


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	5/19/2021				
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.		New members - Caleb Wilson, BSN, RN, clinical nurse, 3 North - Ritzel Tuazon - Boer, BSN, RN, CHRN, GERO-BC™, clinical nurse, Hyperbaric	<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 the April 21 Meeting Minutes	.		Deferred to June meeting	<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 National Nurses Week</p>  <p>EXCEL • LEAD • INNOVATE</p> <p>ANA ENTERPRISE</p>	<p>Mary highlighted some of Nurse/Hospital Week offerings:</p> <ul style="list-style-type: none"> • Several food trucks • Raffles with gift baskets • Virtual presentation for peer nominated nursing awards • Movie Night • Ice cream truck <p>Mary thanked the selection committee for such a difficult task - all the nominations were fantastic. We also received an Angel Pin. A physician who could not work during COVID created handmade pins in the form of an Angel packaged with a “Covid Angel Blessing”</p> <p><i>Mary thought the pin is just so symbolic of 2020.</i></p> <p>Mary is aware that nurses loved the chair massages in the past but due to COVID we were unable to offer that this year. Mary shared that a board member donated 6 massages for Massage Envy at \$150 which were raffled off.</p>	<p>Kathy Calabro, BS, data analyst, Magnet, shared that even though the nursing awards were not in person she thought it was great how many people were able to attend due to it being virtual.</p> <p>Mary agreed and said for the first time other non-nursing areas were able to join in the celebration as well. Caleb shared how some of the patients asked about the pin and what it stood for.</p> <p>Judy Dillworth, PhD, RN, CCRN-K, NEA-BC, Magnet Program Director, shared that the RRR Council appreciated that we were still able provide gift certificates for massages.</p>	<p>Mary extended congratulations to all the nominees and winners!</p> <p>Please enjoy the gift from Phelps - nice cooler bag.</p> <p>If you have not received your COVID Angel - please check with your manager.</p> <p>Mary asked that everyone write something inspiring on the banner that is posted outside the café.</p> <p>There was a suggestion to have a team award. However we did not have enough time to plan. Mary is going to work with HR and is committed to providing the team award sometime this year.</p>		
<p>Uniform Update</p>	<p>There is money accrued from 2020 and 2021 for new uniforms.</p> <ul style="list-style-type: none"> • Full-time - receives 5 pieces • Part-time - receives 3 pieces • Per-diem - receives 1 piece 		<p>Please check your email regarding uniforms.</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

Review of 2021 Goals	<p>Mary reviewed the pillars and described each pillar and the corresponding goal.</p> <ul style="list-style-type: none"> • People • Experience • Quality • Finance • Efficiency <ul style="list-style-type: none"> ○ Want to focus on safe discharge. Do not want to keep patients in hospital any longer than necessary. 	<p>In regards to the efficiency goal, Kathy asked if we are going to have more weekend discharges. Then does that mean more staff on the weekend?</p> <p>Mary responded staffing plans are going to need to be re-worked i.e. case management.</p> <p>Lina Salazar, BSN, RN, clinical nurse, 5 South shared that currently discharges are delayed to Mondays due to certain tests not being available i.e. Echos, MRI</p> <p>Mary stated that Lina brings up a good point and procedure areas will need to look at staffing as well.</p>	<p>Please reference goals on last page</p> <p>Please complete the employee engagement survey if you have not already done so. We use those results to make improvements.</p> <p>Please participate with your unit in identifying areas of opportunity aligned with the strategic goals. Brainstorm on interventions that could have a positive impact on the desired outcomes.</p> <p>Mary will bring back updates to the council.</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
Pads in Motion	<p>Last Friday there was a leadership meeting discussing the Pads in Motion. Leadership needed to make a decision in regards to the value added vs. the cost.</p> <p>Leadership decided to keep the pads in motion since they believe the technology can have a positive impact on the patient experience in the following areas:</p> <ul style="list-style-type: none"> • Patient education • Translation • Family contact • Entertainment 	<p>Kathy shared that at the NK shared governance council that 1 South and BRU have TVs that cannot take advantage of the education provided by a link used in the pads in motion. They felt that education in the communal setting would benefit the patients immensely.</p> <p>Susanne Neuendorf, BSN, RN, NCC-EFM, clinical nurse, MCH, wondered if pads in motion are going</p>	<p>Helen requested that if you do use a translation device to make sure you document in all the appropriated places. The Joint Commission Survey may focus on a patient that required translation services and we need to make sure we document in the EHR.</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>Mary felt the roll-out of the Pads in Motion was not that effective yet we were in the spike of COVID and educated and distributed as best we could at the time.</p> <p>Look at this time as kind of a reboot... Pads in Motion 2.0</p>	<p>to be available in the new L&D rooms. It would also be great to reinforce education in post-partum.</p> <p>Ritzel wondered if the physicians use the pads in motion and Mary replied no. Ritzel share that she and Liz are often spending time on patient education and the Pads in Motion would definitely benefit 95% of their patients.</p> <p>Pat Bonanno, BSN, RN, clinical nurse, ED, shared how much the ED like the VRI machine for translation.</p> <p>Kathy shared that at the previous shared governance councils the members stated they use mostly for patient education and they seem to be much more comfortable using the device.</p>			
Summary of todays shared governance day	<p>Judy shared highlights of the day as follows:</p> <p>New Knowledge & Innovation:</p> <p>Focused on forming the PICO question.</p> <ol style="list-style-type: none"> 1) Find challenge on unit 2) Develop PICO question 	<p>Mary shared that during COVID we may have lost some of our best practices. It is time to get back to basics:</p> <ul style="list-style-type: none"> • Hourly purposeful rounding 	<p>Please reference Judy's summary in the May Nursing News for more detailed information.</p> <p>Helen shared how the Joint Commission carefully looks at medication reconciliation and how important it is to</p>	<input checked="" type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input checked="" type="checkbox"/> Exemplary Professional Practice	<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>3) Do Literature Review 4) Bring to the council for discussion</p> <p>Professional Practice & Development: Shared that the PPD members voted on the same Healthy Work Environment story that the Nursing Leadership did. Story C: OR Collaborative Care Council Also discussed how to increase certification rate and discussed a survey to better understand the barriers to obtaining certification.. Medication Reconciliation policy reviewed.</p> <p>Quality & Safety: Focus on positive patient outcomes with review of unit level dashboard (ICU), Chasing Zero HAI, Patient experience results and Age Friendly update.</p>	<ul style="list-style-type: none"> • Humanism skills • TeamSTEPPS communication tools <p>Kathy shared that we discussed maybe a TeamSTEPPS refresher course is needed.</p> <p>Nancy Fox, MS, RN, NEA-BC, CNML, NPD-BC, Director, Organizational Development shared that Humanism and TeamSTEPPS training are incorporated in orientation and the follow-up and coaching needs to occur on the unit.</p> <p>Pat shared that in the ED patients don't always come with medication list and not always easy to obtain.</p> <p>Mary suggested if there are nurses on limited duty, we could possible use for medication reconciliation.</p> <p>Michael Palazzo, BSN, RN, clinical nurse, 2 Center shared that one night he saw all the medications and assumed</p>	<p>have each medication reconciled upon admission.</p>	<p><input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements</p>	
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		they were accurate however when reviewed with the patient they were inaccurate.			
Nursing Website Updates	At beginning of the meeting Kathy pulled up the nursing website and highlighted "In the Spotlight"			<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

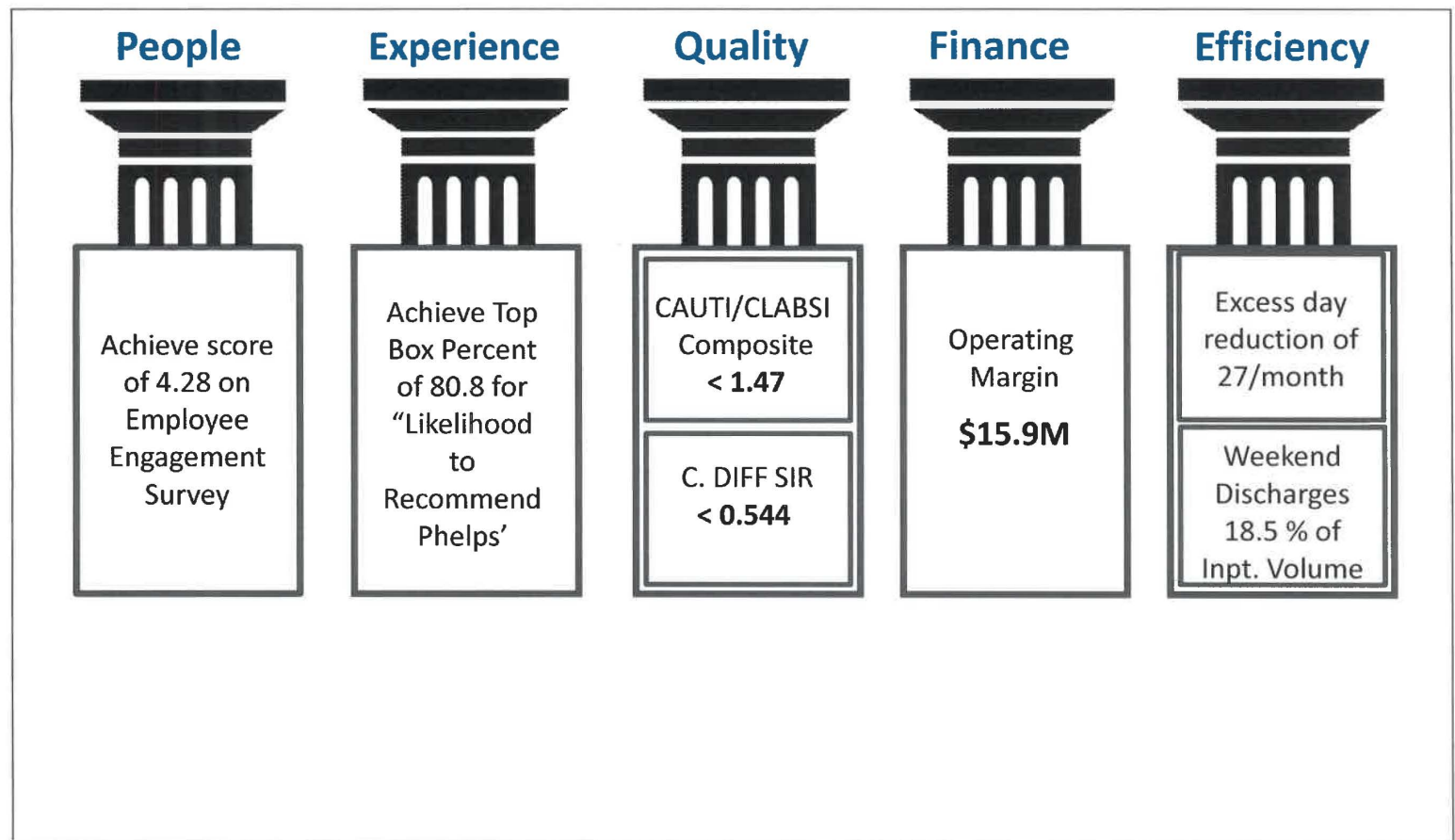
Unit Updates

Unit Updates 2 Center	<p>Michael Palazzo, BSN, RN, clinical nurse, 2 Center shared that he's happy to report a couple people on his unit are taking their certification test this year.</p> <p>The unit is concerned with the number of falls they have had this year. They printed out the falls data and are currently analyzing the data for any trends.</p> <p>They felt particularly bad about one fall where the patient tripped over the telesitter mobile monitor. The rooms are very tight and a risk for the co-habited rooms.</p>		<p>Mary understands the difficulty with the tight rooms and will try to secure funds to have more wall mounted monitors purchased.</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 – Continuing Day Treatment (CDT)	<p>Erica Cicale, BSN, RN, Outpatient Behavioral Health- Continuing Day Treatment (CDT) was happy to share that after a year and half that patients are now physically coming in! They are hoping the group sessions can resume in 1 month.</p> <p>75-85% of their patients received telehealth services with the app loaded on their phone or computer</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)	Lorne Bell, AAS, RN, clinical nurse, Outpatient Behavioral Health – Addiction Treatment Services (ATS) shared that staff all complete education and are now certified in Narcan Nasal Spray prescription medicine. Currently not sure how will be offered. Education of patient and family to follow.	Judy thought maybe can highlight in our Magnet Document under community services.	Lorne to save evidence for potential Magnet story.	<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 South	Lina Salazar, BSN, RN, 5 South, shared that the nurses are currently looking at acuity tools to aid with staffing and staffing ratio. Lina said on her unit the more experienced nurses take on the charge role.	Mary clarified that the 3 month during the peak times of COVID, (March, April and May 2020), were excluded from the census in 2020. So the 9 months were annualized in order to create an accurate budget for 2021. Mary added that if they are looking at acuity systems, they would need to be evidence-based and Judy can help. Judy is involved in looking at the healthy work environment who wanted to look at work flow and acuity.		<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 3 North	Caleb Wilson, BSN, RN, clinical nurse, 3 North, shared that 3 North completed the Pilot for the IHI Age Friendly Program. There compliance improved to 93.75% in April. 35 patients were in the pilot program.	3 North has been displaced due to the construction on 4 th floor. Will probably be another 10 weeks.	Ellen Woods submitted the data to the IHI.	<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 Maternal Child Health (MCH)	Susanne Neuendorf, BSN, RN, NCC-EFM, discussed the Quantitative Blood Loss (QBL) project is still going. Construction has started on 4 North	Mary shared that there will be 14-15 private rooms on the post-partum unit. 4 south will become a Level II Nursery L& D will be brought into the 21 st century	Mary wanted to thank the staff in MCH for accommodating the BABY BOOM this past week.	<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)	Pat Bonanno, BSN, RN, clinical nurse, ED, continued to express concern with the need for dedicated constant observation (CO). Pat also asked Mary for help regarding PTO.	Mary shared that she has obtained approval for 22.4 FTES for PCA Staffing. Mary heard everyone's request and justified the need.	Pat to email Mary the details of her PTO.	<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 Hyperbaric Unit	Ritzel Tuazon - Boer, BSN, RN, CHRN, GERO-BC™, clinical nurse, Hyperbaric shared they are awaiting to hear about their Undersea and Hyperbaric certification. They have 100% certification rate. Ritzel was so happy that Joanne won the Friend of Nursing award.			<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

2021 Organizational Goals



2021 Performance Targets