





We wanted to look at the relationship between awareness and insight and performance competence. So

practice. And now we come to the performance complaints or performance notifications depending on which country you're in.

And there's a breakdown there and you'll see that there's actually very small numbers. The percentage is very low and we've extrapolated out any who came under mental health or conduct issues. So this is purely performance related complaints.

And as you will see, in 2015, in New Zealand, 0.14%, and in New South Wales, 0.23%. So very low numbers but still a concern. And so we wanted to know more what happened with these people. So we were originally given 960 files from the Nursing and Midwifery Council.

They had redacted the data. We signed all the confidentiality documents and I won't go through the extensive process we undertook to do that and we were required to be on the premises. We hand-sorted every file, and you'll see we had a total of 712 that met the criteria.

So whilst they had already sorted them and gone through the files to pull only performance data, we found there were a number of files either that were duplicated or had indeed conduct and health issues. So those were removed. The data was de-identified, aggregated initially for year, age, year of complaint, registration status.

We did find that some... Because we had five years worth of data, we did find that there were some frequent fliers that had more than one notification within that 712. And indeed some of them had a notification as an enrolled nurse and a registered nurse, for example. So they were very similar issues in all of those cases and some of those cases are related particularly to a lack of insight.

The age distribution, there's actually no surprises here. Seventy-nine percent of the New South Wales nursing and midwifery workforce is over the age of 50 years. And you'll see that the biggest number of complaints fell within the age groups of 50 to 59 and 60 to 69.

The top four areas of complaints were aged care with 150 complaints, mental health with 69 complaints, midwifery and maternity services, 66 complaints, and emergency departments, 53.

And then for the other discipline areas, there was a scattering across. But those ones had the most significant detail. And as I said, we read through every one of these case files. When we read through them, we pulled out 142 complaints that dealt specifically with insight, and I will come to those shortly.

So a number of them had mention of lack of insight, lack of self-awareness, etc. But there were 142 that were of a significant concern. So in terms of the aged care complaints, as you can see, they ranged across a whole range of aged care facilities, dementia units, residential aged care facilities, and nursing home facilities.

The complaints were mostly about registered nurses and enrolled nurses. In New South Wales, there has been legislation, up until quite recently, that every aged care facility must have a registered nurse on the premises. And you can see that the complaints in New South Wales for aged care made up 21% of the notifications and the average across Australia is only 8%.

Across the rest of Australia, there isn't a requirement to have a registered nurse in every facility. So obviously, if there was a complaint that may not be made against a registered nurse, so that may be part of the difference.



And often, to no avail. And so in the end, they'd made a complaint because actually, in legislation, they're required to make the complaint. The practitioner often blamed others, people, for the incidents. So there were a number of cases where they had repeatedly said, "Well, I don't know why I'm here because, actually, Joe does this and Joe did that. And actually, my manager should have done this."

And so instead of any acknowledgment of accountability for what had occurred, it was a blame to other colleagues or indeed the employer. And making excuses for the error without construc5 Tmc571(t)JTJET( of)8( N)-2

some of you have heard those words before. And put in situations that were quite blatantly unsafe. That's not to say that some of them lacked insight as well about these situations.

But they certainly didn't feature any more highly than any of the other people in the notifications. And the other was around expectations and performance in terms of education, ongoing education, and an understanding of what constitutes professional development.

And that is certainly not sitting in a room just being a sponge, absorbing what's happening. It's about the quality