

# CHIEF NURSING OFFICER ADVISORY COUNCIL (CNO)

## 2021 • ANNUAL REPORT

### 2021 ACCOMPLISHMENTS

- ❖ Mary provided clarity to the 2021 Organizational Goals
- ❖ Continued ability for nurses to escalate and or validate issues on their units with the support of their CNO:
  - Escalated need for CNO/nursing leadership support to encourage bed-side shift report
- ❖ Monthly review of the nursing website
- ❖ Encouraged participation in RN Satisfaction Surveys, along with action plan format and participation in brainstorming sessions to improve the practice environment
- ❖ Highlighted grand rounds guest speaker - best practices on reducing litigation risk through proper documentation
- ❖ Council members suggest Mary have touching poem framed, Mary distributed them to the units
- ❖ Escalation of the "pads in motion" limitations
- ❖ Mary shared strategies to mitigate the noise complaints
- ❖ Celebration of one year anniversary of hospital achieving Magnet® Designation
- ❖ Discussed the Creation of the Clinical Staffing Committee
- ❖ Mary shared all the various efforts Phelps and Northwell are doing to fill the open positions. She understands the frustration with staffing and the delays in the on-boarding process
  - Mary offered to review resumes if someone has a referral in order to expedite the process
- ❖ Clarification of the Career Ladder program
- ❖ Streamlined documentation rolled out in December
- ❖ Successful Joint Commission Mock Survey
- ❖ Reinforcement of need to practice hand hygiene to prevent infections
- ❖ Special Kudos to 2 Center for their creative and caring approach for a challenging patient