

TL9b – VISIBILITY, ACCESSIBILITY AND COMMUNICATION

Provide one example, with supporting evidence, of an individual mentoring plan or an established mentoring program for Nurse Manager(s).

Mentorship Program

NewYork-Presbyterian/Columbia University Irving Medical Center (NYP/Columbia) is committed to promoting a culture of mentorship, professional development, collegiality, and teamwork amongst nurses of all levels by providing mentorship opportunities. The mentorship program at NewYork-Presbyterian, including NYP/Columbia, is an agreed upon partnership between a mentor and mentee, mutually facilitating personal and professional growth. The mentorship program processes involve establishing a mentoring relationship and completing a journal used for planning and reflection. Ms. Soto maintained a journal throughout her mentoring experience to reflect on the mentorship relationship and use as a tool to plan professional growth and development.

[TL9b.1—NYP Mentorship Program](#)

Nurse Manager Mentorship Plan and Goal Setting

On August 29, 2023, Milagros Soto, MSN, RN, Patient Care Director (nurse manager), IR/INR-Radiology (606209, 250) [IR], met her mentor, Kay-Ann Wilson-Phipps, MSN, RN, Director of Nursing, Acute and Critical Care Operations (nurse director), to develop goals and formalize the mentoring relationship agreement. Ms. Soto and Ms. Wilson-Phipps agreed to meet face-to-face biweekly and communicate between meetings as needed via text.

Ms. Soto set goals to:

1. Develop leadership strategies for increasing the engagement of her clinical nurses by promoting their attendance and participation in the unit councils,
2. Develop leadership skills to successfully guide IR clinical nurses to achieve the department's goal with Bar Code Medication Administration (BCMA), and
3. Increase employee morale by leading the team to acknowledge their successes and recognizing the opportunities to celebrate their success by applying for a Beacon award.

TL9b.2—Goal Setting and Mentorship Agreement Form, and NYP QPS Goals

Mentoring Relationship

Mentoring Goal: Learn to develop leadership skills to engage unit staff to become more active in unit committees after the pandemic.

In August 2023, Ms. Wilson-Phipps started the conversation by asking Ms. Soto to explain more about her goals and challenged her to set her own path to success. Through an exchange of conversations related to various best practices that her colleagues implemented throughout the organization, Ms. Wilson-Phipps pushed Ms. Soto to adopt ways for increasing attendance and participation for the unit practice council that matched her assessment of her nurses' strengths. This communication helped Ms. Soto recognize that she had successfully engaged her team in staff meetings which was a challenge she overcame in the past. Ms. Wilson-Phipps applauded Ms. Soto's decision to replicate the achievements she experienced with staff meetings which involved her pre-scheduling monthly meetings and sending meeting appointments to all nurses. Therefore, Ms. Soto created Zoom invitations for the IR nurses to accept for UPC meetings. This leadership strategy meant nurses would know in advance and could participate via Zoom or in-person to increase attendance by the clinical nurses. For the September 2023 IR Unit Council meeting, Ms. Soto sent a Zoom invitation to the IR clinical nurses to join the meeting and discussed providing a Zoom invitation for all future unit council meetings to increase participation based on positive verbal feedback from the IR clinical nurses. [TL9b.3—Unit Council Meeting Minutes and Attendance](#)

Mentoring Goal: Learn to develop leadership skills that will guide nursing staff to achieve goals for the BCMA.

Ms. Wilson-Phipps prompted Ms. Soto to think critically about the consequences of low BCMA compliance, providing examples of gaining insight into root causes, and then working with the nurses at the point of care to mitigate barriers. Ms. Soto identified barriers that contributed to IR nurses low compliance. She explained to Ms. Wilson-Phipps that the IR nurses were less familiar with the change in workflow and were falling behind with the new initiative. Ms. Soto had prepared in advance to share with her mentor some of the comments from her nurses. This included lack of availability of handheld scanners for ease of access to scan the medications. Ms. Wilson-Phipps helped Ms. Soto explore various processes for driving accountability and suggested that she run compliance reports for the IR BCMA to better track and trend performance. Ms. Soto was eager to also adopt a designated BCMA champion, an IR nurse, to work with peers to identify barriers, discuss non-compliance, and create a friendly unit competition

to increase BCMA compliance. During September, Ms. Soto shared the success with her mentor, acknowledging that the August 2023 BCMA compliance rate of 45.6 percent improved to 81.6 percent compliance in September 2023. Ms. Wilson-Phipps encouraged Ms. Soto to pause and reflect upon these accomplishments. Ms. Soto appreciated the mentoring relationship and celebrated the results of her dedication and leadership to improve patient safety. Ms. Wilson-Phipps encouraged Ms. Soto to disseminate the practices and improvements. Ms. Soto developed and presented her work titled, “Progression Not Perfection,” at an NYP/Columbia Leadership Development Training meeting on October 19, 2023. [TL9b.4—BCMA Compliance Report and Presentation](#)

Mentoring Goal: Learn to build staff morale while illustrating all of the hard work that the department has accomplished.

During October 2023, Ms. Wilson-Phipps challenged Ms. Soto to act on her goal associated with improving collaboration and enhancing morale and a positive working environment. Ms. Wilson-Phipps shared with Ms. Soto how the organization’s teams had navigated the Beacon Award application and writing experiences. As Ms. Soto shared the major accomplishments of the unit’s nurses and teams, they mutually agreed that the IR team could be the first IR unit in the world to achieve the Beacon award, which is granted by the American Association of Critical-Care Nurses to units that demonstrate exceptional care with a supportive work environment. They also re-visited a prior discussion as Ms. Soto sought her mentor’s advice about establishing an interprofessional process improvement project for specimen collection.

As their mentoring relationship continued to strengthen, Ms. Soto and Ms. Wilson-Phipps agreed to continue the relationship beyond 2023. The next steps for Ms. Soto and Ms. Wilson-Phipps involved continuing to meet to discuss progress on these goals and devising a succession plan in which Ms. Wilson-Phipps could serve as her mentor. [TL9b.5—Mentee Journal](#)

A large, semi-circular collage of various hospital buildings and cityscapes, including modern high-rises and older brick structures, arranged in a circular pattern around the central text.

Mentorship Program Guidelines

**AMAZING
THINGS
ARE
HAPPENING
HERE**

Table of Contents

<u>Message from the Chief Nurse Executive</u>	3
<u>Purpose and Goals</u>	5
<u>Defining Mentorship</u>	5
<u>The Mentoring Process</u>	7
<u>Appendices</u>	8
<u>References</u>	13

Acknowledgement

Mentorship Steering Committee

Warly Remegio, MS, RN-BC, NEA-BC, CCRN-CSC

Program Director, Division of Nursing Education and Continuing Education

Mary Rose Mitchell, MPA, BSN, RN

Program Director, Professional Nursing Practice & Innovation

Lori Perlstein, DNP, RN-BC, NEA-BC

Director of Nursing Education and Continuing Education

Reynaldo R. Rivera, DNP, RN, NEA-BC, FAAN

Director of Nursing Research and Innovation

Message from CNE

Wilhelmina Manzano, MA, RN, NEA-BC

Senior Vice President & Chief Nurse Executive
New York-Presbyterian Hospital & Health Care System



I believe in the difference a mentoring relationship makes in the life of a nurse. Throughout my career, I've been a mentor and a mentee. My mentors have taught me the values of caring, compassion, resiliency and courage.

I'm so proud of our clinical nurses for initiating this mentorship program. I hope this handbook will provide a guide on how to be a successful mentor. It will walk you through the mentoring process – what it means to be a mentor, your roles and responsibilities to your mentee and provide you some tips for a successful journey.

As always, my sincerest gratitude and thanks for your continued hard work and dedication to our patients and families.

Wilhelmina Manzano, MA, RN, NEA-BC

Senior Vice President and Chief Nursing Executive

New York-Presbyterian Hospital & Regional Hospital Network

Purpose and Goals

The overall goal of the Mentorship Program is to promote a culture of mentorship, professional development, collegiality and teamwork while increasing the retention and engagement of our new nurses in the organization.

Program Objectives:

- Develop a supportive and encouraging relationship between the mentee and the mentor
- Guide the mentee in their professional, personal and interpersonal growth through open communication and continuous collaboration with the mentor.
- Promote mutual sharing and camaraderie that will foster culture of collegiality and teamwork
- Provide a venue to share experiences and learning opportunities and to safely convey challenges and potential barriers
- Promote an understanding of maintaining professional boundaries that support inter-professional care

Defining Mentorship

Mentorship is a mutual partnership between a mentor and mentee, facilitating personal and professional growth.

Mentors are expected to:

- Serve as an immediate resource person
- Provide moral support, guidance and advice
- Help the mentee develop her/his own vision for the future
- Support mentee's transition to a new role and to a new practice environment



Provide ongoing positive & constructive feedback on professional and personal developmental areas

Mentors are not expected to:

- Drive the relationship
- Do the work for the mentee
- Manage the mentee as a supervisor would

Mentee are expected to:

- Communicate effectively with the mentor and initiate and drive the relationship
- Identify goals and seek feedback from the mentor
- Take an active role on their own learning

Guidelines for the Selection of Mentor

1. Mentor:
 - a. Annual Performance Evaluation Rating must meet or exceed standard
 - b. Minimum of Bachelor of Science in Nursing
 - c. Minimum of 1 years of nursing practice at NYP, with minimum of 1 year experience in the current specialty of nursing
 - d. Shown active involvement to unit based/organizational-wide committee(s)
 - e. Exemplifies strong commitment to Professional Development and Clinical Ladder Program
 - f. Specialty Certification, preferred
2. Who can have a mentor?
 - a. Newly hired nurses at all levels
 - b. Internal transfer nurses
 - c. New graduate nurses
 - d. Nurses w/less than 1 year of work experience on the unit

Mentors and mentees will be formally educated about their roles, responsibilities, and expectations. Mentees will be introduced to the NYP Mentorship Program during the orientation process.

The Mentoring Process

The Mentoring Process includes the implementation of the below steps to ensure a successful mentoring experience.



1. Introduction and Application:
 - a. Mentorship Program will be introduced to nurses
 - b. Nurses who are eligible and volunteer as mentors will be listed and assigned to mentees
 - c. Each mentee will submit their top 3 choices of mentors
 - d. Applications will be reviewed by the campus designated committee
 - e. Mutual matching will occur and mentor/mentee agreement will be established
 - f. A facilitator (educator, PCD, CNM) may also be utilized in the matching process

2. Orientation to the Mentorship Program will include:
 - a. Mentor
 - i. Program Overview
 - ii. Role of the Mentor in the Mentorship Process
 - iii. Assertive Communication
 - iv. Providing Constructive feedback
 - v. Fostering Healthy Work Environment
 - b. Mentee
 - i. Program Overview
 - ii. Goal Setting
 - iii. Assertive Communication

3. Program Process:
 - a. Mentorship Application for Mentor and Mentee (Appendix A) & for Mentor (Appendix B)
 - b. Mentor-Mentee Selection & Matching
 - c. Mentor Workshop/Mentee Orientation
 - d. Goal Setting and Mentorship Agreement (Appendix C)
 - e. Program will begin 6 weeks after the completion of orientation
 - f. Mentorship Program will last 6-12 months
 - g. Recognition and Celebration

Appendix A
MENTORSHIP APPLICATION for MENTEE

PART I: (To be completed by mentee applicant)

Name:	Unit:
Contact Number:	Email:
Educational Information	
School / University	Date (BSN Year of Completion)
Experience:	
<ul style="list-style-type: none">• Years of experience as an RN:• Total years of experience in current specialty:	
Hobbies/ Interests:	
Why are you interested in participating?	
<input type="checkbox"/> Professional Development (e.g., Facilitate transition into the RN role, learning and professional growth; develop trust in the workplace setting)	
<input type="checkbox"/> Evidence-Based Practice, Research and/or Publication	
<input type="checkbox"/> Collaboration (e.g., interprofessional growth/build relationships, transformational leadership, communication strategies, etc.)	
<input type="checkbox"/> Clinical Autonomy (e.g., enhance clinical skills and knowledge, build confidence in clinical practice and critical thinking skills)	
<input type="checkbox"/> Gain shared leadership experience through mentors' guidance and support.	

Mentor Applicant Signature/Date

Patient Care Director Signature/Date

Appendix B
MENTORSHIP APPLICATION for MENTOR

PART I: (To be completed by mentor applicant)

Name:	Unit:
Contact Number:	Email:
Personal Statement (Attach a brief paragraph describing why you are interested in being a mentor, include bio sketch & photo) Topics to consider: <ul style="list-style-type: none">• Why is mentoring important to you?• What can you offer as a mentor?• Explain how this role impacts your professional growth	
Educational Information School / University Date (BSN Year of Completion)	
Experience: <i>Please submit your resume</i> <ul style="list-style-type: none">• Years of experience as an RN:• Total years of experience in current specialty:	
Hobbies/Interests:	
Professional Goals and Objectives:	
Two-Three Major Accomplishments: (Skills/Competencies/Performance/Project Outcome)	

PART II: (To be completed by Patient Care Director)

Last performance evaluation has met or exceeded standard: <input type="checkbox"/> Yes <input type="checkbox"/> No
Would you recommend this applicant to be a mentor for a new nurse? <input type="checkbox"/> Yes <input type="checkbox"/> No
Why and Why not?

Mentor Applicant Signature/Date

Patient Care Director Signature/Date

Appendix C

Goal Setting and Mentorship Agreement

Instructions: During the first meeting, after the mentor and mentee have shared their preparatory work, they should move into the phase of negotiation where they establish a shared understanding of how they will work together. Use the following framework to guide the discussion and note the agreements you make so that both the mentor and mentee are clear on how the partnership will operate.

What communication methods do you plan to use?

- Face-to-Face Meetings
- Email
- Phone Call
- Text
- Skype
- Others, (Please Specify)

We will respond to each other's communication within:

- 12 hours
- 24 hours
- 48 hours

How often do you plan to have face-to-face meetings?

- Monthly (recommended)
- Every Three Weeks
- Every Six Weeks
- Others, (Please Specify)

What learning and developmental goals do you want to achieve during the mentoring relationship?

First Goal
Second Goal
Third Goal
Other Goal

How do you plan to achieve these learning and developmental goals during the mentoring relationship?

First Goal
Second Goal
Third Goal
Other Goal

Mentee's Signature:

Mentor's Signature:

Appendix D
Mentoring Journal
(for MENTOR & MENTEE)

Name/Credentials: _____ Position: _____

Unit/Department: _____

SMART Goal(s): Specific, Measurable, Attainable, Realistic, Timebound

- _____
- _____
- _____

Mentor/Credentials: _____

Date: _____ Timeframe: _____ (session start/end time)

Face-to-face

Text

Email

Skype

Phone call

Other _____

Discussion: (Summary of what was discussed including progress towards goals, next steps, reflections, etc. If discussion involves sensitive confidential information, exclude details or redact sensitive content before sharing with a third party*.)

Next Steps:

*Documentation may be used as evidence as required for NYP's Magnet Journey®. Sensitive confidential information may be redacted as appropriate.

Appendix E

Mentorship Partnership Evaluation Tool

1. What is the length of your current mentorship relationship?
 - 1-3 months
 - 4-5 months
 - 7 month – 1 Year
 - > 1 Year
2. The learning and/or developmental goals that were established at the beginning of the mentorship relationship were achieved.
 - Strongly Disagree
 - Disagree
 - Agree
 - Strongly Agree
3. Communication occurred on a regular basis.
 - Strongly Disagree
 - Disagree
 - Agree
 - Strongly Agree
4. What activities do you both engage to nurture your mentorship relationship? (Select all that apply)
 - Professional Organization Meetings (i.e. attend Unit Council meeting, Chapter/National annual meeting)
 - Professional Development Activities (i.e. seminars, conferences, study for CCRN)
 - Social/ Networking Events (i.e. coffee)
 - Other (please specify)
5. Are you a mentor or mentee?
 - Mentor
 - Mentee

Mentor Evaluation Questions

1. The education (mentorship training) prepared you for the role as a mentor.
 - Strongly Disagree
 - Disagree
 - Agree
 - Strongly Agree
2. Conflict was acknowledged and addressed with your mentee when it occurred.
 - Strongly Disagree
 - Disagree
 - Agree
 - Strongly Agree

3. The mentorship relationship was rewarding. (If strongly disagree, please comment below).

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

If strongly disagree, please comment below:

4. As a mentor, you provided adequate support to facilitate learning and professional development.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

Mentee Evaluation Questions:

1. As a mentee, do you think this mentorship program helped you achieve your set goals.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

2. Conflict was acknowledged and addressed with your mentor when it occurred.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

3. The mentorship relationship was rewarding. (If strongly disagree, please comment below).

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

If strongly disagree, please comment below:

4. I received adequate support from your mentor to help you learn and develop professionally.

- Strongly Disagree
- Disagree
- Agree
- Strongly Agree

NYP Mentorship Program Evaluation

Mentor/Mentee Partnership:

1. Please describe the most valuable part of the mentor-mentee relationship:
2. Please share the advantages of communication with your mentor. What was the best form of communication?

Professional Growth and Development:

1. As a result of my mentorship partnership, I have met the following goals and/or have grown in the following ways:
2. Comments (e.g. any challenges, unexpected opportunities, benefits, etc.)

Overall Mentorship Program:

Please provide recommendations for changes in the mentoring process for future mentor-mentee partnerships:

How might the program be improved?

Has the program provided networking opportunities for you? Do you feel your mentorship relationship has enhanced your professional network?

Do you plan to continue your current mentoring relationship, engage in a new partnership as mentee or become a mentor to someone else?

References

- Bakker, D., Butler, L., Fitch, M., Green, E., Olson, K., & Cummings, G. (2009). Canadian cancer nurses' views on recruitment and retention. *Journal of Nursing Management, 18*, 205-214.
- Berezuik, S. (2010). Mentoring in emergency care: 'Growing our own.' *Emergency Nurse, 18* (7), 12-15.
- Cardillo, D.W. (2010). *Your 1st Year as a Nurse: Making the Transition from Total Novice to Successful Professional*. New York: Three Rivers Press.
- Ebright, P. R. (2010). The complex work of RNs: Implications for healthy work environments. *OJIN: The Online Journal of Issues in Nursing, 15*(1). doi 10.3912/OJIN.Vol15No01Man04
- Fox, K.C. (2010). Mentor program boosts new nurses' satisfaction and lowers turnover rate. *The Journal of Continuing Education in Nursing, 41* (7), 311-316.
- Grindel, C.G. & Hagerstrom, G. (2009). Nurses nurturing nurses: Outcomes and lessons learned. *Professional Development, 18* (3), 183-194.
- Kim, S. C., Oliveri, D., Riingen, M., Taylor, B., Rankin, L. (2013). Randomized control trial of graduate-to-undergraduate student mentoring program. *Journal of Professional Nursing, 29*(6), 43-49. doi <http://dx.doi.org/10.1016/j.profnurs.2013.04.003>
- Latham, C.L., Hogan, M., & Ringl, K. (2008). Nurses supporting nurses: Creating a mentoring program for staff nurses to improve the workforce environment. *Nursing Administration Quarterly, 32* (1), 27-39.
- Moseley, L.G. & Davies, M. (2007). What do mentors find difficult? *Journal of Clinical Nursing, 17*, 1627-1634.
- The New York City Chapter of the American Assembly for Men in Nursing. (2014). *Mentorship Program Handbook for Mentors and Mentees*
- Zachary, L. J. (2011). *The mentor's guide: Facilitating effective learning relationships*. San Francisco, California: Jossey-Bass Publishers.
- Zachary, L. J. Fischer, L.A. (2009) *The Mentee's Guide: Making Mentoring Work for You*. San Francisco California: Jossey-Bass Publishers.



Office of Nursing Research & Innovation
435 E 70th Street New York, NY 10021
Phone 212.746.5860

Goal Setting and Mentorship Agreement

Instructions: During the first meeting, after the mentor and mentee have shared their preparatory work, they should move into the phase of negotiation where they establish a shared understanding of how they will work together. Use the following framework to guide the discussion and note the agreements you make so that both the mentor and mentee are clear on how the partnership will operate.

What communication methods do you plan to use?

- Face-to-Face Meetings
- Email
- Phone Call
- Text
- Skype
- Others, (Please Specify)

We will respond to each other's communication within:

- 12 hours
- 24 hours
- 48 hours

How often do you plan to have face-to-face meetings?

- Monthly (recommended)
- Every Five Weeks
- Every Three Weeks
- Others, (Please Specify) Biweekly meetings

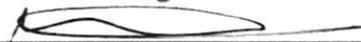
What learning and developmental goals do you want to achieve during the mentoring relationship?

- First Goal Learn to develop leadership skills to engage unit staff to become more active in unit committees after the pandemic
- Second Goal Learn to develop leadership skills that will guide your staff to achieve hospital QPS goals for the BCMA
- Third Goal Learn to build staff morale while illustrating all of the hard work that the department has accomplished
- Other Goal

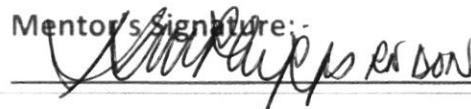
How do you plan to achieve these learning and developmental goals during the mentoring relationship?

- First Goal Identifying ways to increase attendance and participation for the UPC
- Second Goal Assessing the barriers that are preventing the nurses from scanning the medications correctly. Then work on eliminating the barriers
- Third Goal Learn to build staff morale while illustrating all of the hard work that the department has accomplished. Improve collaboration and enhance a positive working environment within the department by
- Other Goal proposing the idea of applying for the Beacon award

Mentee's Signature:

 8/29/2023

Mentor's Signature:

 8/29/2023

2023 Quality and Patient Safety Goals

#	2023 Goal
1	Achieve a target mortality index of ≤ 0.85
2	Improve adherence with the 3 hour surviving sepsis bundle in the ED by 10%
3	Achieve a target SIR of ≤ 0.55 for <i>C.diff</i>
4	Achieve a target SIR of ≤ 0.69 for CAUTI
5	Achieve a target SIR of ≤ 0.94 for CLABSI
6	Implement artificial intelligence fetal heart tracing management system enterprise wide
7	Implement a standardized process for Screening of Social Drivers of Health (SDH) upon admission and process to track positive screens
8	Creation of a standardized data review process for OPPE/FPPE utilizing KEEPSAFE surgical complications and other surgical data for the departments of surgery across the enterprise
9	90% compliance with elopement screening and implementation of safety interventions for at risk patients
10	Achieve 95% or greater compliance with Bar Code Medication Administration (BCMA)

NEW YORK PRESBYTERIAN-COLUMBIA HOSPITAL

IR UNIT PRACTICE COUNCIL

MEETING DATE: 13 September 2023

TIME: 07:15-08:15 AM

MEETING LOCATION: Zoom

TOPIC/ACTION ITEM	DISCUSSION	DECISION	FOLLOW-UP DATE & RESPONSIBLE PERSON
The meeting is called to order by: Maria Chan, RN at 07:15 AM	Introduction to meeting and focus for today: <ul style="list-style-type: none"> • Anesthesia cases • Pre-call/scheduling updates • End of Summer bash • Coverage for Christine • Staff recognition • Post-op calls • Discharge folders 		
Anesthesia cases	<ul style="list-style-type: none"> • Started week of September 4 – Wajeha, Amy and Dr. Ahmad reviewing anesthesia cases up to 1 week prior to ensure no overlap and allow sufficient time for each case 		
Pre-call/scheduling updates	<ul style="list-style-type: none"> • Include Lourdes (from central scheduling) in upcoming UPC meeting • Coordinator hired – working on finding an area for her to work on unit. Coordinator to review labs. • Scheduler to communicate with patients the need for lab draw. • 2P huddle – implement having huddle with DOD for the next day. Possible Zoom meeting? 		
End of summer bash	<ul style="list-style-type: none"> • Planned for September 19 11:30A • Meal will include: <ul style="list-style-type: none"> ○ Chicken/Eggplant Parmesean 		

>INCLUDE STATEMENT BELOW ONLY IF APPLICABLE <
 CONFIDENTIAL QUALITY AND PERFORMANCE IMPROVEMENT INFORMATION
 PREPARED PURSUANT TO, AND PROTECTED UNDER, NEW YORK PUBLIC HEALTH LAW SECTION 2805-m
 AND NEW YORK EDUCATION LAW SECTION 6527
DO NOT CIRCULATE OR DUPLICATE

NEW YORK PRESBYTERIAN-COLUMBIA HOSPITAL

IR UNIT PRACTICE COUNCIL

MEETING DATE: 13 September 2023

TIME: 07:15-08:15 AM

MEETING LOCATION: Zoom

	<ul style="list-style-type: none"> ○ Baked Ziti ○ Tossed Salad ○ Chicken strips w/ roasted potatoes in garlic sauce 		
Coverage for Christine	<ul style="list-style-type: none"> • No updates regarding Christine’s position. • Christopher Suarez serving as interim. 		
Staff recognition	<ul style="list-style-type: none"> • Voting poll sent via e-mail – deadline 9/18/2023 		
Post-op calls	<ul style="list-style-type: none"> • Important to reinforce post-op calls to assess pt stability post-procedure 		
Discharge folders	<ul style="list-style-type: none"> • Discharge folders (disposable paper folders) ordered. • Folders to include patient survey and staff names involved in patient’s care. 		
Next Meeting	<p>Via Zoom: October 2023 https://nyph.zoom.us/j/91216724138?pwd=akdJSnVBbkFHTINjbHpsQ3JwTW5SUT09</p>		

RECORDER: Valerie Hechanova RN

MINUTES REVIEWED/APPROVED BY: Jessica Smith RN Chair DATE: 9/13/2023

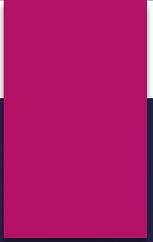
>INCLUDE STATEMENT BELOW ONLY IF APPLICABLE <
 CONFIDENTIAL QUALITY AND PERFORMANCE IMPROVEMENT INFORMATION
 PREPARED PURSUANT TO, AND PROTECTED UNDER, NEW YORK PUBLIC HEALTH LAW SECTION 2805-m
 AND NEW YORK EDUCATION LAW SECTION 6527
DO NOT CIRCULATE OR DUPLICATE

BCMA Scanning Medication



BCMA Scanning RN





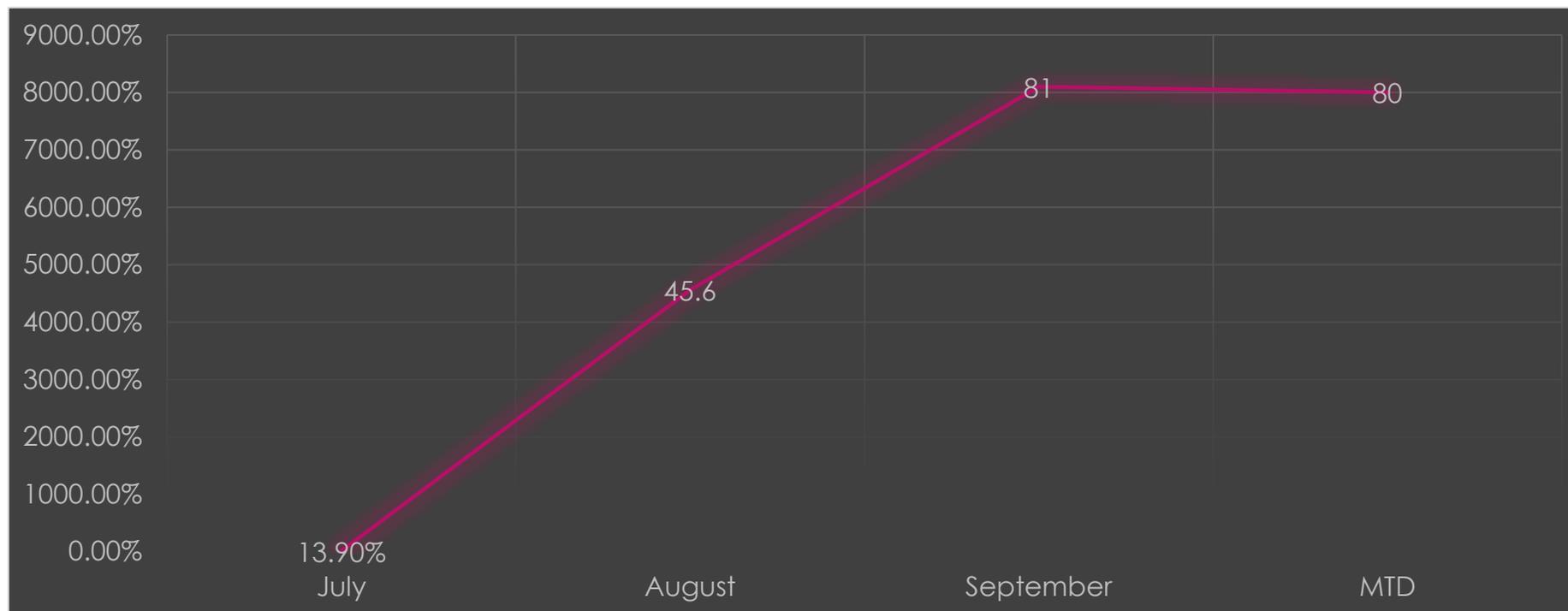
Progression Not Perfection

INTERVENTIONAL RADIOLOGY'S JOURNEY TO IMPROVING THEIR BCMA GOALS

MILAGROS SOTO, MSN, RN

10/19/2023

BCMA Scores



Identifying Barriers

WFI- issues

- Implementation of hand held scanners on the mobile WOWs
- Implementation of hand held scanners on every desktop in the recovery room

Change in current workflow

- Instructing the nurses to document medications from one-step med list during intraprocedural vs. from the MAR as they were doing in the past

Collaborating with Pharmacy

- Worked with pharmacy to restock the medications that we commonly use into the Omnicell to eliminate any issues with discrepancy of the strength of the medication

Collaboration with the EPIC Team

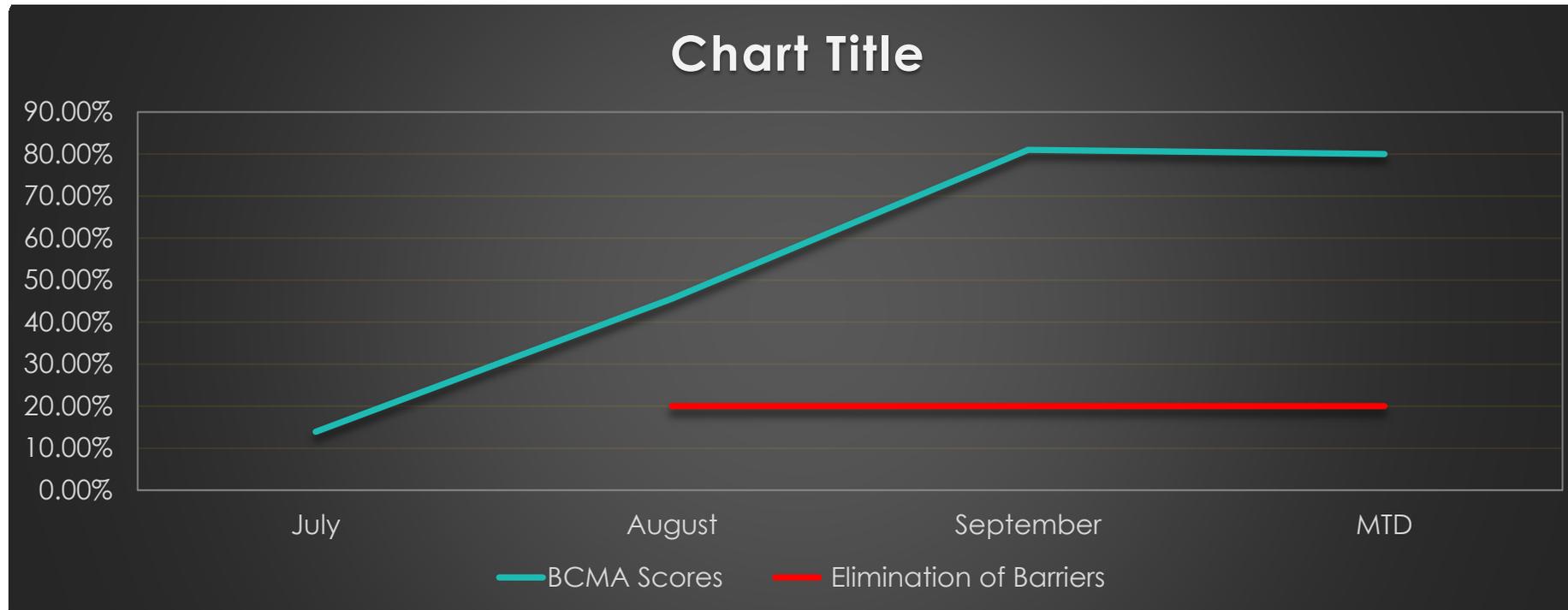
- Currently working on resolving another barrier involving the physicians

Create a standard of work

Run a daily report of the department's competency

- Address any nurse who was not compliant in the next day and discuss how it negatively impacted the BCMA score for the day
- Create a friendly competition amongst the staff
- Designate a BCMA champion to assist with identifying barriers.

The Journey to progression



Mentoring Journal

(For Mentee)

Mentee Name/Credentials: Milagros Soto, MSN, RN

Position: Patient Care Director

Unit/Department: Nursing

SMART Goal(s): *Specific, Measurable, Attainable, Realistic, Time bound*

Mentoring Goal:

Learn to develop leadership skills to engage unit staff to become more active in unit committees after the pandemic.

Mentoring Activities:

- Kay- Ann will assist in identifying ways to increase attendance and participation for the UPC.
- Kay-Ann will provide support by maintaining bi-weekly meetings to provide updates on my progress.
- Kay- Ann will brainstorm ideas, and identify strategies, and work collaboratively to overcome challenges.

Mentor Name/Credentials: Kay-Ann Wilson-Phipps, MSN, RN

Date: 8/29/23 **Timeframe:** 1 hr

Face-to-face Email Phone call Text Skype Other _____

Discussion:

Kay- Ann suggested creating a zoom invite for the UPC in efforts to increase staff participation. Discussion included meetings with the staff and CNM to plan on providing a zoom invite for all future UPC meetings in order to increase participation. Discussed having conversations with the CNM to ensure participation from the staff on a monthly basis.

Next Steps:

- Will review the progress of attendance for the UPC meetings.

Mentoring Goal:

Learn to develop leadership skills that will guide nursing staff to achieve hospital QPS goals for the BCMA. The IR staff members are not used to the change of workflow and are falling behind with the new initiative.

Mentoring Activities:

- Kay- Ann suggests assessing the barriers that are preventing the nurses from scanning the medications correctly. Then work on eliminating the barriers.
- Kay- Ann will assist with helping me create a standard work for myself so that I can ensure that the staff are scanning the medications appropriately.
For example: run daily reports on the BCMA compliance for the department.
- Kay-Ann provides phrases such as “Your staff will respect what you inspect”.

Mentor Name/Credentials: Kay-Ann Wilson-Phipps, MSN, RN

Date: 9/29/23 **Timeframe:** 1 hr

Face-to-face Email Phone call Text Skype Other _____

Discussion:

Kay- Ann suggested to present the progress that the IR department has made with the BCMA scores in the Leadership Development Training (LDT) meeting. Discussion on the importance to state that we are progressing but are not perfect. Kay- Ann identifies the importance of progression to the end goal is something to be proud of.

Next Steps:

- Will review the progress of the BCMA scores of the department on a monthly basis.

Mentoring Goal:

Learn to think differently while considering areas for professional improvement. Discussions surrounding the process improvement project surrounding the collection of lumbar puncture specimens. There have been many incidences where the specimens were not collected correctly resulting in the patient having to return to the hospital for a repeat procedure.

Mentoring Activities:

- Kay- Ann suggested reviewing the current workflow and look for breaks in the process that can attribute to it happening again.
- Kay- Ann recommendations include interdisciplinary collaboration with the lab department and all of the referring providers.
- Kay-Ann will provide feedback and weekly check-ins with me

Mentor Name/Credentials: Kay-Ann Wilson-Phipps, MSN, RN

Date: 10/29/23 **Timeframe:** 1 hr

Face-to-face Email Phone call Text Skype Other _____

Discussion:

Discussions include setting realistic department goals that are measurable and attainable. Kay- Ann continues to provide encouragement and guidance by providing methods that will highlight the important work amongst the staff.

Next Steps:

- Kay- Ann will facilitate discussions that I will have with unit staff members when implementing the changes in workflow of the collection of specimens.

Mentoring Goal:

Learn to build staff morale while illustrating all of the hard work that the department has accomplished. Kay-Ann suggested ways to improve collaboration and enhance a positive working environment within the department by proposing the idea of applying for the Beacon award.

Mentoring Activities:

- Kay- Ann connected me to other nursing units that have already gone through the process and provided guidance on how to apply.
- This process help empower the staff nurses to work together while acknowledging all of their hard work.

Mentor Name/Credentials: Kay-Ann Wilson-Phipps, MSN, RN

Date: 10/29/23 **Timeframe:** 1 hr

Face-to-face Email Phone call Text Skype Other _____

Discussion:

Discussed the significance of attaining this goal and how it will impact me as leader. Also discussed beginning to develop a succession plan for me upon achieving the goal.

Next Steps:

- Maintaining award status upon designation for the Beacon.