10.2 Describe partnerships and programs established by nursing services with community-based entities to meet the healthcare needs of the populations served.

This source of evidence is intricately related to Force 10.7 which provides examples of outcomes resulting from community collaborations/partnerships, including clinical and fiscal elements, and evidence of overall community impact. In the narrative that follows, descriptions of a sampling of partnerships and programs will be provided and the outcomes of those same initiatives will be outlined in Force 10.7.

I. Partnerships and Programs in the Local Community

State House Flu Shot Clinic with Conference of Boston Teaching Hospitals (COBTH):

Every January, MGH nurses and others volunteer to staff a flu vaccination clinic at the Massachusetts State House. Sponsored by the Conference of Boston Teaching Hospitals (COBTH), MGH nurses team up with nurses and pharmacists from other local hospitals to set up and staff the clinic for state employees, senators, representatives, and members of the general public.

Nurses who participated in the 2006 and 2007 flu vaccination clinic at the State House are (l-r, back row): Linda Kelly, RN; Taryn Pittman, RN; Laurie Falavo-Shoemaker; and (front row): Karen Nabill, RN; Mel Heike, RN; and Laura Summer, RN.
MGH Senior HealthWISE:

MGH Senior HealthWISE (Wellness, Involvement, Support and Education) is a community benefit program of Massachusetts General Hospital and the MGH Senior Health Practice. It was designed in 2002 to enhance the health and well being of older adults in the neighborhoods surrounding MGH, and provides a wide array of services. The goal of MGH Senior HealthWISE is to improve health management through education and support, as well as provide opportunities for socialization, exercise and connection to community resources. Programs are offered on the MGH campus, at local community sites, and three senior residences. All services are free of charge and open to individuals age 60+. Program Components include:

- Health and Wellness Lectures
- Workshops
- Support Groups
- Health Screenings
- Group discussions about self-management of various diagnoses
- Information on Community Social Services and Resources
- Exercise Programs
- Film Series

Conversations with Caregivers: an Eldercare Series

**MGH Senior HealthWISE**
Sponsored by the MGH Geriatric Medicine Unit
for staff, patients, families, and friends of the MGH Community

Tuesday, July 24
Memory Loss: Causes and Treatments

Tuesday, August 14
Homecare to Long-Term Care: Understanding Resources

Tuesday, August 28
Caring for Yourself while Caring for Another

Tuesday, September 11
Juggling Caregiving and Work

All sessions held in the Blum Patient & Family Learning Center (attendance is free) 5:15–6:30pm
Refreshments will be served
For more information call: 617-726-4612

A sample of marketing for MGH Senior HealthWISE educational programming
The clinical nursing staff affiliated with the MGH Senior Health Geriatric Medicine Unit and Senior HealthWISE program include: Talli Craig McCormick, RN, MSN, GNP; Nancy A. Kelly, RNP; Christine Lauria, RN, NP; Barbara Roberge, PhD, RN, NP; Leslie Burton, ANP; Judith Goldstein, RN, BSN, and Cheryl Wall, RN. Services are provided in conjunction with the Medical and Social Services staff.

**Children and Health Care Week:**

Children and Health Care Week, sponsored by the Association of Care of Children’s Health, aims to have children learn about health and hospitals in a non-threatening environment. The Children’s Health Fair is held annually at MGH. Families are educated together as they make their way through the fair, filling up their goody bags, learning about the operating room, physical therapy, the Chaplaincy department, pet therapy, food and nutrition, fire safety and many other health care topics. In Spring 2007, Massachusetts General Hospital for Children celebrated its 11th year of sponsoring this event. The event is chaired by MaryLou Kelleher, RN, Clinical Nurse Specialist in Pediatrics.

*Pam Wrigley, RN, gives children a chance to experience the operation room up close and personal.*
**MGH Avon Breast Care Program:**

The Avon Breast Care Program is designed to reach out to medically underserved patients in the Boston area to promote timely follow-up on abnormal breast exam or mammogram findings and to ensure early detection and comprehensive care for patients with breast cancer. Funded by the Avon Foundation in March 2001, the Avon Breast Care Program is located at several MGH sites including MGH Chelsea HealthCare Center, and the Avon Comprehensive Breast Evaluation Center at Massachusetts General Hospital. Avon-funded staff work primarily with patients who have had an abnormal finding on a mammogram or clinical breast exam and require follow-up diagnostic testing.

**Comfort and Support after Loss Memorial Service:**

In November 2006, the Comfort and Support after Loss Committee held its 15th Annual Pediatric, Neonatal, and Obstetric Bereavement Service. This memorial program is dedicated to families who have experienced the death of an infant, child, or adolescent, or who have lost a child through miscarriage or still-birth.

A hospital Chaplain provides a non-denominational reading and several family members read stories and poems reflective of their journeys through grief and bereavement. Parents, families,
and friends are invited to take part in the traditional naming ceremony. They also receive tulip bulbs and a pewter heart in memory of their children. The program concludes with the releasing of balloons and a reception.

Members of the Comfort and Support After Loss team include: Kathryn Beauchamp, RN; Genevieve Gonzales, LICSW; Ann Haywood-Baxter, Mdiv; Heidi Jupp, RN; Leslie Kerzner, MD; Elyse Levin-Russman, LICSW; Janet Madden, RN; Joyce McIntyre, RN; Brenda Miller, RN; Kristen Nuttall, RN; Heathter Peach, CCLS; Eileen White; Fredda Zuckerman, LICSW.

II. Partnerships and Programs in the National and International Community

Durant Fellowship:

As described in Force 8.5, The Thomas S. Durant Fellowship for Refugee Medicine seeks to honor the late Dr. Durant’s spirit of dedication and service through sponsoring health care professionals to serve refugee populations and victims of complex humanitarian disasters. This fellowship fosters in its recipients a sense of commitment to populations in distress and to provide education to aid the prevention and treatment of disease in refugee populations. The Durant Fellowship Program is co-directed by Lawrence Ronan, MD and Donna Perry, RN, PhD.

Dr. Durant received many awards and accolades through the years, including the Humanitarian Award from the United Nations in 1995 and the Joseph Moakley award for Distinguished Public Service in 2001. But he never considered himself a hero. When he talked about heroes, he spoke of a nurse who lost both legs in a land mine explosion in Zaire, five firemen who provided drinkable water to a disease-infested village in Rwanda and a buddy who was murdered because he had the courage to stand up to cruelty and injustice. His heroes were simple, dedicated people who marched into the thick of devastation to carry out work that was often horrific, always heart-wrenching and never simple.

Dr. Durant seized every opportunity to share word of the horrors he witnessed, spreading his message about the needless suffering that he attributed to man’s inhumanity to mankind. He touched countless audiences through disturbing, poignant and humorous accounts of one devastated
community after another. His volunteerism and selflessness encouraged others to become involved in international relief efforts or in community programs closer to home.

Fellowships provide a stipend and expenses for MGH nurses or physicians to allow:

♦ A three-, six-, or nine-month fellowship in refugee health; recipients will interact with existing organizations serving refugee populations; or
♦ Health care professionals to respond to acute humanitarian disasters.

**Basrah Children’s Hospital Nurse Training Program:**

As described in *Force 8.5*, MGH has formed a partnership with Project HOPE and the US Agency for International Development to aid in international humanitarian efforts. As part of this effort, MGH Chief Nurse, Jeanette Ives Erickson, RN, MS, was asked to mentor the Chief Nurse of the Basrah Children’s Hospital, Sukaina Matter. Together, they designed and are overseeing the training of 200 nurses to staff a state-of-the-art pediatric oncology hospital slated to open in late 2008.

**IMSuRT and DMAT:**

Numerous MGH nurses and clinicians from medicine, pharmacy, social work, respiratory care and physical therapy, volunteer to participate on Federal disaster response teams such as:

♦ The International Medical-Surgical Response Team (IMSuRT) – deployed by the Department of Homeland Security to disaster-stricken cites, and
♦ Boston’s Disaster Medical Assistance Team (DMAT).
Members of the ImSuRT team set up their sleeping quarters shortly after arriving in Bam, Iran, days after an earthquake devastated the ancient city.

Mary Fran Hughes, RN, MSN, Nursing Director of the MGH Emergency Room plays a lead role in Emergency Preparedness in the City of Boston and in the State of Massachusetts through participation on the following Committees:

- Conference of Boston Teaching Hospitals Disaster Committee, Chairperson
- Urban Area Security Initiative Health Care Committee, Member
- Metropolitan Medical Response Systems Committee, Member
- Massachusetts Region IVC Surge Committee, Member
- Massachusetts State Surge Planning Committee, Member
- Boston Urban Area Radiation Response Planning Committee, Member
- Boston Local Emergency Planning Committee, Member
The Center for Global Health & Disaster Response:

The Center for Global Health & Disaster Response was established at MGH in 2006 to build upon the organization’s long history of providing humanitarian care to victims of disease and disaster around the world. That history and a growing demand for expertise in global health prompted MGH to create a formal center with funding from The Fidelity Foundation to support this important work. The mission of this new center is to improve the health of the world’s most vulnerable and crisis-affected populations through care-delivery, education, and research.

Championed by Jeanette Ives Erickson, RN, MS, Senior Vice President for Patient Care and Chief Nurse at MGH, the goals include:

♦ to act as a resource for MGH constituents
♦ to work in the field of humanitarian aid, serving as a resource for governmental and non-governmental agencies
♦ to study the impact of natural disasters and war on healthcare systems and populations
♦ to plan for and create an operational infrastructure for rapid response teams, and
♦ to extend MGH expertise in improving the health of the world’s vulnerable and crisis afflicted populations.

Global Nurse Training Program:

A fundamental challenge to the delivery of HIV medication in resource-scarce settings is the lack of trained clinicians to diagnose and prescribe the medications. In many of these settings, nurses are the foundation of any successful HIV treatment expansion program. To address this fundamental challenge, in December 2006, the Harvard Medical School Division of AIDS launched the Global Nurse Training Program (GNTP). The Program used intensive, creative training
programs and a cadre of specialized, experienced nurse preceptors from across Harvard Teaching hospital affiliates to capacitate local health delivery systems.

Under the direction of Shelia Davis, ANP, MGH Infection Control, who has years of training experience in domestic and international settings, the Program supports nurses through clinical mentoring at HIV programs in South Africa as part of mobile nurse support units. Recognizing the international emergency that warrants the rapid expansion and accessibility of treatment and the critical need for sustained nursing presence in assuring quality follow-up and adherence, GNTP will actively respond to human resource infrastructure shortages and the lack of training in countries most affected. GNTP provides ongoing, short-term and targeted on-the-ground training based on a thorough needs assessment with local collaborators.

The nurses, who are part of the mobile nurse support teams, are experts in their area of expertise, e.g., infectious diseases. Organizations, such as MGH, are asked to “loan” their staff to the GNTP for a period of 2-4 weeks per year on an ongoing basis.

ACCESO Program in Cuba:

Donna Perry, RN, PhD, Professional Development Coordinator, MGH Institute for Patient Care and Co-Director, Durant Fellowship Program in Refugee Medicine, is the co-chair of the nongovernmental organization that leads annual humanitarian delegations to Cuba. The Mission of ACCESO (Americans and Cubans building Community through Exchange, Support and Outreach) is to provide humanitarian outreach to the people of Cuba who are struggling to obtain essential
human goods such as medicine, medical supplies, and reading materials. They sponsor annual humanitarian missions that not only donate material goods from the United States to Cuba but also build relationships between Americans and Cubans.

All this has been made possible through the generous donations of individuals and businesses as well as the hard work of ACCESO volunteers. Having an all-volunteer organization ensures that all donations benefit the Cuban people directly. Through the volunteers’ experiences, they learned that small efforts make a significant difference.

Donna Perry, RN, PhD, posing with a group of children in Cuba.