

Nikki-Jo Grossman 0:09

Welcome listeners to the first NYU Langone nursing station podcast. This series will highlight nurses coming together to share information about daily professional practice and initiatives to improve patient outcomes. My name is Nikki Joe Grossman. I'm a nursing quality specialist out of the orthopedic campus.

Kelly Laurent 0:27

And hi, my name is Kelly Laurent, I'm Nursing Quality Specialist at Tisch/Kimmel.

Nikki-Jo Grossman 0:31

Nikki-Jo Grossman We're excited for our campuses to come together to discuss professional practice quality initiatives and hot topics in nursing.

Kelly Laurent 0:39

So across all of our campuses, we have various forms of media to help keep our staff engaged about current nursing practice, we have the Clinical Updates Bulletin often known as the CUB, which comes out twice a month.

Nikki-Jo Grossman 0:53

At LOH, we also utilize the CUB but we do it in a micro learning session. So we send it out once a week with shortened content that's really relevant, more so to the nurses at our campus. And Brooklyn utilizes something similar to the CUB, but their distribution is called notes on nursing. And in addition to that, centralized distributions are sent out by way of broadcast emails from senior leadership and those reach of the nurses across campuses as well as FGP sites.

Kelly Laurent 1:19

So during one of our cross campus nursing quality meetings, we started to discuss the idea of forming a podcast. So we hope that our conversation today and future conversations will provoke thoughtful discussions that will ultimately help our nurses grow professionally. So with that being said, thank you very much for tuning in to the Nursing Station Podcast, where all the talk happens.

Nikki-Jo Grossman 1:42

Today, we have an incredibly special guests to help kick off our first nursing station podcast. Please join us in welcoming Dr. Debra Albert, Chief Nursing Officer and Senior Vice President of patient care services.

Kelly Laurent 1:55

Hi, Dr. Albert, thank you so much for joining us today. Can you tell us a little bit about yourself?

Debra Albert 2:01

Well, good morning, Nikki and Callie. So first, let me just say, thank you so much for letting me come. And really, I'll even say thank you so much for creating this venue. As you said, the dialogue I think will be so rich. And don't we all get way too many emails. So I'm really looking forward to nursing having this as just another way to engage together as a nursing community. So a little bit about me, you know, I would tell you, I've been a nurse for gosh, over 35 years. So that time has just flown by. I was really fortunate. I've had a very traditional career started most of my career actually first 25 years at the Cleveland Clinic. And you know, I started as many of our nurses here do, I started as a nurse extern. And like all of you listening, you know, nursing really gives us such an opportunity to learn new things, which for me is one of the benefits of our profession. I could learn different patient populations and different levels of care. And so that first 25 years just slipped right on by. And then I went to Chicago for 10 years. And now I'm here and so really just so exciting to be here and be part of NYU with our rich tradition, and our amazing nursing community.

Nikki-Jo Grossman 3:15

And we are so glad that you are here Dr. Albert, as well as glad to be a part of NYU in general. I'm sure as everyone else is aware listening, and we hope you're aware. US News and World Report recently ranked NYU Langone Health as number one in New York and number three in the nation. Is there anything that you'd like to say to the listeners, the nursing listeners out there about this amazing accomplishment?

Debra Albert 3:38

Yes, thank you so much. So first, what I would like to say is that this accomplishment, as well as really all of the accomplishments that we have around patient outcomes, patient experience, clinical outcomes, none of that happens without our nurses, and accomplishment this tremendous, doesn't happen overnight. And so while it was this year that this happened, I think that this really reflects our multiple year, really long legacy of excellence and always striving to be better. And quite honestly, that's one of the things that I love about NYU and our NYU nurses. Were never happy with the status quo and really always looking for what can we do better? I'll say this communication vehicle, just one of those examples.

Kelly Laurent 4:25

Great. Dr. Albert, can you tell us a little bit about NYU Langone strategic nursing plan?

Debra Albert 4:31

Yeah, thank you. That's actually one of the topics near and dear to my heart. So you know, really, the strategic plan started as part of my onboarding process. I couldn't do it right away because they came right during the peak of the pandemic. But about six months in I started to do a series of listening sessions, focus groups, if you will, with groups of nurses, regardless of operating reporting structure. So again, anybody with an RN after their name, all different levels in the organization and really listened to what are the needs? And what does the community believe that we need to be thinking about going forward. And then honestly, I talked to non-nurses as well. And so from that several themes started to emerge. And I was able then to pull the nursing team together, present them with those themes. And then we really put about seven working groups, which then created very specific charters, we're about 18 months into a three year process. So believe it or not, I'm already working with the strategy team to think about how we will refresh with the work ahead. But the work really entails several key initiatives. One is how we standardize and elevate our patient outcomes across all of our hospitals, as well as in another group looking very specifically at how we improve the patient outcomes for the geriatric patient population. You know, that's a growing segment of our demographics as a nation as well as our patient population. And so how we're mindful of that is very important. There's another group that's really looking at how do we prepare ourselves as nurses caregivers, for the evolving patient care needs, you know, really over the pandemic, so many of our patients went to the ambulatory setting. And so really helping us look at what's the right care models, and how do we again, make sure that our nurses have the skills that we need in order to be able to provide for our patients. There's another group that's looking at very formal succession planning. And that's really all levels of nursing. It's one of the things that I heard loud and clear in the focus groups that, gosh, who's preparing our leaders for the future. And so that group launched their first cohort, just this past couple of months ago. And we're really focusing on our assistant nurse managers so that they are ready to become nurse managers. There's another group and hopefully you've read a lot about their work, and then the newsletter, and that's the diversity, equity inclusion and belonging workgroup. And that group is really looking at how we not only educate ourselves about timely topics in this body of work, but then also how we create an environment so that everybody can really bring their full self to work and feel included, such that we look like our community, both from a direct caregiver perspective, but then also from our nursing leaders. Last two groups real quick, there's a group done that's focused around nursing research. And that's really how do we continue to build our footprint and our capability around nursing research and evidence based practice. And then last, but not least, is really working to enhance our skill sets around financial stewardship. You know, we're the biggest workgroup and healthcare that holds true on our organization as

well. And as such, we are really such important decision makers on how our resources are used be that our financial resources, our human capital, resources, etc. And so making sure that we are really good stewards of that resource. And applying all of that we have to really continue to improve patient outcomes is what that group is about. Now, if you're listening, you might be thinking, Gosh, though, I did not hear anything about nurse satisfaction, nurse engagement, because that work as well as professional growth and development is really what we're calling vision enablers. And so think about that as the foundation of the house. And that is, without that work, nothing else, those seven groups that I just talked about, none of that work happens without nurse engagement, and ongoing professional growth and development. All of this is in service to our goal, which is to be the national leader in patient outcomes, nursing sensitive quality indicators, nurse satisfaction and patient satisfaction. So I think that was a long answer to a short question. So sorry, but it's a topic that I'm very passionate about.

Nikki-Jo Grossman 8:51

Thank you, Dr. Albert. And I know that I am, as well very passionate about many of those topics, and really enjoyed learning about the various work groups that are out there. The various new initiatives that are happening with NYU, and I'm an email reader, I definitely read my email probably too much. But there are some people within the team who maybe don't enjoy receiving their information via email. So we wanted to think about how we can integrate technology. And that's part of how this podcast comes into play. And just going off of what you said about us being the largest workforce, there are nurses everywhere within NYU, we have campuses here in New York, as you mentioned, Long Island, there's Florida, there's Vegas. So we thought utilizing the podcast as a way to really branch out to everyone regardless of what their shift is or where they're geographically located, would hopefully bring everyone under sort of an umbrella of obtaining knowledge. We were wondering what your thoughts are with respect to that.

Debra Albert 9:49

That is a great question. You know, I think you're exactly right. We've got a very far spread out from a geography perspective workgroup. We are work group that works 24/7. And quite honestly, when we're here, it's always very busy. And our focus is on the patients not necessarily on reading emails. And so finding alternative ways such as this podcast, I think will be very effective. We've also started to rebuild our nursing webpage. So if you haven't been there for a while, you might want to check that out. There's also some videos there that talk about different things. In fact, there's a video talking about the strategic plan. But we continue to build out the nursing webpage as well, because one form of communication certainly doesn't fit our very heterogeneous workforce group. The other thing I would say is, if you've got an idea, feel free to send me an email because communication with such a diverse and complex workgroup is I think, our number one challenge, but so important, so that we're all up to speed and know what's going on across our many campuses and venues of care.

Kelly Laurent 11:00

Also, like I said before, we're hoping that this podcasts the Nursing Station will encourage collaboration with our nurses, I'm wondering what are your thoughts about nurses and their influence as change agents?

Debra Albert 11:11

So I may be just a little bit biased, but what I would tell you is in healthcare, I feel like nothing changes without nursing. So we are the backbone, I think, to the healthcare industry, to be very honest. But most in particular, in the acute care setting, what I would say is, I think our biggest challenges that have come together with a voice and continue to go back to the evidence, so what is the evidence tell us is the best practice, and then us drive change? You know, what I believe history has taught us as a profession as well is that if we don't own our practice, and drive change for ourselves, others will do that for us. But again, I know I've said this before, we're the biggest workforce group. That is an honor and a privilege. So I believe that we've got a unique opportunity in history post pandemic, to really demonstrate it and probably

continue to demonstrate to non healthcare workers, how valuable nursing is, and all that we really bring to the table from a discussion, policy standpoint, governmental policy standpoint, and really directing the health care of going forward. So I know I can sum it up best in what I've already said, this is our opportunity. But nothing happens without us.

Nikki-Jo Grossman 12:33

Thank you, Dr. Albert, I agree with you. And going off script for a moment, I will say one of the things that I really love about NYU nurses in my experience is that we have very strong voice. And we really implore you to be the strong change agents that we all can be.

Debra Albert 12:50

You know, Nikki, can I jump in as well. So one thing I should have said, though, with our strong voice, let me just put a plug in for all of our shared governance structures, be that the unit base councils or the hospital councils, I do feel like that's an a really important place that we can come together as professionals, titles not so important there. But it is, again, our professional community that comes together, as you said, to create that one strong, loud voice that really will continue to propel our practice forward. So please do if you're not already engaged in shared governance, think about which of those councils might be right for you. There's a wide variety of topics that we cover in our shared governance structures, at the hospital level and at the unit level. But it really takes all of us coming together with our varied background, our varied interests are varied expertise, to get the best ideas. So please do think about getting involved.

Kelly Laurent 13:48

The Tisch Kimmel campus, we recently with your support started Council Day, which has been very exciting. We're all meeting on the third Thursday of the month. And it's just a great venue to have the nurses from the staff level, communicate all the way up towards the end of the day to the Coordinating Council, where we can report out what we're working on any feedback from staff. So we do appreciate your support with that. Yeah.

Nikki-Jo Grossman 14:11

It's so much fun to see all of the energy and what we can accomplish together. So that structure, thank you.

Thank you, Dr. Albert. That

Kelly Laurent 14:21

seems to be all the time that we have for today. Thank you so much, Dr. Albert, for joining us.

Nikki-Jo Grossman 14:25

Before we close, we just want to give special mention and thank you to Vincenza Coughlin, who's really been a great leader with this podcast initiative, as well as Alice Nash. And once again, Dr. Albert for your time today and sitting with us.

Oh, thank you so much for doing this. It's just so exciting and I can't wait to listen in on future episodes myself.

Thank you

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