Clinical Practice Committee

2017 Accomplishments

- Re-named committee from “Policy, Procedure and Products” to “Clinical Practice” to better reflect the nature and scope of the committee’s work and its interprofessional nature.
- Created campaign “Erase The Waste” where champions brought pictures of supplies which are wasted when a patient is discharged. Working with Materials Management, the cost of those items was tallied and averaged, showing that annually supplies costing $425,000 to $1,240.00 are wasted. This information was shared at the SAFER Fair.
- Reviewed, revised and approved over ninety nursing procedures as well as non-nursing procedures/policies which impact patient care, such as medication policies.

2018 Goals

- Nursing policies and products will continue to be reviewed by this Committee with the goal of ensuring safe, evidence-based nursing practice.
- Champions will continue to bring forward opportunities to: improve patient care; identify practice issues/concerns in their department/unit.
- Champions will continue to identify opportunities to decrease waste and costs by influencing their colleagues and continued collaboration with colleagues in materials management and other departments.

Diversity and Inclusion Committee

2017 accomplishments

- Successful participation of the Diversity Committee in the SAFER Fair. Our short video series from the NYT in particular sparked many lively discussions.
- Presentation to committee members on Implicit Bias.
- Committee name change to Diversity and Inclusion Committee to better reflect our work

2018 Goals

- Create a summer reading club on a book with pertinent diversity and inclusion issues
• Identify educational opportunities to further understanding of implicit bias for our committee members (i.e. training workshop)
• Compile a list of resources available to hospital staff on diversity and inclusion, to assist them in identifying who to call and for what.

Ethics in Clinical Practice Committee

2017 Accomplishments

• The EICPC again participated in the annual Collaborative Governance SAFER Fair on 10/11/17. Three champion co-chairs organized our annual booth around the over-arching theme of communication. Many champions on the committee participated in creating a poster showcasing the ethical resources available at MGH. Another champion crafted a “Tree of Life” quilt that was raffled off to one of the fair-goers. Visitors at the booth were encouraged to think about, what gives their life meaning, and then were asked “who have you told.” This segued into information and education about accurately completing a health care proxy form. Additionally, the committee collected used cell-phones which were donated to the “Cell Phones for Soldiers” Organization.
• The EICPC collaborated with the Diversity and Inclusion Committee twice this year to discuss timely questions and concerns about race, bias, diversity, inclusion, immigration, and ethical care for our patients. This collaboration came at the request of our champions, stemming from a case presentation that troubled clinical staff that were working with parents of an injured child who were undocumented. At our April meeting, the Diversity and Inclusion CG Committee leaders led the EICPC champions through a presentation, conversation, and exercises related to the issues of diversity and inclusion, especially focused on unconscious bias. Resources that are available to staff to help with concerns that champions are experiencing regarding issues related to diversity and inclusion were also shared. Additionally, at our December meeting, champions from both committees participated in our annual book discussion on Small Great Things by Jodi Picoult. Led by EICPC champion, Tara Logan, committee champions shared their individual perspectives on the book and their thoughts on race, privilege, prejudice, justice, and compassion. Champions agreed having both committees engage in the discussion was valuable.
• With the guidance of the EICPC leaders, five champions presented case studies at our monthly meetings on topics such as: ICDs at the end of life, tube feeding in advanced dementia, challenges associated with addressing questions and concerns from pediatric patients, and challenges associated with futile care and high expectations of hope of patients coming to MGH. In addition to discussing details of the individual cases and ethical resources utilized, champions this year also incorporated evidence based practice into their presentations by including current research articles about these topics.
The EICPC presented their mission, goals, accomplishments, and impact to a Magnet Appraisers at a dynamic meeting in November.

2018 Goals

- Serve as a resource to the MGH community regarding the advance care planning (ACP) process through education, consultation, and programmatic activities.
- Maintain the EICPC EED portal page to ensure that this resource supports the educational needs of committee champions, MGH staff, and the public.
- Educate clinical staff concerning current ethical issues that impact practice and resources available to address ethically challenging situations utilizing an evidence based framework.
- Create opportunities for professional growth, development, and participation for committee champions.

Informatics Committee

2017 Accomplishments

- Successfully implemented the Epic Rounding Pilot and expanded it to med-surg units and ICUs.
- Collaborated with the Patient Experience Committee during the SAFER Fair to assist clinicians in identifying underutilized features in Epic which can improve communication and collaboration leading to improved patient experience.
- Phases of Care concerns escalated to eCare Inpatient Council and collaborated with physician colleagues to create best practice workflows.

2018 Goals

- Promote and maintain Epic Rounding project, help to prioritize documented issues/work flow obstacles.
- Provide informatics expertise and bedside RN perspective on a hospital initiatives as needed (ex. Clinical Monitor Alarm project looking for clinical participation, Quadramed project that is underway etc.).
- Serve as resource to staff for changes/education/questions related to the upcoming Epic upgrade in October.

Patient Education Committee

2017 Accomplishments

Promoted awareness of patient education topics through:
• The publication of the article “Health literacy awareness, bringing health information into
sharper focus for patients and families” in Caring Headlines which described the concept of
health literacy and strategies and resources clinicians can use to mitigate the negative effects of
low health literacy.
• Surveying pertinent literature and provided information to MGH staff on best practices for
engaging patients in the age of the electronic health record at the SAFER fair. Hosted a
medication safety themed information table in the main corridor to celebrate Health Literacy
month.

Increased the champions’ development as patient education experts through:

• Consultation with interpreter services on “Optimizing Patient Education when Using a Medical
Interpreter.”
• The leadership of the Maxwell and Eleanor Blum Patient and Family Learning Center provided
an educational offering for champions on using teach back. A pre- and post-education evaluation
revealed that the education enhanced the clinical nurse’s expertise re: patient and family teaching.
Champions completed a self-reflection exercise on their progress using teach back in their
practice and shared their experiences with the committee.

2018 Goals:
• Successfully orient new co-chair and champions
• Continue to develop champions’ patient education expertise
• Promote champions participation and discussion at each meeting by encouraging reflection on
their own practice and by leading a “practice spotlight” session to highlight areas of practice,
promote shared learning through experience, case studies, and continuing education activities.

Patient Experience

2017 Accomplishments
• Continued our 2016 activity of providing input into standardizing menus and having translated
menus available. Standardized menus are now available on many units with translated menus now
available on request in Spanish, Arabic, and Haitian; with Chinese and Portuguese coming soon.
We could provide input by inviting Sue Doyle, Assistant Director of Patient Food Services to the
committee, who ultimately joined our group as a champion.
• Several members attended the Patient Experience Summit and learned of different ways other
Partners facilities have helped improve the patient experience. Two members of the collaborative
governance (CG) Patient Experience Committee were appointed to the Patient Care Services
(PCS) Patient Experience Steering committee, serving as liaisons between our committee and
PCS leadership.
Our committee hosted several guest speakers, including: Police/Parking regarding parking fee waivers, Sarah Wakeman regarding the Substance Use Disorder Program, Patti Shanteler reviewed the Avasys system, and Sharon Badgett-Lichten discussed the upcoming roll out of the I-CARE model in response to identified opportunities to improve the patient/family experience.

2018 Goals

- Continue to develop and implement strategies to improve the patient experience, aligned with the Office of Patient Experience goals (MD communication, quiet times, staff responsiveness).
- Continue to partner with other offices/disciplines to educate champions on hospital wide programs to take back to their own areas.
- Pilot test strategies to align patient/family expectations with their experience, working with patients and staff to improve processes.

Quality and Safety Committee

2017 Accomplishments

- Completion of the Speak Up for Safety Video where MGH nurses shared how they speak up for safety and ensure safe patient care. The video was showcased at the SAFER fair and committee members continue to share with their colleagues.
- Creation of a new Wound Care Product Selection Guide which was shared with clinicians at the SAFER Fair to gather feedback. That feedback will be included in the guide which will be shared with clinicians in early 2018.
- Committee champions served as invaluable resources to their colleagues in preparation for Joint Commission and Magnet visits.

2018 Goals

Advance Safety Culture by:

- Promoting components of a safety culture—reporting culture, just culture and learning culture — and its value to patient care.
- Identifying staff and patient safety priorities related to Disruptive patients (including substance-abuse patients) as well as Nursing risk points in the EMR(Epic)

Sustain and/or Improve Nursing Quality Indicator Outcomes by:

- Exploring unit based efforts to address highest concerning performance indicator (share and learn)
Leaning from Shared Experiences and Wisdom Narratives

Research and Evidence-based Practice Committee

2017 Accomplishments

- The committee hosted four “More Than Just a Journal Club” events in which MGH researchers discussed the lived experience of research and evidence based practice:
  - Ellen Robinson, RN, PhD, nurse ethicist presented her article, "After the DNR: Surrogates who Persist in Requesting Cardiopulmonary Resuscitation."
  - Amanda Coakley, RN, PhD, FNAP, AHN-BC, presented her article, “Exploring the Experience and Impact of Therapeutic Touch Treatments for Nurse Colleagues” as well as on evidence supporting the MGH pet therapy program.
  - Marian Jeffries, RN, CNS, FNP, CWS presented her article, "Evidence to Support the Use of Occlusive Dry Sterile Dressings for Chest Tubes."
  - Jeanne Dolan, RN, presented her manuscript, “Determinates of Physical Restraint Use in Surgical Intensive Care Unit Patients: An Exploratory Study of Nurses.”

- The committee published two “Did You Know” posters that were distributed to PCS units:
  - “Evidence Based Practice resources at MGH”
  - Preventing Sacral Pressure Injury with Prophylactic Foam Dressings.

- Champions practiced using the Johns Hopkins tools to appraise research articles on communication and teaching strategies to promote evidence based practice at the unit and institutional level. Articles included:
  - “A systematic review on journal clubs for nurses”
  - “A Practical Communication Strategy to Improve Implementation of Evidence Based Practice”
  - Articles on hardwiring evidence based practice.

- Champions also shared real life communication strategies that are used on their units to implement practice changes.
- Champions spurred discussion on evidence based practice and research at the SAFER fair by engaging attendees with a “Pin the Drainage Bag on the Patient” game and an EBP music video.

2018 Goals

- Produce at least two Did You Know Posters.
- Hold at least two “More Than Just A Journal Club” events.
- Hardwire evidence based practice as the decision-making framework for PCS by leveraging REBP champions.
Champions will learn and lead by exploring practice questions relevant to them and their coworkers. Champions will:

i. Formulate a PICO question by reflecting on their clinical practice.

ii. Initiate a literature review and appraise evidence.

iii. Synthesize, summarize, and decide between translating into practice or pursuing quality improvement/research.

iv. Adapt and adjust as necessary.

Staff Nurse Advisory Group

2017 Accomplishments

Throughout 2017, SNA members engaged in the work of identifying, prioritizing and implementing Partners 2.0 innovations. For example, the SNA members provided valuable input on the work of the Partners 2.0 Workforce Injury Reduction Tiger Team and identified additional safety risks in the workplace that could be addressed and resolved quickly.

The SNA Committee members continued to be valuable and effective Excellence Every Day Champions throughout 2017. Their enthusiasm and expertise made them leaders in showcasing exceptional nursing practice during MGH’s successful ANCC Magnet Redesignation site visit in November. In addition, the SNA members were instrumental in helping to prepare their patient care colleagues for the MGH Joint Commission Survey visit, also in November 2017.

Staff Nurse Advisory members had an important voice during the recruitment search for a new Chief Nursing Officer in 2017. They identified key leadership qualities that would best support the current and future culture of nursing at MGH. With great enthusiasm, they endorsed the appointment of Debbie Burke RN, DNP, MBA, NEA-BC as Senior Vice President for Patient Care and Chief Nurse.

2018 Goals

To involve SNA members in the successful transition in leadership to a new Chief Nursing Officer.

To engage SNA members in activities to advance care delivery and promote the nursing profession.

To continue engaging SNA members in the work of identifying, prioritizing, and implementing Partners 2.0 innovations. For example, the Workforce Injury Reduction tiger team, Partner Agency tiger team, Avasys Observer tiger team, etc.

To leverage SNA member enthusiasm, knowledge, and commitment to identify strategies to address the 2017 Staff Perceptions of the Professional Practice Environment (SPPPE) survey findings.

To continue encouraging SNA members to give voice to quality and safety issues and concerns.