

## Waitemata District Health Board



*"Making a healthy difference"*



## Capitalising on a diverse health workforce within Waitemata District Health Board

Carol Frankson  
Charge Nurse Manager  
Nurse Consultant- Recruitment  
North Shore Hospital  
WDHB

August 2008

### Background

- Registered Nurses are a scarce resource worldwide and the gap is increasing rapidly
- WDHB is experiencing a shortage of registered nurses
- Recruitment became a challenge for our existing recruitment process and the idea was born....
- Nurse Consultant – Recruitment (Project)

### Role of the Nurse Consultant - Recruitment

- Identify the issues, barriers and obstacles to recruitment
- Identify factors that interfere with the timely selection and appointment of nurses
- Plan and effect recruitment initiatives and strategies
- Advise and recommend on the effectiveness of recruitment strategies
- Define and implement a recruitment mapping process
- Collaborative approach to recruitment

### Where would we start and where do we receive our core nursing recruits?

- NZ New Graduates
- Overseas registered nurses
- Return to Practice registered nurses

### Overseas nurses

- UK, Philippines, Australia and India
- South Africa, Zimbabwe, Canada, USA
- From other parts of the world in smaller numbers

## Bottlenecks to the recruitment process

### Professional

- NZ Nursing Council registration
- NZNC Annual Practicing Certificate
- Return to Practice programme
- Overseas Competency Assessment programme
- Passing the International English Language Testing System exam (IELTS)
- Job offer
- Employment opportunities for the spouse

## Bottlenecks to the recruitment process

### Social

- Immigration, passports, visas
- Selling and buying houses, schools, relocation, living costs, climate
- Separation from family, familiar surroundings, religious practices, cultural backgrounds, etc.
- Financial
- HUGE SACRIFICES ARE MADE!!

## What do we offer at WDHB?

- Lifestyle opportunities
- Nursing Development and Professional Development Service
- New to Acute Care Educator
- Clinical Coach support
- Recruitment Candidate Care Service:
  - relocation, immigration support
- Advice and support from the Nurse Consultant – Recruitment
- Nurses with English as a second language discussion groups
- WDHB in discussion with AUT : Educational Support in achieving IELTS

## Embracing a diverse nursing workforce...

- Coaching, support, mentorship and supervision in the work environment
- Introduction to the NZ cultural context, NZ context of nursing and WDHB context of nursing
- Principles of the Treaty of Waitangi:  
Partnership, Protection and Participation
- Values of WDHB:  
Integrity, Compassion, Openness, Respect and Customer focus

## Cultural Competency

- Cultural awareness:
  - Sensitive in our interactions
  - Knowledge of the other culture
  - Prepared to negotiate
- Cultural safety
  - The outcome of professional education that enables safe service to be defined by those that receive the service
- Clinical Cultural Competence
  - Cross-cultural skills in clinical assessment, effective communication and rapport building, knowledge of cross-cultural ethics and working with interpreters

Camplin-Welch, WDHB, Refugees as Survivors NZ, 2007

## How can we be of assistance to each other?

- It is our responsibility to introduce and support new recruits into the NZ way of life.....cultural support
- Incorporating and including immigrants into our communities
- While these health professionals are of benefit to our workforce, they can also be of benefit within your particular circle:  
schools, libraries, universities, community centres, education centres, religious centres, police, legal system.

## How?

- Development of effective Treaty Relationships
- Building Bridges
- Forming positive and effective relationships
- Utilising skills
- Collaboration and Networking
- Celebrating Diversity!

