**Attending Registered Nurse**

Meeting Minutes

Wednesday April 7, 2020

12:00 – 1:00PM

Zoom

**Presiding:** Liz Mover, Christina Alexander

**Coach:** Gino Chisari

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| Agenda Item | Discussion | Action |
| Welcome/Introduction to New/Returning ARNs | Christina and Liz called the meeting to order at 12:00PM with 21 ARNs present on Zoom. | Noted |
| Patient Education Topics- Gail Alexander (Blum Center) | * Staff from the Blum Center attended the ARN meeting to further assess the patient education resource needs identified in the ARN survey. * Identified needs that were discussed include: Diabetes education, new diabetes equipment that patients are coming into the hospital with, Lovenox teaching, community resources to prevent patient bounce back. * Discussed possibly using the ARN website as a platform to centralize frequently used education resources and materials. * The Blum Center remains physically closed due to COVID but is operational and available for support. | Reach out to ARN Co-chairs if you identify other patient education resource needs. |
| Patient/Family/Visitor Code of Conduct: Responding to Disrespectful, Discriminatory, Disruptive, or Harassing Behaviors- Brian French (Blum Center Director) | * In 2014, the Diversity Committee began discussing discriminatory demands and the initial policy was put into place in 2017 but only addressed discriminatory requests/demands. * A workgroup convened and identified the need for a uniform hospital-wide policy for patient discriminatory behaviors. * The group has monitored and measured the disrespectful treatments (race, gender, and other protected classes) towards providers and workforce members. * New policy will introduce the SAFER model. |  |
| Delayed Payment Voucher System- Rachael McKenzie (Case Management) and Karen Ryle (Pharmacy) | * A delayed voucher provides temporary access to medication (maximum of a 30-day supply). * Preferably patients can provide payment with a credit card in person or over the phone. Cash can be accepted at the bedside for units utilizing Meds to Beds. * Should not be used as a “convenience.” * Collaborate with Case Management and Social Work if a delayed voucher is needed. |  |
| 2021 ARN Engagement Survey Results | * Due to rich discussions regarding the above topics, we did not have time to review the 2021 ARN Engagement Survey Results. * Executive Summary Attached | Reach out to ARN Co-chairs with suggestions for topics for future meetings. |
| Check In | * May 2021 meeting will be cancelled due to Nurse Recognition Week. | Noted |