

COVID-19

Patient Care Services

June 18, 2020

*In appreciation for your selfless work
and dedication during these extraordinary times*

Social workers adapt quickly to new 'normal'

Throughout the pandemic, social workers adapted quickly to new work flows in response to the ever-changing needs of patients, families, and staff. Social workers proactively called hundreds of primary care patients to discuss advance-care planning; facilitated resiliency groups on patient care units in collaboration with Employee Assistance and Spiritual Care;



Social worker, Dannie McGonegal, LICSW (right), and staff nurse, Aileen Patel, RN, in the Blake 7 Medical ICU.

Social worker, Bri Walsh, LICSW, wears clear-window mask to communicate with deaf patient on Ellison 12 Medical Unit.

Providing Hope

On April 9th, as the Boston Hope Field Hospital was preparing to open, chief nurse emerita, Jeanette Ives Erickson, RN, serving as co-medical director and director of Operations for Boston Hope, asked professional development specialist, Carole MacKenzie, RN, of the Lunder Dineen Initiative, to join the Boston Hope leadership team. MacKenzie's knowledge and expertise were instrumental in developing the on-site orientation and clinical education programs.



Professional development specialist, Carole MacKenzie, RN (right front, in lab coat), with colleagues at the Boston Hope Field Hospital.

working with the Peer Serious Illness Conversation Support Team, served as consultants to front-line providers; and called families of patients who had died to offer condolences and provide bereavement support. Social workers collaborated with their nurse and physician colleagues regarding implementing Crisis Standards of Care, which fortunately, never became necessary. Social workers have been especially glad to assist patients and families disproportionately impacted by the COVID-19 pandemic.

Welcome back! We missed you!



The Ellison 19 Thoracic and Vascular Surgery team welcomed co-workers back from deployment with caricatures and quotes describing what they missed most about them while they were gone. Returning clinicians enjoyed the warm welcome, thankful for the experience, but happy to be back.

COVID-19 Research

Click image to go to the Munn Center portal page.

