

# COVID-19

Patient  
Care Services

June 2, 2020

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

## Case manager role evolves to meet quickly changing needs

Over the past few months as the world has changed, Case Management has nimbly transitioned to a 'new normal.' Says nursing director, Rachael McKenzie, RN, "Case managers came in one day to find their jobs were completely different; the discharge process changed overnight and continues to change every day."



Case manager, Nancy Mathews, RN, on the Bigelow 9 Medical Unit.

Nancy Mathews, RN, case manager on the Bigelow 9 Medical Unit, was instrumental in educating staff on how to safely transition COVID patients. She embraced the challenge and became the first case manager subject matter expert. White 11 case managers, Erin Fantasia, RN, and Terri Gangloff, RN, spearheaded the first Comfort Measures Only Unit, demonstrating great strength and resiliency while witnessing so much loss and sadness.

Over the past few months, case managers have transitioned COVID patients to Spaulding Cambridge, the Chelsea-Revere Hotel, Mass Eye and Ear, and many other facilities.

Many changed their specialties overnight. Pediatric case manager, Lisa Reynolds, RN, became an adult ICU case

manager; orthopaedic case manager, Joanne Davis, RN, became a COVID medical case manager; and oncology case manager, Mary Cannata, RN, transitioned to ICU case manager.

Lorraine Zoda, RN, float case manager, sent the first patient to Boston Hope when it opened April 10th at the Boston Convention Center.

Staff seamlessly adapted to the rapid pace of turnover, transition of units, changes in clinical acuity, and tragic loss of life.

Rosamarie Hinchion, RN, White 8 medical case manager, was privileged to sit with a dying patient, speaking to him in Italian, sharing loving messages from his daughters who weren't able to be with him.

Like so many others, the Case Management Department came together during the pandemic, showing the

## Bilingual nurse a great asset at Chelsea-Revere Hotel COVID Clinic



Jenny Bermudez, RN, is a 2012 graduate of Chelsea High School, a 2017 graduate of Regis College, and an MGH Bicentennial Youth Scholar. She came to the White 10 Medical Unit as a student patient care associate through the Youth Scholar Program in 2016 and became a nurse after graduation. Fluent in Spanish and eager to help during the COVID crisis, Bermudez asked if her bilingual skills could be of service and was promptly deployed to the COVID care clinic at the Chelsea-Revere Hotel.



Case manager, Rosamarie Hinchion, RN, with patient on the White 8 Medical Unit.

impact caregivers have on patients and families. "Time and again," Said McKenzie, "we heard that even the smallest intervention made such a big difference."