
COMMUNITY CHANGE ISSUES FOR BUSH NURSING CENTRES

Walwa Bush Nursing Centre





THE CHANGE PROCESS

Part 1 Tony Sullivan

- Initially financially driven
 - Strategic Service Plan – S. Kerr & Assoc. 2001
 - Allowed analysis of current & future direction

 - Recommendations:
 - Closure of bed based services
 - Transition from hospital to Bush Nursing Centre
-

COMMUNITY RESPONSE

- Strongly anti-closure of hospital
 - Dedicated support for GP's whose practice was considered threatened
 - Mounted media & political campaign
 - “Save Walwa” group formed
 - Australian Story, Current Affair, National & regional news, Ron Walker visit
-

Realisation

- Key staff & Committee group as drivers of change
 - Advisors: UMHCS & DHS
 - Things had to change!

 - Financially & Service- Wise
-

Starting the Implementation

- Public Meeting & declaration; June 2002
 - Information campaign
 - Travelled Victoria, NSW & Tas
 - Undertook Master Planning exercise
 - Strengthened Alliance with UMHCS
 - Managed the transition of NHTP's with C'wth consultancy
-

Strategic Directions

- Committee set its strategic goals:
 - Maintenance of GP services –now & future
 - 24hr / 7 day emergency service
 - Expansion of community health services
 - Care for elderly & accommodation within the community when desired
 - Structuring management & operations for long term viability of BNC
-

Financial Guarantees

- Negotiations with DHA & DHS
 - DHS : emergency service provision
 - Including 24 / 7 nursing
 - DHA : Capital development, transition funding & flexible Aged Care funding
 - GP's were persuaded to stay
-

A NEW VISION

- WBNC used these guarantees to develop its new vision of what a small rural health service could be like
 - It also embarked on a DIIRD consultancy with the Walwa Medical Centre
 - “Partners at Work”: To successfully integrate this private practice into the new vision
-

Our New Model

- “A new model for a “one-stop health shop” and community / business precinct for small rural communities
 - “Hospital without Walls”
-

Parts

- Walwa Medical Practice
 - Walwa Bush Nursing Centre
 - Community Centre
 - Rural Transaction Centre
 - Business Centre & Technology Centre

 - ***PARTNERS***
 - *WBNC, WMP, Walwa Primary School, Riverview Independent Units, Other community groups*
-

February 2004

- About to embark on a \$2m project including \$500,000 from a community fundraiser
 - New structures, new services & new enthusiasm
-

Summary of the change process

- Gruelling
 - Immensely worthwhile
 - Achieving our goals

 - *Fashioning a new model that offers a sense of hope & optimism in the face of pressures confronting small rural communities*
-

The Change In Service - BNH to BNC

Part 2 Sandi Grieve

The change from hospital to primary care Facility

- Poorly understood
 - Poorly accepted
-

Identifying Education Needs

- What is now available at the BNC
 - Why these services are **better** than acute beds
-

Regaining Community Support

Without community support

- Programs would not be attended
 - Programs would not be valued
 - Programs would have no positive benefit.
-

The Education Process

- Address key groups, lions club, PAG, Sporting clubs etc
 - Educate influential individuals, hairdressers and publicans!!
 - Brochures
 - News letters
-

More Education

- Radio
 - Public presence
 - Attending community events
 - Attending places of business
 - Running community events
-

A New Name For a New Service

**“The hospital
without walls”**

The Programs

- HACCC-home and personal care
 - Respite-home based
 - District Nursing
 - MOW
 - Planned Activity Group
 - Accident and Emergency 24/7
 - Out patients
 - Community Development
 - Health Promotion
 - Continuum of Care
 - Allied health/podiatry/physiotherapy/C&MH/Masseur
-

Highest Impact Programs First

- Mini Gym
 - Exercise Programs
 - Power Pal
 - Quit Smoking
-

Other Programs

- Yoga
 - Healthy and Wise
 - Walk and Talk
 - Educational programs
 - Blood Pressure screening
 - BSL screening
-

24/7 Accident and Emergency

- Onsite nursing staff outside BNC hours
 - 24/7 cover for accident and emergency guaranteed within 5 minutes
 - EBA negotiated
-

Multi Skilled RN's

- Bachelor of Nursing
 - First Line Emergency Care trained
 - Trauma Nursing Core Course accredited
 - Post grad qualification in primary health
-

Nurse Practitioner

Highly suited to this model

Support for GP's

- 24/7 on-call nurses
 - Support for GP's lifestyle
 - Facilitation of continued practice in Walwa
 - Create facility that will attract Doctors in future
-

Working Together With Walwa Medical Practice

- The redevelopment
 - Improved communication and continuum of care
 - Improved outcomes for the community
-

Summary

- Rekindle the support of the community via diverse educational initiatives
 - Support for staff
 - Support for doctors
 - Develop facility capable of supporting and attracting doctors in the future
-

