Can I have that?

Repurposing a business communication platform for nursing shared governance

Aurora St. Luke’s Medical Center®
Aurora at a Glance

- Largest health care system in Wisconsin
- Private, not-for-profit, integrated system
- 15 hospitals, 159 clinics, and home health services
Aurora St. Luke’s Medical Center

- Four-time Magnet designated medical center
- In Milwaukee, Wisconsin
- 620-bed quaternary medical center
What is Milwaukee known for?
Who We Are

- Amy Konet-Nagel, BSN, RN-BC
- Natalie McDonough, BSN, RN, CCRN
- Erika Colón, BSN, RN, NCBHP
- Jennifer Cervantes, BFA, ADN, RN
Shared Governance History

- Started when ASLMC was a single hospital in the early 1980s
- Gradually spread to other Aurora hospitals after ASLMC became the quaternary site for a growing system
- A system nursing shared governance structure was developed
- Structure redesigned in 2013 to increase clinical nurse leadership and participation in decision making “at the site level”
System Shared Governance Structure

Area Coordinating Councils

Site Nursing Coordinating Councils

Ambulatory, Home Health, Inpatient, Behavioral Health

System Nursing Leadership Council

System Nursing Professional Development Council

System Nursing Management Council

System Nursing Informatics Council

System Nursing Research & Innovations Council

Advanced Practice Coordinating Council

System Nursing Coordinating Council
Aurora St. Luke’s Shared Governance Structure

Area Caregivers

Magnet Champions

Nursing Practice Committee*

Nursing Safety Advocate Committee

Area Coordinating Council

Nursing Coordinating Council*

Area Leadership

Nursing Research and Innovations Committee*

Nursing Professional Development Committee*

*All committees have connections to their respective system council
How Do We Connect These Nurses?
Communication Survey Data

76% of nurses use email as their primary way of obtaining shared governance information.

1/3 reported checking email two or fewer times per week.
Communication Survey Data

- **Satisfaction with ability to network**
  - Very dissatisfied: 1
  - Somewhat dissatisfied: 19
  - Neutral: 49
  - Somewhat satisfied: 29
  - Very satisfied: 15

- **Satisfaction with ability to find items when you need them**
  - Very dissatisfied: 4
  - Somewhat dissatisfied: 34
  - Neutral: 34
  - Somewhat satisfied: 31
  - Very satisfied: 12

- **Satisfaction with accessibility to nursing administration**
  - Very dissatisfied: 2
  - Somewhat dissatisfied: 9
  - Neutral: 37
  - Somewhat satisfied: 24
  - Very satisfied: 13
New Opportunity for Communication

- Nurses entering the workforce today are very connected – social media is used in many aspects of their lives
- Everywhere you go, people have their phones in hand
- A new business communication platform was discovered
- Shared governance leaders envisioned a way to use this platform for nursing
Can I Have That?

- Unofficial shared governance motto

Can I have that?
Proposal

• Investigation

• Meeting with Internal Communications

• Initial conversation with Chief Nursing Officer

• One-page summary

• Using what we know – SBAR (Situation, Background, Assessment, Recommendation)
Project Goals

SHARED GOVERNANCE CLINICAL NURSE LEADERS WILL:

- Improve bidirectional communication
- Increase networking
- Connect with the Chief Nursing Officer
Project Goal:
Improve Bidirectional Communication

• Improve quality communication
• Reduce misunderstanding
• Provide additional resources to nurses
• Catalog opportunities
• Centralize information
Project Goal: Increase Networking

- Increase networking opportunities within shared governance
- Share the spirit (and pictures) of nursing activities
Project Goal:
Connect with the Chief Nursing Officer

- Blog
- Improve leader connection using a different venue
Intervention

• Nationally known social business communication platform contracted with Aurora

• We piloted a secure, professional social networking nursing community
So what is Connections?
Wiki Landing Page

ASLMC Nursing Shared Governance

Overview
Recent Updates
Status Updates
Members
Blog
Wiki
Files
Forums
Events
Media Library
Activities

Subcommunities
NCC (Nursing Coordinating Council) members
NRDC (Nursing Research and Development Committee)
CNSNC (Clinical Nurse Specialist/Nurse Clinician)
NPDC (Nursing Professional Development Committee) members
NPC (Nursing Practice Committee) member

Links to the things you are trying to find on Connections!

ACC Templates
Articles
Bookmarks
Calendars
Certification
Continuing Education Opportunities
NRIC Algorithm
Orientation (ASLMC) PowerPoints
Practice Alerts
Shared Governance Updates

Add a comment
Feed for this page | Feed for these comments

Hi everyone!

We know many of you had a hard time finding things in the Files/Folders area of Connections, so here is our solution...click the links below to find some things that were buried before:

ACC Templates
Articles
Bookmarks
Calendars
Certification
Continuing Education Opportunities
NRIC Algorithm
Orientation (ASLMC) PowerPoints
Practice Alerts
Shared Governance Updates

Add a comment
Feed for this page | Feed for these comments

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<tr>
<th>ANSG</th>
<th>NCC</th>
<th>NPDC</th>
<th>NPC</th>
<th>NRIC</th>
<th>SAC</th>
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</thead>
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ANSG = Aurora Nursing Shared Governance  
NCC = Nursing Coordinating Council  
NPDC = Nursing Professional Development Committee  
NPC = Nursing Practice Committee  
NRIC = Nursing Research and Innovations Committee  
SAC = Safety Advocate Committee
Wiki: August NPDC Update

Professional Development Day

Stop by anytime between 0800 and 1200!

Don’t forget to stop by the certification selfie station in Meeting Room A to enter for a chance to win prizes.

Stop in Grede Board Room to see posters from ASLMC nurses.

Fall Nursing Conference

Sign up for the Fall Nursing Professional Development Conference is now available on the Learning Connection.

Search words: fall nursing professional

Contact hours will be awarded for attendance

Presentations will include the following topics:

- Resilience training
- Reiki and aromatherapy
- Compassion fatigue
- Behavioral health stat team
- Nurse panel on stress management

Components of the day include:

- College fair
- Tuition assistance
- Aurora Academy
- Nursing research
- Nursing quality improvement
- Aurora Partnership Campaign
- Shared governance
- Magnet
- Recruitment
- Nurse residency program
- Certification
- Professional organizations
- Continuing education
Wiki: Continuing Education

ASLMC Nursing Shared Governance

Overview
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If you have heard of an opportunity that is not listed here, please send information about it to amy.konet-nagel@aurora.org so that it can be added here. Thank you!

Classes/Lectures
Conferences
Online - Anytime Opportunities
Wiki: ACC Templates

ASLMC Nursing Shared Governance

You are in: ASLMC Nursing Shared Governance Community > ASLMC Nursing Shared Governance Wiki > ACC Templates

ACC Templates

- ACC Agenda Template 1.2015
- ACC Minutes Template 1.2015
- 2015 ACC Charter Template approved 2.25.15.ppx
- 2015 ACC Membership Template.doc
- 2015 Certification Plan Template.doc

Comments (0) | Versions (3) | Attachments (5) | About

There are no comments.

Add a comment:

Feed for this page | Feed for these comments
## Wiki: Practice Alerts

### ASLMC Nursing Shared Governance

#### Practice Alerts

<table>
<thead>
<tr>
<th>Month</th>
<th>Year</th>
<th>Title</th>
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<td>2014</td>
<td>Zarong Patient Beds and Weighing Patients in Bed</td>
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<td>see January 2015</td>
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<td>Monitoring of labs for Patients on Total Parenteral Nutrition (TPN)</td>
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<td>Fall Risk Communication</td>
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<td>CPAP/BPAP Safety</td>
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<td>VAC Therapy - What should I do?</td>
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<td>VAC Therapy Practice Alert</td>
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<td>AIDET Every Patient, Every Time</td>
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<td>Patient Refusal to Turn - What to Do?</td>
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<td>Patient Refusal to Turn Practice Alert</td>
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<td>2014</td>
<td>Surgical Patient Hand-off Communication</td>
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<td>Surgical Hand-off Communication Practice Alert</td>
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</table>
NPC Landing Page
Forums: Nursing Practice Committee
Forums: Magnet Subcommunity

How should we celebrate our 4th designation?

We will all attend an awards ceremony at the Magnet Conference this year. But we get to do more than attend, we get to be recognized as a 4th time designated hospital!

In case you are not sure how exciting this will be, click here to open the video of the 2014 ceremony 😊.

Our question to all of you is... what types of accessories/props/costumes/fun things should we plan on using when it is our turn to stand up to be recognized?

Reply

Updated on Jul 28, 2015 at 1:53 PM by Amy Konel-Nagel

Re: How should we celebrate our 4th designation?

We must have this 😊.

Reply

Re: How should we celebrate our 4th designation?

Might be corny... but we are from Wisconsin... what about 84 Packer jerseys?!? 4th Resignation...? Just a thought :)

Reply

Re: How should we celebrate our 4th designation?

That's a cool idea... I'm sure lots of people have them but if they don't, not sure how easy it is to get one. I know Erika mentioned something about cheeseheads too so this would all go together. My concern is does it matter that we would be doing a lot of items related to Green Bay vs Milwaukee?

Reply

Erika Eaton
2 Posts

Alger, Danielle
2 Posts

Christina A. Jobst
1 Post
Profiles

Learn About Your Colleagues
- Click “Follow” if you want the person’s latest updates to be displayed in your Updates view in the Home page.
- Click “Invite to My Network” to add the person to your Network tab so their profile is easier to find if you do not see the button, you have already invited the person.
- See who is in the person’s network. Start following one or more of the contacts or Invite them to join your network.
- Learn the difference between inviting and following someone.

Recker, Amy
Clinical Nurse-118, NPDC Member
AURORA HEALTH CARE METRO, INC.
MILWAUKEE, WI, Amy.Recker@aurora.org
Local Time: 7:41 AM

Send Email Invite to My Network Download vCard Follow

Who Connects Us?
- Erika Colon

Report-to Chain
- Faye Zweg
- Jennifer Heitmann
- Michele Henn
- Recker, Amy

Network
- View All (4)

My Links
- There are no links yet for this profile.

Erika Colon: Are you ready for Magnet? :)
- Jul 30
- Like

Deborah Hansen liked Recker, Amy’s comment posted to Erik P. Miller.
- May 28
- 1 Like

Erik P. Miller: Anyone interested in adding to Team @Faye Zweg for the Lombardi WalkRun in June???

Erika Colon: mentioned Deborah White and Recker, Amy in a comment on Deborah White’s message posted to Recker, Amy.
- May 29
- Like

Erika Colon: Are you ready for Magnet? :)
- Jul 30
- Like
Can I have that? Repurposing a business communication platform for nursing shared governance
Can I have that? Repurposing a business communication platform for nursing shared governance
Implementation

• Introduction at monthly meetings
• HELP sessions
• Getting members to update pictures and background info
  • #nomoregrayman
• Raffles
• Competitions
• Tentacles
### Implementation: January – April 2015

<table>
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<tr>
<th></th>
<th>January</th>
<th>February</th>
<th>April</th>
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<tbody>
<tr>
<td>Site Hits</td>
<td>813</td>
<td>1,747</td>
<td>3,619</td>
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<tr>
<td>Average Session Duration</td>
<td>13 minutes</td>
<td>9 minutes</td>
<td>9 minutes</td>
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<tr>
<td>Bounce Rate</td>
<td>13.5%</td>
<td>19.1%</td>
<td>19.2%</td>
</tr>
</tbody>
</table>

ACC Chairs

**CNS/NC, NRIC, NSAC**

**NCC, NPC, NPDC**
Networking Within Your Organization
Evaluation

- Unofficial feedback about ease of use
  - Optimization using Wikis instead of files/folders

- Official survey feedback
Conclusion

• Availability of information
• Networking and familiarity with your coworkers
• Communication
• Culture change
• Shared governance leaders are empowered by their relationship with a transformative Chief Nursing Officer
• A motto to remember, “Can I Have That?”
Acknowledgements

• Faye Zwieg, VP Nursing/CNO
• Lee Jeske, Director of Advanced Practice Nursing
• Sara Marzinski, Magnet Program Manager
• Kyle Stevens, Social Business Liaison Senior
• Stacy Bartsch, Brand Coordinator Senior
• Becca Tetzlaff, Digital Designer
• Don Klein, Writing Team Manager
• Jamey Shiels, Vice President Digital Experience
• Amy Kesler, Senior Director Consumer Engagement
• Annette Guye-Kordus, Manager Internal Communications
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