

# Caring

Headlines

July 5, 2019

## Clinical Support Staff Week

*(See Debbie Burke's column on page 2)*



Patient care associate, Victoria Rogers, cares for patient on the Ellison 14 Burns/Plastics Unit.

**Nursing & Patient Care Services**  
Massachusetts General Hospital

Debbie Burke

# Clinical Support Staff Week at MGH

For those who may not have heard, this year for the first time, we celebrated Clinical Support Staff Week at MGH during the week of June 13th. It was a great opportunity to express our appreciation to patient care associates, IV techs, and other clinical support staff for the invaluable contributions they make to the delivery of high-quality care.

The week's activities were planned based on feedback from the recent Patient Care Associates' Perceptions of the Work Environment Survey. Clinical support staff were invited to a special grand rounds presented by Peg Baim, RN, and Kathleen Miller, RN, of the Benson-

Henry Institute for Mind Body Medicine, entitled, "Reflect, Re-Fuel, and Re-Balance."

They had a chance to connect with colleagues at a networking luncheon, and throughout the week, chair massages were available so our



Debbie Burke, RN  
senior vice president for Nursing & Patient Care Services and chief nurse

hard-working, clinical support staff could take a few moments to relax and renew.

If you didn't have a chance to express your appreciation to the clinical support staff in your area during Clinical Support Staff Week, I hope you'll join me now in letting them know what a valued and important part of our world-class healthcare team they are.

*Debbie*  
Debbie Burke



Some scenes from our first celebration of Clinical Support Staff Week at MGH.

# Debbie's Photo Gallery



(At right): staff nurse, Anne Marie Thompson, RN (center; waving Bruins flag), is recognized by the Massachusetts Hospital Association for her efforts during the Ballot Question #1 campaign. (The award ceremony happened to coincide with the 7th game of the Stanley Cup playoffs.)



(At left): staff on the Ellison 17 Pediatric Unit get into the "What Matters to You?" spirit in a big way.

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# Transforming practice through innovative solutions

## *Cultivating joy and a healthy workforce*

The PCS Office of Quality & Safety has been working with the American Association of Critical Care Nurses' CSI Academy to enhance MGH nurses' knowledge and skills to empower them to lead unit-based change. CSI (Clinical Scene Investigator) Academy is a hospital-based training program that prepares teams of nurses to identify challenges and efficiently develop, implement, and evaluate solutions to improve patient care and fiscal outcomes.

## "Blanket Bolus" The Blake 7 Medical ICU



Lillian Ananian, RN, coach (left), and Jeanette Livelo, RN, advisor (second from right), with clinical scene investigators (l-r): Christine McCarthy, RN, Elizabeth Mover, RN, and Clara Shim, RN

### The challenge:

- Ventilated patients usually require continuous sedation
- Sedation often increases or adds to agitation
- Agitation can be difficult to manage as sedation is weaned
- On average, 50% of MICU patients scored higher than +1 on the Richmond Agitation-Sedation Scale (RASS)

### Purpose and goals:

The team proposed introducing weighted blankets in an attempt to reduce agitation and the need for continuous sedation.

#### Goals include:

- 5% of patients with RASS scores greater than +1 who use a weighted blanket will be calmer and more alert as evidenced by RASS scores closer to zero
- 5% decrease in number and dosage of continuous sedation medications

For more information about this project, contact nursing practice specialist, Lillian Ananian, RN (coach), at 617-726-2307, or any of the clinical scene investigators listed above.

“Ambulation Nation”  
The Bigelow II General Medical Unit



Patricia Fitzgerald, RN, advisor; (left), and Heather Vallent, RN, coach, (second from left), with clinical scene investigators (l-r): Haley Ralph, RN, Caity Mundt, RN, and Angelia Tan, RN

(Photo by Paul Barcia)

The challenge:

- De-conditioning of patients was resulting in decreased mobility, increased length of stay, and more discharges to rehab facilities than home
- During a unit-based fall-prevention week in 2018, it was learned that only a limited number of nurses were mobilizing patients

Purpose and goals:

To promote mobility, improve outcomes, and decrease length of stay, the team proposed implementing an aggressive mobility program, ranging from helping patients transition to a chair to helping them ambulate around the unit.

Goals include:

- 75% of patients mobilized daily
- 70% of nurses accurately documenting mobility
- 30% improvement in prioritizing mobilization
- 10% reduction in length of stay
- Access to equipment for optimal mobilization
- Sustainable change in nursing practice and documentation

For more information about this project, contact clinical nurse specialist, Heather Vallent, RN (coach), at 617-724-5590, or any of the clinical scene investigators listed above.

*(More CSI Academy on next page)*

## CSI Academy (continued)

### “Together We Can” The Wang 3 Center for Perioperative Care



Lucy Milton, RN, coach (left center), with clinical scene investigators (l-r): Sarah Mauzy, RN, Justine King, RN, Kate Fay, RN, Jenna Lahiff, RN (alternate), and 'Mitch' Vassilopoulos, RN

(Photo by Michelle Rose)

#### The challenge:

- Staff of the Center for Perioperative Care were dissatisfied with the level of teamwork, morale, and communication within the center

#### Purpose and goals:

The team proposed establishing a culture of enhanced collaboration and structured communication to foster teamwork and boost morale.

#### Goals include:

- Create and implement a structured protocol for communicating pertinent patient information to colleagues throughout the perioperative process
- Foster teamwork and morale among peers through increased communication

For more information about this project, contact clinical nurse specialist, Lucy Milton, RN (coach), at 617-643-7313, or any of the clinical scene investigators listed above.

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CSI Academy is a new, limited series in *Caring Headlines* intended to share the work of specially trained nursing teams engaged in trialing practice-improvement solutions on their units.

Look for information about other CSI projects in future issues of *Caring Headlines*. For more information about CSI Academy at MGH, contact Karen Miguel, RN, staff specialist, at 617-726-2657.

## Education/Support

Below: Carol Ghiloni, RN, professional development specialist (left) and Mandi Coakley, RN, staff specialist (second from right); with Ghiloni fellows (l-r), Kayla Shatz, Audrey Basler, and Megan Clear.



(At left): Ghiloni fellows, Audrey Basler and Kayla Shatz, review patient's record. Below: Ghiloni fellow, Megan Clear (right), with staff nurse, Allison Kassell, RN, on the Ellison 16 Medical Unit.



# Carol A. Ghiloni Oncology Nursing Fellowship

—by Mandi Coakley, RN, staff specialist

This year marked the 19th Carol A. Ghiloni Oncology Nursing Fellowship, providing educational opportunities for student nurses interested in oncology nursing. Ghiloni fellows spend ten weeks at MGH, observing and learning about the different roles available in oncology nursing and the many career opportunities available upon graduation. The Ghiloni Fellowship was created to offer student nurses an opportunity to learn with the hope of recruiting them upon graduation.

This year's fellows are: Audrey Basler, from the William F. Connell School of Nursing at Boston College; Kayla Shatz Hauser, from the University of Massachusetts, Amherst; and Megan Clear, from the University of New Hampshire.

Fellows spent time on inpatient units, Radiation Oncology, the Infusion Unit, and in the outpatient setting. They attended Schwartz Center rounds, Gallagher programs, spent time in the Blum Center, Interventional Radiology, and took advantage of a number of learning opportunities within the Cancer Center.

The Ghiloni Fellowship receives funding from the Hahnemann Hospital Foundation and the Susan D. Flynn Oncology Nursing Training and Development Fund. For more information, contact Mandi Coakley, RN, staff specialist, at 617-726-5334.

# Sullivan holds first chair in Physical and Occupational Therapy at MGH

Michael Sullivan, PT, director of Physical and Occupational Therapy, has been named the inaugural holder of the newly established MGH Trustees Endowed Chair in Physical and Occupational Therapy. Funds associated with the chair will be used to further the mission of providing the highest quality care, education, research, and community outreach in the fields of physical and occupational therapy.

Sullivan has been director of Physical and Occupational Therapy since 1999, with oversight of clinical care, operations, and the strategic direction of the departments. He is credited with the expansion of inpatient and outpatient services to better meet the rehabilitation needs of MGH patients and growing clinical training programs to ensure future therapists continue



Michael Sullivan, PT, director, Physical and Occupational Therapy

to deliver compassionate, evidence-based care.

Sullivan is a clinical assistant professor of graduate programs in Physical Therapy at the MGH Institute of Health Professions and has published extensively on professional development in the areas of physical and occupational therapy.

Says Sullivan, “I’m humbled by this recognition and grateful to Debbie Burke, the donors, and the MGH Trustees. I’m also grateful to my colleagues and the staff of Physical and Occupational Therapy, past and present, whose commitment to excellence provides the motivation any leader would need.”

“I’m humbled by this recognition and grateful to Debbie Burke, the donors, and the MGH Trustees. I’m also grateful to my colleagues and the staff of Physical and Occupational Therapy, past and present, whose commitment to excellence provides the motivation any leader would need.”

Patient Care Services joins the rest of the MGH community in congratulating Sullivan on this well-deserved recognition.

Fun!

# Fun at this year's Employee Summer Picnic



A good time was had by all at this year's MGH Employee Summer Picnic that included the annual 'Operation' rivalry to benefit the My Giving Helps campaign. Despite a Herculean (or Hipocratic!) effort by Team Debbie's Dynamos, bragging rights went to Team Surgery for removing the most body parts in the shortest amount of time with the fewest number of touching violations.



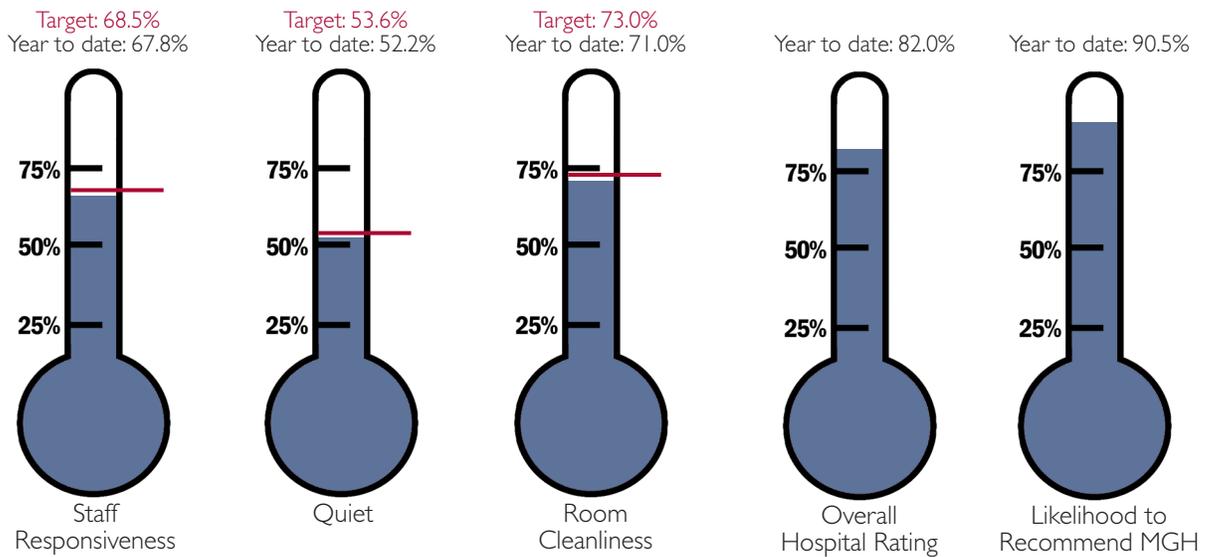
Pictured below with senior vice president for Patient Care, Debbie Burke, RN (left), are Debbie's Dynamos, (l-r): Tony Forgione, surgical tech; Michael Sullivan, PT, director, Physical and Occupational Therapy; Brian French, director, The Blum Center; Jen Cahill, RN, nurse scientist; Gaurdia Banister, RN, executive director, The Institute for Patient Care; and (back) former New England Patriots offensive lineman, Max Lane.



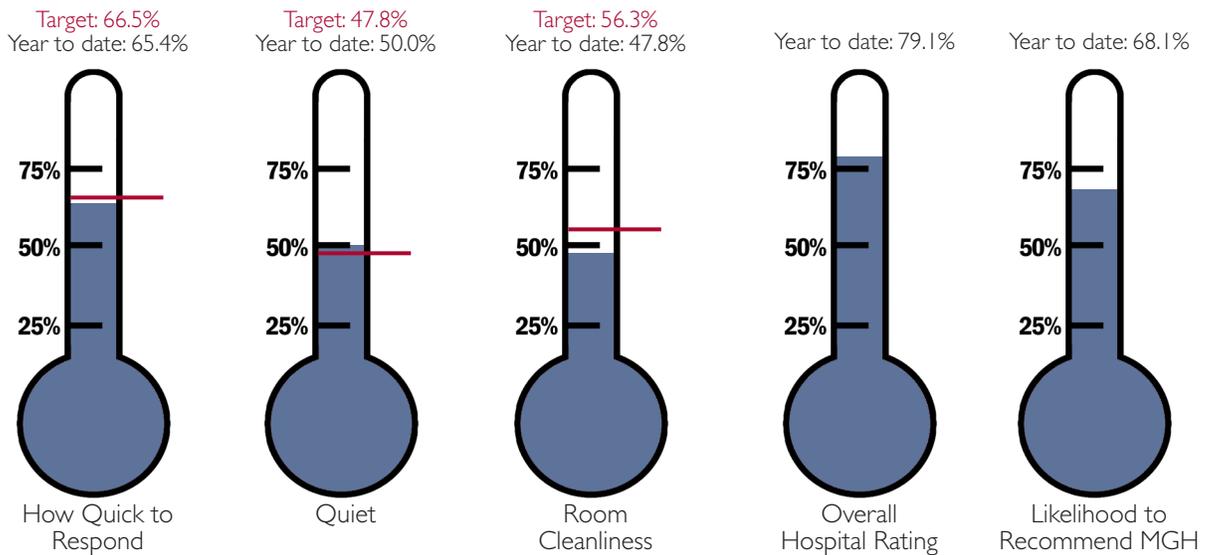
(Some photos by Kate Flack)

# Patient Experience Survey Data

## Adult Inpatient



## Pediatric Inpatient



Categories with red targets are 2019 MGH focus indicators.  
Data complete through April 30, 2019.  
YTD data received through June 25, 2019.

# Announcements

## AMMP Scholarships

Applications for AMMP scholarships must be received by Wednesday, July 10, 2019.

- Are you an AMMP member currently enrolled in school?
- Scholarships are available to benefits-eligible, AMMP members working 20 or more hours per week
- Applicants must be MGH or Partners employees with one year of continuous employment in good standing

For more information, go to: <http://apollo.massgeneral.org/ammp/>, e-mail [PHSAMMP@partners.org](mailto:PHSAMMP@partners.org), or call 617-643-0140.

Hard copies are available in the Employee Access Center at Bulfinch 107.

Program is sponsored by Human Resources.

## Connell Nurse-Led Team Research Grant

A one-year grant of up to \$25,000 is available to a PhD-prepared nurse to lead a multi-disciplinary research team in a clinically-relevant investigation.

Proposals are due by **September 10, 2019**

For more information, go to the Munn Center website: <https://www.mghpcs.org/MunnCenter/connell-grant.asp>, or call 617-643-0431.

## Johnson & Johnson Nurse Innovation Fellowship

The Johnson & Johnson Nurse Innovation Fellowship is designed to strengthen the leadership and entrepreneurial skills of innovative nurses to amplify and integrate nurse-led innovation in health care.

Nurse leaders of tomorrow are invited to apply. Three years of nursing experience required.

Fellows will meet twice a year for two years at the Center for Creative Leadership in North Carolina. All expenses paid.

12 nurses will be selected.

For more information, or to apply on-line, go to: <https://nursing.jnj.com/innovate-with-us/nurse-fellowship>.

Applications are due by **July 31, 2019**

## Blum Center Events

**Monday, July 8, 2019**

“Open to Your Inner Resilience to Reduce Stress,” presented by Anne Burke

**Thursday, July 11th**

“Understanding Nutritional Labels,” presented by Natalie Goodwin

**Wednesday, July 24th**

“Living Well with Serious Illness: Supporting Patients, Families, and the Care Team,” presented by Juliet Jacobsen, MD

Programs are free and open to MGH staff and patients. No registration required. All sessions held in the Blum Patient & Family Learning Center from 12:00-1:00pm.

For more information, call 4-3823.

## ACLS Classes

Certification:  
(Two-day program)

Day one:  
**September 9, 2019**  
**8:00am–3:00pm**

Day two:  
**September 23rd**  
**8:00am–1:00pm**

Re-certification  
(one-day class)  
**August 14th**  
**5:30–10:30pm**

CPR Training (\$100)  
**September 9th**  
**2:00– 6:00pm**

Locations to be announced. Some fees apply. For information, contact Jeff Chambers at [acls@partners.org](mailto:acls@partners.org).

To register, go to: [http://www.mgh.harvard.edu/emergencymedicine/assets/Library/ACLS\\_registration%20form.pdf](http://www.mgh.harvard.edu/emergencymedicine/assets/Library/ACLS_registration%20form.pdf).

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### Submissions

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For more information, call: 617-724-1746

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