



**Seattle Children's®**  
HOSPITAL • RESEARCH • FOUNDATION

## Nurse Conference Committee (NCC) Meeting Minutes

Date: January 10<sup>th</sup>, 2024

Time: 1:00-3:00 PM Location: WebEx

The purpose of the Nursing Communication Committee (NCC) is to enhance communication between SCH Leadership and the nursing staff, fostering collaboration to address issues affecting the nursing team. The committee's role is advisory in nature, focusing on providing recommendations rather than making decisions.

NCC Members	Delegate	12/13/23	1/10/24	2/21/24	4/3/24
Bonnie Fryzlewicz	TBD	present	present		
Danica Pytte	Tammy York	present	present		
Paulene Toussaint	Holly Beauchene	present	present		
Kara Yates	-	present	present		
Kelsey Gellner	-	present	x		
Kristie Page	TBD	present	present		
Laura Licea	TBD	x	present		
Linda Burbank	-	present	present		
Lindsey Kirsch	-	present	present		
Lori Chudnofsky	Molly Aaseby	present	x		
Mary Field	TBD	present	present		
Sam Forte	-	present	x		
Annika Hoogestraat	-	present	present		
Stefanie Chandos	-	x	x		
Katie Podobnik	-	present	present		
Te'onna Adams	-	present	present		
Therese Hill	-	present	present		
<b>Guest(s): Chris Patin, Maureen O'Brien, Ashley West, Jacob Yee</b>					
<b>Notetaker:</b> Sarita Wall					

ITEM NO.	AGENDA TOPIC	DISCUSSION	COMMITTEE ACTION
I.	Opening: Trial of new agenda style	<ul style="list-style-type: none"> <li>Lindsey informed the group of the new agenda format and how it will work. <ul style="list-style-type: none"> <li>Statistics/Data to report out at each NCC meeting.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Members to send Paulene data/statistics they would like to be updated on</li> </ul>
II.	Approval of November 6, 2023 and December 13, 2023 minutes	<ul style="list-style-type: none"> <li>Motion to approve November 6, 2023 meeting minutes.</li> <li>Motion to approve December 13, 2023 meeting minutes.</li> </ul>	1 <sup>st</sup> Therese Hill 2 <sup>nd</sup> Danica Pytte  1 <sup>st</sup> Bonnie 2 <sup>nd</sup> Danica Pytte
III.	<b>Hospital Staffing Committee:</b> Nothing yet	<i>Kristie and Kara will be the leads on these ongoing items</i> <ul style="list-style-type: none"> <li>First Staffing Committee meeting was on 1/9. <ul style="list-style-type: none"> <li>Educated members what items they will be working on.</li> </ul> </li> <li>Welcome letter was sent out to all active members.</li> </ul>	<ul style="list-style-type: none"> <li>Nothing further needed</li> </ul>
IV.	<b>Workplace Violence:</b> Updates on the following needed <ol style="list-style-type: none"> <li>No tolerance violence policy.</li> <li>Cost/benefit of metal detectors/wands/dog, etc.</li> <li>Active shooter drills – Have these been scheduled?</li> <li>HEAL signage update on destruction.</li> <li>Tip sheet – Is it completed and has it been distributed?</li> </ol>	<i>Sam Forte and Mary Field will be the leads on these ongoing items (will delegate as necessary)</i>  <b>No Tolerance Violence Policy</b> <ul style="list-style-type: none"> <li>Workgroup is still meeting on the no violence tolerance policy. <ul style="list-style-type: none"> <li>The Verbal and Harassing Language Task Force are in the process of make addendums and adjustments to the policy. This work has not been completed.</li> <li>In regard to “no tolerance,” “zero incidents” has been the philosophy and behavior incidents have always been addressed. No tolerance can be viewed as reactionary and zero tolerance can be viewed as preventative.</li> <li>There will be adjustments to language on how to categorize both actions/behaviors and subsequent reaction/consequences for those actions (focusing on being proactive).</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Mary to provide updates from the Verbal and Harassing Language Task Force meeting at the next NCC meeting</li> <li>Bonnie will inform Lindsey and Linda when the environmental assessment will be on the ELT agenda (including agenda items) via email</li> </ul>

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		<ul style="list-style-type: none"> <li>○ It was discussed that some nurses have been asked to take on security roles and how that made the nurses feel uncomfortable. <ul style="list-style-type: none"> <li>▪ The workgroup is working on adjusting language (definitions of unsafe and uncomfortable).</li> <li>▪ Nurses will not be required to take on security roles or deal with WPV alone. The security team would coach staff and give them options to try depending on individual incidents.</li> <li>▪ The Verbal and Harassing Language Task Force has an upcoming meeting and is working to align intended responses with behaviors.</li> </ul> </li> <li>○ WSNA members requested to update signage to align with WA state code <a href="#">W9520</a> that states it is against the law to threaten a public healthcare employee as support to bedside nurses. <ul style="list-style-type: none"> <li>▪ Security already utilizes the law as policy criteria.</li> <li>▪ There has been a disconnect when there are verbal threats vs. verbal insults.</li> <li>▪ See details below about work completed on updated signs</li> <li>▪ The <a href="#">existing signs</a> do state that it is against the law to assault or threaten to harm a healthcare employee</li> </ul> </li> </ul> <p><b>Taskforce Update</b></p> <ul style="list-style-type: none"> <li>• Nearly finished with updated the verbal harassment and abuse policies, as well as the companion job aid.</li> <li>• Recommended updating patient facing signage to align with pediatric institution peer's signage.</li> <li>• Met with patient and family education specialists, a family rep, patient experience, and risk management and finalized a draft sign. <ul style="list-style-type: none"> <li>○ executive sponsors to review.</li> </ul> </li> <li>• Created companion document to go in every admission packet (patient education flyer). <ul style="list-style-type: none"> <li>○ More detailed than the sign.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>•</li> </ul>

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		<ul style="list-style-type: none"> <li>○ After ELT approval, it will be posted on CHILD to allow all staff the opportunity to give review.</li> </ul> <p><b>Cost/benefit of metal detectors/wands/dog, etc.</b></p> <ul style="list-style-type: none"> <li>• Security presented an environmental assessment to the safe work environment committee. <ul style="list-style-type: none"> <li>○ Next step is to go to ELT on how to move forward with those recommendations. <ul style="list-style-type: none"> <li>▪ Bonnie is working with Lisa Hayward to add to the agenda</li> </ul> </li> </ul> </li> </ul> <p><b>Active shooter drills – Have these been scheduled?</b></p> <ul style="list-style-type: none"> <li>• Active shooter drills are done at the department level.</li> <li>• The drills are scheduled by leaders to include security.</li> <li>• Security conducts random active shooter drills and hospital lockdown drills. <ul style="list-style-type: none"> <li>○ Last year, security conducted 20 active shooter drills. <ul style="list-style-type: none"> <li>▪ Testing competency of security department skills and ensuring staff has an idea of run, hide, fight principles, where safe room locations, exits, and what their protocols are.</li> </ul> </li> <li>○ WSNA members requested having scheduled drills for each department on a cadence similar to an annual competency and making it priority over competing priorities.</li> <li>○ SC leaders advised that is the expectation to have department leaders conduct annual active shooter drills for their units/areas (incorporating security). <ul style="list-style-type: none"> <li>▪ Need to work on a schedule.</li> <li>▪ Determine appropriate areas.</li> <li>▪ The WPV committee could be the governing body that provides the framework for the departments.</li> <li>▪ WSNA members suggested using a “train the trainer” approach to help with security bandwidth issues.</li> </ul> </li> </ul> </li> </ul>	

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		<p><b>HEAL signage update on destruction – Housewide communication</b></p> <ul style="list-style-type: none"> <li>• Individuals have submitted EthicsPoints. <ul style="list-style-type: none"> <li>○ Follow up has been done.</li> <li>○ These were kept confidential.</li> <li>○ Currently looking at communications improvement to address these types of issues Housewide and show support to the reporters.</li> <li>○ Paulene took this back to the HEAR action committee to improve the quarterly report. <ul style="list-style-type: none"> <li>▪ To ensure these types of incidents are included and to improve language of expectations.</li> </ul> </li> </ul> </li> <li>• WSNA requesting open communication at an institutional level to promote transparency and dispel rumors (creating safety and support for employees) <ul style="list-style-type: none"> <li>○ Paulene to share (sexual orientation and gender identity) SOGI portfolio via email (to track work that is being done).</li> </ul> </li> </ul> <p><b>Tip sheet – Is it completed and has it been distributed?</b></p> <ul style="list-style-type: none"> <li>• The tip sheet was distributed, and no edits were required.</li> <li>• Mary, Hux, and Sam reviewed the ASR algorithm to review any gaps identified by WSNA members. <ul style="list-style-type: none"> <li>○ No gaps found were around</li> <li>○</li> </ul> </li> </ul>	
V.	<p><b>People Operations Matters:</b></p> <ol style="list-style-type: none"> <li>1. ADOs filing and participation.</li> <li>2. Collaboration with SCH/WSNA for state support</li> <li>3. Data for the following: <ol style="list-style-type: none"> <li>a. Tun/churn</li> <li>b. Goal FTE/current FTE</li> <li>c. Travelers</li> <li>d. Retention/recruitment efforts</li> </ol> </li> </ol>	<p><b><i>Paulene will be the lead on these ongoing items</i></b></p> <p><b>ADOs filing and participation.</b></p> <ul style="list-style-type: none"> <li>• Paulene requested assistance from WSNA members to promote responsiveness of nurses when leaders reach out (for timely follow up) and reporting if they aren't hearing back from leaders after ADO filing.</li> <li>• WSNA members reiterated the angst that some nurses feel around perceived retaliation for submitting ADOs.</li> </ul> <p><b>Collaboration with SCH/WSNA for state support</b></p>	<ul style="list-style-type: none"> <li>• Lindsay to remind nurses to be collaborative with leaders for ADO follow-up</li> <li>• Invite government affairs to the next NCC meeting to discuss state support</li> </ul>

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	<p>e. Percentage of shifts with CDNs</p> <p>GCO: Ideas on how to collaborate on timing of presentation and amount of time to present</p>	<ul style="list-style-type: none"> <li>There have been conversations about how to collaborate collectively to rally the support of the state for our communities and population.</li> </ul> <p><b>Data for the following to be presented at NCC meetings</b></p> <ul style="list-style-type: none"> <li>➤ <b>Tun/churn.</b></li> <li>➤ <b>Goal FTE/current FTE.</b></li> <li>➤ <b>EDI metrics.</b></li> <li>➤ <b>Travelers.</b></li> <li>➤ <b>Retention/recruitment efforts.</b> <ul style="list-style-type: none"> <li>70-80 traveler conversions in 2023.</li> <li>The boomerang campaign wasn't as robust as planned. <ul style="list-style-type: none"> <li>Continuing to look at diverse recruitment and retention.</li> </ul> </li> <li>Currently, ADN nurses can apply for tuition support to obtain a BSN.</li> <li>WSNA members raised the issue that new graduates find it difficult to get into SC residency due to the commitment time (regarding second careers and vacation). <ul style="list-style-type: none"> <li>Per SC leaders, when residents are hired, they are asked if they have any known time off needs (first 3 months) so that they can be scheduled around that time. <ul style="list-style-type: none"> <li>Able to request time off (can use accrued banks) <ul style="list-style-type: none"> <li>The 18 month no vacation rule is untrue.</li> </ul> </li> </ul> </li> <li>Residents have been hired as second careers.</li> </ul> </li> </ul> </li> <li>➤ <b>Percentage of shifts with CDNs.</b></li> </ul> <p><b>GCO: Ideas on how to collaborate on timing of presentation and amount of time to present</b></p> <ul style="list-style-type: none"> <li>Requesting to be last to present at orientations to allow more time to complete forms, distribute info, and have open dialogue (WSNA</li> </ul>	<ul style="list-style-type: none"> <li>Invite Ian Johnson to the next NCC meetings on a quarterly basis to discuss recruitment data</li> <li>Bonnie to invite GCO leaders to the next NCC meeting to discuss how to be collaborative with WSNA for orientations</li> </ul>

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		<p>reps are feeling rushed). Also, to have more time depending on how large the group is.</p> <ul style="list-style-type: none"> <li>GCO meeting schedule has changed to Fridays from 2:25-2:45pm. <ul style="list-style-type: none"> <li>Therese's schedule was rearranged to accommodate the GCO schedule.</li> <li>Previous WSNA membership officer weren't inpatient nurses.</li> <li>Being held off campus makes it difficult to attend (was previous on campus). <ul style="list-style-type: none"> <li>Nurses are coming on their days off for 20 minutes to present.</li> </ul> </li> </ul> </li> </ul>	
VI.	<p><b>WSNA Questions:</b></p> <ol style="list-style-type: none"> <li>Ambulatory nurse residents transition to Ambulatory Float Pool</li> <li>Ambulatory OT – Is it all paid and how many and who affected? Stocking – lack of pillows and supplies because of CNA shortage.</li> </ol>	<p><b>Ambulatory nurse residents transition to Ambulatory Float Pool</b></p> <ul style="list-style-type: none"> <li>Hired up through November.</li> <li>Paused February residency. <ul style="list-style-type: none"> <li>No residents have been hired.</li> <li>No residents have been transitioned to the float pool.</li> </ul> </li> <li>Proposal submitted to Bonnie.</li> <li>There are current residents in training (going from clinic to clinic). <ul style="list-style-type: none"> <li>Encouraging to apply for open ambulatory roles.</li> <li>Temporary plan to be discussed with Linda for approval.</li> </ul> </li> <li>WSNA members advised that there are some residents that have been informed they will go to the float pool as a backup plan.</li> </ul> <p><b>Ambulatory OT – Is it all paid and how many and who affected?</b></p> <ul style="list-style-type: none"> <li>Nurses must be scheduled in ETM to get credit for OT.</li> <li>Homecare and central WA cardiology was not in ETM. <ul style="list-style-type: none"> <li>All up to date and to be paid on 1/12 paycheck</li> </ul> </li> </ul> <p><b>Stocking – Lack of pillows/supplies</b></p> <ul style="list-style-type: none"> <li>CNAs were restocking supplies during night shifts. <ul style="list-style-type: none"> <li>Now, there aren't enough CNAs to restock. <ul style="list-style-type: none"> <li>Affects day to day bedside care.</li> </ul> </li> <li>WSNA members asked if there is way to bring back a model similar to when it was shared governance and the</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>SC leaders to send proposal to Linda Burbank for approval of temporary resident plan</li> <li>Danica to follow up with Kate Burke to discuss float pool roles</li> <li>Danica to work with Kate Burke, Katie Podobnik, and Kara Yates to brainstorm on process for ambulatory</li> <li>Danica to work with managers to manually confirm schedules are in ETM by the next NCC meeting</li> </ul>

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		<p>operations council audited unit specific equipment and supplies, folding it into care delivery.</p> <ul style="list-style-type: none"> <li>○ SC leaders are working with the recruiting team to recruit night shift CNAs. <ul style="list-style-type: none"> <li>▪ Offering smaller FTE.</li> </ul> </li> <li>○ Looking at daytime workflows and systems to identify how to be prepared for night shifts.</li> <li>○ Molly is standardizing when to use sitters (to free up CNAs) <ul style="list-style-type: none"> <li>▪ There are virtual sitters for lower acuity needs to keep CNAs in the care model.</li> </ul> </li> <li>○ WSNA members requested CNA competency to help with understanding their role and expectations.</li> </ul>	<ul style="list-style-type: none"> <li>• Katie to send examples to Danica to validate auditing was complete (by Megan Brandes)</li> <li>• Danica to complete a limited audit (homecare and central WA cardiology) and report back by the next NCC meeting</li> </ul>

**Committee Action Items:** *Inform, Discussion/Feedback, Decision, Action*  
**Include:** *Who, What, When*

**Next Meeting: February 21<sup>st</sup>, 2024, Virtual Meeting**

Committee Action Items – Rolling Queue		
Topic	Assigned To:	Status
<b>Follow up from letter to Bonnie:</b> <ul style="list-style-type: none"> <li>• Present CLABSI data</li> <li>• Gather data for Acute care data and discuss ambulatory with Tammy</li> <li>• Forward email to Bonnie regarding Bellevue surgery nurses</li> <li>• Follow up with Bellevue surgery leaders</li> <li>• Share with leaders how to be more intentional about speaking and addressing EDI items <b>proactively</b></li> </ul>	Bonnie Fryzlewicz  Kristie Page  Linda Burbank  Bonnie Fryzlewicz  Paulene Toussaint	In progress  Complete  In progress  In progress  In progress

<p><b>Workplace Violence/ASR</b></p> <ul style="list-style-type: none"> <li>• Leaders to find a way to leverage committees to ensure the correct people are at the table and use NCC time to report out after those discussions.</li> <li>• Follow up with Juliet on HEAL signage.</li> <li>• Follow up with Security leadership to dispel budget rumors and report back via email.</li> <li>• Invite Laura Knapp to discuss ED mental health plans and present the PBMU Task Force dashboard.</li> <li>• Communicate PBMU Task Force roster</li> <li>• Take badge alert system to the SWE committee for discussion.</li> <li>• Follow up about workplace violence/racism org-wide communications and signage.</li> <li>• Consider different communication pathway regarding WPV to WSNA RNs.</li> </ul>	<p>SCH Nurse Leaders</p> <p>Maureen O'Brien</p> <p>Bonnie Fryzlewicz</p> <p>Paulene Toussaint</p> <p>Paulene Toussaint</p> <p>Mary Field</p> <p>Paulene Toussaint</p> <p>Sam Forte</p>	<p>In Progress</p> <p>Complete</p> <p>In Progress</p> <p>In Progress</p> <p>In Progress</p> <p>In Progress</p> <p>Complete</p> <p>In Progress</p>
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<b>PBMU Follow up:</b> <ul style="list-style-type: none"> <li>Paulene to gather PBMU/security historical data and invite security leadership to an upcoming NCC meeting to discuss what the work will look like and hear the needs of the PBMU staff in the spirit of collaboration.</li> <li>Paulene to email Linda a list of the retention team members.</li> <li>Paulene to gather information from Kristie about float staff training.</li> <li>Paulene to send responses to PBMU questions via email.</li> <li>Henry and Josh to update their teams on the discussed updates during today's meeting.</li> <li>Paulene to send the model of care update to WSNA via email.</li> <li>SC leadership to add Josh, Henry, Shadi, and Adam to the new security roles planning meetings.</li> <li>Bonnie to confirm OT changes and send out communication via email to nurses by end of day today.</li> <li>Bonnie, Maureen, and Kristie to align on PBMU incentives criteria and report back to the group via email next week.</li> <li>PBMU nurses, Kristie, and Maureen to meet offline regarding incentives.</li> <li>Bonnie to pass this to ED leadership PBMU. mentioned willingness to help the ED mental health team.</li> </ul>	Paulene Toussaint	In Progress
	Paulene Toussaint	In Progress
	Paulene Toussaint	Complete
	Paulene Toussaint	In Progress
	Henry Jones Joshua Pickett	In Progress
	Paulene Toussaint	In Progress
	SC leadership	In Progress
		In Progress
	Bonnie Fryzlewicz	
	Bonnie Fryzlewicz Maureen O'Brien Kristie Page	Complete
	PBMU RNs Maureen O'Brien Kristie Page	In Progress
	Bonnie Fryzlewicz	In Progress

New Items		
<b>No tolerance violence policy</b>	Bonnie Fryzlewicz to provide updates from the taskforce meeting at the next NCC meeting	In Progress
<b>Cost/benefit of metal detectors/wands/dog, etc.</b>	Bonnie Fryzlewicz will inform Lindsey Kirsch and Linda Burbank when the environmental assessment will be on the ELT agenda (including agenda items) via email	In Progress
<b>Active shooter drills</b>	Lindsay Kirsch and Mary Field to work offline on any remaining ASR gaps.	In Progress
<b>ADOs filing and participation</b>	Lindsay Kirsch to remind nurses to be collaborative with leaders for ADO follow-up	In Progress
<b>Collaboration with SCH/WSNA for state support</b>	Paulene Toussaint to invite government affairs to the next NCC meeting to discuss state support	In Progress
<b>Retention/recruitment efforts</b>	Paulene Toussaint to invite Ian Johnson to the next NCC meetings on a quarterly basis to discuss recruitment data	In Progress
<b>GCO: Ideas on how to collaborate on timing of presentation and amount of time to present</b>	Bonnie Fryzlewicz to invite GCO leaders to the next NCC meeting to discuss how to be collaborative with WSNA for orientations	In Progress

<b>Ambulatory nurse residents transition to Ambulatory Float Pool</b>	<p>SC leaders to send proposal to Linda Burbank for approval of temporary resident plan</p> <p>Danica Pytte to follow up with Kate Burke to discuss float pool roles and work with Kate Burke, Katie Podobnik, and Kara Yates to brainstorm on process for ambulatory</p>	In Progress
<b>Ambulatory OT</b>	<p>Danica Pytte to work with managers to manually confirm schedules are in ETM by the next NCC meeting and complete a limited audit (homecare and central WA cardiology) and report back by the next NCC meeting</p> <p>Katie Podobnik to send examples to Danica Pytte to validate auditing was complete (by Megan Brandes)</p>	In Progress
Topic	Frequency	Next Agenda this would be on
Expense reimbursement	Twice per year	March 2024
Education Budget Metrics: <ul style="list-style-type: none"> <li>• Education leave hours (budgeted vs actual)</li> <li>• Professional leave hours (budgeted vs actual)</li> <li>• Total funds awarded (can report out on this two times/year)</li> <li>• Any denials of leave requests (and the nature of the denials)</li> </ul>	Twice per year	March 2024
WSNA Roster	Quarterly	April 2024

