
From: Austin, Janet D.
Sent: Tuesday, April 04, 2016 2:39 PM
To: Gordon, Mary D. <mdgordon@texaschildrens.org>; Watson, Elizabeth L. (Watson, Elizabeth L.) <elwatson@texaschildrens.org>; Marcion, Sarah C. <scmarcio@texaschildrens.org>; Mullen, Joellan B. <jbmullen@texaschildrens.org>; Weber, Emily M. <emweber@texaschildrens.org>; White, Ketrese M. (Ketrese) <kxwhite@texaschildrens.org>; Schiop-Teague, Cheryl A. <cxtleague@texaschildrens.org>
Cc: Ridge, Richard A. (Richard) <raridge@texaschildrens.org>; Austin, Janet D. <jdaustin@texaschildrens.org>
Subject: Nursing Coordinating Council - Tuesday April 26, 2016

Hello everyone,

This email is to confirm you're on the agenda for Tuesday, April 26th. Please send your presentation to me by Friday, April 22nd noon. Mary Jo would like to review the presentations.

Thanks in advance.

Janet Austin, Sr. Administrative Assistant to Mary Jo André, SVP/Chief Nursing Officer
832-824-1674 | Fax: 832-825-1036
jdaustin@texaschildrens.org
Pavilion for Women
6651 Main Street, Suite E520, Houston, TX 77030



Nursing Coordinating Council Meeting Minutes

Texas Children's Hospital

Date: April 26, 2016
Chair: Mary Jo André

Council/Committee: Nursing Coordinating Council
Submitted By: Janet Austin

Members Present: X = Present

Name	Credentials	Title/Unit	X
Acuña, Sabrina	BSN, RN, CPN	Staff Nurse, WT 12 floor	X
André, Mary Jo	MSN, RN, NEA-BC	Chief Nursing Officer	X
Cherry, Heather	MHA, BSN, RN, NE-BC	Director, Newborn Center	EXC
Childs, Jody	MBA, RN	Nursing Administrative Specialist	X
Colorado, Yahaira	RN, BSN, CPEN	Manager, Emergency Center	
Currier, Helen	BSN, RN, CNN, CENP	Director, Renal & Pheresis Svcs	X
Domino, Melissa	BSN, RN, CCDS	Clinical Nurse Coordinator, Cardiology	X
Elliott, Elizabeth	MSN, RN, NNP-BC	Director, Advance Practice Providers	X
Engleman, Susan	MSN, RN, CPNP, AC, PNP, BC	Clinical Specialist, Nursing - WC	X
Gordon, Mary	PhD, RN, CNS-BC	Nurse Scientist, Nursing Profession Dev.	X
Harris, Nicole	BSN, RC, RNC-NIC	Staff Nurse, Newborn Center - NICU II	X
Holland, Shannon	MSN, RN, NEA-BC, CCRN-K	Director, PICU & PCU	EXC
Jones, Angela	MN, RN, NE-BC	Quality Clinical Specialist, Nursing	X
Kamphuis, Tanya	BSN, RNC-OB	Clinical Informatics Spec II, Nursing	X
Kelly, Fran	MSN, RNC-OB, NEA-BC, CPHQ	Director, Pavilion For Women, Quality	
Kerr, Tarra	MSN, RN, NEA-BC	Director, CVICU & 15 T	X
Lee, Deborah	MSN, RN, CPON, CNML	Asst. Director, Nursing - West Campus	
Marcion, Sarah	BSN, RN	Asst. Director, Magnet Program	X
Martinez, Rudy	MM-PA, BSN, RN, CPN	Director, Nursing Ambulatory	X
Maytum, Sara	MBA	Asst. Vice President, Patient and Family Services	X
McCord, Shannon	MS, RN, CPNP, CNS	Director, Advanced Practice Providers & Nursing Clinic, Support Services Comm.	X
McKillop, Kathy	BSN, RN-BC	Education Coordinator, Outpatient - West Campus	
Moody, Denine	MSN, RN	Nursing Administrative Specialist (NAS)	X
Morris, Leslie	BAN, RN	Education Coordinator, Outpatient	X
Mullen, Joellan	MSN, RN, CCRN	Clinical Specialist, Nursing	X
Nelson, Tanya	BSN, RNC-NIC	Coordinator, Nursing Professional Dev.	X
Nugent, Melissa	BSN, RN, CCRN, CCTC	Education Coordinator, Transplant Svcs.	X
Ochoa, Yvette	BSN, RN	Nursing Administrative Specialist	X

Name	Credentials	Title/Unit	X
Ochoa, Yvette	BSN, RN	Nursing Administrative Specialist	X
Parazyński, Gail	MSN, RN, NEA-BC	Asst. Vice President, EC and Critical Care	EXC
Pfeffer, Mary	BSN, RN, CPN	Staff Nurse, 14 West Tower	X
Ridge, Richard	PhD, MBA, RN, NEA-BC	Director, Innovations & Outcomes	X
Sanders, Jennifer	MSN, RN, NEA-BC	Director, Patient Flow & Resource Mgmt.	EXC
Samp, Diesa R.	MHA, BSN, RN, CCTC	Director, Transplant Services	
Schiop-Teague, Cheryl	RN, BSN, CCRN	Staff Nurse, EC - West Campus	X
Silvera, Melissa	BSN, RN	Nursing Administrative Specialist	X
Swanson, Judy	MBA, RN	Vice President, PFW OR, Transplant, Newborn Center	X
Tanner-Brown, Denise	RN, BSN, MHA, CPON	Director, Cancer Center	X
Taylor-Muse, Melissa	BSN, RN, CCRN	Staff Nurse, Float Staff, West Tower 3 rd fl.	X
Timmons, Mathew	MBA, FACHE	Director, Business Ops. & Cardiology	X
Tyer-Viola, Lynda	PhD, RNC, FAAN	Assistant Vice President for Ob/Gyn and Inpatient Women's Services	X
Vara, Roxanne	MBA, BSN, RN	Director, Emergency Center	X
Wallace, Amy	BSN, RN, CPN	Staff Nurse, 12 West Tower	X
Ward, Jackie	MSN, RN, NE-BC	Vice President, Acute Care & Cancer Ctr.	X
Weber, Emily	MS, RN, CPN, NEA-BC	Director, Magnet Program	X
Whaley, Elaine	MSN, RN, CIC	Director, Quality and Safety & Infection Control	X
White, Ketsre	MHA, RN, NE-BC	Director, Patient Care Svcs, Woodlands	X
Williams, Tanya	MSN, RN, NE-BC	Asst. Clinical Director, Nursing - Neo ICU	X
Winebar, Janet	MSM, BSN, RN, CNML	Director, Perioperative Services	X
Wuestner, Elizabeth	MSN, RN, CPEN	Clinical Specialist, Nursing	
Ybarra, Nan	DNP, MBA, RN, NEA-BC	Asst Clinical Director Nursing /L&D and WAC	X
Guest:			

Nursing Coordinating Council Meeting Minutes

Agenda Item (What and who)	Discussion (what and why)	Action Plan (what, who and when)	Outcome/St atus (what)
1. Call to Order Introductions	<p>Jackie Ward, Vice President welcomed everyone to Nursing Coordinating Council. The following introductions were made:</p> <ul style="list-style-type: none"> • Sarah Marcion introduced Denine Moody as new Nursing Administrative Specialist • Jennifer Sanders assumed the role of interim Director of Nursing at West Campus • Mary Jo André commended the Retention Council for a well job done on organizing and planning nurse's week!!! 		
2. Approval of Minutes	<p>The Nurse Coordinating Council meeting minutes of March 22, 2016, were distributed for review. Upon a motion made, duly seconded, and carried, the NCC minutes was approved as presented.</p>	<p>March 22nd meeting minutes approved.</p>	
3. Retention Council	<p>Cheryl Schiop-Teague, BSN, RN, CCRN Staff Nurse presented the update for Retention Council. She opened the discussion by sharing the charter.</p> <p>Retention Council Charter:</p> <ul style="list-style-type: none"> • Support, recognize, & celebrate the retention of professional Nurses system wide • Provide forum for sharing unit best practice ideas & success related to retention • Partner with leaders and human resources to foster nurse retention • Daisy Awards and other nationally recognized awards • Coordinate and execute nurses week activities <p>FY 16 Goals</p> <ul style="list-style-type: none"> • Increase awareness of Retention Council on unit by members providing updates at unit meetings • Standardized communication tool by providing members with follow-up and to do information post meetings • Implement one new retention activity on unit • Partner with leadership to start committee/council on unit if not already present <p>Daisy Award Celebrations – New format</p> <ul style="list-style-type: none"> • 3 winners a month - One winner from each campus • Forming subcommittee <p>Committee Current Projects</p> <ul style="list-style-type: none"> • Reelin' in Retention • Nurses week (May 6- 12) 		

Nursing Coordinating Council Meeting Minutes

Agenda Item (What and who)	Discussion (what and why)	Action Plan (what, who and when)	Outcome/St atus (what)
	<ul style="list-style-type: none"> • Winter stress relief events (2 events (Dec/Feb) • Certified nurse's day – (March 19th) 		
4. Nursing Research	<p>Mary Gordon, PhD, RN, CNS-BC Nurse Scientist updated the group on Nursing Research. The Evidence Based Nursing Practice Course start date was delayed to May 3rd due to inclement weather. A total of 21 nurses from 16 units enrolled in course.</p> <p>Tower of support for each student</p> <ul style="list-style-type: none"> • Unit leaders: Director, ACD, Manager, CS, or APRN • Course leaders: EBP Mentor and EBOC Mentor <p>Nursing Research Council Activities FY 2016</p> <ul style="list-style-type: none"> • Predicting Patient Height and Length in Critically Ill Children - (Status On Hold) • A Comparison of the Prevalence and Risk Factors for Stress Urinary Incontinence between Chinese and American Women - (Status - Baylor IRB) • Understanding Parents' Perceptions of NICU Safety Culture: Development of the Parent Centered Safety Culture Tool (Status – Baylor IRB) <p>Magnet Support</p> <ul style="list-style-type: none"> • Evaluation of the Professional Practice Model (PPM) <ul style="list-style-type: none"> ◦ Electronic 15 question survey developed to assess knowledge & attitudes of nurses at TCH about existing PPM ◦ Survey sent to Chairs & Co-Chairs of all Shared Governance Councils for distribution to members (March 14-31) ◦ Estimated recipient pool was 313 nurses ◦ Received surveys from 167 nurses <ul style="list-style-type: none"> ▪ 3 respondents who were not licensed as RN ▪ N=164 ◦ Response rate 53.4% <p>Words used to describe individual practice</p> <ul style="list-style-type: none"> • Goal is to getting feedback • Make sure words in our professional model <ul style="list-style-type: none"> ◦ Honesty ◦ Quality ◦ Collaboration ◦ Team Caring ◦ Safety 		

Nursing Coordinating Council Meeting Minutes

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	<ul style="list-style-type: none"> ○ Integrity ○ Empathy ○ Respect <p>Analysis and Recommendations</p> <ul style="list-style-type: none"> ● Sample: Purposive sampling <ul style="list-style-type: none"> ○ Concern for survey fatigue ○ Target sample - nurses involved in Shared Governance Committees ○ Possibility of over sampling in primary practice areas-skew results ● Consider future revision of the PPM <ul style="list-style-type: none"> ○ Current PPM needs clearer relationships between model components ○ Incorporate individual practice descriptors used by respondents ○ Consider tying TCH PPM to nursing theories (Benner and Watson) ● Education: more is needed about the PPM ● Develop process for <u>on-going</u> evaluation of model <p>Nurse Scientists Support Magnet</p> <ul style="list-style-type: none"> ● Writing 11 Magnet stories ● Advise and support Shared Governance Councils ● Collecting data for research report 2/2013-4/2016 <ul style="list-style-type: none"> ○ Accumulated list of 31 nurse led research studies at TCH ○ Nursing Publications in scholarly journals (>60) <ul style="list-style-type: none"> ■ Advances in Neonatal Care ■ Clinical Nursing Research ■ Infection Control & Hospital Epidemiology ■ Journal of Continuing Education in Nursing ● Doctoral prepared nurses at TCH <ul style="list-style-type: none"> ○ 11 PhD nurses ○ 7 DNP nurses <p>Additional Scholarly Activities</p> <ul style="list-style-type: none"> ● Attended UT Research Symposium April 8th ● Attend the TMC Nursing Research Collaborative meetings ● Scientific support to HAC teams ● Submitted Education grant to Baylor <ul style="list-style-type: none"> ○ "Real-Time Pediatric Nursing Pain Education Resources" - Evelyn Monico, 		

Nursing Coordinating Council Meeting Minutes

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	<p>MD, Grace Kao, PhD, Richard Ridge, RN, PhD, CENP</p> <ul style="list-style-type: none"> • Updated the Nursing Research Share Point site on intranet <ul style="list-style-type: none"> ○ Work continues to re-design site • Participate in Nursing Professional Day (July and September 2016) <ul style="list-style-type: none"> ○ Partner with EBOC team with 2 Evidence Based Practice abstracts ○ Abstract to discuss the TCH PPM ○ Abstract about Nurse Fatigue in the Workplace 		
5. The Woodlands	<p>Ketrese White, Director, Patient Care Svcs, Woodlands gave an update on the Woodlands project. She opened the discussion by introducing the Woodlands Leadership Team:</p> <ul style="list-style-type: none"> ○ Michelle Riley-Brown, Executive Vice President ○ Dr. Charles Hankins, Chief Medical Officer ○ Dr. Jeffrey Shilt, Chief Surgical Officer ○ Trent Johnson, Business Operations & support Services ○ Ketrese White, Director, Patient Care Services ○ Julie Barrett, director, Outpatient & Clinical Support Services ○ Cathy Pierantozzi, Director, human Resources ○ Susan Romero, ACD, Acute Care ○ Lindi Stegeman, ACD, Critical care ○ Juanna Brando, ACD, Emergency Center ○ Kim Holt, ACD, Cancer Center ○ Ramon Enad, ACD Perioperative Services <p>The Woodlands - Past, Present and Future</p> <p>The Woodlands Health Center opened in 2003 inside the CHI St. Luke's Medical Arts I Building. Since opening, The Woodlands health Center grew to be the largest health center within the Texas Children's system and employs approximately 50 staff. In FY15, The Woodlands Health center completed 18,765 subspecialty clinic visits and 25,078 diagnostic and therapeutic visits/units of service. The woodlands plans to open outpatient on October 2016 and inpatient in the spring of 2017.</p> <p>The Woodlands Activation Teams Purpose:</p> <ul style="list-style-type: none"> • To ensure operational alignment • To increase visibility to the project • To promote committed partnerships 		

Nursing Coordinating Council Meeting Minutes

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	<p>Each activation team is composed of appropriate leadership and staff representatives from across the system to assist with the buckets of work.</p> <p>7 Buckets of Work:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #e0e0e0;">Work Bucket</th><th style="background-color: #e0e0e0;">Description</th><th style="background-color: #e0e0e0;">Timeline</th><th style="background-color: #e0e0e0;">Starting Point / Reference documents</th></tr> </thead> <tbody> <tr> <td>1. Project Plan</td><td>Development of department-level project plans that can be rolled into a single Master Project Plan that identifies all steps needed to open a new department</td><td>Month 1 – 2</td><td>WC activation team charters and project plans</td></tr> <tr> <td>2. Staffing</td><td>Identification and modification of current staffing tools, applicable to The Woodlands</td><td>Month 1 – 3</td><td>WHPUOS & WC staffing models; WC job descriptions</td></tr> <tr> <td>3. Scope of Care</td><td>Identification, modification, and approval of scope of care as applicable to The Woodlands</td><td>Month 1 – 3</td><td>WC scope of care documents</td></tr> <tr> <td>4. Policies & Procedures</td><td>Identification and modification of applicable policies and procedures based upon The Woodlands processes</td><td>Month 1 – 5</td><td>WC Policies & Procedures – Woodlands to review and modify</td></tr> <tr> <td>5. Work Flows/ Operations</td><td>Identification of current best practices for implementation and modification of select processes to meet the needs of The Woodlands ideal patient experience</td><td>Month 1 – 7</td><td></td></tr> <tr> <td>6. Supplies/ Equip/Forms</td><td>Identification and modification of necessary supplies, equipment, and forms that will support The Woodlands operations</td><td>Month 1 – 8</td><td>WC equipment & supply lists; WC Forms – Woodlands to review and modify</td></tr> <tr> <td>7. Mock-Drills/ Simulation</td><td>Participation in mock drills to test work-flows and identification of areas where those flows could be improved</td><td>Month 7 – 9</td><td></td></tr> </tbody> </table>				Work Bucket	Description	Timeline	Starting Point / Reference documents	1. Project Plan	Development of department-level project plans that can be rolled into a single Master Project Plan that identifies all steps needed to open a new department	Month 1 – 2	WC activation team charters and project plans	2. Staffing	Identification and modification of current staffing tools, applicable to The Woodlands	Month 1 – 3	WHPUOS & WC staffing models; WC job descriptions	3. Scope of Care	Identification, modification, and approval of scope of care as applicable to The Woodlands	Month 1 – 3	WC scope of care documents	4. Policies & Procedures	Identification and modification of applicable policies and procedures based upon The Woodlands processes	Month 1 – 5	WC Policies & Procedures – Woodlands to review and modify	5. Work Flows/ Operations	Identification of current best practices for implementation and modification of select processes to meet the needs of The Woodlands ideal patient experience	Month 1 – 7		6. Supplies/ Equip/Forms	Identification and modification of necessary supplies, equipment, and forms that will support The Woodlands operations	Month 1 – 8	WC equipment & supply lists; WC Forms – Woodlands to review and modify	7. Mock-Drills/ Simulation	Participation in mock drills to test work-flows and identification of areas where those flows could be improved	Month 7 – 9			
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From: Riley-Brown, Michelle M.
Sent: Thursday, April 28, 2016 10:07 PM
To: Johnson, Trent D. (Trent); White, Ketrese M. (Ketrese); Barrett, Julie L. (Barrett, Julie)
Cc: Anderson, Cassandra B.
Subject: Presentation

Trent, Ketrese and Julie,

You have worked so hard as a team since you joined the Woodlands project, and have made tremendous progress in activation planning and recruitment over the past year. You should be proud of what you have accomplished, and where we are headed. I spoke to Mark Wallace today and suggested you have the opportunity to present a Woodlands planning update to Systems Leadership Forum. This group consists of the 6 In-Chiefs and the Sr. Executives of the hospital. Dr. Hankins and Dr. Shilt attend this meeting.

The next likely meeting for this presentation is July 27th. Please let me know if you can attend the meeting and present at 8:00am that day.

Please mark your calendars!

Thanks,

Michelle

Sent from my iPad

**TEXAS CHILDREN'S
SYSTEM LEADERSHIP FORUM**

Wednesday, July 27, 2016, 8:00 to 9:30 a.m.

George A. Peterkin, Jr. Board Room

- | | | |
|----|--|--|
| 1. | Call to Order | Mark A. Wallace |
| 2. | Introduction of Administrative Fellows | Linda Aldred |
| 3 | TCH The Woodlands Update | Michelle Riley-Brown
Trent Johnson
Julie Barrett
Ketrese White |
| 4. | USNWR Update | Trudy Leidich |
| 5. | Financial/Budget Update | Weldon Gage |
| 6. | Around the Horn | Mark A. Wallace |

Remaining System Leadership Forum meeting dates in 2016:

August – no meeting	November – no meeting
September 28	December 7
October 26	

*Texas Children's mission is to create a healthier future for children and women
throughout our global community by leading in patient care, education and research.*

Forum Digest

February Directors Forum

Here's a summary of the information covered in the February Directors Forum. All presentations are available for a closer look [here](#).

Introductions and Promotions

San Juanita Golter, Director of Operations for the Revenue Cycle

Rachel Guerrier, Director of Provider Relations – Health Plan

Dawn Majors, Director of the IS Project Portfolio

Jermaine Monroe, Director of Talent Acquisition

Leanne O'Brien, Director of Enterprise Business Systems

Kabby (Karolyn) Thompson, Director of Managed Care Contracting

Kelly Wallin, Director of Quality Education/Collaboratives

Organizational Updates

Magnet accreditation (Emily Weber)

We submitted our Magnet document on February 1. We reapply for accreditation every four years. We've been assigned four magnet appraisers who will take about four months to review the document. Then we'll plan a site visit. We submitted 69 different standards. A lot of those required data to back them up. The team took about a year to write the document. We will be able to share results of site visits in about four months.

March of Dimes (Ivett Shah)

In 2016 we were the no. 1 fundraiser in Houston, raising \$180,000. That is higher than Memorial Herman, NRG and HEB. Help us make this year another successful year. The MOD walk for the Woodlands is April 1, and the walk in Houston is April 23.

MyDining room service (Claudia Conkin)

Room service rolled out in January on inpatient floors 9,10, 11 and 12 and in the Inpatient Rehabilitation Unit. As of March 1, all inpatient units were transitioned into room service. We are expecting great patient satisfaction and outcomes with this program.

Plain language emergency codes (Melissa Murrah)

Many are aware that we have a new technology – Everbridge, implemented over the past year that allows us to communicate with you in the event of an emergency. Because we're confident in that system now, we are retiring the CARLA language. We will now communicate with you in plain language. If there is an emergency, we will let you know that we are sending an advisory, an alert, or that we are activating incident management.

The Woodlands (Dan DiPrisco, Ketrese White and Trent Johnson)

We are only 35 days away from opening the hospital. Onboarding, training and simulation is about 95 percent complete. We also have planned a comprehensive,

customized plan for onboarding, for non-clinical and clinical roles. We have about 220 employees who kicked off orientation on February 20. Simulation training started on February 27. Regarding deployment and building readiness, we have equipment and supplies arriving almost daily. We started a phased move-in, in February and will continue through late March.

US News and World Report rankings (Dr. Angelo Giardino)

We have submitted our USNWR data. We expect great things, no predictions, but we'll know in June what the final ranking is.

Presentations

Organizational Goals Dashboard

Presenters: Paola Alvarez-Malo and Roula Zoghbi Smith

What's this about? Orientation to the Organizational Goals Dashboard specific to FY17 DIP goals

What's the take-away?

- Transparency on EVP and DIP goals is necessary for improvement.
- Performance is tracked on a quarterly basis, but we are working to see what metrics can be updated monthly.
- Going forward, the entire dashboard will be distributed to all executives and directors.

How can I help?

- Determine how you and your department can impact both the DIP and EVP goals.
- Connect with the Business Planning team and content experts with any questions and feedback related to the dashboard.

Home Health Initiative update

Presenters: Lou Fragoso, Sarah Maytum, Sherry Vetter, Aisha Jamal

What's this about? Progress update on the home health initiative outlining our overall approach and strategy plus an overview of five identified opportunities related to home health

What's the take-away?

- Home health services touch approximately 10 percent of the unique patients across our system. We must identify and implement solutions to ease the administrative burdens on our providers and staff, and improve access to these services.
- Home Health referrals are a cumbersome and manual process which lead to significant documentation and data challenges. We have identified and are implementing two technological improvements to address these gaps.
- There are a lot of opportunities for cost savings, especially around speech therapy usage for our Health Plan members. Texas Children's Hospital is 50 percent more efficient at providing speech therapy services than other providers in our community. We are working on identifying the right approach to manage

costs and the usage of these services to ensure that we are providing our patients with the right care, at the right time, in the right place for the right cost.

How can I help?

- Share your feedback, ideas and thoughts related to home health with the executive steering team.

Inspiration

"Every person and every job is critical. Every task must be done with excellence, no matter how seemingly small. Every day, we must remind ourselves that we are all working toward something so much greater than our individual selves. We are not putting the first man on the moon. But our mission is ensuring any of our patients could be the next one there."

Mark A. Wallace

From *On the Mark A Mission to the Moon ... and beyond*

From: Riley-Brown, Michelle M.
Sent: Wednesday, July 27, 2016 1:23 PM
To: Johnson, Trent D. (Trent); White, Ketrese M. (Ketrese); Barrett, Julie L. (Barrett, Julie)
Cc: DiPrisco, Daniel R. (Dan); Shilt, Jeffrey S.; Hankins, Charles T.
Subject: Great job today!

Team,

You did an AWESOME job today at Systems Leadership!!

I have received several positive comments on what a good job the team did from Mark Wallace, all of the EVPs, Dr. Belfort, Dr. Kline... to name a few people.

I am so proud to work with each one of you. We are going to do great things in the Woodlands community.

Onward and Upward!!!

Michelle

Michelle Riley-Brown, FACHE

Executive Vice President
President, Texas Children's Hospital The Woodlands
Phone (832) 826 – 3048
Fax (832) 825 – 7839



Opening 2017

From: Childs, Jody C.
Sent: Monday, May 16, 2016 2:25 PM
To: White, Ketrese M. (Ketrese)
Subject: Town Hall - panel

Good afternoon Ketrese,

How are you? We are in the process of planning Mary Jo's Town Hall. The Town Hall will be on June 2nd from 11:30 to 12:30. Part of the Town Hall will be Mary Jo presenting, the other part will be a panel presentation. Mary Jo asked me to reach out to you to see if you would be available to be on the panel. She wants to incorporate some organizational updates into the Town Hall – she was hoping that you could speak to the planning and work that is going on as you prepare for the Woodlands opening.

Please let me know if you are available to do this.

Thank you,
Jody

From: Childs, Jody C.
Sent: Tuesday, September 20, 2016 2:17 PM
To: White, Ketrese M. (Ketrese) <kxwhite@texaschildrens.org>
Subject: Town Hall Question

Hi Ketrese,

How are you? I have a question for you about our upcoming Nursing Town Hall which will be held on December 7, 2016 from 1-2pm. Mary Jo and I have been talking about the agenda. We really liked having the mini updates re: Woodlands and CareFirst. We were wondering if it would be possible for us to get really creative and give the attendees a little sneak peak at the progress on each. We were wondering if it would be possible for us to capture some footage of each and make little mini videos? Maria Happe thinks we can get the video footage of progress on CareFirst. What do you think about the Woodlands? Does this sound do-able to you?

Jody



The
Woodlands

Opening 2017

Woodlands Update

Ketrese White, MHA, RN, NE-BC
Director of Patient Care Services
June 2, 2016

The campus is taking shape. . .



December 2014



March 2016



Texas Children's The Woodlands will offer robust pediatric care in the community

- 25+ subspecialty clinics
- 32 acute care beds
- 14 PICU beds
- 14 NICU beds (level III / surgical)
- 25 emergency care beds
- 4 operating rooms
- Infusion Center
- Sleep Center
- Radiology (CT,IR MRI,US)
- Pathology
- Helipad



Opening April 2017
Hospital-based services

Opening October 2016
Clinic-based services

Guiding Principles

Support quality and safety at all locations
Minimize operational impact at existing campuses
Cultivate TCH culture in The Woodlands

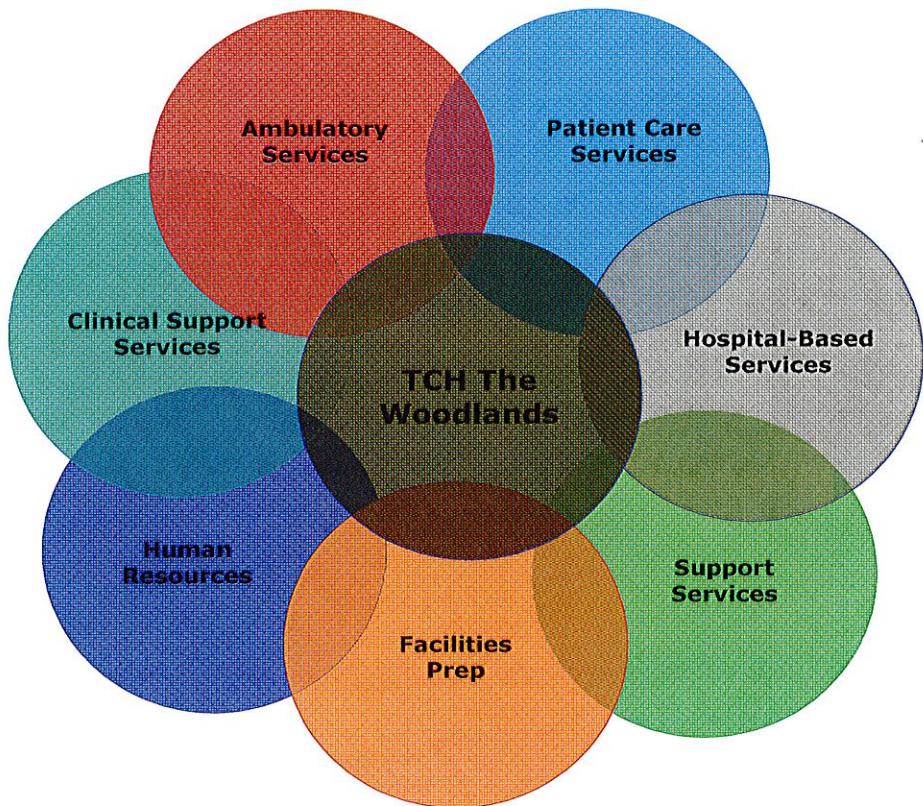
Activation teams have been working together to help ensure excellence . . .

Purpose

- To ensure operational alignment
- To increase visibility to the project
- To promote committed partnerships

Composition

Each team is composed of appropriate leadership and staff representatives from across the system



... and new strategies were incorporated based on lessons learned to meet the needs of patients, families, providers and staff

- ✓ Leverage existing Texas Children's presence in The Woodlands
- ✓ Dedicated provider model (Live / play / work)
- ✓ Intensive care beds at opening
- ✓ Internal interest process
- ✓ Early Onboarding
- ✓ Robust training and simulation experience for providers and staff
- ✓ Focused efforts on Patient Experience training for all staff

We are excited to bring Texas Children's care closer to home for our patients and families



Right care. Right place. Right time.



The
Woodlands

Opening 2017

Nursing Town Hall

Ketrese White, MHA, RN, NE-BC
Director of Patient Care Services
December 2016

The Woodlands growth will continue throughout FY17 . . .

Outpatient building

- Opened October 4, 2016
- >10,000 encounters to date

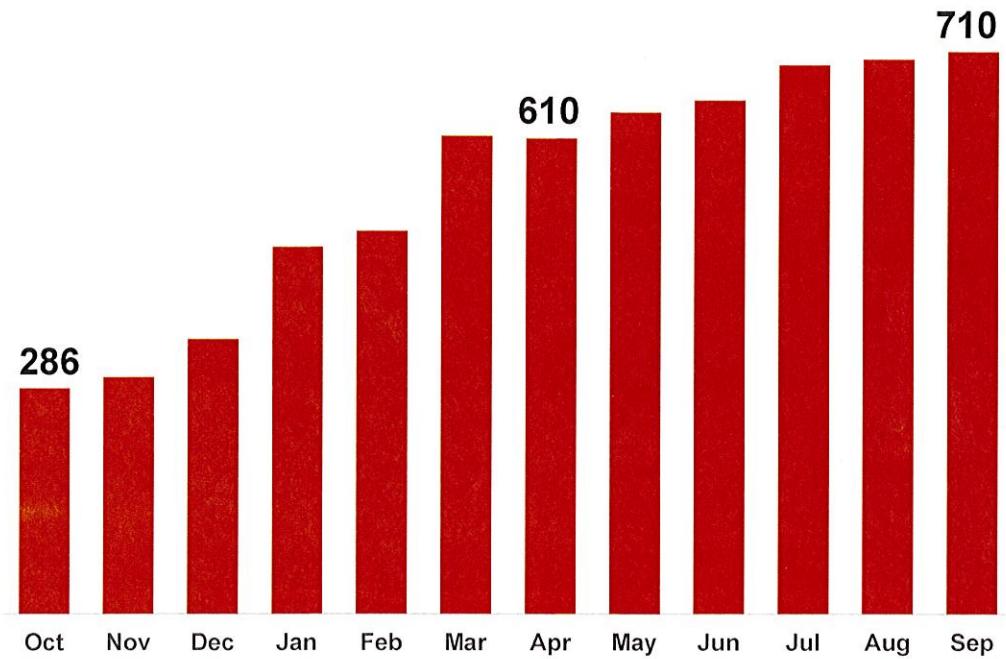
Inpatient building

- Opens April 11, 2017

Nursing Positions

- 217 positions filled to date

FY17 Total Budgeted FTEs by Month



... and teams are focused on operational readiness



- ▶ **Scope of services**

Finalize scope of services that will be delivered when hospital opens in April

- ▶ **Processes**

Identify and document key processes/workflows for each area

- ▶ **Training and orientation**

Train and orient personnel

- ▶ **Supply setup & deployment**

Supply set up, deployment of equipment & IS installation

- ▶ **Simulation training**

Conduct simulation activities focused on training personnel

- ▶ **Simulation testing**

Conduct simulations focused on testing physical space and processes