

A person wearing a white lab coat and a white hairnet is working in a sterile processing center. They are leaning over a table, handling a tray of surgical instruments. The background shows a clean, clinical environment with a sink, shelves, and a cart.

SURVIVING THE RIDE

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BACKGROUND

- Direct observation
- Leadership skills



OBJECTIVE



- To work together to develop an effective team to provide a quality service and product to the customer.

PURPOSE OF PRESENTATION

A person wearing a white lab coat and a white hairnet is leaning over a table in a sterile environment, likely a hospital or laboratory. They are working with a large, open metal tray containing various surgical instruments. The background shows medical equipment, including a sink, a trash can, and a cart with drawers. The overall scene is brightly lit and clean.

- Leadership skills
- Share good examples
- Protect valuable resources

STRATEGIES

A person wearing a white lab coat, a white hairnet, and blue gloves is working in a laboratory. They are standing at a stainless steel counter with a sink. There are several green plastic trays on the counter. The background shows a wall with a keypad and some papers.

- **Macroscopic view**
- **Bi-weekly staff meetings**
- **Open communication/open door policy**
- **Inservice education**

INSERVICE EDUCATION

A person wearing a white lab coat, a white hairnet, and blue gloves is working in a laboratory. They are standing at a stainless steel sink or counter, possibly handling equipment or samples. The background shows various pieces of laboratory equipment and a control panel with buttons.

AS/NZ 4187 [2003] p.61

8.2 Documentation - employee training records

8.3 Performance management

qualifications

staffing levels

written job descriptions

system for assessing staff performance

8.4 Education & training

formal orientation program

'On the job' practical training

PERFORMANCE INDICATOR

- Friendly environment
- Helpful to customers
- Signs of reduced sick leave





2004 'RAMP UP' to next level

SPC Staff

- **Nursing**

Enrolled Nurses

Assistants in Nursing

- **Non-Nursing**

Operational Officers

STRATEGIES

- Microscopic view

Drill down to the individual staff member



ASSESSMENT

A nurse in blue scrubs and a hairnet is pushing a gurney with a patient in a hospital hallway. The gurney has a patient lying on it, covered with a light blue blanket. The hallway has a white wall with a door on the right and a window on the left. The text 'ASSESSMENT' is overlaid in large blue letters at the top.

- SPC Annual performance assessment and development [PAD]
- Competencies
- Skills checklist
- Inservice individual report
- Questionnaire/interview

A healthcare worker in blue scrubs is pushing a metal gurney with a patient in a hospital hallway. The gurney has a patient lying on it, covered with a light blue blanket. The hallway has a white wall with a door on the right and a window on the left. The text 'PERFORMANCE INDICATOR' is overlaid in large blue letters at the top of the image.

PERFORMANCE INDICATOR

- Motivated and enthusiastic team
- Problem solving and multi-skilled

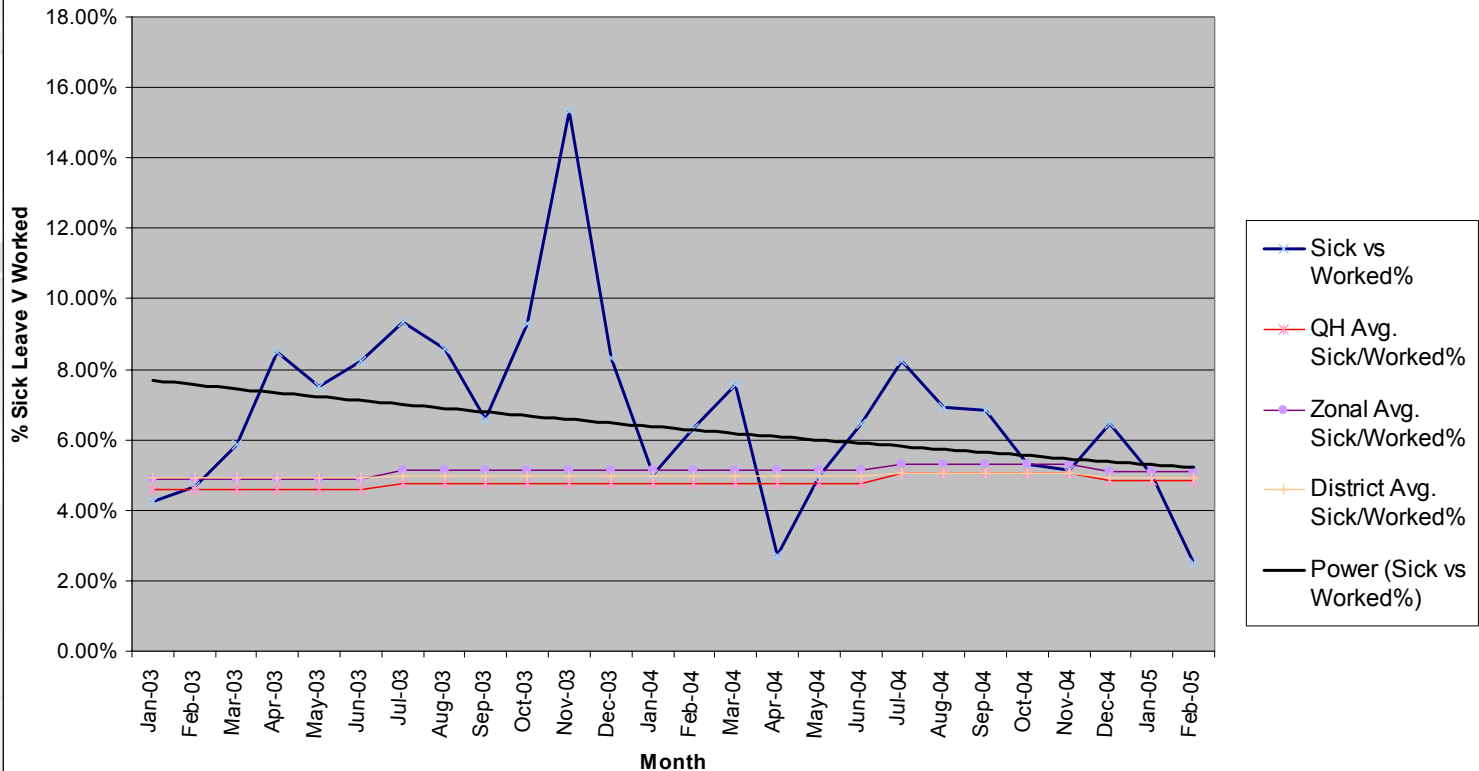
NEW STAFF

A healthcare worker in a sterile environment, wearing a white cap, face shield, and gloves, working with a metal tray containing medical supplies.

- Recruitment and selection
- Casual → permanent
- SPC selection criteria
- Interview questions
- Orientation and preceptorship

PERFORMANCE INDICATOR

SPC -Sick Leave for Financial Year 2003/2004



CONCLUSION

Leadership is the ability to influence and develop individuals and teams to achieve goals that contribute to a worthwhile purpose

Robbins [2001]

