



Te Wheke

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http://www.nzno.org.nz/groups/colleges_sections/sections/nzno_nurse_managers_new_zealand

Committee Report

From the Chair, Sarah Tweedale

Hello from the NZNO NZNM committee.

We all hope this email finds you well.

The committee has started the first half of the year with some pretty exciting plans, we hope will be of a huge benefit to our membership. We are well under way to launching a national pilot for a coaching and mentoring network programme exclusively for our members. The idea was borne primarily from the results of the surveys undertaken by the committee. There appeared a strong need to network, share and support one another. Mention was also made of the challenges being often stuck in the middle as a nurse manager. This common theme was across the country and all areas of work. So what better way to address this need than to nationally join one another up, with skype and zoom connections distance won't pose problem.

By now you would have all received two emails around your thoughts of being and/or offering coaching and mentorship time to one another. While we all fully appreciated how pushed for time and burdened with already overwhelming work commitments you are, please still consider what valuable experience and skills you have to offer. We all know how better we feel when we have had an opportunity to share, learn and grow professionally. I liken it to hearing a really good motivational speaker or having an honest heart to heart, there is always a buzz afterwards and that feeling of being a bit stronger or better equipped. Sometimes we underestimate our own wisdom and what we have to offer others. I hope you will give this pioret some consideration. In May the committee ran a regional forum in Wellington on the moral distress faced by nurse managers of which there is a summary on page 7.

The preparation of industrial action will have been a challenging time for many of us who work within the DHB sector, stay strong and keep hold of your patience and integrity when managing what I've found to be a few challenging staff. They forget we nurse managers are also NZNO nurses to! We all hope for a resolution that is reflective of our value, dedication and commitment to the profession and importantly our patients.

I'd like to mention our annual conference, how the time soon comes around again, this time we are in the beautiful Hawkes Bay with another fantastic line up of speakers, get your registrations in as soon as you can.

The committee membership is looking a bit depleted at the moment with currently two vacancies and another two members leaving in November after serving their two terms, that's not meant to sound like a prison sentence! Being on a national committee is a fantastic opportunity to widen your nursing network and get a feel on what is happening around the country I'd highly recommend it. So drop us a line to our email address if you want to find out more or feel this is the right move for you.

We wish all the very best over the remainder of the winter.

See you in the Hawkes bay in sunny November.

Warmest regards

Sarah Tweedale (Chair)

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NZNO CONFERENCE 2018 NURSE MANAGERS NEW ZEALAND

RECRUITMENT & RETENTION

8-9 NOVEMBER 2018
EAST PIER
NAPIER

Contacts:

events@nzno.org.nz
margaret.radich@hbdhb.govt.nz
tracemccarrey@gmail.com

Online registration:

<http://www.eiseverywhere.com/nursemanagers>

The NZNO Nurse Managers New Zealand national committee invite you to our annual conference. The programme includes experts presenting on a range of topics.

Don't miss out on what promises to be another relevant, memorable and motivating conference for Nurse managers and Leaders.

Registration Fees

TWO DAY FEES

NZNO Nurse Managers Section Member	\$460.00
NZNO Member	\$480.00
Non-member	\$480.00

ONE DAY FEES

NZNO Nurse Managers Section Member	\$300.00
NZNO Member	\$320.00
Non-member	\$320.00

Full conference information, programme and online registration is available on the Nurse Managers NZ website: https://www.nzno.org.nz/groups/colleges_sections/sections/nzno_nurse_managers_new_zealand/conferences_events

Call for posters and presentations

Delegates are encouraged to develop a poster or presentation for display at conference around the theme 'happenings in your workplace'. Delegates will have approx 5 minutes to discuss their work with the group during a breakout session. Posters and presentations can relate to any theme felt to be of interest to nursing management and leadership. This might include: new initiatives in your area, research, post-graduate study innovations, a literature review, exemplar or telling us about your area of work.

Posters should be a maximum of 1m wide by 2m high.

Please email your name, contact details and brief description of the topic to tracemccarrey@gmail.com

Membership report & Education Grant

Membership/Education Grant

The NZNO Nurse Managers' Section New Zealand membership now stands at 534. We would love to see this to keep increasing so we encourage you all to talk to your colleagues and explain the benefits of belonging to this dynamic and forward thinking section. We recognise that we are all working in challenging environments and within financially constrained Organisation's. This section acts as an advocate for all members, listening to concerns/national trends and looking at ways to improve



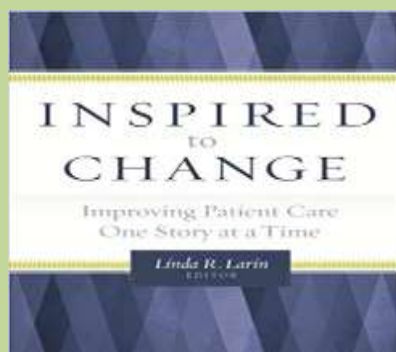
Applications are currently open for further Education Grants.

CONGRATULATIONS
to our funding recipients

Sia Uili - \$500
South Pacific Nurses forum in Raratonga

Stephanie Vance - \$500
Workshop with Health Quality Safety
Commission (HQSC) New Zealand

Books, TED talks and websites to read and explore



The book *Inspired to Change – Improving Patient care one story at a time* was edited by Linda R Larin. It was published in 2014.

The book is comprised of ten chapters & the stories are subcategorized. The chapter titled as the wisdom of stories; relying on trust and faith; going above and beyond expectations; looking back with regret; the interaction; an open invitation to partner; a little caring goes long way; the stress of illness; a day in life of a hospital and making health care better. There are total 297 pages.

The stories in this book are offered as windows into people's experiences. This informs healthcare leaders what is working and what is beneficial for patient, families, clinicians and staff. The stories also tell what is not working well, how little things can make a significant differences, how mistakes deepen human suffering, and how best to improve services.

Healthcare leaders who foster a culture of storytelling are committed to developing a learning organization, one that is always improving.

How to capture stories:

- Ask patients to bring with them important pictures from home. Their picture can serve as visual prompts for care providers to ask questions and the stories will emerge.
- Invite patients and families to speak to new employees during orientation, to outline what matters to them
- Encourage staff to share their personal and professional stories
- Invite people to share stories that illustrate the institution's mission.
- Put stories at the heart of the organization award programmes, staff recognition programmes, publications and websites
- Integrate stories into training programmes.

Our patients' lives are not marked by their illnesses but by their valuable contributions, purpose and relationships. Learn about your patients and their families. Let them inspire you to make a substantive difference.

You can also browse into Patient Experience Journal published in association with Beryl Institute.

[HTTP://PXJOURNAL.ORG/JOURNAL/](http://pxjournal.org/journal/)

SURVEY RESULTS ARE IN!



Nurse Managers section May Survey results

Thank you to all the nurse managers who participated in our survey. We received total of 147 responses out of 68.7% were from the DHB.

The current challenges at work places question highlighted current workload i.e. around 34.69%. The other comments include safe staffing, succession planning, personal burnout, bullying, sustaining change related to patient care improvement, strike planning and more.

NZNO Nurse Manager Section support education and provide grant but only 41% of the members are aware of it.

The question around NZNO Nurse Managers Section offer to support opened up variety of suggestions including topics like recruitment, peer support, supervision, mentoring, performance issues, six monthly regional forum, difficult conversation and last but not least mentoring opportunities were repeated few times.

Only 30% responded yes and has been the recipient of formal mentoring and coaching in manager role. Also 74% responded no to any training or preparation in order to take formal coaching and mentoring.

69.4% responded yes and interested in formal training in order to coach & mentor others. 62% showed interest in supporting others by being a formal mentor and coach.

The overwhelming response was around Nurse Manager Newsletter and SNIPS. Around 85% found it useful. Thank you so much.

Conference response was positive but regional forum requires more input in terms of IT focussed to save travelling time and other constraints.

The overall feedback to committee includes thanks you & keep the newsletters coming.

The survey will be posted on our website, so please feel free to access.

On behalf of Nurse Manager's committee, please accept our gratitude for your time and ongoing support to us.



Spotlight Interrogation, (our regular feature article) – Let's get to know a little bit about each other.

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

Jason (Jake) Reid- Clinical Nurse manager
Outpatients Tauranga and Whakatane

2. **What would you be doing if you were not working at your current job?**

I would have liked Jobs in Customs or the
Police

3. **What's the most important lesson you've learned in the last year?**

Interprofessional integration will be the single
biggest challenge facing healthcare
providers, to move forward.

4. **What characteristics do you most admire in others?**

Honesty, admitting you were wrong is
inherent in knowing how to make things right.
Dishonesty in infectious and manifests in
cycles

5. **What qualities in you would you hate to see emulated in your employee?**

Enlisting , it is damaging and often started by
someone who has no direct involvement with
a situation. They just start the damaging path.

6. **If you were to start a company from scratch, what values would you build it on?**

Customer service, and integrity always
closing the loop "doing what you say you will
do "

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?**

Lynn Hema CNM Admission Planning Unit for
budding me along to be a Nurse coordinator
for 7 years. Maurice Chamberlain (Nurse

leader) for guiding my post graduate study
and continuously supporting the journey
including the role I am in now.

8. **When are you happiest?**

With my children as soon as I get home, as
they remind you of the bigger picture of life.

9. **What one memory do you most treasure?**

Many because life is a life of memories. There
is not ever one that stands out against
another one.

10. **What would a "perfect day" look like for you?**

Riding my Ducati around the South of
France, stopping into cafes for short black
coffees, being a free spirit. No structure,
meetings, complaints, or business cases

11. **How do you recharge?**

Sleepany form shape or kind.....

12. **What superpower would you like to have?**

Men in black.....look into the Shiny Lite,
you won't remember a thing.

Thanks, Jake for your openness and honesty
and sharing this with us.

Moral distress in nursing and the response of nursing managers



We were very fortunate to have Dr Martin Woods as a presenter at the regional Educational Forum on the 23rd May 2018 in Wellington. Here is a small glimpse of the session and some of the work he has undertaken.

The session was based on nurses' narratives

Four parts:

1. Findings of national survey
2. Implication of the research i.e. moral distress in nursing was heavily affected by external restraints
3. Ethic of care
4. Few ideas for nurse managers to respond to moral distress

Moral distress identified as a collective unresolved ethical issues in their work places. Role conflict can affect personal values systems on achieving the best patient outcomes by providing optimal care, the often-dueling expectation of the organization and the physician change the value system. With more authority, nurses often lack the autonomy to do what they feel should be done. Their role as an advocate is often abrogated due to organizational constraints; family expectations and physicians expectation that may leave them powerless to what they believe is best for their patients.

Three dominant elements include low staffing level, high patient throughput and the negative attitude of the managers towards nursing staff.

Top five moral distresses in New Zealand include:

1. Less than optimal care due to management
2. Watch patient care suffer due to lack of provider continuity
3. Work with nurses and others who are not competent
4. Carry out orders of unnecessary tests
5. Extensive action when only prolonging dying

Moral distress across age 25-34 years is the highest i.e. 63.35%.

Nurses have two masters: the organization that pays the salary and the physicians who direct their care. Nurses experience role conflict if the expectations of these two authorities are discordant. The main themes include that the system is not supportive, problems with managers, incompetent colleagues and poor practices, bullying, and the effect of moral residue.

In the system includes economic rationalization, staff shortages and safety concerns. The leadership includes lack of leadership, cut off supplies and staffing and poor communication. Incompetent colleagues and poor caring practices include interdisciplinary disagreement and substandard care. With bullying includes attitude of nurse leaders towards staff. The final one is the effect of the moral residual which piled up due to guilt and feeling of inadequacy which led to wanting to leave nursing.





Article Summary

Nursing Management – March 2018

Career development for nurse managers

Caryl Goodyear & Marilu Goodyear

The article cover range of topic includes defining mentoring, determining relevant areas, finding your mentor, understanding the benefits, and confidence and empowerment. Below are the keys points for busy managers. Please make a time and read the article.

Within the current state of our healthcare system, nurse managers are challenged to meet unit operation needs, ensuring that staff members are resourced and feel empowered to keep the patient at the center of care. Managing a department 24/7 is stressful. Having the right management and leadership competencies is needed to fulfill the obligation to the role, decrease stress and ensure job satisfaction. Mentoring can help nurse managers develop professional competencies and improve their confidence and empowerment. Picking the right person is foundational to the success of a mentoring relation. In addition, nurse manager must realize that mentoring and coaching are just as important for their staff member to grow, develop and handle current work place challenges.

Comparing mentoring and coaching

Mentoring	Coaching
Aim is overall professional growth	Aim is development of personal insight and adoption of new behaviours and skill set
Guides, teaches, counsels, role models and provide advice	Set goals and success factors for skill set development
Voluntary relationship, informal or formal often lasts a long time	Formal relationship, structures process; often short lived, focused on targeted needs
Caring, sharing and helping to enhance another person's growth, knowledge and skills	Enhancement of performance, deliberate and directed at expanding potential
Mentor invests time and effort to impart wisdom, insight and perspective	Coach maintains objectivity while supporting and guiding
Goes beyond an obligation	Focuses on facts about the development opportunity

Mentoring function

Mentoring function	Activities
Career assistance	<ul style="list-style-type: none"> • Sponsorship • Exposure/ visibility • Challenging assignment • Coaching • Protection
Psychological support	<ul style="list-style-type: none"> • Acceptance/ Counselling • Friendship
Role modeling	<ul style="list-style-type: none"> • Leading a hospital wide committee • Peer to peer feedback • Establishing collaborative inter-professional relationships

Question to identify mentors

Career assistance

- Sponsorship; who know me well enough to nominate for positions?
- Exposure/ visibility: who in our organization/ profession makes assignments and appoints committee, task forces and so on?
- Coaching who has the particularly expertise that I lack? Who may be willing to teach me?
- Protection: who knows the political aspects of our organization/ profession? Who can give me good advice on how I can ensure success?
- Challenging assignments: who know me and my skills nut is also "in the know "about our organization or profession? Is that person willing to put my name forward?

Psychological support

- Acceptance/ confirmation: who do I go to when I need a boost? Who helps me feel that everything will be okay?
- Counselling: with whom do I feel comfortable sharing my feeling? Who do I trust? Who do I believe is wise in the ways of the world?
- Friendship: with who do I connect? With whom do I want to spend more "quality time"?

Role modeling

- Who do I want to be like? With whose style am I comfortable?

Up and Coming events

Workshops, Conferences & Symposium

When	Where	What
30 th June	Wellington	One day workshop on Introduction to an Evidence based psychodynamic
9-10 August	Auckland	NZ Dermatology nurses Society Conference
17 th -18 th August	Wellington	18 th Annual Orthopaedic Nurses Conference
7-8 th September	Tauranga	NZ Faith Community nursing Conference
19 th - 20 th September	Wellington	NZNO Conference
23 rd - 26 th September	Auckland	International conference on Cancer Care
29 th September -30 th September	Auckland	Vascular Nursing Symposium
18 th - 19 th October	Auckland	NZ Stomal nurses college conference
26 th -27 th October	Napier	College of Emergency Nurses New Zealand Conference
31 st Oct – 2 nd November	Lower Hutt	NZNO Nurses college of Infection Prevention & Control Conference
2 nd -3 rd November	Auckland	2018 New Zealand Melanoma summit
8 th - 9 th November	Hawkes Bay	NZNO Nurse Managers' Conference
21 st November	Wellington	E Health Nursing 2018
7 th -10 th March 2019	Christchurch	Annual Scientific Meeting of the New Zealand Pain society
29 th -30 th March 2019	New Plymouth	Paediatric Community care national conference

NZNO Meeting dates

Level 2 Delegate Education - Midlands Regional Council Management Committee Meeting	18/07/2018 9:00 a.m 18/07/2018 5:30 p.m	Wellington Region Midlands Region
Greater Auckland Te Runanga Hui Midlands Regional Council Meeting	18/07/2018 6:00 p.m. 18/07/2018 6:00 p.m	Auckland Region Midlands Region
Southern Regional Council Meetings	19/07/2018 5:45 p.m.	Southern Region
Level 1 Delegation Education – Whangarei sector Level 1 Delegate Education - Whangarei – All sectors	24/07/2018 9:00 a.m. 25/07/2018 9:00 a.m.	Tai Tokerau Region Tai Tokerau Region
Level 3 Delegate Education - Christchurch - All Sectors Level 4 Delegate Education - Tauranga - All sectors	25/07/2018 10:00 a.m 26/07/2018 8:45 a.m.	Canterbury Region Bay of Plenty/Tairāwhiti Region
Level 1 Delegate Education - Palmerston North - All sectors Event Canterbury Te Runanga Hui	26/07/2018 9:00 a.m 26/07/2018 5:30 p.m.	Central Region Canterbury Region
Pacific Nursing Section Committee meeting International Day of Prayer for all Nurses and Midwives	27/07/2018 8:00 a.m 28/07/2018 8:30 a.m	Wellington Region Tai Tokerau Region
Australian Cardiovascular Health and Rehabilitation Association 2018 ASM	30/07/2018	Overseas
Level 3 Delegate Education - Auckland DHB - Group 5	31/07/2018 8:30 a.m	Auckland Region

