

Beyond the status quo: Nursing and midwifery orientation to activate an International Hospital

Rajasperi Naicker (Jessie) and Helen Sutherland

Sidra Medicine, Qatar

Introduction: The Sidra Medical & Research Center now known as Sidra Medicine is a private hospital under the umbrella of Qatar Foundation (QF). Sidra Medicine provides children and women with outstanding tertiary healthcare services in an innovative and ultramodern facility specially designed to promote healing. This high-tech facility is in Doha to world-class patient care, scientific expertise and educational resources. The patient care is designed based on Women's and Children's specialties regulated by Qatar Ministry of Public Health and governed by chairing Sheikh Moza. This facility is also academic in nature teaching the next generation of physicians/clinicians partnerships with degree granting local institutions such as Weil Cornell Qatar and Qatar University. While excellence in the giving of quality care and service is the objective, exceptional evidence based nursing care is warranted and expected. The nurses are recruited locally and internationally, 96 nationalities at present. This content illustrates initiatives to commission and activate in-patient services between 2017 & 2018.

The aim is to prepare new staff for activation of the in-patient services and so engage them with Sidra's vision, mission, values, goals and organizational structure. The objective is to ensure that new nurses and midwives receive consistent information regarding policies, procedures, standards and documentation to support safe clinical practice.

Methods: Quantitative and qualitative methods have been used to in this process. PDSA Cycles to obtain baselines of implementation

Focus Groups to observe and obtain feedback and suggestions

A Gap Analysis was done to identify areas for immediate and on-going support needs and the program reviewed accordingly.

Conclusions: As a Greenfield Hospital, it is noted that orientation content is ever-evolving in response to a fluid environment. A structured approach and Team engagement is essential to ensure robust orientation and streamlined processes. Blended approaches were effective, however, to consider "Back to Basics" where super diversity exists. To consider multiple learner styles – per adult theories.

Results: Among a variety of positive comments about the impact of a very comprehensive orientation program: 80% of staff reported to be well prepared following GNMO orientation. 90% of new staff indicated the skills drills and simulations to be useful during the gap analysis. 50 % of staff requested a needs assessment for future orientation reviews. 30 % of staff required additional support for simulation of workflow activities.

Biography

Rajasperi Naicker (Jessie) is currently an educator within the corporate Nursing department, Practice Development at Sidra Medicine. She is an expat from New Zealand who is based in Doha, Qatar. She has approximately 24 years of leadership expertise both from NZ and Johannesburg, South Africa. She is also a past recipient of the WDH B excellence awards for Workforce Development, in Auckland, NZ; She leads on multiple clinical programs to strengthen the inter-professional workforce at Sidra Medicine. These include General Nursing & Midwifery orientation, non-clinical staff orientation, Team STEPPS, a US program Safe Medicate and a UK based program and various process improvement initiatives.

maicker@sidra.org