

# Using technology to provide support to new nurses and midwives in the bush

Retrieval Services Queensland  
Education Support Team  
RSQest



# **Retrieval Services Queensland Education Support Team**

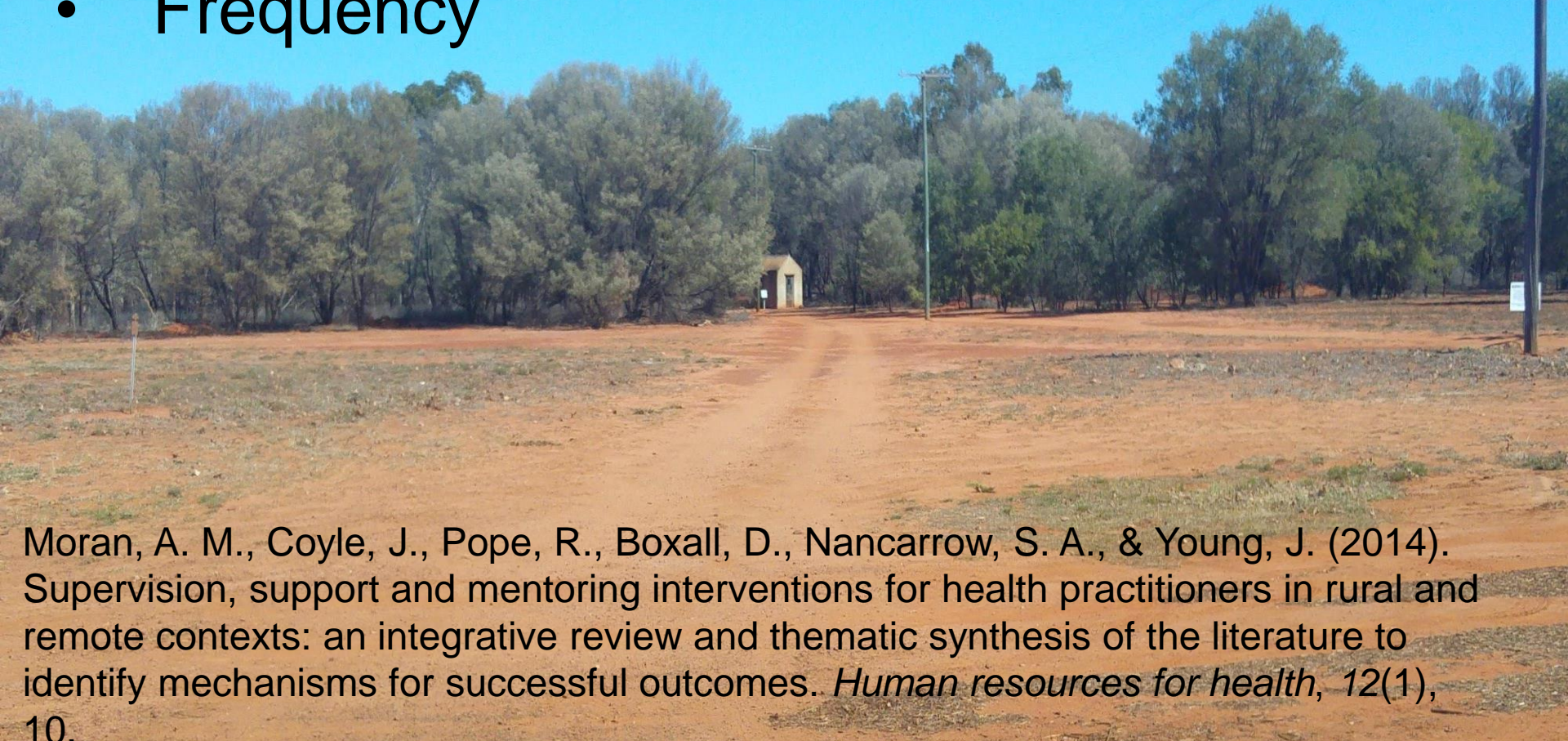
**To provide an education support service  
that augments current resources,**

**builds on experience and networks to improve outcomes**

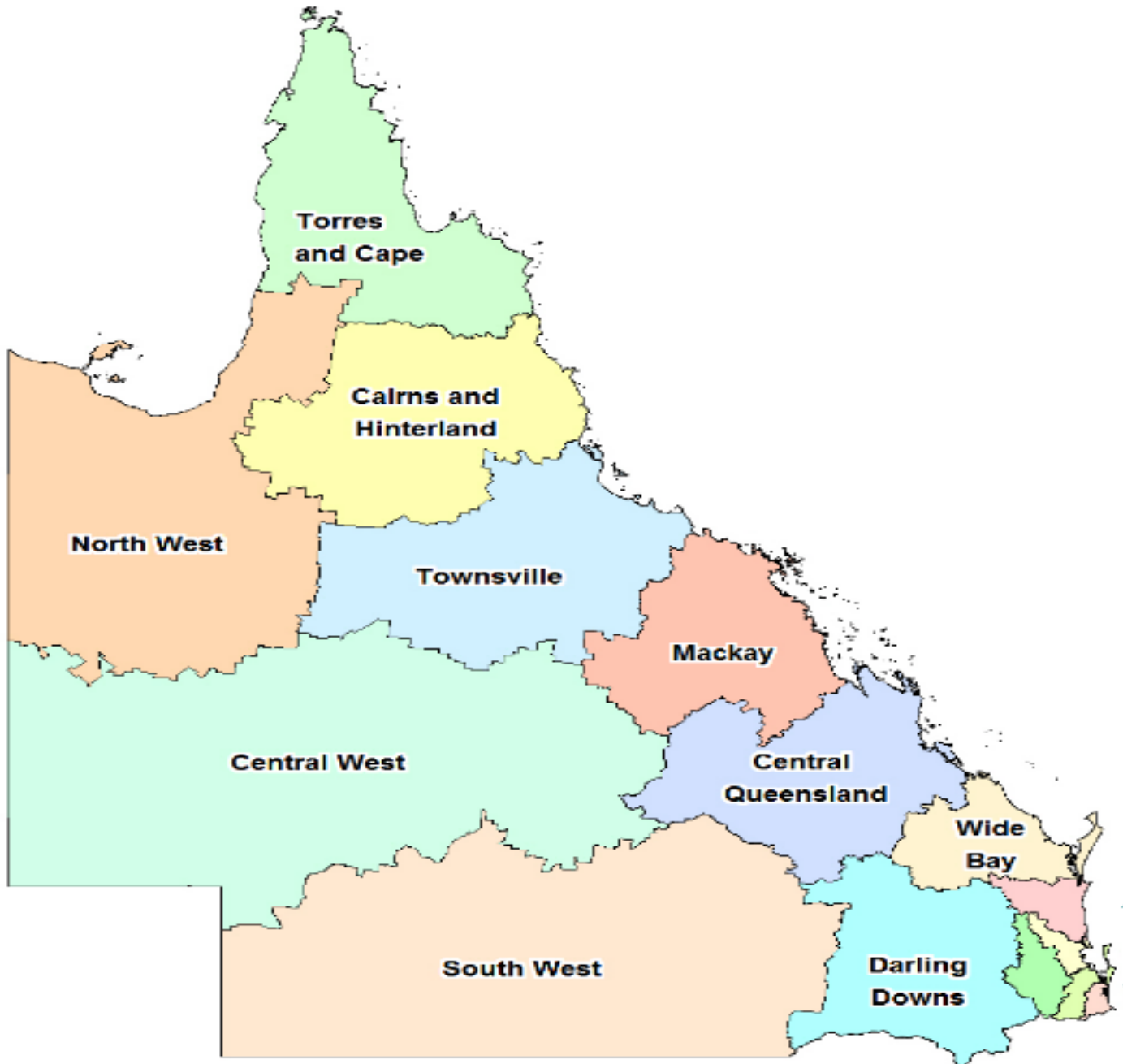
**Novice and Graduate Registered Nurses  
and Midwives**

# Barriers

- Lack of after hours support
- Distance
- Wider scope of practice required
- Frequency



Moran, A. M., Coyle, J., Pope, R., Boxall, D., Nancarrow, S. A., & Young, J. (2014). Supervision, support and mentoring interventions for health practitioners in rural and remote contexts: an integrative review and thematic synthesis of the literature to identify mechanisms for successful outcomes. *Human resources for health*, 12(1), 10.



# The Technology

- Retrieval Services Queensland
- Telehealth Emergency Medicine Support Unit - 155 sites
- 24 hours 7 days week clinical nursing support



# The Technology

7 day/week and after hour support

Phone support



Videoconference 'Virtual Meeting Room'

Learning Management System

# What direction?



# Key support priorities

- Equipment familiarisation
- Critical care education
- Triage Education – support model
- Leadership and Coaching



# Engagement

**93 staff attended our in-services  
over the first 3  
days of the in-services  
commencing!**

# Engagement

- 510 participants
- 140 sites
- 2 month period



*'We weren't going to get any more new grads but now we will'*

DON Cunnamulla

*'That was perfect, just what we wanted'*

RN Longreach

# [RSQeducationsupport@health.qld.gov.au](mailto:RSQeducationsupport@health.qld.gov.au)

## 0459 894 994

### Cherie O'Brien

20 Years Exp. In Aus & UK.  
Masters in Critical Care Nursing  
Facilitator / Tutor at ACU



### Leeanne Trenning

25 Year Exp. In Nurse Education  
Post Grad – Crit Care / ED / Clinical Education.  
Assoc. Exec Director of CENA  
President of CENA (Qld)  
Exec Committee member of AQNL



### Clayton Judd

19 Years Exp. In Aus. & UK.  
Post Grad Crit. Care / Midwifery  
AUSMAT Register – East Timor 2016  
Flight Nurse



### Dr Pauline Calleja

International Nurse Education Experience  
Griffith Uni - Post Graduate Program Director  
Vice President of CENA (Qld)  
Previous DON at Rural Hub Site CWHHS.  
Author of leading Australasian Health Assessment Text

