



ACT PATHOLOGY- EXTENSION OF WARD SERVICES AT CANBERRA HOSPITAL

# CONSULTATION ON THE EXTENSION OF PHLEBOTOMY SERVICES ON TCH WARDS

# Agenda

**1**

**What does the extension involve?**

**2**

**Why have we been asked to provide this service?**

**3**

**What are the benefits?**

**4**

**What Are the Challenges for the team?**



**Canberra  
Health  
Services**

**What does the extension to the TCH ward round service involve?**

**Pre-analytics have been asked to provide a full phlebotomy ward service, seven days a week at TCH, that will include public holidays.**



**This means that there will need to be changes to how staff are rostered on these shifts.**

**During this process we will discuss rostering options and provide information to ensure staff are able to make an informed decision when consulted.**



For the extension to the TCH ward service to be successful a significant recruitment round will occur to ensure full coverage of the proposed roster.



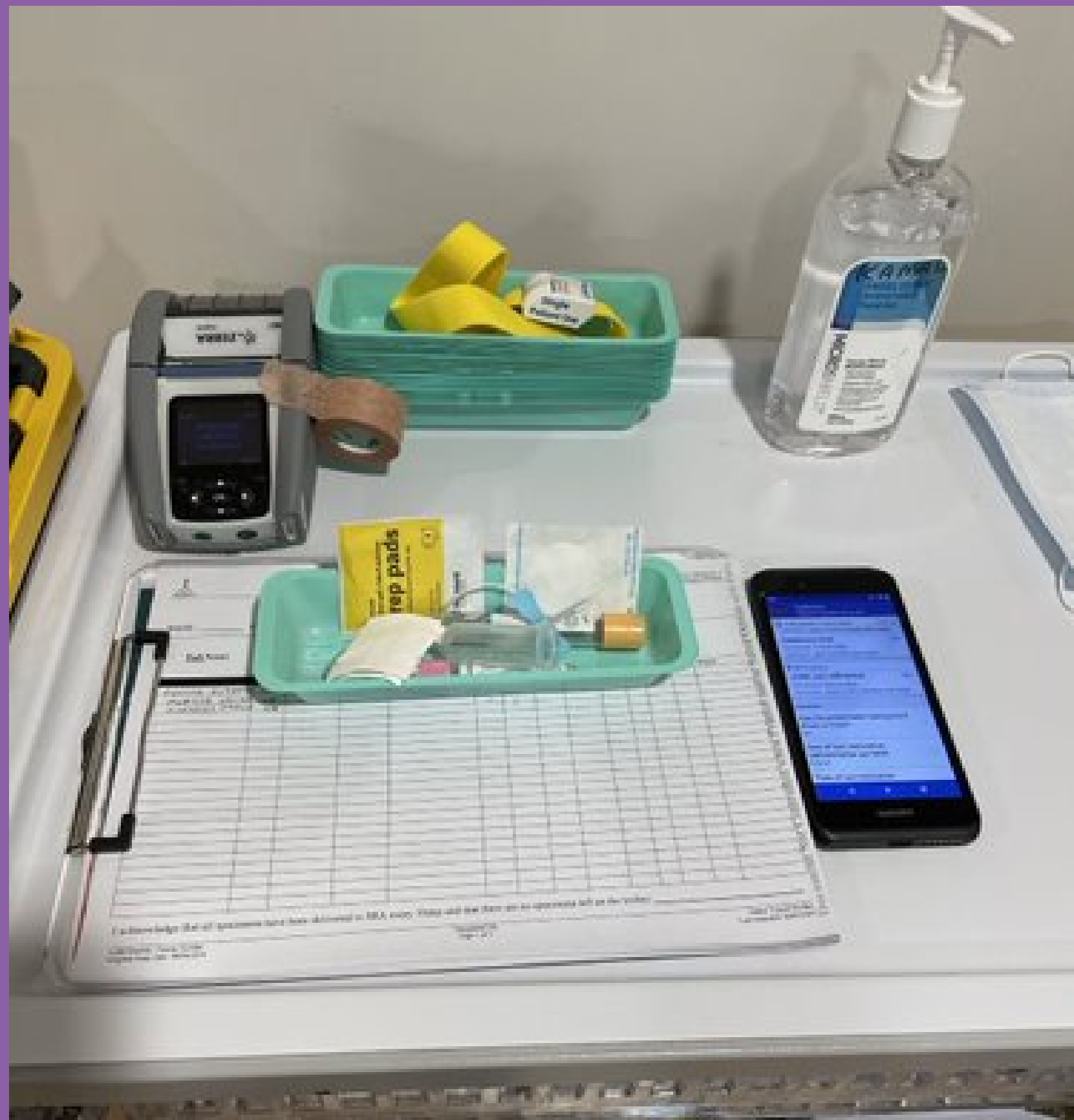
**Why have we been asked to provide this service?**

**We have been provided the opportunity to expand our phlebotomy ward services at TCH to further support the CHS Strategic Plan to provide exceptional care to patients.**



## Benefits:

- Improved bed-flow through early discharge seven days a week.
- Better aseptic technique-reduced blood infections.
- Reduced recollections due to less errors.



## Benefits:

- These benefits will result in improved turn-around-times for results, reduced trauma to patients, reduced length of hospitalisation and a reduction in cost to the health service.





## Benefits:

- Improved patient care through additional services provided to the hospital. The addition of a full phlebotomy ward service will enable nursing staff to complete other tasks.



## What are the benefits to staff

- Potential increase in annual leave
- Rostered days off during the week
- More flexibility
- Improved work life balance
- Additional staff to fill shifts

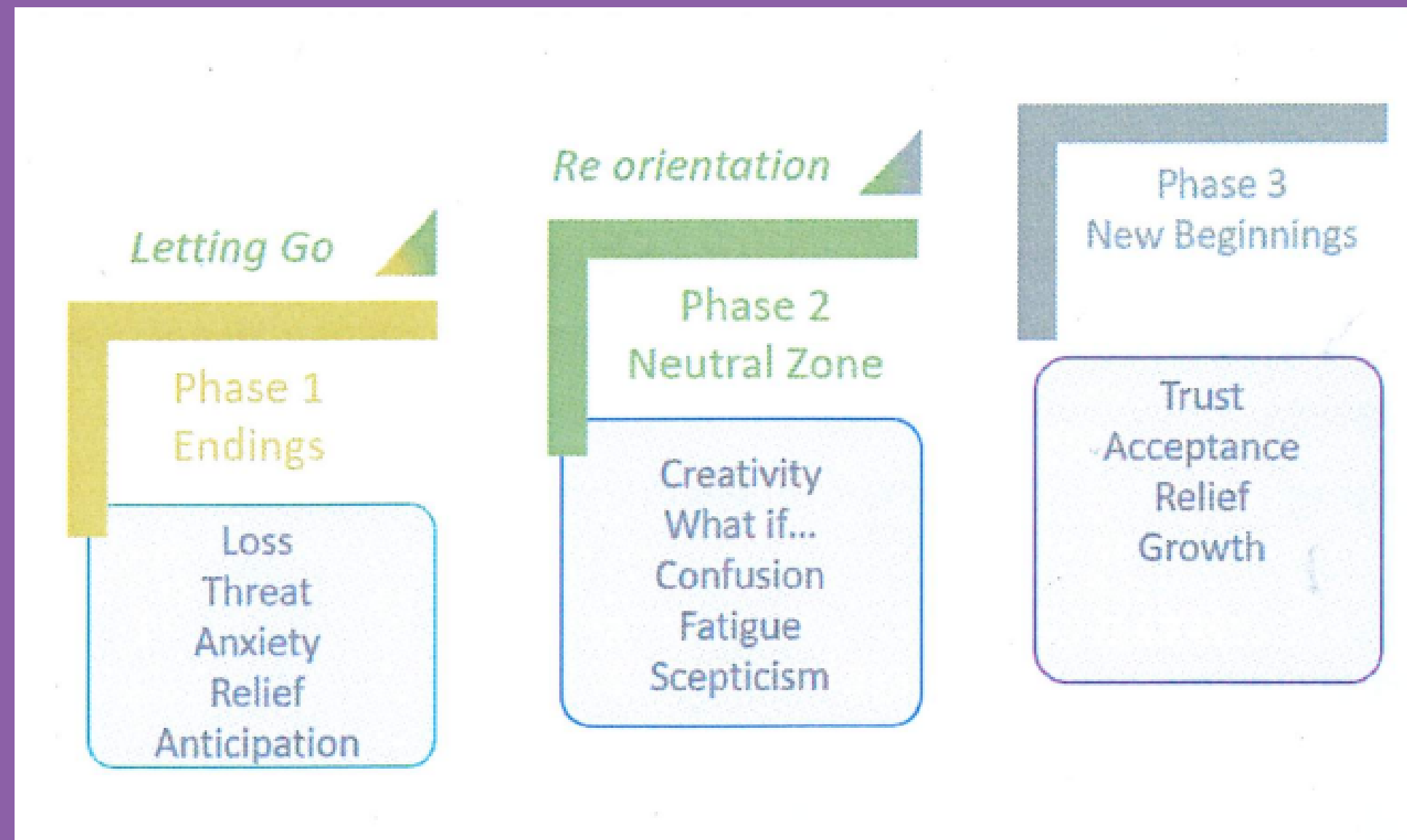
# What are the challenges for the team?

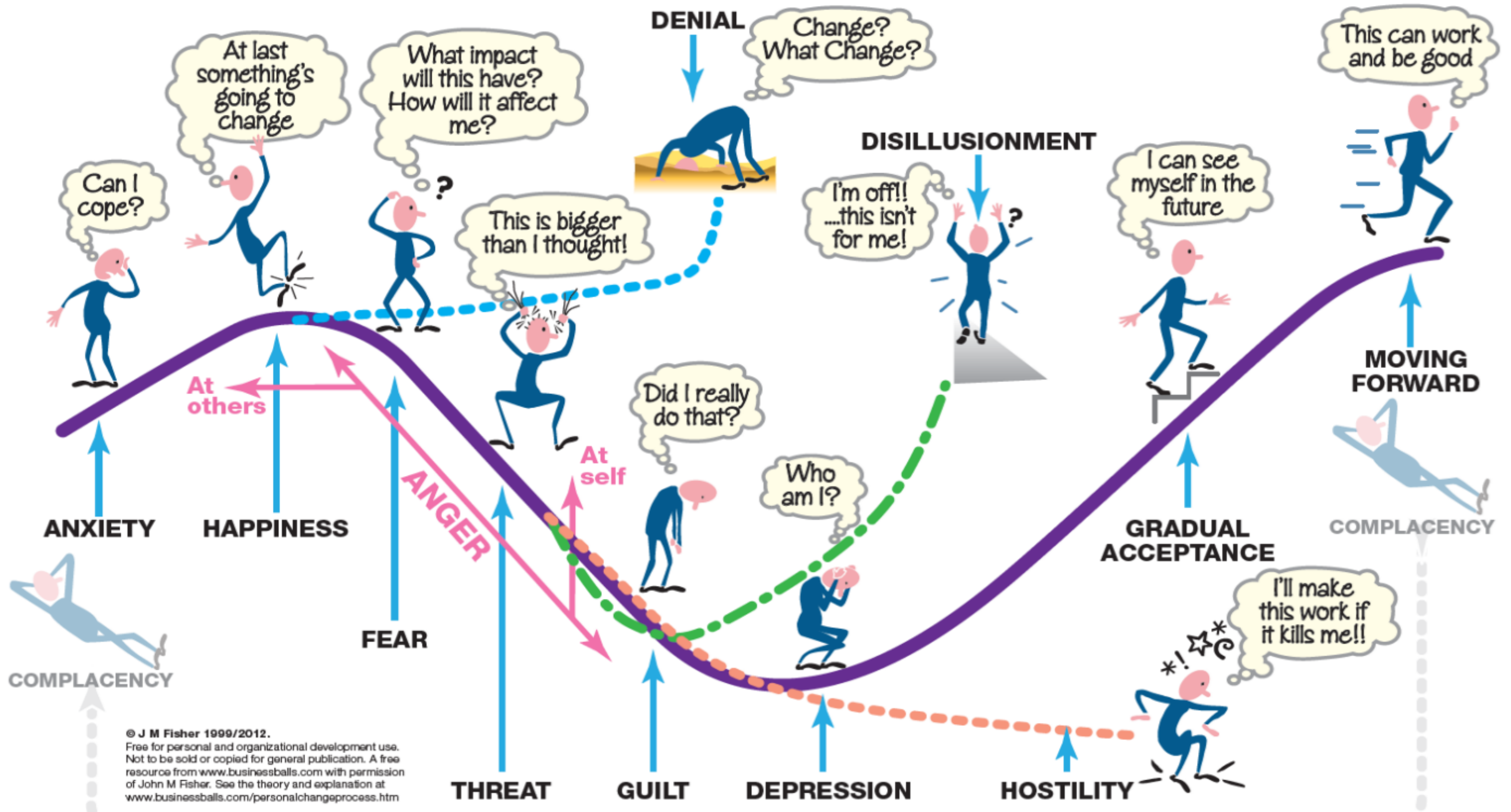
- Change
- Changes to penalties
- Selection of roster
- Recruitment



# Change- William Bridges Transition Model

Any change that occurs in the workplace can be daunting. Changes can raise personal questions about desire, knowledge and ability. However, the key to start effective change is awareness.





© J M Fisher 1999/2012.  
 Free for personal and organizational development use.  
 Not to be sold or copied for general publication. A free  
 resource from [www.businessballs.com](http://www.businessballs.com) with permission  
 of John M Fisher. See the theory and explanation at  
[www.businessballs.com/personalchangeprocess.htm](http://www.businessballs.com/personalchangeprocess.htm)

# Awareness of Change

As already discussed, there are many reasons why the expansion of phlebotomy ward rounds at TCH will have a positive impact on patient care:

- Improved turn-around-time for results
- Improved bed-flow and therefore reduced wait times in the Emergency Department
- Improved care
- Reduced errors
- Reduced recollections and trauma to patients
- Reduced length of hospitalisation
- Reduced costs to the health service



# Penalties

- Rostered part-time team members will be paid 50% penalty for shifts worked on Saturday, 100% penalty for shifts worked on Sundays and 150% public holidays for rostered shifts. As these will be rostered shifts there will be no additional overtime payments which some staff are currently receiving.

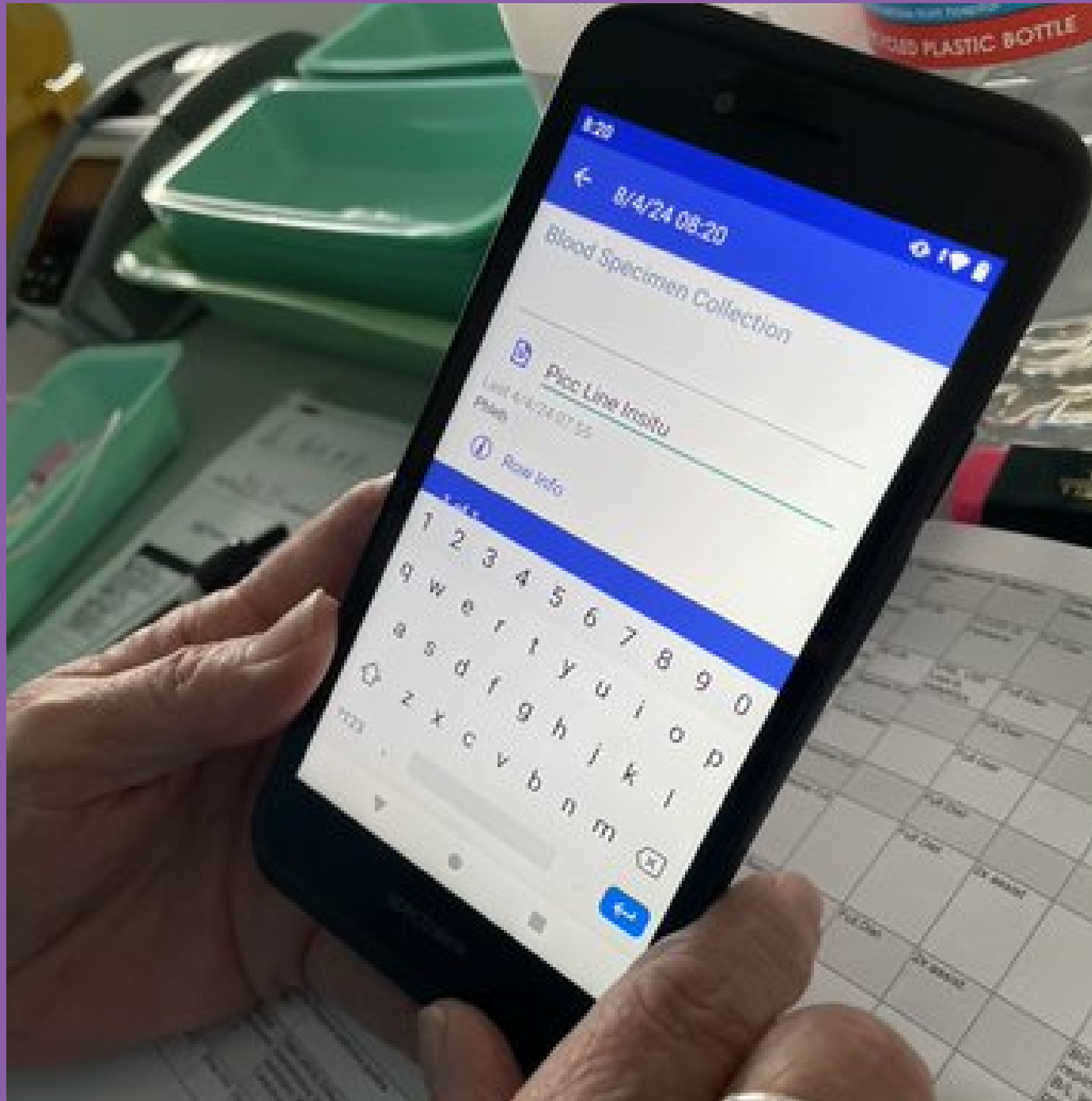


# Penalties

- These penalties are the same as staff who currently work additional hours on weekends- up to 36.75 a week.
- Staff who currently work overtime hours on weekends receive 150% for the first three hours on Saturdays and 200% after that, 200% on Sundays and 250% on public holidays.







## Potential increase to annual leave

Team members working a rostered Sunday shift will be entitled to an additional 1 week annual leave per year if they work 10 Sunday shifts in the year (or fractional if working less than 10 Sunday shifts).

# Roster Options

## Handouts





## Recruitment

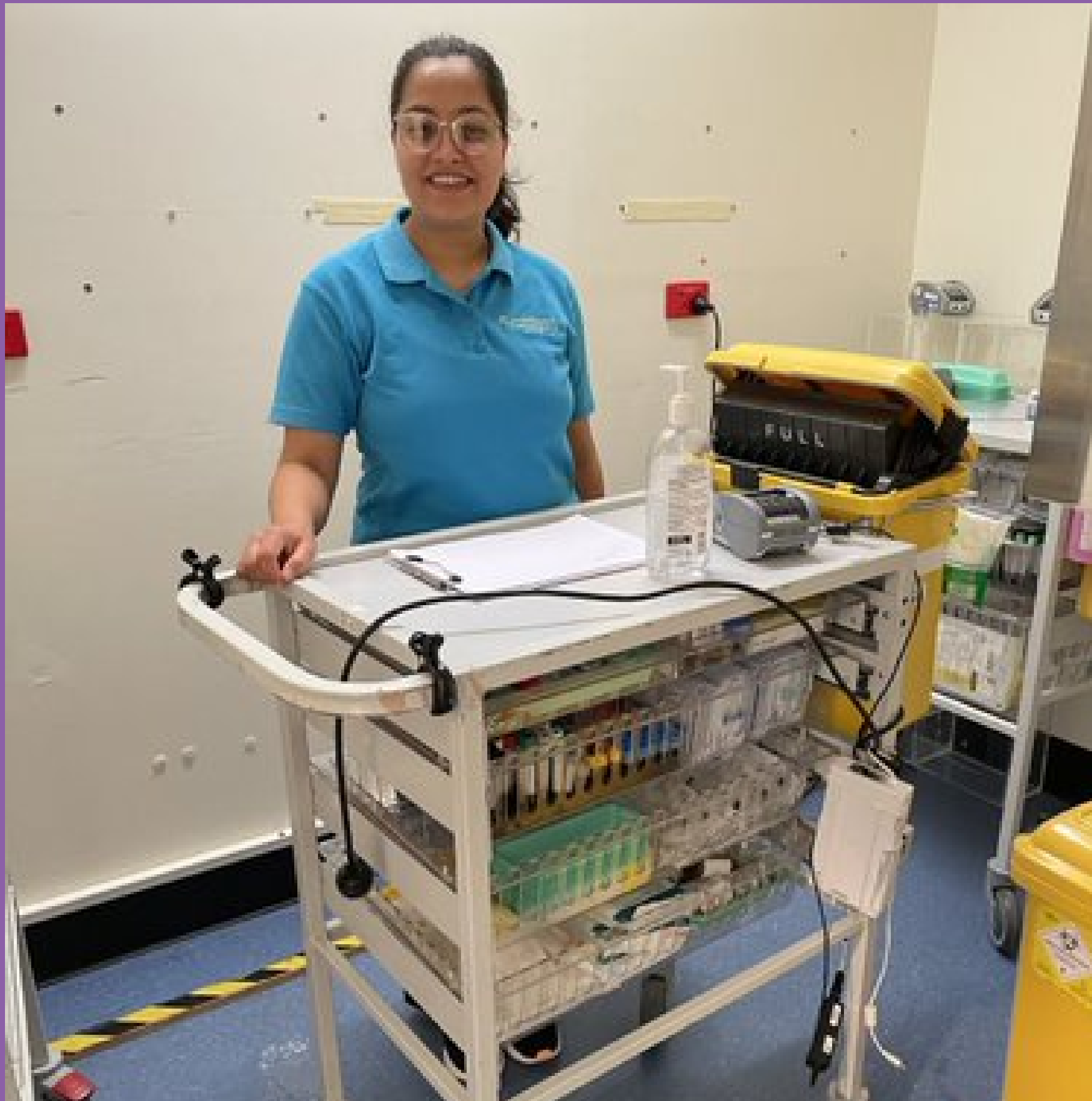
There has been an approved increase to FTE of 4.08.

This will mean we are able to recruit an additional 6 permanent part-time staff to fill the increased service.

# Where to from here

- Distribute first consultation paper
- Two week period of consultation
- Staff feedback will be sort through a Survey Monkey, conversations and feedback sessions.
- Union inclusion
- Revised consultation paper released





## Where to from here

- Staff vote with 50% in favour required to make the change.
- Implementation



**Canberra  
Health  
Services**

**Questions**