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| 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 | 8/21/2019 | | | | |
| Time | 3:00 pm - 5:00 pm | | | | |
| Conducted By | Helen Renck, MSN, RN, CJCP, JCC | | | | |
| Recorder | Kathleen Calabro, Magnet Data Analyst | | | | |
| Topic/ Facilitator | Discussion | Staff Input & Feedback | Action | Magnet Components | Strategic Plan Indicator |
| Review of previous minutes from 7/17/19 | July minutes still a work in progress. | | Moved review and approval to the September 18, 2019 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 |
| RN Satisfaction Results from Survey Taken in June shared by Judy Dillworth, PhD, RN, CCRN-K, NEA-BC, FCCM | *** Reason to Celebrate *** We Met the Magnet Requirement for RN Satisfaction - EP2EO! 4 Categories we outperform the benchmark the majority of the time: <ul style="list-style-type: none"> • Autonomy • Professional Development- Access • Fundamentals of Quality Nursing Care • Adequacy of Resources & Staffing RN Satisfaction is very important. Judy shared that there is typically a direct correlation between RN Satisfaction and Patient Satisfaction. | | Directors and Managers received unit level results and should be sharing results with the nurses. Each unit will then determine their next steps for action plans, “What does great look like”? | <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 |

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| <p>RN Satisfaction Opportunities - Interprofessional Pharmacists Rollup</p> | <p>Helen invited Brian McGrinder to the meeting to discuss the RN Survey results for Interprofessional - Pharmacists rollup Would like an open discussion of how we can make communication better... Brian shared that he has 5 sisters who are nurses along with his wife so he definitely understands the pressure nurses feel. Brian asked the questions, "When you call down to pharmacy, do you get what you want?"</p> | <p>The council members responded that the communication with pharmacy is for the most part great. Candice Johnson, BSN, RN from 5 North felt that just in the past 2 months there has been improvement with responsiveness. Steve Giammettei, AAS, RN, shared that the dedicated pharmacists for infusion center are great.</p> <p>Jacklyn also shared that tiger text would be helpful and Helen shared that we are working on adopting here.</p> <p><u>Metoprolol</u> - Katherine Urgiles BSN, RN, would like a standard for Metoprolol.</p> <p>Concern with diabetic patients and checking insulin prior to meal. Candice shared they check patients at same time. Jaclyn Wylie, BSN, RN on 2 Center suggested that we have set meal times for diabetic patients. 4:00 meds often not there.</p> | <p>Suggestions for improvements by the council members were discussed with Brian. Brian will research possible solutions: <u>Pyxis Machines</u> They are budgeted in the future for other areas, it is just space is the issue. Opportunities: -Brian to run a report of the meds in the machine and what was used in the past 6 months for 1south and BRU. Doreen Wall, MS, RN-BC is the point person. If this proves helpful, we could roll out to all units. With 3North temporarily moving to 2North there have been some challenges. -Brian to look if can store in pockets - IV Tylenol and IV Caldolor Follow up - now a non-issue with 3 North back on 3 North. When using the 2n space –pyxis on 2n has less capacity, and can only fit 2 tylenol IV.</p> <p><u>Timing of meds:</u> <u>Synthroid</u> - Timing on the MAR is often 9:00 am and typical time for patients is 6p or 7p. Brian to research possibility of changing order set? <u>Metoprolol</u> –The Doctor who orders to put in parameters.</p> <p>- Brian to follow-up</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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| | | <p>Jaclyn asked - Could meds be stocked prior to surgery?</p> <p>There was discussion regarding the increased length of infusion time for Zosyn</p> <p><u>Residuals</u>- Concern with medication administration and residual meds being left in the tubing.</p> <p>Alaris Pumps - Susanne Neuendorf, BSN, RN, NCC-EFM from MCH shared her frustration with delivering Pitocin. Wants to deliver the medication right however needs to do a work-around.</p> | <p>Brian to follow-up</p> <p><u>Communication:</u> -Brian to enforce with the staff for the pharmacist to contact the physician directly for medication questions to limit nursing interruptions. -Brian to enforce with the staff that medication deliveries to the floor need to be handed off to the nurse, not left on the unit.</p> <p><u>Medication Administration:</u> <u>Zosyn</u> – Brian explained that the change over to a 4 hour period is the best practice so understands difficult but need to follow this standard of care.</p> <p><u>Residuals</u>- Concern with medication administration and residual meds being left in the tubing. This has been discussed at the CNO Council meeting in the past as well as other shared governance meetings. Neethu Gopinadh, MSN, RN, OCN, VA-BC (not in attendance here but shared at New Knowledge) Clinical Educator for Infusion is going to research best practice. Should then be brought to Med Safety and P &T.</p> <p>-Brian will ask what other hospitals within Northwell do. -Judy can also ask her MPD group.</p> | | |
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| | | Jaqueline Pisano was wondering the they could get the smaller dosages of labetalol stocked | Labetalol - - Brian said he would but larger doses are often purchased to ensure drug availability when there are drug shortages. <u>Medication Safety:</u> Check on your units, if you do not have an updated memo (2018), email Brian and he will send you the updated poster. | | |
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| RN Satisfaction Opportunities - RN to RN Interaction | We shared the overall results of the NDNQI RN Survey for RN-RN Interaction. While the results improved from 2018-2019, we are below the All Hospitals Mean (Benchmark). | Council members thought the recognition boards would help. Sue shared how Alexandra Reale a nurse on 3 North helped her. Sue was so appreciative and she let Alexandra's manager know. Sue felt the "My Recognition" is too difficult and others agreed. 2 Center has "In the Moment" award and 3 north has a monthly "Star" award. Katherine shared how PT is so awesome and it would be wonderful to recognize them. Doreen shared October is Physical Therapy Month - maybe a breakfast for | Discuss with Mary for nurse's week a team award. them? | <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 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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| Board Management on your units | <p>Jud shared that discussions at previous shared governance council meetings today occurred regarding communication board Management on every unit:</p> <ul style="list-style-type: none"> • Recognition Boards • Magnet Boards • Strategic Boards with Pillars <p>The recognition board was an idea sparked by the RRR council. Like to have family participation and that would mean the boards are on the unit for all to see.</p> | <p>With a concern for space, Helen suggested the existing pillar board be split in half (half pillars with strategic goals, half Magnet communication). Some members said pillar boards have not been updated. Discussed need for clarification between hospital and nursing strategic plan.</p> | <p>Each unit should have a recognition board. Members to check out the recognition board in MCH for inspiration.</p> <p>Planning is needed for the Magnet and Strategic pillar boards.</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 |
| Telesitter Program | <p>Helen shared a presentation regarding the Telesitter program at Phelps.</p> <p>There was a concern with the increased fall rate. At Northern Westchester, the Telesitter program reduced their falls by 30%. Helen appreciated the clinical nurse involvement with visiting Northern and participating in the planning.</p> | | <p>Please reference presentation at end of meeting minutes</p> <p>The program went live last week and we are happy to report that the patients are listening to the trained technicians.</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 |
| Nursing Website Updates by Kathy Calabro | <p>Kathy reviewed updates to the Nursing Website:</p> <ul style="list-style-type: none"> - Journal Club - Awards - Events - Hot Topics | | <p>Please remember to reference the website and check out the articles in the journal club.</p> <p>Kathy to put the Nursing News in August Hot Topics on 8/22/19.</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 |

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| | | <p>Phil Dinkler, AAS, RN, in ED shared the concern with bed management/flow. He said the ED does not see the info tracked by the Nursing supervisors. Phil described a situation where they sent a patient to the room however the room was not ready. Possibly the comment sections is being completed before the bed is appropriately being assigned?</p> <p>Jaqueline shared her concern with patients being discharged from the ED and then coming back shortly thereafter. This seems like it is happening more frequently.</p> <p>Katherine agreed with a personal experience</p> | Helen to research. | <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 |
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Nursing Leadership Council Meeting

Phelps Hospital Project

August 15th, 2019



Phelps Hospital
Northwell HealthSM

Background

- Concerns regarding fall rate.
- Nurse technicians being utilized for enhanced supervision rather than taking a full patient assignment. This impacted hourly purposeful rounding.
- High cost using agency staff.

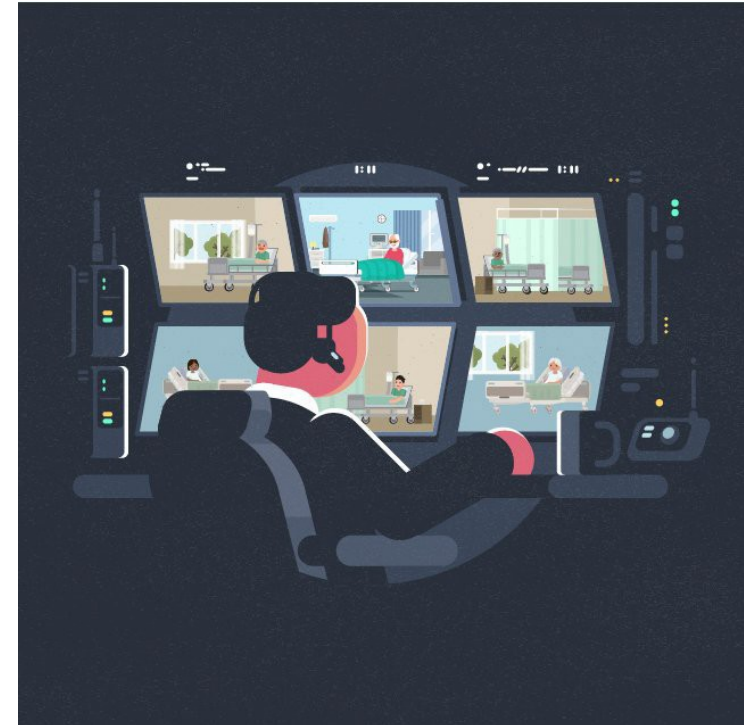
Many Thanks!

- Lauraine Szekely, DNP, MBA, BSN, RN, SVP, PCS, CNO
- Susana Dealmeida, Director Patient Care Services
- NWH Staff
 - A site visit was scheduled on July 1st, 2019.
 - NWH Policies/Workflows were shared with the Phelps Team.

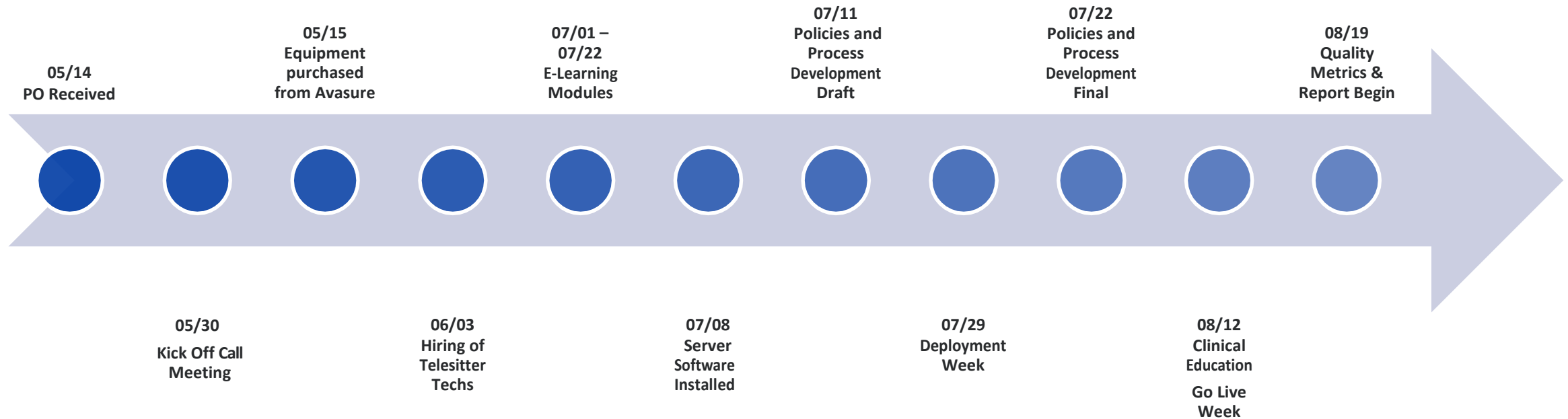


Telesitter Program

- Improve patient safety, contain costs related to sitter usage, and to decrease the fall with injury rate, by implementing a Telesitter program (patient monitoring technology).



Implementation Timeline (14 – 16 Weeks)



- Week 1 – Statement of Work/ PO secured and Timeline developed
- Week 2 – 16 – As of 06/04 recurring project calls were conducted with both the Clinical and Technical teams to provide

project updates, provide additional resources, and to answer questions. **Clinical and Technical Action Plan** includes the development of *Policies & Process, Patient Education, Internal Awareness, Training and GOLive*.

Measures of Success

- Fall rate ↓
- Fall with injury rate ↓
- Patient Family Satisfaction ↑
- Reported near misses ↑
- Overtime expense reduction ↓
- Agency usage (sitter pool) ↓

