



Meeting Name	CNO Advisory Council		Council/Meeting Minutes	Please check off all components and indicators that relate to each topic being discussed.	
Location	Atrium				
Date	5/15/2019				
Time	3:00 pm - 5:00 pm				
Conducted By	Mary McDermott, MSN, RN, NEA-BC				
Recorder	Kathleen Calabro, Magnet Data Analyst				
Topic/ Facilitator	Discussion	Staff Input & Feedback	Action	Magnet Components	Strategic Plan Indicator
Review of previous minutes from 4/17/2019	Follow up to April Discussion. Irma Tertulien, MSN, RN, C-EFM from the infusion center not present. Follow up from a previous CNO Council Meeting - the per-diem rate was questioned. Mary shared that we are currently analyzing the rate along with other elements and will share when finalized.	Minutes approved - no changes required	Irma to report at the June meeting progress with the trial with the new tubing/IV Flush bag.	<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
Feedback from Nurses' Week and Town Hall during Nurses' Week	<ul style="list-style-type: none">❖ Clinical Scholars posters well received.❖ MCH had 3 Posters! ★❖ Humanism - Mary heard positive feedback from those who attended.❖ Spa day - well received.❖ Mary's Town Hall - Highlighted all the MANY accomplishments from all of you!	<p>Cherry Fuentes, MSN, RN-BC, from Organizational Development shared that she thought the posters were a great thing for other RNs to see and will inspire them to create posters next year.</p> <p>Candice Johnson, BSN, RN, on 5 North shared that she thought it was great for the families to see the posters. 5 North plans to</p>	<p>Kathleen Calabro shared that at the earlier NK Meeting we all made a commitment to start the posters in February.</p> <p>-----</p> <p>Make sure to sign up for Humanism training in I-learn. There is a pre-test.</p> <p>-----</p> <p>Endo was unable to attend spa day this year since Tuesday and Thursday are their busiest days. Maybe next year extend to 3 days?</p> <p>-----</p> <p>Rosendy will send out Town Hall future dates and times for all to attend.</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


	<ul style="list-style-type: none"> ❖ Chocolate dipping fountain ❖ Certification breakfast - invitation only. - great event ❖ Red Carpet and balloons welcoming “celebrities” to the luncheon and award ceremony ❖ Mr. softie always a hit - there was miscommunication with getting ice cream to the night staff. ❖ Water bottles - Mary did ask for more... if we get more than maybe can raffle off. <p>-----</p> <p><i>Hospital week</i></p> <ul style="list-style-type: none"> ❖ Beach bags and towels a hit. ❖ Food trucks - Food options was great. ❖ Spa Day ❖ Cake decorating contest and Bingo 	<p>hang their poster on the unit to reinforce quite time on the unit.</p> <p>-----</p> <p>Cherry has taught several classes. At first they thought the 4 hours would be difficult but have found just the opposite - “This is great” was the overall feel.</p> <p>-----</p> <p>Cherry shared that the mentors and mentees like to attend an event together but were not able to plan in advance due to the short notice.</p> <p>-----</p> <p>Candice shared that if you were able to put a \$ amount on all that was offered, it may go a</p> <p>-----</p> <p>Steve Giammattei, AAS, RN on infusion unit said how much he appreciated the gifts and food trucks. There were 2 new hires that started during nurses’ week and couldn’t believe the generosity of the hospital.</p>	<p>Suggested improvements for planning for Nurses Week next year:</p> <ul style="list-style-type: none"> ✓ Send out the calendar a couple weeks in advance. ✓ Set up for nurses’ week on Sunday so that Monday morning you can feel the celebration the moment you enter the lobby. ✓ Kellie Mason, BSN, RN shared that 5 south enjoy going together to events but are unable to let 2 people off unit. Maybe have the event come to the unit (i.e. Yes to bringing bucket(s) of ice-cream with toppings to the unit!) ✓ Susanne Neuendorf from MCH shared that when there is food at the James House it’s impossible for them to get off unit. Her director and manager brought the food back to the unit and it was so appreciated. ✓ Keep spa day but maybe extend number of days offered. ✓ Record the awards ceremony <ul style="list-style-type: none"> ○ Would be inspiring for so many more people if they could hear the wonderful accolades for their peers. ✓ Gyro truck - maybe 2 of them to reduce wait time. 		
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<div>Recognition during Nurses' Week</div> <div></div>	<p>Several internal peer awards were given as well as external awards. Mary read every nomination and they were very moving. Every nominee is a winner!</p> <p>Peer Award Winners:</p> <ul style="list-style-type: none">❖ Phelps Pride - Maura Maier, RN - 1 South❖ Rising Star - Tahler Cambriello, RN - 5 North❖ Nurse of Distinction - Phil Dinkler, RN - ED❖ Friend of Nursing - Kathy Calabro - Nursing Administration & Joe Anzovino - Security❖ Excellence in Nursing Leadership - Nancy Fox, RN - Organizational Development <p>External Award Winners:</p> <ul style="list-style-type: none">❖ Northwell Zuckerberg Family Award - Kristin Santoro, RN - 2 Center❖ Hudson Valley Nurse of Excellence Award - Mariel Consagra, RN - 5 South (In the top 20!)❖ “Westchester Regional EMS Council – Registered Professional Nurse of Excellence - Phil Dinkler, RN - ED❖ Nurse of Distinction/Western Region - Maryann Portoro, RN - ED <p>Also took a picture of the Phelps Sprouts - RNs who started their Healthcare career at Phelps!</p>		<p>Kathleen to post on the nursing website under In the spotlight.</p> <p>Kellie Mason attended the Hudson Valley Nurse of Excellence Award to celebrate with Mariel. Kellie said next year we should nominate even more. Several hospitals had more than one honoree.</p> <p>Please read the notebook from 5/16/19 that describes all the awards and has pictures with all the nominees!</p> <p>-----</p> <p>Kathleen to add a new section to the nursing website in order to attract more hits - we will feature a new Phelps sprout each month.</p>	<div><input checked="" type="checkbox"/> Transformational Leadership</div> <div><input checked="" type="checkbox"/> Structural Empowerment</div> <div><input checked="" type="checkbox"/> Exemplary Professional Practice</div> <div><input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements</div>	<div><input checked="" type="checkbox"/> People</div> <div><input checked="" type="checkbox"/> Patient Experience</div> <div><input checked="" type="checkbox"/> Quality</div> <div><input checked="" type="checkbox"/> Financial Performance</div> <div><input checked="" type="checkbox"/> Operations</div>
<p>RN Mentoring Program presented by Cherry Fuentes MSN, RN-BC</p>	<p>Cherry shared her presentation on mentorship. The original mentorship program developed by Cherry was focused on the new graduate nurses. The Northwell Mentor-Mentee Program Entry to Practice & Leadership Program now incorporates newly appointed nurse managers, ANMs, and nurse educators.</p>	<p>Kellie was part of the first new graduate mentorship program. Candice is a mentor and shared how she met with her mentee for about 20 minutes. Cherry was able to give Candice an agenda that she found helpful.</p>	<p>Northwell Mentor-Mentee Program Entry to Practice & Leadership Program Presentation is posted on the nursing website for you reference.</p>	<div><input checked="" type="checkbox"/> Transformational Leadership</div> <div><input checked="" type="checkbox"/> Structural Empowerment</div> <div><input checked="" type="checkbox"/> Exemplary Professional Practice</div> <div><input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements</div>	<div><input checked="" type="checkbox"/> People</div> <div><input checked="" type="checkbox"/> Patient Experience</div> <div><input checked="" type="checkbox"/> Quality</div> <div><input checked="" type="checkbox"/> Financial Performance</div> <div><input checked="" type="checkbox"/> Operations</div>

Update on Uniforms	<p>The saga of the uniforms is coming to an end. The company we had been dealing with could not support the demand from Northwell.</p> <p>Mary's "labor of love" has a happy ending... We switched to the company that Northern Westchester uses and have a much better product from Cherokee nurses - white top (keep same navy bottoms)</p> <p>HUC and Techs remain the same color uniforms.</p>	<p>Kathy shared that Amanda Dayton BSN, RN on 5 North was able to see the uniforms. The uniforms both feel and look great! The logo is really nice.</p>	<p>Rosendy will send out a flyer. The vendor will be here to try on uniforms:</p> <ul style="list-style-type: none"> - May 28, 11am - 8pm - May 29, 6am - 3 pm <p><i>If need additional times will schedule.</i></p> <p>One stop shopping:</p> <ul style="list-style-type: none"> - tents for trying on clothes - order here - shipped to your house - No out of pocket expense! 	<ul style="list-style-type: none"> <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 	<ul style="list-style-type: none"> <input checked="" type="checkbox"/> People <input type="checkbox"/> Patient Experience <input type="checkbox"/> Quality <input checked="" type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations
Humanism Classes	<p>How are we implementing what we learned on our units?</p> <p>Mary mentioned how she often thinks of the Cleveland Clinic Video and how you never know what others are struggling with.</p>	<p>Some of the council members attended and liked the course. Other members have not taken yet.</p>	<p>Please make sure to sign up for Humanism class in I-Learn. There is a pre-test.</p> <p>Kathy to look for the video and post on the website</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
Update on Staffing Assessment	<p><u>2 Center</u> - 5 RN FTEs approved and currently interviewing.</p> <p><u>Telesitter Program</u> - 5 Tech positions approved.</p> <p><u>Tech Pool</u> - 5 full time tech positions approved.</p> <p>Continue to work with flex staff and agency</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

<p>“I Pass the Baton?” feedback</p>	<p>Has there been any improvements in receiving report from the ED with “I Pass the Baton?”</p>	<p>Kellie from 5 South gave examples of the opportunity for improvement with communication in “I pass the baton” Example 1: “I pass the baton” did not highlight critical info (i.e. blood sugar level) and Kellie has 15 min to review. Example 2: There are discrepancies between what is on “I pass the baton” and what is in the pt. chart. Example 3: pt. came from the ED - had fever/chills. We co-horded pt. and later swabbed and pt. positive for flu. Would have been better if pt. swabbed in the ED. Example 4: Detox pt. and no screening. Example 5: Decision to admit and up in 1 hour can contribute to the following: - specimens getting lost - EKG not completed in ED. Pt. goes to floor, pt leaves floor to get EKG to get procedure.</p>	<p>Consensus - I pass the baton is still new to the units and could work with some tweaking. There is opportunity for improvement, in particular sharing the pertinent information. Maybe a checklist that has the critical information is shared/completed would be a good idea?</p> <p>Nurses should share the opportunities for improvement with their manager. There manager can then bring to the Friday Flow Committee Meeting.</p> <p>Rose Marie Rose, BSN, RN on 2 center to give Mary the name of patient that she shared her concerns with the council.</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 checked="" type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input checked="" type="checkbox"/> Financial Performance <input checked="" type="checkbox"/> Operations</p>
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Unit Reports					
Infusion unit presented by Steven Giammettei, AAS, RN	Steve shared that his peers wanted him to bring up the concern with the 777 parking lot. The parking area for the patients is blocked off because slippery. Patients don’t have any place to park and may have to park very far away.	Mary shared that it is difficult situation because that area of the parking lot is under the control of Kendal. Council members were wondering if there could possibly be a temporary valet parking.	Glen Taylor VP Support Services and Security are looking into resolution.	<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
MCH presented by Susanne Neuendorf BSN, RN, NCC-EFM	Sue recently attended a conference and was excited to share all the best practices with our new MCH Clinical Educator Francesca Grillo MSN, RN . MCH has already adopted many evidence based practices: - bilimeter replacing heel stick - quantitative blood loss replacing estimated blood loss - Sepsis calculator - reducing number of babies going to special care unit.		MCH will also be going through a lot of changes with adopting algorithms and policies from Northwell.	<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

5 South presented by Kellie Mason, BSN, RN	5 South efforts are improving patient satisfaction through use of: - Purposeful rounding video - Laminated poster in the rooms describing the 5 P's - Patient Education Brochures were just finalized and printed to hand out to the patients.	We watched the video to see Kellie's acting debut! 		<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 type="checkbox"/> Operations
5 North presented by Candice Johnson, BSN, RN	5 North continues to focus on patient satisfaction regarding quietness of hospital environment. 5 North is hoping to see improved scores with the new nighttime focus. The new initiative is to have housekeeping buffer the floors after 4:30.	Mary shared how the entire Northwell facility struggles with quietness of the hospital environment.	Candice is going to post the clinical scholars poster on the unit to better educate the patients and their families.	<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 type="checkbox"/> Operations
2 Center presented by Michael Palazzo and Rose Marie Rose	2 Center is busy with new grads. They worked with Nancy Fox, MS, NEA, NPD, RN-BC, Director of Organizational Development to create a report sheet. More work is needed since feels like it doesn't flow right. Rose shared how at the medical center she saw sharps containers that seemed bigger and better. There was also a secured phone charger on the walls for patients and families (free of charge)	Candice shared that 5 North struggled at first and modified the report sheet and now feel it's efficient and effective. 5 South creates new report sheet with each change in shift instead of the RN updating the original report. Mary shared that the bigger sharps containers may actually be more dangerous...	Candice to send Mike the 5 North report sheet. Rose to share with Phyllis Vonderheide, Dip, MS, RN-BC, Senior Director of Patient Experience suggestions to improve the patient experience.	<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

Nursing Website Update:	Review of: <ul style="list-style-type: none"> Events Pictures from Clinical Scholars Phelps Sprouts - Nurses where their first job in healthcare is at Phelps. <ul style="list-style-type: none"> We are going to have a section where we interview a Phelps Sprout and feature them on the website 	Sue shared that on their unit the access the website often. There is so much information available to everyone.	Please make sure to open the website. There are several events that were added... especially programs that are required for the career ladder. Kathy to add pictures from nurses' week!	<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 type="checkbox"/> Operations
Research Concepts in Development shared by Mary McDermott	Exciting projects coming down the pike. <ul style="list-style-type: none"> The use of a <u>Robotic Pet</u> to reduce delirium and falls. The use of <u>Lavender</u> to reduce pain and improve sleep. The <u>NICER Study</u> which provides staff the lived Patient Experience. The use of <u>Weighted Blankets</u> to reduce anxiety in the ICU Patient. The use of an <u>Avatar Service Animal</u> to reduce falls in older adults. 	Kathy shared that the robotic pet has fur and is not made of metal.	If you are interested, please discuss your interest with your manager.	<input type="checkbox"/> Transformational Leadership <input 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 type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input type="checkbox"/> Operations
NDNQI RN Survey	Survey June 3,2019-June 23, 2019 <ul style="list-style-type: none"> Participation is voluntary Yes - it is anonymous! 		-Please encourage and remind all RN co-workers to participate in the Survey!!	<input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input checked="" 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