



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	9/15/2021				
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	Meeting began by welcoming members			<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 July Meeting Minutes	August meeting was canceled - “Summer Hiatus”		Deferred to October	<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
Highlights on the Nursing Website	Kathy Calabro reviewed all the great information and achievements found on the nursing website: Newly added pages for: <ul style="list-style-type: none">NDNQI RN Survey<ul style="list-style-type: none">Started 9/13 and ends 10/3 with link to countdownNew Hospice Education page	Mary was impressed we posted 38 journal articles! Mary was pleased with the number of nurses who achieved a professional certification - We are on target for meeting our 2021 goal!	Please talk up the nursing website and review with your unit. Please check out the journal articles and share your thoughts. Please post the Northwell Research & EBP offerings on your unit. If we do not have enough participation, we are at risk of cancelations. CEUs are offered.	<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

	<ul style="list-style-type: none"> • Patient education booklet is being launched Updates to: <ul style="list-style-type: none"> • Journal club • In “The Spot Light” - so many great achievements to celebrate! • Professional Certifications earned in 2021. Kathy shared how amazed she is at the RNs for all they do - full time job plus study and take certification test. • Higher nursing degrees achieved • Events - Lots of professional growth available from Phelps and Northwell. 		<p>Congratulations to the stroke team members and staff who worked to achieve the Get with the Guidelines Gold Plus Award for the 12th year in a row!</p>		
2021 NDNQI RN Survey	Survey started on Monday and will go to October 3.	<p>Pizza party for units that reach 100% compliance...</p> <p>Mary shared that the employee engagement survey was moved to December 2021.</p>	<p>Please remind your peers to participate in the survey. We use the responses to improve the work environment.</p> <p>The survey is voluntary and 100% anonymous. Survey results go directly to NDNQI and we do not see any record level identifiers when data are returned to us.</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
Updates from Mary	<p>Town Halls will be starting in September and are virtual (more people are able to attend). Some of the topics include:</p> <ul style="list-style-type: none"> • visitation • recognition • construction-Apologies for the noise. But it will go on for a while in the name of progress. 	<p>Mary shared that noise is related to the PET CT project, facing on hospital and roof work. Mary emailed Jeff regarding pt. complaint on 2 center and concerns with construction earlier than 6:30 am and later than 1:30am.</p>	<p>If you have a patient complaint due to noise please use some of the following strategies:</p> <ul style="list-style-type: none"> - ear pieces - ear plugs - eye mask - contact patient experience for extreme cases. <p>Suggestions for ideas to improve the patient experience are welcome.</p>		

	<p>There are many open RN and PCA positions.</p> <p>There was a recruitment event last weekend and another open house in 3 weeks - local (Marriot on 119).</p> <p>Mary is optimistic that with children back to school, we will have more people applying.</p>		<p>There is a referral bonus which is being marketed locally and on social media- if you know someone, please let us know.</p>		
	<p>In process of completing the 2022 operating budget.</p> <p>Non-salary capital budget is in progress.</p>		<p>If you need items/equipment that cost over \$500, let your manager know so they can add to the capital budget.</p>		
	<p>We continue on our Magnet® Journey. We will celebrate our 1 year Magnet® anniversary on October 14, 2021.</p> 	<p>Judy shared that she sent the same message to all the councils. It will make writing the story that much easier... difficult to remember what great things you did 3 years ago.</p>	<p>Please keep evidence</p> <p>Monitor data, need:</p> <ul style="list-style-type: none"> - pre-data - intervention - post data (hopefully positive outcome) 		
	<p>Mary shared that she and Judy are participating in the Magnet for Europe (M4E) program. The goal is not to make the hospital a magnet hospital (at this time) but to identify gaps and to then build the structures needed (i.e. shared governance).</p>	<p>Judy shared that Mary did a phenomenal presentation with over 65 hospitals in attendance. Mary was one of 3 CNOs that presented. The M4E collaborative ended with an interview with Jenny Chacko, MSN, RN, AGPCNP-BC, NP at Phelps, a member on the Northwell Choir.</p>	<p>Speaking of Northwell Nurse Choir - please make sure to watch tonight to see the results. Mary thought so neat how they were able to have 18 nurses from various hospitals within Northwell and perform together so well. Mary thought there song selections were inspiring.</p>		

	<p>Mary reminded everyone of the federal mandate for every Health Care Worker to get COVID vaccine by 9/27.</p> <p>We have been lucky to not have had a surge or spike here.</p> <p>There are currently 40 employees who did not get the vaccine.</p>	<p>Yesterday there was a temporary restraining order (TRO) where a federal judge ruled that it was illegal to not allow religious exemptions; response required 9/22 - Waiting on Northwell for more guidance.</p>	<p>Please encourage your friends/colleagues to get vaccinated.</p>		
	<p>Magnet conference is still scheduled to be in-person, November 11-14, 2021 in Atlanta.</p> <p>Mary, Judy and 8 other nurses will be going. A survey was sent to nurses to see if interested. There may be a virtual platform to watch.</p> <p>During the M4E collaborative, someone suggested the Northwell Choir perform at the conference.</p>	<p>Judy shared that Cohen's Children's Hospital will also receive the Magnet® prize so it will be an amazing year for Northwell.</p> <p>Will continue to monitor since IHI and ENA conferences were changed to virtual.</p>	<p>If you were selected to attend, please respond to Rosendy's email for time critical info.</p>		

Summary of today's shared governance day	<p>Judy shared highlights of the day as follows:</p> <p>RRR Council Great meeting with focus on turnover and the need to determine why nurses leave. Thinking of doing survey and results would go directly to Judy. Reviewing DAISY nominations.</p> <p>New Knowledge & Innovation: Reviewed current and potential EBP projects. Developed PICO question for Debi Reynolds regarding device related HAPI (ACE wraps).</p> <p>Professional Practice & Development: Reviewed survey results for identifying barriers to clinical nurses not obtaining their professional certification. Have next steps. Also discussed BedSide shift report and possible tic toc video for re-education and motivation.</p> <p>Quality & Safety: Large focus today on prevention of patient falls. New Northwell policy rolled out in July and discussed some struggles with new policy.</p>		Please reference Judy's summary in the September Nursing News for more detailed information.	<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
Quality & Safety Focus for 2021	<p>Helen Renck, MSN, RN, CJCP, JCC, VP/Patient Safety Officer, shared the hospital's focus on quality and safety:</p> <ul style="list-style-type: none"> Telesitter program Desired outcome - Fall reduction Reducing use of catheters - Desired outcome - CAUTI reduction Positive patient outcomes 				

	<ul style="list-style-type: none"> • Critical results: Directly going to person who can act on it (with fax to unit) • Mislabeling of specimens (happened today for covid test) 				
Joint Commission Mock Visit Findings from 8/3 - 8/4	<p>Helen Renck, MSN, RN, CJCP, JCC, VP/Patient Safety Officer, shared the findings from the Northwell Health Institute for Clinical Excellence and Quality / Patient Safety Mock Survey. Some findings to be addressed:</p> <ul style="list-style-type: none"> - HP within 30 days - *General consent - out of scope of practice for nurses, physician responsibility. - Verbal orders should ONLY be sparingly used for emergency - Therapeutic duplication - Unsecured medications - Expired meds <p>For complete reports, please click on the following see document on website - “Final Phelps Mock Survey Report”</p>	<p>*Mary added that Dr. Banc shared results from this survey during the medical board meeting last night.</p> <p>We are fortunate to have Northwell do the mock survey and identify the areas for improvement.</p> <p>This survey will be used to provide our focused self-assessment with plan due 9/27 to the JC.</p>	<p>We should always be prepared for the Joint Commission Survey.</p> <p>Estimated arrival August 2022 (we are in open window 18-36 months since last survey (Oct 2019)).</p>		

Unit Updates

Unit Updates Outpatient Behavioral Health – Continuing Day Treatment (CDT)	Erica Cicale, BSN, RN, Outpatient Behavioral Health- Continuing Day Treatment (CDT) shared she is on the utilization review committee. Noticing improvements with charting correctly. Expressed concern with 3 employees leaving - 1 physician and 2 social workers. Have had challenges in past with 3 social workers leaving at the same time and overcame that challenge! Still using telehealth - 50/50	Kathy asked if Outpatient Behavioral Health is now using Press Ganey for their patient surveys. Erica said yes.	Mary will reach out to talent acquisition regarding the 3 open positions. * Kathy to dig deeper into pt. satisfaction surveys and reports.	<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 2 North/5 North	Jade Santiago, BSN, RN, clinical nurse, 2 North and Mirosława Uram-Rabadi (Miska), BSN, RN, clinical nurse, 5 North shared they are focused on the telesitter program and whether there is a correlation with reduction in falls. They worked with Janice Lester to do literature review and obtained articles. - Some articles say yes. - Some articles indicate there little if no difference	Mary shared that Paula presented at PICG and that falls trending down in this year.	This was discussed at New Knowledge & Innovation council. Jade/Miska are going to work with Judy re: next steps.	<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 is still helping out other units while 3 North is closed. * Caleb is part of the medi-tech team as a super user. The new project that started in August is pulling external information, such as medication reconciliation, allergies,...Part of meaningful use into the EHR.	Interdisciplinary collaboration with Nursing, IT and Dr. Blaufaux, superusers identified.	* 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 2 Center	Michael Palazzo, BSN, RN, clinical nurse, 2 Center shared that they are working on a medication education brochure. The one they had was outdated and focused on uncommon meds for their unit.	Kathy just mentioned they should run by the patient education committee and marketing. Mary suggested that they ask the pharmacy to run a report of the most common meds for their unit. Mike thought a great idea!	Michael added that there is interest on 2C to pilot the Geriatric Depression Screening tool		
Next meeting			Remind all interested nurses to attend October 20, 2021 3p-5p Atrium and Teams		