



NEW ZEALAND PRIVATE SURGICAL  
HOSPITALS ASSOCIATION INC

## **MEDIA RELEASE**

**Thursday 8 September 2016**

### **Cardiac Surgery Education Bundle Wins Quality Award**

The Cardiothoracic team at St George's Hospital in Christchurch have led the way for patient focused care with their unique education package for patients undergoing cardiac surgery. The package is the winner of the Clinical Category of NZPSHA "Leaders in Quality" 2016 Awards. The package was designed collaboratively with input from surgeons, intensivists, allied health professionals, patients and also their families. A care pathway for cardiac patients enables nurses and patients to visualise and account for information and to be able to plan, optimise and individualise future care.

The bundle represents a unique strategy for each cardiac surgical journey, empowers patients and enables a better understanding of the psychological impacts of undergoing surgery. It demonstrates excellent use of the quality improvement model to introduce and drive positive organisational and culture change.

Winner of the non-clinical award category is Southern Cross Hospitals National Office for their entry "Southern Cross Hospitals Nurse Entry to Practice Programme: New graduate RN development in the private surgical hospitals environment". Southern Cross Hospitals have introduced a standardized and nationally coordinated 12-month new graduate registered nurse programme to support a successful and seamless transition to RN practice in the private surgical hospital setting. The project was a multi-faceted team effort involving over 10 hospitals. It is the first private surgical hospitals' nurse entry to practice programme to be accredited in New Zealand.

The Leaders in Quality Awards are presented bi-annually by the New Zealand Private Surgical Hospitals Association (NZPSHA) and recognise excellence across its 28 members spread across 36 private surgical facilities throughout New Zealand.

Executive Lead for the NZPSHA Leaders in Quality Awards Dr Lloyd McCann said "it is heartening to see the volume of quality improvement initiatives being conducted in the private component of our health sector. The opportunity for learning for our members is brilliant! And the benefits for patients is very clear."

Three finalists from each of the two categories – clinical practice and non-clinical – were selected and they will present their initiatives at the Association's September 2016 seminar in Wellington.

External Judge Dr Andrew Old, Chief of Strategy, Participation and Improvement at Auckland District Health Board said, "As a first time judge I was impressed by the range of excellent applications in this year's awards, there were some great ideas, thank you!"

Each winner receives a NZPSHA Quality Leader trophy and \$1500 to be used to further advance quality and education within their hospitals.

Ends

**For further information, contact:**

Dr Lloyd McCann  
Executive Lead, NZPSHA Health Quality Awards  
Ph: 021 808 1937  
Or 09 520 7641

Rose Geden  
Executive Director  
NZ Private Surgical Hospitals Association  
Ph: 027 380 3111  
Or 04 894 3120

## The NZPSHA Quality Award Winners for 2016

### Non-clinical Category

#### **Winner Non-Clinical Quality Award: Southern Cross Hospitals National Office**



NGRNs have been employed by Southern Cross Hospitals for several years, however it is only recently that Southern Cross Hospitals have introduced a standardised and nationally coordinated 12 month NGRN programme to support a more successful and seamless transition to RN practice, in the private surgical hospital setting. The project to develop the national programme was complex, multifaceted team effort; involving all 10 wholly owned hospitals, joint venture (JV) partner hospitals; and national and regionally based external Stakeholders.

The programme design was aimed at organising components to develop and integrate the efforts and actions of personnel, processes and policy, to ensure a standardised and more consistent approach to NGRN development across the network. This aim also supported SCH's organisational objective relating to recruitment and retention through the programme contributing to the provision of a well-qualified and sustainable nursing workforce which is essential in meeting the projected increase in demand, and changing health needs of private surgical customers.

Central to programme standardisation was the alignment of processes with Nursing Council of New Zealand (NCNZ) NETP programme standards and Health Workforce New Zealand (HWNZ) specifications. Subsequent audit by NCNZ resulted in the programme receiving accreditation in April 2015, the first private surgical hospitals NETP programme to be accredited in New Zealand.

Programme design also facilitated NGRN knowledge and skill development in alignment with the unique characteristics and ways of working in a private surgical hospital Setting. In the private setting the RN workforce is required to practice across many surgical specialties, have knowledge of all critical moments along the perioperative patient journey and develop effective relationships with the inter-professional team. The programme learning activities focused on development of this knowledge and understanding. Also unique to the programme was the integration of Southern Cross Hospitals organisational values which underpinned and unified programme processes across the network.

Judges commented that it is a comprehensive programme that must enhance the employment experience of both the new graduate and newly recruited nurse.

**Winner Clinical Practice Quality Award: *St George's Hospital Cardiac Surgery Education Bundle***



In 2015 the Cardiothoracic team at St George's Hospital, Christchurch embarked on a project to redesign education for patients having cardiac surgery; this initiative was developed from recommendations established during a root cause analysis (RCA). The objective of this project was to create an education package (care bundle) for the patient journey, to be used before admission throughout the hospital stay and for support following discharge. This package was designed by nursing staff with input from surgeons, intensivists and allied health. However, most importantly it was created with assistance from patients and their families to ensure not only that their needs were being met but they felt empowered and well informed during this experience.

The education package includes written information in the form of a workbook, visual displays in the form of posters and a standard for providing education verbally. A care pathway for these patients has a designated area to record a log of education discussed with the patient and their family as well as set goals. This enables nurses and patients to visualise and account for information that has been discussed and to plan, optimise and individualise future care.

This process has enabled us to develop a better understanding of the psychosocial impacts of the cardiac surgical journey for patients and their families. We have learnt that simply providing one strategy for education is not enough to support and empower people in this situation. By taking time to listen, to research and to audit we can facilitate a better understanding of the meaning of the patients' experience and their needs. This has led to the development of an improved package for patient focused care.

Judges said it is great to see such a robust action plan arise from undertaking a root cause analysis. The resource has wide applicability across the sector.