

Caring

Headlines

April 5, 2018

Certified Nurses Day

honoring nursing specialty and advanced practice certification



See story on page 7
and Debbie Burke's
column on page 2

MISS MILONE
Paula F. Milone, daughter
of Mr. and Mrs. John Milone of
Franklin Rd., was capped
at a recent ceremony in Ham
as a graduate of Quinnipiac
College. She is the
the associate degree
program, she was grad
the highest scholasti
winning the Dean's
scholarship. She is a
the Phi Theta K
society and is pr
member

Keynote speaker, Paula Milone-Nuzzo, RN, president and John Hilton Knowles professor,
MGH Institute of Health Professions

A generous gift in support of education and certification

advancing professional development and clinical excellence



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

I want to share a wonderful story with you. Shortly before I started in my new position, the Development Office notified me that a couple who'd had a positive experience at MGH wanted to make a donation in appreciation of MGH nurses. So, on the 13th day of my new role, I drove to Lexington and had the pleasure of meeting Alan and Sandra Frohman.

Mrs. Frohman mentioned that she'd been a nurse at the Fernald School until she and her husband decided to start a family in 1972. During the course of our conversation, the Frohman's agreed that they wanted their gift to support certification and professional development. In what was clearly a surprise to his wife, Mr. Frohman suggested that

the fund be named after Mrs. Frohman. Flattered, and a little taken aback, Mrs. Frohman said she'd think about it.

But Mr. Frohman was determined. He said, "Debbie, please convince my wife, 'nurse-to-nurse,' that this is a good idea."

I told Mrs. Frohman how meaningful it would be for recipients of the funding to know that the fund was named in honor of a nurse. It must have made an impression, because I'm pleased to report that the Sandra Frohman, RN, Endowed Fund for Nursing Certification and Continuing Education has now been established at MGH.

I share this story just days after we celebrated national Certified Nurses Day on March 19th (see story on page 7). It underscores the important role philanthropy plays in supporting professional development for clinicians throughout Nursing & Patient Care Services.

We're very grateful to Alan and Sandra Frohman for their thoughtful and generous gift.

Debbie
Debbie Burke

The Sandra Frohman, RN, Endowed Fund for Nursing Certification and Continuing Education has now been established at MGH.

We're very grateful to Alan and Sandra Frohman for their thoughtful and generous gift.

Debbie's Photo Gallery

Child life specialists



Social Work



Lunder 7 Neuroscience



OR team

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(Cover photo by Kate Flock)



Balancing staff safety and patient safety

a team approach to managing disruptive patient behavior

—by Karen Miguel, RN, staff specialist, PCS Office of Quality & Safety

On Wednesday, March 14, 2018, more than 150 employees attended the Anatomy of a Safety Event program in O’Keeffe Auditorium during National Patient Safety Awareness Week. The session focused on managing disruptive patient behavior.

Facilitating the session, Colleen Snyderman, RN, director, PCS Office of Quality & Safety, and Karen Miguel, RN, quality & safety staff specialist, noted that a strong safety culture openly embraces reporting of safety concerns, supports a non-

punitive response to errors, and focuses on systems improvement.

Miguel shared that, “Ninety-five percent of healthcare workers experienced physical or verbal aggression while interacting with a patient or visitor in the past year. Disruptive patient behavior is one of the top ten most frequently reported events within Patient Care Services.”

Through real-time audience polling, 90% of attendees revealed they had experienced disruptive behav-

ior in the past year, but only 45% had filed a safety report. Miguel and Snyderman stressed the importance of filing safety reports so that the Office of Quality & Safety and the entire organization can learn from the experience.

Wisdom narratives have been part of our safety culture for the past two decades. Staff are encouraged to reflect on meaningful situations or events and share their stories through clinical narratives.

continued on next page

Safety (continued)



Staff nurses, Jacquelyn Dolan, RN, and Amanda Brown, RN, shared their narrative about caring for 'Juliana,' a challenging patient whose disruptive behavior impacted the entire team.

They learned that when caring for patients exhibiting disruptive behavior, it's imperative to 'meet them where they are' and not judge or stereotype them. Juliana was once a child with hopes and dreams just like the rest of us. Somewhere along the way, her plans took an unexpected turn and ultimately led to addiction.

Opposite page (l-r): Colleen Snyderman, RN, director; PCS Office of Quality & Safety; Jennifer Goba, CPP, senior manager of Investigations, Police, Security & Outside Services; Robin Lipkis-Orlando, RN, director; Office of Patient Advocacy; and Jennifer Repper-Delisi, RN, psychiatric clinical nurse specialist and patient advocate.

Above: Donna Jenkins, RN, patient safety staff specialist; Kathleen Carrigan, RN, clinical nurse specialist; Jacquelyn Dolan, RN, staff nurse; and Karen Miguel, RN, staff specialist.

A panel of safety experts spoke about the many resources available to staff in managing disruptive behavior: the Office of Quality & Safety; the Office of Patient Advocacy; Strategic Management and Assessment Team (or SMART, see article on next page); the Addictions Counseling Team (ACT); and unit-based nursing leadership.

Snyderman reminded attendees that the Anatomy of a Safety Event series helps make that vital connection between filing a safety report and the organizational learning that drives system improvements.

Said Snyderman, "Every employee has the power to make care safer for patients and colleagues by simply asking, 'Does this make sense?' When you encounter a situation that concerns you or an event that gives you pause, *file a safety report.*"

For more information or to suggest a topic for a future Anatomy of a Safety Event session, contact Karen Miguel, at 617-726-2657, or Colleen Snyderman, at 617-643-0435.

What word best describes your thoughts about this Anatomy of a Safety Event session?



SMART: Strategic Management Assessment and Response Team

a key resource in managing and defusing disruptive behavior

—by Colleen Snyderman, RN, director, PCS Office of Quality & Safety



The Strategic Management Assessment and Response Team (SMART) is an inter-disciplinary group that can be consulted during emerging situations involving disruptive behavior. SMART assembles a team of experts within 24–48 hours to assist in managing situations involving disruptive behavior of patients, family members, visitors, or employees.

Any inpatient unit or ambulatory practice can consult the SMART team. Your account of the situation will determine which team members should be alerted to appropriately deal with the situation.

In situations where staff are in imminent danger, you should call Police & Security or activate your unit's emergency response.

The SMART team includes representatives from:

- Police & Security
- the Office of Patient Advocacy
- nursing leadership
- Risk Management
- Human Resources
- Occupational Health
- the Employee Assistance Program
- and ad-hoc members as needed

Disruptive behavior includes:

- verbal abuse
 - name-calling
 - racial/ethnic epithets
 - profanity
- danger to yourself or others
- physical abuse
- inappropriate touching
- intimidation
- threats
- interference with safe care
- impeding operations in the care environment
- creating fear
- sexual harassment

You might initiate a call to the SMART team if you witness aggressive behavior that results in a patient not being able to be discharged to another facility; a family member interfering with the provision of care by threatening or intimidating staff; or any other scenario that impedes care or brings unrest to your area.

SMART is activated by contacting the senior manager of Investigations, Jennifer Goba, at 617-726-1474, or by calling the Police & Security manager on duty (evenings, nights, and weekends) at 617-726-2121.

For more information, call Goba at 617-726-1474.

Certified Nurses Day

linking enhanced patient outcomes to nursing certification

—by Gino Chisari, RN, and Tricia Crispi, RN, The Norman Knight Nursing Center for Clinical & Professional Development

On Monday, March 19, 2018, Nursing and Patient Care Services celebrated Certified Nurses Day with a special Nursing Grand Rounds. Speaker, Paula Milone-Nuzzo, RN, president and John Hilton Knowles professor at the MGH Institute of Health Professions, spoke of nurse leaders who had altered care-delivery and helped shape the profession of nursing. She linked clinical narratives to the growing body of evidence that shows patient outcomes are enhanced when care is provided by certified nurses.

- Stephanie O’Neil, RN, Lunder 10
- Kathleen Roy, RN, Blake 6

Scholarships are awarded based on candidates’ ability to demonstrate qualities that defined Jean Ridgway Tienken’s career as a nurse: commitment to providing extraordinary patient- and family-centered care; commitment to extraordinary service to others; compassion and caring; and a well-designed plan for self-development.



(Photos by Kate Hocky)

Carol Tienken, daughter of the late Jean Ridgway Tienken, joined senior vice president for Patient Care, Debbie Burke, RN, in presenting this year’s Jean Ridgway Tienken scholarships that support nurses in preparing for certification exams. This year’s recipients were:

- Gina Coughlin, RN, Radiation Oncology
- Erin Graves, RN, Emergency Department
- Jillian Greenberg, RN, Lunder 10
- Djerica Lamousnery, RN, Transplant Surgery

The Jean Ridgway Tienken MGH School of Nursing Class of 1945 Certification Scholarship is awarded annually as part of the MGH celebration of certified nurses. For more information, go to the professional development page of the Excellence Everyday portal at http://www.mgh-pcs.org/eed_portal, or call professional development specialist, Tricia Crispi, RN, at 617-643-8613.

Above: Gino Chisari, RN, director, The Knight Center for Clinical & Professional Development.

At right (l-r): Kathleen Roy, RN; Gina Coughlin, RN; Erin Graves, RN; guest speaker, Paula Milone-Nuzzo, RN; Debbie Burke, RN; Carol Tienken; Djerica Lamousnery, RN; Jillian Greenberg, RN; and Stephanie O’Neil, RN.





Standing against gun violence

Hundreds of MGH employees (above) stood in solidarity against gun violence during the national school walk-out, March 14, 2018. And hundreds more (below) turned out on March 24th for the March for Our Lives that culminated with a peaceful rally on Boston Common. For information about the MGH Gun Violence Prevention Coalition, contact Kim Sheppard, RN, at 617-726-3294.



Nurse Recognition Week

May 4-11, 2018

Friday, May 4th

2:00–3:00pm, O’Keeffe Auditorium, Blake 1
Chief Nurse Address
Presented by Debbie Burke, RN, chief nurse

Reception immediately following, O’Keeffe Auditorium Foyer

Sunday, May 6th

7:00–9:00am, Trustees Room, Bulfinch 2
Staff Nurse Breakfast

Monday, May 7th

10:00–11:00am, Ether Dome, Bulfinch 4
A compendium of nurse-led initiatives

- “Management of Clogged Tubes,” Mia Haddad, RN
- “Advocacy for Splinting Pillow for Pain Management of Nephrology Patients,” Holly Milotte, RN
- “Preventing Skin Injury with Prophylactic Foam Dressings,” Laura Lux, RN, and Brittney Grazio, RN
- “Attitudes about Restraint Use in Surgical ICU Patients,” Jeanne Dolan, RN
- “Care of the Postpartum Mother with Substance Use Disorder: Trauma Informed Care,” Shanna Mavilio, RN

1:30–2:30pm, Ether Dome, Bulfinch 4

- “Creating a Culture of Safe Sexual Health Practices in the Teen Population,” Tricia McCarthy, RN, and Jennifer Spina, RN
- “Successful Strategies for Effectively Addressing Moral Distress Among Nurses,” Brian Cyr, RN
- “Lessons Learned from Leadership Immersion,” Molly Lyttle, RN
- “Recycle. Reuse. Reduce. The Impact of Nursing,” Barbara Belanger, RN

Tuesday, May 8th

10:00–11:00am, Ether Dome, Bulfinch 4

Scholarly works: the science behind nursing leadership

- “Grit as a Predictor of Success for Nurse Leaders,” Claire Seguin, RN
- “Readiness for Practice: Evaluation of a Pilot Project for Nursing Students in the Operating Room,” Patrice Osgood, RN
- “Evaluation of Discharge Education: an Educational Intervention to Improve Patient Safety with Opioid Medications,” Jill Pedro, RN
- “Addressing Device-Related Pressure Injuries in Tracheostomized Patients: to Suture or Not to Suture?” Marian Jeffries, RN, and Susan Gavaghan, RN

1:30–2:30pm, Ether Dome, Bulfinch 4

- “Nurses’ Perceptions of Fall-Prevention Barriers Utilizing the Fall Survey for Clinical Nurses,” Jean Stewart, RN
- “Appraising Staff Nurses’ Perceptions of Quiet Utilizing Focus-Group Methodology to Improve the Patient Experience,” Trisha Zeytoonjian, RN
- “A Multi-Modal Community-of-Care Program to Prevent or Minimize Vaginal Effects of Pelvic Radiation Therapy for Women with Lower Gastro-Intestinal and Gynecologic Cancers,” Lorraine Drapek, RN
- “Assessment of Millennial Nurse Work-Satisfaction with the Professional Practice Environment,” Michele O’Hara, RN

Wednesday, May 9th

2:00–3:00 pm, O’Keeffe Auditorium, Blake 1

It takes a village: inter-disciplinary team outcomes

- CLABSI reduction in the MICU:
Lillian Ananian, RN
- Autism Collaborative:
Robin Lipkis-Orlando, RN
- Addiction Consult Team:
Christopher Shaw, RN
- Stop Transmission of Pathogens Task Force (STOP):
Judith Tarselli, RN
- Stay Connected Program:
Jessica Yang, RN
- Neurology Rounds Improvement Task Force:
Carolyn McDonald, RN
- Pediatric Tracheostomy Patient Education Improvement Team:
Kevin Callans, RN
- General Medicine Pain Management Work Group:
Patti Fitzgerald, RN
- Sepsis in the Emergency Department:
Tracey Zachary, RN

Thursday, May 10th

Research Day

10:00–11:30am, O’Keeffe Auditorium Foyer

Interactive Nursing Research Poster Session
Posters on display throughout
Nurse Recognition Week

1:30–3:00pm, O’Keeffe Auditorium, Blake 1

Annual Yvonne L. Munn Nursing Research Lecture
and Presentation of the 2018 Yvonne L. Munn
Nursing Research Awards

“Nursing Research Insights into Patient and Family Responses to Heart Failure,”
presented by Christopher S. Lee, RN,
PhD, FAHA, FAAN, FHSA, professor and associate
dean for Research at the Boston College Connell
School of Nursing, external faculty senior nurse
scientist, Yvonne L. Munn Center for Nursing
Research at MGH

Reception immediately following,
O’Keeffe Auditorium Foyer

Friday, May 11th

7:00–9:00am, Thier Conference Room,
1st floor, Thier Building
Staff Nurse Breakfast

Announcements

Nursing research opportunities

In addition to the Jeanette Ives Erickson Research Award supported by the MGH Research Institute, the Munn Center is offering:

The Connell Nurse-Led Team Award for nurse scientists and an inter-disciplinary team of scholars from other disciplines to address a clinical problem related to patient-care outcomes. Funding of up to \$25,000 is provided; must be completed within two years.

The National Institute for Occupational Safety and Health (NIOSH) Award (part of a project supported by OSHA) focuses on workforce safety and health promotion. The award is for a nurse-scientist-led team looking at strategies to foster a healthy work environment. Two awards will be given: one from 2018-2020 for \$8,000; the second from 2020-2022 for a similar amount.

For information or to apply, contact Stacianne Goodridge at 617-643-0431, or go to the Munn Center website at: www.mghpcs.org/MunnCenter/.

Recipients will be announced in September, 2018.

Applications are due by the end of June, 2018.

ACLS Classes

Certification:
(Two-day program)

Day one:
June 11, 2018
8:00am–3:00pm

Day two:
June 12th
8:00am–1:00pm

Re-certification (one-day class):
April 11th
5:30–10:30pm

Locations to be announced. Some fees apply. For information, contact Jeff Chambers at acls@partners.org.

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

MGH Global Health Expo

The 7th annual MGH Global Health Expo will be held:

May 15, 2018
11:00am–2:00pm
in the Bulfinch tent

Learn more about global health activities throughout the hospital, including opportunities for MGH staff at all levels. The event is a chance to forge new collaborations and conversations among those who share an interest in global health.

All are welcome. Light refreshments served.

For more information, go to: www.globalhealthmgh.org/news-events/events/7th-annual-mass-general-global-health-expo/, or call Elizabeth Tadiri at 617-643-4195.

Advance Care Planning Booth

The PCS Ethics in Clinical Practice Committee will hold its annual Advance Care Planning Booth:

Wednesday, April 25, 2018
8:00am–2:00pm
Main Corridor

Copies of the Massachusetts Health Care Proxy form and other materials will be available.

For more information, call Cynthia Lasala, RN, nursing practice specialist, at 617-643-0481.

Gun-Violence Prevention Challenge Summit and Hack-a-thon

Employing a public-health approach to gun-violence prevention by generating innovative strategies to address gun safety, mental-health issues, community resilience, and policy change.

Apply to attend the Gun Violence Prevention Summit and Hack-a-thon by March 26, 2018.

Gun Violence Prevention Summit
Friday, April 13, 2018
Edward M. Kennedy Institute
210 Morrissey Blvd.

Gun Violence Prevention Hack-a-thon
Saturday, April 14th–
Sunday, April 15th
MGH Simches Research Center
185 Cambridge Street

For more information, go to: <http://bit.ly/GunViolenceHack>, and apply to attend by March 26th.

Or contact Nicholas Diamond at ndiamond@mgh.harvard.edu.

Blum Center Events

Tuesday, April 10, 2018
Shared Decision Making: "Sleeping better: help for long-term insomnia," presented by Kathleen Ulman.

Wednesday, April 11th
"All you need to know about seasonal allergies," presented by Anna Wolfson, MD.

Tuesday, April 24th
"Managing asthma: it's more than using your inhaler," presented by Karla Schlichtmann, RRT.

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.

Conversations with Caregivers

An educational series sponsored by the Dementia Caregiver Support Program of the MGH Division of Palliative Care and Geriatric Medicine.

Wednesday, April 18, 2018
5:30–7:00pm
Haber Conference Room

"After a dementia diagnosis: what's next for patients and caregivers?" presented by Barbara Moscovitz, LICSW, Dementia Caregiver Support Program.

For more information, call Barbara Moscovitz at 617-643-8809.

AMERICAN STRENGTH.
INDIVIDUAL COURAGE.

IT DIDN'T END AT THE FINISH LINE.

SPECIAL

^ MASS GENERAL PREMIERE
April 17, 2018 | 1:30 – 3:30PM | O’Keeffe Auditorium
3:30-4:00PM | Discussion with
MGH nurse, Jessica Kensky, RN, BSN, and husband Patrick Downes, PhD,
moderated by Jeanette Ives Erickson, RN, DNP

MARATHON
THE PATRIOTS DAY BOMBING

HBO DOCUMENTARY FILMS PRESENTS IN ASSOCIATION WITH THE BOSTON GLOBE A FILM BY RICKY STERN & ANNIE SUNDBERG "MARATHON: THE PATRIOTS DAY BOMBING" DIRECTED, PRODUCED BY RICKY STERN & ANNIE SUNDBERG
PRODUCED BY JAKE ABRAHAM PRODUCED BY JAMIEA AUSTRY EDITED BY KEVIN DEGUCHY MUSIC BY PAUL DRILL PRODUCTION DESIGNER AUSTIN DE BESCHNE ANTONIO ROSSI CO-PRODUCER NANCY ABRAHAM PRODUCED BY SHELIA NEVINS

PREMIERES MON NOVEMBER 21, 9PM **HBO**
MGH | APRIL 17

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Submissions

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For more information, call: 617-724-1746

Next Publication

April 19, 2018

Inpatient HCAHPS

current data

Graph reflects partial data through March. Results will change as sample size increases. MGH is performing well in patient-experience areas, including two of our identified areas of focus: Quiet at Night and Staff Responsiveness.

HCAHPS Measure	CY 2017	CY 2018 Year-to-date (as of 3/12/18)	% Point Change
Nurse Communication Composite	84.3%	84.2%	↓ -0.1
Doctor Communication Composite	84.5%	85.1%	↑ 0.6
Room Clean	72.0%	70.8%	↓ -1.2
Quiet at Night	52.7%	53.3%	↑ 0.6
Cleanliness/Quiet Composite	62.3%	62.0%	↓ -0.3
Staff Responsiveness Composite	67.5%	69.6%	↑ 2.1
Communication about Meds Composite	66.8%	68.1%	↑ 1.3
Care Transitions	62.4%	63.5%	↑ 1.1
Discharge Information Composite	92.7%	92.3%	↓ -0.4
Overall Hospital Rating	82.9%	85.0%	↑ 2.1
Likelihood to Recommend Hospital	90.7%	91.3%	↑ 0.6

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



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