

Meeting Name	CNO Advisory Council		Council/Meeting Minutes	Please check off all components and indicators that relate to each topic being discussed.	
Location	Atrium/Microsoft Teams				
Date	2/17/2021				
Time	3:00-5:00				
Conducted By	Mary McDermott, MSN, RN, APRN, NEA-BC				
Topic/ Facilitator	Discussion	Staff Input & Feedback	Action	Magnet Components	Strategic Plan Indicator
Introductions and Welcome New Members	Meeting began by welcoming new members to the council and introductions.			<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
Invited guest, Pam Lipperman, Director, Volunteer Experience shared exciting news!	<p>Pam shared that we had a Champagne Ball held on October 23, 2020. The Fund-a-Cause established was "People Caring for People Education Fund." The funds raised from the causes are to be used for continuing education and training. \$100,000 was raised from the donors and Phelps Hospital matched that to bring the total to \$200,000!</p> <p>There will be a form where you can submit an application either as an individual or team. A selection committee will then view the request.</p>	<p>Mary added that typically the Fund-a-Cause has been used to purchase technology (i.e. Telesitter program). This year the donors wanted to give back to the staff who experienced such a challenging year. Focus on helping mind, body and spirit.</p> <p>Just to clarify - not for advancing degree or certification. To be used for: conference or special subject or team building or virtual lecture or...</p>	<p>Program details will be shared when finalized.</p> <p>Please share the wonderful news with your units. Just another example of the hospital wanting to support front-line staff.</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

Employee Engagement Survey	<p>In November we participated in the Press Ganey Employee Engagement Survey. HR has shared the results with the Directors. Directors are sharing with the Managers and then Managers will share with their unit.</p> <p>Our overall team member engagement is in the 84th percentile, which marks an increase when compared to the 65th percentile in 2019.</p>	<p>Helen Renck, MSN, RN, CJCP, JCC, VP/Patient Safety Officer, added that the culture of safety data was shared at the Quality & Safety Council. We asked the clinical nurses to review the data, focusing on the areas that need improvement. Either below benchmark or trending down from 2019. Communication seemed to be an opportunity they felt was needed.</p>	<p>All of you should be involved in action planning at the unit level.</p> <p>Tier 2 or Tier 3 are required to submit action plans by 4/1/2021. Pulse Survey will be taken at later date to see if action plans effective.</p> <p>Tier 1 – would like to submit action plans to maintain high performance yet not required.</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
Performance Review Process	<p>Reviews incorporate the following:</p> <ul style="list-style-type: none"> • Peer review • Self-appraisals • Professional development goals • Actual Performance Evaluations 	<p>Pat Bonanno, BSN, RN, clinical nurse, ED stated she had problems with the self-evaluation. Elizabeth (Lilly) Keogh, BSN, RN, clinical nurse, ICU shared that you needed to complete everything in order to save.</p>	<p>Self-evaluations were due last week so if you have not completed, please make sure you do so. Evaluations are due by 3/31/21</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 documentation	<p>Mary shared that Alice Mulligan, BSN, RN, clinical nurse, ICU discussed proper documentation at a previous CNO Advisory meeting and thought this week's Grand Rounds is a great follow-up that should clarify and address concerns.</p> <p>Lisa Gibbons, JD, Director of Medical Malpractice Program for the Northwell Corporate Risk Management Department, will share best practices on reducing</p>		<p>Join this week's Grand Rounds with:</p> <p>STAY IN THE KNOW ABOUT REDUCING LITIGATION RISK THROUGH DOCUMENTATION @ GRAND ROUNDS 2/19/21 @ 8AM, https://us04web.zoom.us/j/72540321515</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

	litigation risk through proper documentation				
Strategic Plan & Town Halls	<p>Mary stated that on 2/12/21 she held an Advance with the nursing directors. The nursing strategic plan was reviewed with the intention of planning the next strategic plan for 2021-2026</p> <p>All departments need to have a vision and goals that are aligned with the strategic plan.</p>	Kathy Calabro showed the members how to access the strategic plan on Magnet Website.	Quarterly Town Halls will be resuming – please attend. They will be video taped sessions (30 Min) that recaps 2020 and plans for 2021. A live question and answer session will follow.	<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
Uniforms	There is money accrued from 2020 and money for 2021 allocated for new uniforms. Rosendy Rodriguez will be coordinating.	<p>Lilly asked if we have to wear the white uniforms. Feedback was the white does not wash well and looks dingy.</p> <p>Mary said the white uniform is a Northwell requirement.</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
Valentine's Day poem sent by Michael Dowling and Maureen White	Mary read the hand-written poem By Wynonna Judd, country singer and sent to nurses on Valentine's day. See poem on page 10.	Council members thought the Poem would be nice to have framed on the units	Mary to distribute poem to the units.	<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

Unit Updates 5 North/2 North	<p>Jade Santiago, BSN, RN, clinical nurse, 5 North/2North stated she was asked to bring the following concern to the council from her unit. The nurses on 5 North (COVID floor) are feeling overwhelmed. They feel that when there is a charge nurse who had no patients that the shift runs much smoother. With flex and travel nurses the charge nurse often helps.</p> <p>The nurses are being asked information like how many foleys etc and that just adds to the stress and interrupts their workflow.</p>	<p>Mary explained that she felt that the nurses are empowered to structure their workload how they think would work best on their unit.</p> <p>Helen shared that she heard at Quality and Safety that flex staff are not as helpful when they do not know medi-tech (requires intervention, often by charge RN).</p> <p>Judy suggested that this information be shared during the unit “briefs”.</p>	<p>If the nurses work out the assignment on their unit to care for an additional patient so that the charge nurse has less patients, that would fine.</p> <p>Mary described the morning and afternoon brief. The information discussed is census, COVID, discharges, ICU patients being transferred out, and beds needed. On Fridays, a good catch is shared highlighting a TeamSTEPPs communication strategy</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
Unit Updates Emergency Department (ED)	<p>Pat Bonanno, BSN, RN, clinical nurse, ED, expressed concern with the need for dedicated constant observation (CO). There is a designated psych area in the ED and with the current structure, Pat asked if 1 CO person could watch 3 patients in rooms 12, 14 and 15. The psych patients are there for an exceptionally long time and this happens frequently.</p>		<p>Helen to look to see if would satisfy the 4 feet CO requirement.</p>		

	Pat also shared that the ED is working on code stroke algorithm – accountability for roles.				
Unit Updates 2 Center	<p>Michael Palazzo, BSN, RN, clinical nurse, 2 Center shared that he is the chair of the unit shared governance council. Mike stated that Judy Dillworth, PhD, RN, CCRN-K, NEA-BC sent him an especially useful template. Kathy also sent Mike the unit level dashboard. The clinical nurses are focusing on the areas in red (do not outperform the benchmark) and discussing strategies for improvement. Focused on the following data:</p> <ul style="list-style-type: none"> • Patient falls is always a concern. They are hoping with the new beds with built in alarms and installing the telesitter wall mounts on the units will reduce patient falls. • Reviewed the RN certification rate. It is above benchmark but took a dip. • Employee engagement survey results. Discussed action plans. Going to create a survey monkey tool to monitor quarterly. 	<p>Kathy pulled up the certification rates on the nursing website. Shared Governance/ Professional Practice & Development</p> <p>Unit level dashboards are under Shared Governance/ Quality & Safety</p> <p>Council members all agreed that the employee engagement survey came at a very difficult time.</p>	Kathy posted the unit share governance template on the nursing website under shared governance.		

	We all felt the survey came at a stressful time (COVID) and maybe the results were reflective of that.				
Unit Updates 3 North	<p>Kate Scherf, BSN, RN, clinical nurse, 3 North, shared that pursuing certification is discussed yet some nurses want to pursue other positions within the hospital so holding off on certification. Kate thought 1 additional certification for her unit would be a reachable goal for 2021.</p> <p>Kate shared and verified that there is only one IPAD in motion on the floor. Kate is unsure if the Allen TVs will be replaced by the IPADs</p>	Kathy asked if she should continue tracking and graphing patient education with the Allen TVs or if the IPADs in motion are going to replace the Allen TVs	<p>Helen to research the IPADs in motion for 3 North.</p> <p>If there is education on the Allen TV that is not available in the IPADs or you have suggestions for the IPADs please contact Cherry Fuentes.</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
Unit Updates Outpatient Behavioral Health – Addiction Treatment Services (ATS) & Continuing Day Treatment (CDT)	Lorne Bell, AAS, RN, clinical nurse, Outpatient Behavioral Health – Addiction Treatment Services (ATS) shared that they are doing more in-person visits.	Judy shared the Phelps Hospital Outpatient Behavioral Health Team was awarded the Westfair Communications 2020 Fairfield and Westchester Counties Doctors of Distinction Telehealth Award which recognized Compassionate Care which “salutes those who go beyond the diagnosis”.		<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

	They are also researching a new mental health screen tool with Dr. Russakoff.	Mary asked if the tool is in addition to the Columbia tool? – make sure we do not duplicate effort. Judy also shared that the nurse residents researching a depression scale.			
Unit Updates Maternal Child Health (MCH)	<p>Susanne Neuendorf, BSN, RN, NCC-EFM, discussed the Quantitative Blood Loss (QBL) project. We lost momentum in the end of 2020 and hopefully with new equipment, Triton, coming in March we will get back on track. Triton QBL is used to perform estimation of blood loss by QBL using bluetooth scale to weigh and display blood volumes captured on sponges and other substrates.</p> <p>Susanne also thanked Mary and Helen for the rapid COVID testing for the fathers.</p> <p>New to MCH – Have OB attending on site 24/7.</p>		<p>Helen to share the gratitude with the Lab.</p> <p>Mary to find out how crisis is escalated for the neonatologist.</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
Unit Updates 5 North /2 North	Mirosława (Mishka) Uram-Rabadi, BSN, RN, clinical nurse, 5 North/ 2North shared that she and Jade are going to meet with Judy to discuss a possible research or EBP project. The concern on the unit is the need to use restraints during COVID. It is a safety issue since the patients are trying to remove their oxygen			<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

	however, we typically do not restrain patients. Maybe there are other things we can do.				
Shared governance day update	<p>Judy shared we had an exciting and invigorating day. We had great attendance and engagement at every council.</p> <p>Highlights:</p> <p><u>RRR Council</u></p> <ul style="list-style-type: none"> ➤ Reviewed how to navigate my experience with internal career portal. ➤ 2/26/21 – Winter Fest – recognition in the tent <p><u>New Knowledge</u></p> <ul style="list-style-type: none"> ➤ We were fortunate to have Myrta Rabinowitz, PhD, RN-BC, NC-BC, Northwell Clinical Program Manager, attend the council meeting. ➤ Cherry Fuentes shared a graph that showed how mentorship has an impact on retention. ➤ IPADs in Motion – 3D technology will be incorporated in the educational videos. ➤ Candace Huggins, MSN, RN, NEA-BC, CEN, updated us on the Mindfulness Research Study as the PI <p><u>Professional Practice & Development</u></p>	Mary shared that there are plans for those off-site that cannot make the Winter Fest	See Judy's summary in the Nursing News.	<ul style="list-style-type: none"> ☑ Transformational Leadership ☑ Structural Empowerment ☑ Exemplary Professional Practice ☑ New Knowledge, Innovations and Improvements 	<ul style="list-style-type: none"> ☑ People ☑ Patient Experience ☑ Quality ☑ Financial Performance ☑ Operations

	<ul style="list-style-type: none"> ➤ Reviewed the BSN & Higher and Professional Certification rates <p><u>Quality & Safety</u></p> <ul style="list-style-type: none"> ➤ Helen presented the Culture of Safety Data – opportunity communication 				
		Council members shared the bed side shift report has not been happening,	Members to suggest starting the bed side shift report again on their units.		

HAPPY VALENTINE'S DAY

TO NORTHWELL HEALTH'S
NURSE HEROES



Wild Red Roses

Elizabeth Janes Borglum
(1848 - 1922)

This piece is one of over 400 pieces in the 'Women Who Dared' Collection that has been shared with Northwell Health by philanthropists Sandi and Bill Nicholson.

A Poem for Northwell Nurses from American Singer, Wynonna Judd

I Will Testify To Love...
From the mountains to the valleys
From the rivers to the sea,
Every hand that reaches out
Every hand that reaches out to offer peace.
Every simple act of mercy
Every step to Kingdom come,
All the hope in every heart
Will see what love has done...
Love Wynonna Judd