

## Operational Guideline 3: Providing Communication to PNSO Members

### Purpose

The purpose of the Communications Committee of the PNSO is to develop and implement a multi-directional reporting and communication structure between the Nursing Cabinet and Professional Nursing Staff at large. The Communications Committee reports through the Governance Committee to the Nursing Cabinet. The committee is chaired by the Communications Officer and membership is open to any interested member of the PNSO.

### Principles

The Nursing Cabinet, Congress Delegates, and Managers are responsible for communicating the business of the PNSO to the nursing staff at large. In turn, the nursing staff are equally responsible for using the available vehicles of communication to seek information and to relay issues, concerns, and ideas back to the cabinet via their liaison, delegate, or manager.

Electronic communication is the most effective and efficient method of communication for the PNSO. As such, members of the PNSO should maintain an active Outlook account and be familiar with the PNSO website.

### Process

The communication structure of the PNSO is as follows:

- Cabinet↔Liaison Area
- Nurse Managers↔professional nursing staff
- Delegates↔nursing constituents

### **Key PNSO communication items include:**

- Cabinet Agendas
- Cabinet Minutes – a record of the twice-monthly meetings of the PNSO cabinet
- Practice News – monthly report to the PNSO on the activity and decisions of the Practice Committee
- Publicity for Assemblies, Leadership meetings, annual PNSO elections and Congress
- PNSO Annual Report (report to staff on PNSO achievements and goals, as well as recognition of staff and Health System accomplishments during the year)
- The President's Annual Report to the PNSO (summarizing annual accomplishments and future goals)

**Key forms of communication include:*****PNSO WEBSITE***

- The PNSO Website is located at <http://healthsystem.virginia.edu/pnso/> and may also be reached using the shortcut [uvanurses.virginia.edu](http://uvanurses.virginia.edu) or via the PNSO icon on Knowledge Link. Refer to this website for frequent updates to nursing practice, professional development opportunities, and PNSO events. The Communications Officer serves as the Web Master for the PNSO and is responsible for the operational aspects of its content and function. The Communications Committee oversees web content in general. Other committees of the PNSO make requests for core changes to the web via the Communications Committee.

***EMAIL***

An Outlook account can be obtained by completing the HS/CS LAN Account request and obtaining the manager's signature on the form accessed by this hyperlink:

<http://www.healthsystem.virginia.edu/mcc/mcc/OnlineForms/formLANacct.cfm>

Addresses of individual officers and committee chairs can be found on the PNSO website. For broader electronic mailings, the following major distribution lists exist in the Outlook address book (some e-mail distribution lists have restricted access):

- CL Registered Nurses
- CL Nursing Congress
- CL Nursing Cabinet
- CL Nurse Managers
- CL Clinician 4/APN
- CL Nurse Practitioner

***TRADITIONAL HARD-COPY DISTRIBUTION***

Though the PNSO maintains an emphasis on electronic communications, some materials are also distributed on paper, posted on bulletin boards, and/or distributed electronically to be printed and posted:

- PNSO Annual Report;
- Professional development opportunities announcements; other meeting flyers;
- Publicizing annual PNSO Officer and Nursing Congress elections;
- Other nursing-related mailings.