

**NZNO Nurse Managers New Zealand section monthly news bulletin
Friday 1 June 2018**



Consultation

NZNO is presently consulting with members on a range of issues. The full outline can be found at: http://www.nzno.org.nz/get_involved/consultation

Legislation for the New Zealand Police Vetting Service

Police Vetting is a requirement for nurse registration process for nurses and three yearly vetting is a requirement for all those who work with children. The Police Vetting Service provides criminal history checks and other relevant information to employers and Approved Agencies. The Government is considering establishing a statutory framework for the Police Vetting Service, as there currently is none. NZNO is seeking your feedback on their consultation document which discusses what this may look like, and whether legislation would be an advantage.

You can find the [consultation document here](#):

Send feedback to Sue.Gasquoine@nzno.org.nz by 6 July 2018.

Accident Compensation Corporation Bill

NZNO seeks your feedback on the above Bill which aims to amend the Accident Compensation Act 2001 (the Act). Please note provisions of the Bill including that: workers injured while overseas are still covered as are their families; super annuitants will no longer have to choose between weekly ACC compensation and superannuation; and the ACC appeals authority will be disestablished and appeals will be heard in the district court.

We strongly recommend you read the [Bill's Digest](#) which summaries amendments to the Act.

[The Bill can be found here](#):

Send feedback to marilyn.head@nzno.org.nz by 22 June 2018.

New Zealand (general)

Southern DHB Charge Nurse Manager goes 'above and beyond'

2018 has been an important year for Southern DHB's Charge Nurse Manager Karen Kempin. As well as taking on a key role in getting Southern DHB ready for the launch of the National Bowel Screening Programme, she is also one of only four nurses in the country who are undertaking endoscopy training, enabling her to carry out gastroscopy and colonoscopy procedures independently with clients.

[Read more here](#)

Nurse of the Year - Tracey Kunac

Tracey Kunac's hugely positive impact on her patients and colleagues is recognised in her selection as Waikato DHB's Nurse of the Year.

As a clinical nurse specialist within the Infectious Diseases team, Tracey manages patients in hospital who need to transition to intravenous antibiotics at home under the supervision of a district nurse. This is known as the OPIVA (outpatient intravenous antibiotic) service.

[Read more here](#)

Difficult people / conversations

Good practice guide to dealing with challenging behaviour: report and guide

23 MAY 2018

Victorian Ombudsman

This report introduces the Victorian Ombudsman's new guide for public sector complaint handlers dealing with challenging behaviour.

The guide responds to demand from government agencies and members of the public.

The guide aims to help public sector complaint handlers navigate these behavioural and legal issues so they can get on with their job – dealing with complaints

[Read more here](#)

Ethics

How to Be Ethical at Work

Making the Right Call For You and Your Team

Did you ever do something at work that went against your instincts or "better judgment"

[Read more here](#)

Handover

Evaluating the Influence of a Standardized Bedside Handoff Process in a Medical–Surgical Unit

Ronnita Usher, DNP, APRN, RN, FNP-BC, FNP-C; Sherill Nones Cronin, PhD, RN-BC; Nancy L. York, PhD, RN, CNE

The Journal of Continuing Education in Nursing. 2018;49(4):157-163

BACKGROUND:

Patient safety is a national and global concern. In the United States, medical errors result in more than 50,000 unnecessary patient deaths annually and contribute to billions of dollars in health care costs. The purpose of this project was to evaluate a standardized bedside handoff process and its influence in a medical–surgical unit.

[Read more here](#)

This article is not freely available but may be located using the databases available to readers via a DHB or tertiary institute library or from the NZNO library

Emergency Patient Handoffs: Identifying Essential Elements and Developing an Evidence-Based Training Tool

Andrew P. Reimer, PhD, RN, CFRN; Celeste M. Alfes, DNP, MSN, RN; Amanda S. Rowe, MSN, AGACNP-BC; Bianca M. Rodriguez-Fox, MSN, BSN, RN

The Journal of Continuing Education in Nursing. 2018;49(1):34-41

BACKGROUND:

Patient handoffs between care teams have been recognized as a major patient safety risk due to inadequate exchange or loss of critical information, especially during emergent patient transfers. The purpose of this literature review was to identify the essential elements of effective patient handoffs in emergency situations to develop a standardized tool to support a structured patient handoff procedure capable of guiding education and training.

Inclusive workspaces

This article is not freely available but may be located using the databases available to readers via a DHB or tertiary institute library or from the NZNO library

Creating LGBTQ-Inclusive Care and Work Environments

Jan Jones-Schenk, DHSc, RN, NE-BC

The Journal of Continuing Education in Nursing. 2018;49(4):151-153

In considering the full depth of inclusion in care and work environments (and developing inclusive engagement skills for lesbian, gay, bisexual, transgender, queer or questioning [LGBTQ] patients and their families), professional development leaders must bring these discussions and shared learnings into the open. Understanding the LGBTQ population's unique needs is essential to providing personalized health care, and inclusive work environments help to foster more inclusive care for this population.

Innovation

How to Collaborate Successfully

Sharing Knowledge and Expertise to Drive Innovation

Imagine that you're in charge of customer service at a technology firm. Fortunately, your company enjoys a high customer satisfaction rating. Until one day, it plummets.

[Read more here](#)

Interprofessional teams

Breaking Down Silos at Work

Creating Effective Relationships With Other Departments

At some point, you'll likely need support, input or resources from another department in your organization. Or, other teams will approach yours for information, assistance or approval.

[Read more here](#)

Leadership

What Rowing Has Taught Me About Leadership

Gliding across the glistening Neckar River in a rowing boat on a balmy summer evening is my definition of Zen. The evening sun is reflected in the water. With rhythmic movements the oars dip into the water and propel the boat forward, making a blissful swishing sound as the boat parts the water. You pass beautiful scenes of bridges, boats, people picnicking on the riverside, and occasionally some quacking ducks. Heidelberg Castle graces the scenery from afar. It's a picture-perfect moment of both calm and extreme concentration. Your mind and body are laser-sharp, focused, with your teammates, on navigating the boat steadily through the river currents. Rowing is challenging and can be strenuous. The secret behind a rowing team's elegant movements in unison is training—often for many years.

[Read more here](#)

Mentoring

How to make mentoring work and why your workplace will benefit

Shared wisdom can make for brilliant careers - take a look at some of the world's most accomplished people like Sheryl Sandberg or Oprah Winfrey. Whether you're a mentee or a mentor, here is how to make it work.

[Read more here](#)

Patient safety

How to Tell Your Bosses They're Wrong

Video Transcript

The more power your manager has, the less likely you are to pick him or her up on mistakes – because, well, they're the boss. But errors made at a senior level can be costly, even disastrous.

[Read more here](#)

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Innovative Team Training for Patient Safety: Comparing Classroom Learning to Experiential Training

Fran Babiss, PhD, OTR/L; Lily Thomas, PhD, RN, FAAN; Madeline M. Fricke, RN, MPS

The Journal of Continuing Education in Nursing. 2017;48(12):563-569

This study compared two different means of retraining staff in TeamSTEPPS® in an effort to determine whether experiential training might be more effective than a classroom experience. A randomized, controlled pretest–posttest repeated measures design was used for the study. The hypothesis that experiential classes would result in improvements in attitude, perceptions, and knowledge of TeamSTEPPS was not borne out, but several important implications for further study were discovered.

Teamwork

How to Build an Intrinsically Motivated Team Video

Video Transcript

What motivates you to do a good job? Is it money? The chance of promotion? Or, do you simply love what you do?

According to Daniel Pink, workplace motivation is changing. "Carrot and stick" approaches simply don't work anymore. But developing a team that can motivate itself does! So, here are four ways you can build an intrinsically motivated team...

[Read more here](#)

Time management

Break the Cycle of Stress and Distraction by Using Your Emotional Intelligence

Being able to [focus helps us succeed](#). Whether it's focusing inward and attuning ourselves to our intuitions and values or outward and navigating the world around us, honing our attention is a valuable asset.

[Read more here](#)

Bullying and violence

Developing a workplace bullying risk audit tool

31 JAN 2018

Michelle R. Tuckey, Yiqiong Li, Annabelle M. Neall, Joshua D. Mattiske, Peter Y. Chen, Maureen F. Dollard

Asia Pacific Centre for Work Health and Safety (UniSA)

This project, funded by a SafeWork SA Commissioned Research Grant (CRG), is innovative in creating an evidence-based practical tool to assess the risk of workplace bullying before it occurs. The tool is based on the organisational risk contexts for workplace bullying.

[Read more here](#)

Health, safety and wellbeing

Supporting a Friend or Co-Worker Suffering From Stress

Lending a Helping Hand When Things Get Tough

Support your colleagues through stress by offering a helping hand.

Lyra couldn't help but notice the change in Cassie. Her friend had always been cheerful and chatty, but lately she had become snappy and dismissive.

[Read more here](#)

The above bulletin has been compiled by Linda Stopforth, SNIPS, on behalf of NZNO Nurse Managers New Zealand section.

It is provided on the first Friday of each month and contains an overview of news items, articles and research papers of interest to the Section members.

All links are current at the time of being compiled and distributed.

For feedback please contact your section administrator: DianaG@nzno.org.nz

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