

Nursing and Midwifery Health Program Victoria: Program Evaluation

EXPERIENCES AND PERCEPTIONS OF NURSES AND MIDWIVES

“ Think of the prevention, think of how many nurses you hear the stories of like **they're struggling, and everyone knows that they're one bad day away from killing someone?** Yeah. What would happen if there were if they had been referred to the service that I had been? Where, how many people could be saved? ” (EN81)

“ You know, you've got that background knowledge, **you know, all the intricacies that other people don't understand** in terms of the lingo, the language, the experience of the demands of working in a busy ward, that connection sort of on that level.” (Clinician)

PREPARING TO CONNECT

“ So the best things about the first phone call, yeah, for me was relief, that I wasn't dismissed as not worthy of the program. I suppose that was probably the **biggest relief that I was actually listened to.**” (RN1170)

SHARED EXPERIENCE

“ I felt that she understood. Yeah. So maybe it was just the right person the right time. I think that makes a lot of difference [...] and that was probably the best thing I ever did. **Just finally had someone to talk to independently about it.**” (RN294)

A GREAT DAY AT WORK

“ The key strength for me is the team. And I think it's easy to be flippant about it. **But we've got a really positive work environment**, which to do the work we do, I think is a key. And the positive work environment is based on the team members” (Clinician)

WAYS OF WORKING

“ I work in the country; I live in the country. It is harder to get any sort of service up there. [...] But it's just different in that there's more isolation, I think, in the country. **And, yeah, I think there is more benefit, because we struggle.**” (EN31)

Program participants perceptions of the three best things about the program



NMHPV STAKEHOLDERS' SATISFACTION

39 respondents (0-10 scale, 10 is best)

How would you rate the **quality of the service** received by nurses/midwives at the NMHPV?

8.64

To what extent does the NMHPV **meet the needs of nurses/ midwives** who are referred?

9.10

If a nurse/midwife friend/ colleague needed help, **how likely would you be to recommend** the NMHPV?

9.13

To what extent are you **satisfied with the amount of support** nurses/midwives receive from the NMHPV?

9.11

To what extent do you think participating in the NMHPV helps nurses/midwives **deal more effectively with problems?**

8.88

Thinking about the NMHPV overall, **how satisfied are you with the services** provided?

8.78

If you needed to refer a nurse/ midwife for similar issues in the future, **how likely would you to be use the services** of the NMHPV?

9.07