

Meeting Name	CNO Advisory Council	Council/Meeting Minutes	Please check off all components and indicators that relate to each topic being discussed.	
Location	HOCH Center			
Date	3/21/2018			
Time	3:00 – 5:00 pm			
Conducted By	Mary McDermott, RN			
Topic/ Facilitator	Discussion/ Staff Input & Feedback	Action	Magnet Components	Strategic Plan Indicator
Review of Meeting Minutes	Judy Dillworth distributed meeting minutes. Still have not finalized charter – rethinking for this council maybe a shorter term of commitment so that more RN’s have ability to be on committee that is run by the CNO. We discussed maybe a 4 month or 6 month term. A little challenging because we want continuity as well.	Meeting minutes approved. J. Dillworth to update charter with a flexible term.	<input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input checked="" type="checkbox"/> Exemplary Professional Practice <input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements	<input checked="" type="checkbox"/> People <input checked="" type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input checked="" type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations
Clinical Updates	<p>2 North represented by Katherine Urgiles</p> <ul style="list-style-type: none"> • Intervention – hourly rounding <ul style="list-style-type: none"> ○ Measurement – PG Patient Satisfaction. • Intervention – Allen TV Education <ul style="list-style-type: none"> ○ Measurement – PG Patient Satisfaction. <p>2 north felt there were meds (i.e. aspirin) missing from the Allen TV medication education.</p> <p>-----</p> <p>PACU presented by Eden Simms. E. Simms stated the new perioperative committee has met 2x. The committee is made up of representatives from: OR, PACU, ASU, Endoscopy, and Pain Center. They distributed a questionnaire to all the units and identified improvement of first case start times in the OR</p>	<p>The medications 2 north felt were missing on the Allen TV Education were brought to the manager’s attention, Ellen Parise. The possible additions/concerns should be brought to the Patient Education Council. K. Urgiles will follow up with E. Parise to bring .</p> <p>-----</p> <p>After gathering the survey they will compile the data and develop a strategy as to what can have the best impact improving first time starts in the OR.</p>	<input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input checked="" type="checkbox"/> Exemplary Professional Practice <input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements	<input type="checkbox"/> People <input checked="" type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input type="checkbox"/> Operations

<p>Clinical Updates continued</p>	<p>ED presented by Amanda Benza - currently working on a mentoring program. Outside of the preceptor and New grad program need to have a mentor to guide RN's throughout their career.</p> <p>5South presented by Tammy Wilson – focus on reduction of falls. With the new beds the alarms is not as loud...</p> <p>5North presented by Samantha Weldon – focusing on reduction of noise with turn lights down to improve patient satisfaction.</p> <p>MCH presented by Kelly Perish – Working on the post-partum hemorrhage estimated blood loss vs. quantitative blood loss.</p> <p>Infusion presented by Irma Tertulien – Always the focus on patient satisfaction – was curious about E. Simms tool that PACU used and they will get in touch with each other.</p>			
<p>Peer Feedback Tool</p>	<p>J. Dillworth presented a draft of the Peer Feedback Tool that Magnet Program Directors (MPD) from Northwell recommended for adoption. Judy asked for feedback to bring to the MPD meeting with Northwell on 3/26.</p> <p>In general the group liked the tool however they felt the person that is completing the peer feedback should be anonymous. The Phelps Pride values are more familiar to the staff yet the council thought that RN's would be able to embrace the Northwell values.</p> <p>Clinical nurses questioned, “who decides who completes the peer feedback tool?” Samantha Weldon communicated how valuable the peer feedback is especially on nights. The person working on nights may have a truly valuable assessment of their co-worker, even more so than the manager.</p> <p>E. Simms requested guidelines for the manager to ensure selection of the appropriate peer to complete the peer feedback tool.</p>	<p>J. Dillworth to bring feedback to Northwell.</p> <p>A process to collect peer feedback to be developed.</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input checked="" type="checkbox"/> Exemplary Professional Practice <input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> People <input type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input checked="" type="checkbox"/> Financial Performance <input type="checkbox"/> Operations

<p>Nurse's week Updated Theme speaker</p>	<p>M. McDermott is currently in the planning phase for nurse's week and would like the council's feedback. Nurse's week runs from May 7 – May 11. The theme for nurse's week is: Inspire, Innovate and Influence.</p> <p>Mary looked at feedback from 2017 and is making sure we continue the activities that were successful. We had:</p> <ul style="list-style-type: none"> • Positive feedback from the certification breakfast. Invitation letters were distributed and E. Simms said the nurses who received the invitations were very excited. • The Professional Practice and Development Council reviewed the various ways to reward and identify the RN's with certification (i.e. badge, pin, ribbon, and sticker). The council liked the certified badge buddy the best (clear badge added to the ID badge that has "RN Certified" on the bottom. • Since mentoring seems to be a topic in many of the shared governance councils, M. McDermott considering Connie Vance to be the key note speaker. Connie Vance is a former dean at The College of New Rochelle and wrote a book on mentoring. • Massage chairs were also a big hit next year and they are on order. • There will be donuts and the various toppings again this year. 	<p>M. McDermott is going to see if possible to have some type of visiting masseuse to go to the floors to reach more people.</p> <p>M. McDermott ordered Certified badge buddies, recommended by the Professional practice and development council for nurses with board certification. The badge buddies will be distributed at the certification breakfast.</p> <p>The shared governance councils also suggested that representatives from each council share information from the councils at a table during Nurse Week. This would improve communication among the staff as well as spark more engagement.</p> <p>M. McDermott and J. Dillworth to finalize the keynote speaker and how she can best share her knowledge. They will explore videotaping of the presentation to reach all the RN's who cannot attend.</p> <p>The Professional Practice and Development Council thought a certification table would be great to have at certification week. RN's with certification can mentor and inspire other RNs to receive certifications!</p>	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input checked="" type="checkbox"/> Exemplary Professional Practice <input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> People <input checked="" type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input checked="" type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations
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RN Satisfaction	<p>M. McDermott knows that we feel like we are surveyed out. However the NDNQI RN survey participation rate was 94% and Barbara Vetoulis to a great job. In March, Kathy Calabro drilled down the NDNQI RN Satisfaction Survey results and shared with the directors the results. The hospital results were compared to the all hospital mean. Areas where we were below in the practice environment scale were highlighted in red. The directors have met with their managers and are now in the process of sharing with the staff. The director and K. Calabro shared the results in the following areas: OR, ED and MCH. The objective of the meeting is to share the results, listen to the staff and organize the top 3 areas of focus to improve the practice environment. The action plans are developed with the RN's input.</p>	Action plans for all the units are due by 4/15.	<input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input checked="" type="checkbox"/> Exemplary Professional Practice <input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements	<input checked="" type="checkbox"/> People <input checked="" type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input checked="" type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations
Professional Practice Model Theoretical Model Symbol Tools- Phelps PRIDE, Healthy Work Environment, RBC, Collaborative Care	<p>J. Dillworth shared that we need to develop a Professional Practice Model with nurse's involvement. The following theorists and theoretical models adopted by Northwell are:</p> <ul style="list-style-type: none"> • Jean Watson, - Caring • Pat Benner – Novice to Expert • ACE Star Mode – Knowledge Transformation <p>We need to create a visual that represents what we do at Phelps. What best depicts the nurses here? The council members thought that maybe if we came up with an image first that was unique to us that the words would be easy to add. M. McDermott shared images that she has seen with diamond, bridge, heart. J. Dillworth shared other PPM's she has seen. M. McDermott asked the council members what would be the best way to get nurses involvement and input? In the past M. McDermott has sent an email requesting input yet that method has not proven successful.</p> <p>A. Benza suggested a brainstorming session during nurse's week. It was also suggested to break out into groups and identify different models that we could vote on? Another suggestion was to identify an image and add values that are aligned with the nursing mission.</p>	To be discussed further at next meeting.	<input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input checked="" type="checkbox"/> Exemplary Professional Practice <input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements	<input checked="" type="checkbox"/> People <input checked="" type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input checked="" type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations

Open Discussion	M. McDermott mentioned how down the road we would like all the shared governance activity to be accessed easily by all the RN's. Communication would improve. J. Dillworth mentioned how when something is new there can be some type of indicator, like a yellow ribbon.	K. Calabro is very excited to build a web page for the nurses. Next steps: Find out from Northwell the preferred method to build a website with a secure link. <ul style="list-style-type: none"> Obtain nurses' involvement in the design (e.g. Besides shared governance communication, what else would be helpful?) 	<input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input checked="" type="checkbox"/> Exemplary Professional Practice <input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements	<input checked="" type="checkbox"/> People <input checked="" type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input checked="" type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations
Next month's agenda		Mary will bring the strategic plan for the next 4 years to the council meeting.		