

<b>Meeting Name</b>	<b>CNO Advisory Council Meeting Minutes</b>		<b>Council/Meeting Minutes</b>	Please check off all components and indicators that relate to each topic being discussed.	
<b>Location</b>	<b>Family Medical Conference Room</b>				
<b>Date</b>	5/16/2018				
<b>Time</b>	<b>3:00 – 5:00 pm</b>				
<b>Conducted By</b>	<b>Mary McDermott, MSN, RN, NEA-BC</b>				
<b>Note Taker</b>	<b>Kathleen Calabro</b>				
<b>Topic/ Facilitator</b>	<b>Discussion</b>	<b>Staff Input &amp; Feedback</b>	<b>Action</b>	<b>Magnet Components</b>	<b>Strategic Plan Indicator</b>
Review of Minutes 4/18/18	Minutes were emailed in the morning and reviewed at beginning of meeting.	Minutes Approved	Kathleen Calabro to post on the nursing website.	<input checked="" type="checkbox"/> Transformational Leadership <input type="checkbox"/> Structural Empowerment <input type="checkbox"/> Exemplary Professional Practice <input type="checkbox"/> New Knowledge, Innovations and Improvements	<input checked="" type="checkbox"/> People <input type="checkbox"/> Patient Experience <input type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input type="checkbox"/> Operations
Review of Charter	We did not received any corrections to the Charter.	Charter Approved			
Review of Nurses Week  M. McDermott	<p>M. McDermott reviewed the highlights of each day during nurse's week. It was a busy and eventful week.</p> <p><b>Monday</b> – keynote speaker: "Mentorship in a Nutshell" Connie Vance, EdD, RN, FAAN. Feedback was very positive and C. Vance clarified the difference between being a Mentor vs. a Preceptor.</p> <p><b>Tuesday</b> – "Magnet Journey" information table. Judy Dillworth and K. Calabro educated the hospital staff and patients on Magnet. There were 7 Research/EBP/PI Presentations that matched the Nurse's Week Theme of Inspire, Innovate and Influence.</p> <p><b>Wednesday</b> – Nurses week luncheon and award ceremony. All the nominations were read for each award category. The nominations were very well written and heartwarming. It was a very difficult decision for the award review committee to select one winner.</p> <p><b>Everyone nominated is a Winner!</b></p>		<p>M. McDermott asked the council members if they had any changes or additions for next year's nurse's week. At this time there were no changes that they could think of ...</p> <p><b>Action:</b> M. McDermott asked the council members to email her suggestions if they thought of or heard of from other staff members.</p> <p>The council members shared that the following events were well received by all: certification breakfast, massages, yoga and Bingo.</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 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

	<p>3 peer nomination award winners:</p> <ul style="list-style-type: none"> <li>- <i>Phelps Pride Award</i> - <b>David Walters</b>, BSN, RN - 4 North</li> <li>- <i>Rising Star Award</i> - <b>Samantha Weldon</b>, BSN, RN - 5 North</li> <li>- <i>Nurse of Distinction Award</i> - <b>Adele Whyte</b>, BSN, RN, CCRN – ICU</li> </ul> <p>2 Newly added this year peer awards:</p> <ul style="list-style-type: none"> <li>- <i>Excellence in Nursing Leadership Award</i> - <b>Shirley Beauvais</b>, MSN, RN, CCRN - Assistant Director Endoscopy/Pain/Sterile Processing</li> <li>- <i>Friend of Nursing Award</i> - <b>Giovanna Conti-Robles</b>, Manager of Procurement/Materials Operations</li> </ul> <p>Other award winners:</p> <ul style="list-style-type: none"> <li>- <i>Nursing Hero Award</i> - <b>Kerry O'Neill</b>, BSN, RN - Case Management. A touching story how Kerry tried to rescue someone in a car accident.</li> <li>- <i>Roy Zuckerberg Family Award for Nursing Service Excellence</i> - <b>Christopher Moon</b>, BSN, RN – 5 South. The very generous Zuckerberg family awards each recipients within the Northwell system \$1,000 (23 hospitals)</li> <li>- <i>Hudson Valley Magazine's Excellence in Nursing Award</i> - <b>Deborah Reynolds</b>, AAS, RN, CCCN, CWCN, WOCN</li> </ul> <p>The Senator Terrance Murphy Nursing Award which recognizes the contributions of nurses in the 40<sup>th</sup> Senate District of NY State was given to <b>our very own</b> CNO Advisory Council member Jaqueline <b>Pisano</b>, BSN, RN, CGRN and <b>Clara Karas</b>, BSN, RN, NCC–EFM.</p> <p>There were all over 40 gifts (baskets, gift certificates,...) generously donated to our well deserving clinical nurses.</p> <p><b>Thursday</b> – Certification breakfast where badge buddies were given to all nurses with a professional certification. Certification sparked additional discussion – <i>see below</i>.</p> <p><b>Friday</b>- Professional Practice Model (PPM) brainstorming session, BINGO, and Nicole Narduzzi, RN, LCSW did a presentation on “Mindfulness”. N. Narduzzi stressed the importance of being present, taking care of ourselves so that we can care for others especially our patients. Relaxation strategies were suggested that could be used to help the RN and the patients.</p>	<p>The night staff especially appreciated the chair massages on the floor as well as the fruit with dipping chocolate and ice cream.</p> <p>J. Dillworth would like to plan/schedule time with the night staff to deliver the Magnet message. Dates to be established. So far she has heard that 1:00 – 3:00 am is probably the best time. J. Dillworth also asked the council members to ensure they go back to their units and spread/share the information.</p> <p>If anyone did not receive their hospital gift of a wireless speaker, they should go to HR (gift was much appreciated and a big hit).</p>		
--	--	--	--	--

<p>Professional Practice Model (PPM) Update</p> <p>J. Dillworth &amp; M. McDermott</p>	<p>J. Dillworth shared the definitions of a PPM directly from the Magnet Manual The driving force of nursing care. “It is a schematic description of a system, theory, or phenomenon that depicts how nurses practice, collaborate, coordinate, and develop professionally to provide the highest-quality care for people served by the organization (e.g. patients, families, communities).” Professional Practice Models illustrate “the alignment and integration of nursing practice with the mission, vision and values that nursing has adopted” <sup>1</sup> <i>American Nurses Credentialing Center 2008,28</i></p> <p>On May 11 we held a PPM Brainstorming session. Josephine Nappi, MA, RN-BC Magnet Coordinator shared a power point presentation to a group. We broke the attendees into two groups. Two packets were then distributed to each group. The first packet contained tools to help build the PPM (i.e. Phelps Pride, Northwell Values...). The second packet contained examples of other hospitals PPM’s and images that may inspire. J. Dillworth shared how the PPM’s need to have a Theoretical Foundation and discussed Pat Benner’s novice to expert concept as well as Jean Watson’s theory of human caring.</p> <p>1<sup>st</sup> Drafts were hung up for review by the council members and asked for them to add words that depict nursing at Phelps Hospital.</p>	<p>The two groups had two very different outcomes: Group 1 – listed all the words that they thought related to nursing. The group suggested a picture of the new Mario Cuomo bridge which could depict our PPM. Group 2 – Suggested a tree to depict the PPM since there used to be a “Phelps Tree”. They then attached Northwell values and the culture of care to the image. They used Tim Wages RN Senior Administrator, 1st draft of a possible PPM as a reference.</p> <p>Next Steps:</p> <ul style="list-style-type: none"> <li>- J. Dillworth emailed the two groups 3 peer-reviewed articles for their review.</li> <li>- The 2 groups are to bring back to their own unit councils a summary of their activities in the brainstorming session and solicit feedback to for the PPM.</li> <li>- The two groups will reconvene to further define and depict the PPM.</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Transformational Leadership</li> <li><input checked="" type="checkbox"/> Structural Empowerment</li> <li><input checked="" type="checkbox"/> Exemplary Professional Practice</li> <li><input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> People</li> <li><input checked="" type="checkbox"/> Patient Experience</li> <li><input checked="" type="checkbox"/> Quality</li> <li><input checked="" type="checkbox"/> Financial Performance</li> <li><input checked="" type="checkbox"/> Operations</li> </ul>
--	---	---	---	--


<p>Certification &amp; BSN Rate</p>	<p>Steven Giammattei from 1 South asked if Magnet is looking for a particular certification rate. K. Calabro said that Magnet encourages certifications but there is not a required rate to become a Magnet hospital. M. McDermott stated that there is evidence that supports that increased education correlates with better patient outcomes. J. Dillworth mentioned how Nancy Fox, Director of Education shared at the Professional Practice and Develop Council how much the hospital contributes to the professional certification. The hospital pays for the: study guide, materials, prep classes, and actual certification test which could total up to \$1,000. J. Dillworth said the \$.50 per certification/hour should be looked at more from a yearly perspective to total \$1000 extra per certification per year (with a max pay out for 3 certifications). Also the re-certification process is also paid for by the hospital. Per N. Fox there are pre-approved certifications from the ANCC where the RN has to contribute 0\$ for their certification. There are some areas like MCH where they would have to pay for the certification expenses but there is 100% reimbursement.</p> <p>The question was also posed – Why are certain units required to have certification? “Pre-Mary” (P.M.), there was a serious patient incident in MCH and thus the 100% certification requirement was established. With the goals of assuring RN competency and increasing standards of care. “Since Mary” (S.M.), OR was mandated to earn their CNOR to elevate the standards of care. Endo had established that requirement on their own. M. McDermott said she encouraged her leadership to obtain professional certifications. She felt how can we ask/inspire the clinical nurses to obtain a professional certification if their leadership did not have one?</p> <p>M. McDermott shared that our BSN Rate is <b>very high – 79%</b>. Our current strategy to increase our BSN Rate is to only higher new graduates with their BSN. If we do need to hire someone without their BSN, they will need to sign an agreement to enroll in BSN program in 2 years and complete the program within 5 years.</p>	<p>An outcome of the certification breakfast was to challenge everyone who has a certification to buddy up with someone that does not. The person who holds the certification could inspire, support and mentor a person who does not have a certification.</p> <p>Based on the discussion at the Certification Breakfast - The Certification Rate for the entire hospital in <b>1<sup>st</sup> Q 2018 = 37%</b>, the aggressive stretch goal established for <b>2019 = 50%!</b></p> <p>In June, K. Calabro will distribute graphs for RN Education to be posted on the unit:</p> <ul style="list-style-type: none"> <li>- Unit level BSN or higher rate along with the NDNQI All hospitals benchmark.</li> <li>- Unit level certification rate along with the NDNQI All hospitals benchmark</li> </ul> <p>We will request the units establish a unit level goal for both of the above measurements.</p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Transformational Leadership</li> <li><input checked="" type="checkbox"/> Structural Empowerment</li> <li><input checked="" type="checkbox"/> Exemplary Professional Practice</li> <li><input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> People</li> <li><input checked="" type="checkbox"/> Patient Experience</li> <li><input checked="" type="checkbox"/> Quality</li> <li><input checked="" type="checkbox"/> Financial Performance</li> <li><input checked="" type="checkbox"/> Operations</li> </ul>
-------------------------------------	---	--	---	--

Clinical Nurse Agenda with Updates	<p>Council member's re- introduced themselves and shared their units are focusing.</p> <p><i>See below</i></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 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
MCH presented Kelly Perish	<p>Kelly also shared a concern about how Anesthesia writes post op orders. A situation occurred about the route of administration for morphine in PACU (IVP vs IT Route). The nursing staff seeks clarification about these orders.</p>		H. Renck to follow up with Pharmacy.		
Wound Center presented by Lilly Mei	<p>Focus is to reduce patient wait time. Implemented:</p> <ul style="list-style-type: none"> <li>- Charge nurse</li> <li>- Improvements to documentation and tracking</li> </ul> <p>Also have a suggestion box.</p>		On Monday they are having a PI Meeting to discuss improvements. Have a goal of reducing wait time by 10%		
5 South presented by Tammy Wilson	<p>The unit focuses to improve pt. education by using a multi-facet approach:</p> <ol style="list-style-type: none"> <li>1) video created by staff</li> <li>2) brochure</li> <li>3) life size posters</li> </ol>	Waiting for Marketing's approval to use the video.	M. McDermott suggested checking with Bernadette		
1 South presented by Steven Giammattei	<p>S. Giammattei presents some positives that are being done to improve RN Satisfaction:</p> <ul style="list-style-type: none"> <li>- Increased recognition from management</li> <li>- Increased recognition from peers</li> <li>- Suggestion box</li> </ul>	<p>H. Renck assured Steven that there is policy where we can restrict visitors and he acted appropriately</p> <p>H. Renck also added that lockers are being put outside the 1 South unit</p>			

	<p>S. Giammattei also mentioned concerns he has with safety for himself, the patients, the staff...</p> <p>S. Giammattei did not let a visitor in based on concern for safety of the unit.</p>	<p>for visitors to use in order to improve safety on the unit.</p>			
	<p>During medication administration S. Giammattei is getting interrupted by ancillary staff.</p> <p>1 South is unique since they are not at the bedside to do medications and there are not set times. Other units ask the HUCs to help limit the distractions.</p>	<p>There were a couple thoughts to reduce distractions/interruptions:</p> <ol style="list-style-type: none"> <li>1) Invite ancillary staff to the staff meetings so they could be part of the solution.</li> <li>2) if administering meds, wear a bright colored vest</li> <li>3) Section area off with Red tape "Red Zone"</li> <li>4) display a sign</li> </ol>			
2 North presented by Katherine Urgiles	<p>K. Urgiles discussed the challenges her unit has had with the patients with sepsis. Hard to tell if the blood cultures were done in the ER. "In process" does not always mean the lab processed. Unless lab calls, the unit would not know if completed.</p>		<p>H. Renck will bring to the attention of the Director of the Lab to see if better process.</p>		
PACU presented by Eden Simms	<p>E. Simms' discussed the units continued focus on on-time starts. Kathleen Scherf, the director of surgical services brings those results to the medical board. E. Simms is currently in the process of reviewing Northern Westchester's pre-op check list along with other hospitals. The next steps will be to gather all the evidence and craft the check list to best fit Phelps Hospital. The goal is to improve communication, teamwork</p>		<p>In June the plan is to start the new ERAS protocol.</p> <p>FYI:</p> <p>"<b>ERAS</b> is a multimodal perioperative care pathway designed to achieve early recovery for patients undergoing major <b>surgery</b>. <b>ERAS</b> represents a paradigm shift in perioperative care in two ways. First, it re-examines traditional practices, replacing them with evidence-based best practices when necessary."<sup>1</sup></p>		

	and efficiency and ensure patient safety		<b><sup>1</sup>ERAS® Society</b> <a href="http://erassociety.org/">erassociety.org/</a>		
2 Center presented by Michael Palazzo and Rose Marie Rose	2 Center will be doing a 3 month trial as a “closed unit”. Closed unit means that staff will not float in or out. The staff have collaborated on how best to structure the unit to be successful. They will self-staff. They have created a list of dates they would be available to come in as needed. They have worked on plan so staff can attend meetings.	K. Calabro asked what inspired 2 Center to trial the closed unit. M. Palazzo stated that the RN’s feel burnt out and the RN Satisfaction is low.  The council members are curious on this will work. MCH is a closed unit and they rely on a per-diem pool especially during the vacation months.	Multiple strategies to measure the closed units effectiveness: - Compare the RN Satisfaction results from Oct ’17 to Oct ’18. (The trail dates fit perfectly with this measurement.) - Measure sick calls. - Press Ganey data - Staff and Patient feedback in the suggestion box		
	Also, R. Rose mentioned that she finds the floor in the lobby to be “tacky” and she herself has tripped. R. Rose is concerned for safety of the staff, patients and visitors.		M. McDermott to bring back to housekeeping.		
Northwell Leadership Retreat Strategic plan presented by Mary McDermott	M. McDermott, H. Renck, and J. Dillworth all attended a leadership retreat on 5/14 and 5/15.  M. McDermott shared the Northwell Health, Inc Star Rating Performance – Facility Level Scores  M. McDermott thanked the council members for their positive impact on the ratings. Phelps was the <b>only</b> hospital to achieve a “5” (highest	The council members were curious about the noise... A particular focus on 5 North.  M. McDermott stated that the feedback now is that it is not so much the call bells, nurse’s station, but is the noise from the roommate.		<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



	<p>level) in the HCAHPS question regarding Pain. Congratulations to All.</p> <p>We still have work to do (along with most of the hospitals) in the HCAHPS question regarding Quiet. We scored a “2”.</p>				
<p>Nurses Website presented by Kathleen Calabro</p>	<p>K. Calabro shared how the nursing website is now LIVE!</p> <p>Steps to access it from your desktop:</p> <ul style="list-style-type: none"> <li>- Phelps Intranet <ul style="list-style-type: none"> <li>o Patient Care <ul style="list-style-type: none"> <li>▪ Nursing</li> </ul> </li> </ul> </li> </ul> <p>Scroll to the bottom and click on Nursing Website.</p> <p>K. Calabro demonstrated how to navigate through the site. K. Calabro’s favorite section is “In the spotlight” which was <b>Eden Simms</b> idea!</p> <p>The other section that is informative is the Events page... you can see what events are coming and past events your co-workers attended. Check out the AORN Conference - Matthew Thompson, BSN, RN in Surgical Services had a great presentation along with his notes.</p> <p> The search function is a helpful feature in your website. Click on the magnifier and you can search your name or topic. If you are in a PDF file</p>	<p>The website was well received.</p> <p><i>Mary McDermott’s vision came to fruition!</i></p>	<p>K. Calabro just added the Stroke Symposium based on feedback from the Professional Practice Council. I am not a nurse but that event looks awesome – held on 6/14 and in Tarrytown (Dinner included)!</p> <p>If you would like to add or suggest anything to <b>your</b> nursing website, just send me an email....  <a href="mailto:kcalabro@northwell.edu">kcalabro@northwell.edu</a></p> <p>K. Calabro to present at the leadership meeting next week to help spread the word/site!</p>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> Transformational Leadership</li> <li><input checked="" type="checkbox"/> Structural Empowerment</li> <li><input checked="" type="checkbox"/> Exemplary Professional Practice</li> <li><input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements</li> </ul>	<ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> People</li> <li><input checked="" type="checkbox"/> Patient Experience</li> <li><input checked="" type="checkbox"/> Quality</li> <li><input checked="" type="checkbox"/> Financial Performance</li> <li><input checked="" type="checkbox"/> Operations</li> </ul>



	<p>you can open the file, click on edit and find function to search what you are looking for.</p> <p>To improve communication with the CNO there is also a contact page. Click on Mary's email address and it will send you directly into outlook.</p>				
--	--	--	--	--	--