

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	12/18/2019				
Time	3:00 pm - 5:00 pm				
Conducted By	Judy L. Dillworth, PhD, RN, CCRN-K, NEA-BC, FCCM				
Recorder	Kathleen Calabro, Magnet Data Analyst				
Topic/ Facilitator	Discussion	Staff Input & Feedback	Action	Magnet Components	Strategic Plan Indicator
Review of previous minutes from 11/20/2019	<p>Judy and Kathy shared follow-up notes from Mary McDermott, MSN, RN, NEA-BC:</p> <ul style="list-style-type: none"> • 27 Joint commission action plans submitted on time thanks to all. • L&D move back to 4 Center is being planned; 2 North will then move back to 3 North. • Mary will share the feedback and recommendations from this council regarding the NDNQI RN satisfaction survey with the nurse managers. This information will be helpful as they create action plans. • Peer feedback, self-appraisals and portfolios are due 12/31/2019. <p>Kathy explained that she submitted a request the Northwell librarian for literature re “Do discharge nurses have a positive impact on decreasing hospital readmission rates?” using the steps outlined on the nursing website under shared governance/new knowledge and innovation</p>	<p>November minutes reviewed and no changes noted.</p> <p>Not everyone received Peer Feedback request.</p>	<p>Kathy to post the ED Nurses Week video on the nursing website</p> <p>Judy to discuss with Mary and HR.</p> <p>Kathy will share articles at next meeting.</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

Review of 2019 CNO Advisory Council Annual Report	Kathy presented a draft of the one-page 2019 annual report for the CNO Advisory Council. Kathy added the approval of the 12 hour shift for the Behavioral Units.		The 2019 annual report for CNO advisory is posted on the website.	<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
Suggestions for 2020 Judy Dillworth	Judy asked the council members for suggestions for 2020 and making this council even more effective.	Sherin Ninan, BSN, RN, MS-FNP, TCRN suggested having an “opinion box” to anonymously offer a discussion topic. Kathy offered to have the opinion box in the Magnet office. Goal is to provide 24hr access to staff. Consider nursing office?	Discuss with Mary at next meeting.	<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
Update on the DAISY Award Judy Dillworth	<p>The Diseases Attacking the Immune SYstem, (DAISY) will be launched in January 2020. The Recruitment, Retention, and Recognition (RRR) Council has been working on the process and will have an information table in the cafeteria.</p> <ul style="list-style-type: none"> - A banner for the table will be purchased - 25 Lucite boxes at the units will be displayed <p>The nominee’s names are not shared and will be reviewed and selected by the RRR council.</p> <p>The DAISY recipients will not be announced until the very last moment; the first indication that a DAISY award will be presented will be the smell of cinnamon buns.</p> <p>Judy also shared that every year, there is a national DAISY award recipient.</p>	<p>Jaclyn Wylie, BSN, RN from 2 Center asked if the DAISY recipients wear pins. Judy shared that the DAISY awardees receive a pin. The nominees receive a different pin.</p> <p>Sherin asked who can nominate a nurse. Patients, families, nurses and colleagues can nominate a “compassionate caring nurse” for the DAISY award.</p> <p>Kathy shared that she saw the DAISY award given at another Northwell facility on Facebook and the nomination letter was read.</p>	<p>More details will be shared as the program evolves.</p> <p>Here is the link if you would like more information: https://www.daisyfoundation.org/ </p>	<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

Concern with sick time Judy Dillworth	Judy stated that she obtained sicktime data from Kronos for the month of September 2019 - a total of 2000 hours unscheduled PTO for a month and divide by 150 = # hrs a full-time employee works a year = 13.4 FTEs were out unscheduled in 1 month. FTE = 1950 hours/year. Judy shared that reasons for sick time are being explored at the RRR Council but also seeking feedback from this council. Judy explained that we look at data to identify opportunities to improve.	Strategies to address sick time were discussed by Wilson Guerrero, BSN, RN (OR), Steve Giammattei, BSN, RN (infusion center) and Pat Bonanno, BSN, RN (ED). Steve said the infusion center uses flex staff, which is very helpful. In addition, possible incentives for staff who do not call out sick might be explored. Jaclyn had shared that at the Magnet conference, one of the speakers shared ways to reward staff at no cost (e.g. staff with perfect attendance have first choice of vacation).	Judy will share ideas with Mary and further discussion/exploration.	<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
Open discussion on Morale and Staffing	Sherin, Steve and Jaclyn shared their feelings and perceptions about staffing (e.g. impact of new grads, experience and skill levels of staff), staff burnout, nurse turnover and patient safety. Sherin said that when she was a new nurse in the ED, she had the support of the ED Educator (Candace Huggins at the time) and how important it is to feel valued. Some strategies were proposed to proactively address growth of services (e.g. Rothman group, Dr. Silva peds cases) and increased acuity such as having on-call nurses, having a "relief nurse" for meals, better use of ancillary services and work flow. Council members asked Judy if she can see what other magnet hospitals do regarding to staffing and their ratios.	Wilson suggested that patient safety data (e.g. falls) as a way to identify the need for more staff.	Further discussion is needed at the RRR council and with Mary. Consider collection of literature, evidence and data to support and/or address perception for a better work environment.	<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

Concerns with compensation for time	There was some confusion with RN pay – Pat used the expression, “Smoothing”...rather than giving OT pay. work 13 shifts and that’s ok but if work an extra shift than not getting that time and a half.	Judy shared that in her previous experience the 13 th shift posed the issue (e.g. the week with the 4 th shift may appear as OT, yet the entire month is 75 hrs, which is straight time). Jaclyn shared that before the merge with Northwell, there was more wiggle room with switching the schedule. Now there are more rules and switching shifts is more difficult. Suggestions from the clinical nurses included: additional pay for preceptors/charge nurses and/or providing a lighter assignment for charge nurses.	Clarification of salary calculation is needed. Judy will share concerns and suggestions with Mary for further exploration.	<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
OR Fellowship Program	Judy wanted to end the meeting on a positive note. The OR Fellowship program is being highlighted as an exemplar for Magnet. Since its inception (2016), we have 100% retention rate.	Wilson just graduated from the OR fellowship program in August and shared how supported he felt throughout the orientation process.	Identify ways to highlight programs which support a healthy work environment	<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

