

Access and Patient Flow Services- Nursing Roles



Nursing Relief Pool

The relief pool consists of permanent and casual skilled Nursing staff to provide emergent leave and roster short fall support to ensure quality nursing care can be maintained across the Royal Brisbane and Women's Hospital (RBWH) facility. Permanent staff are rostered to work across 24 hrs/7 days a week. Casual staff have flexibility in their availability for shifts. Relief Pool nurses are supported by a Nurse Manager and Clinical Nurse/Clinical Facilitator. Education opportunities are supported, upskilling provided, and staff can undertake career planning opportunities (through a Performance and Development Plan).

Within Patient Flow Services there is opportunity to

progress to more advanced nursing roles. These are listed below:



Patient Flow Bed Managers

The Patient Flow Managers are responsible for patient flow and bed management across the Service Lines, working with nursing, medical and other colleagues across RBWH, and with external services to facilitate the provision of safe and contemporary patient care.

Nurse Managers – After Hours



The Nurse Managers After Hours office provides and facilitates effective business practices and nursing leadership across the organisation after hours and the provision of human and material resources that supports nursing staffing and patient flow needs.

CNC – Service Improvement



This role provides support to patients requiring transfer to other facilities within Queensland Health, and to external facilities. The CNC also participates in service improvement activities across the facility to support the implementation of effective, timely and sustainable flow processes.

Nurse Navigator - UP LATE



The UP LATE Nurse Navigator is the senior nursing leader for clinical management, after-hours. Working collaboratively with the senior medical registrar to proactively review and manage patients at risk of acute deterioration. Whilst providing clinical support and advice to junior interdisciplinary clinicians.

Nurse Navigator - Cognitive Advocate



The Nurse Navigator Cognitive Advocate works in a multidisciplinary consultation service that functions throughout the RBWH to deliver quality, coordinated care optimising the health outcomes for people who present to the hospital with a range of complex symptoms and vulnerabilities associated with frailty, dementia, and delirium. The Frail Older Person Service (Clinical Nurse) works alongside the Cognitive Advocate, and incorporates complimentary models of patient care.

Nurse Navigator - Aboriginal and Torres Strait Islander Health



This role support Aboriginal and Torres Strait Islander patients with complex health care needs to navigate through the health system and across the continuum of care while also considering their specific cultural needs.

Nurse Navigator - Long Stay Patients



The Long Stay Patient Nurse Navigator works in conjunction with the Long Stay Social Worker with regards to clinical barriers to discharge. They specialise in complex discharge needs that may not fit into a standard discharge pathway or have clinical barriers to discharge.

Community Interface Service



Community Interface Service is comprised of five service units: Discharge Facilitation Unit (DFU) and the Community Assessment and Referral Service (CARS), The Frail Older Person Service (FOPS), the Geriatric Emergency Department Intervention (GEDI) and the Advanced Care Planning (ACP) Nurse.

DFU and CARS focus on discharge planning across the organisation. DFU Clinical Nurses work across inpatient, outpatient and ambulatory areas, and are allocated to range of clinical areas where they consult and collaborate with multidisciplinary teams to optimise patient discharge planning and readmission avoidance. CARS CNs work collaboratively with the Emergency and Trauma Centre multidisciplinary team to facilitate discharge planning and problem solving for patients who are at high risk of representation and or readmission.

The ACP service supports initiation and facilitation ACP conversations with individuals and their significant others, and partner with allied health professionals, nursing, and medical staff to embed ACP into the core business of the organisation.

Discharge Transit Centre



The Discharge Transit Centre (DTC) supports the flow of patients in and around the RBWH. The DTC ensures that patients who are waiting admission, transfer or discharge receive timely, appropriate, and safe care. The service has two main functions:

- To facilitate patient discharges and admissions this includes Inter-Hospital Transfer (IHTs) to and from other facilities, patients requiring nursing care attending the RBWH from the community (e.g., home based, aged care, and rehabilitation facilities) and ambulatory patients attending for ongoing medical care.
- Non-urgent Non-Ambulance (NuNA) service for patients attending specialist outpatient, procedural appointments or those returning to home or other services/facilities.

Clinical Equipment Loans Service

Clinical Equipment Loans Service provides a centralised service for the lending of shared clinical equipment and distribution of a specific range of consumables across RBWH. Key functions of CELS include the delivery of equipment and consumables on staff request, return of equipment, cleaning of equipment, facilitating maintenance of equipment and providing advice and support to clinical staff on the use of equipment. CELS aims to provide cost efficient, equitable and timely access to centralised equipment and consumables to enable safe and quality patient care.