

## management

### Improving patient care and operational efficiency the McKesson way

Hospitals that use ANSOS One-Staff™ in New Zealand to optimise staff scheduling will now be directly managed and supported by McKesson New Zealand (formerly Emendo), a wholly owned subsidiary of McKesson Corporation. McKesson is assuming responsibility for these customers from Medibank. The transfer will enable hospitals to take advantage of complementary solutions from McKesson designed to improve patient care and operational efficiency.

In November 2012 McKesson acquired New Zealand-based Emendo Ltd, which invented a predictive analytics tool (now called McKesson Capacity Planner™) for matching staff to forecasted patient demand. At the time, Medibank was supporting ANSOS One-Staff customers as well as several McKesson telehealth customers in the region.

“When Emendo became part of McKesson, it made sense for us to also assume responsibility for the ANSOS One-Staff customers here,” said Dave Tinkler, Vice President of McKesson ANZ. “Both solutions are foundational components of McKesson’s capacity management suite, which enables providers to take a proactive approach to capacity planning, improve patient flow, drive quality compliance and optimise their workforce. We’re excited not only to help existing ANSOS One-Staff customers get the most out of what they already own but also to realise even greater efficiencies and savings with predictive forecasting.”

ANSOS One-Staff is a productivity management system that can help organisations achieve superior patient outcomes by balancing clinical needs with the personal and professional goals of staff. For more than 28 years the solution has helped healthcare staffing managers effectively anticipate clinically relevant workload conditions and make scheduling adjustments in real time. More than 1,000 hospitals worldwide use the solution.

McKesson Capacity Planner is a continuous planning toolset that accurately predicts scheduled and unscheduled patient demand far enough in advance so that resources and staff can be aligned proactively rather than reactively. It then leverages the patient demand forecast to predict capacity and staffing requirements.

Organisations can leverage the two solutions by feeding the patient demand forecast into staffing scheduler, where it can be fine-tuned based on actual patient acuity. Customers that use this approach are able to move 90 percent of the decisions that are typically made on the “day of” to days or weeks earlier. McKesson Capacity Planner can also be used with other healthcare staffing solutions.

“Staffing optimisation helps to ensure that the right resources are consistently available to provide patients with safe, high-quality care,” says Mr Tinkler. “It can also significantly decrease operating costs and improve operating margins.

“If you can reduce your labour costs by 2 percent, you could see a 1 percent improvement in your bottom line. I don’t know any hospital in our region that wouldn’t benefit from that.”



**Dave Tinkler, Vice President of McKesson ANZ, says staffing optimisation can improve care and at the same time reduce operating costs.**

## education

### First specialist stroke nursing course

New Zealand’s first specialist stroke nursing course will be underway next year for registered nurses.

The University of Auckland’s School of Nursing will be up-skilling registered nurses with the six-day course starting in February. It will be open to any registered nurse with an interest in nursing stroke patients.

“We’re responding to increasing demand,” says Dr Julia Slark, who will be leading the course. “The need for specialist knowledge in this area is really growing. This is partly because of New Zealand’s ageing population, and partly because stroke as a nursing specialty is new to New Zealand.”

Dr Slark says The National Clinical Guidelines for stroke nursing, highlight the need for nurses caring for stroke survivors to acquire specialist training. Doing so will “ensure patients with complex needs receive the best quality of care,” she says.

Dr Slark recently joined the School of Nursing as a senior lecturer and member of the Palliative and End of Life Care Research Group. She brings with her from the United Kingdom, 12 years’ experience as a clinical nurse specialist in stroke nursing.

Before moving to New Zealand this year, Dr Slark steered London’s largest hyper-acute stroke unit, through the implementation of the London Stroke Model, (at the Imperial College Healthcare NHS Trust in London).

The Model ensures that everyone in London with a suspected stroke is taken to a Hyper Acute Stroke Unit (HASU) within 30 minutes, where they are treated by specialist stroke staff with advanced intervention and treatment. In 2012 the London Imperial HASU was voted by the Royal College of Physicians as the United Kingdom’s best out of 150 units.

Dr Slark completed her PhD in secondary stroke prevention and her master’s degree in practice development. She has been named one of six finalists for the Nursing Times (UK) 2013 Nurse of the Year Award.