

# NZNO Nurse Managers New Zealand Section Monthly News Bulletin Friday 7 September 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](http://www.nzno.org.nz/get_involved/consultation)

### **Draft National Ethical Standards for Health and Disability Research: Consultation document**

NZNO seeks member feedback on the Draft National Ethical Standards for Health and Disability Research: Consultation document

In particular feedback is sought on:

- whether the Standards are fit for purpose: are the contents of the Standards helpful, clear, relevant and workable?
- whether the Standards covers all relevant ethical issues: are there matters missing which are on topics where ethical guidance should be provided? Are there any conflicts with other standards, laws or current pieces of work that should be considered?
- general feedback: should any paragraphs be amended? Are there terms that are confusing or could be better defined?

To take part in the consultation, please [complete this online consultation](#) by 20 September 2018.

Alternatively, please provide feedback to support the NZNO submission. Please send feedback to [jinny.willis@nzno.org.nz](mailto:jinny.willis@nzno.org.nz) by 13 September 2018.

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### **Indicators Aotearoa New Zealand – Ngā Tūtohu Aotearoa**

NZNO seeks your feedback on the development of wellbeing indicators to track NZ's progress. The indicators aim to:

- go beyond economic measures such as GDP, to include wellbeing and sustainable development;
- build on international best practice;
- include cultural and Te Ao Māori perspectives;
- enable government, councils, businesses, communities and individuals to make choices around wellbeing and sustainability and
- align with the Treasury's Living Standards framework.

### **Read more here:**

Please send feedback to [leanne.manson@nzno.org.nz](mailto:leanne.manson@nzno.org.nz) by Monday 21st September 2018.

## Absenteeism

*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*

Ticharwa M, Cope V, Murray M. **Nurse absenteeism: An analysis of trends and perceptions of nurse unit managers.** *J Nurs Manag.* 2018;00:1  
<https://doi.org/10.1111/jonm.12654>

To explore absenteeism trends and absenteeism management from the perspective of nurse unit managers.

### **Background**

Unscheduled absenteeism among nurses appears to be a multi-factorial phenomenon and is a source of concern due to the effect absenteeism has on the daily management of human resources, ultimately affecting delivery of safe care. Identifying absenteeism trends among nurses may inform the development of targeted strategies to minimize unscheduled absenteeism.

## Bullying and violence

*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*

Hampton, D. , Tharp-Barrie, K. and Rayens, M. K. (2018), **Experience of Nursing Leaders with Workplace Bullying and How to Best Cope.** *J Nurs Manag.* Accepted Author Manuscript. . doi:[10.1111/jonm.12706](https://doi.org/10.1111/jonm.12706)

The purposes of this study were to assess the exposure of nurse leaders in manager, director, or executive level roles to bullying and to identify strategies nurse leaders have found to be effective in dealing with colleagues or bosses who were bullies.

### **Background**

Bullying is deliberate, negatively impacts the victim, and is aggressive, intentional, and frequent. Minimal information has been published about the bullying experiences of nurses that are in management and executive roles.

## Compassion and empathy

### **The Challenge of Compassion in Modern Healthcare Settings**

Mandating compassionate care is an endeavor doomed to failure as the problem of noncompassionate care lies in the basic organization of modern healthcare and healthcare settings, according an article published in the *Journal of Medical Ethics*.

[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*

Zhang Y-Y, Han W-L, Qin W, et al. **Extent of compassion satisfaction, compassion fatigue and burnout in nursing: A meta-analysis.** *J Nurs Manag.* 2018;00:1–10. <https://doi.org/10.1111/jonm.12589>

A meta-analysis was conducted of the prevalence rates of compassion satisfaction, compassion fatigue and burnout to identify the factors influencing these rates.

Background

The extents of compassion fatigue and burnout adversely affect nursing efficiency. However, the reported prevalence rates vary considerably.

### Conflict management

*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*

Labrague LJ, Al Hamdan Z, McEnroe– Petite DM. **An integrative review on conflict management styles among nursing professionals: implications for nursing management.** *J Nurs Manag.* 2018;00:1–16. <https://doi.org/10.1111/jonm.12626>  
To critically appraise and synthesize empirical studies that examined conflict-management styles used by nursing professionals when dealing with conflict.

### **Background**

Conflict is an organisational issue not new to the nursing profession. Despite the increasing research interest on this topic, no studies had been conducted to appraise and summarize evidence that examined conflict-management styles in nursing professionals.

### Difficult people / conversations

#### **Three tips for handling mean nurses**

Regardless of the career you choose, you are likely to face mean people in the workplace. But in the medical profession the stakes are higher because someone's life or well-being is on the line. In some occupations, if you have a disagreement with someone you can walk away and take ten minutes to collect yourself. As a nurse you don't usually have this option.

[Read more here](#)

#### **How to confront an employee with poor hygiene**

In the workplace, there are several topics that may be taboo – one of the top ones being employee hygiene. Whilst it's HR's role tackle the difficult issues, confronting a worker with bad body odour, messy clothes, or a dirty demeanour is probably not at the top of your to-do list.

[Read more here](#)

### Engagement

#### **Start writing appreciative emails – so easy and effective to do**

New research has found that people who receive appreciative emails feel much more grateful than is generally realized – they love getting such “thank-you” notes.

[Read more here](#)

### Emergency planning

#### **Working in the dark – The impact of a state-wide black systems event on emergency departments: A case study from clinician perspectives**

Hammad, Karen S. et al.

Collegian , Volume 0 , Issue 0 ,

A black system event (BSE) is a large scale black-out where there is a loss of a major power supply. From a health perspective a BSE may disrupt essential equipment within a health service that may be necessary for providing care. There is a paucity of literature relating to BSE and their impact on emergency departments (EDs).

## Aim

The research aimed to understand the impact of a BSE on ED clinicians in South Australia.

[Read more here](#)

## Virtual reality training helps hospital staff survive a disaster

An Auckland hospital is getting ready for the chaos of a big earthquake thanks to a serious game.

Researchers with Massey University have been trialling virtual reality to evacuate Auckland City Hospital after such an event.

[Read more here](#)

## End of life care

### How to Ensure Effective Communication During End-of-Life Care Discussions

Open, clear, and professional team-based communication can help facilitate the challenging conversations that must take place when preparing a patient and their family for end-of-life care.

[Read more here](#)

## Handover

Müller M, Jürgens J, Redaelli M, *et al*

### Impact of the communication and patient hand-off tool SBAR on patient safety: a systematic review

*BMJ Open* 2018;**8**:e022202. doi: 10.1136/bmjopen-2018-022202

**Objectives** Communication breakdown is one of the main causes of adverse events in clinical routine, particularly in handover situations. The communication tool SBAR (situation, background, assessment and recommendation) was developed to increase handover quality and is widely assumed to increase patient safety. The objective of this review is to summarise the impact of the implementation of SBAR on patient safety.

[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*

Forde MF, Coffey A, Hegarty J. **The factors to be considered when evaluating bedside handover.** *J Nurs Manag.* 2018;00:1–12. <https://doi.org/10.1111/jonm.12598>

This paper sought to identify the factors that should be considered in the study of bedside handover at the change of nursing shift.

#### Background

The introduction of bedside handover at the change of nursing shift has been linked to increased patient safety; bedside handover is not a simple change of location but a fundamental change in nursing practice.

## Health literacy

Schubbe D, Cohen S, Yen RW, *et al*

### Does pictorial health information improve health behaviours and other outcomes? A systematic review protocol

*BMJ Open* 2018;**8**:e023300. doi: 10.1136/bmjopen-2018-023300

**Introduction** Most health information is verbal or written, yet words alone may not be the most effective way to communicate health information. Lower health literacy is prevalent in the US and is linked to limited understanding of one's medical condition and treatment. Pictures increase comprehension, recall, adherence and attention in health settings. This is

called pictorial superiority. No systematic review has examined the impact of pictorial health information among patients and consumers, including those with lower health literacy.

[Read more here](#)

### **Three steps to better health literacy – a guide for health care professionals**

This guide for health care professionals, describes the three-step model for better health literacy: 1) find out what people know; 2) build health literacy skills and knowledge; and 3) check you were clear (and, if not, go back to step 2).

[Read more here](#)

### **Infection control / handwashing**

#### **Company creates badges to track hospital staff hand-washing**

A St. Paul company has developed a device that assures doctors, nurses and other health care providers are washing their hands to prevent the spread of infections. The system is... –

[Read More](#)

### **Intergenerational workplaces**

#### **One nurse leader created a millennial nurse mentor role to help her address the needs of younger nurses and improve retention rates.**

A millennial mentor can give guidance on the generation's professional development goals. Understanding what millennials want from an organization may be one tactic to improve retention.

[Read more here](#)

### **Interprofessional teams**

#### **Abandon Your Silo**

Farmers have successfully used silos of different shapes and sizes for centuries to store grain for animal feeding (Beedle 2001).

Although silos perform satisfactorily on farms, accidents and deaths can occur during the loading and unloading process.

What does this have to do with healthcare?

[Read more here](#)

## Mindfulness

### **How Mindfulness Leads to Emotional Intelligence**

If you hear that a new team member or manager is “emotionally intelligent,” you’ll probably nod gratefully. You’ll understand that he or she will likely listen to you, try to see things from your point of view, and resist jumping to conclusions.

[Read more here](#)

## Nurse-led/Nurse-managed services

### **How a nurse-led initiative helps New York hospital patients sleep better**

After receiving concerns about how noise negatively affected patient sleep and staff stress levels, nurses from Manhasset, N.Y.-based North Shore University Hospital [created an initiative](#) to reduce noise levels in the hospital's neurosurgical intensive care unit — and small changes led to lower noise levels, a study published in [Critical Care Nurse](#) found.

[Read more here](#)

## Patient safety

### **Study reveals some patients stopping wrong drugs before surgery**

Confusion about what medications patients can take before surgery is potentially putting them at risk a New Zealand study has found.

[Read more here](#)

### **New Study Looks Set to Reduce Harm for Older Patients Facing Heart Surgery**

A surprising finding from a major international study involving hundreds of New Zealanders, looks set to reduce major side effects including death among older patients facing cardiac surgery, as well as conserve the use of a precious and expensive resource ... donated blood.

[Read more here](#)

## Prescribing/medication

### **Prescribing Controlled Drugs in Addiction Treatment 2018: Guidance for nurse practitioners, designated prescriber nurses and designated prescriber pharmacists**

This new guidance document outlines the roles and responsibilities specific to nurse practitioners, designated prescriber nurses and designated prescriber pharmacists who are prescribing. It also covers any deviations from the 2014 guidelines.

[Read more here](#)

## Presentation skills

### **How to Become a Master Speaker and Presenter**

Public speaking is one of the most important tools, no matter what your career is.

[Read more here](#)

## Problem solving

*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*

Gemmel P, Van Beveren S, Landry S, Meijboom B. **Problem-solving behaviour of nurses in a lean environment.** J Nurs Manag. 2018;00:1–7. <https://doi.org/10.1111/jonm.12646>

To investigate how the extensiveness of a lean implementation—that is, the extent to which lean as a new practice is adopted across nursing departments—relates to second-order problem solving behaviour of nurses.

Background

Lean implementation is expected to stimulate nurses' second-order problem-solving behaviour.

## Resilience

### **These 4 Tips Will Increase Your Resiliency as a Leader**

A common myth is that the way to deal with the pressures of middle and senior management is working harder. We like to think that extending work hours and multi-tasking are ways to be more effective at work.

The truth is, this thinking is flawed.

[Read more here](#)

## Stress management

### **3 Ways that Stress Affects You**

Senior Faculty [Nick Petrie](#) has studied the ways that stress affects your physical and mental health. In the video below, he explains to fellow Senior Faculty [Phil Willburn](#), 3 ways that stress can hinder your health, happiness, and productivity.

[Read more here](#)

## Teamwork

### **When Is Teamwork Really Necessary?**

Most leaders assume that they need to foster teamwork among the people whom directly and indirectly report to them. Teaming is now seen as the workplace equivalent of motherhood and apple pie — invariably good. The problem is when leaders try to drive the wrong kind of collaboration on their particular teams. The result: wasted time and unnecessary frustration.

[Read more here](#)

## Workforce and recruitment

### **Short-staffed? Here are 4 lessons on workforce forecasting**

Achieving operational efficiency is a constant challenge for workforce managers: how to get as much work done in the shortest amount of time and with the fewest number of workers.

[Read more here](#)

McNeill C, Erskine A, Ellis R, Traynor M. **Developing nurse match: A selection tool for evoking and scoring an applicant's nursing values and attributes.** Nursing

Open. 2018;00:1–13. <https://doi.org/10.1002/nop2.183>

To develop an instrument (Nurse Match: NM) for assessing a candidate's nursing values, their meaning, relative importance and emotional significance. Candidate's values to be scored against professionally preferred nursing values effectively and efficiently.

[Read more here](#)

### Other

#### **Why It's So Hard to Speak Up Against a Toxic Culture**

Frustrated by the behavior of some men in their workplace, a [group of women working at Nike](#) anonymously surveyed other women colleagues a few months ago about their perceptions of sexual harassment and gender discrimination at the company. The results painted a clear picture of a workplace where women often felt marginalized, disrespected, and discriminated against. The survey reached the hands of the company's CEO. What followed, as covered in the media, has been a serious wave of changes: Top executives at the firm resigned or are [on their way out](#), and bias training and other remedies are being introduced.

[Read more here](#)

### Research review

Welcome to the latest in our ongoing podcast series, **Shared Care of the IBD Patient**.

In this Breakfast Session held at GPCME 2018, **Dr Rick Stein** (consultant Gastroenterologist) discussed the growing burden of IBD in NZ.

**Dr Ali Jafer** (Consultant Gastroenterologist) and **Phoebe Wu** (IBD nurse) also presented on the value of and models for shared care for the IBD patient, and **Jacqui Fletcher** (IBD Nurse) gave tips for primary care clinicians on the best approaches to managing IBD patients.

[Read more here](#)

The above bulletin has been compiled by Linda Stopforth, SNIPS, on behalf of NZNO Nurse Managers New Zealand section. It is for section members only and must not be reproduced without their permission.

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: [diana.geerling@nzno.org.nz](mailto:diana.geerling@nzno.org.nz)



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