'hands on experience as an Acting NUM' in Medical Imaging was fantastic - Jed

Wonderful program, very happy that I took this step! I feel we all have built rapport with many senior leaders over the course of the year - Alex

The program has given me a greater awareness of how the hospital runs and I've become more confident in managing the different difficult challenges that a NUM has to deal with - Sophie

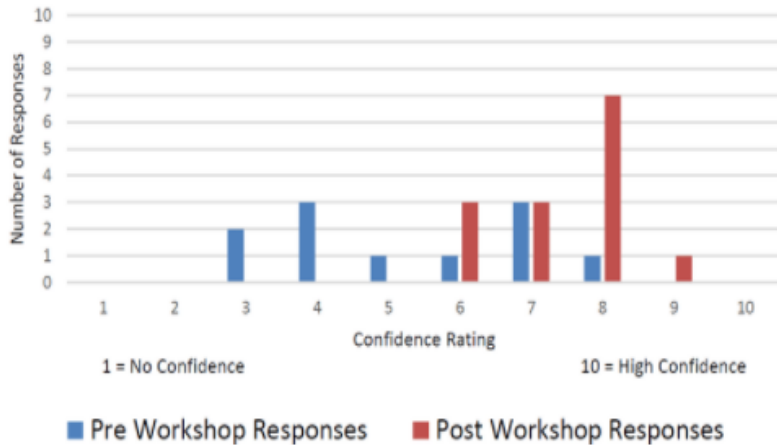
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Evaluation Strategies

Pre and post workshop measure regarding participants confidence contributing to leading a positive workplace culture



Principle 2

PD uses collaborative, inclusive and participatory (CIP) approaches.



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Workshop One March 2021 – ‘Meet and Greet Morning Tea’



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Program Highlights for 2021

Knowledge and Confidence

Responses pre-program highlighted that participants had very little understanding or confidence of the role of the NUM in all areas shifting to 100% moderate / complete understanding post program

Acting Roles

12 out of 14 participants have had the opportunity to Act in Nursing Management Roles throughout 2021.

Two of the ENUMs were unable to be released from their units due to COVID-19 demands on staffing, However, opportunities to cover leave for their NUMs were sought.



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Post Evaluation Recommendations

- Increase understanding of the NUM's role in accordance with the National Safety and Quality Health Standards. In particular with 'running reports' and preparing a department or service for accreditation.
- Strengthen the program by having more opportunity to practice 'difficult conversations' in line with Human Resource recommendations
- Improve the understanding of some of the Human Resources components of the role including conflict management and giving feedback

Principle 6

PD uses inclusive evaluation to integrate evidence from process and outcomes of transformation.




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Key Improvements for 2022

- Introduction of MedApp
- Introduction to Quality Informatics to support Accreditation

 **med app**

Improving clinical confidence and wellbeing through access to clinical information since 2015

With over 29,000 registered users, Med App is an offline-accessible, mobile app for accessing clinical and hospital guidelines, communication, tracking education and training.

Bypass Switchboard!


- Call departments directly from your phone
- Quick access to emergency numbers

Clinical Resources

- Guides
- Common calls
- Unit specific information
- Edit & update handover documents

Wellbeing

- Evidence based support
- Self assessment tools
- Local crisis support
- Podcasts



Rostrering information

- Roster updates
- Know who to contact on each rotation

Track education & CPD

- Scan QR codes to track attendance
- Review attendance for your CV or CPD

Provide feedback

- Give feedback on missing or out of date information
- Provide suggestions or edits in app
- Tell your admin what you need



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Program Highlights for 2021



Person Centred Attributes

33% stated they had a moderate understanding pre program with a shift to 100% understanding post program

How would you rate the program overall?

100% of participants rated the program as good to excellent

Recommend the Program to others

100% of participants would recommend the program to others



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Mentor and Mentee Overview



" It was lovely to see how much of a trusting relationship we had, for him to run things by me for my advice and insight was something I really valued"
Megan Pinfold NM Adult Intensive Care Unit

Principle 8

PD is a complex methodology that uses a variety of evidence to inform transformation for individuals, teams and systems.



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Thank You



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