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**The mediocre teacher tells.  
The good teacher explains.  
The superior teacher demonstrates.  
The great teacher inspires!**

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**Spark of Life Tour**

Over the last week I had the privilege to travel with Jane Verity around the country during which Jane delivered the very positive *Spark of Life* message. The seminars were held in Auckland, Hamilton, Wellington, Timaru and Christchurch. These have been very inspiring days and listening to the responses from the attendees and the lovely emails I received afterwards is confirmation for me and the "Kiwi network" that this is an approach/philosophy that people can relate to and put in practice in their daily life caring for residents/patients with dementia. After this success I am very excited to let you know that there will be a 3 day practitioner's course on 3, 4 and 5<sup>th</sup> of October In Auckland.

**What is Spark of Life?**

The *Spark of Life* is a systematic, practical approach that focuses on igniting the human spirit and meeting the emotional needs of people with dementia. A facility that has a *Spark of Life* Culture is flexible, loving, nurturing, and stimulating, which enables everyone to grow. It is a place where people with dementia, their relatives, and staff experience appreciation, purpose, and pride. Dementia Care Australia has developed this approach under the guidance and direction of Jane Verity, a leading authority on dementia care.

**How does it work with other approaches?**

The *Spark of Life* Approach is a natural partner to the Eden Alternative and Person Centred Care and works in perfect harmony with their principles and styles of application. The *Spark of Life* Approach fills a gap in these life models of care by working at a detailed, personal level to reach the emotional core and renew the spark that enable people with dementia, and their carers, to thrive.

**What are the results?**

Once implemented, improvements in memory, language, communication, social interactions and behaviour all become possible. The *Spark of Life* Approach is not a cure, but a reliable process for creating an environment in which the human spirit can thrive. The approach nurtures the wellbeing of the human spirit through a gentle, practical and common sense approach to human relationships and communication.

**How does it work?**

*Spark of Life* works by focusing on effectively meeting the emotional needs of people with dementia - to feel appreciated, joyful, loved, and involved. Happier people are easier to care for and the carer's satisfaction and motivation increases.

The aim of the program is to get all staff engaged in a problem solving approach to meet the unmet needs of each and every resident.

The system introduces a range of strategies one of which is the introduction of brightness and colours to enhance sensory stimuli.

Smile don't frown  
Look up don't  
look down  
Believe in  
yourself Don't let  
yourself go Just  
be who you are  
And let your live  
flow

Staff members are encouraged to wear bright coloured clothes and this in itself often makes staff happier.  
The key component involves resident / staff interaction and the following example helps to explain the approach.  
Introduction of rituals and activities to engage the residents and to maintain a positive culture of interaction. *Spark of Life Clubs* enable like residents to operate on an equal level and they provide a "safe haven" where people with dementia can experience success in everything they say and do which boosts confidence and enhances their ability to communicate.

If you are interested to learn more about this approach then keep an eye on your emails and my website. There will be a three day practitioner's course on 3, 4 and 5<sup>th</sup> of October in Auckland, an introductory day In New Plymouth and a follow up day in Christchurch also in October. Details will be emailed.

### Managing and leading with skill

In management and team leadership you need skills to extend and fine-tune your influence and your ability to communicate, coach, motivate and manage.  
You need the skills, outlook, and the behavioural flexibility with which to improve your performance in a world of complex relationships, stressed workforces, and team-working.

#### Managing and team leading

The art of managing and team leading has always been dynamic and demanding and it seems that we've moved into yet another 'even tougher times for managers' era.

There can be no doubt that today, things are changing more quickly and dramatically than at any time since. And the demands on people-who-lead people, are greater and, more complex than ever.

#### How to compete and survive

It is tough maintaining the competitive edge in today's environment. As a result many companies develop a reactive, almost panicky culture of in which staff or training are slashed, or employees are pressured to do more in less time.

This culture means that good staff leave and move to companies which are better managed, who take a longer view and are dealing more proactively with a tough climate.

What characterises these proactive companies isn't how good they are at slashing costs but how good they are with their people; their ability to create an environment where people are happy to give of their best. And it is this environment which enables them to at least weather the rougher storms and come through stronger.

#### Managers who lead

There seems to be one key theme which is their ability to attract, keep and motivate their people. And key to this, in turn, are the abilities of their team leaders to put this into action.

They are invariably aware of the importance of the skills of being able to lead people so they are truly motivated to give it their best.

Using subtle skills has more impact. While less immediately dramatic and obvious than that of the old hard skills, this technique is often more pronounced and enduring.

The subtle skills that are needed by today's managers and team leaders include being able to motivate rather than coerce people to do a great job

Never regret anything because at one time it was exactly what you wanted

### Preventing or countering low morale

Such elements make life tough for managers and teams leaders because they are quite corrosive of morale; of 'buy-in' to the objectives of the team or to the vision of the company.

Or, to be precise, they frequently have this corrosive impact. Though in many teams and work environments such factors may exist without having this effect.

How is this? How come some teams are high performers despite dramatic and disruptive changes in the working environment? The difference is rarely because of increased remuneration.

The difference is more usually the result of their management and leadership.

### Practical steps

What factors encourages employees to give it their best.

Staff performs when they

1. Know *what's expected* of them
2. Frequently *receive recognition/praise* for doing well
3. Recognise that their manager/supervisor had a *genuine interest* in them
4. Were *encouraged* in their development by their managers
5. Recognise that they were *listened to*
6. Recognise how *what they did contributed* to the company's objectives
7. Worked alongside *highly motivated* colleagues
8. Were able to *talk about their progress* at least twice yearly
9. Had the resources to do their job
10. Were in a role which enabled them to do what they do best everyday
11. Had friends in the workplace
12. Recognised that their job provided them with opportunities for development

### Conclusion: Talented employees need great managers.

The talented employees may join a company because of its charismatic leaders, its generous benefits, and its world-class training programs, but how long that employee stays and how productive he is while he is there is determined by his relationship with his immediate supervisor.

### Subtle skills and leading people

Some of the above factors are dependent on organisational structure or management hard skills.

The other require the manager to be skilful with people i.e. such as the ability to

- Communicate perceptively and skilfully with peers, direct reports, and with senior management
- Understand the systemic nature of communication with and within teams - including the subtle dynamics of non-verbal influence
- Understand the thinking and emotional make-up of teams and of the individuals within these teams - and of the manner in which these individuals pull together
- Is not easily influenced or manipulated
- Manage own moods - a manager cannot afford to have off-days
- Understand the role of beliefs and values in what makes people tick
- Know how to utilise values to tailor the motivational approach to suit each individual
- Inspire people by 'selling' them the team or organisational vision and getting their 'buy in' to this vision.

Happy managing!

(Source: the excellent and very readable 'First Break All the Rules' by Marcus Buckingham and Curt Coffman. Simon & Schuster, 2000)

## Changes to the funding of oral nutritional supplements

PHARMAC has recently made a number of changes to the access and funding of oral nutritional supplements, including powders for reconstitution and ready-made liquids. These changes include:

- Reducing the funding of ready-made liquids to the level of powder alternatives
- Widening access to those who can initiate funding (vocationally registered general practitioners can now make initial Special Authority applications)
- Restricting funding to people who are malnourished or who have one of a number of listed specific indications which places them at high risk of malnourishment
- Emphasising “Food First” and regular review of patients

In the United Kingdom there has been concern regarding the treatment approach to malnutrition in elderly people. This has resulted in the formulation of treatment guidelines emphasising the provision of nutritional supplementation to only those who are malnourished or at a high risk of malnourishment, an emphasis on the use of first line dietary advice (Food First), and regular patient reviews.

### Suitable oral nutritional supplements for residents who have been identified at risk of malnutrition

Points for consideration:

- Encourage the patient to use Food First principles
- The powdered supplements are fully funded whereas the ready-made liquids are not. Full funding is available via “endorsement” for tube fed patients when using the ready-made liquids as a bolus tube feed.
- Is the patient lactose intolerant? Ensure Powder with water, and the ready-made liquids (Fortisip and Ensure Plus) are lactose free.
- Is the patient volume challenged? i.e. do they struggle to drink fluids at any volume? If so they should use a product which provides 1.5 kcal/mL.
- Measured volumes for mixing do not have to be exact, e.g 200 mL can be used instead of 196 mL. The key is to have the recommended amount of powder per day.
- Whilst there is a part charge for the ready-made liquid supplements, some patients may be willing to pay this especially if they prefer the taste and flavour varieties of the ready-made drinks or find it difficult to physically mix the powdered drinks or find the ready-made drinks convenient to carry when away from home.
- Is constipation an issue? Fortisip multifibre contains a mix of dietary fibres (4.6 g/200 mL) while the powdered drinks have a lower fibre content (Table 2).

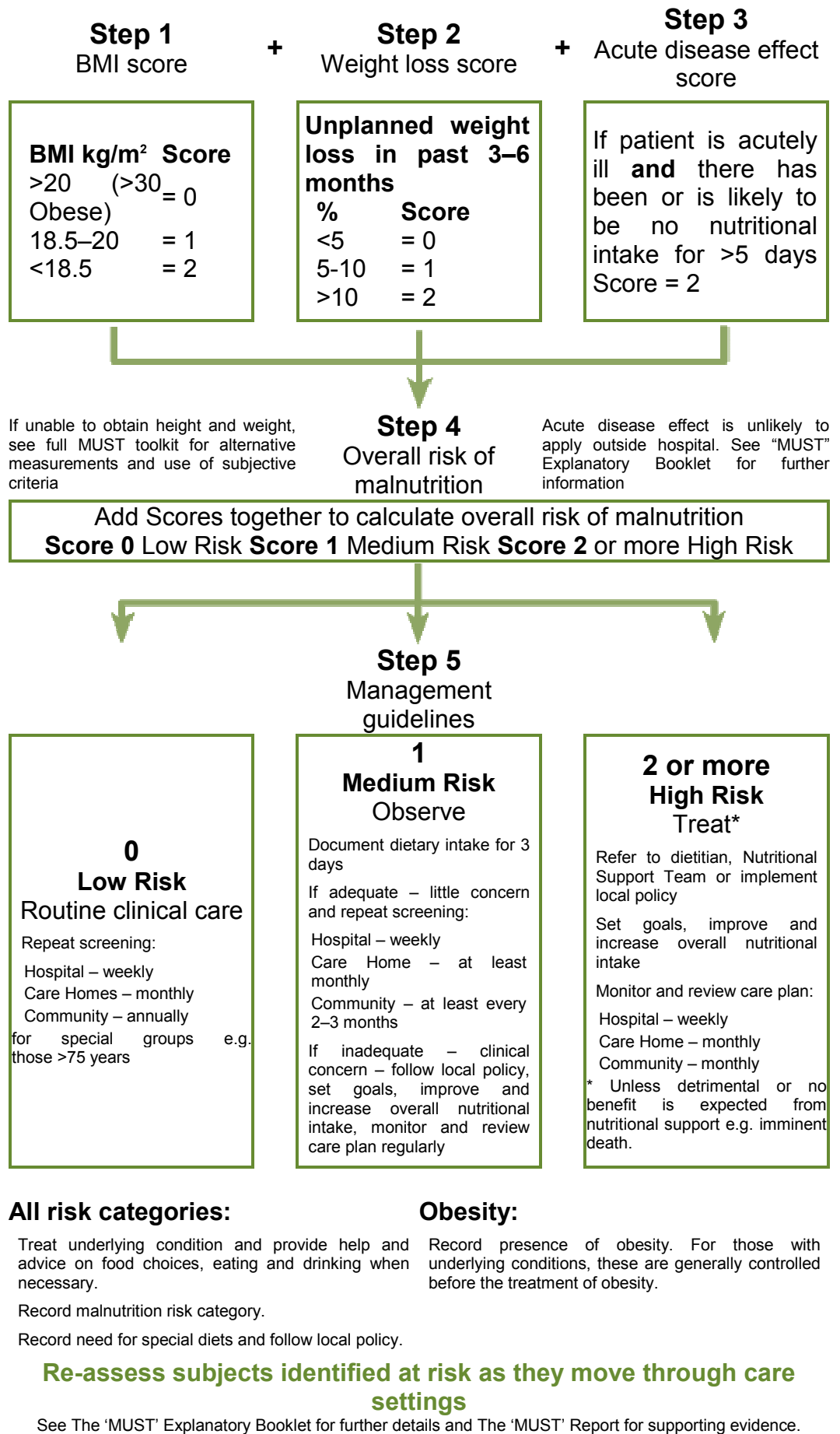
### Malnutrition Universal Screening Tool (MUST)

MUST was originally designed for residential and community settings, however, it has now been validated in the acute setting, allowing screening to occur across the continuum of care. It takes on average three to five minutes to complete and includes clear treatment plans depending on the level of risk identified (Figure 1). Further information and instructions on the use of the MUST toolkit are available from: [www.bapen.org.uk](http://www.bapen.org.uk)

The complete MUST toolkit is available for download from: [www.bapen.org.uk/pdfs/must/must\\_full.pdf](http://www.bapen.org.uk/pdfs/must/must_full.pdf)

**Don't look down  
on anyone unless  
you are helping  
them up**

**Figure 1:** The MUST screening tool (from [www.bapen.org.uk](http://www.bapen.org.uk))



You never learn anything by doing it right.

## Tips to improve your professional etiquette

When you think of the qualities you need for success in your nursing career, you probably think of clinical, leadership, and management skills. But another skill can't be ignored: professional etiquette, a critical link for career success. Etiquette is more than good manners; it's a tool for cultivating good relationships. More than most careers, nursing is characterized by professional relationships among different people in numerous settings.

### **Introduce yourself**

You won't feel awkward during introductions if you're always ready to introduce yourself. Don't just stand next to someone waiting to be introduced; take the initiative. Put out your hand for a handshake and say your name in a confident voice.

Be ready to introduce colleagues to others as well. Mention the name of the person you're making the introduction to first, then say the name of the person being introduced and say something about her. A good rule of thumb is to mention the higher ranking person in the organization first.

### **Have a confident handshake**

A strong handshake creates a positive first impression.

Many people judge others by the quality of their handshake, so make sure it's confident and firm (but not too firm—don't overdo it). Stand up, lean forward, make eye contact, and smile.

However, take into consideration cultural preferences and sensitivities that can impact a handshake.

### **Keep conversations on track**

The ability to connect with colleagues and residents by making conversation is essential for success. To avoid inadvertently offending someone, stay away from controversial topics. Topics to avoid include religion, politics, salary, jokes of questionable taste, medical problems, and gossip. Don't discuss personal problems with a resident.

### **Watch your body language**

Your body language is an essential component of communication. When making conversation, don't forget that the care you invest in your words can be undone by nonverbal communication.

- Stand tall with your shoulders back and your chin up; avoid slouching.
- Keep your hands out of your pockets.
- Don't put your hands on your hips or cross them over your chest.
- Use a sincere smile to denote warmth and friendliness.
- Look at the eyes of the person you're talking with to show your interest.
- Don't wring your hands or make a fist.
- Move with confidence and purpose.
- Don't drag or shuffle your feet.

### **Cultivate a positive work environment**

The kindness, consideration, and common sense that characterize etiquette are also essential for nurse-to-nurse collaboration. Be polite and courteous to your colleagues, no matter how stressful the situation. When you show respect for others and make others feel valued, you contribute to effective communication and team building.

There are three kinds of people in the world. People who make things happen. People who watch things happen and people who say "What happened?"



You are not fully dressed until you wear a smile.

**Dress for success**

Although informality is a trend in many workplaces, remember that the workplace isn't your home. It may not be completely fair, but people do judge you by the way you dress. What you wear supports or detracts from your professional image and sends a clear message to others about how you see yourself and how you want to be perceived by others.

Most nurses would agree that they want to be viewed as professional, intelligent, and competent. You need to ask yourself if your appearance mirrors that image. If you dress too casually, residents may question your professionalism and attention to detail.

**Go ahead—sweat the small stuff**

You may be familiar with the expression, *don't sweat the small stuff*. That advice doesn't apply to the clinical setting—sweat the small stuff! Small things make a big difference.

Many healthcare facilities are adopting policies to ensure more positive and professional interactions with residents. Here are some guidelines for professional encounters in all types of clinical settings.

- Ensure residents/residents are given a choice on how they like to be addressed. Use a first name or nickname only if the person gives your permission.
  - Before going to meet the resident, take a few seconds to compose yourself and put a smile on your face.
  - Knock or speak softly, and wait for permission before approaching the resident's bedside.
  - Review the resident's plan of care. Ask resident for input
  - When leaving the resident's bedside, ask, "Is there anything else you need?"
- Make sure that important items such as the call bell are within the resident's reach.
- When a resident thanks you, replace the phrase "No problem" with "You're welcome" or "My pleasure."

**Plan for success**

Exercising professional etiquette doesn't take a lot of time or effort, so make it part of your everyday practice. Professional etiquette isn't optional for personal and professional success; it's the critical link for coming across as a polished, confident, professional nurse.

*By Kathleen D. Pagana, PhD, RN*

**Dates to remember**

**NZHHA conference**  
3-5 August 2011, James Cook Hotel  
Grand Chancellor, Wellington.  
More info on: [www.nzhha.org.nz](http://www.nzhha.org.nz)

**Spark of Life** three day practitioner course 3, 4 and 5 October.  
Barrycourt Hotel, Gladstone Road, Parnell  
(see attached flyer and registration form)

**Celebrating New Age:** gerontology conference.  
Wednesday 10 August 800am-400pm. Selwyn Village Point Chevalier, Auckland.  
Contact Trish on 09 845 0838 #853, [trishp@selwyncare.org.nz](mailto:trishp@selwyncare.org.nz)  
(see flyer attached)

One day introductory course New Plymouth (check website for details).  
One day follow course (see website)

**NZACA conference** 29-31 August 2011 SkyCity Auckland  
More info on: [www.nzaca.org.nz](http://www.nzaca.org.nz)

**Health & Disability Expo**  
Dec 2nd & 3rd, 2011  
ASB expo Centre, Greenlane, Auckland.  
For information how you or your group or business can be involved, email [adpnexpo@gmail.com](mailto:adpnexpo@gmail.com)

	<b>Managing Forgetfulness</b>
	<p><b>Memory is like a two way street..... or is memory only going one-way these days?</b></p> <p>Working together with two experienced specialist Psychologists, you will learn how to compensate for the effects of aging that can often lead to forgetfulness.</p> <p>In our two hour sessions we will practice effective strategies to maximise the brain's capacity to remember. Consideration of individual needs and personal goal-setting means that everyone will receive professional "one-on-one" attention.</p> <p>We strongly recommend that both Participant and Supporter attend the weekly groups and because we understand that brain exercise is tiring, we meet in the mornings beginning at 10 am, with light refreshments supplied.</p> <p style="text-align: center;"><b><i>For further information and to reserve your place, please contact:</i></b></p> <p><b>Jane Bryce</b> After hours phone: <b>09-421-0107</b> or email: <b>bjbryce@xtra.co.nz</b>  <b>Snezana</b> ph: <b>09 442 5577</b> a/h or email <b>asmn@xtra.co.nz</b></p>
	<b>Celebrating New Age</b>
	<b><i>A professional development conference for gerontology nurses</i></b>
	<p style="text-align: center;"><b>Wednesday, 10<sup>th</sup> August 2011, 8.00 am – 4.00 pm</b>  <b>Selwyn Village, Point Chevalier, Auckland</b></p> <p>This full-day event hosted by The Selwyn Foundation offers a packed programme, with high-profile speakers providing expert guidance on the latest 'hot topics' in aged care.</p> <p>Registration fee: \$120 per head (includes attendance at all conference sessions, lunch, tea/coffee, conference notes and delegate's satchel).</p> <p>Total professional development hours: 6</p> <p><b>For further information and booking details</b>  Contact Trish Purchase at The Selwyn Foundation.  Tel: 09 845 0838, ext 853, Email: <a href="mailto:trishp@selwyncare.org.nz">trishp@selwyncare.org.nz</a></p>

**Some interesting websites:**

- [www.eldernet.co.nz](http://www.eldernet.co.nz),
- [www.insitenevpaper.co.nz](http://www.insitenevpaper.co.nz)
- [www.moh.govt.nz](http://www.moh.govt.nz)
- [www.dementiacareaustralia.com](http://www.dementiacareaustralia.com)

**REMEMBER!**

Send your feedback, suggestions and articles showcasing your local, regional and workforce activities for publication in future issues.

This brings me to the end of this issue. I hope you enjoyed reading it and welcome any feedback you have. With your help I hope to keep this a very informative newsletter with something for everyone.

Signing off for now.

*Jessica*

**If you choose not to receive this newsletter and wish to be taken of the data base please send me a return email.**