

# Be a Step Ahead

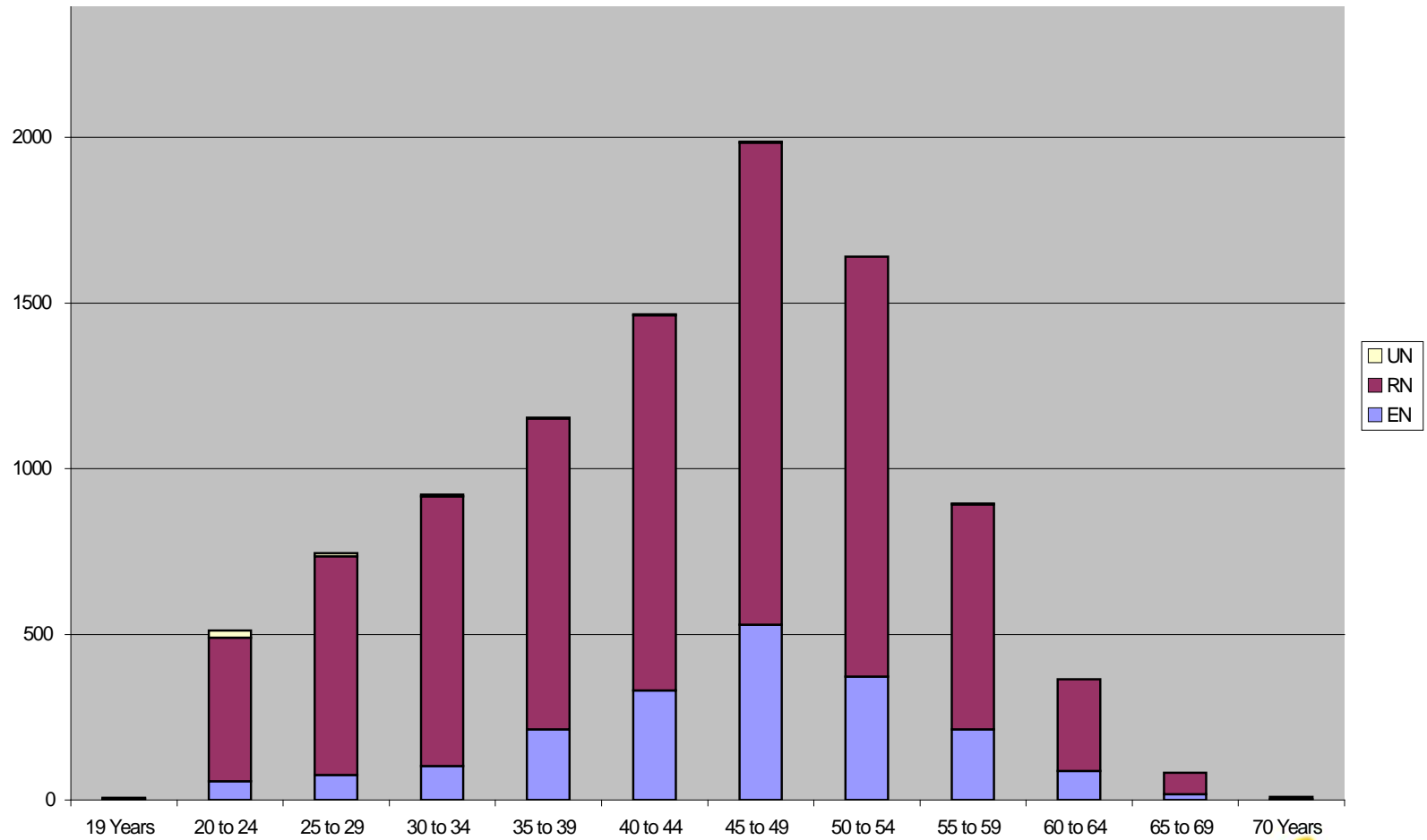
research  
prevention  
support

Dr Marion Eckert  
General Manager  
Cancer Control Cancer Council SA

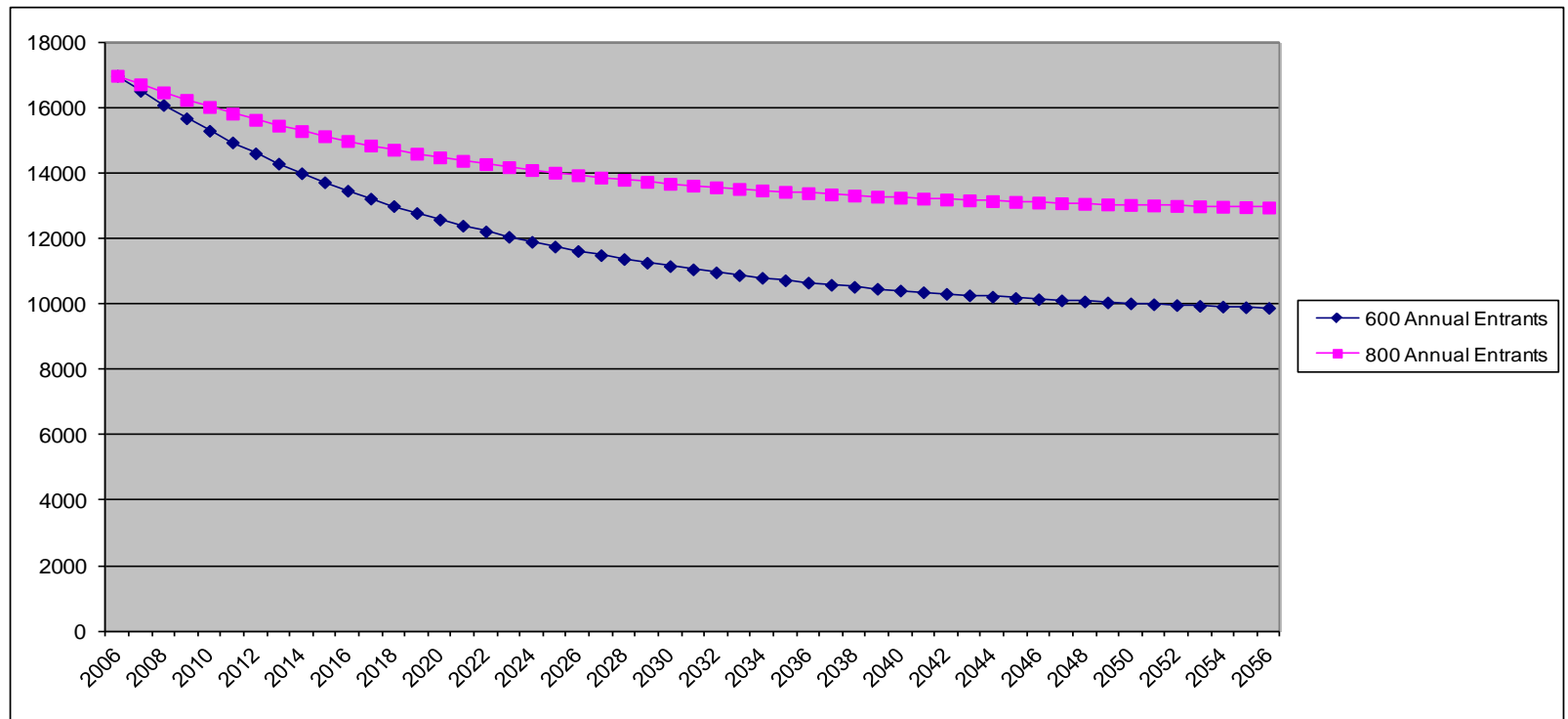
# Session overview

- **State of Health**
- **National Projections**
- **Budget**
- **Be Innovative in your practice**
- **Challenges**
- **Know your team**
- **Systems and Process**
- **Conclude**

# Age Profile of Nurses in SA



# SA RN and RM Projections



# National Projection

**National projections indicate shortages of:**

- **approx 40,000 nurses by 2014**
- **approx 90,000 nurses by 2020**

**(Average of 14% of the workforce every 5 years)**

# Budget



# The Budget & Highlights

- Health is the single largest area of investment in our state – accounting for over \$5 billion of our State's \$16 billion
- Spending \$41.3 million SAHMRI
- \$1.5 million on Dental care
- \$32 million over 3 years for the 'Closing the Gap' indigenous health care initiative & \$3.5 million over 2 years for communities APY lands

# Challenges

- **Sustainable, qualified workforce for the future**
- **Provision of Quality care in an environment of diminishing LOS, and increasing acuity**
- **Ageing workforce and transfer of knowledge to the next generation**
- **Generation considerations in relation to casualisation of workforce**



Healthy living

Health topics

Health services

Clinical resources

## Emergency Dept Dashboard

Data Current To: 30/04/2014 11:30

Help

### Hospital Status

# Excludes high priority cases.

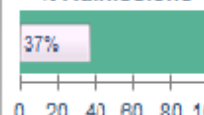
Hos	EA	WTES	Com Treat	Cap	*	Avg wait (mins)#
FMC	2	3	54	53	●	11
LMH	2	8	39	41	●	23
MH	2	3	15	25	●	15
RAH	2	2	53	59	●	12
TQEH	3	7	32	31	●	35
WCHP	2	2	16	28	●	18
Total	13	25	209	235		

### FMC Streams

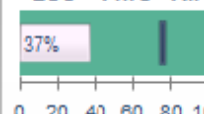
Stream	Wait to See			Treat	Wait For Bed			Total Time in ED					EECU	Tot
	Tot	WOT	*		Tot	WOT	*	0-2	2-3	3-4	4-8	8+		
LIKELY TO ADMIT	2	0		8	3	0		9	3	0	0	1	0	13
LIKELY TO DISCHARGE	0	0		11	4	0		9	1	1	1	3	1	16
MENTAL HEALTH	0	0		1	6	4	●	1	0	0	0	6	0	7
PAEDIATRICS	1	0		7	1	0		4	2	1	0	1	0	9
RESUSCITATION	0	0		0	1	0		1	0	0	0	0	0	1
TIME CRITICAL	0	0		0	3	2	●	0	0	0	0	3	0	3
UNCLASSIFIED	0	0		0	4	4	●	0	0	0	0	4	4	8
Total	3	0		27	22	10		24	6	2	1	18	5	57

### FMC KPI's From Midnight

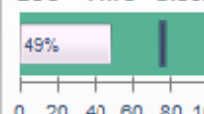
#### % Admissions



#### LOS < 4 Hrs - All



#### LOS < 4 Hrs - Disch



### FMC Expected Arrivals

Category	Total
AMB 2	1
AMB 3	1
Total	2

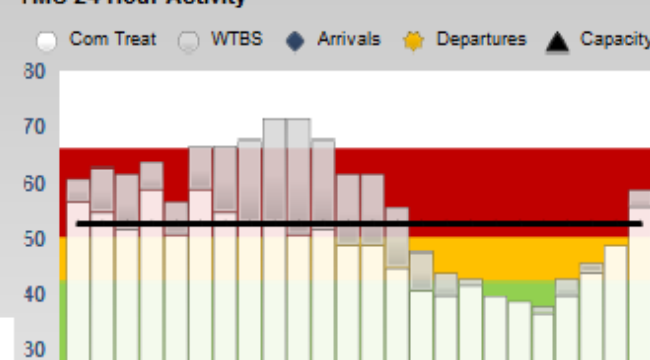
### FMC Departures (Last 1Hr)

Departure Type	Total
Admitted to this hospital	6
Discharged	4
Transferred to other Hosp	3
Total	13

### FMC Triage Categories

Cat.	WTS	WOT	*	Oth	Tot
2	0	0		8	8
3	3	0		35	38
4	0	0		10	10
5	0	0		1	1
Total	3	0		54	57

### FMC 24 Hour Activity



### FMC Waiting Times



# Be Innovative

**“There’s a way to do it better – find it”**

**Thomas Edison**

# The Disney Way

- Dream
- Believe
- Dare and Do



key Mouse



# The Disney Way

- **Disney's success was not etched by the story of Pinnochio or Dumbo, but by the force of a much-considered process of managing innovation, creativity and adherence to a firmly held system of beliefs. They pioneered:**

**Story boards as idea generation, project management and problem solving skills**

# Successful Team Building

- **Encourage creativity**
- **Keep the team on track to achieve goals**
- **Diversity is important, but in the end it's all about synergy balance, and the raising the bar**





# Do you know your team?

What does your team look like – do you know?



# Knowing Your Culture

- **Requires a shift in the way you see your business.**
- **Know your workforce**

**move out of the world as it used to be and into the world as it is:**

<b>Baby Boomers</b>	<b>1946 - 1963</b>
<b>Generation X</b>	<b>1964 - 1979 (latch-key Kids)</b>
<b>Generation Y</b>	<b>1980 - 2000 (internet 'net' generation)</b>
<b>Generation Z</b>	<b>2001- 2009 (silent generation)</b>
<b>Gen Alpha</b>	<b>2010 - new</b>



# Defining the Generations



# Generation X



**Welcome to the ABBA  
Arrival Deluxe Edt. quiz!**

Win a package that includes:  
- ABBA / Arrival Deluxe Edition  
- ABBA / Arrival album poster  
To the quiz! >>



# Generation Y

## Google Generation / Generation XBox



<http://www.youtube.com/watch?v=dGCJ46vyR9o&feature=email>

# Communication Considerations

**My smmr hols wr CWOT. B4, we usd 2 go 2 SA  
2C my bros, his GF & thr 3:-@ kds. FWIW, ILSA  
- its gr8. GTG, PAW**

# Communication Considerations

**My smmr hols wr CWOT. B4, we usd 2 go 2 SA 2C my bros, his GF & thr 3:-@ kds. FWIW, ILSA - its gr8. GTG, PAW**

**My summer holidays were a complete waste of time. Before, we used to go to South Australia to see my brother, his girlfriend and their three screaming kids. For what it's worth, I love South Australia - it's a great place. Got to go, parents are watching.**



# So what is your role?

- What kind of leader are you and what are your values?
- What is important to you in leading your team?
- How do you measure this?





# Education & Implementation

- Short courses
- Workshops, and
- Professional Develop



**Maintaining Oral Hydration in the Elderly**



# What's your Plan?

- **What sort of leader will you be in 12 months time?**
- **Steve Jobs said: 'Innovation distinguishes between a leader and a follower?'**
- **What are your strengths and weaknesses?**
- **It's easy to come up with new ideas; the hard part is letting go of what worked for you 2 years ago, but will soon be out of date!**

# What Triggers Change?

- Introduction of major new technology
- Reorganisation or workplace restructure
- Need for improved organisational performance
- Legislation or Policy requirements
- Changes in leadership or management
- Patient or service needs

# Types of Change



**Adaptive  
Change**

**Reintroducing  
a familiar  
practice**

**Innovative  
Change**

**Introducing a  
New Practice**

**Radically  
Innovative  
Change**

**Introducing a New  
Industry Practice**

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*low*

*high*

- Degree of complexity, cost and uncertainty
- Potential for resistance to change

# Fundamentals



- **‘Words are not enough’.**
- **Earn respect / stay ahead**
- **Commitment to change / innovation**
- **Tap into individuals’ capacity**
- **Know your workforce**
- **Manage your generations**
- **Recognition of all levels in decision making**
- **Develop a culture of learning**
- **Be Goal Orientated**
- **Conduct ‘Exit Surveys’**

**Many today consider that managing change - creating, responding and using it, is perhaps the most critical competency for long term organisational survival and prosperity**

Stacey, R 1993, Strategic Management and Organisational Dynamics, London, Pitman

# Communication and Change

- **Communication is the key – communicate, communicate, communicate – then when you think you’ve communicated enough – communicate again!**
- **Ensure you set up a safe environment for people to express their feelings**
- **Encourage people to talk about the change with their colleagues and family**
- **Encourage people to actively assess the real impact this change will have on them**

**It's not always about the change that you  
make**

*but*

**It is always about the way that  
you make it!**

# Conclusion

- Invest in your team
- Search for innovation and ways to measure the benefit
- Be concerned about the culture.
- Fundamentally, leadership should aim to benefit the public and the profession.

