


| Meeting Name | CNO Advisory Council | | Council/Meeting Minutes | Please check off all components and indicators that relate to each topic being discussed. | |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Location | Atrium/Virtual | | | | |
| Date | 05/20/2020 | | | | |
| Time | 3:00 pm - 5:00 pm | | | | |
| Conducted By | Mary McDermott, MSN, RN, APRN, NEA-BC | | | | |
| Recorder | Kathleen Calabro, Magnet Data Analyst | | | | |
| Topic/ Facilitator | Discussion | Staff Input & Feedback | Action | Magnet Components | Strategic Plan Indicator |
| Meeting Kick off by Mary McDermott | <p>Mary acknowledged National Nurses Week along with 2020 Year of the Nurse. Nurses week celebration did not seem right at this time. Mary and Eileen Egan, JD, BSN, RN, Interim Executive Director, felt the best way commemorate this week and year was to distribute a plaque to all the units. Mary read the very touching words displayed on the plaque to the council members. <i>See page - 8.</i></p> <p>Mary also shared that at the Medical Board all the physicians complimented the nursing staff for the extraordinary work.</p> <p>How did we do it? ... TEAMWORK!</p> <p>Mary shared that the only way we got through this was by each one of you working together. You all demonstrated teamwork, resilience and innovation! People really did walk each other’s shoes!</p> | <p>Council members loved the plaques.</p> <p>Judy Dillworth, PhD, RN, NEA-BC, CCRN-K, FCCM, Magnet Program Director, shared that during all the shared governance council meeting the theme of extraordinary camaraderie was evident.</p> | Due to COVID-19, Nurses week celebration to occur later in the year. | <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> |

| | | | | | |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Innovative ideas implemented | <p>Mary and Helen Renck, MSN, RN, CJCP, CPPS, Vice President/Patient Safety Officer were able to visit the floors since many of their meeting were canceled.</p> <p>Mary tried to listen to every suggestion</p> <p>One of the many successful innovative ideas that was implemented was the relaxation room suggested by Danielle Medina, BSN, RN-BC, Assistant Nurse Manager, 5 North.</p> <p>When Michael Dowling, President of Northwell Health, visited the hospital he was so impressed with the relaxation room. Mr. Dowling would like all the Northwell Hospitals to adopt our best practice and implement a Relaxation Room on each site.</p> <p>This idea was innovative while meeting the emotional needs of the staff.</p> | <p>Alice Mulligan, BSN, RN, ICU thanked Mary and Helen for coming up. Their support was truly appreciated.</p> | Please visit the relaxation room when you can. Take a buddy with you during the night shift. | <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 |
| Strategy as the number of COVID-19 patient decrease | <p>Mary shared we now have less COVID-19 patients (16) and it is almost a little more difficult to handle. ICU, 5 South and 5 North continue to handle COVID-19 patients.</p> <p>On May 4 we were allowed to have Tier 4 operations. Need to ensure we keep the COVID + patients separated and the will go in the Vintage OR. We need to assure the patients that we are doing all we can to reduce the chances of them getting COVID-19.</p> <p>Elective cases will probably open up in the next 1 or 2 weeks.</p> | <p>Ashley Sanda, BSN, RN, 3 North is currently on 5 North. Ashely was wondering with surgeries starting up, what is going to happen with her unit?</p> <p>Mary shared that 2 North, 2 Center and 3 North will be “clean” units</p> <p>For now, 5 North will remain COVID-19 unit.</p> <p>Kate Scherf, BSN, RN, clinical nurse, 3 North,</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 |

| | | | | | |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | <p>Mary complimented Pam Lipperman and her organization of all the community donations. There has been great support from the community! \$250,000 in meals donated by the community!</p> <p>We received wonderful letters from thankful patients and families.</p> <p>Mary praised everyone for their resiliency and stepping in where ever you needed to be.</p> <p>We used 3 travelers and they were very helpful. The system used many more.</p> <p>At the peak, there were 1200 ventilators used within the system.</p> | <p>shared that she was probably off orientation 3 days before the pandemic hit Phelps. She was able to get through all of it with the support of her mom, Kathleen Scherf, MPA, BSN, RN, NEA-BC, CAPA, Nursing Director, Surgical Service, and co-workers. Kate never felt like she was on her own.</p> <p>Mike Palazzo, BSN, RN-BC, clinical Nurse 2 Center feels bad he is helping in the hospital but was glad he was able to help working on the COVID-19 Hotline.</p> | | | |
| Magnet Update by Mary | <p>We submitted our Magnet Document on March 31. A truly amazing effort that required a lot of teamwork. 3 Magnet surveyors are currently reviewing the document which was over 300 pages. The appraisers have 4 months to review the document. There are several inspiring stories and it is amazing to be on this Magnet Journey,</p> <p>Each of you will have the opportunity to read the stories. There are narratives that use evidence to support the story. There are also stories that identify improvement in outcomes with lots of data.</p> | | <p>We are currently putting together education to help prepare everyone for site visit.</p> <p>You will have the ability to toot your own horn during site visit.</p> <p>We think the site visit will be in October and may be virtual.</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 |

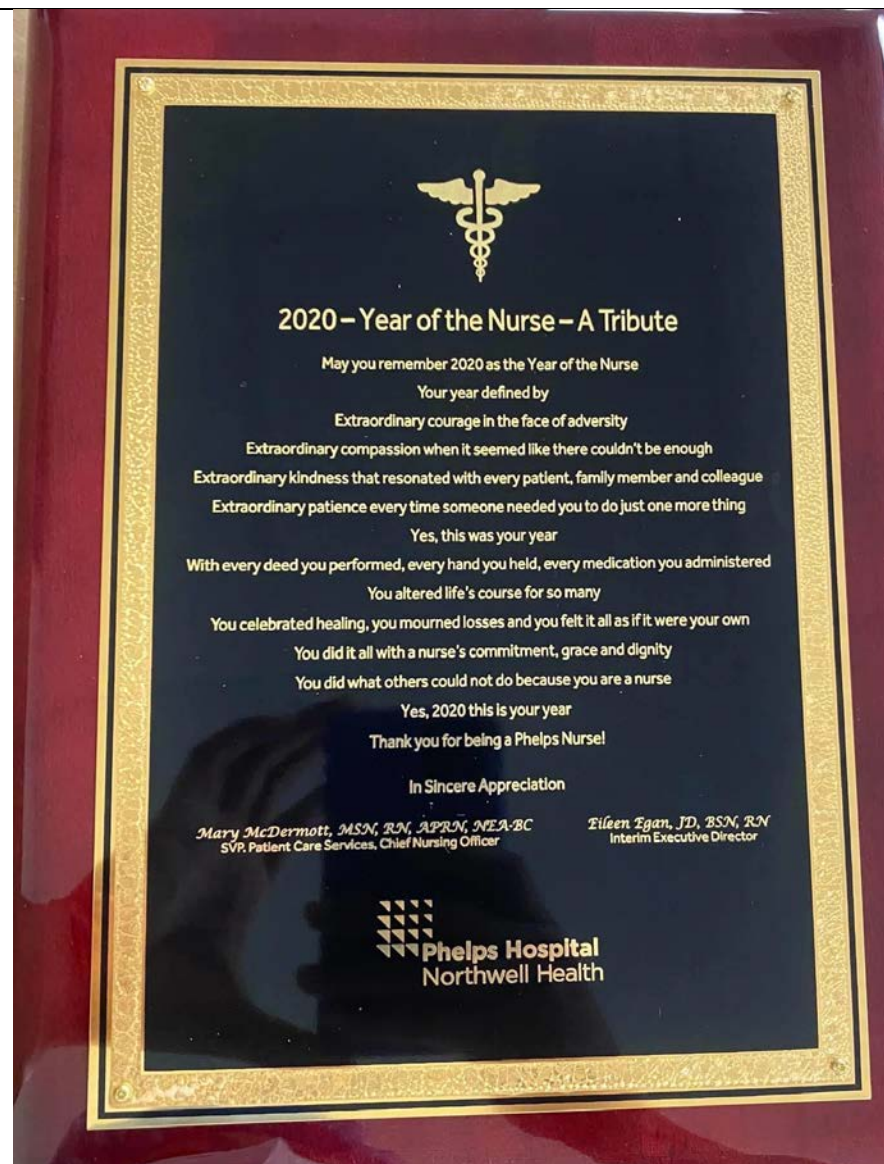
| | | | | | |
|------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Review of the Magnet® Model by Judy Dillworth, PhD, RN, NEA-BC, CCRN-K, FCCM</p> | <p>Judy reviewed the 5 main components of the Magnet® Model</p>  | <p>1. TL - Transformational Leadership 2. SE - Structural Empowerment 3. EP - Exemplary Professional Practice 4. NK - New Knowledge, Innovations and Improvements 5. Eos - Empirical Outcomes (Data)</p> | <p>The Magnet® Model will be highlighted in the nursing education.</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> |
| <p>Shared governance day highlights by Judy Dillworth, PhD, RN, NEA-BC, CCRN-K, FCCM</p> | <p>All the shared governance meeting were virtual using Microsoft Teams. We had challenges with using Microsoft Teams that we hope to work out by our next meeting day. New Knowledge: We were able to share our screen and review the New Knowledge, Innovation and Improvements section in our Magnet Document with the council members. Professional Practice & Development: - While discussing Magnet Boards on the unit, Lilly Mei, AAS, RN, WCC, clinical nurse, Wound Healing Center, expressed concern that infection control is trying to minimized items posted. Idea of Virtual Magnet Boards was born. - Kai Yamamoto, MSN, RN, CNOR, clinical nurse, OR, shared how he created an e-portfolio. Members all agreed this would be a great solutions to the hard copy. - Review extended to July. Currently at 67% compliance. Quality & Safety: Candace Huggins, MSN, RN, NEA-BC, CEN, assistance</p> | | <p>For a more complete summary of Shared Governance Day, please access the May Nursing News issue in your email distributed on 5/22 or on the nursing website under Hot Topics - May.</p> <p>Please make sure to complete your:</p> <ul style="list-style-type: none"> • Self- appraisal • Peer review • Professional Development Goals. <p>Mary to send list of completed reviews on 2 center to Mike P.</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> |

| | | | | | |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | director, Emergency Dept. and Michelle Horvath, MSN, RN, CPHQ, CJCP, quality manager, Quality, presented an RCA for a patient fall in the ED. Candace shared the risk reduction activities that were completed. | | | | |
| Updates to the Nursing Website by Kathleen Calabro | <p>Kathy highlighted some changes to the website.</p> <p>About Tab - By next week there will be a link to the Magnet Document for you to access. This is the best way to see all the accomplishments that you, your unit, the hospital has accomplished over the last 4 years.</p> <p>COVID-19 Response Tab - Is now in an easier to read timeline format. This tab highlights support resources available to you as well as community support. Just added the Community “clap-out” from 5/20/20.</p> <p>In the Spot Light - Award Recipients Kudos to our North Star 90 Recipients: 2 Center, 2 North, 4 South, Critical Care and the Emergency Department Congratulations to Nancy Fox, MS, RN, NEA-BC. NPC-BC, CNML, director, Organizational Development for being selected to the Top 20 Nurses by 2020 Hudson Valley Magazine.</p> <p>Journal Club - 2 new articles were added</p> | | Our Nursing Website is highlighted in NK5 in the magnet document - Make sure to check it out! Thanks to this council for all your input into making the Nursing Website Inwhat it is today! | <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 |

| | | | | | |
|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Open Discussion - Financial Impact of the Pandemic</p> | <p>Alice asked Mary how the hospital finances are impacted during the pandemic.</p> <p>Mary stated - “Great question”</p> <p>The hospital has been able to secure federal funds.</p> <p>CMI - Stands for Case Mix Index. The higher the CMI, the better the payment. COVID-19 patients have a high CMI.</p> <p>Hospital committed to 3% merit increase across the board. Also bonus for heroism with the 2500 bonus and extra week of PTO (prorated for PT & Per diem).</p> <p>Hoping to start up elective surgeries and will not be as negative by year end.</p> <p>We closed the Behavioral Health Units so that was a loss but it was too risky to the patients to keep open. Talking about opening up 2 South with private rooms. There will be a lot to figure out with safe distancing and group meetings,...</p> <p>Inpatient ECT to resume soon.</p> | | <p>In order to get back to “new normal” need to have good tests and a plan.</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>Open discussion financial impact with sharing patients within Northwell</p> | <p>Alice was also curious how the billing process worked with the patients that were transferred from Forest Hills and Valley Stream.</p> <p>Mary responded that we did what we could to help with the Northwell facilities that were in the epi-center of the pandemic. Mary said this was very challenging and an opportunity for us to</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 |

| | | | | | |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | improve. Some families were unaware that their loves ones were moved to Phelps. As far as financial impact this will be handled with a split billing. | | | | |
| Open discussion | <p>Mary shared that we are now trying to restart after living in the pandemic yet also planning for resurgence.</p> <p>Some technology will stay/some will not.</p> <p>There is a higher rate of pre-hospital mortality due to people afraid to come into the hospital.</p> <p>Michael Dowling has brought a lot of press to Northwell due to his role he has played as an advisor or our mayor, Andrew Cuomo.</p> <p>Judy worked on printing image of RN to be displayed on PPE so patients could see who was taking care of them behind the masks and shields. This hit a bottle neck but still a great idea.</p> | <p>Mike was wondering if there was a way to pull up Health Care workers name and/or image on the TV using vocera?</p> <p>Vocera assigns RN to room so maybe that info can be carried over to TV? ...</p> | There are numerous innovative responses/stories during this pandemic that can be shred during the Magnet® Site Visit. | <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 |
| Additional recognition | <p>Erin Brady, AAS, RN, CEN, clinical nurse, Emergency Dept. received the Northwell Zuckerberg Family Nursing Excellence Award.</p> <p>We had 8 DAISY Award nominees. The RRR council members reviewed the redacted nomination form and placed their vote. The RN with the most votes will be presented with DAISY pin and cinnamon buns next week.</p> | | Kathy to post reward recipients on the Nursing Website | <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 |





Plaque presented during National Nurses Week presented by Mary McDermott and Eileen Egan