

# Caring

Headlines

December 13, 2018

## Celebrating the stars of Patient Care Services



(Clockwise from top left): clinical scholars who were present for the ceremony; unit service associate, Khadija Bidda, addresses the audience; unit-service-associate employees of the month; advanced clinicians who were present; a packed O'Keefe Auditorium; a congratulatory bouquet; and senior vice president for Patient Care, Debbie Burke, RN, presides over the ceremony.

*Recognizing  
excellence in  
service and  
patient care*



Debbie Burke

# The MGH Workforce Diversity Survey

In an effort to better understand the culture of diversity at MGH, the MGH Mongan Institute Health Policy Center recently conducted a survey to better understand our staff's experience. Nearly 6,800 employees responded.

What we learned is that we have a very diverse workforce with staff representing all races and many ethnicities; ages that span seven decades; numerous religions (as well as no religion at all); more than 90 different nations of origin; a variety of gender and sexual identities; and a wide range of physical, mental, and intellectual ability levels.

While we've made great strides when it comes to diversity and inclusion, we still have work to do to ensure that everyone who comes through our doors feels valued and respected.

Most survey respondents (85%) said they'd recommend MGH as a place for family and friends to get medical care, and (83%) said they'd recommend MGH as a place to work. But those less likely to recommend MGH

were employees who are black or Asian, people with disabilities, and those who identify as LGBTQ.

I was sad to learn how many employees responded that they'd been treated unfairly at work based on race, ethnicity, gender, gender identity, disability, or sexual orientation. That is just not acceptable.

Soon after the results of the Workforce Diversity Survey were released, a number of MGH departments co-sponsored, "A Discussion on Racism," a conversation about race and racism within the MGH community. The event was well-attended and a great opportunity to share ideas, strategies, and personal stories.

Some notable quotes from that event include, "We all need to step outside our comfort zone and engage people who don't look like us." (Dianne Austin, director of Diversity, Inclusion, and Engagement)

"Look to yourself first. Find your blind spots and self-educate. Diversity and inclusion are everyone's responsibility." (Nhi-Ha Trinh, MD, director, department of Psychiatry Center for Diversity)



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

"Yes, we still have work to do. But I have hope. If we're courageous enough to have these conversations, we're courageous enough to do the work we need to do." (Chris Kirwan, clinical director, Interpreter Services)

The Workforce Diversity Survey is a great reminder that we can all make a difference—we can all raise the bar on diversity and inclusion by forging positive relationships with one another, one person at a time.

For a complete look at MGH diversity and inclusion initiatives, strategies, and resources, go to: <http://apollo.massgeneral.org/diversity/>.

*Debbie*  
Debbie Burke



# Debbie's Photo Gallery



(Clockwise from top left): my visit with the Blood Transfusion/Apheresis Unit; social worker, Dannie McGonegal, LICSW (holding certificate) is pictured with her colleagues in the Medical ICU after receiving Excellence in Action Award; and working on Thanksgiving Day didn't dampen the spirits of staff on the White 8 Medical Unit, who donned festive head-wear to bring cheer as well as high-quality care to patients, families, and one another.

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(Cover photos by Paul Batista)

# A Celebration of Stars

The following employees were recognized for outstanding care and/or service at the annual Patient Care Services Celebration of Stars, held November 15, 2018, in O’Keeffe Auditorium.

## The Anthony Kirvilaitis Jr., Partnership in Caring Awards

*Natalie St. Hill, unit coordinator, Blake 12 ICU*

An excerpt from her letter of nomination: “Natalie greets everyone with a smile; she is the face of Blake 12 and demonstrates outstanding performance in everything she does. She has an innate sense of knowing when a colleague needs their spirits lifted.”

*Kettly Vilbrun, unit coordinator, White 8 General Medical Unit*

An excerpt from her letter of nomination: “Kettly is a loyal, reliable, and committed team member. She heads directly to a patient’s room when they call for help. I’m always amazed at the level of detail she can provide about patient and family preferences.”

## The Norman Knight Excellence in Clinical Support Awards

*Leopoldina Araujo, patient care associate, White 9, General Medical Unit*

An excerpt from her letter of nomination: “Dina is kind and sensitive, always keeping the patient’s dignity in mind. She has quickly become a leader, serving as a preceptor to new PCAs. We consistently hear great feedback about Dina’s contributions from patients and families.”

*Molly Rossiter, patient care associate, Ellison 11 Cardiac Access Unit*

An excerpt from her letter of nomination: “Molly is bright, positive, energetic, and flexible. She stands out as a leader. She recently had the idea to create a Pocket Guide for PCAs that would be helpful to new PCAs as they orient to the unit, patients, and daily routine.”

## The Norman Knight Preceptor of Distinction Award

*Catherine Cusack, RN, Blake 12 ICU*

An excerpt from her letter of nomination: “As my preceptor, Cathy guided me through every step as I worked through the process of becoming an independent nurse. She taught me what it truly means to be a professional nurse, including building my confidence, modeling compassionate nursing care, developing my professional aspirations, and nurturing a sense of pride.”

## The Brian M. McEachern Award for Extraordinary Care

*Sarah Wright, PT, physical therapist*

In her letter of submission, Wright wrote, “The first step in caring for patients is to understand each patient as a person and the life roles and activities to which they want to return. I try to see the potential each patient has and how best to negotiate the obstacles that may arise during rehabilitation. None of this is possible without an amazing team, which is why I’m so proud to work at MGH.”



Award recipients (l-r; back to front): Molly Rossiter; Natalie St. Hill; Jean Murray; Sarah Wright; Kettly Vilbrun; Colleen McGauley; Catherine Cusack; Shawn McEntee;



## The Marie C. Petrilli Oncology Nursing Awards

*Katelyn Daley, RN, Ellison 16 Medical-Oncology Unit*

An excerpt from her letter of nomination: “Katelyn consistently demonstrates the qualities of a leader. She was the first to become chemo-certified when we shifted to a medical-oncology unit. She became a chemotherapy educator. She does everything in her power to make patients feel safe and comfortable and serves as an advocate for their needs.”

*Allison Sung, RN, Lunder 9 Oncology Unit*

An excerpt from her letter of nomination: “Allison is not only a skilled clinician, she adapts her care to best meet the needs of her patients and families. She constantly strives to do better and is always looking for ways to make her care more holistic. She is passionate about learning and a fierce advocate for her patients.”



Katelyn Daley; and Allison Sung, and Emily Smith-Sturr.  
Dina Araujo; Suzanne Hally; and Joseph Meekins.

## The Jean M. Nardini, RN, Nurse Leader of Distinction Award

*Jean Murray, RN, Blake 8 Cardiac Surgical ICU*

An excerpt from her letter of nomination: “Jean is an expert clinician—compassionate, respectful, an attentive listener, a team player, a teacher and mentor—she meets every patient and family where they are, every day. She once told me, ‘Families see catheters, tubes, and machines. I don’t see that; I see the patient.’ Jean has distinguished herself as a remarkable leader and an expert clinician.”

## The Stephanie M. Macaluso, RN, Excellence in Clinical Practice Awards

*Suzanne Hally, RN, Blake 10 Neonatal ICU*

An excerpt from her letter of nomination: “Suzanne researches innovative ways of providing care and supporting families, especially from different cultures.” Hally wrote, “My curiosity and quest for knowledge and understanding has led me to elevate my practice through inquiry, innovation, leadership, and entrepreneurial teamwork.”

*Shawn McEntee, RN, Blake 8 Cardiac Surgical ICU*

An excerpt from his letter of nomination: “Shawn makes himself available, shows compassion, imparts concise information, and establishes a trusting relationship with patients and families. He is a leader and unrelenting champion.” McEntee wrote, “I have a passion for nursing; my patients and families give me hope.”

*Colleen McGauley, RN, Bigelow 6, Pediatric ICU*

An excerpt from her letter of nomination: “Colleen has a strong and calming presence. She adapts quickly to change and is highly motivated to take the steps necessary to advance her love of nursing, research, learning, and teaching.”

*Joseph Meekins, chaplain, Spiritual Care Department*

An excerpt from his letter of nomination: “Joe is a strong advocate for the needs of those on the fringes, socially, economically, and culturally.” Meekins wrote, “I’ve seen time and again that suffering extends beyond the physical into the spiritual realms. I’m privileged to serve as an integral member of the care team.”

*Emily Smith-Sturr, PT, physical therapist*

An excerpt from her letter of nomination: “Emily is a gifted and talented clinician with expertise in neurologic and geriatric physical therapy. She’s not afraid to challenge herself; she’s always seeking to increase her knowledge base so she can give her best to every patient.”

Also recognized at this year’s Celebration of Stars were unit service associate employees of the month: Toyin Olusekun; Jose Escobar; Maria Barros; Khadija Bidda; Hector Rivera; Herman Romelus; Belmira Vaz; Nubiela Correa; Ahmed Bennou; Sandra Wallace; Maria Garcia; and Tak Chau; and advanced clinicians and clinical scholars who were recognized in the PCS Clinical Recognition Program since January.



Members of the Clinical Nurse Specialist Wound Care Task Force (as well as a student and staff member) staff educational booth providing information on pressure-injury care and prevention.

# Wound Care Task Force

—by Virginia Capasso, RN, clinical nurse specialist

On Thursday, November 15, 2018, Worldwide Pressure-Injury Prevention Day, the Clinical Nurse Specialist Wound Care Task Force (WCTF) hosted an informational booth for patients, visitors, and staff. The display featured tools and products available at MGH to prevent pressure injuries and bedsores while patients are hospitalized.

Strategies include skin-assessment, risk-assessment (using the Braden Scale), appropriate support surfaces (such as pressure re-distribution mattresses, chair pads, heel boots, foam dressings), and frequently moving and turning patients (using ceiling lifts as needed).

For incontinence care, the team recommends cleansers, protectants, and using the SIP (Supplements for Improved Patient Outcomes) algorithm for nutrition.

For more information, contact Ginger Capasso, RN, clinical nurse specialist, at 617-726-3836.



# Medical Visiting Scholar

*resiliency through relaxation, self-care, and humor*

—by nursing director, Jennifer Mills, RN

We are fortunate to practice in an environment that supports learning, team-building, professional development, and recognition—an organization that encourages resiliency.

On Friday, November 9, 2018, the annual Albert H. Brown Medical Visiting Scholar Program welcomed Margaret ‘Peg’ Baim, RN, clinical director of the Stress Management and Resiliency Training Program at the Benson-Henry Institute for Mind Body Medicine. Baim presented, “Resiliency: caring for our patients, our peers, and ourselves,” to more than 75 MGH nurses. She offered techniques for remaining resilient as we strive to balance our personal and professional lives.

Laura Malloy, director of Yoga Programs at the Benson-Henry Institute, led a session on laughter yoga that had O’Keeffe Audi-

torium roaring with laughter and attendees fully embracing the benefits of humor as it relates to resiliency.

Allison Lilly, interim director of Partners Employee Assistance Program (EAP), provided information on the confidential services provided by EAP regarding adverse medical events and safety concerns.

Two powerful narratives were read by medical staff nurses, Tara Conklin, RN, and Sarah Gyastboating, RN, about

challenging situations they’d faced in their practice. Baim ‘un-bundled’ the narratives and offered suggestions on how they could be re-written as an exercise in building resilience.

The Albert H. Brown Medical Nursing Visiting Scholar Program is supported in part by the generosity of Dorothy Terrell, honorary MGH trustee, in honor of her late husband, Albert Brown.

For more information, call nursing director, Jennifer Mills, RN, at 617-724-0559.



(Clockwise from top left): medical staff nurses, Tara Conklin, RN, and Sarah Gyastboating, RN, discuss their narratives; Albert H. Brown visiting scholar, Margaret ‘Peg’ Baim, RN, presents; and members of the audience practice guided laughter yoga in O’Keeffe Auditorium.

(Photos by Kate Tricky)



Nursing director, Peggy Settle, RN (right) with staff of the Neonatal ICU.

(Photo by Paul Batista)

# A milestone in the NICU

*celebrating 300+ days of no CLABSIs*

— submitted by Peggy Settle, RN, nursing director

Staff of the Newborn Intensive Care Unit celebrated more than 300 days without a CLABSI (central-line-associated bloodstream infection). The milestone is the direct result of multiple Plan-Do-Study-Act cycles that involved a shift-to-shift central-line maintenance check list.

For more information, contact NICU nursing director, Peggy Settle, RN, at 617-726-9340.



# Informatics Rounds

*using feedback from front-line staff to drive improvements to eCare*

—by Ann Marie Dwyer, RN, director, PCS Informatics

The most recent survey of Patient Care Services' professional practice environment revealed a high level of frustration among respondents with Partners eCare and a perception that our 'new' integrated electronic health record has increased the burden of nursing documentation. To address this issue, PCS Informatics developed a rounding program whereby a nurse informaticist makes monthly visits to medical, surgical, and ICU areas to discuss documentation issues and provide education to staff.

Since the program began in January, the Informatics team has met with approximately 150 nurses, patient care associates, and operations associates each month. The active engagement of staff, both in unit discussions and work-groups, has resulted in significant improvements, internally and throughout the Partners network.

Changes that have been implemented as a direct result of issues identified during Informatics rounds include:

- re-design of the Overview page; removed items found in Patient Story; added Signed and Held order banner, Patient Calendar, and other key index reports
- re-design of the After Visit Summary (AVS); eliminated redundancies and added page breaks
- creation of the multi-disciplinary Signed and Held Orders Work Group to reduce confusion associated with these orders
- creation of the Log-in Work Group to investigate ways to reduce the length of time it takes to log in to the system
- re-organization of the Admission Navigator
- addition of link to the Admission Navigator so the Health Care Proxy can be faxed and filed appropriately
- clarification and revision of Workflows such as flu vaccine and pain assessment when patient is sleeping

Issues slated for future improvement include:

- creation of a Titration Flowsheet for ICUs and streamlining of ICU documentation
- code documentation
- skin assessment
- downtime documentation
- streamlining of documentation and communication for IV team

These improvements to the documentation process would not have been possible without invaluable input from front-line staff.

For more information about Informatics rounds, contact Ann Marie Dwyer, RN, at 617-724-3561.



(Photos by Paul Batista)

## Inaugural Connell Nurse-Led Team Research Award

—by Gaurdia Banister, RN, executive director,  
The Institute for Patient Care

At the October 11, 2018, Munn Center Research Grand Rounds, pain clinical nurse specialist, Paul Arnstein, RN, presented, “Validating the Functional Pain Scale revised (FPS-r) for Hospitalized Adults,” reporting on the process and findings of the Functional Pain Scale at MGH and another hospital.

Following Arnstein’s presentation, the inaugural Connell Nurse-Led Team Research Award was presented to: Colleen Snyderman, RN; Robert Kacmarek, RRT; Brian French, RN; Gail Alexander, RN; Jeanne McHale, RN; and Beth Nagle, RN, for their study, “Evaluating the Impact of Speak Up for Safety Training: a Randomized Controlled Trial Simulation Intervention with an Inter-Disciplinary Team.”

For more information, contact Gaurdia Banister, RN, at 617-724-1266.

(Above left): members of the Connell Nurse-Led Team (l-r): Gail Alexander, RN; Brian French, RN; and Colleen Snyderman, RN. (At right): pain clinical nurse specialist, Paul Arnstein, RN, presents.

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For more information, call: 617-724-1746

### Next Publication

January 24, 2019



# The von Metzsch Scholarship Program

—by assistant director of Development, Emily Monteiro

On Friday, October 19, 2018, the department of Obstetrics and Gynecology celebrated the five-year anniversary of the von Metzsch Scholarship Program, recognizing the contributions of those who've received scholarships since the inception of the program. With the generous support of Gail and Ernst von Metzsch, scholarships provide funding to advance nursing education in Obstetrics and Gynecology at MGH.

Past von Metzsch scholarship recipients include:

- Patricia Barbosa, RN
- Courtney Cassidy, RN
- Joan Cogliano, RN
- Natalie David

- Cheryl Delaney, RN
- Lisa Doyle, RN
- Jennifer Ellis, RN
- Evelyn Farren, RN
- Jennifer Healy, RN
- Penelope Herman, RN
- Kelly Linden, RN
- Robin Mahrouk, RN
- Yvonne Parr, RN
- Kelly Pratt, RN
- Laura Sanders, RN
- Ritamarie Testa, RN
- Stacy Turnbull, RN

Said Gail von Metzsch, "This evening is about you and all you do in service to your patients. My family and I would like to extend our gratitude and appreciation."

Nursing director, Hiyam Nadel, RN, noted that of the 17 individuals who've received scholarships over the past five years, ten have earned bachelor's degrees and seven have received master's degrees.

Said one recipient, "When I received the von Metzsch scholarship, it was one of the proudest moments of my career."

Said another, "I was so appreciative that others had noticed my hard work and determination."

For more information, contact nursing director, Hiyam Nadel at 617-724-2229.



Gail von Metzsch (far right) with scholarship recipients (l-r): Joan Cogliano, RN; Cheryl Delaney, RN; Robin Mahrouk, RN; Kelly Linden, RN; Kelly Pratt, RN; Stacy Turnbull, RN; and Yvonne Parr, RN.



(photos provided by staff)

# Improving workforce safety

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

**Question:** What can you tell me about our workforce safety efforts?

**Colleen:** Patient Care Service is dedicated to measuring, assessing, and improving workforce safety for all staff. It's one of the top quality and safety goals for 2019. This past year employees received Health-Stream training on how to manage disruptive behavior. The Disruptive Patient Behavior Committee reviews every reported instance of disruptive behavior and ensures a safety icon is placed in the electronic record to highlight the best plan of care. Communication focuses on the SMART team, the ACT Team, and the autism navigator.

**Question:** How prevalent are workforce safety issues?

**Colleen:** Despite the best preventative efforts of all staff, these kinds of events occur in every hospital. 80% of nurses nationwide report experiencing some form of violence in the past year; 25% report physical assault by a patient or family member.



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

Filing a safety report is the best way to quantify workforce safety issues. It's important to know the prevalence of these events so we can better understand the impact of our interventions.

Beginning in January, 2019, Patient Care Services will start monitoring a new nurse sensitive indicator: Assaults on Nursing Personnel.

**Question:** What will Assaults on Nursing Personnel measure?

**Colleen:** Assaults on Nursing Personnel measures the number of direct-care registered nurses and unlicensed assistive personnel who

experience unwanted physical or sexual contact in the workplace. This can include pushing, throwing objects, spitting. Verbal and non-verbal communication is not part of this measure. Assaults on Nursing Personnel was recently added to the National Database for Nursing Quality Indicators (NDNQI) as a nurse sensitive indicator.

**Question:** What areas can report Assaults on Nursing Personnel?

**Colleen:** Areas eligible to report this measure to the NDNQI are adult and pediatric inpatient units, the Emergency Department, postpartum, and peri-operative areas.

**Question:** What can staff do to support workforce safety?

**Colleen:** First, keep yourself safe, utilize your resources and training. I encourage all staff to Speak Up for Safety by filing a safety report when appropriate.

Feel free to call me for more information, at 617-643-0435.



# Changes to the CRP appeals process

—by Gaurdia Banister, RN, executive director, The PCS Institute for Patient Care

**Question:** I understand the appeals process is being eliminated from the Clinical Recognition Program. Why is that?

**Gaurdia:** The Clinical Recognition Program (CRP) was designed as a professional-development opportunity. Since its inception over the past 16 years, greater supports and tools have been introduced to ensure applicants' success. In light of that success, the CRP Review Board and Steering Committee recommended to Debbie Burke, senior vice president for Patient Care, that the appeals process be eliminated.

**Question:** Were there many appeals?

**Gaurdia:** Very few application denials were ever issued, and in the 16 years of the program's existence, fewer than one appeal per year was filed, which is why Debbie, the CRP Review Board, and Steering Committee chose to eliminate the appeals process.



Gaurdia Banister, RN, executive director  
The PCS Institute for Patient Care

**Question:** What will happen now if a clinician isn't recognized and doesn't agree with the decision?

**Gaurdia:** The clinician will receive a letter notifying them of the board's decision and the name of the lead interviewer whom they can meet with to better understand the reason behind the decision. In the past, clinicians have found this conversation very helpful in understanding the decision and what they can do to be successful when they re-apply. Of those candidates who chose to re-apply, 98% went on to be recognized.

**Question:** What else can applicants do to increase their chances of being recognized?

**Gaurdia:** Applicants can submit their portfolios for a blind review and participate in a mock interview prior to actually applying for recognition. More information about the tools available to candidates can be found on the CRP website (<http://www.mghpcs.org/ipc/programs/recognition/index.asp>).

Also, unit leadership and those who've been recognized as clinical scholars are welcome to observe Review Board deliberations so they'll be better equipped to support applicants in preparing portfolios.

For more information on anything related to the Clinical Recognition Program, feel free to call me at 617-724-1266.

# Professional Achievements

## Presentations

**Gaurdia Banister, RN**  
**Allyssa Harris, RN**  
**Patricia Masson, RN**  
**Cammie Townsend, RN**  
**Nadia Raymond, RN**  
"It Was a Light Coming Through": African American Nurses' Perceptions of a Collaborative Nursing Leadership Program"  
Sigma Global Nursing Excellence, 29th International Nursing Research Congress Melbourne, Australia

**Paul Arnstein, RN**  
"Treating head and neck cancer pain when addiction is a concern"  
Greater Baltimore Medical Center, Baltimore

"Integrative approaches to pain management: integrating skills into practice"  
Integrative Nursing Consortium of Dana Farber and Boston Medical Center Boston

**Antje Barreveld, MD**  
**Paul Arnstein, RN**  
**Beth Hogans, MD**  
"Innovative teaching and assessment strategies for the pain educator"  
International Association for the Study of Pain World Congress on Pain Boston

**Abby Folger, PT**  
**Matt Nippins, PT**  
"Mobilizing mucus: a practical approach to airway clearance"  
Massachusetts Association of Cardiovascular and Pulmonary Rehabilitation  
New England Symposium Natick

**Kim Whalen, RN**  
**Iman Moawad, PharmD**  
**Tanya John, PharmD**  
"Transition to a new electronic health record and pediatric medication safety: lessons learned in pediatrics within a large academic health system"  
American Academy of Pediatrics Conference Orlando, Florida

## Poster Presentations

**Antje Barreveld, MD**  
**Paul Arnstein, RN**  
**Josh Dion, RN,**  
**Nicole Holland, DDS**  
**Michelle Matthews, PharmD**  
**Jeffry Shaefer, DDS**  
"A novel inter-professional pain education workshop: results of an interdisciplinary group objective structured clinical examination in a standardized patient with acute and chronic pain"  
International Association for the Study of Pain World Congress on Pain Boston

**Matt Nippins, PT**  
**Abby Folger, PT**  
**Jessica Garton, PT**  
**Lael Yonker, MD**  
**Leonard Sicilian, MD**  
"Utilization and impact of physical therapy implementation in the Cystic Fibrosis Clinic"  
North American Cystic Fibrosis Conference Denver

## Awards

**Jeanette Livelo, RN**  
Excellence Award in Nursing Administration  
Far Eastern University-Nursing Alumni Foundation

**Francesca Miceli, RN,**  
The Regina G. Adams PCS Advanced Nursing Scholarship

## Publications

**Maureen Hemingway, RN**  
**May Pian Smith, MD**  
"Multi-disciplinary planning teams crucial for creating effective simulation scenarios"  
*AORN Journal*

**Howard Blanchard, RN**  
*Validation process of the Revised CNS Statement on Clinical Nurse Specialist Practice and Education*

**Howard Blanchard, RN**  
**Diane Carroll, RN**  
**Jenn Albert, RN**  
**Felicity Astin, RN**  
"Giving consent for percutaneous coronary intervention: the patient perspective of a complex process"  
*European Journal of Cardiovascular Nursing*

**Mary Colleen Simonelli, RN**  
**Louise Doyle, RN**  
**MaryAnn Columbia, RN**  
**Phoebe Wells, RN**  
**Kelly Benson, RN**  
**Christopher S. Lee, RN**  
"Effects of Connective Tissue Massage on Pain in Primiparous Women after Cesarean Birth"  
*Journal of Obstetric Gynecologic & Neonatal Nursing*

## Certification

**Lauren Camillieri, RN**  
Clinical Transplant Nurse  
American Board for Transplant Certification

**Roxanne Downs-Greaves, RN**  
Accredited Case Manager  
American Case Management Association

**Michele Allen, RN**  
Certified Addictions Registered Nurse  
Center for Nursing Education and Testing

**Shanna Mavilio, RN**  
Certified OB Nurse  
National Certification Corporation

**Melissa Palumbo, RN**  
Pediatric Critical Care Registered Nurse  
American Association of Critical Care Nurses

**Hannah Varney, RN**  
Medical Surgical Nurse  
American Nurses Credentialing Center

## Appointments

**Karon Konner, LICSW**  
Member, Health Committee  
National Association of Social Workers

**Georgia Peirce**  
Member, Standing Committee on Public Affairs  
Massachusetts Health & Hospital Association

## Clinical Recognition Program

Clinicians recognized August 1–November 1, 2018

*Advanced Clinicians:*

**Kristina Coughlin, RN**  
Gynecology/Oncology

**Emily Erhardt, RN**  
Oncology

**Kayla Ferrell, RN**  
Medical Intensive Care Unit

**Marybeth Gilberg, RN**  
MGH West Orthopedic Ambulatory Surgery Center

**Hannah Godfrey, LICSW**  
Social Work

**Margaret Joyce, RN**  
Gynecology/Oncology

**Laxmi Kasti, RN**  
General Medicine

**Meredith Kimball, RN**  
Cardiac Intervention

**Kara Libbey, RN**  
General Medicine

**Lauren Lombardi, RN**  
Oncology/Bone Marrow Transplant Unit

**Kerri Mearn, RN**  
Surgical Intensive Care Unit

**Elise Murphy, RN**  
Emergency Department

**Erika Sevieri, RN**  
Family Newborn Unit

**Madeline Williamson, OTR/L**  
Occupational Therapy

*Clinical Scholars:*

**Lauren DeMarco, LICSW**  
Social Work

**Susan Sargent, RN**  
Main Operating Room

**Sharon Serinsky, OTR/L**  
Occupational Therapy



# Announcements

## Nurses and patient care associates

### Last chance to be a raffle winner!

Nurses and patient care associates, do you want to influence policies affecting you? Be part of the *Be Well Work Well* survey and make your voices heard.

Participants receive a \$10 Amazon gift card and a chance to win a FitBit or an additional \$50 Amazon gift card.

Check your e-mail. If selected:

- please participate. Your responses are needed to inform workplace policies and programs that affect you
- you can complete the confidential survey on-line

Help make your workplace the best it can be.

For more information, contact Mary Vriniotis at 857-282-7487, or e-mail [bewellworkwell@partners.org](mailto:bewellworkwell@partners.org).

## Trauma Informed Care seminar:

building resilience and improving the patient experience

**Friday, December 14, 2018  
8:00am–12:30pm  
O’Keeffe Auditorium**

Trauma Informed Care (TIC) is based on the increasing understanding that many individuals have endured traumatic experiences that have lasting impact. TIC recognizes the prevalence of trauma and seeks to avoid re-traumatizing patients by inadvertently triggering reminders of traumatic experiences.

This inter-professional program will explore strategies for understanding and implementing TIC.

To register, go to: <http://www.trauma-informedcare.com>.

For more information, contact clinical nurse specialist, Connie Cruz, RN, at 617-726-7705, or professional development specialist, Pamela Quinn, RN, at 617-726-9003.

## Blum Center Events

**Monday, December 17, 2018**

“The Future of HIV: Advances in Medicine and Research”

Join Shauna Gunaratne, MD, for a discussion on HIV treatment and management.

Program is 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.

## ACLS Classes

Certification:  
(Two-day program)

Day one:  
**February 11, 2019  
8:00am–3:00pm**

Day two:  
**February 25th  
8:00am–1:00pm**

Re-certification (one-day class):

**March 13th  
5:30–10:30pm**

CPR Training (\$100):  
**February 11th  
2:00– 6:00pm**

Locations to be announced. Some fees apply. For information, contact Jeff Chambers at [acls@partners.org](mailto:acls@partners.org).

To register, go to: [http://www.mgh.harvard.edu/emergencymedicine/assets/Library/ACLS\\_registration%20form.pdf](http://www.mgh.harvard.edu/emergencymedicine/assets/Library/ACLS_registration%20form.pdf).

# Nurse Practitioner Week

—by Darlene Sawicki, RN, director of Advanced Practice Providers



Katlyn Breton, RN, Internal Medicine, presents at recent Nurse Practitioner forum.

In recognition of Nurse Practitioner Week, November 11-17, 2018, Darlene Sawicki, RN, director of Advanced Practice Providers, and colleagues came together to share updates, reflect on achievements, and set future goals. Nurse practitioners: Jamie Allen, RN; Katlyn Breton, RN; Ginger Capasso, RN; Kellyann Jefferies, RN; Kendra Lehman, RN; Kateri McGuiness, RN; Meghan Meehan, RN; Simone Rinaldi, RN; and Andrea Thurman, RN, identified the following themes to drive their future work:

- creating a sense of community
- addressing variance in practice
- sharing the work and outcomes of advanced practice providers with the MGH community
- providing resources for on-boarding new advanced practice providers
- creating advanced-practice-provider-specific resources

For more information, contact Darlene Sawicki, at 617-726-6190.



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