

**NZNO Nurse Managers New Zealand section monthly news bulletin  
Friday 6 December 2019**



**Consultation**

NZNO consults with members on a range of issues.  
The full outline can be [found here](#)

**Sexual Violence Legislation Bill**

NZNO welcomes your feedback on this Bill which aims to reduce the re-traumatisation of sexual violence victims during court proceedings through increasing the variety of ways complainants could give evidence in court.

**Please send to [leanne.manson@nzno.org.nz](mailto:leanne.manson@nzno.org.nz) by 24 January 2019.**

**Proposed changes to paracetamol warning and advisory statements**

We are seeking your views on the proposed paracetamol conditions, warning statements and dosing table in their [consultation document](#).

**Please complete the attached survey questions document and send to [jill.wilkinson@nzno.org.nz](mailto:jill.wilkinson@nzno.org.nz) by 24<sup>th</sup> January 2020**

**Understanding digital literacy for health and disability providers in NZ**

We are seeking feedback to inform the Ministry of Health on nurses' understanding of how the health and disability sector has incorporated digital tools and platforms. We would love to hear from you about what people already know and what they feel they lack.

**Please provide feedback using the survey attached (should take 15 mins) [understanding-digital-literacy](#) and send to [diana.cookson@nzno.org.nz](mailto:diana.cookson@nzno.org.nz) by 13 December 2019.**

**Proposed new approach to disposal authorisation for health information**

NZNO welcomes your feedback on a new approach to disposal authorisation being tested by Archives New Zealand using health sector information.

**Please provide feedback using the form attached [here](#) and send to [diana.cookson@nzno.org.nz](mailto:diana.cookson@nzno.org.nz) by 16 December 2019.**

**Proposed draft revision to Guidelines to the Mental Health (Compulsory Assessment and Treatment) Act 1992**

The inquiry into Mental Health and Addictions He Ara Oranga identified the Mental Health Act (Compulsory Assessment and Treatment) Act 1992 as needing urgent revision.

**Please send feedback to [sue.gasquoine@nzno.org.nz](mailto:sue.gasquoine@nzno.org.nz) by December 13, 2019.**

**New Zealand (general)**

**Stroke rehabilitation award for Timaru Hospital staff**

Nurses, a charge nurse manager, a clinical nurse specialist, a specialist ... "Out of all the New Zealand rehabilitation services we have achieved the ... [Read more](#)

## Adverse events

### **Learning from adverse events**

Te ako I ngā pāpono kōaro

21 NOV 2019

Health Quality & Safety Commission (NZ)

The report covers adverse events reported by New Zealand's 20 district health boards (DHBs) and other providers. Adverse events (previously referred to as serious and sentinel events) are events which have generally resulted in harm to patients. This report details adverse events in DHBs in the year 1 July 2018 to 30 June 2019. It also provides suggestions for reducing the number of adverse events over the coming years. [Read more](#)

## Anger management

### **40 Subtle Behaviors that Give Away How Angry You Are—Even If You Don't Realize It**

People often say that it's better to release your emotions than to bottle them up, but is that true in the workplace? What about professional settings where your ability to collaborate calmly with your coworkers is the difference between life and death? [Read more](#)

## Bullying and workplace violence

### **How to Deal with Angry People—in 3 Steps**

It's easy to be centered and spiritually-aware when you're in the comforts of your own home, or in a friendly environment surrounded by like-minded people. The real test of our spiritual maturity comes when we're out in the world and faced with a real conflict. [Read more](#)

## Communication (including workplace, team, and interprofessional)

### **How to Have Better Conversations**

In his popular TED Talk, "5 Ways to Listen Better," Julian Treasure makes this powerful statement about a disturbing trend in conversation:

"The art of conversation is being replaced, dangerously, I think, by personal broadcasting." [Read more](#)

### **3 Communication Hacks that Decrease Conflict in Healthcare Settings**

Conflict and miscommunication are inevitable parts of life, and in healthcare settings, where life-and-death situations are always around the corner, they're even more amplified.

Although conflict will always exist at work, all it takes is a little creativity to "compromise and optimize," says Erika del Pozo, MOT, OTR/L, founder of [Joy Energy Time](#), which provides wellness resources for healthcare professionals. Here, del Pozo explains how knowing your personality type and understanding the difference between "compromising and optimizing" can [decrease conflict and enhance communication](#) in the workplace. [Read more](#)

## Compassion and empathy

### **Leadership and empathy**

Empathy is the most important instrument in a leader's toolbox. Without a sense that their leader actually cares about them, there is almost zero chance that employees will be fully engaged at work, say Ruth Donde and Rochelle Trail. [Read more](#)

## Conflict management

### **12 Phrases That Will Help You Resolve Any Conflict**

Conflicts are an inevitable part of any workplace and a constant source of stress for many leaders. Conflict resolution is an important skill for any leader to master. Like many other challenges, conflicts can actually present opportunities for positive change. Effective conflict resolution can build deeper relationships and foster more effective communication. [Read more](#)

## Critical thinking

### **A Short Guide to Building Your Team's Critical Thinking Skills**

With critical thinking ranking among the most [in-demand skills for job candidates](#), you would think that educational institutions would prepare candidates well to be exceptional thinkers, and employers would be adept at developing such skills in existing employees. Unfortunately, both are largely untrue. [Read more](#)

## Emotional intelligence

*The article below 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*

### **'It's the relationship you develop with them': emotional intelligence in nurse leadership. A qualitative study**

Beryl Mansel and Alys Einion British Journal of Nursing 2019 28:21, 1400-1408  
To investigate emotional intelligence (EI) and its relationship to nursing leadership.  
Background:

strong, effective leadership is core to organisational competency and significantly influences care quality. EI is the ability to understand one's own feelings and to assess and respond to the feelings of others. It is linked to self-awareness, self-management, social awareness and social skills, all of which are vital in leadership roles. However, insufficient research explores EI in nursing leadership from the perspective of nurse leaders.

## Empowerment

### **THE DANGERS OF HELPING: ARE YOU TOO HELPFUL**

The goal of helping is enabling, not more helping.

Over-helpful leaders are over-worked and under-appreciated. Help in ways that strengthen competency and don't create dependency.

Train people to help each other, BEFORE they come to you for help. [Read more](#)

## Families

### **7 Common Challenges When Dealing with Family Caregivers and How to Overcome Them**

As the population ages, more of your patients will receive care at home from someone without a medical background. Registered nurses and advanced practice providers play an important role in educating informal caregivers, empowering them to their family member to the best of their ability. In addition, family caregivers can provide a wealth of important health info, and their cooperation is crucial when planning a patient's discharge. [Read more](#)

## Innovation

### **4 easy ways to increase innovative thinking in your team**

You can easily stimulate ideas by your team members in four ways – individually and as a group, according to a neuroscience expert.

Interviewed for Rotman Management's [Winter 2019 magazine](#), Michael Platt, Professor of Marketing, Neuroscience and Psychology at Wharton, said that scientists in the past decade have discovered a fundamental neural network in the brain that generates exploratory and creative behaviour. Prof Platt said the neuroscience can be used as the basis for helping this type of thinking to occur more. [Read more](#)

## Leadership

### **You might aspire to leadership roles—but are you a leader?**

Why do we need 60,000 books about it? All in all, we know what leadership is, right?

Well, as it turns out, we don't.

There are numerous perspectives out there and one fundamental disagreement about what leadership is or how to get better at it.

The good news is, most definitions of leadership fit into two broad categories. Let's boil it down: [Read more](#)

### **Leadership: There is No Misbehavior**

“Troublesome”

“Willful”

“Rambunctious”

“Stubborn”

Those are just a few of the words my first and second grade teachers used to describe me. Again and again, they asked my mother to come down to school to discuss my “misbehavior.” [Read more](#)

## Mentoring

### **Are you a mentor magnet?**

Today, the name of the man in Homer's famous saga who was entrusted to watch over the young son of Odysseus as he set off to fight in the Trojan War is synonymous for a sage and faithful counselor: [Mentor](#).

Question: Do you remember the name of the young man under Mentor's tutelage?

[Read more](#)

## Missed Nursing care

*The article below 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*

**Unmet nursing care needs on medical and surgical wards: A scoping review of patients' perspectives.** Bagnasco, A, Dasso, N, Rossi, S, et al. J Clin Nurs. 2019; 00: 1– 23. <https://doi.org/10.1111/jocn.15089>

Aims and objectives

To review and synthesise research studies on surgical and medical inpatients' perceptions on unmet nursing care needs.

Background

Missed nursing care is a growing phenomenon that has been shown to adversely affect care outcomes—mainly in adult medical and surgical care settings. However, to date the aggregated and synthesised evidence of missed care comes from research that measures perceptions on missed care in surgical and medical settings from nurses, but not from the patients.

## Performance management

**Impact of using data from electronic protocols in nursing performance management: A qualitative interview study.** Hope, J, Griffiths, P, Schmidt, PE, Recio-Saucedo, A, Smith, GB. *J Nurs Manag.* 2019; 27: 1682–1690. <https://doi.org/10.1111/jonm.12858>

Aim

To explore the impact of using electronic data in performance management to improve nursing compliance with a protocol.

Background

Electronic data are increasingly used to monitor protocol compliance but little is known about the impact on nurses' practice in hospital wards. [Read more](#)

## Performance review

**5 steps to a better performance review**

A performance review is an opportunity to look forward as well as give constructive feedback. Here are five tips to improve the performance review process. [Read more](#)

## Personal development

**Don't Put Off Your Own Personal Development**

Many leaders I work with know they would benefit from developing new skills but aren't sure how to fit learning into their already packed schedule. I encourage them to think of their workplace as an on-the-job learning lab or playground where they can experiment with a new skill or behavior. I use this language because I think it's best not to think of skill development as a big, serious task. Learners can relax into the learning by playing with it from different angles.

How about you? Are you putting off learning new things until the time feels right?

Here are five strategies to help you get started. [Read more](#)

## Quality

*The article below 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*

**Good clinical support transforms the experience of new graduates and promotes quality care: A qualitative study.** Hussein, R. , Salamonson, Y. , Everett, B. , Hu, W. and Ramjan, L. M. (2019), *J Nurs Manag.* Accepted Author Manuscript. doi:[10.1111/jonm.12880](https://doi.org/10.1111/jonm.12880)

Aim

To explore the clinical support experiences of new graduate nurses' (NGNs) and how these experiences influenced their learning, job satisfaction and skill development during their new graduate transition.

Background

As supervising NGNs is different to other groups, nurse managers must be aware of NGNs' unique needs to successfully transition to practice. Clinical support is crucial, but little is known about what is effective in supporting the learning and development of clinical capability in this critical period.

## Stress management

**Experts offer tips on how to leave work stress at the door when you clock off.**

Overwork in the Asia-Pacific region is endemic. A report by Kisi, [Cities for the Best Work–Life Balance 2019](#), found that Tokyo and [Singapore](#) were the top two most overworked cities in the world, while Kuala Lumpur came in at number four.

[Read more](#)

## Values

### **How to Create Shared Values That Guide Your Team to Greater Heights**

[Values](#) are beliefs about what is fundamentally important. They affect your decision-making and your behaviors, whether you are conscious of them or not. Your real values are reflected by your behavior, and if your espoused values are not consistent with your behavior, you will lose credibility and trust.

The same is true for teams. When a team identifies and commits to living shared values, there is a deeper level of trust, better problem-solving and increased collaboration. [Read more](#)

### **5 ways to create a better workplace**

This article offers five simple ways leaders at any level can create better workplaces. [Read more](#)

*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.*

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