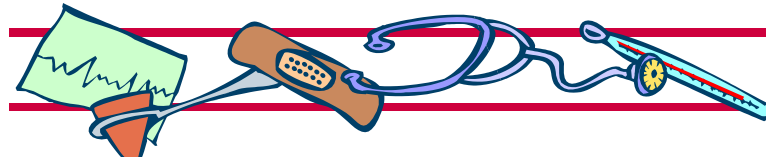




PRACTICE NURSE ORIENTATION RESOURCE



NAME:

Haere Mai.

Nursing in Aotearoa New Zealand is an evidence-informed practice discipline, underpinned by nursing theory and research.

Nursing's core focus is people (tāngata) – with or without disease. Professional nursing practice attends to the differing ways in which people experience health, well-being, illness, disability, the environment, health care systems, and other people. It brings coherence to all that contributes to positive health outcomes.

It is the relational processes, knowledge and skills of nursing that enable people to get on with their lives, whatever their health circumstance. Nursing assures a human face in health care.

The discipline of nursing in Aotearoa New Zealand addresses the uniqueness of our cultural experience: professional nursing practice is founded on whakawhanaungatanga, manaakitanga, rangatiratanga, and wairuatanga. (Litchfield 2010)

This resource has been written to provide you with a basis for your orientation into nursing in general practice.

It can be used to help you access further information and knowledge to develop your practise, and as a guide to the range of disciplines that encompass the role of a Practice Nurse.



Delivery of Nursing Services within General Practice means that you are:

Professionally accountable for all aspects of delivery of nursing care.

Educated and competent to carry out delivery of service.

Able to acknowledge any limitations in your knowledge and competence.

Expected to decline any duties or responsibilities unless able to perform them in a safe and skilled manner.

Task Competency:

This resource can be seen as the basis for orientation within your practice.

Initial orientation and on-going support/training, where possible, should be carried out alongside an experienced Practice Nurse.

Areas of knowledge high-lighted in red should be prioritised and completed within the first 12 weeks of orientation where possible.

This clinical resource was prepared by Joanne Butfield, Nursing Facilitator, Pegasus Health, in collaboration with the Nursing Team. Any statement of preference made is a recommendation only. It is not intended to compel or unduly influence independent nursing practice. References are available on request. All clinical documents produced by Pegasus Health are dated with the date they were originally produced or updated, and reflect analysis of available evidence and practice that was current at that time. Any person accessing any clinical documents must exercise their own clinical judgment on the validity and applicability of the information in the current environment, and to the individual patient. This educational resource remains the intellectual property of Pegasus Health. This material is not able to be redelivered, on sold to any individual or organisation, or made publicly available on any website or in any publication.

Criteria for Clinical Competency Evaluation:

The following rating scale, adapted from Bondy (1983), is used for assessing competency. The criteria for clinical assessments cluster into three major areas:

1. Professional standards and procedures for the behaviour
2. Quality aspects of the performance
3. Assistance needed to perform the behaviour

Five levels of competency are identified:

1. Independent
2. Supervised
3. Assisted
4. Marginal
5. Dependent

Independent: Means meeting the criteria identified in each of the 3 areas above. It does not mean without observation, as the performance must be observed to be rated independent by someone other than the nurse carrying out the procedure.

Effect: Refers to achievement of the intended purpose of the activity.

Affect: Refers to the manner in which the activity is performed

Quality of performance: Includes the use of time, space, equipment, and expenditure of energy.

Assistance required: Cues can be supportive or directive. Cues such as 'that's right' or 'keep going' are supportive/ encouraging but do not change or direct what the nurse is doing.

Directive cues: (which can be verbal or physical), indicate either what to do or say next or correct an on-going activity.

The x (not observed/not applicable) category is provided to identify when the opportunity to demonstrate a particular competency was not available to the nurse in the setting. This is only used for those skills/competencies which are infrequently used in the setting. It is however expected that all competencies are addressed. (Bondy, K.N. (1983) 'Criterion-Referenced Definitions for Rating Scales in Clinical Evaluation', Journal of Nursing Education, 22(9), 376-382).

Criteria for Clinical Competency Assessment:

SCALE LABEL	STANDARD PROCEDURE	QUALITY OF PERFORMANCE	ASSISTANCE
<u>I</u>ndependent	Safe Accurate Effect – each time Affect – each time	Proficient, coordinated, confident. Occasional expenditure of excess energy. Within an expedient time frame.	Without supporting cues
<u>S</u>upervised	Safe Accurate Effect – each time Affect – each time	Efficient, coordinated, confident. Some expenditure of excess energy. Within a reasonable time frame.	Occasional supportive cues.
<u>A</u>ssisted	Safe Accurate Effect – each time Affect – most of the time	Skilful in parts of behaviour. Inefficiency and un-coordination. Expend excess energy. Within a delayed time frame.	Frequent verbal and occasional physical directive cues in addition to supportive ones.
<u>M</u>arginal	Safe but not alone. Performs at risk Accurate – not always Effect – occasionally Affect - occasionally	Unskilled, inefficient. Considerable expenditure of excess energy. Prolonged time frame.	Continuous verbal and frequent physical cues
<u>D</u>ependent	Unsafe Unable to demonstrate behaviour	Unable to demonstrate procedure/behaviour. Lacks confidence, coordination, efficiency.	Continuous verbal and physical cues
<u>X</u>	Not observed		

Table of Contents

Practice details/ Who are your practice Population?	Page 9
General Practice Team	Page 11
Māori Glossary	Page 13
Abbreviations	Page 15
Cultural Safety and Te Tiriti O Waitangi	Page 17
Emergency Equipment	Page 19
Infection Prevention and Control/ Health and Safety	Page 21
Laboratory Specimens	Page 23
Emergency/ Urgent Care	Page 25
Immunisation/ Vaccination	Page 27
Wound Management	Page 29
Contraception and Sexual Health	Page 31
Child Health/ Tamariki Ora	Page 33
Medication Management	Page 35
Ear Assessment	Page 37
Respiratory Conditions	Page 39
Diabetes Management	Page 41
Mental Health	Page 43
Funding Streams to Support Patient Care	Page 45
Community Liaison	Page 47
Health Education	Page 49
Telephone Communication	Page 51
Information Technology	Page 53
Evaluation Form	Page 55
Notes	Page 57

Practice Details

Practice Name & Address	
Phone	
Fax	
Email	
Opening Hours	

Who are your practice population?

Describe the General Practice Community i.e. Elderly, Asian, Young Families, Low socio-economic decile etc.

General Practice Team

	Name	Areas of Special Interest
General Practitioners		
Practice Nurses		
Practice Manager		
Administration and Receptionists		
Other Health Professionals		

Māori Glossary.

- **Haere Mai** Welcome
- **Hauora** Healthy, well
- **Tāngata** People, human beings
- **Kaipapa** Smoking
- **Manaakitanga** Hospitality, kindness, caring for
- **Rangatiratanga** Self-determination
- **Tamariki Ora** Healthy, well children
- **Te Tiriti O Waitangi** The Treaty of Waitangi. (New Zealand's Founding Document)
- **Wairuatanga** Wairua refers to the spiritual realm, which includes the spirit of someone or something.
- **Whakawhanaungatanga** Process of establishing relationships, relating to each other well.
- **Whānau** Extended family or family group

Abbreviations.

ACC	Accident Compensation Corporation
AUA	Authorised User Agreement
C.DIFF	Clostridium Difficile
CCCC	Canterbury Care Co-ordination Centre
CDHB	Canterbury District Health Board
CDs	Controlled Drugs
COPD	Chronic Obstructive Pulmonary Disease
CPR	Cardio-Pulmonary Resuscitation
CREST	Community Rehabilitation Enablement Support Team
DECILE	Sector of society, statistic or numeric value
DEFIB	Defibrillator Device
ECG	Electrocardiography
ECP	Emergency Contraceptive Pill
H&S	Health and Safety
HPV	Human Papilloma Virus
INR	International Ratio
IOS	Immunisation Outreach Service
MPSO	Medical Practitioner Supply Orders

Abbreviations (cont'd)

MRSA	Methicillin-resistant Staphylococcus aureus
NGOs	National Government Organisations
NIR	National Immunisation Register
NMA	Nurse Maude Association
NRT	Nicotine Replacement Therapy
NZNC	New Zealand Nursing Council
NZNO	New Zealand Nurses Organisation
PEGS	Preparation, Education, Giving Up and Staying Smoke free
PHO	Primary Health Organisation
PMS	Patient Management System
PN	Practice Nurse
PPE	Personal Protective Equipment
SIA	Services to Improve Access
SOB	Shortness of Breath
SPoE	Single Point of Entry
VRE	Vancomycin-resistant Enterococcus

Useful Resources – Cultural Safety and Te Tiriti O Waitangi

<u>INFORMATION</u>	<u>CONTACT</u>
Māori Health	Pegasus World – Under Community
Code of Health and Disability Services Consumer Rights	www.hdc.org.nz
Guidelines for Cultural Safety 2011	www.nursingcouncil.org.nz
Te Tiriti O Waitangi	http://www.tiritiowaitangi.govt.nz/treaty/translation.pdf
Competencies for Registered Nurses	www.nursingcouncil.org.nz
Whanau Link	http://www.hewakatapu.org.nz . 03 373 8150
Pacific Health	Pegasus World. – Under Community
Pegasus Health Practices Interpreter information	Pegasus World. Under Community – Culturally and Linguistically Diverse Populations (CALD)
Refugee Services/Advice	www.healthpathways.org.nz Login = health Password = p1thw1ys
Culturally and Linguistically Diverse Resources	http://www.healthpathways.org.nz/index.htm?77822.htm
Notes	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comments/ Learning Needs
<u>CULTURAL SAFETY AND TE TIRITI O WAITANGI</u>				
Describe ethnicity of practice population				
Aware of statutory responsibility under the Code of Health and Disability Services Consumers' Rights				
Discuss Guidelines For Cultural Safety booklet from NZNC				
Locate Māori and Pacific Health Primary Health Care reports.				
Able to demonstrate all Council Registered Nurse competencies including 1.2 and 1.5				
Able to discuss role of Whanau Link				
Aware of how and when to access Interpreter Services				
Be aware of support services available for Refugees/Migrants & CALD groups (Culturally & Linguistically Diverse)				

Useful Resources – Urgent Care & Emergency Equipment

<u>INFORMATION</u>	<u>CONTACT</u>
Emergency Services	Dial 111
Non-urgent ambulance	0800 426 285
CPR/First Aid training	www.redcross.org.nz or www.stjohn.org.nz .
ECG interpretation	Courses available via CPIT www.cpit.ac.nz . Also online training http://www.healthlearn.ac.nz or Lippincott procedure http://procedures.lww.com/lmp/view.do?pld=728825
Acute Care/Treatment	http://www.healthpathways.org.nz Login = health Password = p1thw1ys
Anaphylaxis info	Via Healthpathways (http://www.healthpathways.org.nz/19327.htm) or Immunisation Handbook
Acute Demand Criteria/Referral info	Via Healthpathways (http://www.healthpathways.org.nz/15354.htm) or Pegasus World under 24HS.
Rapid Assessment of the Acutely Unwell Adult Course	Via CPIT
Accident Compensation Corporation (ACC)	www.acc.co.nz
Acute Demand Resources	Via Healthpathways (http://www.healthpathways.org.nz/15354.htm). Acute Demand Co-ordination 0800 111 900
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comments/Learning Needs
<u>EMERGENCY EQUIPMENT</u>				
Locate fire alarms/exits and locate and know how to use fire extinguishers				
Discuss role of Fire Warden; First Aider and Safety Officer				
Locate emergency call/alarm				
Policy for checking Emergency trolley and drugs				
Locate O2/ECG/Defib/Nebuliser As applicable to surgery				
Discuss practice emergency evacuation procedure				
Explain how to obtain emergency and/or urgent ambulance				
Aware location of first aid kits; emergency boxes and anaphylaxis treatment				

Useful Resources – Infection Prevention & Control/ Health & Safety

<u>INFORMATION</u>	<u>CONTACT</u>
Health and Safety in Employment Act 1992 (amended 2002)	www.osh.govt.nz/law .
Notifiable Disease Management/Reporting	Via Healthpathways (http://www.healthpathways.org.nz/77822.htm)
Communicable Disease Officers (Canterbury)	Phone 03 364 1777 or Fax 03 379 64 84
Blood, Body Fluid Exposure Management (BBFE) (Needlestick)	www.canterburyscl.co.nz Southern Community Laboratories 0800-101-444
Patient Information – Multi-drug resistant organisms	www.healthinfo.org.nz
Infection Prevention & Control Resource	Available on Pegasus World – Foundation Standards, also www.canterburyscl.co.nz
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comments/Learning Needs
<u>INFECTION PREVENTION & CONTROL HEALTH & SAFETY</u>				
Discuss your responsibilities in relation to H&S in the workplace				
Locate H&S Policies and Procedures				
Locate infection control resource				
Discuss hand hygiene procedure and application of PPE				
Demonstrate safe handling and disposal of waste, including sharps.				
Discuss respiratory hygiene and cough etiquette				
Explain communicable disease notification process				
Discuss processes for cleaning, disinfecting and sterilising instruments				
Aware of practice policy re reporting accidents; near-misses or needlestick injury				

Useful Resources – Laboratory Specimens

<u>INFORMATION</u>	<u>CONTACT</u>
Southern Community Laboratories Also Venepuncture Training	www.canterburyscl.co.nz 03 359 0900 Lippincott Procedure http://procedures.lww.com/lnp/view.do?pld=729789&hits=venepuncture&a=false&ad=false
Canterbury Health Laboratories	www.chl.co.nz 0800 843 522
Sample INR protocol	Via Healthpathways (http://www.healthpathways.org.nz/18972.htm)
Acute Demand Lab Specimen Bags	Canterbury Health Laboratories, phone 0800-THE-LAB (0800-843-522) or email info@chl.co.nz or the form can be downloaded from http://www.healthpathways.org.nz/referral/Acute%20Demand%20Laboratory%20Transport%20Service%20Form.pdf
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>LABORATORY SPECIMENS</u>				
Aware of lab contact details and collection times				
Know how to obtain specimen collection stores				
Discuss INR practice protocol				
Aware of near patient testing e.g preg test, urinalysis, strep-test.				
Able to perform venepuncture according to best practise guidelines				
Demonstrate knowledge of results process including documentation and 'safety-netting' or follow up				
Discuss correct storage of specimens				
Discuss laboratory policy for correct labelling of specimen and minimal data required.				

Useful Resources – Urgent Care & Emergency Equipment

<u>INFORMATION</u>	<u>CONTACT</u>
Emergency Services	Dial 111
Non-urgent ambulance	0800 426 285
Poisons Centre	0800 POISON (0800 764 766) 24 hours a day, 7 days a week www.poisons.co.nz
CPR/First Aid training	www.redcross.org.nz or www.stjohn.org.nz Requirements for PNs can be found on Pegasus World
ECG interpretation	Courses available via CPIT www.cpit.ac.nz . Also online learning package http://www.healthlearn.ac.nz or Lippincott Procedure http://procedures.lww.com/lmp/view.do?pld=728825
Acute Care/Treatment	www.healthpathways.org.nz Login = health Password = p1thw1ys
Anaphylaxis info	Via Healthpathways or Immunisation Handbook 2014
Acute Demand Criteria/Referral info	Via Healthpathways. http://www.healthpathways.org.nz/23287.htm
Rapid Assessment of the Acutely Unwell Patient Course Health Assessment of Adults Course	Via CPIT
Accident Compensation Corporation (ACC)	www.acc.co.nz .
Acute Demand Resources	Via Healthpathways. (http://www.healthpathways.org.nz/15354.htm) Acute Demand Co-ordination 0800 111 900
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>EMERGENCY/URGENT CARE</u>				
Have attended CPR course in last 12 months.				
Ability to triage presentation of acute chest pain, SOB, anaphylaxis and acute pain in adults				
Ability to triage presentation fever, asthma, rash, anaphylaxis and pain in children				
Discuss role of Acute Demand service and referral process				
Assess and manage acute injuries in all age groups				
Discuss process for ACC claiming				
Use ECG machine and have basic understanding of abnormal results				
Be aware of own limitations; scope of practice and when/how to refer				

Useful Resources – Immunisation/Vaccination

<u>INFORMATION</u>	<u>CONTACT</u>
Immunisation Advisory Centre	www.immune.org.nz
Immunisation Co-ordinators	Ann.Fraser@pegasus.org.nz or glenys.murray@pegasus.org.nz 03 379 1739
Influenza information	www.influenza.org.nz Annual NISG Influenza Kit
General travel immunisation advice	www.safetravel.govt.nz www.mdtravelhealth.com/ http://wwwnc.cdc.gov/travel/
National Immunisation Register	Email nircanterbury@healthfirst.govt.nz 03 337 8625
Immunisation Contacts	Via Healthpathways (http://www.healthpathways.org.nz/47944.htm) or Pegasus World – Under Programmes.
Influenza Vaccine Supplies	Healthcare Logistics www.hconline.co.nz 09 969 0736 or 0508727466
All other funded vaccines	Propharma www.fundedvaccines.co.nz/vaccines 03 962 0807
Travel/ non-scheduled vaccines	Pegasus Health PHO only: Via 24hr Surgery – contact Noel 03 363 8817 Order form available via Pegasus World under 24HS – services.
Outreach Immunisation Service (OIS)	Refer via NIR
Online Immunisation Handbook 2014	http://health.govt.nz/publication/immunisation-handbook-2014
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>IMMUNISATION/VACCINATION</u>				
Completed Vaccinator training course or update within last 2 years				
Completed VTC training, assessment, and application to become an Independent Authorised Vaccinator				
Demonstrate knowledge of National Immunisation Schedule, both adult and child immunisation				
Demonstrate knowledge of the Cold Chain process, reading the digital thermometer and downloading the ETemp logger				
Demonstrate knowledge of 'off-schedule' vaccinations i.e. travel				
Aware of and able to work within practice standing orders				
Know how to access advice and support from immunisation advisors				
Complete AUA form				
Discuss NIR and know how to complete a Status Query				
Aware of how to order stock				
Discuss importance of recall and follow up via OIS				

Useful Resources – Wound Management

<u>INFORMATION</u>	<u>CONTACT</u>
Wound assessment tools	Via Healthpathways (http://www.healthpathways.org.nz/32863.htm)
Referral pathways	Via Healthpathways
Current practice in wound care	www.nursingevideance.org.nz . Lippincott http://procedures.lww.com/lnp/home.do?m=selection&d=493
Wound care courses	Via CPIT or Nurse Maude www.nursemaude.org.nz . Also online learning package www.health.wa.gov.au/WoundsWest/education/
Additional funding streams for wound management	Via Healthpathways
Patient Information Wound Care Resource	Via Healthinfo, type ' Wound '
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>WOUND MANAGEMENT</u>				
Demonstrates clear and accurate assessment and management of wounds using available tools for best practise				
Familiar with current available wound care products				
Describe 3 different wound closure options and rationale for use				
Aware of how to order stock				
Discuss funding options and referral process for on-going wound care				
Aware of 'Red Flags' or other high-risk indicators in relation to wound care				
Demonstrates clear and accurate documentation of wound care plan				
Demonstrates appropriate use of aseptic technique and reduces risk of cross infection				
Be familiar with setting up and assisting with minor surgery if applicable.				
Provide patients with clear and appropriate information relating to their plan of care.				

Useful Resources – Contraception and Sexual Health

<u>INFORMATION</u>	<u>CONTACT</u>
Courses and advice from Family Planning	www.familyplanning.org.nz 03 379 0514
Sexual Health Clinic	Email shc@cdhb.govt.nz 03 364 0485
Women’s Health information	Via Healthpathways (http://www.healthpathways.org.nz/31456.htm) or Healthinfo for patient information.
Youth Sexual Health and Counselling	https://www.facebook.com/298YouthHealth
Early pregnancy Counselling	Lyndhurst Day Hospital 03 378 6386
Pregnancy and Parenting Education	Christchurch Women’s Hospital 03 364 4421
Canterbury Midwifery Resource Centre	www.midwiferyresourcecentre.org.nz 03 365 2789
Authorisation To Supply Emergency Contraception (ECP) also Standing Order for ECP	www.nursingcouncil.org.nz http://www.healthpathways.org.nz/index.htm?13402.htm
Early Pregnancy Assessment Service	Via Healthpathways (http://www.healthpathways.org.nz/13402.htm)
Information on how to arrange ultrasound scans	Via Healthpathways http://www.healthpathways.org.nz/index.htm?13402.htm
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>CONTRACEPTION/SEXUAL HEALTH</u>				
Demonstrate the use of pregnancy kits in the practice				
Able to supply pre-conception and pregnancy advice, including antenatal screening				
Aware of support services for un-planned pregnancy				
Discuss common pregnancy complications such as miscarriage; pre-eclampsia; morning sickness				
Discuss the range of contraceptive methods available including Emergency Contraceptive Pill				
ECP Nursing Council endorsed Y/N				
Aware of common STIs, screening and treatment				
Discuss role of other providers such as Sexual Health Clinic; Family Planning; 298 Youth Health				
Briefly discuss infertility/ menopause advice				

Useful Resources – Child Health/Tamariki Ora

<u>INFORMATION</u>	<u>CONTACT</u>
Child, Youth & Family	www.cyf.govt.nz 0508 FAMILY (0508 326 459)
Resources for parents	www.healthinfo.org.nz
B4 School check resources, contacts and training	Via Pegasus World – under Programmes, also Healthpathways (http://www.healthpathways.org.nz/14758.htm). B4 School Check Coordinator 03 353 9321
Pre-school dental enrolment forms	0800 TINY TEETH (0800 846 983).
Community Dental Service Providers	www.cdhb.govt.nz P: 0800 846 983 or 0800 TALK TEETH (0800 825 583)
Plunket Line	0800 933 922
Child Health Support Service (0-17yrs Pegasus Health Initiative)	Health Pathways. Pegasus Health PHO only: Nikki Nute, Child Health Coordinator. 03 353 0879 Email: Nikki.nute@pegasus.org.nz
Food and Nutrition Guidelines	www.health.govt.nz
Well child/Tamariki Ora information and resources	www.wellchild.org.nz 0800 611 116 Healthline
Common Childhood Infectious Diseases and Viruses Poster	www.healthed.govt.nz .
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>CHILD HEALTH/TAMARIKI ORA</u>				
Describe B4 School check programme *				
Discuss common childhood illnesses, signs and symptoms				
Discuss how to access School and Community Dental Service				
Discuss your responsibility regarding suspected child abuse				
Be aware of the developmental milestones significant to child health and how to share concerns				
Be able to locate resources within the practice to support families/whānau looking after tamariki				
Demonstrate accurate measurement of height and weight of a child and document on growth chart.				
Support family/whānau in making healthy food choices				

* Providing a B4 school check does not form part of the orientation package

Useful Resources – Medication Management

<u>INFORMATION</u>	<u>CONTACT</u>
Standing Orders Learning Package	healthLearn https://www.healthlearn.ac.nz/ supported by Healthpathways
Medication Management Service	Referral criteria and process via Healthpathways (http://www.healthpathways.org.nz/35313.htm)
Drug Information Service (CDHB)	03 364 0900 Provides health professionals with an independent source of information to promote safe, rational, efficacious and economic drug use
Subsidised medicines and related products	www.pharmac.org.nz . 0800 660 050
Regulation of medicines and medical devices	www.medsafe.govt.nz . 04 819 6800
New Zealand Formulary	www.nzformulary.org.nz
Guidelines for Nurses on the Administration of Medicines 2012	www.nzno.org.nz .
Centre for Adverse Reactions Monitoring	http://carm.otago.ac.nz/ Form available in Immunisation Handbook also
New Zealand National Poisons Centre	www.poisons.co.nz . 0800 POISON (0800 764 766)
Evidence-based, educational material for primary healthcare	www.bpac.org.nz
Yellow Medication Card Supplies.	Via Medication Management Service or phone CDHB (03) 364-0640, ask for the Supply Department, and use code 125490
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>MEDICATION MANAGEMENT</u>				
Be aware of best practice regarding safe storage of medicines				
Locate stock of emergency and non-emergency drugs				
Know how to order MPSO items and other stock drugs				
Discuss role of Medication Management Service and request pathway				
Discuss practice policy for repeat prescriptions				
Locate Standing Orders information and familiarise yourself with contents				
Describe practice policy for checking medicines, including CDs; stock rotation and disposal of unwanted or expired items				
Know how to order medication "Yellow Cards".				

Useful Resources –Ear Assessment

<u>INFORMATION</u>	<u>CONTACT</u>
Ear Nurse Specialists – Info for assessment and training	www.ensg.co.nz .
New Zealand Audiological Society	http://www.audiology.org.nz/
Ear Care Course	www.tolbecs.co.nz . Look under Ears Made Easy on toolbar
Referrals for hearing assessment adults and children	Via Healthpathways
Ear care and Hearing Loss information for patients.	Via Healthinfo
Best practice guidelines for Clinical Documentation	www.nzno.org.nz .
Ear irrigation/ Aural toilet procedures	Lippincott http://procedures.lww.com/lnp/view.do?pld=2956169&hits=aural&a=false&ad=false
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>EAR ASSESSMENT</u>				
Knowledge of anatomy of a healthy ear				
Discuss practice policy for ear irrigation, including contraindications and informed consent				
Demonstrates competency using auroscope for adults and children				
Provides education to patients about ear care and hearing protection				
Discuss procedure for referral for both hearing assessment and micro-suction				
Demonstrates safe and appropriate use of ear irrigation equipment including disinfecting				
Demonstrates clear and detailed documentation				
Knowledge of abnormal ear anatomy and disease process i.e. perforation; cholesteatoma				

Useful Resources – Respiratory Conditions

<u>INFORMATION</u>	<u>CONTACT</u>
Patient information / resource	www.healthinfo.co.nz
Inhaler technique and Asthma resources	www.asthmafoundation.org.nz also Healthpathways and Lippincott
Public and private referral for Spirometry testing	Via Healthpathways (http://www.healthpathways.org.nz/15604.htm), also includes related clinical resources
Child Asthma management plan	www.kidshealth.org.nz also Healthpathways (http://www.healthpathways.org.nz/28493.htm)
Child and Adult Asthma management and resources (other languages available)	www.spacetobreathe.co.nz/health-practitioners/resources Also Healthpathways
Canterbury Initiative Support Community Respiratory Services	Via Pegasus World – under Programmes Contact, Community Respiratory Team 03 353 9976
Spacers and masks	Request on Medical Practitioner Supply Order (MPSO) forms and obtain from local pharmacy
Asthma Community Support in Canterbury	http://canbreathe.org.nz/
Sleep Studies	Via Healthpathways (http://www.healthpathways.org.nz/11928.htm)
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>RESPIRATORY CONDITIONS</u>				
Explain inhaler technique and devices used in your practice				
Demonstrate the use of Peak Flow monitor; O2 saturation device and Nebuliser (if available)				
Discuss referral process for spirometry				
Locate current Asthma/ COPD resources available in the practice and be able to access on-line tools as necessary				
Be able to assess, treat and educate patients with Asthma and COPD within your scope of practise				
Be aware of referral pathway for more complex disease management				
Discuss patient support services in your community				
Discuss service available for sleep studies and referral process.				

Useful Resources – Diabetes Management

<u>INFORMATION</u>	<u>CONTACT</u>
Christchurch Diabetes Centre	http://njr.cdhb.health.nz/diabetes/diabetes_centre.htm 03 364 0860
Canterbury-based Community Youth Support	www.diabetesyouth.org.nz
Community Diabetes Nurse Specialists	Details via Healthpathways
Pegasus Health Diabetes Fundamentals Courses	Di McGowan, Clinical Facilitator – 03 353 9949 di.mcgowan@pegasus.org.nz
General Diabetes resources and information	Via Healthpathways and Healthinfo On-line course. http://pro.healthmentoronline.com/
Diabetes Care Improvement Package (Funding)	Via Healthpathways
Patient Information including resources in other languages	Via www.healthinfo.co.nz
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>DIABETES MANAGEMENT</u>				
Explain rationale for blood glucose monitoring and demonstrate devices used in your practice				
Discuss nursing management of hypoglycaemia				
Discuss role of Diabetes Centre				
Be aware of the referral pathway for more complex disease management				
Be able to assess, treat and educate patients with Diabetes within your scope of practise				
Describe the supporting role of the NMA Diabetes Nurse Specialist				
Locate current Diabetes resources available in the practice and be able to access on-line tools as necessary				
Discuss patient support services in your community				
Be aware of practice funding for Diabetes Care				

Useful Resources – Mental Health

<u>INFORMATION</u>	<u>CONTACT</u>
Referral process and contacts for Mental Health Support	Details via Healthpathways (http://www.healthpathways.org.nz/15718.htm) and Pegasus World
Post-earthquake Support	As above (http://www.healthpathways.org.nz/32575.htm)
Organisational Counselling Programme for staff (confidential/free)	0800 377 990 www.ocp.co.nz .
Primary Care Mental Health Team (Brief Intervention Counselling)	Pegasus World – under Programmes
Mother and Babies Unit	Details via Healthpathways (http://www.healthpathways.org.nz/60622.htm)
Psychiatric Emergency Service (PES)	(0800) 920 092
Child and Family Counselling Service	CAFlink – Information via Healthpathways
Family Violence Resources and Training	DSAC 09 376 1422. Info also via Healthpathways (http://www.healthpathways.org.nz/17056.htm)
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>MENTAL HEALTH</u>				
Discuss role of SPoE in relation to Adult Mental Health				
Discuss role of CAFLink and referral pathway				
Know how to access Primary Care Mental Health Team support				
Discuss routine screening required for patients on long-term Psychiatric medication.				
Discuss role of Mothers and Babies Service				
Discuss practice policy on Family Violence Screening and available resources				
Be aware of possible drug seeking behaviour and your responsibility in this area				
Know how to access support for your own mental health				

Useful Resources – Funding Streams to Support Patient Care

<u>INFORMATION</u>	<u>CONTACT</u>
Care Plus eligibility and claiming	www.health.govt.nz . Or Pegasus World under Programmes
Other forms of funding streams including Canterbury Initiatives	Via Healthpathways/Pegasus World or www.canterburyinitiative.org.nz Contact CI Admin 03 355 9911
Accident Compensation Corporation	www.acc.co.nz Provider Helpline 0800 222 070
Pegasus Health Funding Streams Poster	Pegasus Health PHO only: Available from the Pegasus Health Practice Support Liaison Team Pegasus World https://pegasusworld.srphc.health.nz/programmes/SiteAssets/Programmes_Overview.pdf
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>FUNDING STREAMS TO SUPPORT PATIENT CARE</u>				
Explain eligibility for Care Plus funding				
Aware of High User Card and Community Services Card				
Describe how SIA Project funding could be used within your practice population				
Aware of Canterbury Initiative Subsidised Procedures				
Criteria for End of Life funding and how to refer				
Eligibility for Disability Allowance and how to refer				
The role and limitation of ACC funding				
Locate resources for other PHO funding and how to access this.				

Useful Resources – Community Liaison

<u>INFORMATION</u>	<u>CONTACT</u>
Services for Older Person’s Health Overview	Via Healthpathways (http://www.healthpathways.org.nz/52286.htm)
Long-term Support for <65yrs with disabilities	www.lifelinks.co.nz 03 365 9593
Taxi Voucher Scheme	www.ccsdisabilityaction.org.nz . 0800 227 2255 or www.ecan.govt.nz
Meals-on-wheels Service	www.cdhb.govt.nz via Princess Margaret Hospital 03 337 7797
CREST team	Via Healthpathways (http://www.healthpathways.org.nz/31501.htm)
Palliative Care Nursing Team	Via Healthpathways (http://www.healthpathways.org.nz/17434.htm) or Nurse Maude 03 375 4274
Partnership Community Workers (PCWs)	Via Pegasus World – under Programmes. Also Healthpathways (http://www.healthpathways.org.nz/64688.htm)
Services provided by Pegasus Health 24hr Surgery	www.24hoursurgery.co.nz Healthpathways or 03 365 7777 (24hr Surgery) Also on Pegasus World
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>COMMUNITY LIAISON</u>				
Discuss role of CCCC and referral processes				
Discuss role of SPoE and referral process				
Know how to obtain Taxi Vouchers				
Aware of Meals-On-Wheels service and referral process. Other meal providers also available.				
Discuss role and services of Pegasus Health 24hr Surgery				
Aware of services provided by the Nurse Maude Association and Healthcare New Zealand				
Discuss role of Partnership Community Workers (PCWs) and referral process				
Discuss role of CREST team				
Aware of referral process and role of the Palliative Care Team				
Locate resources for other Community Providers e.g. NGOs				

Useful Resources – Health Education

<u>INFORMATION</u>	<u>CONTACT</u>
Lifestyle and Preventative Care including Alcohol, Diet, Exercise and Smoking Cessation	Via Healthpathways (http://www.healthpathways.org.nz/28769.htm) and Pegasus World – under Programmes Information for patients is in HealthInfo.
Pegasus Health Smoking Cessation Programme (PEGS)	Via Pegasus World – under Programmes or in the MedTech Outbox
Online learning modules for health professionals	http://healthlearn.ac.nz/ http://learnonline.health.nz/
Breast screening eligibility, process and referral	Via Healthpathways (http://www.healthpathways.org.nz/29688.htm) and Pegasus World
National Breast Screening Programme	www.nsu.govt.nz 0800 270 200
National Cervical Screening Programme	www.nsu.govt.nz 0800 729 729
Cervical smear taker training and assessment	Via Family Planning Association
Falls Prevention and Assessment	Pegasus World
Alternative resources regarding Cervical Screening and HPV testing	Via Healthpathways and Pegasus World
On-line directory of family related services and programmes	www.familyservices.govt.nz
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>HEALTH EDUCATION</u>				
Able to locate resources such as Green Rx; Appetite for Life; Push/Play; Quitline				
Knowledge of PEGS programme and Quitline smoking cessation				
Referral processes and scope for Kaipaipa and Pacific Trust Canterbury				
Able to order NRT supplies				
Locate resource for Falls Prevention and Assessment				
Discuss Mammography screening programme				
Discuss Cervical Screening programme; register and practice recalls *				
Role of primary care nurse in Well Man/Woman checks				
Locate resources both internally and externally to support patients with addiction				

* Providing a Cervical Cytology Service does not form part of the Orientation package.

Useful Resources – Telephone Communication

<u>INFORMATION</u>	<u>CONTACT</u>
Medico-legal aspects of nursing documentation	www.nzno.org.nz . Search 'Documentation'.
Online Resource for information about telephone triage	http://www.nursingceu.com/courses/290/index_nceu.html
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>TELEPHONE COMMUNICATION</u>				
Be aware of own limitations of practice with regard to giving telephone advice				
Demonstrate use of telephone i.e. transferring calls, using mobile handset, answer-phone, hold/mute functions				
Be aware of practice procedures regarding urgent calls; interrupting consults etc				
Discuss importance of clear and accurate documentation of calls				
Review practice protocols re telephone advice				
Discuss use of phone and SMS txt in relation to recalls/results				
Outline best practice for sharing patient information by telephone/fax				

Useful Resources – Information Technology

<u>INFORMATION TECHNOLOGY</u>	<u>CONTACT</u>
Privacy Act 1993	www.privacy.org.nz
Medtech training and HealthOne password.	Pegasus Health PHO only; Email Techsupport@pegasus.org.nz 03 353 9990
Clinical Documentation	www.nzno.org.nz
Collaborative Care Programme and Collaborative Care Management System (CCMS)	Information via Healthpathways. (http://www.healthpathways.org.nz/48874.htm)
Web-based patient information.	www.healthinfo.org.nz
Acute Plans – criteria and how to create	Information via Healthpathways (http://www.healthpathways.org.nz/65695.htm)
Problem solver for IT issues (Pegasus Health PHO only)	ServiceDesk@pegasus.org.nz 03 353 0999
Notes.	

AREA OF KNOWLEDGE	Self-Assessment I / S / A / M / D / X	Mentor Assessment I / S / A / M / D / X	Date	Comment/Learning needs
<u>INFORMATION TECHNOLOGY</u>				
Aware of your responsibility regarding storage/sharing of patient data held on Practice Management System				
Be able to use practice PMS confidently and competently for your role				
Aware of Collaborative Care Programme and how to access CCMS and create an Acute Plan				
Be able locate and utilise appropriate up-to-date web-based tools and information				
Be aware of practice preference regarding use of alerts; announcements and tasks				
Be able to access and utilise HealthOne and Patient Dashboard				
Be able to email; print; photocopy and fax				
Access PMS computer training relevant to your workplace and level of knowledge				

Name:..... (optional)

Orientation Workbook Evaluation

In order to continually improve this resource, we ask for your help in evaluation. Your feedback is important, so please complete this form in its entirety. You do not have to give your name but it is helpful if you would like a response to your feedback. Any information supplied by you will be confidential.

Please rate by circling the comment/number that most accurately reflects your feelings toward the following questions:

Strongly Disagree	Disagree	Agree	Strongly Agree
1	2	3	4

1. My objectives were met 1 2 3 4

2. Topics were relevant to my area of practice 1 2 3 4

3. The resource is presented in an understandable manner 1 2 3 4

4. I learned something as a result of this workbook 1 2 3 4

5. Overall satisfaction with this resource 1 2 3 4 5 6 7 8 9 10



(1= very unsatisfied 10= very satisfied)

6 What did you like most about this workbook?

.....
.....

7 What did you like least about this workbook?

.....
.....

8 How will this learning influence your practice?

.....
.....

9 Would you recommend this resource to others?

.....
.....

10 Other comments:

.....
.....

Please return to Joanne Butfield, Nursing Facilitator, Pegasus Health.

Notes