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Chair Persons Report

by Raewyn Hughes

Hello everyone.

I do hope you managed to have some time off over the festive season. We had such a whirlwind 2016 it is hard to believe that 2017 is already here. This year has all the makings of a busy year too with a general election scheduled with political parties vying for position. Let's make sure we are all well informed to make the right decision for our patients, clients, staff, the health system and ourselves. It is never too early to be informed and to encourage those around us to be involved.

I am happy to report that the Professional Service Team at NZNO have looked at how nurses holding managerial positions are supported through the membership support centre and have developed a new and improved pathway. This relates to issues where members (managers) require support when dealing with a staff member during a performance or conduct issue that my present a

conflict of interest for NZNO industrial staff. Previously the member manager was declined NZNO support and advised to seek employer support which was not always available. This is fantastic news for our section membership especially those in smaller workplaces that do not have the structure to support them as well as larger employers do.

And just a wee reminder that come November we will be needing to elect two new members of the national committee as two members will have completed their terms. Nothing like flying the flag now!

Regards
Raewyn Hughes.



Gisborne Conference Reflections

The 2017 Nurse Managers Section Conference was a resounding success in this newsletter there are two reflective articles and accompanying photos.

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CCDM part 3

To view column breaks, section breaks, and other formatting marks, on the **Home** tab, in the **Paragraph** group, click the paragraph mark icon.

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NZNO NURSE MANAGERS SECTION NATIONAL CONFERENCE GISBORNE 2016 BY TERESA FISHER.

On November 3rd and 4th, just over 80 Nurse Leaders from around the country attended the annual NZNO Nurse Managers New Zealand Conference in Gisborne.

We were welcomed and led in a Mihi whakatau by Matua Owen Lloyd, and joined by Wendy and One Point Five Men for a waiata. Tracey Morgan and Rosemary Minto also gave us a brief welcome and a few words on behalf of NZNO, and Sonia said a few words to open the conference. The twoday conference and dinner featured renowned speakers from a selection of health disciplines, including Hauora Tairāwhiti's very own Sonia Gamblen and Natasha Ashworth.

Keynote speakers Anne Evans-Murray and Tim Corbett were both very well received.

Anne is an RN and a licensed counsellor in Australia, and has extensive experience lecturing all over Australia and New Zealand. Just the day before our conference she gave a full days Respiratory and Cardiac seminar to Gisborne Hospital staff. Her thought provoking and interactive presentation on Leadership and managing difficult situations provided everyone with 'lots of amazing take home messages'. She outlined the differences between true leaders and managers and also demonstrated certain behaviours using organising team member Robyn Dymock as her target. Feedback indicated that people wanted much more of what Anne is very capable of teaching us, she was even approached to present at next year's conference.

Tim is the Director of Thinking and co-founder of Deep Limited, which is a specialist health communication and business development agency. He has worked across the health sector from national to local levels with various organisations to help them reach their audiences and create

health change. He provided a very informative, entertaining, engaging and interactive session on surfing the digital wave. He discussed various apps and programs available and in use not only by health care workers but more by consumers, and the skill sets required for us to be

technologically savvy.

Some of the comments given to us in the evaluation

forms included that we had an 'incredible selection' of speakers with a good diversity of topics which provided everyone with a lot of good information which was relevant and on target for nursing today.

Dr Cordelia Thomas is the Associate Commissioner – Investigations for the Health and Disability Commissioner. Her research interests include medical law and bioethics, and she has published widely including several textbooks. Cordelia spoke on complaints processes with the HDC and gave us food for thought with an overview of some HDC cases, the findings and recommendations plus the follow up involved.

Associate Professional Services Manager for NZNO, Hilary Graham-Smith, gave us an informative session on a current hot topic of Care Capacity Demand Management, stating that 'We might make some savings by substituting the layers of bureaucrats that run our hospitals with pre-programmed robots which base funding decisions on logic like keeping patients safe by having enough of the right staff in the right place at the right time'.

Hauora Tairāwhiti's Natasha Ashworth who is the CNM for Long Term Conditions presented 'Nurse Leaders as Entrepreneurs – Looking to the Future'. This topic held some very valuable take home messages like 'Entrepreneurs don't wait for the future to arrive they are predicting it and shaping it', 'If a battle cannot be won do not fight it', and 'Fake it till you make it'. Natasha was also our very capable MC for both days of the conference and kept everything running very smoothly.

Professor Jenny Carryer asked the question 'Can the health system continue to deliver health care effectively?', and stated that 'Essential belief system was and still is that nursing is a cost rather than an asset or resource', but then went on to ask 'what do we need to do as a profession to ensure we can continue to deliver services safely and effectively in hospitals and in communities

and from a leadership stance?', leaving us with the messages 'Instead of crushing each other let's work on building each other up and creating a strong and powerful profession' and 'there is one simple but powerful reason for nursing to achieve strength, solidarity and the courage to assume leadership of health service delivery; people are suffering.'

NZNO Professional Nurse Advisor Wendy Blair's topic of 'Nurses: A Force for Change – Improving Health Systems' Resilience', gave us a look at the many health system challenges we face and the ways in which we can build the resiliency in ourselves and the health system to counteract these challenges.



Local Gisborne Lawyer David Ure presented on Powers of Attorney – the different types and how to do them, and the differences between them and advanced directives and living wills.

Fiona Rowan is currently the Nurse Educator for NETP at Palmerston North Hospital, and presented her thesis on 'When nurses grieve: How well are we caring for the carers?'

Dr Peetikuia Wainui has been a nurse for 42 years and recently completed her PhD in Philosophy Education. She did her thesis on Wahine Maori and breast cancer, and presented on her journey as a nurse and as a breast cancer survivor herself and her research into how Wahine Maori cope with breast cancer and their experiences.

Hauora Tairāwhiti's Director of Nursing Sonia Gamblen presented on Management, Leadership and Patient safety.

Two conference delegates did brief presentations at the beginning of the workshop session. Julie Maher from Whireia presented on the cost of caring too much, and Gayle Tristram who is an Associate CNM

from Capital Coast DHB presented on succession planning and empowering RN's to undertake senior roles. Both speakers raised some good points.

Overall the conference had a very relaxed, calm and friendly atmosphere with a great sense of community where all participants felt as though they were well looked after and got a lot out of it with lots of amazing take home messages. All participants were given a USB card with all the presentations already loaded in as a take home gift.

Matua Owen Lloyd returned to say the closing prayer and wish everyone well on their journeys.

Our technical support for the two days came from DJ Magick crew Duncan Chisholm and Daniel Bottrill, and the individually wrapped Rose shaped chocolates at the tables were made by Duncan's Mum – Marita Chisholm.

We provided buses for the conference delegates departing from Waikanae surf club, taking everyone to our conference dinner venue of 'The Vines' at Bushmere Estate Vineyard where the entertainment provided ensured a great evening, with fantastic dinner and dancing. The entertainment from One Point Five Men and Nona was described as amazing, exceptional, wonderful and a highlight of the conference, with great dance music from DJ Magick.

Nona Aston is a local personality who spent many years as an Enrolled Nurse at Gisborne Hospital, then known as Cook Hospital, followed by a stint as the Deputy Mayor of Gisborne. Nona was our MC for the evening, and provided lots of fun and laughter with her entertaining stories about her experiences within health and Gisborne. Nona is pictured here with Robyn Dymock (one of our conference organisers) and Andrea Seymour (a local CNM attending the conference).

These two young men, Liam and Ronan Wallace, calling themselves 'One Point Five Men' honoured us with a waiata written by them for our conference and especially for nurse leaders. They encouraged everyone in attendance to stand up, learn the waiata and eventually had all of us singing it together, which was a very moving, powerful and emotional experience.



Pictured L-R Conference committee Robyn Dymock, Sally Officer, Jane Wilkie, Natasha Ashworth and Teresa Fisher.

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NZNO Nurse Managers New Zealand Conference 2016: Riding the Wave

by Jeni Palmer CNM Tauranga

I had the privilege of attending the Nurse Managers conference this year and it was a real treat. Gisborne hosted the event and provided warm hospitality. The venue at Waikanae Surf Club offered beautiful views which threatened to distract us from the speakers. The calibre of the speakers was brilliant and found me absorbed in each one.

Following the powhiri and warm welcome Anne Evans-Murray was the first key note speaker. Her topic was “Confronting questions, the difference between managers and leaders”. I enjoyed her focus on interactive behaviour and assertiveness skills which we all need as advocates for our patients and for nursing itself.

Another highlight for me was David Ure’s explanation of Enduring Power of Attorney (EPOA). He made a technical subject really interesting and a lightbulb went off in my head as I understood the importance of this document. I came home determined to sort out my own affairs only to find I had already done it years ago.

Natasha Ashworth’s talk on entrepreneurship in health was inspiring. Hearing how Hauora Tairāwhiti was finding ways to deliver health care efficiently and locally really got me thinking.

Tim Corbett’s talk on “Digihealth in Nursing” opened my mind to the myriad of possibilities of doing things differently using technology. This is a field that I have felt we could do better in and it was exciting to hear developments around the country providing better service more cost effectively.

There were a range of other speakers who spoke on relevant topics for Nurse Managers. I got the impression that we are all under incredible pressure but we need to be able to persevere and be resilient to be champions for the people who depend on us for support with their health care.

The conference dinner at “The Vines” was brilliant. Many of us were very moved by the song written for us by the two young men who performed (One Point Five Men) and we were left helpless with laughter listening to the stories of nursing over the past fifty years as told by Nona Aston. Hopefully not too many embarrassing photos surface of the dancing and singing!

The conference was a great opportunity to connect with Nurse Managers and Duty Managers from around the country. I found it really supportive to hear of others facing and overcoming the challenges that providing health care can bring. Add to that amazing food and it adds up to an amazing experience. See you in Dunedin next year.

http://www.nzno.org.nz/groups/colleges_section/sections/nzno_nurse_managers_new_zealand/conferences_events



CCDM Part 3

Implementation of the Care Capacity Demand Management By Megan Buckley

Implementation of the Care Capacity Demand Management (CCDM) continues between the District Health Boards and Health Unions partnership. The partnership is facilitated by the Safe Staffing Health Workplaces Unit (SSHW Unit) who are charged with facilitating and leading the programme. In this 3 part series we have covered Staffing Methodology - FTE Calculation and Work Analysis and Variance Response Management (VRM). VRM has several tools and process that help people to manage capacity and demand. Part 3 of this 3 part series is the Core Data Set.

Core Data Set (CDS)

What

A Core Data Set is a set of measures that have been selected for collection, reporting and acting on to make improvements in how care is delivered. They are a balanced set of measures that include quality patient care, quality work environment and best use of health resources.

Why

The purpose of the core data set is to provide the DHB with a balanced set of measures to determine how successfully they are matching care capacity with patient demand. Care capacity includes staff numbers and mix. Patient demand includes both the number of patients and intensity of care required. Having a balanced set of measures is a key tool for achieving goals and priorities in many organisations.

Who

A Core Data Set is selected at multiple levels of the organisation

including ward or unit, directorate or service level and executive. All levels of staff are involved in this work. At the executive level the Care Capacity Demand Management (CCDM) Council reviews, reports and acts on the data and at the ward level the Local Data Council reviews, reports and acts on the data. Like all CCDM tools the DHB and Health Union partners work together in developing and monitoring the Core Data Set.

When

Numbers are not for everyone, but analysis overtime can be a rich source of information. Using the core data set should be part of 'business as usual' and reported regularly from floor to board. This means the Core Data Set should be used in staff meetings, monthly reporting to your line manager, Local Data Councils, CCDM Council and reporting to the board.

Where

Where to next with the data depends on what the data is showing. If the data shows there needs to be improvements, the CCDM Council or Local Data Council will develop an action plan. Further monitoring should occur to see if the action plan is working. Sometimes the data will raise further questions and may require a 'deep dive' into a particular area. Always, the goal of collecting and monitoring data on an ongoing basis is to improve.



Spotlight Interrogation, (our regular feature article) – Let's get to know a little bit about each other..... Thanks Jenny of Lakes District Hospital in Queenstown

1. What's your name and where do you work?

Jennie. Lakes District Hospital, Queenstown

2. What would you be doing if you weren't at your current job? Floristry

3. What's the most important lesson you've learned in the last year? To be firmer and to realise that its not always possible to be friends with all the staff.

4. What characteristic do you most admire in others? Honesty and Integrity

5. What quality in you would you hate to see emulated in your employees? Impatience

6. If you were to start a company from scratch, what values would you build it on? Hard work, good organisation, honesty and productivity.

7. If you were to tell one person "Thank You" for helping me become the person I am today, who would it be and what did they do? My father, he taught me and role modelled hard work, honesty and respect.

8. When are you the happiest? When my life is organised and unstressed.

9. What one memory do you most treasure? Holding my first baby.

10. What would a "perfect" day look like for you? Good organisation, everyone working hard as a team but time for laughing. Wine at night !

11. How do you recharge? Walking with friends. Working in my garden.

Message from the Editor

I do hope you are enjoying the new Newsletter format it's been fun and sometimes frustrating playing around with the template and dropping pictures in and articles in. I would like to encourage you to drop me a line and contribute in the newsletter. We; the committee would been keen to publish contributions from our members and also would encourage your suggestions for any regular feature articles. I thought possibly a leadership related book review and also a list and hyperlinks to helpful/useful websites might be something to consider. Please feel free to email the section with your suggestions.

Thanks Sarah Tweedale

Membership Report

We are pleased to announce that the current membership of the Nurse Managers Section stands at 485, this is great however we would love for this to continue to grow so please remind your colleagues that hold leadership roles within your organisation that we would be delighted for them to join the section. There is a limit currently of NZNO members belonging to a maximum of two Colleges or sections.

