

Caring

March 1, 2001

HEADLINES

Inside:

Black History Month	1, 5
Jeanette Ives Erickson	2
• PCS Retreat	
NERBNA Awards	4
Exemplar	6
• Susan Bardzik, RN	
Q&A	7
• Does Cal Stat contribute to 'super infections'?	
EN CARE: nurses giving back to the community	8
Schwartz Center Rounds	9
Educational Offerings	10
POE to Bigelow 7	12

Black History Month



Ellison 16 staff nurse, Michelle Murphy (right), is pinned by staff nurse, Rischa Mayes, RN

The tradition continues...

(Story on page 5)

MGH Patient Care Services
Working together to shape the future

Nothing in the world is so powerful as an idea whose time has come

—Victor Hugo

The February 13, 2001, PCS executive management retreat, our second in this year's strategic planning process, was a productive, energizing, work-filled session. With a number of presentations, a whole day of information-sharing, and morning

and afternoon break-out sessions, there is much to report. But rather than skim the surface in this article, I'd like to use the next two or three issues of *Caring Headlines* to inform you of our work.

One of the primary focuses of our strategic

plan is finding ways to maximize our retention and recruitment efforts as we enter into a very real national shortage of healthcare workers. I asked our PCS human resources manager, Steve Taranto, to present an overview of our retention and recruitment activities to set the stage for discussions about how we will maintain appropriate staffing levels and retain competent, qualified clinicians in all settings at MGH.

Steve informed us that since the beginning of the new fiscal year, 94 new staff nurses have joined the department. He shared statistics on the sources of our new hires since October 1, 2000. And although this information relates directly to nursing, it is statistically representative of all departments within Patient Care Services. Of the 94 new hires since October 1:

- 23% were from employee referrals
- 21% were from the Partners website

- 19% from newspaper advertising
- 17% from other publications/journals
- 4% from job fairs
- 4% re-hires
- 4% word-of-mouth
- 4% walk-ins
- 2% other websites
- 2% unknown

It's good news to hear that employee referrals account for the highest percentage of new hires. That tells us we're doing something right!

Steve informed us about ongoing recruitment activities and specific events such as open houses, conferences, college and university job fairs and career expos, and our continuing ad campaigns in *The Boston Globe*, *Nursing Spectrum*, and other professional journals.

We got a preview of our newest series of nursing advertisements, which feature a photo-

graph of an MGH nurse along with a bold tag line, declaring, "Distinctly MGH," "Inspired by Individuality, Strengthened by Diversity," or "Advance the Science and Art of Nursing at MGH."

We are employing new recruitment strategies and new tactics never before used by MGH. We have contracted the services of outside agencies to augment our own recruitment efforts. We will be hiring a nurse recruiter. And we will provide relocation incentives to prospective candidates in some circumstances.

Steve went on to discuss ways in which we can all promote MGH without feeling like 'hard-sell pitchmen.' The trick, he says, is describing the opportunity! Letting others see MGH as we see it, as a positive, welcoming,

continued on next page



Jeanette Ives Erickson, RN, MS
senior vice president for Patient
Care and chief nurse



PCS human resources manager, Steve Taranto, speaks about retention and recruitment at February 13th retreat

Jeanette Ives Erickson

continued from previous page

professional environment where all clinicians have the opportunity to do their best work every day.

We have forged a strong marketing-Human Resources partnership to ensure that our retention and recruitment efforts are focused and unified. Marianne Ditomassi, RN, executive director to the office of senior vice president for Patient Care, in

her presentation, used a series of quotations to capture the spirit and philosophy of our marketing strategy. Each quote revealed something about the essence of why and how we are marketing MGH:

"We are all continually faced with a series of great opportunities brilliantly disguised as insoluble problems."

—John W. Gardner

MGH Staff Nurse Career Expo Sunday, March 11, 2001 North and East Garden Dining Rooms 12:00– 4:00pm

Nursing and Human Resources invite you to meet with nurse managers, nurse educators, and Human Resources representatives to discuss career opportunities. Also, The Center for Clinical and Professional Development will offer two one-hour continuing education sessions.

"Informed Consent: Ethical Considerations"

1:00–2:00pm
presented by

Ellen Robinson, RN, PhD, clinical nurse specialist
This program will review current research related to the process of informed consent and discuss the nurse's role in both collaborative and independent practice.

"Mechanical Support of the Failing Heart"

3:00–4:00pm
presented by

Mimi O'Donnell, RN, MS, CS,
clinical nurse specialist

This program will review three types of ventricular support devices including the new Abiomed Artificial Heart.

1.2 contact hours for each session.

Refreshments will be served.
Free Parking will be available in the Fruit Street and Parkman Garages.

For more information, contact: **Julie Dupont**
(jdupontleigh@partners.org) at 617-726-5593
or FAX: 617-726-6866.

"Plans are nothing: planning is everything."

—Dwight D. Eisenhower

"If you think advertising doesn't pay—we understand there are twenty-five mountains in Colorado higher than Pike's Peak. Can you name one?"

—Anonymous

"Marketing is so basic that it cannot be considered a separate function... it is the whole business seen from the point of view of its final result, that is, from the customer's point of view."

—Peter Drucker

"There are three types of companies: those who make things happen; those who watch things happen; and those who wonder what will happen."

—Anonymous

"Never follow the crowd."

—Bernard Baruch

"In the factory, we make cosmetics, in the store, we sell hope."

—Charles Revlon

"Nothing in the world is so powerful as an idea whose time has come."

—Victor Hugo

Break-out sessions devoted to diversity, professional advancement, quality and safety, retention and recruitment, and other key initiatives, generated some wonderful discussions and ideas. That data is currently being compiled and I will share it with you in the next issue of *Caring Headlines*.

I hope you feel good, as I do, knowing that we are doing everything possible to position MGH for continued success in the coming years. Ours is a thoughtful, compre-

hensive approach to finding real solutions to the issues threatening quality health care in our hospital and in our nation.

Updates

- Colleen Snyderman, RN, former clinical nurse supervisor, has accepted the position of nurse manager for the Bigelow 9 Ventilator Unit. She will continue to manage the Ellison 19 Thoracic Surgery Unit.
- Judy Pines, Ellison 19 operations coordinator, will take on responsibility for the Bigelow 9 Ventilator Unit as well.



Marianne Ditomassi, RN, executive director to the office of senior vice president for Patient Care, discusses marketing strategies.

Mayes honored by New England Regional Black Nurses Association



Deb Washington, RN, PCS director of Diversity, looks on proudly as Mayes accepts award.

NERBNA 2001 Excellence in Nursing honorees

Marie Dyer, RN
New England Baptist Hospital

Ruth Magera, RN
Children's Hospital

Rischa Mayes, RN
MGH

Victoria Baily Miller, RN
New England Medical Center

Sandra Whittaker, RN
Boston Medical Center

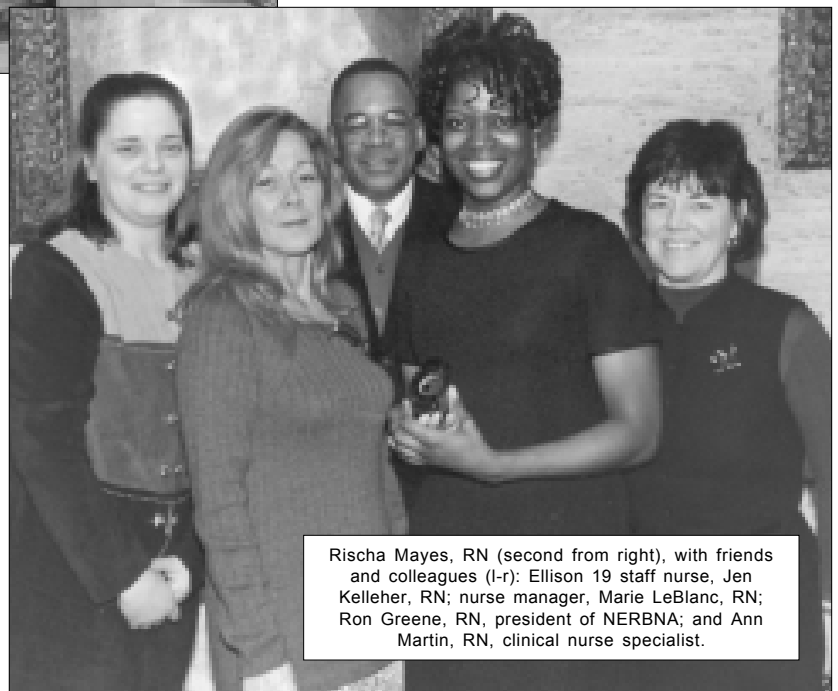
Victoria Wilkins, LPN
South End Community
Health Center

Friends, family, colleagues and members of the New England Regional Black Nurses Association (NERBNA) gathered Thursday, February 8, 2001, at the Museum of Fine Arts in Boston, for the annual presentation of the organization's Excellence in Nursing Awards.

In this auspicious setting, surrounded by some very distinguished guests (including E. Lorraine Baugh, RN, the first African American CEO and president of a Massachusetts hospital), White 7 staff nurse, Rischa Mayes, RN, was one of six recipients of this prestigious award.

Also in attendance, supporting their friend and colleague, were Jeanette Ives Erickson, RN, senior vice president for Patient Care; Ron Greene, RN, the current president of NERBNA; Deborah Washington, RN, director of PCS Diversity; nurse manager, Marie LeBlanc, RN; clinical nurse specialist, Ann Martin, RN; clinical educator, Phil Waithe, RN; and staff nurse, Jen Kelleher, RN, among others.

Mayes accepted the award and acknowledged the help and support she'd received "from so many people over the years." She thanked Ives Erickson for creat-



Rischa Mayes, RN (second from right), with friends and colleagues (l-r): Ellison 19 staff nurse, Jen Kelleher, RN; nurse manager, Marie LeBlanc, RN; Ron Greene, RN, president of NERBNA; and Ann Martin, RN, clinical nurse specialist.

ing a welcoming and professional environment at MGH where she can continue to hone her clinical skills. She

thanked her instructors at Boston College for providing a solid educational foundation. And she expressed her inter-

est in forensic nursing, and her desire to continue to serve her patients and the African American community.

Black History

Patient Care Services celebrates Black History Month!

If you're too young to remember those self-affirming mantras of the 60s, like: "Black pride," "Black power," and "Black is Beautiful," then you should have been in O'Keeffe Auditorium on February 9, 2001, for Patient Care Services' celebration of Black History Month, because black has never been more proud, more powerful, or *more beautiful!*

This year's event opened with a brief speech by keynote speaker, Democratic state representative, Jarrett Barrios, who noted, "We cannot forget how we got where we are today. We all stand on the

shoulders of those who came before us. Our present is connected to our past and to our future. We have a responsibility, an obligation, to those who will come after us. That's why we celebrate Black History Month!"

Acclaimed violinist, Colin Matthews, spoke next, sharing his experiences as a street performer and accomplished musician. Said Matthews, "We need to move beyond seeing black, white, rich, poor; we do our best work when we forget what color we are and just be the very best we can be." He treated audience members to an

original composition on his violin, citing music and meditation as major components of healing.

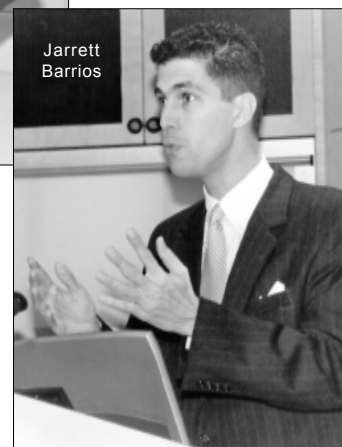
Building on a ritual that began at last year's Black History Month observance, master of ceremonies, Ron Greene, RN, explained 'the pinning ceremony.' Speaking about our African American co-workers, Greene said, "Unless you've walked in their shoes you don't know their pain, their anguish, their loneliness—loneliness at being 'the only one' in an institution of more than 14,000 people. Each of us has our own survival mechanisms; be it laughter, quiet

observation, 'invisible visibility,' whatever it is that gets you through. And that's what this pinning ceremony is all about: surviving. We honor these six individuals today for surviving... and excelling."

The recipients of this year's pinning ceremony were: Ingrid Crichlow, operations coordinator, Bigelow 14; Yvonne Hobbs, patient care associate, Ellison 19; Michelle Murphy, RN, Ellison 16; Brenda Smith, operations associate, Phillips 22; Anthony Thomas, patient care coordi-

nator, Blake 2; and Philip Waithe, RN, clinical educator, The Center for Clinical & Professional Development.

Each recipient has indeed survived with strength of character, a solid sense of self, and pride in ownership of their African American heritage. As Greene reminded us, "African American history is not just black history... *it's American history.*"



Black History Month 'pinnees,' (l-r): Ingrid Crichlow; Phil Waithe, RN; Brenda Smith; Yvonne Hobbs; Anthony Thomas; and Michelle Murphy



Ingrid Crichlow is pinned by son, Hollis Crichlow, operations associate, White 7, while Ron Greene, RN, master of ceremonies, looks on.

Phillips House 20 patient responds well to good old 'American nursing!'

My name is Susan Bardzik, and I am a staff nurse on Phillips House 20. Al is a 46-year-old international patient who came to MGH from Kuwait. He was admitted to our unit from the Emergency Department after experiencing nausea, vomiting, diarrhea, and fever for several weeks in his homeland. This led to dehydration, significant weight loss and incapacitating fatigue. Al was miserable. But he was confident and hopeful that a trip to America would 'fix' him. He was very impressed by the environment and technology at MGH. "What a country!" he said.

In order to diagnose Al, he underwent numerous x-rays, CT scans, and ultrasounds over the next few days. He would return to his room only long enough to be sent out again for more tests. Al was becoming more exhausted than when he arrived, and incredibly frustrated. In between tests I managed Al symptomatically as he continued to vomit, diaphoresis

(sweat), and run to the bathroom at every opportunity. I needed to maximize the little time he spent on the unit assessing his deteriorating condition to see if he could continue on to his next exam, and if not, rearrange his schedule to allow him time to rest and recuperate.

This was a challenge since Al had not yet been diagnosed, and physicians were anxious to start treating... 'something!' It was equally important to use this time to work on Al's sagging spirits.

Although always polite and pleasant despite his illness, Al was becoming more introspective and withdrawn. I thought he might be close to giving up when more than 28 tubes of blood were drawn in a two-day period. He looked despondently at me and said, "American medicine..."

I finished his sentence for him, saying, "...What a country!" He laughed. It was the first time in a long time. I capitalized on this moment of levity and continued to seek ways to raise his spirits using

humor. And it worked. I was able to help Al face each day with a renewed sense of optimism and strength.

Al ultimately received a triple diagnosis: he was positive for Salmonella, cytomegalovirus (CMV), and PCP. We finally knew what Al was suffering from and how to treat his illness. He began several weeks with daily infusions of antibiotics and humor!

Al's health improved. But on the weekend before his anticipated discharge, Al's blood counts dropped—his red and white blood-cell numbers were lower than normal. He was suffering from myelosuppression, a condition he contracted from the very treatment he was given to make him well.

The antibiotics were discontinued and Al was given what he referred to as, 'more American medicine.' I administered injections of GCSF and epogen, and I monitored his blood transfusions. I told him we were going to give him back all the blood we took from him every



Susan Bardzik, RN
staff nurse, Phillips House 20

day. He laughed, and we continued to trade humorous stories and observations.

Eventually, Al overcame this setback. He returned to Kuwait about two weeks later. He was thankful that our American medicine had made him physically stronger. But he shared with me that he had a much greater appreciation for what really carried him through his treatments, for what made him mentally and psychologically stronger: 'American nursing!'

I was very happy to have had a part in Al's care.

**Comments by
Jeanette Ives
Erickson, RN, MS,
senior vice president
for Patient Care and
chief nurse**

As our international program has grown, clinicians throughout

MGH are caring for patients from countries that were once only unfamiliar names on a map. Susan's narrative beautifully demonstrates that, as diverse as we are, we all want the same thing when we're ill. We want skilled clinicians who care for us with kindness, compassion and respect. And as Susan shows us... a little well placed humor doesn't hurt either. Susan artfully balances Al's numerous medical needs with his need for rest and recuperation. She discovers that kidding and humorous exchanges help lift Al's spirits, so she incorporates that into her relationship with him. Through humor and caring, Susan forges a bond with Al that grows stronger as Al moves from illness to recovery.

Thank-you, Susan.

Does using Cal Stat contribute to the development of 'super infections'? No!

*Answer provided by Cy Hopkins, MD,
director of Infection Control at MGH*

Q: I've read a lot about the development of 'super infections' with all the new antibacterial products on the market. Does Cal Stat add to this problem?

A: Cal Stat is our new hand disinfectant and the key to our hand hygiene initiative at MGH. In order to answer your question I think it would be helpful to review the mechanism of action for all products used for hand hygiene.

Hand-washing with soap and water removes bacteria through a mechanical process. The simple

action of scrubbing your hands with soap loosens bacteria which are then washed away with water. Though somewhat effective, hand-washing is not the best way to remove bacteria.

Most products advertised as 'antibacterial' (including Foam Care, formerly used at MGH), kill bacteria by affecting cellular metabolism. Over time, organisms mutate and develop resistance. This is where concern for the development of super infections arises.

Cal Stat is an alcohol-based hand disinfectant. Cal Stat denatures cellular proteins and essentially 'cooks' cells to kill them. Resistance to this product does not develop so there is no concern regarding the development of super infections.

Switching from hand-washing to hand-disinfecting is a major change in practice, but it is a much needed one. Hand-disinfecting with Cal Stat is the safest, most effective way to protect our patients and ourselves from the risks of infection.

Call for Nominations!

The Stephanie M. Macaluso, RN, Expertise in Clinical Practice Awards

The purpose of The Stephanie M. Macaluso, RN, Expertise in Clinical Practice award is to recognize direct-care providers throughout Patient Care Services whose practice exemplifies the expert application of the values reflected in our vision. Nominations are now being accepted for the recipients who will be honored in June, 2001. Nurses, occupational therapists, physical therapists, respiratory therapists, speech-language pathologists, social workers and chaplains are eligible.

Nomination and Selection Process:

- Direct-care providers may nominate one another. Nurse managers, directors, clinical leadership and health professionals, patients and families may nominate a direct-care provider.
- Those nominating may do so by completing a brief form which will be located in each patient care area, in Department offices, and at the Gray Lobby information desk.
- Nominations are due by April 20, 2001.
- Nominees will receive a letter informing them of their nomination and requesting that they submit a professional portfolio. Written materials on resume-writing, writing a clinical narrative, and endorsement letters will be enclosed.
- A review board, chaired by Jeanette Ives Erickson, and including previous award recipients, administrators and MGH volunteers will select award recipients.
- Recipients will be announced during the second week of June, 2001.

Awards and related activities:

Award recipients will receive \$1,500 to be used toward an educational conference of their choosing. They will be acknowledged at a reception for peers and family, and their names will be added to the plaque honoring Stephanie M. Macaluso, RN, Expertise in Clinical Practice Award recipients. Recipients will receive a crystal award from Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care and Chief Nurse.

For more information, or assistance with the nomination process, please call Mary Ellin Smith, RN, MS, professional development coordinator, at 4-5801

EAP Work-Life Seminars

"Ages and Stages: Child Development—Infancy through Adolescence"

This 2-part seminar will explore the challenges encountered by parents at various stages of child development

Part I "Infancy through Pre-Adolescence"

presented by
Paula Rauch, MD, director, MGH
Child Psychiatry Consultation
Service

**Thursday, March 8, 2001
12:00–1:00pm
Wellman Conference
Room**

Part II "Male and Female Adolescence," will consist of two separate sessions

**Thursday, March 15, 2001
"Reviving Ophelia" (female)
12:00–1:30pm
VBK 401**

**Thursday, March 22, 2001
"Tough Guise" (Male)
12:00–1:30pm
VBK 401**

For more information, call the Employee Assistance Program at 726-6976

EN CARE: nurses giving back to the community

The following is an excerpt from an article written by Janet Lassman, RN, of Alexandria, Virginia. It was printed in the December, 2000, issue of the Journal of Emergency Nursing.

A man and his wife, who was seven months pregnant, were driving along at a moderate speed when their car was struck head-on by a car driven by an alleged drunk driver. I was assigned to care for the woman, who was in the trauma room next to her husband. The driver of the other vehicle was also in the trauma room, but on the opposite side, behind closed curtains. The curtains did nothing to block the sound of his ranting and raving, swearing, and uncooperative behavior. The police and hospital security had to be called in to control him so that he could be examined and treated. As it turned out, he had only minor injuries, and we learned later that he had been driving with a suspended license because of a prior conviction for drunk driving. The other man, his wife, and their unborn baby died that night in the emergency department.

This incident, and hundreds of others just like it, have prompted more than 6,000 healthcare professionals (nurses, EMTs, and paramedics) across the country to join the non-profit, volunteer-driven, community service organization, EN CARE. EN CARE (Emergency Nurses CARE) is a community outreach organization whose mission is to reduce preventable injuries and deaths by educating the public about the dangers of drunk driving, and raising awareness about highway safety, seat-belt compliance, and injury prevention.

EN CARE offers specialized training programs to qualified clinicians who volunteer their time to go out in

the community and educate people about the risks of underage alcohol abuse, drinking and driving, and non-compliance with seat-belt laws.

Since its inception in 1985, the scope and membership of EN CARE has grown. Today, EN CARE offers prevention programs in:

- Alcohol Awareness; geared toward 3rd–5th grade children
- Child Passenger Safety; which includes child passenger safety workshops; child safety seat clinics; and Operation Kids-RN, a 16-hour workshop)
- Bicycle Safety; a new program scheduled to be introduced at the ENA 2001 conference

- Firearm Safety; which includes a free gun lock distribution program and a slide presentation for healthcare professionals, parents, and children
- Motor Vehicle Injury Prevention
- Domestic Violence Awareness

Right now, more than 400 EN CARE programs are offered in 48 states across the country. The Center for Clinical & Professional Development is sponsoring a day-long EN CARE training session on April 2, 2001, in VBK601. It is free to all MGH emergency nurses (RNs and LPNs). Contact hours will be awarded. For more information, see the Educational Offerings on page 11, or call 6-3111.

EAP Work-Life Seminars

"Eldercare Fair"

As the senior population continues to grow, more individuals and families are impacted by the challenges of caring for elder relatives. This fair will provide information on a variety of services available to elders and their families.

Representatives from several local agencies will be on hand to answer questions.

Thursday, March 13, 2001

11:30–1:30pm

BWH (Carrie Hall)

Thursday, April 12, 2001

11:30–1:30pm

MGH (Wellman Conference Room)

For more information, call the Employee Assistance Program at 726-6976

Call for Nominations!

2001 Oncology Nursing Career Development Award

This annual award, instituted in 1989, funded by the Friends of the MGH Cancer Center and administered by the Cancer Affairs Nursing Subcommittee, recognizes a professional staff nurse for meritorious practice. The award provides financial assistance for continuing education to help further the recipient's professional goals. Acutely aware of the critical role of oncology nurses in the management of cancer patients, the Friends are pleased to be able to recognize an outstanding individual in the field, and engender a broader understanding of the nurse's role in cancer care as well as encourage others similarly engaged in this life-giving work.

Nominees must be registered MGH staff nurses working in either the inpatient or outpatient setting. Nominees must:

- be a registered nurse
- provide direct patient care
- demonstrate consistent excellence in delivering care to cancer patients
- serve as a role model to others in the profession
- demonstrate commitment to professional development.

Only completed nominations will be considered. Nominations should be submitted no later than May 4, 2001.

Nomination packets may be obtained from Joan Gallagher, RN, by calling 6-2551.

Schwartz Center Rounds

Schwartz Center Rounds: something for everyone!

If you're one of those people who thinks that Schwartz Center Rounds are just for doctors, think again! There's something here for everyone—for every nurse, therapist, caregiver and clinician who wants to add to her knowledge base or enhance the level of understanding that exists between patient and caregiver.

Most recently, Schwartz Center Rounds, held Friday, February 16, 2001, focused on, "Obesity: the Last Bastion of Prejudice." Panelists, Michael Seiden, MD; Janey Pratt, MD; Thomas Lynch, MD; and Sally Mack, LICSW, posed the question, "How do we provide care for our patients who are severely overweight in a caring

and sensitive manner, in an environment that is physically and emotionally supportive of their condition?"

Seiden presented a specific case history, highlighting the many obstacles encountered during the course of one patient's hospitalization. The discussion that followed centered on strategies, techniques, and ideas for best-practice scenarios.

One clinician offered the following observation: "Obesity is not a disease. It is a symptom of any of a hundred other diseases, and it is often accompanied by strong feelings of isolation, self-loathing, blame, and frustration."

Some ideas that surfaced during the course of discussion

included:

- asking patients' permission to talk about their weight
- asking patients to talk about how their weight impacts their lives
- assuring patients that obesity is not their fault; it is the result of a disease
- purchasing the proper equipment, furniture, garments, and instruments to accommodate heavier patients; perhaps applying for a "Making a Difference" grant to support the care of severely obese patients.

The next Schwartz Center Rounds are scheduled for March 30, 2001, in the Walcott Conference Rooms. For more information, call The Kenneth B. Schwartz Center at 4-4746.



Schwartz Center Rounds panelists (l-r): Michael Seiden, MD; Janey Pratt, MD; Thomas Lynch, MD; and Sally Mack, LICSW

Published by:

Caring Headlines is published twice each month by the department of Patient Care Services at Massachusetts General Hospital.

Publisher

Jeanette Ives Erickson RN, MS,
senior vice president for Patient Care
and chief nurse

Managing Editor/Writer

Susan Sabia

Editorial Advisory Board

Chaplaincy

Mary Martha Thiel

Development & Public Affairs Liaison

Georgia Peirce

Editorial Support

Marianne Ditomassi, RN, MSN, MBA,
executive director to the office of senior
vice president for Patient Care
Mary Ellin Smith, RN, MS

Materials Management

Edward Raeke

Nutrition & Food Services

Patrick Baldassaro
Martha Lynch, MS, RD, CNSD

Orthotics & Prosthetics

Eileen Mullen

Patient Care Services, Diversity

Deborah Washington, RN, MSN

Physical Therapy

Occupational Therapy
Michael G. Sullivan, PT, MBA

Reading Language Disorders

Carolyn Horn, MEd

Respiratory Care

Ed Burns, RRT

Speech-Language Pathology

Carmen Vega-Barachowitz, MS, SLP

Distribution

Please contact Ursula Hoehl at 726-9057 for
all issues related to distribution

Submission of Articles

Written contributions should be
submitted directly to Susan Sabia
as far in advance as possible.
Caring Headlines cannot guarantee the
inclusion of any article.

Articles/ideas may be submitted
by telephone: 617.724.1746
by fax: 617.726.4133
or by e-mail: ssabia @partners.org

Next Publication Date:

March 15, 2001



March 1, 2001

— Educational

When/Where

Description

Contact Hours

March 12 8:00am–5:00pm O’Keeffe Auditorium	Advanced Cardiac Life Support (ACLS)—Provider Course Provider course sponsored by MGH Department of Emergency Services. \$120 for MGH/HMS-affiliated employees; \$170 for all others. Registration information and applications are available in Founders 135, or by calling 726-3905. For course information, call Inez McGillivray at 724-4100.	16.8 for completing both days
March 22 8:00am–5:00pm Wellman Conference Room		
March 13 7:30–8:30am Patient Family Learning Center	Internet Basics: Using the World Wide Web to Enhance Your Practice This program is targeted toward clinicians who want to learn basic skills in accessing, searching and navigating the Internet. The goal is to teach clinicians to access quality on-line healthcare information to enhance clinical practice. For more information, call The Center for Clinical & Professional Development at 726-3111.	1.2
March 14 8:00am–4:30pm Training Department Charles River Plaza	Caregiver Skills for the New Millennium This program is designed to promote organizational and personal excellence, inspire creativity and personal and professional success in today’s challenging healthcare environment. Topics will include: managing conflict, negotiating, and balancing the personal and psychological costs of caring. To register, or for more information, call The Center for Clinical & Professional Development at 726-3111.	7.2
March 14 8:00am–4:00pm VBK6	CVVH Core Program This program is designed for ICU nurses and echmo-therapists, to provide a theoretical basis for practice using continuous venous-venous hemodialysis. Participants must pick up and complete a pre-reading packet prior to attending. Packets may be picked up in FND645. Pre-registration is required. To register, or for more information, call The Center for Clinical & Professional Development at 726-3111.	6.3
March 14 1:30–2:30pm Bigelow 4 Amphitheater	OA/PCA Connections Continuing education session offered for patient care associates, operations associates, and unit service associates. This session is entitled, “Feeding Patients.” Pre-registration is not required. For more information, call The Center for Clinical & Professional Development at 726-3111.	---
March 14 5:30–7:00pm O’Keeffe Auditorium	Advanced Practice Nurse Millennium Series This new series provides an opportunity for advanced practice nurses from throughout MGH to network and attend clinical, management and professional development presentations for continuing education. The focus of this sessions will be: “Community- and Hospital-Acquired Pneumonia.” For more information, call The Center for Clinical & Professional Development at 726-3111.	1.2
March 15 1:30–2:30pm O’Keeffe Auditorium	Nursing Grand Rounds Nursing Grand Rounds are held on the first and third Thursdays of each month. For more information about this session call The Center for Clinical & Professional Development at 726-3111.	1.2
March 16 7:30–11:30am and again from 12:30–4:30pm O’Keeffe Auditorium	Care for the Patient at the End of Life: Clinical and Ethical Considerations This program will review current management strategies for end-of-life care. Specific topics will include pain-management, spirituality, supporting patient and family coping strategies. A case-study approach will illustrate the care of this patient population. For more information, call The Center for Clinical & Professional Development at 726-3111.	4.5
March 19 7:45am, 1:00pm, 4:00pm VBK 401	CPR—American Heart Association BLS Re-Training Registration is required by 12:00 noon of the day <i>prior</i> to class. For information, or to register, call The Center for Clinical & Professional Development at 726-3111.	---
March 22 1:30–2:30pm O’Keeffe Auditorium	Nursing Grand Rounds Nursing Grand Rounds are held on the first and third Thursdays of each month. For more information about this session call The Center for Clinical & Professional Development at 726-3111.	1.2
March 26 8:00am–4:30pm O’Keeffe Auditorium	Think “A Head”: Neuroscience for Non-Neuro Specialty Areas This program is designed for nurses with minimal expertise in nursing patients with neurological conditions. Neurological assessment, seizure, and emergency concerns in general care areas will be emphasized. For more information, call The Center for Clinical & Professional Development at 726-3111.	TBA

Offerings —

March 1, 2001

When/Where	Description	Contact Hours
March 28 8:00am–4:30pm Training Department Charles River Plaza	Preceptor Development Program: Level I Program is geared toward MGH staff nurses and advanced practice nurses who have served, or are interested in serving, as clinical preceptors for new graduates, experienced nurses, student nurses or international guests. Participants explore the roles of educator, role model, facilitator and clinical coach as well as partner in planning and guiding clinical experiences. For more information, or to register, call The Center for Clinical & Professional Development at 726-3111.	7
March 30 8:00am–4:30pm O’Keeffe Auditorium	Nursing: A Clinical Update (2nd annual MGH School of Nursing Alumnae Program) A variety of topics will be presented including an update on dementia, hormone-replacement therapy, pain-management, diversity and cultural competency, and adapting to a changing environment. Register through the Alumnae Office at 726-3144. Fee: \$40.	TBA
April 2 8:00am–4:00pm VBK601	Emergency Nurses (EN) CARE Training Session This 8-hour training program will prepare emergency nurses and EMTs to present EN CARE programs in their communities. The goal is to reduce preventable injuries and death by educating the public around safety awareness and healthful lifestyles. \$50 for non-MGH employees. Pre-registration is required. For more information, or to register, call The Center for Clinical & Professional Development at 726-3111.	TBA
April 2 8:00am–4:30pm O’Keeffe Auditorium	Selected Topics in Cultural Competency: Diversity Within Cultures: Implications for Health Care This program will provide a forum for clinicians to augment their knowledge of information related to specific aspects of culture, such as race, ethnicity, religion or spirituality, end-of-life care, and sexual orientation. Case presentations will include discussions about mores and cultural practices among Asians, Haitian woman, and Muslims. For more information about this session call The Center for Clinical & Professional Development at 726-3111.	7.8
April 5 7:45am, 1:00pm, 4:00pm VBK 401	CPR—American Heart Association BLS Re-Training Registration is required by 12:00 noon of the day <i>prior</i> to class. For information, or to register, call The Center for Clinical & Professional Development at 726-3111.	---
April 5 1:30–2:30pm O’Keeffe Auditorium	Nursing Grand Rounds Nursing Grand Rounds are held on the first and third Thursdays of each month. This session will focus on: “Interpreter Services: Everything you Need to Know,” presented by Lulu Sanchez, manager, Interpreter Services. For more information, call The Center for Clinical & Professional Development at 726-3111.	1.2
April 6 8:00am–4:00pm O’Keeffe Auditorium	OB Emergencies: Assuring Appropriate Outcomes through Nursing Care & Risk Management Program is designed to improve nurses’ ability to provide high quality care during obstetrical emergencies. Topics will include complications of pregnancy, nursing assessment during labor and birth, professional liability, risk-management strategies, and more. For more information, call The Center for Clinical & Professional Development at 726-3111.	TBA
April 6 12:00–4:00pm Founders 643	Communicating Nursing Research Through Poster Presentations This program will assist clinicians with developing an effective research poster presentation. An interactive approach to learning, including a review of basic MS PowerPoint techniques, will be covered. For more information about this session call The Center for Clinical & Professional Development at 726-3111.	TBA
April 10 7:30–8:30am Patient Family Learning Center	On-Line Patient Education: Tips to Ensure Success This program is geared toward clinicians who have basic Internet navigational skills. The goal is to give staff the tools to find quality patient-education materials to enhance clinical practice and discharge teaching. For more information, call The Center for Clinical & Professional Development at 726-3111.	1.2
April 11 8:00am–4:00pm VBK6	CVVH Core Program This program is designed for ICU nurses and echmo-therapists, to provide a theoretical basis for practice using continuous venous-venous hemodialysis. Participants must pick up and complete a pre-reading packet prior to attending. Packets may be picked up in FND645. Pre-registration is required. To register, or for more information, call The Center for Clinical & Professional Development at 726-3111.	6.3
April 11 1:30–2:30pm Bigelow 4 Amphitheater	PCA/OA/USA Connections Continuing education session offered for patient care associates, operations associates, and unit service associates. This session is entitled, “Care of the Elderly Patient.” Pre-registration is not required. For more information, call The Center for Clinical & Professional Development at 726-3111.	---

Bigelow 7 implementation completes surgical roll-out of Provider Order Entry

Michele Cullen, RN, Information Systems applications analyst and project manager (right), provides support to staff of Bigelow 7 during recent roll-out of electronic Provider Order Entry implementation.

Also pictured are (l-r) Bigelow 7 staff nurse, Bethany Smith, RN; Linda Jones, RN, order-entry support staff; and Bigelow 7 staff nurse, Pat McGrail, RN.



Caring

HEADLINES

FND125
MGH
55 Fruit Street
Boston, MA 02114-2696
