Headlines
May 3, 2018

A book, a movie, a dog, and one incredible journey

Rescue & Jessica, a life-changing friendship

At book signing outside MGH Gift Shop, authors (l-r): Patrick Downes, Jessica Kensky, RN, and illustrator, Scott Magoon, greet scores of fans and supporters. Rescue the service dog (not visible) is safely napping in his travel dog condo, nearby.

See article on page 4
Celebrating volunteerism
recognizing the important work of volunteers in fostering a culture of excellence

As the country observes National Healthcare Volunteer Week (April 15-21st) I want to take a moment to express my own appreciation to the hundreds of MGH volunteers who play such a pivotal role in advancing our mission and enabling our caregivers to provide the highest-quality care.

Volunteering is truly a ‘win-win-win’ situation. It’s good for the individual, good for the organization, and good for the community. Many of us have been on both sides of the volunteering equation and know first-hand the value and importance of giving of yourself and your time.

At MGH, we’re so grateful for the many acts of kindness performed by our volunteers. The behind-the-scenes efforts and sometimes anonymous contributions of volunteers have a profound impact on patients and families. We would not be the world-class hospital we are without them.

I wanted to end with a great quote about volunteerism, but I couldn’t narrow it down to just one. So I leave you with these thoughts, as well as my greatest admiration for those who volunteer in any setting.

“Life’s most persistent and urgent question is, What are you doing for others?” — Martin Luther King, Jr.

“If you want to touch the past, touch a rock. If you want to touch the present, touch a flower. If you want to touch the future, touch a life.” — Unknown

“At the end of the day it’s not about what you have or even what you’ve accomplished…it’s about who you’ve lifted up, who you’ve made better. It’s about what you’ve given back.” — Denzel Washington

“The smallest act of kindness is worth more than the grandest intention.” — Oscar Wilde

“Volunteers are love in motion.” — Unknown

“The best way to find yourself is to lose yourself in the service of others.” — Mahatma Gandhi

“The unselfish effort to bring cheer to others will be the beginning of a happier life for ourselves.” — Helen Keller

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

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Movie Premiere/Book Signing

A book, a movie, a dog, and one incredible journey

On Tuesday, April 17, 2018, five years after the marathon bombings, MGH was privileged to host a premiere screening of Marathon: the Patriots Day Bombing, and hear from bombing survivors, MGH staff nurse, Jessica Kensky, RN, and her husband, Patrick Downes.

Kensky and Downes have written a children’s book called, Patriot’s Day Bombing, which will be released on May 3. The book’s illustrator, Scott Magoon, was also on hand to answer questions, and he joined Kensky and Downes for what turned into a ‘marathon’ book-signing session.

On Tuesday, April 17, 2018, this year’s Volunteer Recognition Ceremony honored 1,150 MGH volunteers who, together, contributed more than 93,000 hours of service, including:

- Point One volunteers who responded to 8,218 discharge and escort requests
- Paul Russell Museum docents who saw 16,000 visitors and offered 150 group tours
- Book Cart volunteers who visited 60,092 patients
- Pet Therapy volunteers and their dogs who made 16,612 visits to patients and staff
- Respite Field service dog, he appeared unfazed by all the excitement; he managed to sleep through most of the afternoon’s activities.

As for Rescue, Kensky’s steadfast service dog, he appeared un-fazed by all the excitement; he managed to sleep through most of the afternoon’s activities.

And speaking of learning, Kensky is currently working toward an advanced nursing degree at the MGH Institute of Health Professions, and is back working part-time on Lunder 10.

Volunteer Department

National Healthcare Volunteer Week
celebrating the contributions of our extraordinary MGH volunteers

— by Milton Calderon and Jackie Nolan

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A portion of the proceeds from the book grew out of children’s curiosity about prosthetic limbs and what it’s like to live as an amputee. Said Downes, “The book helps bring language to a sensitive subject and gives hope to young amputees that they’ll be able to overcome adversity.”

Kensky shared that their recovery has brought them to Walter Reed Military Hospital where they were welcomed by patients, veterans, and caregivers of all backgrounds and walks of life. Said Kensky, “We can all learn from the culture of diversity and inclusion that we feel every time we return to Walter Reed.”
Clinical Reflection

The quiet room at the end of the hall
one nurse’s remembrance

Seven years. A loss. A failed relationship.
These life experiences can build us up, but break us.
Six years. Four rounds of IVF, and finally a miracle.
Your hearts immediately full.
I come to you on your darkest day. The pain in the room is silently palpable.
As a woman, I know your desire to be a mom.
It burns fiercely inside of us.
And you, a man with the appearance of strength, yet grief has taken you to your knees.
This is not the job I had intended.
I introduce you to your miracle baby. Your daughter.
Lifeless.
This may be my job, but tonight I navigate this path unguided with you.
In the quiet room at the end of the hall, I grieve with you.
I hold your hands as we three flood your room with pure sorrow.
Your story eternally a part of me.
You are my patients. And I am your nurse.

Global Outreach

PICU nurses travel to Haiti

Says Bresnahan, “We have a very collaborative relationship with the Haitian providers. We’re there to learn from one another. It’s different from nursing in the PICU because they care for patients of all ages and see conditions we rarely see in the United States, like scabies, worms, and malnutrition.”

O’Gara observes, “The Haitian people and providers were so gracious. They have so little. It was incredibly fulfilling to learn from each other and know we made a difference in their lives and the lives of their patients.”

Bresnahan and many of her colleagues are already planning to go back next year. “Once you go,” said Letchfield, “you’re hooked. It’s not just the medical care, but also the Haitian people. They’re incredibly kind. They’re grateful for everything you do.”

For the past ten years, Sophie Bresnahan, RN, a nurse in the Pediatric ICU, has been volunteering at the Saint Rock Haiti Foundation clinic in a rural town just outside Port-Au-Prince. This year, six other PICU nurses (Julia Smallley, RN; Elizabeth Cooll, RN; Kelsey Powers, RN; Cheri Boulanger, RN; Emily Letchfield, RN; and Kathy O’Gara, RN) joined her on her annual trip to Haiti.

The visiting nurses triaged patients, assessed vital signs, shadowed caregivers, and helped staff a mobile clinic van.

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Rounding has been a great way to identify trends across the organization. I welcome suggestions as to the best way to reach staff who work nights and weekends, as well.

**Question:** What resources do you recommend when we encounter issues with eCare?

**Ann Marie:** The eCare documentation section of the Excellence Every Day portal (www.MGH/EED) contains a lot of helpful information, including the Thrive After Live learning modules. If you can't find what you're looking for there, e-mail questions to the PCS Informatics team. And you can always call 617-724-3561 or e-mail me directly if you have any questions or suggestions.

**Refining documentation in eCare**

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

**Question:** How has documentation changed since eCare was implemented?

**Ann Marie:** Over the past two years we’ve learned that some areas of documentation need to be more meaningful and streamlined. Clinical experts from MGH have participated in consensus groups and collaborated with other Partners facilities to improve content and usability.

We’re currently preparing for a significant eCare update this coming October. Many of the changes users will see were ideas that originated at MGH and Partners. I’m hopeful these changes will improve the usability of the system.

**Question:** Is anything being done to improve documentation at MGH?

**Ann Marie:** Several efforts are underway. PCS Informatics initiated an eCare rounding program where nurse informaticists round monthly on every medical and surgical unit and ICU—which translates to more than 30 units. Informaticists meet with unit staff to learn about their documentation issues and take steps to implement solutions. Sometimes solutions are education-based and can be resolved in the moment. Others are more complex and require a multi-disciplinary approach, such as the issues some staff are having logging on to their unit computers. PCS Informatics is leading a tiger team in collaboration with Partners Information Systems to address these issues.

**Q&As**

Ann Marie Dwyer, RN, director, Nursing & PCS Informatics

In her remarks, Ives Erickson noted that, “Nurses must play a leadership role in addressing substance-use disorders, childhood obesity, gun safety and gun violence, bullying, inequities in health care, and ensuring that nurses, not the legislature, determine nurse staffing levels.”

Quoting America’s first trained nurse, Linda Richards, she said, “Very great and grave responsibilities rest upon you for you are representatives of one of the grandest professions. If you are to succeed, you must enter into your work with your whole soul; you must work for the uplifting of your profession and the betterment of humanity.”

Nursing & Patient Care Services congratulate Caisse, Durgin, and Ives Erickson for this well-deserved recognition.
A Celebration of Stars
Nominations are now being accepted
Take a moment to nominate a colleague.
Submit nominations electronically at: http://www.mgh.harvard.edu/idea.
Or speak with your manager to obtain a hard-copy nomination form.
For more information call Julie Goldman, RN at 617-724-2295.
Deadline for nominations is June 1, 2018.

Nursing research opportunities
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.
The National Institute for Occupational Safety and Health (NIOSH) Award focuses on workforce safety and health promotion. The award is for a nurse-scientist-led team at agencies or other organizations to address a clinical problem related to patient-care outcomes within their own agency.

AMMP Scholarships
Are you an AMMP member? Are you in school? Are you an AMMP member who is invested in continuing your education? The AMMP scholarship was established to assist AMMP members in their pursuits of degrees and other relevant training at colleges and universities.
The 2018 AMMP Scholarship window is now open. Applications are available at:http://www.mgh.harvard.edu/ammp/scholarship. Scholarship is open to benefits-eligible employees. For more information or to submit applications go to: http://www.mgh.harvard.edu/ammp/scholarship. Deadline for submission is Wednesday July 11, 2018.

MCN Global Health Expo
The 7th annual MCN Global Health Expo will be held May 15, 2018 11:00am-2:00pm in the Belfinich tent.
Learn more about global health activities throughout the hospital, including opportunities for MCN 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.globalhealthmcn.org/events. Deadline for submission is Wednesday July 11, 2018.

ACLS Classes
Certification: (Two-day program)
Day one: June 11, 2018 8:00am-3:00pm
Day two: June 12th 8:00am-1:00pm
Recertification: (one-day class)
May 9th 5:30–10:30pm
Locations to be announced. Some fees apply. For information, contact Jeff Chambers at acll@partners.org.
To register, go to http://www.mgh.harvard.edu/emergencymedicine/assetslibrary/ACLS_registration%20form.pdf.

IDEA Grant Applications
Applications are now being accepted for 2019 IDEA Grants (Innovation, Design, Excellence, Awards). One or two grants of up to $3,000 will be awarded to individuals or teams within Nursing & Patient Care Services who have an idea to improve care and service. Proposals must align with our mission and be geared toward improving care delivery, workflow, the work environment, the patient experience, staff engagement, or cost-containment. Applications can be found on the Excellence Every Day website.
Applications are due June 28, 2018.
For more information, contact Mary Ellen Smith, RN at 617-724-5801.

ECOTE Symposium 2018
Advances in team-based practice are radically transforming healthcare education and training adapt or risk becoming obsolete.
May 21, 2018 7:30am-2:00pm
Assembly Row, Somerville (Optional Workshops: 2:15–3:45pm)
This symposium focuses on new models for teaching and life-long learning by infusing outdated teaching routines with new methods that optimize knowledge retention, application, analysis, and synthesis. MGH educators from all professions are encouraged to attend.
For more information, contact Laura Banister, RN, at 617-515-6559.

Conversation with Caregivers
An educational series sponsored by the Dementia Caregiver Support Program of the MGH Division of Palliative Care and Geriatric Medicine.
Wednesday, May 16, 2018 5:30–7:00pm
Harker Conference Room
“Legal and financial planning following a dementia diagnosis”, presented by Steven M. Cohen, partner, Pelavin & Russell LLC.
For more information, contact Barbara Moscowitz at 617-643-8809.

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Scott Nanfelt wasn’t a runner. He’d never even thought about running. But in 1988, after surgery to remove a brain tumor, Nanfelt woke up in a hospital bed at MGH. It was Marathon Monday, and coverage of the race was the first thing he saw as he came out of anesthesia. He resolved right then that if he recovered, he’d train to run the marathon the following year. And so he did.
When Nanfelt crossed the finish line of that first marathon in 1989, he showered and came straight to MGH to give his medal to his nurse, Mary Lynch, and the staff of the Neuroscience Unit who’d taken such great care of him. It’s a post-race tradition he’s maintained for 30 years.
Nanfelt recalls that in the early years, Lynch was so humbled by the gesture she mailed the medal back to him. He, of course, mailed it back to her. And so on.
Says Nanfelt, “Obviously I’m very grateful to my doctors for what they did for me. But my strongest memories are of the staff and how wonderful they all were—from ‘soup to nuts’. I woke up in that bed thirty years ago a different person. They literally gave me my life back.”

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For more information, call 617-724-2295.
Next Publication
May 31, 2018
Inpatient HCAHPS

current data

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All results reflect Top-Box (or ‘Always’ response) percentages.

Data is complete for the first full quarter of the year. Numbers may change as the sample size increases. MGH is performing well in several areas, including Staff Responsiveness, one of our identified areas of focus.