



Developing the non-medical workforce – the development of new roles



Sheffield
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SHARPENS YOUR THINKING

Why

- Reduction in patient waiting times
- Streamlined patient pathways – seamless care
- Increased patient satisfaction
- Increased medical availability for more complex procedures
- Improved recruitment and retention of healthcare personnel

Key enabling strategies

- Identify local health service needs
- Patient centred service design
- Identify roles and responsibilities – fit for purpose
- Long term planned and managed strategy
- Collaborative working between health service and higher education

Enabling strategies

- Pioneers

Kimberley has always been more than just a mining town. Kimberley and its people have been pioneers in many fields – from civic development, politics, literature and mining engineering to aviation. Many of South Africa's historic achievements took place here; achievements that shaped the destiny of the country.

**KIMBERLEY
PIONEERING
CITY**

Enabling strategies

- Visionary and informed leadership and management
- Multi disciplinary teamwork and training
- Development of job plans with incentives for progression
- Organisational readiness
- Patient acceptance

Enabling strategies – clarity of new roles

Defining

- Practice standards
- Roles and responsibilities
- Boundaries of practice

Defined and agreed

- Ministry of Health
- Leaders of health service providers - hospital and primary care centre managers
- Professional groups
- Service delivery – team approach

Team identifies and works towards commonalities

- Values – respect and working as a team
- Aim towards patient centred care
- Language/communication
- Standards of care

Teamwork



Where

- Acute and emergency care
- Critical care
- Radiology/Radiotherapy services
- Primary care

Acute and emergency care

- Emergency Nurse Practitioner
- Improved waiting times and patient satisfaction
- Improved clinical documentation quality

Acute and emergency care

- “more accurate than A&E SHOs in history taking, recording visual acuity, describing ocular anatomy, and making provisional diagnoses. A significant reduction in out of hours ophthalmic workload may be achieved in ...if ENPs were to see all eye emergencies.”

Critical care

- Nurse practitioner training to request and identify cvp line position
- Enables continuation of treatment

Radiology/Radiotherapy services

- Radiographers reporting – clinically relevant report
- Bariums
- IV contrast agent
- Prescribing
- Counselling

Primary care

- Nurse practitioners
- Assess and treat within protocols
- May include prescribing drugs, requesting X-rays and blood tests
- E.g. Diabetic nurses – monitor patients, change medication
- Consult doctor when required

Thank you

