

Date: January 10, 2020

To: Beth Beckman, CNSc, RN, CNE YNHHS

From: Anna Cerra, DNP, MSN, MSHA, RN, SVP Patient Care Services/CNO

RE: Shelby Smith, MSN, RN to Lead YNHHS Nurse Manager Project-Patient Experience

Hi Beth,

I nominate Shelby Smith, MSN, RN, ED Nurse Manager to be the sponsor and lead the Experienced Nurse Manager Program for YNHHS in partnership with Yale School of Management, specifically the YNHHS Nurse Manager Patient Experience team for the Patient Satisfaction project. Shelby has a wealth of experience with patient satisfaction initiatives. The GH Emergency Department for the first time received the Guardian of Excellence Award in Patient Experience for consistently performing in the top 5 percent for one year.

Please let me know if you would like to discuss further.

Sincerely,

A handwritten signature in cursive script, appearing to read 'Anna Cerra', written in black ink.

Anna Cerra, DNP, MSN, MSHA, RN

Hi Shelby,

February 1, 2020

You are likely already aware, but wanted to formally introduce to the Experience Nurse Manger Program for YNHHS In partnership with the Yale School of Management, that includes a component of a project. One of the projects the group will be working on is the Patient Experience. You have been named the project sponsor. Below is a quick summary of the three named projects, as well as, you team names. I have also attached the summary of the roles of the sponsors and the Project Document. The teams have time next Friday 2/7 from 2:30-4:30 to begin their work which will be over a 2 month period of time.

Regards,
Jennifer

Project Name	Project Description	Project Sponsor
Clinical Nurse Transition Coaches (CNTCs)	Develop a sustainability plan for the CNTC program inclusive of expansion to Greenwich and L&M	Jeannette Bronsord Jennifer Ghidini
Resiliency	Develop an organizational tool kit to build a culture of resiliency for all to access. An assessment of the resiliency work across the Health Systems, cross walking The Joy at Work, IHI model and developing a framework and recommendations for the Health Systems.	
Improving the Patient Experience	The plan will focus on needs to greatly improve CNO from each DN patient experience and should seek to enhance the patient experience through an assessment in partnership with Press Ganey.	
Improving the Patient Experience (Rounding or Nurse Communication)		
BH		
Holly Branchato		
Pamela Hunt		
GH		
Helena Klumons		
L&M		
Kelly Brennan		
YNHH		
Kim Carter		
Beth Holveck		
Lynne Killoy		
Patricia Bryne		
Patti Vakos		

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