Primary Care Telenursing in New Zealand

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Telenursing Triage

- French word “trieur” to sort out
- Not a medical or nursing diagnosis
- Clinical priority
- Decision making process or tool used to determine
  - Right level of care
  - Right time
  - Right place
Telenurse skill requirements

- Registered Nurse with a current APC
- Sound clinical background with recent primary health experience
- Excellent listening and communication skills
- Computer literacy
- Ability to multitask
- Work in a ‘virtual’ team
- Sense of humour!
Telenursing competency

 Governed by Nursing Council Professional Standards for Telenursing Practice

- Demonstrates sound levels of judgement, discretion and decision making when communicating with each caller (kaiwea mai)

- Practises nursing in a manner that the caller (kaiwea mai) determines as being culturally safe

- Demonstrates sound clinical leadership

- Monitors and improves standards of Telenursing through active involvement in quality improvement and risk management processes

- Develops nursing practice through research and scholarship
Opportunities

- Excellent learning environment both clinically and technically
- Diverse range of health calls
- Access to wealth of information via Guidelines and Health information Library
- Excellent working environment for nurses requiring a less physically-demanding job or for those with a disability
- High level of job satisfaction – dealing with one caller at a time, and immediate completion of notes
Training and development

- Class-based training (remote or call centre)
- Preceptored shifts (side by side or remote shadowing and listening)
- 3 month calibration and competency class
- Clinical development (nurse led)
- Professional development monthly topics - Diabetes, Family Planning, Asthma
- Internal clinical updates via intranet notice board
- Educational assistance benefit
Goals and Standards

- Call Centre environment with virtual operation and 100% visibility
  - Rostered shifts and breaks 24/7
  - Every task you carry out potentially affects programme performance and can impact on your colleagues

- Key Performance Indicator targets both clinical and operational:
  - Operational standards e.g. 80/20 Service Level
  - Call time goals
  - Call standards to measure call process and clinical safety
  - Individual monitoring of calls processed by self, peers and team leader
  - Verint call voice recording and 10% screen capture
McKesson New Zealand

- Clinician-led organisation
- In operation in Australasia for 15 years
- Pioneered call centres as a part of healthcare service delivery
- Offices in Sydney, Melbourne, Adelaide, Perth, Wellington
- >850 staff including nurses, allied health and medical practitioners
- >2 million health calls taken annually
Telephone Triage and Health Advice

Assures quality advice and recommendations for patients with health concerns with the aim of directing the caller to the most appropriate health care provider.
Healthline

- National telephone health advice service available to all New Zealanders
- Funded by the Ministry of Health to deliver Healthline Triage Service (10 years)
- Provides free access for people seeking:
  - Symptom assessment
  - General health information
  - Provider information
National telephone triage service

- Complements face to face Primary Health Care Services

- A nurse-led triage service provides the first point of contact for many patients

- Confidential

- 24/7 hours easily accessed via 0800 number (landline or cell phone)

- Health Education and Promotion

- Empowering (self management)
CECC a clinically rigorous Triage System developed and owned by McKesson. It is the pre-eminent triage system in large-scale use in our region and is currently in production for:

- Healthline in New Zealand
- HealthDirect in Australia
- NURSE-ON-CALL in Victoria
- The Metropolitan Ambulance Service (MAS) of Victoria
- ACT Walk in Clinics
CECC Clinical Guideline Safety

- The guidelines in CECC are evidence-based

- The continuing clinician feedback and regular formal review is an essential element in their safety and success

- The regional clinical team meets monthly to review and improve Guidelines. There are currently 413 Guidelines in production

- Medical Advisory Group – provides formal feedback on general triage issues and specifically on proposed modifications

- Continuous Quality Improvement: The Healthline clinical leadership team meets fortnightly to review clinical risk and any negative feedback
Work@Home Innovation

The McKesson@Home concept was trialled in 2008 and rolled out nationally in 2009 and consists of:

- A dedicated work space in your home
- The necessary software, broadband access and a secure work computer are provided
- Instant messaging via secure OPN, Clinical Resource Nurse and Team Leader support
- 80% telenurses employed as McKesson@Home in New Zealand
Work@Home Benefits

- Improved recruitment and retention of staff
- Some flexibility of shift times for nurses. Manage shifts around family commitments
- Employment opportunities for nurses throughout NZ including rural nurses
- No commuting
- Flexible staffing during call volume peaks and troughs
Key directions for telenursing

- After Hours GP support
- Mental Health After-Hours services
- Chronic Disease Management: Diabetes; Asthma; COPD; CVD
- Health Surveillance and Population health needs
- Pandemic planning
- Dedicated website to access Health Topics or Provider information
Questions
Practice Nurses Programme

Southern Trust Sportsdrome
Saturday 12 June 2010

Chair: Mary-Anne Cameron