## Patient Care Services

### DISCIPLINES
- Chaplaincy
- Medical Interpreter Services
- Nursing
- Occupational Therapy
- Orthotics and Prosthetics
- Physical Therapy
- Respiratory Therapy
- Social Services
- Speech, Language & Swallowing Disorders
- Volunteer Services

### PROGRAMS
- Caring Headlines
- Child Protection Consultation Team
- Diversity
- HAVEN Program — Helping Abuse and Violence End Now
- Information Systems
- International Ambassadors
- International Programs
- The Knight Nursing Center for Clinical & Professional Development
- Ladies Visiting Committee Retail Shops
- Patient and Family Lodging
- Management Systems
- Maxwell & Eleanor Blum Patient and Family Learning Center
- MGH Quit Smoking Service
- Office of Patient Advocacy
- Office of Quality and Safety
- Promotional Communication and Publicity
- Reading Disabilities
- Social Services
- Speech, Language and Swallowing Disorders
- Volunteer Services

## Executive Team

### Executive Team
- Jeanette Ives Erickson, RN, MS
  - Senior Vice President for Patient Care and Chief Nurse
- Debbie Burke, RN, MSN, MBA
  - Associate Chief Nurse
- Leila Carbunari, RN, MEd
  - Director, International Program
- Edward Coakley, RN, MEd, MA, MSN
  - Director Emeritus
- Deborah Colton
  - Vice President of External Affairs MGPO/PCS
- Ann Daniels, PhD, LICSW
  - Executive Director, Social Services, and Chaplaincy
- Marianne Diemens, RN, MSN, MBA
  - Executive Director, Systems Improvement
- José Fernández, RN, PhD
  - Director, Office of Quality and Safety
- Thomas Gallagher, RN, BS
  - Associate Chief Nurse
- Todd Charbonneau, RN, MS
  - Associate Chief Nurse, The Knight Nursing Center for Clinical and Professional Development
- Char Gooi, BSN, MD
  - Director, Patient Care Services
- Christine Hausman
  - Director, Respiratory Care Services
- Michael Sullivan, PT, DPT, MBA
  - Director, Physical Therapy and Occupational Therapy
- Diane Tomey, RN, MSN
  - Associate Chief Nurse
- Carmen Varga Barchowsky, MA, CCC-SLP
  - Director, Speech, Language and Swallowing Disorders
- Deborah Washington, RN, MS
  - Director, Patient Care Services Diversity Program
- Jackie Somerville, RN, MS, CMAC
  - Associate Chief Nurse
- Phyllis Meisel
  - Director, Reading Disabilities
- Sally Miller, RN, MBA
  - Director, Office of Patient Advocacy and Patient Care Information Systems
- Georgia R. Jance
  - Director, Promotional Communication and Publicity
- George Bailey, MBA
  - Director, Orthotics and Prosthetics
- Pat Roccio
  - Director, Volunteers, Medical Interpreter, Information and General Store Services
- Susan Salinas
  - Managing Editor/Writer, Caring Headlines

### Cover Photo
- Two miles off the coast of Banda Aceh, Indonesia, aboard the USNS Mercy, MGH staff nurse Renee Glauser, RN, provides care and comfort to a young girl and her mother following the devastating tsunami.

## 2005 Annual Report

### Executive Team
Dear Friends and Colleagues:

2005 proved an exciting year for Massachusetts General Hospital (MGH) and Patient Care Services (PCS). Time and time again — both at the bedside and beyond our walls — we reaffirmed the promise of our MGH founders: “When in distress, every man becomes our neighbor.” We witnessed extraordinary acts of what internationally recognized nurse historian and author Louise C. Selanders describes as “Healing, Leadership and Global Action.”

Where we could ease pain and suffering we stepped forward, both individually and in teams. When an acutely ill father was in our care on his daughter’s wedding day, we helped him get into his tuxedo for a family photo — a powerful healing moment. When natural disasters devastated coastal regions — not once, but on two separate occasions — the MGH community came together to provide relief. Members of Patient Care Services led the way.

PCS also witnessed many significant events: We celebrated the 100th anniversary of the founding of medical Social Services, which began right here at the MGH. We read with pride as The Boston Globe’s four-part series focusing on our New Graduate Critical Care Nursing Program appeared on the paper’s front page for four consecutive days. We mourned the death of our widely admired friend, colleague and trailblazer, Jean Nardini, RN, a leader in the MGH community for more than 30 years.

Behind the scenes, we advanced our practice through a variety of innovations: giving thousands of families and friends of patients peace of mind by helping them keep in touch with one another via a new Web-based patient information service, introducing an online electronic dashboard to ensure that MGH meets or exceeds the needs of patients while keeping them as safe as possible, and being among the first in the nation to post our nursing staffing data publicly on the Internet.

We have plenty to be proud of — more than we can recount — and to all of my colleagues in Patient Care Services, I say “thank you” for all you do to make MGH the world-class institution that it is today. I hope you enjoy a quick glimpse of the year that was … 2005.

With gratitude,

Jeanette Ives Erickson, RN, MS
Senior Vice President for Patient Care
Chief Nurse
Patient Care Services represents 11 clinical disciplines, 18 programs, and 4,600 professional and support staff. We are many in number. But what truly defines Patient Care Services is our unity of purpose — providing the best care possible for the patients and families whose lives we touch. This is our common vision, one we can achieve day in and day out because we are blessed with the most valuable of resources — one another.
Healing
A Family of Caregivers

Throughout 2005, more than 45,000 patients were hospitalized at Massachusetts General Hospital and another 1,395,890 were cared for in our ambulatory and health center settings. Caring for each of these individuals means doing all we can to address their physical, spiritual and emotional needs. The story of a patient we will call “Angela” provides one example of the care offered throughout the MGH.

Angela had moved to the US from Cape Verde and, as her illness progressed, she ended up living in a local shelter. By the time she came to MGH, she was confused, extremely ill with an array of symptoms … and very much alone.

Following a battery of tests, Angela was diagnosed with a rare and incurable neurodegenerative disease. Although there was no known medical treatment, as her condition continued to deteriorate she continued to receive the best available care.

Nurses, physicians, patient care assistants, unit service associates, operations associates, social workers, physical therapists, speech, language and swallowing specialists, chaplains, and so many more formed a community of caring around the young patient. They provided support as her symptoms worsened and worked to manage her pain. They brought her flowers and visited when the workday was over. MGH staff from Cape Verde attended to her personal needs, dropping off small gifts and talking to her in her native language.

It was clear Angela would never recover from her illness. Eventually, it would take her life, but her caregivers never let it rob their patient of her dignity or her humanity.

Angela’s story may seem unusual. Yet every day throughout the hospital we witness the extraordinary in everyday acts of caring and kindness. These continue to define MGH patient care. We are a community of healing and of humanity that knows no bounds.
African American Pinning Ceremony
“Uniquely African American” provided the theme for this year’s annual Pinning event, focusing on the issue of maintaining self-identity in a world that does not look like you. Massachusetts State Representative Byron Rushing gave an engaging keynote speech on Black history, racism in America and the evolution of Black History Month. As always, MGH honorees received a traditional Black Heritage pin and an African shawl.

Project HOPE honored at the White House
At a formal ceremony on the South Lawn of the White House, President George W. Bush honored the Project HOPE disaster relief team, which included nearly 100 MGH clinical volunteers — all of whom assisted in post-tsunami relief efforts.

MGH Quit Smoking Service joins PCS
For some people, a hospital stay offers a golden opportunity to quit smoking. This year, the MGH formally moved its Quit Smoking Service into Patient Care Services to better position smoking counselors and frontline providers to work more closely together. By the end of the year, patient referrals to smoking counselors more than doubled.

COLLABORATIVE GOVERNANCE: The Nursing Practice Committee made new practice recommendations, reviewed and approved new products, and articulated practice changes throughout PCS, including the approval of new transfusion procedures and a Universal Protocol Checklist.

PCS introduces CarePages
CarePages allows patients and families to stay in touch 24 hours a day, seven days a week via the Internet. Through a private, customized patient Web page, those in the circle of friends and family can post up-to-date information, well wishes and even photos. Families can update one another in 30 seconds versus 30 phone calls.

Learning online
In collaboration with Northeastern University and St. Joseph’s College of Maine, the MGH Department of Nursing introduced on-site, online baccalaureate programs for MGH nurses interested in returning to school.

Colleague helping colleague
As MGH physical therapist Alison Squadrito planned her upcoming wedding, she became focused on how to involve her grandmother, who had developed advanced Alzheimer’s disease. She had always pictured her grandmother taking part in the celebration, and it was hard to imagine anything less. Squadrito’s professional training allowed her insights into many issues — particularly the physical challenges of her grandmother’s strength, endurance, her ability to get in or out of a car and climb stairs, and the handicapped accessibility of her home and the church — but there was also the need for expert advice regarding the management of the emotional and cognitive issues associated with Alzheimer’s disease. Squadrito turned to colleague Barbara Guire, RN, a psychiatric clinical nurse specialist within the hospital’s Networking to Improve the Care of Health System Elders (NICHE) initiative, a multidisciplinary team of providers focused on issues facing older adults. Together, they were able to map out a plan that both ensured her grandmother’s safety and comfort, and allowed her to share in the joy of Squadrito’s big day.

A record 46 percent — 1,322 clinicians — completed the Staff Perceptions of the Professional Practice Environment Survey, with 90 percent “satisfied” or “very satisfied” with the MGH practice environment.
COLLABORATIVE GOVERNANCE: The Ethics and Patient Education committees helped heighten awareness and understanding among MGH clinicians regarding key ethical topics and issues. This year, they cosponsored an Advance Directives Booth in which nearly 1,000 packets of information were distributed throughout the MGH community.

Respiratory therapists
Respiratory therapists worked with a multidisciplinary team in the Medical Intensive Care Unit (MICU) to develop highly successful ventilator discontinuation protocols, implemented by respiratory therapists and nurses. These have proven to safely decrease the amount of time patients need to remain on a ventilator and in the ICU itself. MGH is now collaborating with academic medical centers throughout the country to establish these as universally accepted, best-practice protocols for all mechanically ventilated patients.

Recruiting the next generation
The National Youth Leadership Forum on Nursing program is designed to provide high school students with a formal introduction to nursing. This year, 210 staff nurses — from nearly every nursing specialty — volunteered to share their knowledge and experience with more than 200 visiting students.

MGH bids farewell to “Nurse of Distinction”
Jean M. Nardini, RN, nurse manager of the Hemodialysis Unit and member of the MGH community for more than 30 years, died in May following a long illness. Nardini is remembered by colleagues throughout the hospital and throughout the country as a strong and caring leader, committed patient advocate, compassionate caregiver, teacher, role model and friend. Shortly before Nardini’s death, MGH chief nurse Jeanette Ives Erickson, RN, presented her friend and colleague with the first Jean M. Nardini, RN, Nurse of Distinction Award. The hospital also approved a recommendation to rename Nardini’s patient care unit the Jean M. Nardini, RN, Hemodialysis Unit at Massachusetts General Hospital. Both are well-deserved honors — ensuring that Nardini’s legacy endures.

For times of trouble
During times of crisis, we often come together to reflect — to find strength and comfort amid confusion. Through the generosity of the MGH Ladies Visiting Committee, the MGH Chaplaincy created a booklet entitled Prayers, Songs, Poems and Readings for Times of Trouble. The collection represents a variety of religious traditions and secular resources and is distributed to the MGH community during times of crisis.

One fish, two fish ...
This year, the food chain joined the communication chain in the Same Day Surgical Unit (SDSU). A newly introduced school of “beeper fish” allows families to move throughout the hospital while their child is in surgery, receive regular progress reports and stay immediately available. The design is a perfect complement to the underwater motif featured throughout Pediatric services.

COLLABORATIVE GOVERNANCE: The Research Committee helped translate evidence-based practice into reality through its Nursing Research Day scientific presentations, the Yvonne L. Munn annual lecture and nursing research awards, its “Did You Know?” research utilization posters, and its Journal Club.

MGH Physical Therapy
MGH Physical Therapy (PT) celebrated PT Month with the theme “Your health, our hands.” Festivities included a series of both on- and off-site presentations, demonstrations, educational forums and the 23rd annual Marjorie K. Ionta PT Lecture. Along with their colleagues in Occupational Therapy, the department led a charge to raise funds for the MGH Social Services Discretionary Fund and relief efforts for Hurricane Katrina.
Leadership
MGH Social Services has remained true to its founding principles of providing patient-centered care, identifying and interpreting the psychosocial aspects of illness, placing the patient within the context of his family and life, and teamwork.

Innovation at 100

One hundred years ago, MGH established the first hospital-based Social Services department in the country. Healthcare social workers throughout the US regard this as the beginning of this social work specialty.

To mark the historic occasion, the MGH Department of Social Services organized a two-day symposium and gala dinner at Boston’s Hynes Convention Center. Colleagues from throughout the Partners HealthCare System and across New England who attended “Innovation at 100” enjoyed an opportunity to learn about advances in social services and celebrate the milestone. Keynote speeches, presentations, breakout sessions and a dedicated poster session highlighted a variety of innovative tools, techniques and programs relevant to the profession. The event planning was led by retiring Social Services director Evelyn Bonander.

A gala dinner provided just the right setting to celebrate this important century mark. Amid the festivities, Ann Daniels, PhD, executive director of MGH Social Services, reminded those assembled that her department has held true to its founding principles of providing patient-centered care, identifying and interpreting the psychosocial aspects of illness, placing the patient within the context of his family and life, and teamwork.

MGH Social Services appears well positioned to meet the challenges of the next hundred years.
Throughout 2005, MGH volunteers contributed 182,483 hours — the equivalent of a $3,291,993 gift to the hospital.

The Department of Homeland Security honored the Boston-based International Medical Surgical Response Team (IMSuRT) with its Under Secretary Award for outstanding work in emergency management. The prior year the team was deployed to Bam, Iran, to assist earthquake victims with medical relief. The team — which included many MGH and PCS clinicians — represented the first official US delegation to set foot in Iran in nearly 25 years.

The Office of Patient Advocacy
The Office of Patient Advocacy hosted a statewide Patient Advocacy Conference — “Chicken Soup for the Patient Advocate’s Soul” — designed to share best practices among colleagues.

“Promise of Nursing” for Massachusetts
This year’s bi-annual Johnson & Johnson “Campaign for Nursing’s Future” fundraising event proved to be the country’s single largest such effort, raising more than $710,000 for student scholarships, faculty fellowships, and nursing school grants. The evening provided an opportunity for nurses throughout the state to come together to celebrate their passion for nursing and its future.

PCS Management Systems
With the launch of an online electronic dashboard, the PCS Management Systems team did its part to ensure that MGH meets or exceeds the needs of its patients while keeping them safe. At the touch of a button, nurse managers throughout the department can access unit-specific data and compare key quality measures with benchmark scores and target ranges. The information provides a powerful tool for maintaining quality performance and identifying best practice on an ongoing basis.

PCS Information Systems
MGH cares for some of the most acutely ill patients from throughout the region and the world. Matching the right level of care with the often rapidly changing health status of patients is critical. In recognition of its leadership role in this area, in 2005 MGH was presented the Richard C. Jelinek Vision Award. This honor recognizes hospitals for their innovative and creative use of QuadraMed Patient Focused Solutions (PFS) — an automated productivity measurement system — to manage daily and ongoing operations more efficiently and effectively, and to improve, protect and promote the highest-quality patient care delivery.

COLLABORATIVE GOVERNANCE:
The Diversity Committee helps to enhance the awareness and understanding of the various aspects of diversity (i.e., culture, ethnicity, religion, gender, sexual preference, age) that can often influence the delivery of care. To better assist those with language barriers, this year, the group launched a “May I Help You” ID badge initiative in 19 different languages.

Pictured (left to right) Marianne Ditomassi, RN, MSN, MBA, executive director, PCS Operations and event coordinator; Curt Selquist, company group chairman for J&J; Jeanette Ives Erickson, RN, MS, senior vice president, Patient Care and chief nurse, and event chair.
Joey Buizon became the hospital’s first summer intern to be sponsored by the MGH Council on Disabilities Awareness (CDA) and the Massachusetts Commission for the Blind. Buizon, who is visually impaired, earned his bachelor of science degree in social work with a minor in psychology from Bridgewater State College. Buizon is now a fixture at MGH, working as speech-language pathology associate.

Collaborative Governance: The Patient Education Committee conducted a comprehensive practice survey designed to measure learning needs regarding assessment, resource knowledge and use, teaching methodologies, and documentation of patient education, in order to chart the group’s future work.

Knight Visiting Professor Program
Norman Knight is a dear friend and supporter of MGH Nursing. Thanks to his continued generosity, this year Betty Ferrell, PhD, FAAN, research scientist at the City of Hope National Medical Center in California, became the department’s first Knight Visiting Professor. The annual program will support MGH Nursing’s commitment to achieving clinical excellence and providing an environment with opportunity for professional growth by bringing nationally recognized nurse scientists/scholars to MGH to present and discuss their programs of research.

A special day for Mr. J. and his family
In Annette Kavanagh’s narrative about her 50-something-year-old patient, Mr. J., we learned he had suffered a stroke, leaving him with left-sided paralysis and at risk for another stroke if he left the hospital without being anticoagulated. On one particular morning Kavanagh recognized the sadness and disappointment in his eyes and in his flat, one-word responses. It was his daughter’s wedding day, and she would be visiting that afternoon with a photographer — at change of shift. Mr. J. wanted to wear a tuxedo for this special photo opportunity, and Kavanagh pledged to do whatever it took. She attended to his clinical needs, scheduled an MGH stylist for a shave and haircut, and later worked with colleagues to get Mr. J. into his tux. The team transferred him to a cardiac chair, moved him to the more aesthetically pleasing solarium, and connected 30-foot IV tubing to ensure that no medical equipment would appear in the family photo. Staff scheduled to go off duty put their plans on hold and stayed to enjoy the celebration with Mr. J. When his family arrived, the emotions flowed. The family’s surprise and joy at seeing Mr. J. in the hospital in his tux will likely be a treasured memory for all involved.

MGH Nursing in the news
Throughout the year, a Boston Globe reporter and photographer were in and out of MGH working on a long-term project about nursing. They spent their time in the Surgical ICU shadowing two nurses, Michelle “MJ” Pender, RN, and Julia Zelixon, RN. The two were participating in the MGH New Graduate Critical Care Nursing Program — Pender as a preceptor, and Zelixon as her new graduate preceptee. As Pender mentored Zelixon throughout the six-month program, the Globe staffers were able to observe, listen and learn about their practice firsthand and unfiltered. The result was a four-part, front-page series entitled “Critical Care: The making of an ICU nurse” — unprecedented coverage for this vital profession.

Interpreter Services added American Sign Language to its repertoire.
TSUNAMI RELIEF EFFORT
Each day, Black Hawk helicopters transported patients to the ship to receive care and brought clinicians to the mainland — eight at a time — to areas where their help was desperately needed.
Humanitarian Relief

2005 began in dramatic fashion just after a devastating tsunami hit the coast of Indonesia. Tens of thousands of people perished, and countless more were left injured and suffering in the wake of the tragedy. The US pledged its help to these victims, and more than 75 MGH clinicians answered the call — both overseas and back at home. As staff stepped forward to travel to the disaster-torn region, their colleagues at home provided a solid foundation for the initiative. Throughout the hospital, countless staff teamed up to provide whatever coverage was needed for the duration of the relief effort.

Shortly after the new year began, the first wave of MGHers stepped aboard the recommissioned US Naval Ship Mercy as part of a relief effort organized by Project HOPE. For many weeks the ship was their home and base of work, anchored two miles off the coast of Banda Aceh. Each day, Black Hawk helicopters transported patients to the ship to receive care and brought clinicians to the mainland — eight at a time — to areas where their help was desperately needed. This was the first time in history that the US government had allowed civilian healthcare providers to work alongside their military colleagues. The pilot program proved a huge success and, just months later, was replicated closer to home.

It seemed inconceivable when in the fall — for the second time in less than a year — a catastrophic natural disaster struck an entire coastal region, causing widespread devastation and an outpouring of relief efforts. Hurricanes Katrina and Rita left more than a million people along the US Gulf Coast homeless and/or displaced. Again, the MGH community answered a call from Project HOPE to provide aid to area victims. Many other MGH staff went to the Gulf Coast with the US Public Health Service and the Massachusetts Disaster Medical Assistance Team. Dozens and dozens of MGH volunteers stepped forward to help, and countless clinicians lined up to provide the coverage needed during their colleagues’ absence. Karen Holland, RN, a staff nurse in the Emergency Department and prior volunteer on the USNS Mercy, served as chief nursing officer aboard the USNS Comfort, where she oversaw all Project HOPE nursing volunteers aboard the ship.
2005 highlights
Healing · Leadership · Global Action

Brenda Miller, RN, nurse manager of the MGH Pediatric Intensive Care Unit and Pediatric Ambulatory Care, and other volunteers provided humanitarian aid to more than 300 patients in schools and villages in underserved areas of the Dominican Republic.

A new name for the Department of Speech, Language & Swallowing Disorders was designated to better reflect practice.

Basrah Children’s Hospital
Children under the age of five account for 56 percent of Iraq’s cancer patients. This year, the US made a commitment to help improve that country’s healthcare system, and one of the largest initiatives centers focuses on constructing and opening Basrah Children’s Hospital (BCH) in southern Iraq.

In partnership with Project HOPE, MGH has taken a lead role in educating the BCH’s new nursing staff and in mentoring the chief nurse. This fall the hospital’s first chief nurse spent several weeks at MGH, where she was able to observe staff and leadership in a variety of disciplines, identify best practices, and meet those who will serve as role models and resources as she looks to the future. MGH chief nurse Jeanette Ives Erickson, RN, continues to support her new Iraqi colleague and the training program for the hospital’s 300 new nurses.

Healing environments
Kelly Perfetti, RN, a staff nurse in the Medical Intensive Care Unit (MICU), set out more than a year ago to help create a soothing and healing environment for MICU patients and their family members. An ad she placed in the Museum of Fine Arts newsletter touched artist Caleb Neelon and four of his friends. Together, they created an array of colorful ceiling tiles, each in their own distinct and recognizable style. The tiles are now on display over MICU patients’ beds, giving them something uplifting to focus on while in the hospital.

COLLABORATIVE GOVERNANCE:
The Quality Committee evaluates the MGH’s various programs, systems, policies and procedures through a quality and safety lens to identify opportunities to enhance patient care and ensure that care delivery remains as safe as possible. Among its more significant contributions to this cause in 2005, the group organized a full-day conference entitled “The Different Faces of Performance Improvement: Creating an Environment of Quality and Safety.”

PCS strategic planning retreat
Senior leadership in Patient Care Services dedicated considerable time and effort to its strategic planning initiatives, culminating in a two-day planning retreat. The session offered a springboard for new ideas, new programs and new ways of thinking about the work of Patient Care Services. Overall, the strategic planning efforts marked the beginning of a process of sorting out priorities and establishing a long-range plan for the

Colorful ceiling tiles appear over patient beds in the Medical ICU.
"A registered nurse will be responsible for your nursing care at all times."

Pledge appearing on the MGH Nursing Quality and Safety Web site

COLLABORATIVE GOVERNANCE: The Staff Nurse Advisory Committee remained a key forum to address issues impacting practice and quality of work-life at MGH. Issues impacting nursing throughout 2005 included examining nurses’ work hours, creating a culture of safety, and following and supporting the Patients First legislation, the first statewide posting of nursing safety data.

Quality and Safety
The MGH Department of Nursing became the first hospital in the state to begin to make key nursing quality indicators publicly available via the Internet. In 2005, the department launched a user-friendly Quality and Patient Safety Web site. The site contains general information about MGH nursing, professional achievements, links to relevant articles in the news and a number of safety pledges. The site is regularly updated and can be viewed at www.massgeneral.org/nursing_quality

future. The work continues in bimonthly PCS Executive Committee meetings and smaller workgroups focusing on quality and safety, improved communications, and enhancing the PCS diversity program, to name only a few priority areas.

Reading Gala
This year marked the first “Opening Doors to Literacy” gala event and benefit auction for the PCS Reading Disabilities program. Held at Long’s Jewelers in Boston, the event helped to promote awareness about dyslexia and supported the theme “Help Us Bring Reading to Children.” The monies raised by the enthusiastic planning team helped MGH reach out to scores of children who otherwise could not have afforded these important services.

PCS officially launched its efforts targeting health disparities with the Nurse Recognition Week presentation, “Health disparities: Nursing’s voice in practice.”

MGH occupational therapist Joanna Akladiss, OTR/L, brought critically needed care to underserved populations in Honduras, specifically for patients with upper extremity injuries. She provided wound care, fabricated splints and assisted in establishing the therapeutic plan of care and functional treatment ideas with resident OTs and physicians. Patients lined up outside a local clinic in hopes of receiving care — some after walking for an entire day.

Ann Daniels, PhD, LICSW, was named executive director for Social Services and Chaplaincy.
Each year, countless donors provide ongoing support for the various programs within Patient Care Services at MGH, and 2005 was no exception. Without this support, many of our more innovative and rewarding patient care programs might not exist. Although there are too many acts of generosity to list, the following provides a glimpse of what has been made possible through the ongoing commitment of the extended MGH community … thank you.

Founded in 1869, the LVC is one of the oldest hospital auxiliaries in the United States. Its volunteer members oversee the LVC retail shops, which include the MGH General Store and Flower Shop, the MGH General Hair Care Center, the Images Boutique, and the General Store at the hospital’s Yawkey Center.

Proceeds from their enterprises support a variety of much-needed programs and services — too many to mention. But when MGH began organizing a team of providers to travel to the Gulf Coast following hurricanes Katrina and Rita, the LVC stepped in to cover some related costs. They supported MGH’s efforts to create a more comfortable environment for patients and their visitors. Their generosity helped the hospital purchase new furniture for the hospital’s many visitor lounges. The LVC consistently supports the Social Services Ancillary Fund, which provides financial assistance to needy patients. Needs range from the very small and simple — buying a hearing aid battery for patient — to helping a patient who no longer can afford the rent because he or she is out of work due to illness.

The LVC’s support continues to make a noticeable and real difference in the lives of patients and their providers every day.

The Ladies Visiting Committee

Since the earliest days of the MGH, the sick and the needy have found care and comfort within our walls. Even so, patients with limited means often have small or even temporary needs that stand in the way of true healing. The MGH Ladies Visiting Committee (LVC) consistently steps in to fill these gaps that life sometimes can leave.
Oncology Nursing Fellowship
Carol Ghiloni, RN, MSN, OCN, served the MGH community as a nurse, mentor and leader in the field of oncology nursing for more than four decades. Her commitment to explore the limits and potential for cancer care resulted in the establishment and growth of the oncology specialty practice within the MGH Department of Nursing and the hospital’s Cancer Center.

The Johnson & Johnson “Campaign for Nursing’s Future” has for several years provided ongoing support of the Carol A. Ghiloni Oncology Nursing Fellowship Fund at MGH. The fellowship provides a precepted clinical experience designed for nursing students and baccalaureate nursing faculty, with the goal of enhancing their knowledge of oncology practices, various nursing roles and specialty content. On a larger scale, the fellowship supports MGH in its efforts to recruit the nurses of tomorrow into cancer care while providing faculty with a valuable opportunity to enhance their clinical skills.

Johnson & Johnson has honored a nursing visionary with a fitting tribute, while advancing oncology nursing practice for generations to come.

Honoring an extraordinary patient
Brian McEachern was a quiet hero who went out of his way to help others. He grew up in Charlestown, MA, and served on the Boston Fire Department for 31 years. His colleagues describe him as an ordinary man who performed extraordinary deeds. McEachern never expected any accolades. When he was diagnosed with lung cancer, he sought treatment at MGH. Throughout his long illness, McEachern’s family recalls that he met an array of caregivers and employees, many of whom were remarkable for their expertise, caring and concern.

Despite the compassionate care he received, ultimately McEachern lost his arduous battle with this disease. Today, his indomitable spirit, compassion and giving nature live on through the Brian M. McEachern Extraordinary Care Award.

Sisters Geraldine McEachern and Diane Leason established The Brian M. McEachern Extraordinary Care Award to honor their beloved brother. Each year the McEachern Award recognizes clinicians whose practice is characterized by extraordinary acts of compassion, advocacy and empowerment.

Today — thanks to the family and friends of Boston firefighter Brian McEachern — his name will forever be associated with everyday acts of the extraordinary.

To support the work of MGH Patient Care Services please contact:
MGH Development Office
165 Cambridge Street, Suite 600
Boston, MA 02114
617.726.2200
www.massgeneral.org/donate/draft.asp
The year in review  

MGH Facts and Figures

Inpatient beds 899
Admissions 45,359
Surgical procedures 34,952
Average length of stay 5.88 days
Admits to observe 5,994
Occupancy 81.31%
Outpatient visits 1,395,890
MGPO visits (approx.) 544,318
Clinic visits, hospital and some group 462,613
Total health center visits 312,994
ED visits 76,165

Total Staff in Patient Care Services

Nursing 4,179
Chaplaincy 23
Occupational Therapy 33
Orthotics and Prosthetics 8
Physical Therapy 152
Reading Disabilities 25
Respiratory Care 95
Social Services 117
Speech, Language & Swallowing Disorders 27
Combined Total 4,659
Total Hired in 2005 746

Increasing patient volume and acuity along with high marks in patient, staff and satisfaction remained the theme throughout 2005. Clearly, the demand for clinical and support staff and their expertise has never been greater. After a decade of steady increases, patient acuity remained relatively stable at 1.84, as compared to 1.85 for 2004, while length of stay rose slightly to 5.88 days.

At the same time, Patient Care Services staff satisfaction with the practice environment remains very strong. We conduct surveys of our clinicians every 18 months to assess a variety of organizational characteristics that are important to professional practice: autonomy and control of a practice, strong clinician-physician relationships, communication and teamwork, conflict-management skills, and motivation and cultural sensitivity. Feedback from these surveys helps to inform and shape the strategic plan for clinical and professional development for the coming years. The most recent survey had a response rate of 46 percent among PCS clinicians. Fully 90 percent of respondents reported that they are either satisfied or very satisfied with their professional practice environment.

PCS staff feel supported in their practice within this dynamic, academic medical setting, and, because of the supportive professional practice environment, 746 clinicians and support staff joined the Patient Care Services team in 2005. The PCS vacancy and turnover rates remain significantly lower than national rates for nurses and therapists.
professional achievements • awards

Patient Care Services

Immacula Benjamin, RN, Pediatrics
African American Pinning Honoree
Virginia Capasso, APRN, PhD, BC, CNS, The Knight Nursing Center for Clinical & Professional Development
Mary Larkin, RN, BSN, CDE, Diabetes Center
African American Pinning Honoree

Mandi Coakley, RN, PhD, Department of Nursing
Yvonne L. Munn Postdoctoral Fellowship in Nursing
Michael Diluigi, Emergency Room Admitting Assistant, Emergency Department
Eulawn Heron, Operations Associate, Vascular Surgery
The Anthony Kirvilaitis, Jr., Partnership in Caring Award

Amanda Dimattion, RN, BSN, Infusion Unit
Marie C. Petrilli Oncology Nursing Award
Judy Foster, RN, MSN, Oncology/Bone Marrow Transplant
Jackie Mulgrew, PT, CCS, Physical Therapy
Virginia Sigel, MSW, LICSW, Social Services
Ann C. Sullivan Eastman, RN, BSN, Vascular Surgery
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award
Whitney Foster, RN, BA
Anastasia Michaelidis, RN
Alyona Runyans, RN, MA
Diane L. Carroll, RN, PhD, FAHA (continued)

Marion Phipps, RN, MS, CCRN
Jennifer O’Neill, RN, BSN
The Yvonne Munn Nursing Research Award
Tessa Goldsmith, SLP, Speech-Language Pathology
Brian M. McEachern Extraordinary Care Award
Ronald Greene, RN, BSN, Case Management
African American Pinning Honoree
Nicola Gribbin, RN, BSN, Cancer Center Infusion Center
Norman Knight Preceptor of Distinction Award
Shanna Heffernan, RN, Neonatal Intensive Care Unit (NICU)
The Ben Corrao Clanon Memorial Scholarship
Jackie Lynch, PCS, Human Resources Generalist
African American Pinning Honoree
Christine McCarthy, RN, Staff Nurse, Medical Intensive Care Unit
Brian M. McEachern Extraordinary Care Award
Patricia McGrail, RN, BSN, Gynecology
Marie C. Petrilli Oncology Nursing Award
The Pediatric Family Centered Care Award

MGH

Diane L. Carroll, RN, PhD, FAHA
Sally H. Rankin, RN, PhD, FAAN
Glensy A. Hamilton, RN, DNSc
“Peer Advisors Improve Physical Health Outcomes in Elders” Poster of Distinction
MGH Scientific Advisory Committee (SAC) Meeting

Danielle Doucette, RRT, BS, Respiratory Therapy
The Orren Carrere Fox Award for NICU Caregivers
Raj Patel, Volunteer
Janet Ballantine Oncology Volunteer Award
Yi Lin “Hope” Kuo, RN, Staff Nurse, Phillips 21
The Paul W. Cronin and Ellen S. Raphael Award for Patient Advocacy
Charles McCarthy, Volunteer
The Jessie Harding Award for Outstanding Volunteers
Operating Room Nurse Liaisons
Post-Anesthesia Care Unit
Trustees Award for Outstanding Support of the Volunteer Program
Constance Roche, RN, NP
Edward Kietyl, Technician
Susan and Arthur Durante Award for Exemplary Care and Service with Cancer Patients, MGH Cancer Center

State and Regional

Virginia A. Capasso, APRN, PhD, BC, CNS, The Knight Nursing Center for Clinical & Professional Development
Development and MGH Wound Care Center
2005 Clinical Excellence Award
Massachusetts Association of Registered Nurses (MARN)

Sheila Davis, ANP, Infectious Disease
Boston Neighborhood Fellows Award
City of Boston
Jennifer Dubose, LPN, Blood Transfusion Services
Excellence in Nursing Award
The New England Regional Black Nurses Association

Eileen Flaherty, RN, MBA, MPH, Bigelow 11, General Medicine
Nursing Excellence Award in the Leadership Category
Nursing Spectrum Magazine

Jeanette Ives Erickson, RN, MS, Senior Vice President, Chief Nurse
Elaine Sherwood Award
Massachusetts Organization of Nurse Executives (MONE)

Jeanette Ives Erickson, RN, MS, Senior Vice President, Chief Nurse
Annabel Edwards, APRN, BC
2005 Champions in Health Care Boston Business Journal

Adele Keeley, RN, BSN, MA, Medical Intensive Care
Award for contributions to the field of Dispute Resolution
University of Massachusetts Boston, Master of Arts Program

Alicia Laing-Dell, RN, BSN, MA, Medical Intensive Care
Excellence in Nursing Award
The New England Regional Black Nurses Association

(continued)
The MGH Gray Family Waiting Area  
OR Scheduler Program  
President’s Award for Outstanding  
Program Development  
New England Association Directors  
Healthcare Volunteer Services  
Laura Mylott, RN, PhD, The Knight  
Nursing Center for Clinical &  
Professional Development  
Early Career Teaching Award for 2005  
Massachusetts Association of Colleges of  
Nursing (MACN)  
Ivonny M. Niles, RN, AD, Orthopaedics  
2005 YMCA Black Achiever Award  
Ivonny M. Niles, RN, AD, Orthopaedics  
Excellence in Nursing Award  
The New England Regional Black  
Nurse Association  
Joan B. Fitzmaurice, RN, PhD,  
Quality and Patient Safety  
Alumni Achievement Award for Health  
Boston College Alumni Association  

**National**  
Kathryn Brush, RN, MS, CCRN, FCCM,  
Surgical Intensive Care  
Presidential Citation  
Society of Critical Care Medicine  
Ann A. Daniels, MSW, PhD, LICSW,  
Social Services  
Hyman J. Weiner Award  
Society for Social Work Leadership in  
Health Care  
Christina M. Graf, RN, PhD  
Sally Millar, RN, MBA  
Charlene Feileaue, RN, BSN  
Paul Lindquist, BA  
Janet Madigan, RN, MS  
Nancy McCarthy, RN, MSN  
Richard C. Jelinek Vision Award  
QuadraMed Users Group  
The International Medical Surgical  
Response Team (IMSSuRT):  
Jennifer Albert, RN  
Susan Briggs, MD  
Kathryn Brush, RN  
Sheila Burke, RN  
Lin-Ti Chang, RN  
Anthony Forgione, LPN  
Ron Gaudette, RPh  
Edward George, MD  
Annekathryn Goodman, MD  
Robert Goulet, RRT  
Pamela Griffin, RN  
Patrick Kadilak, RN  
David Lawlor, MD  
Marie LeBlanc, RN  
Jesslyn Lenox, RRT  
Tom MacGillivary, MD  
Barbara McGee, RN  
Leandra McLean, RN  
Patricia Owens, RN, BSN  
Joseph Roche, MD  
Maryalice Romano, RN  
Jay Schnitzer, MD  
Joan Tafe, RN  
Barbara Walsh, RN  
Brenda Whelan, RN  
Department of Homeland Security  
Under Secretary Award  
United States Government  
Barbara J. Levin, RN, BSN, ONC, LNCC,  
MGH Orthopaedic and Neuroscience Service  
National Leadership Award  
American Association of Legal Nurse  
Consultants (AALNC)  
Susan Loomis, RN, MSN, CS, Partners  
Occupational Health  
Brian French, RN, MS, BC, The Knight  
Nursing Center for Clinical &  
Professional Development  
Sharps Injury Prevention Award  
International Sharps Injury Prevention Society  
and Managing Infection Control Magazine  
Peter Moran, RN, C, BSN, MS, CCM,  
Case Manager, Emergency Department  
Case Manager of the Year Award  
Case Manager Society of America (CMSA)  
Pat Rowell, Director, MGH Volunteer Services  
2005 Award for Excellence  
American Society of Directors of Volunteer  
Services (ASDVS)  
Emily Smith, PT, Physical Therapy  
Clinical Educator of the Year Award  
Clinical Education Symposium, University of  
Massachusetts – Lowell  
Jackie Somerville, RN, MS, CMAC, Nursing  
Arthur L. Davis Publishing Agency Scholarship  
Massachusetts Association of Registered Nurses  
(MARN)  
Alison Squadrito, PT, DPT, GCS,  
Physical Therapy  
Emerging Leader Award  
American Physical Therapy Association –  
Section on Geriatrics  
Laura Sumner, RN, MEd., MBA, MSN,  
APRN, BC, ONC  
Gail Alexander, RN, BSN, CCRN  
Mary McAdams, RN, BSN, BC  
Second Prize: Poster Presentation Evaluation  
of the Drug Dosage Calculation Guide on the  
Registered Nurses’ Multi-Step Calculation Scores  
on an Orientation Medication Assessment  
National Nursing Staff Development  
Organization (NNSDAO), New Orleans, LA  
Rev. Angelika Zollfrank, BCC, MGH  
Chaplaincy Department  
Len Cedarleaf Award  
Association for Clinical Pastoral  
Education (ACPE)  

Laura Sumner, RN, MEd., MBA, MSN,  
APRN, BC, ONC  
Gail Alexander, RN, BSN, CCRN  
Mary McAdams, RN, BSN, BC  
Second Prize: Poster Presentation Evaluation  
of the Drug Dosage Calculation Guide on the  
Registered Nurses’ Multi-Step Calculation Scores  
on an Orientation Medication Assessment  
National Nursing Staff Development  
Organization (NNSDO), New Orleans, LA  
Rev. Angelika Zollfrank, BCC, MGH  
Chaplaincy Department  
Len Cedarleaf Award  
Association for Clinical Pastoral  
Education (ACPE)
professional achievements · presentations

State and Regional
Barbara Brien, RN, BSN
Colleen Dunbar, RN, BSN
Liz Goodwin, RN, BSN
Nursing Strategies to Change End-of-Life Care in the Intensive Care Unit
Hospice & Palliative Care Federation of Massachusetts, Marlborough, MA

Kathryn Brush, RN, MS, CCRN, FCCM
Advanced Bedside Procedures: Impact on Nursing
New England Regional Trauma Conference, Burlington, MA

Virginia Capasso, APRN, PhD, BC
Leg Ulcers
MGH Vascular Center, Waltham, MA

Constance Dahlin, APRN, BC, PCM
Quality and Outcomes in Palliative Care, Communication, and APN Role in Palliative Care
Art & Science of Palliative Care Nursing Conference, Newton, MA

Constance Dahlin, APRN, BC, PCM
Oral Complications in End-of-Life Care
Hospice and Palliative Care Federation of MA Conference, Marlborough, MA

Constance Dahlin, APRN, BC, PCM
Advanced Practice Nursing in Palliative Care
Practical Aspects of Palliative Medicine, Boston, MA

Constance Dahlin, APRN, BC, PCM
National Initiatives to Promote End-of-Life Care
Massachusetts Hospital Association, Waltham, MA

Marie Egan, RN
Radiofrequency Identification in the OR of the Future: More Than Just a Promise
TIPS-Technology, Innovation and Patient Safety: Myths and Truths About Medication Safety, Plymouth, MA

Linda Gelda, MSW, LICSW
Treating Eating Disorders
Northeast Counseling Group, Plimouth Plantation, MA

Christina M. Graf, RN, PhD
Health Care Finance 101
Massachusetts Organization of Nurse Executives, Waltham, MA

Mary Guanci, RN, MS, CCRN
Stunned Heart: Implications in the Care of the Neuroscience Patient
Annual Ann Levieille Seminar, Providence, RI

Natascha Gundersen, LICSW
Karon Konner, LICSW
Social Work’s Role in Disaster Medical Response
Massachusetts Chapter of The National Association of Social Work’s quarterly meeting of the Disaster Response Committee, Waltham, MA

Jane Harker, RN, MS, BSN, CGRN
Endoscopic Ultrasound: The Basics and Beyond
Cape Cod Healthcare “Spring into Endoscopy,” Hyannis, MA

Jeannette Ives Erickson, RN, MS
Nursing Now and in the Future
Introduction to Business and Management in Health Care, Harvard Medical School, Boston, MA

Jeannette Ives Erickson, RN, MS
Patient Care Partnerships ... Healthcare in the Balance
Massachusetts College of Pharmacy, Newton, MA

Jeannette Ives Erickson, RN, MS
Doctor-Patient III
Health Policy and Economics, Harvard Medical School Boston, MA

Ann Jampel, PT, MS
Innovative Approaches to Clinical Education
Fostering Clinical Instructor Development Through Use of a Small Group Case Analysis Format
New England Academic Center Coordinators Clinical Faculty Institute, University of Massachusetts-Lowell, Lowell, MA

Eileen Joyce, LICSW
Lorena Lowenthal
The Unique Challenges of Working with Lung Cancer Patients
National Association of Oncology Social Workers annual conference

Eileen Joyce, LICSW
Geriatric Oncology Consortium’s Advancing Cancer Care in the Elderly conference
Psychosocial Aspects of the Geriatric Oncology Assessment

Adele Keeley, RN, BSN, MA
J. Andrew Billings, MD
Palliative Care in the ICU Setting
Harvard Department of Continuing Education course, Practical Aspects of Palliative Medicine, Boston, MA

Patricia Kent, RN, MSN, CPNP
Kathie Pazola, RN, MSN, CPON
Kate Stakes, RN, MSN
A Palette of Professional Practice
Boston Chapter, Association of Pediatric Oncology Nurses (APON), Boston, MA
Susan L.W. Krupnick, APRN, MSN, BC, CARN
Workplace Violence: Building Respectful and Safe Organizations
Western Massachusetts Occupational Health and Safety Association Conference on Violence in the Workplace, Springfield, MA

Susan L.W. Krupnick, APRN, MSN, BC, CARN
What Does Nursing Need? The Commonwealth's Response
Becker College Nursing Symposium, Worcester, MA

Suy-Sinh Law, PT, OCS, M-AC
Physical Therapy Profession
American Physical Therapy Association of Massachusetts, Boston, MA

Barbara J. Levin, RN, BSN, ONC, LNCC
Avoiding Legal Pitfalls
Advance Magazine Job Fair, Nashua, NH

Barbara J. Levin, RN, BSN, ONC, LNCC
Fractured Foundations
Massachusetts Nurses Association, Canton, MA

Kelly Macauley, PT, DPT, GCS
APTA: Working for You
North Shore Community College, Danvers, MA

Mary McKenna Guanci, RN, MS, CNRN
Brain Freeze: Managing Temperature in the Intensive Care
National Training Institute, American Association Critical Care Nurses/Medivance, New Orleans, LA

Patricia Mian, RN, MS, APN-BC
Susan Warchal, RN
The Impact of a Multi-Faceted Intervention on Nurse and Physician Attitudes and Behaviors Toward Family Presence During Resuscitation
Yvonne Muns Nursing Research Lecture, Boston, MA

Sally Millar, RN, MBA
Hepatitis C: The Patient's Perspective
New England Society of Gastroenterology Nurses and Associates, Boston, MA

Logan Monahan, OTR/L
Role of the Occupational Therapist
Respiratory Care Conference, Boston, MA

Susan Morash, RN, BSN, MA
Bringing It All Back Home: Creating a “Conflict Wise” Workplace
New England Chapter Annual Meeting, Tyngsboro, MA

Kathleen M. Myers, RN, MSN
Claribell Amaya, RN, BS
Ivonny M. Niles, RN, AD
Clinical and Mentoring Support for the Foreign Born Nurse: 2003 and Beyond
MGH PCS Diversity Steering Committee, Nursing Career Ladder Initiative (NCLI)
Boston Private Industry Council

Mary McKenna Guanci, RN, MS, CNRN
Brain Freeze: Managing Temperature in the Intensive Care
National Training Institute, American Association Critical Care Nurses/Medivance, New Orleans, LA

Marita Prater, RN, MS
Transforming the Work Environment – Best Practices
Massachusetts Hospital Association meeting, Waltham, MA

Edgar Savidge, PT, DPT
Small Group Case Analysis Format
New England Chapter Clinical Faculty Institute, University of Massachusetts-Lowell, Lowell, MA

Amee Seitz, PT, MS, OCS
Shoulder Evaluation and Treatment
Tufis University, Boston, MA

Rosalie Tyrrell, RN, MS
Understanding and Leading a Multigenerational Workforce
Massachusetts Organization for Nurse Executives (MONE) Leadership Workshop, Waltham, MA

Donna Perry, RN, PhD(c)
Building Bridges of Human Dignity with Cuba through Nursing
Nurse Recognition Week at the Spaulding Rehabilitation Hospital, Boston, MA

Angelleen Peters-Lewis, RN, PhD
Racial Health Disparities in Colon Cancer Screening and GI Treatment
Society of Gastrointestinal Nurses and Associates Regional Conference, Hyannis, MA

Marita Prater, RN, MS
Focusing on Nursing … One Manager's Journey
Massachusetts Organization of Nurse Executives, Waltham, MA

Mary McKenna Guanci, RN, MS, CNRN
Brain Freeze: Managing Temperature in the Intensive Care
National Training Institute, American Association Critical Care Nurses/Medivance, New Orleans, LA

Donna Perry, RN, PhD(c)
Building Bridges of Human Dignity with Cuba through Nursing
Nurse Recognition Week at the Spaulding Rehabilitation Hospital, Boston, MA

Virginia Capasso, APRN, PhD, BC, CNS
Joanne Empoliti, APRN, MSN, BC
Joan Gallagher, RNC, EdD, BC, AOCN
Ann Martin, APRN, MSN, BC
Wound Care: All You Need to Know
National Primary Care Conference (NPACE), Boston, MA

Diane L. Carroll, RN, PhD, FAHA
Peer Advisors Improve Physical Health Outcomes in Elders
Eastern Nursing Research Society 17th Annual Scientific Sessions, New York, NY

Kathy Clair-Hayes, LICSW
Carla Cucinatti, LICSW
Nancy Leventhal, LCSW
Rebecca Murphy, LICSW
“Kids Express”: First Aid for Families When Trauma Strikes
American Trauma Society Conference, Social Workers Seminar in Arlington, VA

Amanda Coakley, RN, PhD
Diane Stanley, LPN, MBA
Pet Therapy
National Youth Leadership Forum on Nursing, Cambridge, MA

Constance Dahlin, APRN, BC, PCM
The Impact of the Clinical Guidelines in Palliative Care for Gerontological Nursing
National Association of Gerontological Nursing Conference, Myrtle Beach, SC

National
National (continued)
Constance Dahlin, APRN, BC, PCM
Palliative Care Guidelines – Report from the National Consensus Project with Judi Lund Person and Perry Fine
Clinic Meeting of the National Hospice and Palliative Care Organization, Atlanta, GA

Constance Dahlin, APRN, BC, PCM
The Future of the National Consensus Project Guidelines for Quality Palliative Care with Diane Meier, Betty Ferrell, Deb Sherman and Judi Lund Person
Annual Assembly of HPNA and AAHPM, New Orleans, LA

Regina Doherty, MS, OTR/L
Ethics for OT Managers and Educators: Practical Application of Evidence-Based Approaches and Resources
American Occupational Therapy Association National Conference, Long Beach, CA

Annabel D. Edwards, APRN, BC
Opioid Induced Hyperalgesia
Annual Meeting of the American Society for Pain Management Nursing, Albuquerque, NM

Marie Egan, RN
TATRC Research Planning Meeting on Patient Safety in the Perioperative Environment
US Army Telemedicine & Advanced Technology Research Center, Maryland

Brian M. French, RN, MS, BC
Beth Nagle, RN, MSN, BC
High Fidelity Simulation: Enhancing Patient Safety and Outcomes
National Nursing Staff Development Organization Annual Convention, New Orleans, LA

Jane Harker, RN, MS, CGRN
Christopher Robbins, RN, CGRN
The Dave Project
Society of Gastrointestinal Nurses and Associates (SGNA) Annual Conference, Minneapolis, MN

Jane Harker, RN, MS, CGRN
Basic Endoscopic Ultrasound: Anatomy and Imaging
Society of Gastroenterology Nurses and Associates (SGNA) Annual Conference, Minneapolis, MN

Erin Hart, RN, MS, CPNP, RNFA
Recognition and Treatment of Common Neonatal Orthopaedic Problems
A Day in the Pediatric Orthopaedic Clinic: Common Diagnoses and Clinical Management
National Association of Orthopaedic Nurses (NAON) Annual Congress, Phoenix, AZ

Jeanette Ives Erickson, RN, MS
Disclosures
The Joint Commission’s 19th Annual Conference on Quality and Safety, Chicago, IL

Ann Jampel, PT, MS
Education Strategic Planning Group for Year 2020
American Physical Therapy Association – Department of Education, Washington, DC

Elizabeth Johnson, RN, MSN, AOCN
Oncology
National Youth Leadership Forum on Nursing, Cambridge, MA

Adele Keeley, RN, BSN, MA
Merging Palliative Care in the Critical Care Unit
American Association of Critical Care Nurses National Teaching Institute, New Orleans, LA

Mary Lou Kelleher, RN, MS
Creating a Pediatric Center of Excellence within a Large Adult Medical Center
National Initiative for Children’s Healthcare Quality (NICHQ), San Diego, CA

Mary Lou Kelleher, RN, MS
Pulmonary
National Youth Leadership Forum on Nursing, Cambridge, MA

Mary Lou Kelleher, RN, MS
Keynote Speaker, Advancing the Journey: Leadership for Family Centered Change
The 13th Annual Phillips M. Payson Conference “Safe Patient-and-Family-Centered Care” Portland, ME

Aimee Klein, PT, DPT, MS, OCS
Diagnostic Imaging: Applied Information for the Physical Therapist
Columbia University, New York, NY

Mary Laskin, RN, BSN, CDE
Obesity and Type 2 Diabetes from the Family Perspective
American Diabetes Association, San Diego, CA

Mary Lavier, RN, MS, CCRN
Care of the Critically Ill Patient on CVVH
Critical Care Symposium, National Teaching Institute, New Orleans, LA

Barbara J. Levin, RN, BSN, ONC, LNCC
Standards of Care in Nursing Practice: Ethical, Legal and Moral Issues
National Association of Orthopaedic Nurses (NAON) Annual Congress, Phoenix, AZ

Barbara J. Levin, RN, BSN, ONC, LNCC
Fractured Foundations
American Association of Legal Nurse Consultants (AALNC) Conference, San Diego, CA

Barbara J. Levin, RN, BSN, ONC, LNCC
Leadership Forum
American Association of Legal Nurse Consultants (AALNC) National Conference, Anaheim, CA

Barbara J. Levin, RN, BSN, ONC, LNCC
Broken Bones, Shattered Lives
American Association of Legal Nurse Consultants (AALNC) National Conference, Anaheim, CA

Mary Lussier-Cushing, RN, MS, CS
Psychiatric Nursing
National Youth Leadership Forum on Nursing, Cambridge, MA

Mary Lou Lyons, RN, MSN
Making Computerized Documentation Work for You
Association of Women’s Health, Obstetric and Neonatal Nurses (AWHONN) National Convention, Salt Lake City, UT
Ann T. Martin, MSN, APRN, BC-ANP
Erin Cox, MS, RN, CCRN, CS
Kathryn Brush, MS, RN, CCRN, FCCM
The CNS and Evidence-Based Practice:
Implementing a Beta-Blocker Therapy Program
National Association of Clinical Nurse
Specialists, Orlando, FL

Theresa Michel, PT, DPT, MS, DSc, CCS
Diabetes Update: How Physical Therapy
Fits In
American Physical Therapy Association Annual
Conference, Boston, MA

Sally Millar, RN, MBA
Information Systems: Planning, Purchasing, Implementing
Development of a Patient Advocacy Program
American Association of Critical-Care Nurses
National Teaching Institute, New Orleans, LA

Sally Millar, RN, MBA
Richard C. Jelinek Vision Award
QuadraMed Annual Conference, San Antonio, TX

Lauro Munoz, MOT, OTR
NDT and Adult Hemiplegia
Texas Occupational Therapy Association, Corpus Christi, TX

Lauro Munoz, MOT, OTR
Introduction to NDT
Texas Occupational Therapy Association Annual
Conference, San Antonio, Texas

Paige Nalipinski, MA, CCC-SLP
Audrey Cohen, MS, CCC-SLP
Speech-Language Pathologists in Acute Care:
Maintaining the Breadth of Our Practice
2005 American Speech, Language and Hearing
Association (ASHA) Convention, San Diego, CA

Danny Nunn, MS, CCC-SLP
Oral Pharyngeal Laryngeal Motor Exercises for
Swallow: Controversial Subject
2005 American Speech, Language and Hearing
Association (ASHA) Convention, San Diego, CA

Lynn B. Oertel, ANP, MS, CACP
Anticoagulation in Primary Care
National Conference for Nurse Practitioners,
Orlando, FL

Georgia W. Peirce
Creating Cultures of Safety — The Leadership Imperative
National Patient Safety Audio Conference,
Washington, DC

Angelleen Peters-Lewis, RN, PhD
Excellence in Endoscopy Nursing: The Magnet Journey
Society of Gastrointestinal Nurses and Associates
Annual Conference, Minneapolis, MN

Angelleen Peters-Lewis, RN, PhD
The Use of an Education Video with Ambulatory Ph Probe Patients: A Nursing Intervention
Society of Gastrointestinal Nurses and Associates
Annual Conference, Minneapolis, MN

Marita Prater, RN, MS
Nursing: Not Your Mother’s Career
National Youth Leadership Forum on Nursing,
Cambridge, MA

Christopher Robbins, RN, CCRN
Advanced Endoscopic Ultrasound:
Pancreatic Cyst Drainage
Society of Gastroenterology Nurses and Associates
(SGNA) Annual Meeting in Minneapolis, MN

Amee Seitz, PT, MS, OCS
Rehabilitation of Patellar Scapulectomy in
Recreational Athlete
American Physical Therapy Association
Combined Sections Meeting – Sports Physical
Therapy Section, New Orleans, LA

Dawn Tenney, RN, MSN
MGH OR of the Future
AORN Executive Nursing Surgical Summit,
Phoenix, AZ

International
Paula Downes-Vogel, PT, MS
How to Set Up an Outpatient Pulmonary Rehabilitation Program
King Edward VII Memorial Hospital, Bermuda

Joan Fitzmaurice, RN, PhD
George Reardon
Cy Hopkins, MD
Carrie Mazoff
Carol Markus, RN, MS
Linda Devaux
Building a High Reliability Organization
Through a Multi-Method Approach to
Monitoring the Practice Environment
International Conference on Healthcare Systems
Ergonomics and Patient Safety, Florence, Italy

Alice Gervasini, RN, PhD
Promoting Nursing: How to Demonstrate
Your Value as a Team Member
King Edward VII Memorial Hospital, Bermuda

Lynda Tyer-Viola, RNC, PhD
Obstetrical Nurses Attitudes and Care
Intentions Regarding HIV-Positive Pregnant Women: Podium Presentation,
Research Abstract
Sigma Theta Tau: Honor Society for Nursing
International Conference, Kona, Hawaii

Talli McCormick GNP, MSN
Patricia E. Sullivan, PT, DPT, PhD
An Update on Fall Prevention and Exercise
Oxford Round Table on Successful Aging,
Oxford, England

Danny Nunn, MS, CCC-SLP
Dysphagia Research/Practice/Multi and Interdisciplinary Approach
Working with Swallowing: Oral Motor Exercises Approach vs. Dysphagia Therapy
Approach, Similarities and Differences
4 Congresso da Fundacao Otorrinolaringologia
(4th Conference of Otorhinolaryngology Foundation), a National Brazilian Foundation
of ENTs, Curitiba, Parana-Brasil

Lynda Tyer-Viola, RNC, PhD
Obstetrical Nurses Attitudes and Care
Intentions Regarding HIV-Positive Pregnant Women: Podium Presentation,
Research Abstract
Sigma Theta Tau: Honor Society for Nursing
International Conference, Kona, Hawaii
State and Regional
Ellen Abele, LICSW
Shannon Bennet, MA
Brett Litz, PhD
Shira Maguen, PhD
Tami May, LICSW
Barbara Saroff Lee, LICSW
Fredda Zuckerman, LICSW

The Perinatal Loss Project and the Boston Perinatal Loss Initiative: A Multi-Center Study to Understand the Psychological and Social Consequences of Pregnancy Loss
Innovation at 100, Boston, MA

Elizabeth Alterman, BS
Katie Binda, LICSW
Barbara Cashavelly, RN, MSN, ACON
Meeting the Needs of Support Staff at a Patient- and Family-Centered Oncology Center
Innovation at 100, Boston, MA

Katie Binda, LICSW
Marisol Coreas, Haven Advocate
Mary Connolly, RN
Susan Fisher, RN
Joan Monahan, RN
Paula Murphy, LICSW
Barbara Olson, LICSW
Alice Rotfort, LICSW

Promoting Research Utilization – The MGH Nursing Committee
American Nurses Credentialing Center Institute for Credentialing Innovation, Boston, MA

Michelle Hazelwood, LICSW
Eileen Joyce, LICSW

It Takes a Village
Innovation at 100, Boston, MA

Beth Holleran, LICSW
Susan Lipton, LICSW
Alice Newton, MD
Andrea Vandeveen, MD
Mark Sapp, MD

Child Protection Team: Working Toward a Safer Future for Children and Their Families
Innovation at 100, Boston, MA

Leigh Horne-Mebel, LICSW
Fredda Zuckerman, LICSW

Every Mother, Every Baby, Every Family … Compassionate Care for All
Innovation at 100, Boston, MA

Michele Lucas, LICSW

The Unique Needs of the Primary Brain Tumor Patient Population
Innovation at 100, Boston, MA

Members of the MGH Social Work Diversity Council
The Experience of a Diversity Council
Innovation at 100, Boston, MA

Rebecca Murphy, MSW, LICSW
Marilyn Wise, LICSW

Getting to Know Patients Who Cannot Speak on Their Own Behalf: Commitment to an Ethic of Care
Innovation at 100, Boston, MA
Debra Burke, RN, MSN, MBA
Anand Dighe, MD, PhD
Arjun C. Rao, MBBS, MBA
Enhancing Patient Identification Using Bar-Coded Wristbands: A MGH Clinical Performance Management Initiative Institute for Healthcare Improvement, Orlando, FL
Diane L. Carroll, RN, PhD, FAHA
Glenys A. Hamilton, RN, DNSc
Barbara K. Kenney, RN, BSN
Changes in Fears and Concerns in Recipients of the Implanted Cardioverter Defibrillator American Heart Association Scientific Sessions, Dallas, TX
Kathy Clair-Hayes, LICSW
Elyse Levin-Russman, LICSW
Take Good Care Packs: Promoting Communication and Comfort for Children with Cancer, Siblings and Parents Association of Pediatric Oncology Social Work (APOSW), Norfolk, VA
Amanda B. Coakley, RN, PhD
Jacqueline Somerville, RN, MS
Maureen Ward
Sharon Bouvier, RN, MS
Eileen Flaherty, RN, MBA, MPH
Marie LeBlanc, RN, NH
Joan Stack, RN, MS
Heather McDonald, RN, BSN
Joan Tafe, RN
Maureen Bonanno, RN
Maria Romanoff, RN, BSN
The Response of a Pet Therapy Encounter on Patients, Volunteers and Nurses Across Three Different Clinical Sites Eastern Nursing Research Society, New York, NY
Amanda B. Coakley, RN, PhD
Anne Marie Barron, RN, PhD, CS
Experiences of Nurses Providing Therapeutic-Touch in an Inpatient Oncology Setting Eastern Nursing Research Society, New York, NY
Janet M. Dorrwachter, RN, BS
Kathleen M. Myers, RN, MSN, APRN, BC
Jill Taylor Pedro, RN, MSN, ONC
Harry E. Rubash, MD
Andrew A. Freiberg, MD
Minimally Invasive (MIS) Two Incision Total Hip Replacement: Pre-Operative Education and Post-operative Care National Association of Orthopaedic Nurses Congress, Phoenix, AZ
Ann M. Fiore, RN, MSN, APRN, BC
Kathleen M. Myers, RN, MSN, APRN, BC
Interdisciplinary Roadmap to Quality in the Care of the Orthopaedic Oncology Patient National Association of Orthopaedic Nurses Congress, Phoenix, AZ
Jane Flanagan, APRN-BC, PhD
Dorothy Jones, RNC, EdD, FAAN
Ginger Capasso, APRN-BC, PhD
Nursing Theory: Linking the CNS Role and Innovations in Practice National Association of Clinical Nurse Specialists (NACNS), Orlando, FL
Grace Good, ACNP, MSN, BC
Implementing the Acute Care Nurse Practitioner Role within a Hospitalist Service in an Academic Medical Center American College of Nurse Practitioners 2005 National Clinical Conference, Palm Springs, CA
Sioban Haldeman, RN, MSN, APRN, BC
Colleen Gonzalez, RN, MSN
Judy Silva, RN, MSN
Sioban Haldeman, RN, MSN, APRN, BC
Colleen Gonzalez, RN, MSN
Chelby Cierpial, RN, MSN
Erin Cox, RN, MSN
Diane Carroll, RN, PhD
Judy Silva, RN, MSN
Who Develops Clinical Staff? National Association of Clinical Nurse Specialists (NACNS), Orlando, FL
Marian Jeffries, RN, MSN, FNP-C
CNS Development of a Patient Teaching Plan for Tracheostomy Patients National Association of Clinical Nurse Specialists (NACNS), Orlando, FL
Marian Jeffries, RN, MSN, FNP-C
Susan Gavaghan, RN, MSN, CCRN, BC
CNS Intervention to Improve Care of the Respiratory Compromised Patient National Association of Clinical Nurse Specialists (NACNS), Orlando, FL
Improving Surgical Efficiency Makes an Impact on Patient and Nurse Satisfaction!
Association of periOperative Registered Nurses (AORN) Congress, New Orleans, LA

Amy D. Levine, RN
Janet D. Quigley, RN, MSN
Ruth J. Bryan, RN, MSN, CAPA

A New and Improved Approach to our Turnover Team
Association of periOperative Registered Nurses (AORN) Congress, New Orleans, LA

Mary McAdams, RN, BSN, BC
Nancy C. DeCoste, BS
Thomas P. Drake, BA
Brian M. French, RN, MS, BC
Designing and Implementing a Hospital-Based Training Program for High School Students as a Healthcare Career Promotional Strategy (continued)

National Nursing Staff Development Organization (NNSDO), New Orleans, LA

Walter Moulaison, Jr., RN, MSN, MBA
Cynthia Lasala, RN, MS
Deborah Zapolski, RN, BSN, BS
Building an Effective Nursing Team: The Link to Quality Patient Care Outcomes, Workplace Satisfaction, and Knowledge Development in Licensed and Unlicensed Nursing Staff
American Organization of Nurse Executives Annual Meeting, Chicago, IL

Jennifer Repper-DeLisi, RN, CS
Monique Mitchell, RN, CS
Michael Bierer, MD
Gregory Friscchione, MD
Barbara Guire, RN, CS
Mary Lussier-Cushing, RN, CS
Robin Lipkis-Orlando, RN, CS
Andrew Karson, MD
Rhodes Berube
Martha Kane, PhD
Joan Quinlan
Firdosh Pathan, RPh
Theodore Stern, MD
The Successful Implementation and Outcome of an Alcohol Withdrawal Pathway
The Association of Psychiatry and Medicine, New Orleans, LA

Kristen M. Samatis, BS, CHES
State of the Art Computer and Web Site Technology in a Consumer Health Library Setting
Health Care Education Association, St. Louis, MO

Donna M. Slicis, APRN, MS, BC
Jennifer Neves, APRN, MSN, BC
Ruth J. Bryan, RN, MSN, CAPA
Bessie Manley, RN, MPA/HA
Exploration of Nurse-Nurse Practice Partnerships
Association of periOperative Registered Nurses (AORN) Congress, New Orleans, LA

Erin Sullivan
Alan Goostrey, RN
The Anatomy of a Construction Project
Association of periOperative Registered Nurses Annual Congress, New Orleans, LA

Laura Sumner, RN, M.Ed., MBA, MSN, APRN, BC, ONC
Gail Alexander, RN, BSN, CCRN
Mary McAdams, RN, BSN, BC
Evaluation of the Drug Dosage Calculation Guide on the Registered Nurses’ Multi-Step Calculation Scores on an Orientation Medication Assessment
National Nursing Staff Development Organization (NNSDO), New Orleans, LA

Nancy Terres, RN, PhD, BC
Jean Ashland, PhD, CCC-SLP
Tracking Patterns of Children’s Feeding Problems in a Hospital Based Feeding Team
Society of Pediatric Nursing, Philadelphia, PA

Lynda A. Tyer-Viola, RN, PhD
Development and Psychometric Evaluation of the Pregnant Women with HIV Scale
HIV Nursing Research Summit: ANAC, Palm Springs, CA

Pam Wrigley, RN, MS
Janet D. Quigley, RN, MSN
Ruth J. Bryan, RN, MSN, CAPA
Maintaining Communication with Parents of Children in the Perioperative Setting
American Society of Post Anesthesia Nursing, (ASPN), National Conference, Chicago, IL

International
Diane L. Carroll, RN, PhD, FAHA
Implementation of Efficacy Enhancement Interventions with Unpartnered Elders
Canadian Gerontological Nursing Association National Conference, Halifax, Canada

Diane L. Carroll, RN, PhD, FAHA
Glensy A. Hamilton, RN, DNSc
Barbara K. Kenney, RN, BSN
Long-term Effects of the Implanted Cardioverter Defibrillator on Quality of Life
European Congress of Cardiology, Stockholm, Sweden

Elizabeth Whitney, PT, PhD, MS
Cerebellar Basket and Stellate Cells in Autism
International Meeting for Autism Research, Boston, MA
Mimi Bartholomay, RN, MSN, AOCN  
Member, Board of Directors,  
The Kenneth B. Schwartz Center  
Member, Programming Committee,  
The Kenneth B. Schwartz Center  
Member, Co-Chair, Host Committee,  
Celebration of Women in Health Care,  
The Kenneth B. Schwartz Center  
Member, Advisory Council, HAVEN  
Domestic Violence Program,  
Massachusetts General Hospital

Diane L. Carroll, RN, PhD, FAHA  
Member, Awards Committee, Eastern Nursing Research Society

Constance Dahlin, APRN, BC, PCM  
Past President, Hospice and Palliative Nurses Association  
Board Member, Hospice and Palliative Care Federation of Massachusetts  
External Advisory Committee, Aetna Compassionate Care Program

Sheila N. Kaiser, CRNA, MS  
Vice Chair, Massachusetts Board of Registration in Nursing  
Member, National Council of State Boards of Nursing Advance Practice Advisory Panel

Susan L. Krupnick, MSN, APRN, BC, CARN  
President, Massachusetts Association of Registered Nurses (MARN)

Mary Larkin, RN, BSN, CDE  
Member, Clinical Expertise Advisory Panel in Nursing Research, Massachusetts Board of Registration in Nursing

Cynthia A. Lasala, RN  
Member, Board of Directors, Massachusetts Association of Registered Nurses (MARN)

Amy D. Levine RN, BSN  
Chairperson, Northeastern University Nursing Alumni Society (NUMAS)  
Chairperson, Nominating Committee of AORN Mass., Chapter One

Janet M. Madigan, RN, MS, CNAA  
President, Massachusetts Organization of Nurse Executives (MONE)

Mary McKenna Guanci, RN, MSN, CNRN  
President, Greater Boston Chapter, National Association of Neuroscience Nurses

Theresa Michel, PT, DPT, MS, DSc, CCS  
Chair of the Faculty, MGH Institute of Health Professions

John Murphy, RN, MS  
Treasurer, Greater Boston Chapter, National Association of Neuroscience Nurses

Gayle Peterson, RN, C  
Member, Legislative Issues and Access to Care Council, Massachusetts Pain Initiative Council  
Member, Advisory Board, Massachusetts Pain Initiative Council  
Secretary, American Society for Pain Management Nursing, Massachusetts Chapter  
Member, Health Policy Committee of Massachusetts Association of Registered Nurses (MARN)  
Appointed, American Nurses Association Nurse Political Action Leader for the 7th Congressional District  
Appointed President-Elect, American Society of Pain Management Nurses – Massachusetts Chapter (ASPMN)

Gayle Peterson, RN  
Regina Holdstock, RPh  
Ellen Robinson, RN, PhD  
Appointed, Harvard Ethics Leadership Council  
Appointed, Associate Clinical Scientist, The Phyllis F. Cantor Center, Dana-Farber Cancer Institute

Melanie Struzzi, PT, DPT, MHS  
Member, Northern Metropolitan District Assembly Representative, Massachusetts Chapter of American Physical Therapy Association

Jill Taylor Pedro, RN, MSN, ONC  
Secretary, NAON of Massachusetts, National Organization of Orthopaedic Nurses

Kathryn Brush, RN, MS, CCRN, FCCM, CNS  
Named to the University Health Consortium Steering Committee on Central Venous Catheter Line-Related Bacteremias  
Appointed, Disaster Planning and Research Task Force, Society of Critical Care Medicine  
Appointed, Disaster Committee, Society of Critical Care Medicine

Debra Coglianese, PT, DPT, OCS, ATC  
Item Writer, Specialty Academy of Content Experts (SACE), American Physical Therapy Association, Orthopaedic Section

Erin Cox, RN, MS, CCRN, CS  
Member, Society of Vascular Nursing Carotid Guidelines Taskforce

Constance Dahlin, APRN, BC, PCM  
Steering Committee Member National Consensus Project for Quality Palliative Care

Constance Dahlin, APRN, BC, PCM  
Andrew Billings, MD  
Members, National Steering Committee, Clinical Practice Guidelines for Quality Palliative Care

Annabel Edwards, APRN, BC  
President-Elect, American Society for Pain Management Nursing (ASPMN)

Karen Hopcia, MS, APRN-BC, COHN-S  
President-Elect, Theta-at-Large Chapter of Sigma Theta Tau International Nursing Honor Society

Jeanette Ives Erickson, RN, MS  
Member, Editorial Advisory Board, Nursing 2005  
Member, Review Board, Online Journal of Issues in Nursing

Ann Jampel, PT, MS  
Advisory Panel on Education, APTA Summit, American Physical Therapy Association

Susan L. Krupnick, MSN, APRN, BC, CARN  
Advisory Committee: Partnership Plan, American Nurses Association

Suy-Sinh Law, PT, OCS, M-AC  
Member, Public Affairs Committee, American Physical Therapy Association

Catherine M. Mannix RN, BSN, OCN  
Inducted, Sigma Theta Tau International, Honor Society of Nursing
Clinical Recognition Program

The MGH Clinical Recognition Program serves as a formal way to recognize excellence in practice, encourage professional development and build a diverse community of reflective practitioners within Patient Care Services.

Applicants work with their managers or directors to analyze their practice relative to clinician-patient relationship, clinical knowledge and decision making, teamwork and collaboration, and movement for Occupational Therapy and Physical Therapy professionals. Criteria within these themes define four levels of clinical practice: Entry-Level Clinician, Clinician, Advanced Clinician and Clinical Scholar.

Recognized in 2005:

**Advanced Clinician**
- Kristin Appel, RN
- Rachel Bolton, RN
- Clorinda Buenafe, RRT
- Gary Collymore, RRT
- Heather Coombs, RN
- Elizabeth Crawford, SLP
- Susan Curley, OTR/L
- Lori Darragh, RN
- Denise Dreher, RN
- Erika Ehnstrom-Carr, RN
- Cheryl Gomes, RN
- Eileen Joyce, LICSW
- Heather Kuberski, RN
- Donna Lawson, RN
- Jesslyn Lenox, RRT
- Sara Mahoney, RN
- Christine Mattera, RN
- Denise Montalto, PT
- Margaret Munson, RN
- Deborah Nelson, RN
- Judy Pagliarulo, RN
- Meredith Pitzi, RN
- Melissa Roddie, RN
- Kathleen Ryan, RN
- Deborah Scannell, RN
- Linda Shuman, RN
- Emily Smith, PT
- Angela Sorge, RN
- Timothy Sowicz, RN
- Kimberly Stewart, SLP
- Joan Tafe, RN
- Anne Turner, RN
- Ines Williams, RN
- Mary Louisa Zwirner, LICSW

**Clinical Scholar**
- Dana Allison, RN
- Darleen Crisielo, RN
- Erica Edwards, RN
- Kelley Grealish, RN
- Debra Guthrie, RN
- Janet Kimbrough, RN
- Janet Kleimola, RN
- Barbara Levin, RN
- Marianne Pastore, RN
- Kathryn Pazola, RN
- Edna Riley, RN
- Virginia Sigel, LICSW
- Maureen Tully, RN
- Marilyn Wise, LICSW
- Pamela Wrigley, RN
- Fredda Zuckerman, LICSW

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International

Diane L. Carroll, RN, PhD, FAHA
Nurse Fellow, European Society of Cardiology (NFESC)

Jeanette Ives Erickson, RN, MS
Member, Review Board, *Worldviews on Evidence-Based Nursing*

Susan L. Krupnick, MSN, APRN, BC, CARN
Member, Nominations Committee, International Society of Psychiatric-Mental Health Nurses
Member, Conference Planning Committee, International Nurses Society on Addictions

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Sally Millar, RN, MBA
Member, Education Committee, American Organization of Nurse Executives

Victoria Morrison, RN, BSN, MPA, PhD, CIC
Member, Nominating and Awards Committee Association for Professionals in Infection Control and Epidemiology (APIC)

Lauro Munoz, MOT, OTR
Member, Editorial Review Board, American Journal of Occupational Therapy

Lynn B. Oertel, RN, MSN, ANP, CACP
Member, National Certification Board for Anticoagulation Providers
Member, Editorial Review Board, Journal of Thrombosis and Thrombolysis

Rev. Felix C. Ojimba
President, Uli Development

Georgia W. Peirce
Member, Health Research & Educational Trust (HRET) Fellowship’s Board of Advisors

Thomas Quinn, RN, MSN, AOCN
Nominating Committee, American Society for Pain Management Nursing

Amee Seitz, PT, MS, OCS
Member at Large, American Shoulder and Elbow Society

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International

Diane L. Carroll, RN, PhD, FAHA
Nurse Fellow, European Society of Cardiology (NFESC)

Jeanette Ives Erickson, RN, MS
Member, Review Board, *Worldviews on Evidence-Based Nursing*

Susan L. Krupnick, MSN, APRN, BC, CARN
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- Lori Darragh, RN
- Denise Dreher, RN
- Erika Ehnstrom-Carr, RN
- Cheryl Gomes, RN
- Eileen Joyce, LICSW
- Heather Kubeski, RN
- Donna Lawson, RN
- Jesslyn Lenox, RRT
- Sara Mahoney, RN
- Christine Mattera, RN
- Denise Montalto, PT
- Margaret Munson, RN
- Deborah Nelson, RN
- Judy Pagliarulo, RN
- Meredith Pitzi, RN
- Melissa Roddie, RN
- Kathleen Ryan, RN
- Deborah Scannell, RN
- Linda Shuman, RN
- Emily Smith, PT
- Angela Sorge, RN
- Timothy Sowicz, RN
- Kimberly Stewart, SLP
- Joan Tafe, RN
- Anne Turner, RN
- Ines Williams, RN
- Mary Louisa Zwirner, LICSW

**Clinical Scholar**
- Dana Allison, RN
- Darleen Crisielo, RN
- Erica Edwards, RN
- Kelley Grealish, RN
- Debra Guthrie, RN
- Janet Kimbrough, RN
- Janet Kleimola, RN
- Barbara Levin, RN
- Marianne Pastore, RN
- Kathryn Pazola, RN
- Edna Riley, RN
- Virginia Sigel, LICSW
- Maureen Tully, RN
- Marilyn Wise, LICSW
- Pamela Wrigley, RN
- Fredda Zuckerman, LICSW
Authorship of Books and Chapters in books

Rae Allain, MD
Sharon Brackett, RN, BS, CCRN
William E. Hurford, MD, FCCM
Chapter “Ethical and End-of-Life Issues,” in the Critical Care Handbook of the Massachusetts General Hospital
4th Edition
Lippincott Williams & Wilkins

Kathryn Brush, RN, MS, CCRN, FCCM
Ulrich Schmidt, MD, PhD
Chapter “Prophylaxis,” in the Critical Care Handbook of the Massachusetts General Hospital
4th Edition
Lippincott Williams & Wilkins

Debra Coglianese, PT, DPT, OCS, ATC
Book review of Low Back and Neck Pain: Comprehensive Diagnosis and Management
3rd Edition
W. B. Saunders Company

Regina Doherty, MS, OTR/L
Chapter “The Impact of Advances in Medical Technology on Rehabilitative Care” in Educating for Moral Action: A Source book in Health and Rehabilitation Ethics
F.A. Davis Company

Lisa S. Krivickas, MD
Vanina Dal Bello-Haas, MEd, PhD
Suzanne E. Danforth, MS, CCC-SLP
Gregory T. Carter, MD
Chapter “Rehabilitation” in Amyotrophic Lateral Sclerosis
Marcel Dekker

Barbara J. Levin, RN, BSN, ONC, LNCC
Patricia Iyer, RN, MSN, LNCC
Mary Ann Shea, RN, JD, BS
Medical Legal Aspects of Medical Records

Barbara McGee, RN, MSN
Chapter “Environmental Terrorism and Disaster Nursing” in Forensic Nursing
Elsevier

Theresa Michel, PT, DPT, DSc, CCS
David Nathan, MD
Linda Delahanty, RD
Chapter “Activity and Exercise: Move, Move, Move” in Beating Diabetes
National Institute of Health

Articles

Karsten Bolse, MSc, RNT
Glenys A. Hamilton, RN, DNSc
Jane Flanagan, RNCS, PhD
Diane L. Carroll, RN, PhD, FAHA
Bengt Fridlund, PhD, RNT
Ways of Experiencing the Life Situation Among United States Patients with an Implantable Cardiopulmonary Defibrillator: A Qualitative Study
Progress in Cardiovascular Nursing

Debra Burke, RN, MSN, MBA
Arjun C. Rao, MBBS, MBA
Anand S. Dighe, MD, PhD
Implementation of Bar Coded Wristbands in a Large Academic Medical Center: Impact on Point of Care Error Rates
Point of Care: The Journal of Near-Patient Testing & Technology

Diane L. Carroll, RN, PhD, FAHA
Capacity for Direct Attention in Patients Undergoing Percutaneous Coronary Intervention: The Impact of Psychological Distress
Progress in Cardiovascular Nursing

Diane Carroll, RN, PhD, FAHA
Glenys A. Hamilton, RN, DNSc
Quality of Life in Implanted Cardioverter Defibrillator Recipients: The Impact of Device Shock
Heart & Lung

Patricia M. Connors, RNC, MS, WHNP
Monica M. Ulles, RN, CNS, PNP
The Physical, Psychological and Social Implications of Caring for the Pregnant Patient and Newborn with Cystic Fibrosis
Journal of Perinatal and Neonatal Nursing

Michelle A. Finkel, MD, FACEP
Patricia Mian, RN, MS, CS
Joyce McIntyre, RN, BSN, MEd
Monique I. Sellas-Ferrer, MD
Barbara McGee, RN, MSN
Nancy Balch, PharmD, RPh
An Original, Standardized, Emergency Department Sexual Assault Medication
Journal of Emergency Nursing

Pamela Grace, APRN, PhD
Moriah McLaughlin, RN, BSN
When Consent Isn’t Informed Enough: What’s the Nurse’s Role when a Patient Has Given Consent but Doesn’t Fully Understand the Risks?
American Journal of Nursing

Glenys A. Hamilton, RN, DNSc
Diane L. Carroll, RN, PhD, FAHA
Journal of Clinical Nursing

Carolyn Hayes, RN, PhD
Patricia Reid Ponte, RN, DNSc, FAAN
Amanda Coakley, RN, PhD
Excel Stanghellini, RN, MS
Anne Gross, RN, MS, CNA
Sharon Perryman, RN, BSN, MHA
Diane Hanley, RN, MS, BC
Nancy Hickey, RN, MS
Jacqueline Somerville, RN, MS
Retaining Oncology Nurses: Strategies for Today’s Nurse Leaders
Oncology Nursing Forum

Elizabeth Hiltunen, RN, CS
Patricia Winder, RN, MSN
Michelle Raith, MA
Elizabeth Buselli, PhD, RN
Diane L. Carroll, RN, PhD, FAHA
Sally Rankin, RN, PhD, FAAN
Implementation of Efficacy Enhancement Nursing Interventions with Cardiac Elders
Rehabilitation Nursing
**Articles (continued)**

Maryfran Hughes, RN, MSN
Iris Frank, RN, MSN
Recognizing Excellence in Nursing Service: a First-Hand Report from an ED Manager at a Magnet Hospital in Boston
Journal of Emergency Nursing

Jeanette Ives Erickson, RN, MS
Letter to the Editor
Clinical Nurse Specialist: The Journal for Advanced Practice Nursing

Jeanette Ives Erickson, RN, MS
Marianne Diomassi, RN, MSN, MBA
Guest Editorial: The Clinical Nurse Leader: New in Name Only
Journal of Nursing Education

Jeanette Ives Erickson, RN, MS
Lauren Holm, RN, MSN
Lee Chelminiak
Marianne Diomassi, RN, MSN, MBA
Why Not Nursing?
Nursing 2005

Jeanette Ives Erickson, RN, MS
Sally Millar, RN, MBA
Caring for Patients While Respecting Their Privacy: Renewing Our Commitment
Online Journal of Issues in Nursing

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Emily Karwacki Sheff, RN, BS, APRN, BC
Hospital Nursing: Solving the Mystery of Osteomyelitis
Journal of Nursing 2005

Mary Lou Kelleher, RN, MS
Katherine DiMare, RN, BSN
Tom Quinn, RN, MSN, AOCN
Elena Cliff, RN, BSN
Going After Pain
On Call

Mary Lavieri, RN, MS, CCRN
Barbara Brien, RN, BS
Making a Change: Implementation of Evidence-Based Practices in Critical Care
Advance for Nurses

Barbara J. Levin, RN, BSN, ONC, LNCC
Howard Yeon, MD
Open vs. Closed Fractures
Communique

Michele R. Lucas, LICSW
Hyper-vigilance: A Contributory Factor in Cancer Fatigue
Coping with Cancer

Janet Madigan, RN, MS, CNAA
Karen Moore, RN, MS, FACHE
MARN Supports the Patients First Initiative
Massachusetts Report on Nursing

Laura Mylott, RN, PhD
The Ethical Dimension of the Nurse’s Role in Practice
Journal of Hospice and Palliative Care

Patricia J. Owens, RN, BSN, CNOR
Anthony Forgione Jr., LPN
Susan Briggs, MD, MPH
Challenges of International Disaster Relief – Use of a Deployable Rapid Assembly Shelter/Surgical Hospital (DRASH)
Journal of Emergency Nursing

Kathie Pazola, RN, MSN, CPON
Special Kind of Magic
Oncology Times

Georgia W. Peirce
Building the Foundation for a Culture of Safety
Focus on Patient Safety, National Patient Safety Foundation

Donna Perry, RN, PhD
Transcendent Pluralism and the Influence of Nursing Testimony on Environmental Justice Legislation
Policy, Politics & Nursing Practice

Taryn J. Pittman, RN, MSN
Kristen Jagodynski Samatis, BS, CHES
Consumer Health Within an Academic Medical Center: State-of-the Art Services and Technology
Journal of Hospital Librarianship 2005

Marita Prater, RN, MS
Talin Getzoyan, RN, MSN
Lessons Learned: Safe Scheduling Practices for Nursing Staff
Voice of Nursing Leadership

Sally H. Rankin, RN, PhD, FAAN
Alice Butzlaff, RN-C, MS, FNP
Diane L. Carroll, RN, PhD
Imelda Reedy, RN, MS
FAMISHED for Support: Recovering Elders After Cardiac Events
Clinical Nurse Specialist

Cathy Y. Read, RN, PhD
Donna Perry, RN, PhD (c)
Mary E. Duffy, PhD, FAAN
Design and Psychometric Evaluation of the Psychological Adaptation to Genetic Information Scale
Journal of Nursing Scholarship

Patricia Reid Ponte, RN, DNSc
Carolyn Hayes, RN, PhD
Amanda Cookley, RN, PhD
Eseel Stanghellini, RN, MS
Anne Gross, RN, MS, CNA
Sharon Perrymen, RN, BSN, MHA
Diane Hanley, RN, MS
Nancy Hickey, RN, MS, RN
Jacqueline Somerville, RN, MS
Partnering with Schools of Nursing: An Effective Recruitment Strategy
Oncology Nursing Forum

Patricia Reid Ponte, RN, DNSc, FAAN
Karen Moore, RN, MSN
Connie Crowley Ganser, RN, MSN
Janet Madigan, RN, MS, CNA
Sharon Gale, RN, MSN
A Journey Towards Influencing Practice: Environments in Massachusetts Hospitals — Patients First: Continuing the Commitment to Safe Care
Nurse Leader
Guiding Principles — The following values guide our work:

· We are ever alert for opportunities to improve patient care; we provide care based on the latest research findings.
· We recognize the importance of encouraging patients and families to participate in the decisions affecting their care.
· We are most effective as a team; we continually strengthen our relationships with each other and actively promote diversity within our staff.
· We enhance patient care and the systems supporting that care as we work with others; we eagerly enter new partnerships with people inside and outside of the Massachusetts General Hospital.
· We never lose sight of the needs and expectations of our patients and their families as we make clinical decisions based on the most effective use of internal and external resources.
· We view learning as a lifelong process, essential to the growth and development of clinicians striving to deliver quality patient care.
· We acknowledge that maintaining the highest standards of patient care delivery is a never-ending process that involves the patient, family, nurse, all healthcare providers and the community at large.

Strategic Goals

· We lead the industry in providing patient- and family-centered care.
· We partner with the community to better understand the healthcare needs of the diverse population of patients we serve, and to establish a shared vision of care and services.
· We are the healthcare industry leader for quality and safety.
· We develop and advance systems, technology and programs to promote individualized patient care and support those who provide care.
· We are the “employer of choice” for all professions and support staff, and we value diversity in our workforce.
· We work to promote and support the institution in realizing sound financial growth.
· We position nurses, therapists, social workers, medical interpreters, chaplains and support staff within the hospital to have a strong voice in issues impacting patient care.
· We continuously create throughput systems and processes that drive delivery of safe, efficient, timely and patient-centered care.
· We provide excellent leadership, and we foster leadership growth opportunities.

PCS Vision and Values

As nurses, health professionals and Patient Care Services support staff, our every action is guided by knowledge, enabled by skill and motivated by compassion. Patients are our primary focus, and the way we deliver care reflects that focus every day.

We believe in creating a practice environment that has no barriers, is built on a spirit of inquiry and reflects a culturally competent workforce, supportive of the patient-centered values of this institution.

It is through our professional practice model that we make our vision a demonstrable truth every day by letting our thoughts, decisions and actions be guided by our values. As clinicians, we ensure that our practice is caring, innovative, scientific and empowering, and is based on a foundation of leadership and entrepreneurial teamwork.
nurse managers

Nurse Managers
Carolyn Anderson, RN
Cardiac Surgical Critical Care and Step Down
Cristina Bethune, RN
Electrophysiology Lab
Sharon Bouvier, RN, MSN
Vascular Surgery
Susan A. Caffrey, RN, MSN
Labor and Delivery
Theresa Capodilupo, RN, MSN
Surgery/Trauma
Barbara J. Cashavelley, RN, MSN, AOCN
Cancer Center
Lori Clark Carson, RN, MSN
Obstetrics
Colleen Caster, RN, C, MN, FNP
Gynecology
Kathy Cullen, RN, MSN, CPAN
Post-Anesthesia Care
Susan Cronin-Jenkins, RN, CCRN
Center for Interventional Cardiovascular Therapy
Kim Deltano, RN, CNM, MS
Midwifery
Tony DiGiovine, RN
Transplant, Burn, Plastic and Reconstructive Surgery
Ellen Fitzgerald, RN, MS
Oncology/Bone Marrow Transplant
Eileen DeGraan Flaherty, RN, MBA, MPH
General Medicine
Marion Freehan, RN, MPA/HA, CNOR
Main Operating Rooms
Alice Gervasi, RN, PhD
Trauma Program
Bonnie Glass, RN, MN
Clinical Research
Susan Gordon, RN, MS
General Medicine
Maryfran Hughes, RN, MSN
Emergency Services
Donna Jenkins, RN, MS, CS
Thoracic and General Surgery
Sheila Kaiser, RN, MS, CRNA
Anesthesia
Adele Keeley, RN, BSN, MS
Medical Intensive Care and Cardiac Intensive Care
Linda Kelly, RN
Outpatient Gynecology
Ann Kennedy, RN, MS
Neuroscience
Joanne LaFrancesca, RN, MN, AOCN
Oncology Infusion
Mildred Leblanc, RN
Radiology
Robin Lipkis-Orlando, RN, MS, CS
Psychiatry
Bridget (Bessie) Manley, RN, MPA/HA
Pre-Admission Testing Area
Catherine Mannix, RN, OCN
Radiation Oncology
Mary McDonough, RN, MSN
Urology
Brenda Miller, RN, MSN
Pediatric Intensive Care and Pediatric Ambulatory
Susan K. Morash, RN, BSN, MA
General Medicine
Walter Moulaison Jr., RN, MSN, MBA
General Medicine and Anticoagulation Management Services
Janet Mulligan, RN, MS
IV Therapy
John Murphy, RN, MS
Neuroscience Critical Care
Kathleen M. Myers, APRN, MSN, OCN, BC, CNA
Orthopaedics, Urology and Oral Maxillofacial
Hiyam Nadel, RN
Outpatient Obstetrics
Judy Newell, RN
Gynecology and Pediatrics
Angelleen Peters-Lewis, RN, MS, CFNP, PhD
GI Endoscopy
Keith Perleberg, RN, MDiv
General Medicine
Marita Prater, RN, MS
General Medicine
Lori J. Pugsley, RN, BSN, MEd
Obstetrics
Janet D. Dauphinee Quigley, RN, MSN
Same Day Surgery
Maureen Schneider, RN, MS, CTHQ
Central Resource Team, Clinical Supervisors
Peggy Doyle Settle, RNC, MS
Perinatal/Neonatal Intensive Care
Judy Silva, RN, MSN
Cardiac Medicine, Access
Colleen Snyderman, RN, MSN
Coronary Care and Acute Respiratory Care
Amanda Stefanczyk, RN, MSN, MBA
General Medicine
Aileen Tubridy, RN, MSN
Cardiac Medicine Step Down Arrhythmia
Susan Tully, RN
Surgical Intensive Care
Patient Care Services

DISCIPLINES
- Chaplaincy
- Medical Interpreter Services
- Nursing
- Occupational Therapy
- Orthotics and Prosthetics
- Physical Therapy
- Reading Disabilities
- Respiratory Therapy
- Social Services
- Speech, Language & Swallowing Disorders
- Volunteer Services

PROGRAMS
- Cancer Resource Room
- Caring Headlines
- Child Protection Consultation Team
- Diversity
- HAVEN Program — Helping Abuse and Violence End Now
- Information Systems
- International Ambassadors
- International Program
- The Knight Nursing Center for Clinical & Professional Development
- Ladies Visiting Committee Retail Shops
- Patient and Family Lodging
- Management Systems
- Maxwell & Eleanor Blum Patient and Family Learning Center
- MGH Quit Smoking Service
- Office of Patient Advocacy
- Office of Quality and Safety
- Systems Improvement
- Yvonne L. Mune Center for Nursing Research

executive team

Executive Team
- Jacqueline Amos, RN, MSN, MBA
  Director, Nursing Operations
- Judith Farnsworth, RN, MS, MBA
  Chief Nurse
- Leila Carbunari, RN, MEd
  Associate Director, International Programs
- Edward Coakley, RN, MEd, MA, MSN
  Director Emeritus
- Deborah Colton
  Vice President, External Affairs, MGPO/PCS
- Ann Daniels, PhD, LICSW
  Executive Director, Social Services, and Chaplaincy
- Michael Flynn
  Director, Respiratory Care
- Sally Miller, RN, MBA
  Director, Office of Patient Advocacy and Patient Care Information Systems
- Carol O’Brien
  Director, Promotional Communication and Publicity
- Jennifer Romanowski, MBA
  Director, Systems Improvement
- Pat Russell
  Director, Volunteer, Medical Interpreter, Information and General Store Services
- Anna Salama
  Managing Editor/Writer, Caring Headlines
- Jackie Somerville, RN, BS, CNGC
  Associate Chief Nurse
- Michael Sullivan, PT, DPT, MBA
  Director, Physical Therapy and Occupational Therapy
- Diana Torres, RN, MSN
  Associate Chief Nurse
- Carmen Vega-Brandowicz, MA, CCC-ISP
  Director, Speech, Language & Swallowing Disorders
- Deborah Washington, RN, MSN
  Director, Patient Care Services Diversity Program

Cover photo: Two miles off the coast of Banda Aceh, Indonesia, aboard the USNS Mercy, MGH staff nurse Renee O’Shea, RN, provides care and comfort to a young girl and her mother following the devastating tsunami.