

<b>Meeting Name</b>	<i>Quality &amp; Safety</i>		<b>Council/Meeting Minutes</b>	<i>Please check off all components and indicators that relate to each topic being discussed.</i>	
<b>Location</b>	<i>Atrium</i>				
<b>Date</b>	<i>May 19<sup>th</sup>, 2021</i>				
<b>Time</b>	<i>1:00-3:00</i>				
<b>Conducted By</b>	<i>Kelley Kissane, Sr. Mgr, Organizational Development</i>				
<b>Topic/ Facilitator</b>	<b>Discussion</b>	<b>Staff Input &amp; Feedback</b>	<b>Action</b>	<b>Magnet Components</b>	<b>Strategic Plan Indicator</b>
Review of April Minutes			<i>Motion approved by Kathy Calabro</i>	<input type="checkbox"/> Transformational Leadership <input checked="" type="checkbox"/> Structural Empowerment <input type="checkbox"/> Exemplary Professional Practice <input type="checkbox"/> New Knowledge, Innovations and Improvements	<input checked="" type="checkbox"/> People <input type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input type="checkbox"/> Operations
Possible Quality & Safety Fair; Patient Safety Week	<i>-The idea of Phelps holding a Patient Quality &amp; Safety Fair was presented by Kelley K. and Judy D.</i>	<i>-Most staff were not familiar with this idea. Held by other hospitals, usually in March during Patient Safety Week</i>	<i>Team members could present and showcase what units have achieved in the past year at the Patient Quality &amp; Safety Fair. To be discussed further and possibility in March during Patient Safety Awareness Week (March 13-19, 2022)</i>	<input checked="" type="checkbox"/> Transformational Leadership <input type="checkbox"/> Structural Empowerment <input type="checkbox"/> Exemplary Professional Practice <input type="checkbox"/> New Knowledge, Innovations and Improvements	<input checked="" type="checkbox"/> People <input type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input type="checkbox"/> Operations
NDNQI	<i>Kathy Calabro presented indicators: She reminded all that there is one quarter of lag time (for benchmarks to be identified)</i>		<i>First quarter indicators all trending up; second quarter unofficially appears to be dropping.</i>  <i>Falls with injuries for 2<sup>nd</sup> quarter at 0 (as of May 19<sup>th</sup>)</i>	<input type="checkbox"/> Transformational Leadership <input type="checkbox"/> Structural Empowerment <input checked="" type="checkbox"/> Exemplary Professional Practice <input type="checkbox"/> New Knowledge, Innovations and Improvements	<input type="checkbox"/> People <input type="checkbox"/> Patient Experience <input checked="" type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input type="checkbox"/> Operations

Unit level dashboards ICU dashboard example	<p>Alice Mulligan identified areas of opportunity when reviewing the ICU unit dashboard.</p> <p>-Falls: ↑ use of telesitter and enhanced supervision</p> <p>ICU 1fall = nurse was distracted</p> <p>ICU 1 pressure injury</p> <p>↑ in CAUTI for 1<sup>st</sup> quarter: trend slightly down</p>	<p>Alice asked what/if data shows correlation between falls &amp; staffing levels. Judy responded that the purpose of reviewing each incident is to identify</p> <p>Pt on pressors, trying to wean off; malnourished which exacerbates skin breakdown</p>	<p>Goal is to identify opportunity, interventions to improve and outcomes,</p> <p>-Discussion as to how to minimize distractions.</p> <p>-Actions taken over course of year:</p> <ul style="list-style-type: none"> <li>•Decrease use of foleys (bladder scan &amp; straight cath)</li> <li>•Education on foley maintenance to PCA's</li> <li>•Back to Basics: looking at what does &amp; doesn't work</li> </ul>	<p><input type="checkbox"/> Transformational Leadership</p> <p><input type="checkbox"/> Structural Empowerment</p> <p><input type="checkbox"/> Exemplary Professional Practice</p> <p><input type="checkbox"/> New Knowledge, Innovations and Improvements</p>	<p><input type="checkbox"/> People</p> <p><input type="checkbox"/> Patient Experience</p> <p><input type="checkbox"/> Quality</p> <p><input type="checkbox"/> Financial Performance</p> <p><input type="checkbox"/> Operations</p>
Inpatient CAUTI & CLABSI: Alex Xelas	<p>Chasing Zero:</p> <p>-3 CAUTI's for 2021</p> <p>-3 CLABSI for 2021</p> <p>There has been an increased LOS</p>	<p>Changing the culture around these devices</p>	<p>CLABSI: Opportunities for improvement:</p> <p>-Adherence to central line checklist</p> <p>-Daily assessment &amp; documentation of need</p> <p>-CHG bathing</p> <p>-Scrub the hub</p> <p>-Blood culture collection</p> <p>-Hand Hygiene</p> <p>-High Risk for Infection, Pt not managed up timely</p>	<p><input type="checkbox"/> Transformational Leadership</p> <p><input type="checkbox"/> Structural Empowerment</p> <p><input checked="" type="checkbox"/> Exemplary Professional Practice</p> <p><input type="checkbox"/> New Knowledge, Innovations and Improvements</p>	<p><input type="checkbox"/> People</p> <p><input checked="" type="checkbox"/> Patient Experience</p> <p><input checked="" type="checkbox"/> Quality</p> <p><input type="checkbox"/> Financial Performance</p> <p><input type="checkbox"/> Operations</p>
HAPI Incidence/ Celebrations	<p>-One incident for the month of April</p> <p>-Trial of Purewick on 2North/ICU</p> <ul style="list-style-type: none"> <li>•looking to change with PrimaFit</li> <li>•Is softer, cheaper</li> </ul>	<p>-Was Covid Pos, had ↑ bowel movements; Developed 3 days prior to demise</p> <p>•Downside: does not hold form, will not bend to pt's curves</p>	<p>-Debbie has restarted the Unit Celebrations: looking at the # of days without a Pressure Injury</p> <p>•Phelps chosen as a trial site; 6 hospitals participating in the trial</p> <p>•The questionnaire/evaluation will be the same for all 6 hospitals</p>	<p><input type="checkbox"/> Transformational Leadership</p> <p><input type="checkbox"/> Structural Empowerment</p> <p><input checked="" type="checkbox"/> Exemplary Professional Practice</p> <p><input checked="" type="checkbox"/> New Knowledge, Innovations and Improvements</p>	<p><input type="checkbox"/> People</p> <p><input type="checkbox"/> Patient Experience</p> <p><input checked="" type="checkbox"/> Quality</p> <p><input checked="" type="checkbox"/> Financial Performance</p> <p><input type="checkbox"/> Operations</p>

Age Friendly Health Systems: Ellen Woods	<p><i>-Phelps is the 3<sup>rd</sup> hospital in the Northwell System to achieve Age Friendly level II</i></p> <p><i>-The focus is on the 4 M's</i></p> <p><i>-Should be discussed in IDR</i></p> <p><i>-Staff Education about the new process</i></p>	<p><i>-What Matters most</i></p> <p><i>-Medications</i></p> <p><i>-Mentation</i></p> <p><i>-Mobility</i></p> <p><i>-Documentation</i></p> <p><i>-Discharge: Did we address their needs as to what matters most to them?</i></p>	<p><i>-Best geriatric practice/dovetails with NICHE</i></p> <p><i>-Staff has an obligation to follow up</i></p> <p><i>-The goal is communication!</i></p> <p><i>-Unit Champions: staff will have laminated cards with the 4 M's</i></p> <p><i>-Outcomes: how can we keep improving</i></p> <p><i>-Goal: better communication!</i></p>	<p><input checked="" type="checkbox"/> Transformational Leadership</p> <p><input type="checkbox"/> Structural Empowerment</p> <p><input type="checkbox"/> Exemplary Professional Practice</p> <p><input type="checkbox"/> New Knowledge, Innovations and Improvements</p>	<p><input checked="" type="checkbox"/> People</p> <p><input checked="" type="checkbox"/> Patient Experience</p> <p><input type="checkbox"/> Quality</p> <p><input type="checkbox"/> Financial Performance</p> <p><input type="checkbox"/> Operations</p>
Pt. Experience, Press Ganey Scores: Phyllis Vonderheide	<p><i>-Hospital's scores continue to be low</i></p> <p><i>•Communication with nurses a low score</i></p>	<p><i>-Discussion of grievance vs. complaint</i></p> <p><i>•Grievance: after the act, usually something serious. Has stayed with the pt even after discharge</i></p> <p><i>•Complaint is "in the moment"</i></p>	<p><i>•A grievance needs a response in writing within 7 days</i></p> <p><i>-Improvement plan: Goal for each department &amp; each employee to have improved pt satisfaction scores as one of their yearly goals</i></p> <p><i>-Goal: Rounding on a regular basis</i></p>	<p><input type="checkbox"/> Transformational Leadership</p> <p><input type="checkbox"/> Structural Empowerment</p> <p><input checked="" type="checkbox"/> Exemplary Professional Practice</p> <p><input type="checkbox"/> New Knowledge, Innovations and Improvements</p>	<p><input checked="" type="checkbox"/> People</p> <p><input checked="" type="checkbox"/> Patient Experience</p> <p><input checked="" type="checkbox"/> Quality</p> <p><input type="checkbox"/> Financial Performance</p> <p><input type="checkbox"/> Operations</p>
Inpatient Falls Report; Telesitter Program.	<p><i>-Patient Falls still increasing</i></p> <p><i>-Telesitter orders: utilization rate only at 54%</i></p>	<p><i>By mid-May: 13 Falls, 10 of which were in-patient</i></p>	<p><i>-Plan: increase use of the telesitter program</i></p> <p><i>•Phelps has 14 cameras, only 7-8 are in use at any given time.</i></p> <p><i>•New Fall Policy will be rolling out shortly</i></p>	<p><input type="checkbox"/> Transformational Leadership</p> <p><input type="checkbox"/> Structural Empowerment</p> <p><input type="checkbox"/> Exemplary Professional Practice</p> <p><input type="checkbox"/> New Knowledge, Innovations and Improvements</p>	<p><input type="checkbox"/> People</p> <p><input type="checkbox"/> Patient Experience</p> <p><input type="checkbox"/> Quality</p> <p><input type="checkbox"/> Financial Performance</p> <p><input type="checkbox"/> Operations</p>

Next Meeting			<i>Atrium and MS Teams June 16, 2021</i>	<input type="checkbox"/> Transformational Leadership <input type="checkbox"/> Structural Empowerment <input type="checkbox"/> Exemplary Professional Practice <input type="checkbox"/> New Knowledge, Innovations and Improvements	<input type="checkbox"/> People <input type="checkbox"/> Patient Experience <input type="checkbox"/> Quality <input type="checkbox"/> Financial Performance <input type="checkbox"/> Operations
--------------	--	--	--	---	---

**Respectfully Submitted,**

**Kelley Kissane, RN**

---