



Webb meeting place for nurses TOOLBOX

***SUBPROJECT: COMPETENCE DEVELOPMENT AND STAFF
RECRUITING***

***Transnational project manager:
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Participating partners:

***Luleå Sweden, Oulu Finland, Nærverkið Faroe Islands, Hornafjordur,
Akureyri Iceland, Bodø Norway***



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Background

Social Services in our municipalities will be facing new challenges in the future. The proportions of elderly in our municipalities are forecast to increase in the coming years. Researches show that fewer will be able to provide service and social care.

Within the EU project OLE1, subproject Competence Development and Staff Recruiting was one of the areas highlighted, the need to promote health and social care professions in new areas and with new techniques to attract potential employees.

To support the wish from future seniors on staff recruiting and competence development in the elderly care, the project has focused on “How to retain expiring and recruit nurses into to the elderly care”.

Researches in Scandinavian countries show, that there are several reason why nurses chose not to work in the elderly care sector.

These reasons are:

- Lack of resources within the elderly sector
- The feeling of not being able to provide enough satisfying care
- Low status – low prestige
- The work feels homogenised and uninviting
- Physical exhausting
- The feeling of lacking professional challenge and development
- The Lack of professional environment
- The lack of competence when meeting the demand within the nursing

The aim of this project was to:

- Create a professional environment
- Professional development for nurses
- Increase the educational possibility
- Use accessible recourses
- Registration of the nurses competence skills in Nærverkið (Primary Care Service)

To retain expiring nurses and improve the recruitment of nurses



How to do - step by step

Project structure

Preparing –
researche and
develop a
questionnaire
(Step 1)

Create a
professional
enviroment and
networking
(Step 2)

Develop and
implement in
the specialist
group (Step 3 &
4)

Develop and
implement in
the nurses
group (Step 5)

Step 1

Designate a responsible person for the coordination of competence development among nurses.

A responsible coordinator and convener of the competence development among nurses should be within the organization.

Step 2

Registration of all nurses' post degree education.

Objective

To find several specialists among the nurses in primary care and create a networking group in each special subject, so they can develop a teaching method and tutor other nurses.

Process

The responsible person shall:

- Develop a questionnaire – try it first on a few nurses and adjust it accordingly
- Write an article to the magazine for nurses called “Vøka”, to inform about the research in order to define the skills of the nurses
- Send the questionnaire to the area - leaders in Nærverkið, in order for it to be handed to the nurses
- Remind the area - leaders to collect the questionnaires back from the nurses



- Analyse the questionnaires
- Inform the leaders and the area - leaders within the elderly sector about the result.

Result

- Receive insight knowledge in how many nurses within Primary care have a post degree education. (Mentoring of nurse trainees, dementia, wounds, incontinence, oncology, psychiatry etc).
- Within Primary care nursing in Faroe Islands there is a group of nurse specialists in incontinence
- There were only 2 nurse specialists in wounds within primary care nursing
- The leaders in primary care want to have at least one nurse specialist in each geographical nursing area. Two nurses started their wounds training in May 2011.

Step 3

To improve the professional environment to share and develop nursing best practice

Objective

Create an intranet meeting place for nurses within the Faroe Islands primary care organisation, which gives them the opportunity to network between the six geographical nursing's areas. This will provide them with the opportunity to receive clinical support and to be taught and tutored by a nurse specialist.

Process

The responsible person shall;

- Get a agreement with the leader of the elderly care, that the tool should be web based
- Use the existing intranet on the homepage of Nærverkið, in order to create a web meeting place for nurses and also using the existent layout and tools on the intranet site, in order to make the intranet for nurses well known and easy to operate.
- Participate in the already existing incontinence specialist nursing group, to evaluate the intranet concept
- Create and build the intranet together with the IT department at Nærverkið
- Convene meetings with the incontinence nursing group, to familiarise them with the intranet for nurses, and get feedback and suggestions for improvements to the layout and tools.
- Send out e -mails to all incontinence specialists finalising the process for using the intranet
- Receive feedback and implement any further improvement



Results

- The nurses in the Incontinence group are now using the Nærverks intranet; earlier several nurses didn't know about the existence of the intranet.
- The start up meetings proved that it was a good way to begin the implementation of the intranet for nurses.
- The use of the intranet has shown an increase in networking between the different areas, and they also now use their mobile phones more often to connect with each other.

Step 4

Start a specialist group in wounds, so the elderly can receive highly skilled wound care, by nurses how will be tutored by a specialist.

Objective

Increase networking between nurses who are specialists in wounds in their different working areas.

Process

- The most competent and enthusiastic specialist in wounds, was invited to assist the group in getting started and to be the group leader.
- The six geographical nursing areas within Nærverkið, were contacted and one or two nurses in each area with interests in wounds were asked to participate in this specialist group.
- The group agreed to meet at least six times a year. Three times during the spring and three times during the fall season.
- Nærverkið agreed to buy access to a web based system, which gives the nurse specialists in wounds the opportunity to communicate and tutor each other in regards to the care of wounds, and be able to professionally document the given care.
- The responsible coordinator convened a meeting with the group about the nursing intranet
- The responsible coordinator organised training to use the web based system www.pleje.net
- The responsible coordinator organised opportunities for the group leader to train in the use of the nursing intranet and web based system.

Results

- The nurses feel that they are making advances professionally.

Competence Development and Staff Recruiting



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- Creation of a professional environment prevent nurses from feeling isolated when the demands of competence increases.
- Improves the chances of retaining nurses within Nærverkið
- Nærverkið can offer organized education in wounds to its staff
- Nærverkið can offer education in wounds to hospital and nursing home staff.
- Increases knowledge of how to start a specialist group

Step 5

Utilize the intranet model among the nurses in Nærverkið as an ongoing process

Objective

Create a professional environment within Nærverkið which encourages the educational possibilities and professional development for the nurses.

Process

- Organize co operational meetings for nurses within the Primary Care department
 - Convene meetings with the nursing group, to familiarise them with the intranet for nurses. Include the layout and tools and how they could use the intranet networking, tutoring, sharing teaching tools and procedures.
- Discussion of the plan for the future development of the intranet among the nurses
- The establish of a new specialist group “dementia” (following step 3 and evaluate)
- Ongoing process to develop nursing care using the intranet in Nærverkið

Results

- Members of the specialist group in the six areas are the driving force when implementing the intranet among nurses.

Consideration

Having a responsible coordinator/manager to retain expiring nurse and improve the recruitment of nurses are of great importance. The coordinator is responsible for the creation of the intranet and its function (intranet master). The responsible coordinator is also responsible of the establishment of the specialist’s groups and tutors the members in the group.

The coordinator is also responsible for arranging the further education witch is given by the specialist’s. The specialists have their regular jobs to care of and need to plan their education assignments in a timely manner.

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It is important to have a visionary group leader in each specialist group. The key factors in selection of specialist are their passion in the professional subject and interest for developing nursing.

Cost

- By access to www.pleje.net
- 10 hours weekly salary for the group leaders
- Annual participations for two specialists in meetings regarding their subjects, in order to maintain and development of skills.
- Education nurse specialists
- Study visits in Faroe Islands and other countries
- Mobile phones to the nurses

Partners

The Faroe Islands

Project coordinators

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