



**NURSE MANAGERS SECTION  
SURVEY - OCTOBER 2016**

**Summary of  
Data**

# NURSE MANAGERS SECTION SURVEY - OCTOBER 2016

The committee would like to thank its members for the time they gave to complete this Survey. Due to the rich amount of data we got back this will be summarised in the next news letter so keep an eye out for this.

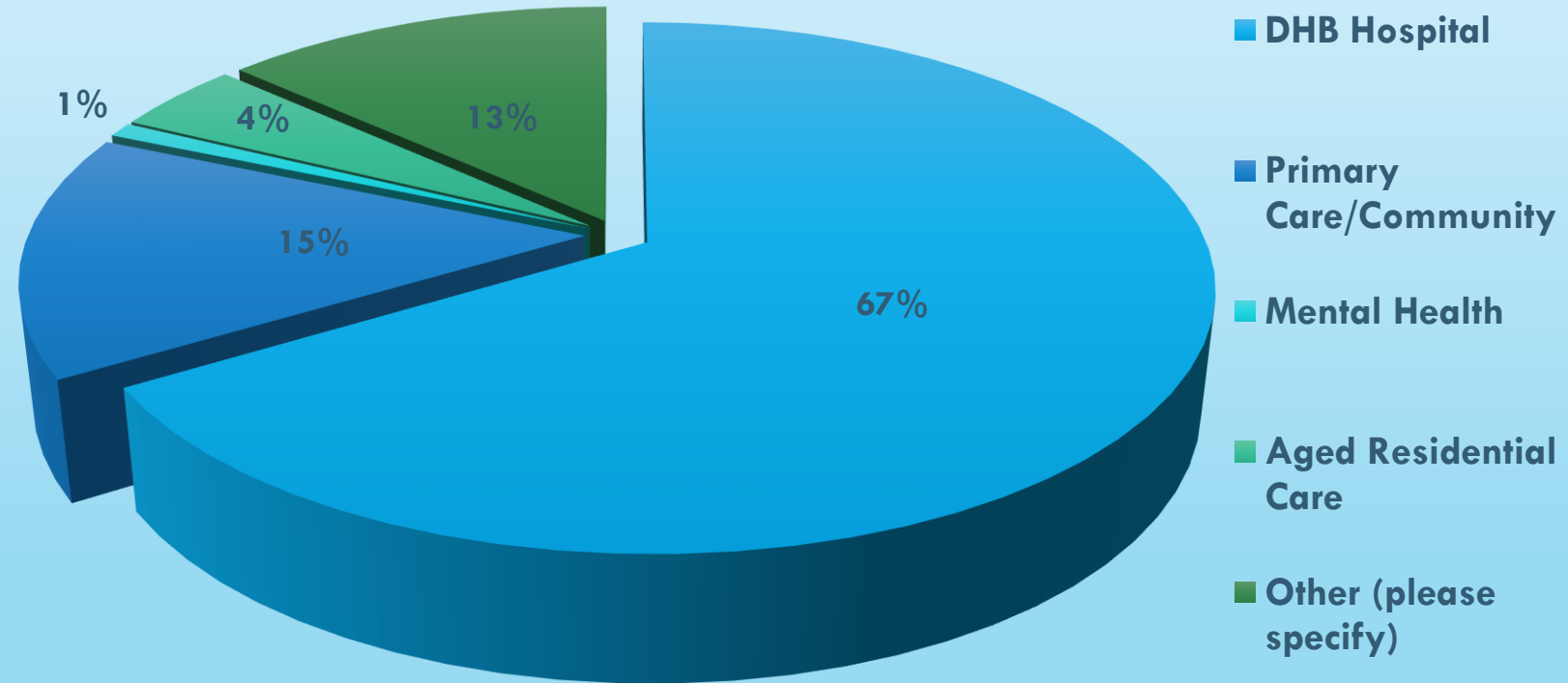
This is what we got:-

113 responses in a week ! 25% of current membership.

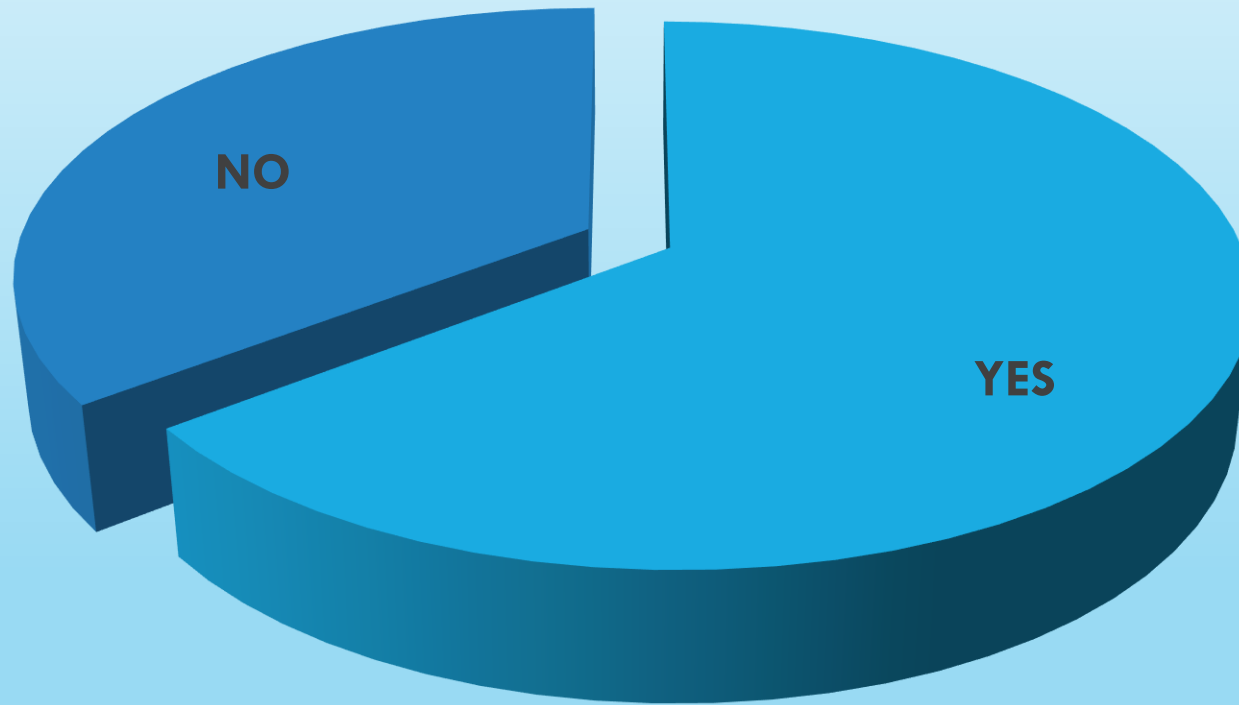
21 pages of comments !!

High volume of feedback for future conference topics and regional educational forums!!

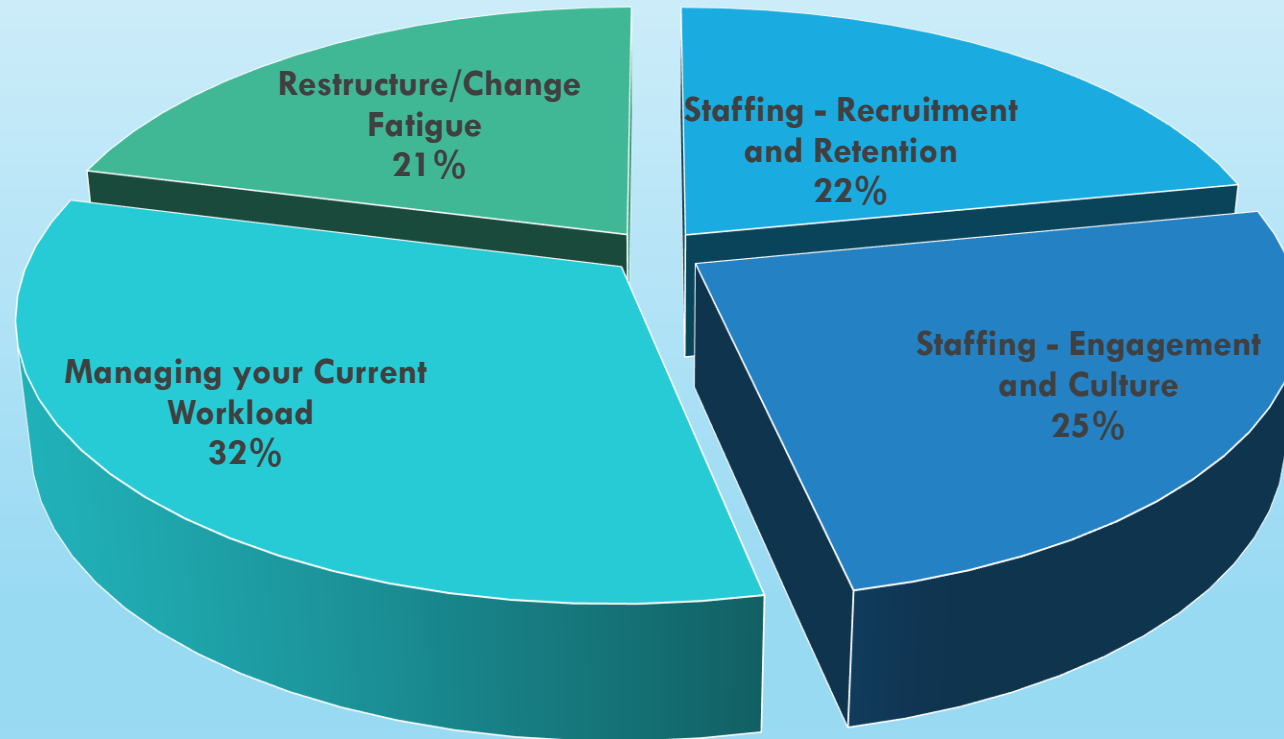
# WHICH AREA OF NURSING ARE YOU WORKING IN?



# DO YOU USE THE NURSE MANAGERS SECTION WEBSITE?



# AS A NURSE LEADER WHAT PROFESSIONAL CHALLENGES ARE YOU FACING IN YOUR WORK PLACE CURRENTLY?



# PROFESSIONAL CHALLENGES: STAFFING

## Staffing

There were two main themes in the comments around staffing.

**Recruitment:** time lag from resignations, leaving holes in rosters, approval to recruit delays or recruit freezes due to impending restructure, immigration constraints, the uncertainty and less appeal of fixed term contracts, rural recruitment difficulties. Recruiting and retaining casual staff. FTE and workload mismatch. Smaller specialised areas difficult to recruit into and also hard to cover sickness and leave.

**Day to day staffing challenges.** Not enough casual staff to cover sickness / roster gaps on the day. Part time staff pressured to pick up extra shifts, skill mix of experienced staff to manage complex pts.; difficult to get this right with high turnover and also high EN and New grad recruitment. CNM /DNM spending large amount of time just trying to fix staffing on the day. CNM and ACN's having to work on the floor ( getting behind with their 'other' work).

# PROFESSIONAL CHALLENGES : CULTURE

## Culture

Again a couple of strong themes

**Unhappy staff.** Workplace bullying and discontentment being spread by a small minority but still having a large negative effect on the workplace. Some positives were in organisations where improving workplace culture has been addressed there is a marked improvement. Perceived bullying from top down linked to expectations KPI etc that are often beyond the control of the CNM/ACNM/ DNM .

Workplace culture deteriorates in line with change fatigue.

**Workforce dynamics.** Aging workforce resistance to change. New Grads and Gen Y RN's have different view to workplace culture etc ( what's in it for them) both impact engagement.

# PROFESSIONAL CHALLENGES : WORKLOAD

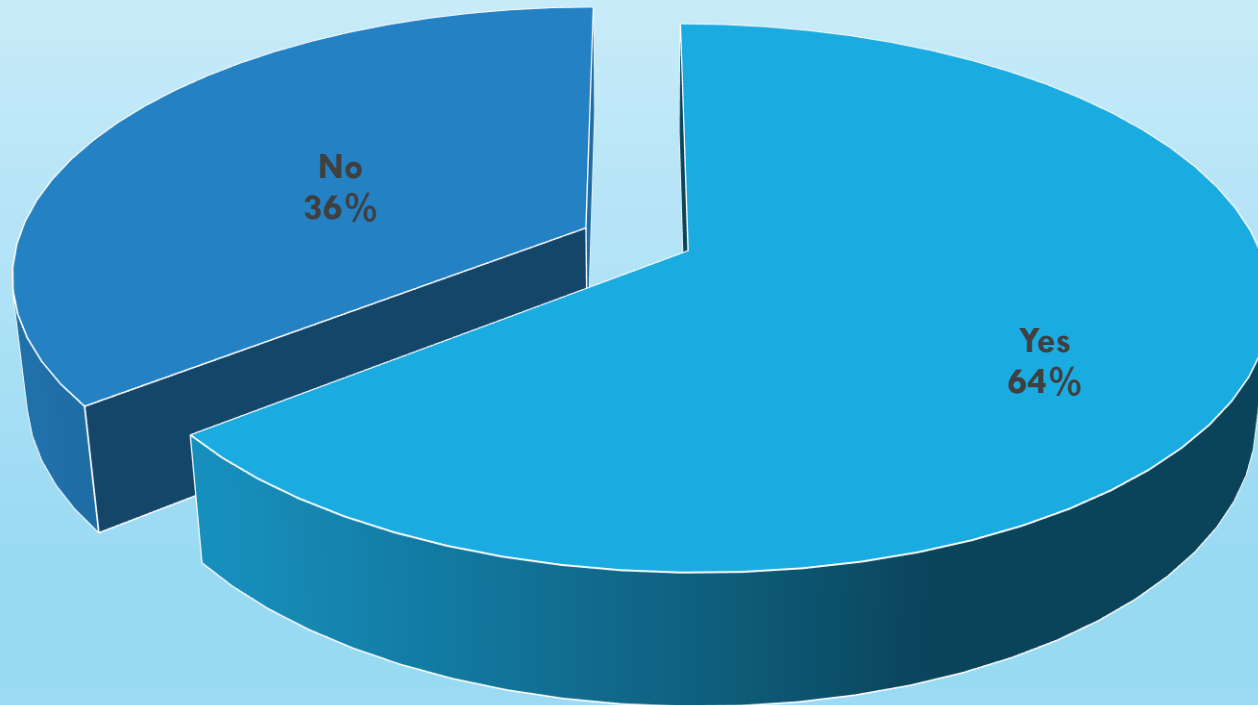
## Workload Management

This question generated some of the highest number of Comments with an overwhelming view of expanding workload and no extra resource.

**Expanding workload**, working longer hours to try and keep up with this workload. Disparity within different areas as to support available( some CNM's have ACN's, clerical support and admin staff others don't) Frequently deferring CNM work to help out hand on in the wards units clinics etc. The workload is getting more complex, KPI's budgets and extra responsibility/ accountability – not enough time. Community doesn't have a 'full to capacity' option, can't decline referrals so juggling sometimes huge workloads with same number of staff.



# ARE YOU SATISFIED WITH THE SUPPORT YOU RECEIVE FROM YOUR ORGANISATION TO UNDERTAKE YOUR ROLE?



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There was a considerable response in that there was seen as support this was indicated as coming from close proximity colleagues not from higher level management.

The responses that indicated lack of support had two distinct themes.

Poor leadership training in equipping staff in post to undertake the expectations of senior management, with additional comments of 'management' having a limited understanding of the intricacies of the Nurse Manager role.

Not being listened to despite the Nurse managers aware of problem/issues and being solution focused. The interpretation of budget before staff and patient safety was alluded to also.

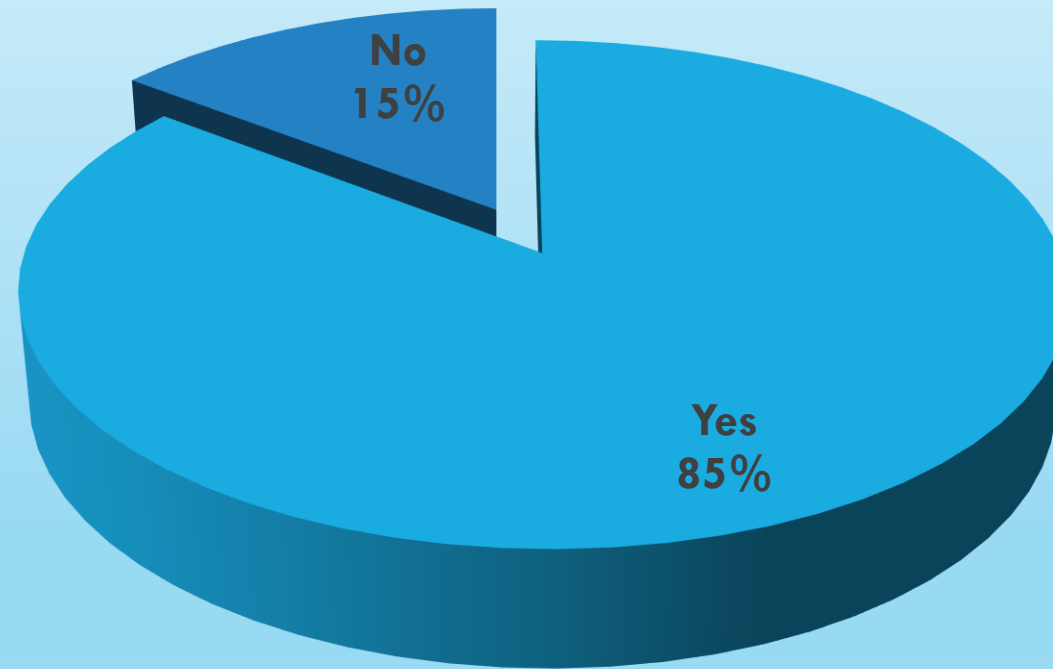
# WHAT DO YOU THINK NZNO NURSE MANAGERS SECTION COULD OFFER YOU TO ASSIST WITH YOUR ROLE?

There were a significant amount of 'not sure' or 'don't know' responses, indicating that what might be a reasonable approach is for support to be put in place and a request for an evaluation of usefulness after a period of time. Tweaking and modifying in response to this over time. Not knowing what you're missing or needing is not an unusual state of affairs in many aspects of our lives.

Of the specific requests there was desire to share and network our experiences, frustrations and innovations with one another, suggestions of video linking, mentorship programmes, leadership development work streams, frequent local seminars/managers forum looking at position descriptions, new roles, HR and bullying and other related issues faced by Nurse Managers but in a safe non judgemental environment.

NZNO support in times of staff difficulties Nurse Managers feel isolated in these situations as NZNO delegated sit alongside the nurse and rely on the organisation too support the nurse manager.

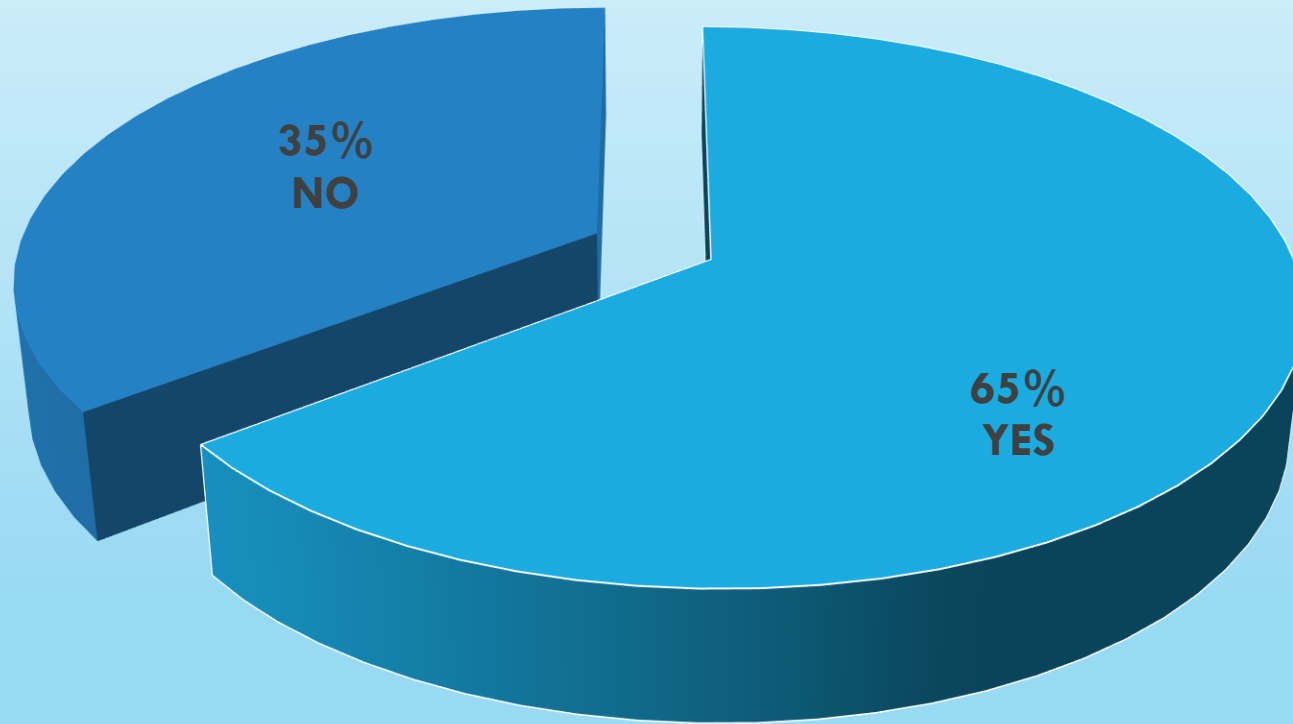
# DO YOU READ THE NURSE MANAGERS SECTION NEWSLETTER (TE WHEKE)? HAVE YOU FOUND IT USEFUL?



# **DO YOU READ THE NURSE MANAGERS SECTION NEWSLETTER (TE WHEKE)? HAVE YOU FOUND IT USEFUL?**

The Newsletter is seen generally as an interesting read but perhaps not always professionally useful specifically to the Nurse Managers reading it. The articles are sometimes just interest or news items. This is helpful information as the committee is trying to include relevant and useful material. Often the hyperlinks to other sites may be of greater use to specific readers. The need to be responsive to what is wanted is fundamental to any publication large or small and the committee are committed to growing this publication to reflect the needs of its membership.

# HAVE YOU FOUND THE SNIPS NEWSLETTER USEFUL?

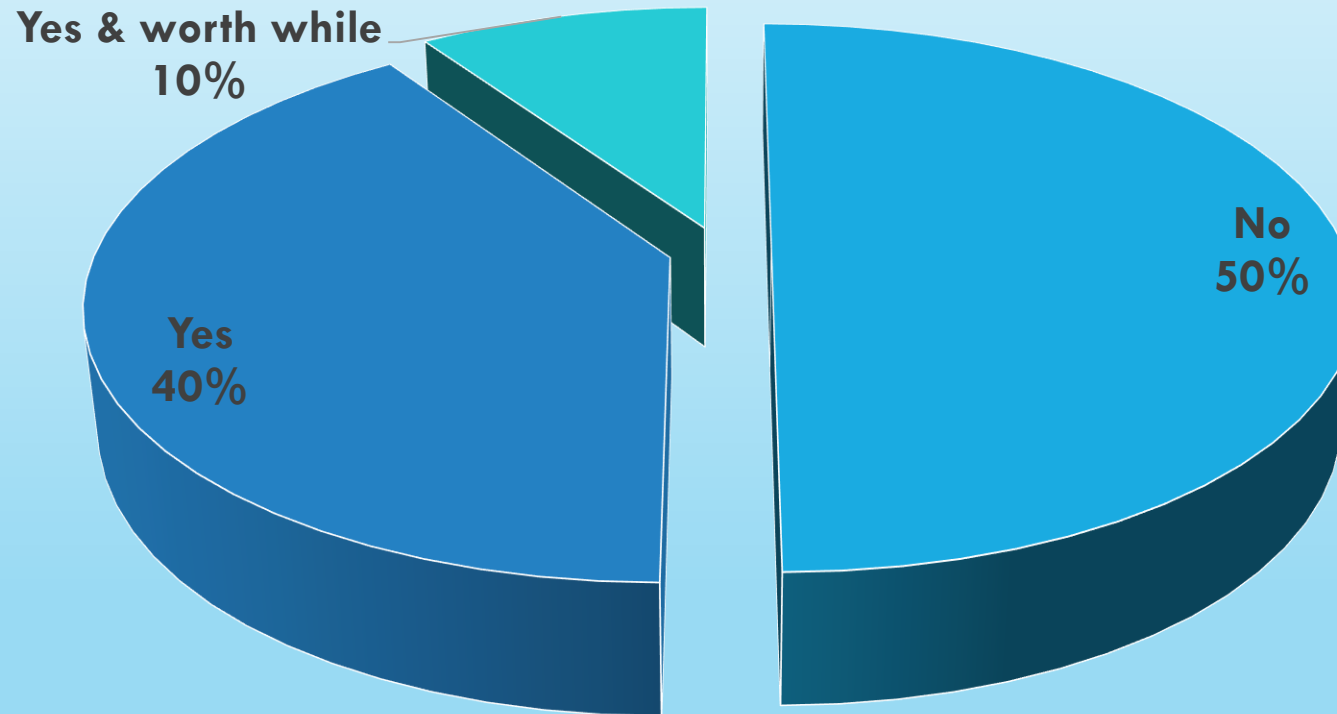


# HAVE YOU FOUND THE SNIPS NEWSLETTER USEFUL?

The format and the length was seen as a positive by most respondents who had accessed 'snips' with benefits to a wide range of working environments and further links to keep accessing forward..

There were a significant number of respondents who had not seen or accessed the snips and the committee will look at why this is the case, it may be a technical error in distribution..

# HAVE YOU EVER ATTENDED A NURSE MANAGERS SECTION CONFERENCE?





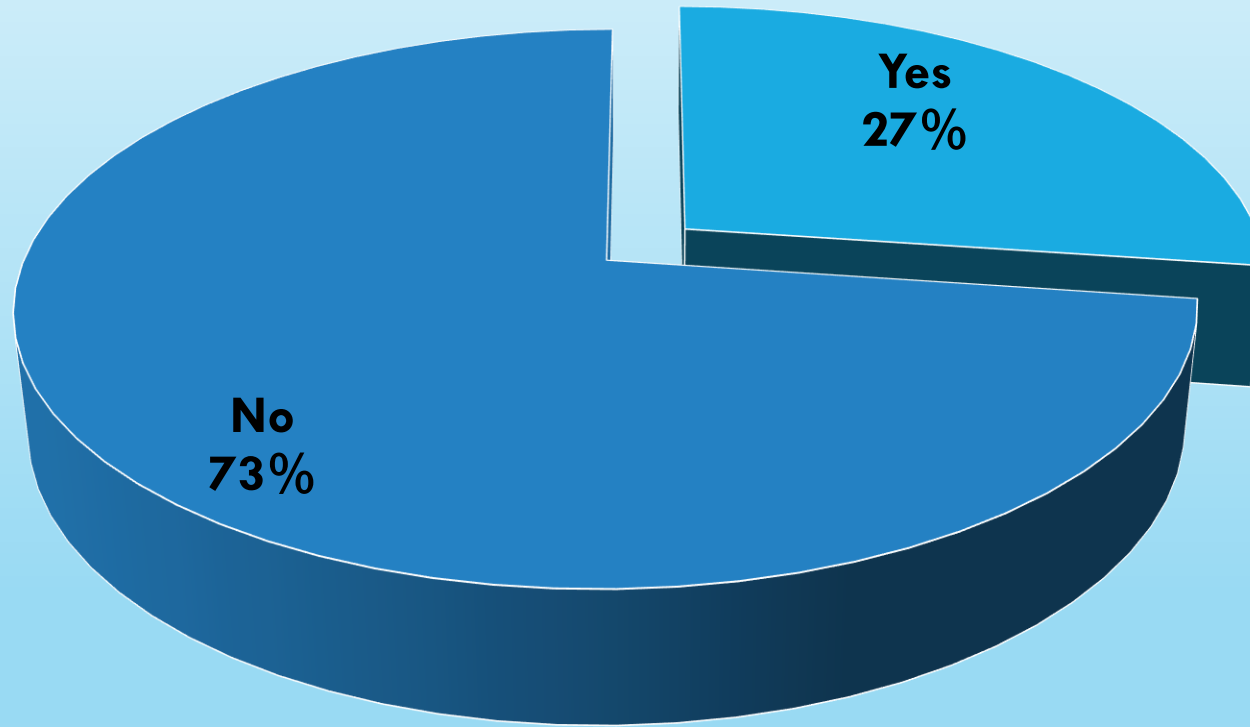
# HAVE YOU EVER ATTENDED A NURSE MANAGERS SECTION CONFERENCE?

There was a good percentage of respondents (50%) who had attended conference the feedback of useful topics, great speakers and good networking opportunities were a common theme.

Also mentioned frequently is difficulty in getting approval for staff to go, this was related to cost.

Of those who hadn't yet attended a Nurse Managers section Conference the majority would like to and intended to apply.

# HAVE YOU EVER ATTENDED A REGIONAL EDUCATIONAL FORUM?



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With 73% of respondents never have attended a regional forum the reason themes were : these were not scheduled at a good time for staff to attend (end of busy working day), they not widely advertised so members were not aware of forum.

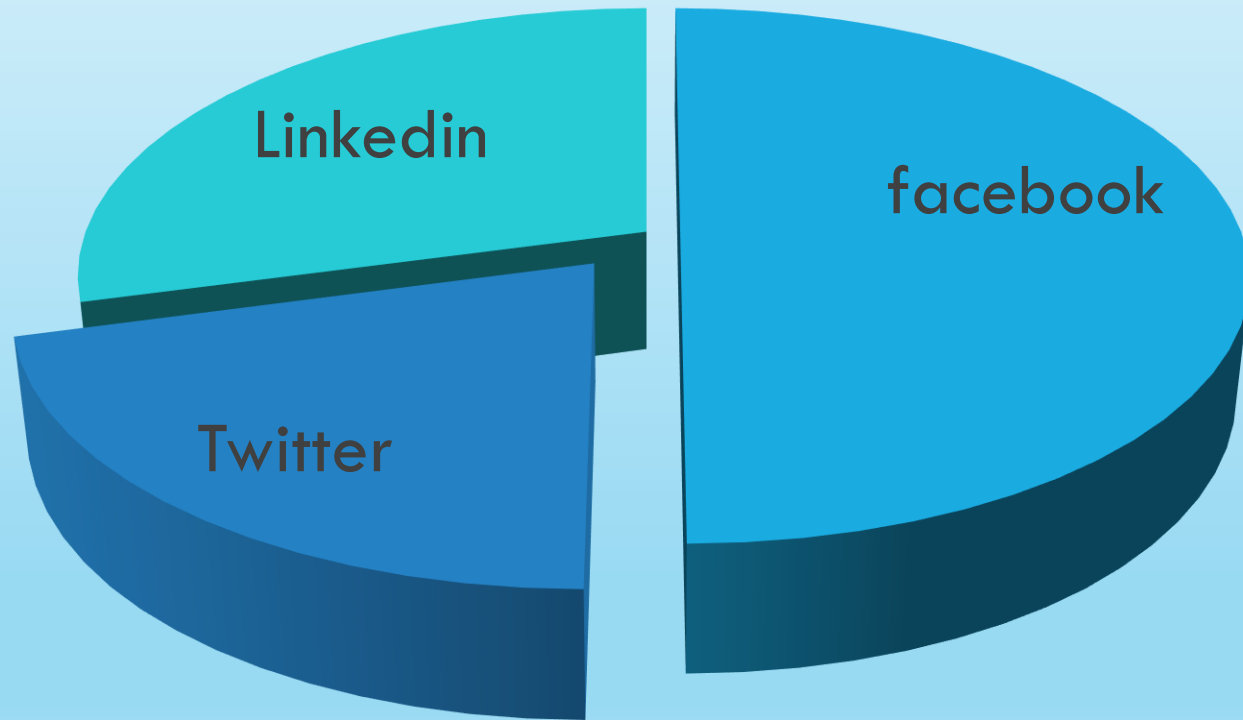
Of those who did attend forums most found them useful, with particular mention to the networking opportunities.

# WHAT TOPICS WOULD YOU BE INTERESTED IN FOR INCLUSION AT CONFERENCE AND REGIONAL EDUCATION FORUMS?

The top ten topics for conference and regional forums were :-

1. Conflict Management. Dealing with challenging staff, the legalities of disciplinary steps.
2. Workplace Bullying; being the recipient and also managing it among staff.
3. Leadership skills. Building morale, workplace culture, negative thinking, staff engagement.
4. Managing phenomenal workloads , prioritisation and delegation.
5. Resource Management : funding/Finances/KPI's, staffing and staff retention
6. Coping through Change and all it entails
7. Ethics; duty of care vs free will.
8. HDC and complaint management.
9. Strategic and production planning.
10. Integration of primary and secondary care. Nursing leadership challenges in primary care.

**DO YOU REGULARLY USE SOCIAL MEDIA?  
IF SO, WHICH FORMAT DO YOU USE? E.G  
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Face book was the clear lead here with 50% of the votes Twitter and LinkedIn drawing a close second.

The committee doesn't yet have a facebook page and is deliberating if we feel this is something of benefit to our section members.

Social Media is part of every day life for the vast majority of us bringing with it the pitfalls and advantages alike.

**THANK YOU !**

