

Caring

Headlines

July 7, 2016

Boston Pride



Orlando Strong

"Living our lives to the fullest is the most powerful protest imaginable."

— Garrett Garborcauskas, founder of the Partners Transgender Alliance and member of the LGBT community

Nursing and Patient Care Services
Massachusetts General Hospital

In the aftermath of Orlando...

In the aftermath of the Orlando tragedy, just one day after our joyous Boston Pride celebration, we stand with the LGBT community and minority communities everywhere in our outrage at this senseless act of hatred and ignorance.

As Bostonians, we know all too well the horror of terrorism. As healthcare providers, we know the suffering endured by the victims of violent attacks. And as people of conscience, we share the anguish that each of these attacks wreaks on untold families and communities. In the aftermath of the Orlando tragedy, just one day after our joyous Boston Pride celebration, we stand with the LGBT community and minority communities everywhere in our outrage at this senseless act of hatred and ignorance.

We are incensed, appalled, and heartbroken at the sheer waste of human life. But what we cannot add to that list, is defeated. We cannot surrender our values and principles to those who choose to commit these unspeakable acts.

It's only natural that we want justice and accountability. We want to honor the fallen. We want to *do* something. Some think the answer lies in stricter gun-control. Some think it's increased education, understanding, and tolerance. Still others say faith and prayer are the way to peace.

I think we must listen to our hearts and respond in a way that is constructive and true to our values. If that means calling your Senator or Congresswoman, do it. If it means lending your wisdom and expertise to help enlighten others, do that. If it means praying for those we've lost and having faith that things will get better, by all means, do that, too.

But what we cannot do, is remain quiet. Silence in the face of evil is tantamount to complicity. We



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

must be visible in our support of our colleagues in the LGBT and minority communities. We must be unequivocal in our condemnation of even the smallest acts of hatred, bullying, exclusion, and violence. As Martin Luther King, Jr., famously said, "The ultimate tragedy is not the oppression and cruelty by the bad people, but the silence over that by the good people."

On Monday, June 13th, the day after the shootings in Orlando, our wonderful Chaplaincy held a service for peace and healing in the MGH Chapel. One of the speakers at that service was Garrett Garborcauskas, who shared a brave and powerful reflection as founder of the Partners Transgender Alliance and a member of the LGBT community. I think we can all take something from his words:

The Orlando shooting was an assault on our humanity—on the very principles we live by.

I am angry. I am sad. I am mourning. And I am terrified—terrified that this attack will incite further violence against our Muslim friends and against our own LGBTQ community.

But despite being afraid, I know that love is stronger than fear; love is stronger than anger; love is stronger than bigotry; and love is stronger than death.

continued on next page

“At a time when the LGBTQ community should be celebrating pride, we are grieving the deadliest mass shooting in modern American history. LGBTQ people are Muslims, Jews, Christians, immigrants, people of color; and people from all cultural backgrounds. The LGBTQ community is all people.”

—Mario Rodas, chair of the MGH LGBT Employee Resource Group

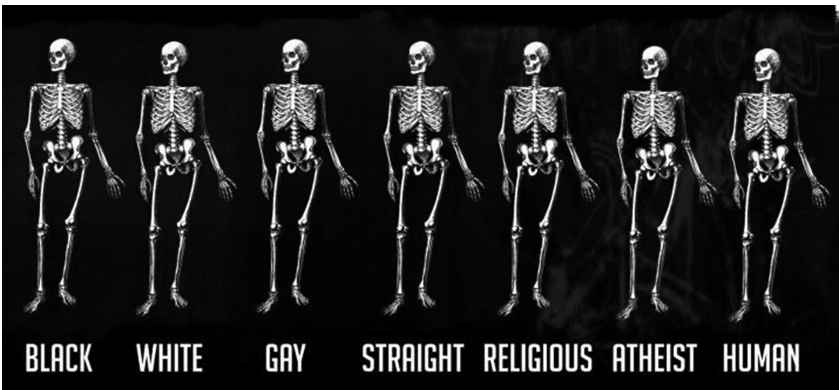
To the LGBTQ community, in the wake of this tragedy, I say: ‘Know that living our lives to the fullest is the most powerful protest imaginable.’

Carmen Vega-Barachowitz, our director of Speech-Language Pathology, said:

I’m reminded of the wisdom of the words, ‘When in distress, every man becomes our neighbor.’ As we gather today as a community, let us use this as an opportunity to be more generous, more tolerant, more patient, more forgiving, and more compassionate to one another. As individuals and members of the MGH community, we are in a position to help make this world a better place.

Mario Rodas, chair of the MGH LGBT Employee Resource Group, observed:

At a time when the LGBTQ community should be celebrating pride, we are grieving the deadliest mass shooting in modern American history. LGBTQ people are Muslims, Jews, Christians, immigrants, people of color, and people from all cultural backgrounds. The LGBTQ community is all people.



I understand the fear. But I refuse to be terrified. This tragedy has steeled my resolve to work harder to bring people together. As the leader of Patient Care Services, I commit to ensuring that our colleagues in the LGBT and all minority communities feel safe and supported. We will develop gun-safety programs for patients and educate clinical staff to be able to assess patients for gun-safety.

I need your help. I want to hear from you. I want your thoughts and suggestions as we move forward together. I’m opening a dialogue right here, right now, and I want to be inundated with ideas.

As we mourn the loss of those who perished in Orlando and pray for those who were injured, let us be mindful that as a people, we are far more alike than different;

there is much more that connects us than divides us. And love is love, no matter who it’s between.

Martin Luther King also reminded us that, “Darkness cannot drive out darkness; only light can do that. Hate cannot drive out hate; only love can do that.”

<u>In this Issue</u>	
Boston Pride; Orlando Strong.....	1
Jeanette Ives Erickson.....	2-3
• In the Aftermath of Orlando...	
Advancing Unitary and Caring Science for Nursing Praxis Conference	4
Service Excellence Awards.....	5
National Healthcare Volunteer Week	6-7
MGH Teddy Bear Clinic for Children	8
Katie Mannix Retires	9
Announcements.....	10
Fielding the Issues.....	11
• New Glucometers	
HCAHPS.....	12

(Cover photo provided by staff)

Advancing the Unitary Science of Caring for Nursing Praxis

—by Jane Flanagan, RN, nurse scientist

The International Association of Human Caring and the Society of Rogerian Scholars held the joint conference, Advancing the Unitary Science of Caring for Nursing Praxis, in Boston, June 8–10, 2016. The conference brought together nurses from clinical practice and academia interested in incorporating the knowledge of unitary and caring science into practice. More than 75 podium presentations and 35 posters were featured representing presenters from Ireland, the Philippines, Japan, Portugal, Indonesia, Canada, Finland, Norway, Taiwan, and the United States.

An opening reception at the Russell Museum and the poster session under the Bulfinch Tent were hosted by senior vice president for Patient Care, Jeanette Ives Erickson, RN. Ives Erickson also delivered the closing keynote address, which included a discussion of the work within Patient Care Services to integrate unitary and caring nursing knowledge into practice, including the Pet Therapy Program, Therapeutic Touch initiatives, and healing programs offered by the Chaplaincy.

The conference, organized by nurse scientist, Jane Flanagan, RN, and director emerita, Dorothy Jones, RN, of the Yvonne L. Munn Center for Nursing Research, featured an historic panel of nurse theorists who discussed future trends with many nurse leaders in attendance. Attendees lined up to take pictures of

the historic event with panelists John Phillips, RN; Elizabeth Barrett, RN; Jean Watson, RN; Marilyn Ray, RN; Richard Cowling, RN; and Marlaine Smith, RN.

In her keynote address, Smith, dean and professor of Nursing at Florida Atlantic University, discussed ideas related to the integration of unitary and caring science, and Dorothy Larkin presented a paper written by Violet Malinski on the importance of advancing unitary science. In her closing remarks, Watson, director of the Watson Caring Science Institute and distinguished professor and dean emerita at the University of Colorado College of Nursing, spoke about the value of unitary caring science at the bedside, which is increasingly important in nursing accreditation globally. It was a significant conference during which attendees shared research, educational strategies, and best practices on the unitary science of caring and its impact on patient outcomes, health policy, and healing.

For more information, call nurse scientist, Jane Flanagan, RN, at 617-724-3534.



At left: attendees of the Advancing the Unitary Science of Caring for Nursing Praxis Conference scurry to take pictures of historic panel of nurse theorists (top right). Below right: attendees browse poster display under the Bulfinch tent.

(Photos by Michelle Rose and Paul Batista)

Third annual Service Excellence Awards

—by Cindy Sprogis, senior project manager, Practice Improvement

Theresa Gallivan, RN (left), and Debra Burke, RN (right), present award to (l-r): Tony DiGiovine, RN; Susan Tower, RN; and Samantha Medeiros, RN, of the Blake 6 Transplant Unit for exceeding the 90th percentile in Pain Management.

The third annual MGH Service Excellence Awards were held June 1, 2016, to honor inpatient units, outpatient practices, individuals, teams, and leaders for their exceptional achievements in improving the patient experience. Once again, the red carpet was rolled out for the more than 100 award recipients. Awards were given in two broad categories, including nomination-based awards for individuals, leaders, teams, programs, and departments; and score-based awards for achievement in service-excellence metrics across the continuum.

Alexa Kimball, MD, senior vice president for Practice Improvement, presided over the celebration. She was joined in presenting awards by chief operating officer for the MGPO, Greg Pauly; senior vice president for Development, Brit Nicholson, MD; and associate chief nurses, Theresa Gallivan, RN, and Debra Burke, RN.

In his opening remarks, Pauly said, “I’m here to welcome and congratulate each of you. It’s our privilege to help patients and families through difficult circumstances, but there’s always room for improvement. It’s always about making the experience better for patients and families.”

Nicholson shared the now-famous quote of our founding physicians, “When in distress, every man becomes our neighbor.” He went on to say, “Today is a day to celebrate all the ways the MGH community brings that phrase to life every day.”

Gallivan observed, “You’re doing exceptional work and taking exceptional care of our patients. We’re thrilled to have this opportunity to say, Thank-you.”

In addition to the award recipients, 39 honorable-mention recipients were recognized for their contributions.

A complete list of recipients, including honorable mentions, can be viewed on the big-screen TV across from the MGH Gift Shop starting at the end of July. For more information, call Cindy Sprogis, senior project manager, at 617-643-5982.



(Photo by Autumn Aguiar)

National Healthcare Volunteer Week

—by Jacqueline Nolan, director, Volunteer and Information Ambassador Services

Every year, as part of National Healthcare Volunteer week, the MGH Volunteer Department holds a series of events to honor the more than 1,400 MGH volunteers for their invaluable service and commitment. This year, the week began with an educational seminar presented by Eric Weil, MD, associate chief for Clinical Affairs and the General Medicine Unit and medical director of the MGH Care Management Program. Weil spoke about our response to the opioid crisis and the creation of the MGH task force that developed guidelines for opioid therapy.

Pet therapy dogs stole the show at information tables set up in the Main Corridor. And more than 75 volunteers, staff, and guests attended the annual recognition breakfast on Wednesday, April 27th, with remarks by Jackie Nolan, director of Volunteer Services; Cathy Minehan, chair of the MGH Board of Trustees; Peter Slavin, MD, president of MGH; and Jeanette Ives Erickson, RN, senior vice president for Patient Care.

The Trustees' Award recognizes a department that makes an extraordinary effort to work collaboratively with the Volunteer Department. This year, it went to inpatient Pediatrics, Pediatric Hematology-Oncology, Emergency Pediatrics, child life specialists (see photo below). Child life specialists worked with the Volunteer Department to create a screening process to identify volunteers with child-friendly personalities who can easily engage with children and adolescents.



Representatives from inpatient Pediatrics, Pediatric Hematology-Oncology, Emergency Pediatrics, and child life specialists accept Trustees' Award for extraordinary efforts in working collaboratively with the Volunteer Department.

The Jessie Harding Award recognizes volunteers who contribute to MGH in a significant way. This year's Harding Award went to Mary Fitzgerald, who began volunteering in 2010 and has given more than 1,300 hours as an office volunteer and member of the patient visiting team.

The Maeve Blackman Award is given to an exceptional volunteer who shows an interest in pursuing a career in health care. Blackman herself was on hand to present the award to Maysa Abbas, a volunteer patient escort who's contributed more than 180 hours of service. Abbas is enrolled at Suffolk University and will graduate next spring with a degree in Biology. She plans to become an optometrist.

The Pat Rowell Extraordinary Achievement Award was given to Kay Bander, a 17-year veteran volunteer who's contributed 7,600 hours of service. She's served in a number of roles and is currently the co-chair of the Ladies Visiting Committee.

Marianne Ditomassi, RN, executive director for PCS Operations, acknowledged the many accomplishments of the Volunteer Department this past year and applauded the vision and dedication of volunteers, staff, and leadership.

Nolan spoke about the commitment and generosity of her staff, volunteer program coordinator, Milton Calderon; staff assistant, Kim Northrup; and information desk manager, Mike Stone. She thanked volunteers for their unwavering commitment and for all they do to help patients and families. Said Nolan, "All volunteers are amazing, but MGH volunteers are magnificent."

See photos on next page

Volunteer Services (continued)



(Photos by Jeffrey Andree)

Clockwise from the top: Slavin with Blackman Award recipient, Maysa Abbas; Ed, the pet therapy dog; Eric Weil, MD, speaks about opioid crisis; Nolan (second from left) with Milton Calderon, Mike Stone, and Kim Northrup; volunteers, Joe Fuchs and Rene Thomson; Nolan with Marianne Ditomassi, RN; former directors of Volunteer Services, Maeve Blackman (left) and Pat Rowell; and (center) Slavin with Mary Fitzgerald, recipient of the Harding Award. For more information about volunteer opportunities at MGH, e-mail mghvolunteer@partners.org or call 617-726-8540.

MGH Teddy Bear clinic for children

—by Michael Farrell, RN, nursing director, OR Pediatric/Plastic/Burn Service

On June 4, 2016, the MassGeneral Hospital for Children hosted its first Teddy Bear Clinic for children in the MGH community. Surgeon-in-chief, Allen Goldstein, MD, approached a multi-disciplinary team of child life specialists, peri-operative nurses, and administrators with the idea of hosting a clinic where children could bring their favorite stuffed animals and experience the surgical setting in a fun, non-threatening way. Children would be guided through the pre-, intra-, and post-operative phases of surgery by volunteers from Mass General Hospital for Children and the Newton South High School HEART Club (Hospital Education and Awareness Research Team).

Families arrived in the Lunder 2 Peri-Operative Unit and were escorted to the pre-operative area to begin their surgical experience. Children checked their stuffed animals in and recorded important information about their fuzzy friends, such as height, weight, blood pressure, and temperature. They decorated oxygen masks for their stuffed animals in preparation for entering the operating room.



Above: Mike Farrell, RN, and Kate Bonsall, RN, demonstrate various products and techniques used in orthopedic surgery.

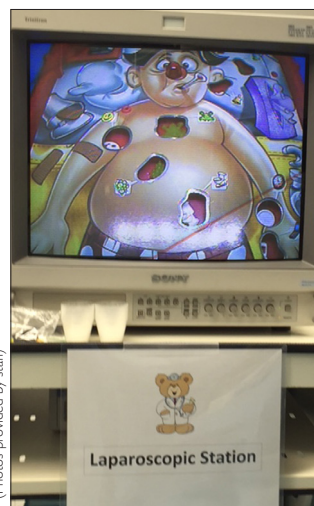
Children donned surgical gowns, hats, and masks to watch demonstrations of general, open, and laparoscopic surgery, and learn about anesthesia. They were able to try their skills using laparoscopic training units and the familiar children's game, *Operation*. Another station focused on broken bones with demonstrations of how bones are surgically

repaired. Kids had an opportunity to cast faux bones with the casting color or design of their choice. They applied bandages, splints, and surgical wraps to their stuffed animals in an environment that was comfortable and fostered education. Nurses, surgeons, anesthesiologists, and child life specialists were on hand to answer questions.

Every child left with a smile on their face and a bag of remembrances from MGH for Children.

Many thanks to the extraordinary MGH volunteers and the students from Newton South High School, who gave their time and expertise on a Saturday morning to make this a memorable event for all.

For more information, call Patrice Osgood, RN, nursing director, at 617-724-3604.



(Photos provided by staff)

Mannix retires after four decades of nursing service

—extracted from an article by Tiffany Koolakian, administrative manager, Finance and Operations, Radiation Oncology

Katie Mannix, RN,
nursing director,
retired last month
after 44 years of
service to MGH.
Mannix played
a pivotal part in
developing the role
of nurses in Radiation
Oncology... though
initially hesitant to
step away from
bedside nursing, she
ultimately became
the permanent
nursing director.

Katie Mannix, RN, nursing director for Radiation Oncology, retired last month after 44 years of service to MGH. Mannix played a pivotal part in developing the role of nurses in Radiation Oncology, introducing unit-based symptom-management, anesthesia support, chemotherapy disconnects, hydration, phlebotomy, and interventions to prevent visits to the ER.

Mannix came to MGH in 1972, where she worked on the Orthopaedic Unit of the old Baker Building. It was there that her interest in radiation oncology was first piqued. The timing was fortuitous as the department of Radiation Oncology was expanding to the Cox Building where Herman Suit, MD; CC Wang, MD; and Milford Schultz, MD, had plans to develop Radiation Oncology into a world-class center of excellence.

Mannix was the first nurse to work in the new unit. During those early years, she had the opportunity to see patients with a variety of oncology diagnoses, including sarcoma, breast, genito-urinary, gastro-intestinal, and gynecological cancers. In time, due to her vast experience, Mannix was asked to take on the role of interim nursing director; though initially hesitant to step away from bedside nursing, she ultimately became the permanent nursing director for Radiation Oncology.

Says Claire Cronin, senior administrative manager for Radiation Oncology, “Katie’s passion for nursing is palpable, and her loyalty to the department is unwavering. She’s been a strong advocate for nursing, holding the highest standard for excellence in patient care. She’s a class act, and we’ll all miss her terribly.”



Katie Mannix, RN outgoing nursing director for Radiation Oncology

Lois Greer, quality assurance manager, observes, “Katie has been a mentor to so many people, even beyond nursing. She always had a thoughtful approach to problem-solving.”

Says Jay Loeffler, MD, chief of Radiation Oncology, “Simply saying thank-you is not adequate when expressing appreciation for Katie’s contributions. She gave decades of hard work and dedication to grow our nursing program, and we will miss her tremendously.”

Tom Mauceri says of Mannix, “Katie is one of the last members of the original Radiation Oncology team that was here when I came to MGH. I can’t even envision this department without her.”

After four decades of knowing and working with Katie Mannix, many at MGH can’t envision this hospital without her. Patient Care Services and the entire MGH community wish Mannix the very best in the next chapter of her life.

Announcements

Make your practice visible: submit a clinical narrative

Caring Headlines is always interested in receiving clinical narratives that highlight the exceptional care provided by clinicians throughout Patient Care Services. Make your practice visible. Submit your narrative for publication in *Caring Headlines*. All submissions should be sent via e-mail to: ssabia@partners.org. For more information, call 4-1746.

ACLS Classes

Certification:
(Two-day program
Day one: lecture and review
Day two: stations and testing)

Day one:
July 15, 2016
8:00am–3:00pm

Day two:
July 18th
8:00am–1:00pm

Re-certification (one-day class):
August 10th
5:30–10:30pm
and August 13th (Saturday)
8:00am–12:00pm

Location to be announced.
For information, send e-mail to:
acls@partners.org, or call
617-726-3905

To register, go to:
http://www.mgh.harvard.edu/emergencymedicine/assets/Library/ACLS_registration%20form.pdf.

MGH Nurses Alumnae Association fall reunion and educational program

This year's theme:
"Nurse Leaders Making a Difference"
Friday, September 23, 2016
O'Keeffe Auditorium
8:00am–4:30pm

Sessions will include: "The Development of the Nursing Leadership Academy," "Doctor of Nursing Practice Program," "Global Nursing," "Advancing Peer Review," and more.

For more information or to register, call the MGH Nurses Alumnae Association at 617-726-3144.

Blum Center Events

"Good Food for Good Mood: Foods that Help With Anxiety"
Wednesday, July 20, 2016
1:00–2:00pm
Haber Conference Room

Join Uma Naidoo, MD, for a program on the mental health benefits of eating well, including how your diet can help ease symptoms of mental health conditions and reduce side-effects of certain medications.

Program is free and open to MGH staff and patients. No registration required.

For more information, call 4-3823.

Office Ergonomic Champion Program

Interested in learning how to make yourself and/or your co-workers more comfortable at your desk? Are you considering switching to a sit-stand workstation?

Become an office ergonomic champion

Friday, July 15th
9:00am–12:00pm
Yawkey 4-940

Presented by Terry Snyder, ergonomics specialist, PHS Occupational Health Ergonomics Program

Register for any upcoming session through HealthStream.

For more information, call 617-724-3995.

Stress-Reduction sessions offered by Benson-Henry Institute

Stress-reduction sessions presented by the Be Fit program and the Benson-Henry Institute for Mind Body Medicine are held at 12:00 and 12:35pm in the Haber Conference Room.

July sessions will be held on:
Thursday, July 7th
Wednesday, July 13th
Tuesday, July 19th
Tuesday, July 26th

For more information about the Be Fit program, go to: www.mghbefit.com/.

For more information about the Benson-Henry Institute, go to: www.massgeneral.org/bhi.

Partners enhanced on-line college preparation program

Are you interested in going to college? Have you considered taking an on-line preparation class?

This popular program was developed in collaboration with Rutgers University and is offered at no cost to MGH employees.

Successful completion of the on-line college preparation program will allow you to:

- expand options to attain higher education
- gain confidence and competence in on-line learning
- tune up your time-management and study skills
- complete prerequisites for other Partners Workforce Development programs

The following courses are available:

- *Online Readiness*: learn the vocabulary and tools used in the on-line learning and practice new skills
- *Time-Management*: learn more about how you spend your time and tips to help balance priorities and make time for school
- *Study Skills*: discover your individual learning style and gain strategies to help you optimize your study time

For more information, or to register, go to: www.partners.org/ocpp, or call Kathryn Decelles, Partners academic/career coach at 617-435-6514.

New glucometers at MGH

*ensuring safety, accuracy, and ease of
use for patients and staff*

Question: I heard that MGH has purchased new glucometers. Is that true?

Jeanette: Yes. We recently finalized a contract with NovaBiomedical to purchase their line of NovaStatStrip glucose meters. These glucometers are wireless and FDA-approved for use with all patient populations including ICUs and ambulatory practices.

Question: When can we expect to see the new glucometers?

Jeanette: Roll-out of the new glucometers is scheduled on or about July 26th, with training and education beginning mid-June.

Question: What kind of education is planned?

Jeanette: The Norman Knight Nursing Center, in collaboration with NovaBiomedical and the Point of Care Testing (POCT) team have developed a brief HealthStream course for nurses and patient care associates that includes an overview of the device and the process for performing quality-control and blood-glucose testing.

Question: Will there be on-site training?

Jeanette: Yes. NovaBiomedical will have trainers on-site, July 11th–24th. These individuals will provide unit-based, in-service training daily from 8:00am–12:00 midnight.

Question: What about staff who start after the roll-out of the new glucometers?

Jeanette: The Norman Knight Nursing Center has incorporated all relevant education into nurse/patient-care-associate orientation programs.

For more information, call staff specialist, Chris Donahue Annese, RN, at 617-726-3277.

Published by

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

Publisher

Jeanette Ives Erickson, RN
senior vice president
for Patient Care

Managing Editor

Susan Sabia

Editorial Advisory Board

Chaplaincy
Reverend John Polk

Disability Program Manager
Zary Amirhosseini

Editorial Support
Marianne Ditomassi, RN
Mary Ellin Smith, RN
Maureen Schneider, RN

Medical Interpreters
Anabela Nunes

Materials Management
Edward Raeke

Nutrition & Food Services
Donna Belcher, RD
Susan Doyle, RD

Office of Patient Advocacy
Robin Lipkis-Orlando, RN

Office of Quality & Safety
Colleen Snyderman, RN

Orthotics & Prosthetics
George Reardon

PCS Diversity
Deborah Washington, RN

Physical Therapy
Occupational Therapy
Michael Sullivan, PT

Police, Security & Outside Services
Joe Crowley

Public Affairs
Colleen Marshall

Respiratory Care
Ed Burns, RRT

Social Work
Ellen Forman, LICSW

Speech, Language & Swallowing
Disorders and Reading Disabilities
Carmen Vega-Barachowitz, SLP

Training and Support Staff
Gino Chisari, RN

The Institute for Patient Care
Gaurdia Banister, RN

Volunteer Services
Jacqueline Nolan

Distribution

Milton Calderon, 617-724-1755

Submissions

All stories should be submitted
to: ssabia@partners.org
For more information, call:
617-724-1746

Next Publication

July 21, 2016

Inpatient HCAHPS

Current data

HCAHPS Measure	CY 2015	CY 2016 Year-to-date (as of 6/6/16)	% Point Change
Nurse Communication Composite	83.0%	82.4%	↓ -0.6%
Doctor Communication Composite	83.5%	82.6%	↓ -0.9%
Room Clean	72.9%	70.5%	↓ -2.4%
Quiet at Night	50.8%	49.2%	↓ -1.6%
Cleanliness/Quiet Composite	61.8%	59.8%	↓ -2.0%
Staff Responsiveness Composite	65.8%	64.2%	↓ -1.6%
Pain Management Composite	73.1%	72.4%	↓ -0.7%
Communication about Meds Composite	66.6%	66.4%	↓ -0.2%
Care Transitions	62.4%	59.0%	↓ -3.4%
Discharge Information Composite	91.1%	91.1%	→ 0.0%
Overall Hospital Rating	81.2%	80.9%	↓ -0.3%
Likelihood to Recommend Hospital	90.9%	88.7%	↓ -2.2%

Data is complete through March, 2016; partial data is available through June.

All results reflect Top-Box (or 'Always' response) percentages



Returns only to:
Volunteer Department, GRB-B 015
MGH, 55 Fruit Street
Boston, MA 02114-2696



First Class
US Postage Paid
Permit #57416
Boston, MA