

Meeting Name	CNO Advisory		Council/Meeting Minutes	Please check off all components and indicators that relate to each topic being discussed.	
Location	Atrium Conference Room				
Date	4/17/2019				
Time	3:00 PM- 5:00 PM				
Conducted By	Mary McDermott, MSN, RN, ANP, NEA-BC				
Topic/ Facilitator	Discussion	Staff Input & Feedback	Action	Magnet Components	Strategic Plan Indicator
-Introduction- Review of previous meeting minutes from 3/20/19- Mary McDermott, MSN, RN, ANP, NEA-BC	-Introduction-Review of previous meeting minutes from 3/20/19		-Previous meeting minutes from 3/20/19 accepted	<input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input type="checkbox"/> Exemplary Professional Practice <input type="checkbox"/> New Knowledge, Innovations and Improvements	<input type="checkbox"/> People <input type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations
-IV Medication Infusion-Irma Terulien MSN, RN-C-EFM	-Trial with IV Flush Bag in IV Infusion Center	-Irma Terulien RN explained that in the Infusion Center patients were not receiving 30 cc of their medication, due to the IV tubing. IV Infusion is trialing an IV flush bag that is an extended piggy- back, and to catch the air before it goes in line. The Alaris Representative came in to show the IV Infusion Center RN's, and stated that this IV tubing system is the safest.	-IV Infusion Center RN's will bring the idea of purchasing the IV Flush bag that is an extended piggy-back to the Value Analysis Meeting with Giovanna Conte Robles, for approval to use on all units. Northern Westchester Hospital uses the same IV Flush bag tubing system. -Mary McDermott RN also reminded the nursing staff that we will need to implement a change in the Physician order set, to include the IV flush bag for the tubing. -If the IV flush bag tubing is approved for the entire hospital, we will conduct an in-service for the new IV tubing.	<input type="checkbox"/> Transformational Leadership <input 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>-Team STEPPS Mary McDermott, MSN, RN, ANP, NEA-BC</p>	<p>-How is the knowledge that was learned from Team STEPPS working on the units?</p>	<p>-Roxanna McKenna RN from 5 North shared that the 5 North RN's are expressing positive feedback from Team STEPPS, and feel the bedside shift report is an efficient process. The bedside shift report for example, allows the RN's to double check at the beginning and end of the shift that the bed alarm is properly installed and in place, in addition to the bed alarm check that the Nurse Techs perform at the beginning of each shift. Having multiple nursing staff check bed alarms, also helps reduce our number of patient falls. Roxanna also stated that the bedside shift report is also helping RN's being on time for their shift. -Mike Palazzo RN and Rose Rose RN from 2 Center expressed that the "I pass the Baton" report from the ED is not fully being completed. The ED RN's are not being specific, for example if blood cultures or a urine culture were already sent.</p>	<p>- Mike Palazzo RN from 2 Center suggested that we visit or communicate with Northern Westchester Hospital to see how their "I Pass the Baton" report with the ED works. Mike shared that he had a patient who transferred to 2 Center from Northern Westchester Hospital, and their "I Pass the Baton" report with the ED was very detailed. We can also bring up these problems to be resolved at the patient flow meeting.</p> <p>-The RN's at this meeting also expressed that patient MD admitting orders are not being entered timely on patient admission. Mary McDermott RN also reminded the staff at the committee to remind their RN co-workers that the ED MD has to contact the Hospitalist within 90 minutes, for patient MD admitting orders. If this is not being done, we have to bring this problem to the patient flow meeting.</p> <p>-Mary reminded RN's at this meeting that during our unit briefs, we should be discussing safety issues, what happened in the past 24 hours, and if any town halls are taking place that day. This all sets the tone for the unit.</p>	<p><input checked="" type="checkbox"/> Transformational Leadership</p> <p><input checked="" type="checkbox"/> Structural Empowerment</p> <p><input checked="" type="checkbox"/> Exemplary Professional Practice</p> <p><input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements</p>	<p><input checked="" type="checkbox"/> People</p> <p><input checked="" type="checkbox"/> Patient Experience</p> <p><input checked="" type="checkbox"/> Quality</p> <p><input type="checkbox"/> Financial Performance</p> <p><input checked="" type="checkbox"/> Operations</p>
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		<p>ED RN's are also only administering STAT patient medications, and not routine patient medications that are ordered. This will cause the patient's routine medications to be late because the patients are not receiving their routine medications, until they arrive on the unit. Patient's pain medication reassessments and IV antibiotic reassessments are also not being completed by the ED RN's. The ED RN's also have to coordinate patient testing. For example a patient may receive an X-ray that was ordered in the ED, and then go to the unit and have to go back downstairs for a MRI (when the MRI was already ordered when patient was in the ED). The patients are tired and become frustrated when they have to be disturbed to get on a stretcher, and go back downstairs for a test. We need to improve this process to help with our patient satisfaction.</p>			
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		<p>-Katherine Urgiles RN from 3 North also expressed that the RN's on 3 North are giving positive feedback regarding bedside shift report, and if the patient refuses bedside shift report, RN shift report is done right outside the patient's room.</p> <p>-Tammy Wilson RN from 5 South reported that after taking Team STEPPS, 5 South RN's feel more like a team than a unit.</p> <p>-Mary McDermott RN also reminded staff at this meeting that the hospital's organizational brief is Monday-Friday at 8:45 AM in the Atrium.</p> <p>Roxanna McKenna from 5 North shared that 5 North has daily briefs in the morning done by their Nurse Manager, Barbara Vetoulis BSN, RN-CNML, and also done in the evenings by 5 North's RN Coordinator, Ronda Osborne-Haroon MSN, RN-BC. Roxanna also shared that they have monthly shared governance meetings on 5 North.</p>			
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		-Katherine Urgiles RN from 3 North shared that their daily briefs are done in the morning by their RN Coordinator, Eileen O'Leary BSN, RN-BC.			
Humanism Training- Mary McDermott, MSN, RN, ANP, NEA-BC	-Importance of Humanism Classes	-Mary McDermott RN shared that the purpose of having the Humanism classes, is to have RN's reminisce why we went in to Nursing. Humanism is a beneficial and moving topic.	-Mary stated that the Humanism classes will be 4 hours long, and nursing staff can register in ilearn. Nancy Fox MSN, NPC-BC, NEA-BC, CNML, Director of Organizational Development is sending out e-mails to nursing staff to remind them that Humanism is a mandatory class.	<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 type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations
Staffing Assessment- Mary McDermott, MSN, RN, ANP, NEA-BC	-2 Center Staffing	-Mary McDermott RN shared that 2 Center's census has been 10 patients more than their usual census, in the past 6 months.	-An action that was taken to help with the staffing on 2 Center is Mary advocated for 5 full-time RN positions on 2 Center, and 5 full-time tech positions on 2 Center. A float pool for Nurse Techs was created for the hospital. This will help especially when we have 5 to 6 Enhanced Supervisions at a time, through-out the hospital.	<input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input type="checkbox"/> Exemplary Professional Practice <input 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>Nurse's Week- Mary McDermott, MSN, RN, ANP, NEA-BC</p>	<p>-Nurse's Week beginning May 6, 2019 Activities</p>	<p>-Mary McDermott RN reminded staff at this meeting to nominate Nurses for the Nurse's Week Nomination Awards. The same Nursing Awards will be given as last year, and the Northwell Family Zuckerberg Award will also be given.</p>	<p>-The Nurse's Week Schedule for Activities will be posted soon. We will have the ice-cream social again, as well as the Spa Day. Instead of having only gift baskets at the nursing raffle, we will also having Spa gift cards, for manicures, pedicures, massages, and blow-outs for hair. The DAISY Award will also be announced during Nurse's Week. Mary will share with nursing staff that the DAISY Award Nurse Coordinator and Nurse Co-Coordinator, can be used as part of your Clinical Ladder.</p> <p>--Amanda Dayton RN from 5 North, brought up the space issue for the Magnet and Pillar Bulletin Boards that was brought up by the Recruitment, Retention, and Recognition Shared Governance Council earlier today at the 8:00 AM meeting, and how nursing staff needs assistance with the Pillar Boards. Mary suggested that we divide the Pillar Bulletin Board in half, to make room for the Magnet Board. Amanda brought up the scheduling of paint night from the Recruitment, Retention, and Recognition Council to Mary and the CNO Advisory Committee. Mary suggested scheduling paint night during Hospital Week of May 13, 2019. Once we schedule paint night, we will display the information for the Paint Night Event and RSVP information on the TV screens throughout the hospital, on screensavers, and send a blast e-mail.</p>	<p><input checked="" type="checkbox"/> Transformational Leadership</p> <p><input checked="" type="checkbox"/> Structural Empowerment</p> <p><input checked="" type="checkbox"/> Exemplary Professional Practice</p> <p><input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements</p>	<p><input checked="" type="checkbox"/> People</p> <p><input checked="" type="checkbox"/> Patient Experience</p> <p><input checked="" type="checkbox"/> Quality</p> <p><input type="checkbox"/> Financial Performance</p> <p><input checked="" type="checkbox"/> Operations</p>
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<p>Town Halls- Mary McDermott, MSN, RN, ANP, NEA-BC</p>	<p>Town Hall Meeting During Nurse's Week</p>	<p>-Mary McDermott RN will conduct a town hall during Nurse's Week, and the roll out of the strategic plan will be introduced.</p>	<p>-An e-mail regarding the date and time of the town hall meeting during Nurse's Week will be emailed at the end of April.</p>	<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</p>	<p><input checked="" type="checkbox"/> People <input type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations</p>
<p>Nursing Website Update-Review of Events-Kathy Calabro, Senior Data Analyst</p>	<p>-Annual Research and EBP Conference, Nursing Website, and Nursing Events</p>	<p>- Judy Kennedy RN, Doreen Wall RN, and Jenna Harris RN all had their Poster Presentations accepted to the 25th Annual Research and EBP Conference: Looking Back and Moving forward on 5/23/19 from 7:30 AM-4:00 PM at Leonard's</p>	<p>Kathy Calabro reminded all committee members, and to remind staff on their units to visit the nursing website for events available to join. Some examples of events are aromatherapy, meditation, transforming care, and the Annual Northwell Stroke Conference.</p>	<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</p>	<p><input checked="" type="checkbox"/> People <input type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations</p>

		Palazzo in Great Neck, N.Y.			
-NDNQI RN Survey-Kathy Calabro, Senior Data Analyst	-NDNQI RN Survey from June 3, 2019-June 23, 2019. Any suggestions that should be implemented before the NDNQI RN survey?	-The CNO Advisory Committee Members felt that the recent raise with our evaluations done on 3/31/19, having flex staff, the new RN and Nurse Tech hires for 2 Center, the new Nurse Tech float pool were good ideas that were implemented before the NDNQI RN Survey.	-The Engagement and Culture of Safety Survey will be combined this year, and will be taken by staff this coming September 2019.	<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 type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations
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Respectfully Submitted,

Manager Signature

Date _____

Director Signature

Date _____