



Phelps Hospital Nursing News April 2020



Celebrations:

Congratulations to Marilyn Maniscalco and Cherry Lyn Fuentes who provided podium presentation and posters at the 2020 National Safe Patient Handling and Movement Education Event in San Diego, California on March 2nd-5th. Presentations were:

- Podium- Tell me and I Forget, Teach me and I may Remember, Involve me and I Learn
- Posters:
 - a. TMCs: Keeping our Patients and Employees Safe
 - b. Education Assessment to Address SPH Needs in a Community Hospital. **(this poster was the 1st place winner for Enhancing SPHM program category)**



Celebrations:

- Three abstracts were submitted by the 1 South staff to the national APNA (American Psychiatric Nurses Association) for the fall conference and all were accepted. Due to the large volume of submissions, the selection committee at APNA directed the 1 South staff to choose only one for inclusion. Doreen Wall and the 1South staff will present a poster at the meeting: ***Implementing Behavioral Health/Psychiatric Clinical Nurse Champions to Reduce Psychiatric Emergencies and Support Medical-Surgical Nurse Clinicians in a Community Hospital Setting.***

Tribute to our nurses: [/here-comes-the-sun:](#)

Kathy Calabro put together a video tribute to the staff who are working so hard caring for all the patients. It is on the Nursing website under "About". It contains pictures of staff with the song "Here Comes the Sun" playing in the background.

Good catches, near misses and incidents:

We know that our nurses are working together to help our patients get better and stay safe during these extenuating circumstances and extreme pressure. Thank you!! During our Quality and Safety Shared Governance council meeting, we heard how your creative ideas and initiatives have been helpful to maintain quality care and keep your patients safe. With all that you are thinking about and doing, documentation in improveNorth takes time and may sometimes be forgotten. We must re-iterate the importance of our "good catch" program and incident reporting to 1) be legally prudent and 2) improve patient safety by learning from our "near misses" (an unplanned event that had potential for, but did not result in injury) and incident reporting (e.g. falls, med errors).

We still encourage you to document in improveNorth. However, if you cannot, please provide Mary Kovoor (x3785 – leave the info on voicemail if she does not answer, or email mkovoor@northwell.edu) with the following information:

- 1) Patient account number
- 2) Date of incident / good catch / unsafe condition
- 3) Location
- 4) Brief description

Mary will enter the information on your behalf to ensure the basic information is recorded. The details can be filled in later. Any information you report will be kept strictly confidential, and entered anonymously. Please help us keep Mary informed of our good catches (and incidents), so that we can prevent future occurrences and keep our patients safe.

Judy Dillworth and Mary Kovoor

Educational Opportunities: Most conferences/classes are on hold until further notice.

Northwell Conferences: To register: Northwell.edu/NursingEvents. Times and contact hours are listed on the registration site.

- Cardiac Conditions in the Mother, Fetus and Newborn- June 3, 2020, 7a-4p at The Long Island Marriot.

Many certification exams have been postponed for 1 month, please check before you go for the exam.

Organizational Development Department Classes: CPI classes are still being held.

BLS, ACLS, PALS, & NRP Classes – During the COVID pandemic of 2020, the requirement for BLS, ACLS, PALS, & NRP by the expiration date is waived for 120 days. If the crisis subsides earlier, the expectation is that the employee register for a class as soon as possible prior to the end of the 120 day extension.

- Organizational Development will schedule additional classes when appropriate.
- Organizational Development currently has employees registered for Heartcode and will continue to offer Heartcode.
 - A mask /bag will be used instead of mask/one-way valve. We are thoroughly cleaning the surfaces touched between users.

Safe Patient Handling competency sessions:

The sessions for 4/27, 4/28, and 5/4 have been canceled. **Please note, additional sessions may need to be rescheduled. Check before your registered date to see if the session is being held.**

See the attached flyer for the upcoming dates. TMCs are needed for sessions- please contact Cherry Fuentes: chfuentes2@northwell.edu.

Transfer Mobility Coach (TMC) Program: There is 1 training class for new TMCs, please read the attached flyer and consider becoming a TMC for your unit. We hope to schedule a second TMC training class to replace the April 6th session that was canceled.

Tech/LPN/MHW Competency:

Please note, sessions may need to be rescheduled. Check before your registered date to see if the session is being held.

See the attached flyer for the dates/time for Tech/LPN/MHW Competency. Registration is through iLearn.

Northwell Competency:

Northwell's Nursing Department 2020 Competency iLearn training has been assigned to all RNs, Techs, MHWs, LPNs and HUCS. The competency assignment will take approximately 1 ½ to 2 hours to complete.

Northwell has assigned a total of 4 COVID-related courses to all employees via iLearn (see courses below). These assignments have been pushed out to all staff as this is the most effective way to reach those employees who need to complete the modules.

If any of the courses are not applicable to your role, please ignore the assignment.

- Viral Swab Technique
- Donning and Doffing Personal Protective Equipment
- Workforce Safety N95 Respirator Training

- Project Access_Telehealth Scheduling and Billing (20 mins)

Patient Education:

- The agreement with Wellness Network has been signed. Wellness network is the vendor for Patient Ed videos. The old videos on Allen TVs will be replaced by updated and shorter videos. We have access to the library however we need to streamline the list of videos that needs to go on the Allen TV.

RN Residency:

- The March 2019 RN Residency cohort graduation has been postponed. Please congratulate the residents who have completed their first year. They include:
 - Daniel Ames- 2 Center
 - Melissa Baldwin-2 Center
 - Stephen Dow-2 Center
 - Katherine Konopka-2 Center
 - Nairobi Sanchez-5 North
 - Jade Santiago- 5 North
 - Michelle Songalia-2 Center

Student Preceptors: A big Thank You to the nurses who volunteered to precept nursing students this semester. Although the student experience was cut short due to the Covid 19 outbreak, the preceptors did a great job with the shortened semester. We had 8 undergraduate BSN students, 1 RN to BSN student, and 2 Graduate Nursing Education students here for about half the semester. The students were from: Pace University, Mercy College, SUNY Plattsburgh, and SUNY-Delhi. The preceptors were:

Nicole Arvidson- 3 North
 Nadika Bhumrarian- 3 North
 Cheryl Burke- 3/5 North
 Tahler Cambriella- 5 North
 Cherry Lyn Fuentes- Organizational Development
 Candice Johnson- 5 North
 Kathy Kenna- ICU
 Eileen Maher- 5 North
 Anne Moss- ICU
 Margaret Santos- Perioperative Department
 Keenah Stewart- 2 Center
 Jisha Thomas- 5 North
 Julie Yeager- 5 North

Nursing Promise Program: Nursing Promise is a donor-funded program providing incentive and financial assistance for Phelps Hospital Northwell Health employees beginning or advancing a career in nursing.

Employees accepted into Nursing Promise receive an annual grant from Phelps to assist with expenses.

Nursing Promise supports two paths to a BS in Nursing. Employees may earn a Bachelor's in Nursing, or if already an RN one may pursue an RN to BS in Nursing program.

Nursing Promise Scholars

- Must be accepted and enrolled in an accredited program to earn a BS degree in nursing.
 - Must complete their degrees within four semesters in two consecutive years. No award is given for less than two semesters.
- Complete “*Work Promise*” after graduation as defined in the policy in lieu of repayment of cash stipend.

If you will be starting class for the Summer 2020 semester the application for Nursing Promise is due by May 1st.

If you are interested in applying please contact Alicia Mulvena of Organizational Development for an application, contact info is: amulvena@northwell.edu. Or 914-366-3165.

EBP Fellow Opportunity:

The Evidence-Based Practice (EBP) fellowship program offers registered nurses the opportunity to develop necessary knowledge and skills to search, critically appraise and use the evidence to initiate new or to change current practices for optimal patient outcomes. EBP integrates the best available research and other types of evidence with clinical expertise and individualized patient care to improve professional practice and patient care. The proposed fellowship is a 9-month long program including didactic education, facilitated course work and independent study on a selected evidence-based practice project.

If you are interested please review the attached application. You can type your information on this PDF form by following the steps below:

- Go to menu bar and hit “Tools”,
- On the right side of the document there should be a list.
- Click on “Fill & Sign”. This will enable you to complete the pdf document.

Please submit your application to Organizational Development so we can review applications before the Northwell deadline. **The application states the deadline is March 1st, but that has been extended.**

Magnet® update:

Thank you for all you do every day and night caring for our patients and finding ways to connect with patients’ families, loved ones and each other during this stressful pandemic. While you have been implementing creative solutions, we continued to compile the wonderful work you have done to date and have reached two major milestones on our Magnet® journey! Please take a few moments to pause and celebrate!

On March 31st (before our April 1 due date), we heard that the Magnet® office and all three Magnet® appraisers received our Magnet® application, consisting of 300+ pages and all the evidence (meeting minutes, emails, notifications) you collected.

You were all involved, either directly or indirectly, in highlighting your accomplishments and writing the stories for our Magnet® document. Without you, this would not be possible. We are so proud of you and thank you!

On Friday, April 10th, we heard that our Organizational Overview (OO) portion of the Magnet® document was complete and accepted. The OO has 10 sections which inform the Magnet® appraisers about Phelps' enculturation of Magnet®. It provides numerous supporting documents (e.g. quality, safety and strategic plans, organizational charts and demographics, policies and procedures, workplace advocacy initiatives for a healthy practice environment) for each of the Magnet® components (Transformational Leadership, Structural Empowerment, Exemplary Professional Practice and New Knowledge, Innovations & Improvements. The OO is critical because if not complete, our Magnet® journey would have been stopped. Special thanks to Mary McDermott, Helen Renck, and Rosendy Rodriquez-Nunez for putting the OOs together (and Denise Podell for reviewing) so that the review of our document can continue to occur. While the appraisers enjoy reading the work of our Nurses and interprofessional teams to provide excellent patient care (over the next four months), we will share the Magnet® application with you and prepare for our Magnet® site visit.

Shared Governance Council meeting update

Understanding that our clinical nurses have been focused on caring for our patients and the “social distancing” required at this time, we were tempted to cancel our monthly Shared Governance council meetings. After collaboration with the Shared Governance Council chairs and some of you, Rosendy helped us create all-day “virtual meetings” on Wednesday, April 15th using the Microsoft Teams application. Many wanted to “connect with each other” as we connect with patients and families. Thank you to the perseverance of those who could participate, we continued the momentum of our council meetings.

We heard that some meetings are also continuing (Cancer Committee, Perinatal Mood Disorder Committee, Northwell MAP-IT). If you would like to try to hold a unit shared governance council or other meeting, please use Microsoft Teams (other apps have hacking issues) and contact me or Rosendy to assist you.

The main themes for each of these virtual meetings were: 1) an appreciation of each other, our interdisciplinary team members and the community within and outside of Phelps, 2) the resilience, flexibility and adaptability of all of our nurses – stepping out of your comfort zones and taking on roles and responsibilities in different areas, 3) the incredible teamwork and support of all of our services (e.g. housekeeping, engineering, dietary) and the various teams that have evolved (e.g. proning team), 4) missing touch and finding ways to connect and support each other, while caring for patients. Minutes/attendance of the virtual meetings were taken (but no pressure or penalty to your clinical ladder if you were unable to attend) and will be posted by next week, but in the meantime, here are some highlights:

Recruitment Retention and Recognition Council

- All members will be voting on the first DAISY award recipient. Rosendy is creating a redacted survey monkey of the nominations to date for clinical nurses.
- We are considering adding another “R” to our name for “Resiliency”.
- Concern for nurse's mental well-being and discussion on ways to care for/support each other: Relaxation Room, suggested by Danielle Medina, RN has been calming and therapeutic, counselors are available on the 5th floor every day and EAP has been onsite and available. Clinical nurses “call their nurse manager” when emotions “bubble up”. Thank you to our nurse managers!!
- More discussion on how to provide “in the moment” caring and support for all nurses.
- There is a “journal” in the relaxation room, but having a personal “journal” or one on each unit may help.

New Knowledge and Innovation Council

- Cherry Lyn Fuentes emailed an update from Northwell's IFN regarding research studies to our council members. Remember the Mindfulness study (Candace Huggins, RN and PI) is in progress.

- Doreen Rutigliano, Ann Duignan, Crystal Moschiano and Doreen Wall were recognized for having three abstracts accepted for a poster presentation by the American Psychiatric Nurses Association (APNA).
- Judy Kennedy reminded all that we are using evidence-based practices and guidelines from various organizations (e.g. CDC, WHO, Northwell, AACN, ONS) to help us with managing the care of patients who are COVID-19 positive. She asked members to share innovations that are occurring. One example was “the buffer room” in MCH for babies of mothers (COVID+) could be tested for hearing etc. to decrease exposure to our nurses.
- There was continued dialogue regarding the mental health of our nurses and patients/families after they are discharged. Mona Maloney expressed concern for our vulnerable patients and social determinants of health. Mona and Judy are exploring ways to provide food to new parents upon discharge.

Professional Practice and Development Council

- Candice Johnson, RN led a very engaging meeting where acts of Humanism, our professional practice model, our “truly” values, the use of innovation and technology were highlighted.
- While this meeting was not required for the clinical ladder, nurses suggested the use of Healthstream or Microsoft Teams to provide the required workshops. More to follow.
- Positive outcomes of this pandemic: Teamwork is better than before. There was recognition of the headbands with buttons to relieve ear pressure from the masks, the outpouring of love from the community (“Meal trains”, First responders, Fire and police department thanking Phelps’ nurses and doctors), “Here Comes the Sun” played overhead for every extubation and discharge, nurses being redeployed to other units and truly living the “walk in my shoes” program, the Proning team (suggested creating a flyer for patients discharged), clustering of care to promote RN safety, reduction in frequency of documentation, and the relaxation room.
- The use of technology (ipads, echo show monitors, telesitter) have actually enabled more quality time that nurses spend with patients.
- There was concern that patients “cannot see the nurses’ faces” and how frightening that must be, especially when patients become confused. Since the ID is often under the PPE, we discussed having photo ID cards (Dr. Faltz idea) or attaching washable large size photos onto the isolation gown.
- While these are unprecedented times, it is important to write down what has been happening with the date and how these ideas were generated so that we can have a clear pathway to the source, when we try to remember these events and share our experiences with the Magnet appraisers.

Quality and Safety Council

- Kathy Calabro shared her screen and opened the Nursing website on Microsoft teams. She posted a movie thanking our Phelps’ heroes on the nursing website. Kathy also shared the unit level dashboards (also distributed to each of the nurse managers) and our data compared to the most recent benchmarks (4th Quarter 2019) for the NDNQI nurse-sensitive quality indicators.
- Even though we submitted our Magnet application, we still need to review, monitor and identify ways to improve our nurse sensitive indicators. As such, we need to continue to report our “good catches” (what we did well) and incidents. Mary Kovoov will enter the information if you are unable to use improveNorth. Leave a message for Mary at x3785 or email her at mkovoov@northwell.edu
- Michele Horvath began a discussion on ways to involve nurses in any Root Cause Analysis (RCA) that occurs, understanding that it may be difficult to convene as we did before COVID-19.
- DATA – we cannot stop our data collection during this challenging time. We need to know our HAPI rates (prevalence day is still scheduled for 2nd quarter 2020), infection control rates, Press Ganey scores etc. Please keep your nurse managers, Debbie Reynolds, Alex Xelas, Phyllis Vonderheide and others informed of any events that need to be tracked.
- Please write down everything you are doing to ensure quality care and keep our patients safe. We heard about how each unit celebrates little victories (white boards indicating extubations and discharges),

moved IV tubing/pumps outside the room, pray and read patient/family letters during briefs etc. Please help us recall these wonderful displays of humanism, caring and teamwork.

CNO Advisory Council

- First, I would like to apologize to anyone who thought that CNO advisory council was not occurring. I thought that since Mary McDermott was already rounding on the units, she wouldn't be able to participate in the meeting. I was wrong and Mary led the virtual meeting from 3p-4p.
- Mary shared that it has been five weeks (that feel like 5 months) since the beginning of the COVID-19 pandemic. While rounding, Mary has been impressed and proud of the cooperation, inspiration and caring of our Phelps' nurses, while many have experienced grief and loss at the same time. She continued to share the phenomenal displays of teamwork among nurses across departments and across services. Mary shared all of the steps taken to promote patient and staff safety (there are so many and would take up another 2 pages!). Mary advocated for the staff and ensured that many of the suggestions from clinical nurses became a reality.
- Please look for the CNO Advisory Council meeting minutes to read about the numerous initiatives that have taken place to date. We are so very lucky to have Mary as our nurse leader!

We wish you continued strength, health and safety and many blessings as you continue to care for our patients every day. It is in these ongoing stories of courage and teamwork that our Magnet document will come alive. Submitted by Judy Dillworth.

News is compiled, edited, and distributed by: Alicia Mulvena (Organizational Development). If you would like to submit information for publication please contact: Alicia Mulvena, amulvena@northwell.edu, or ext. 3165