**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.
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| 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.
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| 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 |