


Meeting Name	CNO Advisory Council		Council/Meeting Minutes	Please check off all components and indicators that relate to each topic being discussed.	
Location	Boardroom/Virtual				
Date	09/16/2020				
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
Presentation by Ellen Woods, Program Director, Vitality	<p>Ellen Woods introduced herself to the Council and shared presentation on the hospital’s goal to achieve Age Friendly Healthsystem Recognition.</p> <p>Hospital wide support needed for success which includes:</p> <ul style="list-style-type: none">- Leadership Group- Task Force:<ul style="list-style-type: none">• Cheryl Burke• Kristin Cutaia• Amanda Dayton• Judy Dillworth• Paula Keenan• Barbara Vetoulis• Ellen Woods- Input from the clinical nurses from the Shared Governance Councils <p>Focus of Age Friendly is the 4 Ms Framework</p> <ul style="list-style-type: none">• What Matters• Medication• Mentation• Mobility	<p>Judy Dillworth, PhD, RN, NEA-BC, CCRN-K, FCCM, Magnet® Program Director shared she envisions a grid with all the units and what they are measuring for the 4 M’s</p> <p>Mary asked if an Emergency Department (ED) Clinical Nurse should be part of the Task Force. Ellen shared for now she is the liaison for the Task Force and the ED and meets with ED leadership.</p> <p>Mary shared with Ellen that there is already a team looking at Medi Tech and trying to streamline the documentation process.</p> <p>Pat Bonnanno, BSN, RN, clinical nurse, ED asked if we are replacing MediTech and Mary said due to financial constraints and</p>	<p>Click here for link to presentation</p> <p>Please visit the IHI’s website for more information: http://www.ihl.org/Engage/Initiatives/Age-Friendly-Health-Systems/Pages/default.aspx</p> <p>Please spread the word.</p> <p>Ellen to Carolyn Young regarding the streamlining of documentation in Medi Tech.</p> <p>Please reference presentation on pages 7-16.</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>As another part of the program we will be asking nurses to refer appropriate patient to our new care giver program. Reference cards will be provided. Pam Lipperman will be the care giver coach starting in October. Eventually we will have a team of care giver coaches.</p>	<p>possible disruption - not at this time.</p> <p>Mary also asked Ellen if this is similar to Magnet where you need to continue to meet defined standard in order to recertify - the answer is Yes!</p>			
Review of the Magnet® Site Visit	<p>Mary started the discussion by stating in Mary's mind the Magnet® Site Visit was FLAWLESS! Everyone was engaged and on-time and she could not have been prouder. It was a real example of how we can coordinate. The stage was set with kicking off with the Executive Meeting. Michael Dowling was his usual enamoring self. (The appraisers googled him after the meeting). Following that meeting the Nursing Leadership continued to impress the appraisers. For the following 3 days - we all did a fantastic job. Mary was most concerned with the HR Review meeting where 20-25 files were reviewed to ensure all the proper documentation was evident. All required elements were there! The community meeting held on Friday was amazing. The community's connection to Phelps was evident in all their stories.</p> <p>Hoping to hear from the Magnet® office in October.</p> <p>Lenox Hill submitted their document</p>	<p>Helen Renck, MSN, RN, CJCP, JCC participated in the community meeting and shared how addressing all the needs of our patients is just something we do. We rarely get the time to appreciate and enjoy the impact that we have on our patients. It was so nice to hear!</p> <p>Mary shared that during the first meeting they did not know that the appraisers could hear the conversations prior to the meeting. They were talking about the virtual wine and beer festival and when the appraisers joined the meeting they were like - this is a fun group!</p> <p>Judy stated with COVID-19 presented an extra challenge to meet the April 1</p>	<p>Helen heard on various occasions that we should take our interventions to the next level and publish.</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>Feb. 1 and just found out today they were awarded the prestigious Magnet Recognition®. Only 8% of the hospitals in the country are awarded this.</p> <p>Mary reiterated that she is just very proud and inspired... <i>“For me, it was just amazing!”</i></p>	<p>documentation deadline but we actually submitted 1 day early!</p> <p>Judy said it truly is a Hospital Award! We are still on the Journey and once we receive the award the 4 years of monitoring starts again for our redesignation.</p> <p>The appraisers were nice but they did have their agenda and we should all be very proud of all the years of hard work!</p>			
<p>Pat Bannono, BSN, RN, clinical nurse, ED, shared her experience during the Magnet® Site Visit</p>	<p>Pat participated in the CNO Advisory Council session as well as her unit meeting. She thought both went very well. Pat felt the meeting were more conversational and not threatening at all.</p> <p>Pat worked on creating their unit Magnet Board. She even stole flowers to jazz up the board. She thinks the nurses participation in creating the board added to the pride the nurses felt during their unit visit.</p> <p>Pat was wondering what achieving the Magnet® Award means to the hospital?</p>	<p>Mary stated that achieving the award enhances the hospitals reputation... it is a branding.</p> <p>It can also influence the hospital's STAR rating which then can have an impact on reimbursement.</p> <p>Also, can influence the recruitment and retention of RNs</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>Bethany Baldwin, BSN, RN, WCC, clinical nurse, Wound Healing Institute, shared her experience as an escort during the Magnet® Site Visit</p>	<p>Bethany was so happy for the opportunity to be an escort. She build a connection with her appraiser. She was happy the emotions came through despite the masks. Bethany thanked Mary for the opportunity to be an escort and felt it was an honor.</p>	<p>We thanked Bethany for doing such a fantastic job!</p> <p>Bethany was able to prep the units and meeting prior to the appraiser joining the meeting. Bethany was a “calming agent!”</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

Kathy Calabro shared her experience during the Magnet® Site Visit	<p>Kathy shared that even though we were so fortunate to go right to site visit that this made preparing for site visit extra stressful. The appraisers shared that this is very rare to read the document and go right to site visit all within 4 months!</p> <p>Kathy was so proud of all the nurses and how we were able to accomplish such a heartwarming site visit despite being virtual was amazing.</p> <p>*See Kathy's notes from the appraiser's summary meeting on page 6.</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
Jade Santiago, BSN, RN, clinical Nurse, 5 North shared her experience during the Magnet® Site Visit	<p>Jade thought that with the virtual visit that it would be hard to form a connection. Thought it was going to be interesting and then it wasn't even an issue.</p> <p>COVID formed bonds and relationships and appreciation...</p> <p>We were strong but COVID made us even stronger!</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
Ashley Sanda, BSN, RN, clinical Nurse, 3 North shared her experience during the Magnet® Site Visit	<p>Ashley participated in CNO Advisory Council session as well as her unit meeting. Ashley agreed with everything Jade said. She also gave Kudos to Bethany!</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

Mike Palazzo, BSN, RN-BC, clinical Nurse, 2 Center, shared his experience as an escort during the Magnet® Site Visit	Mike, who was on vacation, came in on Thursday (day 2) to be an escort and help out on the unit so RNs could attend Lunch sessions. Mike shared that he didn't see anything that went wrong. He appreciated the opportunity to be an escort. He also liked putting the face to the name. It was a really good experience!	Thank you Mike for being a true team player!		<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
Judy shared her experience as an escort during the Magnet® Site Visit	<p>Judy stated it was very difficult to not be able to participate in the meetings ... she had wished she could have been a fly on the wall!</p> <p>She is so proud of the clinical nurses and to the nurse managers and directors for figuring out how to get all those nurses to all the meetings... 45% of the clinical nurse's participated in at least one session- phenomenal!</p> <p>She was happy the Magnet Minutes and Infograms were so helpful.</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 Review by Kathy Calabro	<p>Kathy reviewed the following updates to the Nursing Website:</p> <ul style="list-style-type: none"> - Corona virus response page - Magnet Site Visit <ul style="list-style-type: none"> • Magnet Video • Infograms - The Journal Club - Events - In the Spotlight - Phelps Sprout - Hot Topics 		<p>Kathy shared the countdown to the Magnet Site Visit found on the Nursing Website on The About Page.</p>  <p>Congratulations to the ENTIRE HOSPITAL for a successful Site Visit!</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

Open discussion	<p>Judy shared that participation in the councils is very important. We will continue to use Microsoft Teams Career Ladder has a section on council and attendance requirement.</p> <ul style="list-style-type: none"> • CEUs - have ability to use CE Direct. • Waived conference requirement. <p>Judy shared that there is a lot of interest from the NK Council to virtually attend the Northwell Health 26th Annual Nursing Research Conference</p>	<p>Mary agreed and stated that nursing representation at every council is very important.</p> <p>Mary shared that we need to be fiscally responsible and each conference will need to be explored on a case by case basis.</p>			
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Wrap up Notes from 8/21/20 - Last day of Magnet Site Visit

Appraisers shared the following:

- Were able to Verify, Clarify and Amplify what was in our Magnet Document
- Enjoyed reading our Magnet Document
- Going to portray our hospital in “the best light possible” to the Magnet office
- Even though virtual were able to sense the family
- Only technical difficulty was on their end
- Hospitals response to COVID-19 Amazing
 - Nurses felt safe
 - Nurses felt supported
 - I-pad and ability to connect with families was important
 - Appreciated the rounding of Eileen, Mary and Helen
 - Nurses recognize how fortunate they were, in comparison to other hospitals in NY
- Culture amazing and eludes energy
- Going right to site visit without deficiencies/delay in unusual

Age-Friendly Health Systems Update



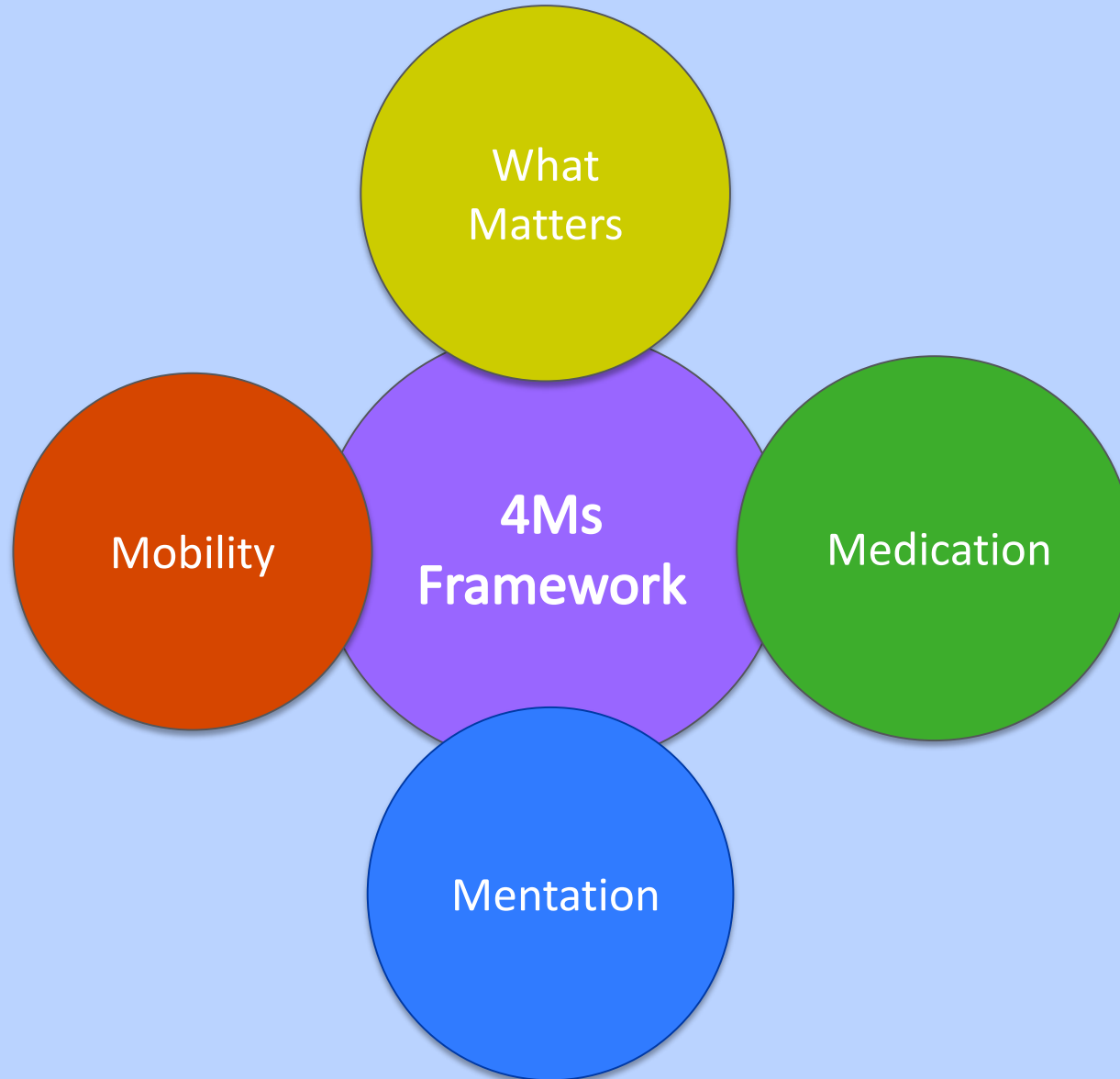
Phelps Hospital
Northwell Health®

WHY IS THIS SO IMPORTANT?

- ☐ When seniors interact with health systems, they tend to have a negative impact on their health.
- ☐ One third of patients over 70 and half of patients over 85 leave hospitals more disabled than when they arrive.

How Can We Improve Care Delivered to Patients 65 Years and Over 100 Percent of the Time?

Evidence-Based 4Ms Framework



4Ms: Drives all care and decision making for the older adult in the inpatient and ambulatory setting

- ☐ **What Matters:** align care with each older adult's specific healthcare goals and care preferences
- ☐ **Medication:** Identify potentially harmful medications - not to interfere with What Matters, Mentation and Mobility
- ☐ **Mentation:** prevent, identify, treat and manage dementia, depression and delirium
- ☐ **Mobility:** the daily ability to move safely to maintain function and do What Matters

Supporting Actions

- ☐ Use the 4 Ms to organize care and focus on the older adult, wellness, and their strengths rather than solely on disease or lack of functionality
- ☐ Integrate the 4Ms into existing workflows
- ☐ Document the 4Ms in the medical record
- ☐ Make the 4Ms visible across the care team and settings
- ☐ Have an interdisciplinary care team review the 4Ms in daily huddles/rounds
- ☐ Educate older adults, caregivers, and the community about the 4Ms
- ☐ Link the 4Ms to community resources and supports to achieve improved health outcomes

Level I

- ☐ ***Age-Friendly Health System Recognition:*** Achieved August 2020

Level II

- ☐ **Age-Friendly Health System: Committed to Care Excellence**
 - Pilot Study
 - Submit a Minimum of 3 Months of Data
 - Achieve 95 Percent Compliance of 4Ms
 - Performance Improvement Plans

Phelps' Caregivers Services



CAREGIVER SERVICES

Caregiver Program

- *Target date: fall 2020*
- *Contact through referrals*
- *Pam Lipperman, MSW*
- *Phone contact and/or virtual meetings*
- *Volunteer coaches Q2-3 2021 (determined by COVID-19)*

Caregiver Center

- *Target date: 2022*

Thank You

