

Caring

Headlines

May 3, 2018

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

Rescue & Jessica, a life-changing friendship



See article on page 4

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.

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.



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

Debbie
Debbie Burke

"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

"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

continued on next page

Celebrating our MGH volunteers
(see article on page 5)



Clockwise: Cathy Minehan, chair of the MGH Board of Trustees, with Jim Burnes (left) and Ed Raeke. Volunteer coordinators, Milton Calderon and Kim Northrup (right), with Kathleen Kenney, MGH president, Peter Slavin, MD, with Dulal Talukdar. And Marianne Ditomassi, RN, executive director, PCS Operations (second from left), with (l-r): Matthew Riina; Priyam Shah; and Catherine Eccleston.



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(L-r, top to bottom): Jessica Kensky, Patrick Downes, Scott Magoon, and Rescue field questions after screening of *Marathon: the Patriots Day Bombing* in O'Keefe Auditorium.



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, *Rescue & Jessica, a life-changing friendship*, based on Kensky's experiences as a double amputee. 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.

Downes explained that the idea for 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."

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.

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.

A portion of the proceeds from *Rescue & Jessica, a life-changing friendship* go to support the NEADS World Class Service Dogs organization. For more information, you can visit their website at: www.neads.org/.

National Healthcare Volunteer Week

celebrating the contributions of our extraordinary MGH volunteers

—by Milton Calderon and Jackie Nolan

On Tuesday, April 17, 2018, this year's Volunteer Recognition Ceremony honored 1,300 MGH volunteers who, together, contributed more than 93,000 hours of service, including:

- Point One volunteers who responded to 48,218 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

Cathy Minehan, chair of the MGH Board of Trustees; Peter Slavin, MD, MGH president; Marianne Ditomassi, RN, executive director, Nursing & Patient Care Services Operations; and volunteer coordinators, Kim Northrup and Milton Calderon, presented:

- The Trustee's Award for extraordinary effort to work collaboratively with the Volunteer Department
Recipient: the MGH Mail Room. James Burns, operations manager, and Edward Raeke, director, Materials Management & Buildings and Grounds, accepted

- The Jessie Harding Award for volunteers who contribute to MGH in a significant way
Recipient: Dulal Talukdar who has volunteered more than 1,500 hours in five years

- The Maeve Blackman Award for volunteers who show an interest in pursuing a career in health care
Recipients: Matthew Riina, Gray Family Waiting Area volunteer with 549 hours of service; Priyam Shah, Point One volunteer with 374 hours of service; and Catherine Eccleston, Point One volunteer with 260 hours of service

- The Pat Rowell Extraordinary Achievement Award for volunteers who understand the helping culture and exhibit dedication and perseverance through longevity of service
Recipient: Kathleen Kenney, who has volunteered at MGH for ten years and contributed more than 1,135 hours of service



Award recipients (l-r): James Burns; Dulal Talukdar; Matthew Riina; Priyam Shah; Kathleen Kenney; and Catherine Eccleston.

Said Nolan, "Each day, MGH volunteers touch lives and lift spirits." For more information, e-mail Jackie Nolan e-mail mghvolunteer@partners.org, or call 617-726-8540.

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 IVE, 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.



Meg Hamp, RN
staff nurse, Labor & Delivery

(Photo by Jenny McInerney)

Global Outreach

PICU nurses travel to Haiti

—by Briana Beckvold, project manager/editor, MassGeneral Hospital for Children

Shortly before closing at the Saint Rock Haiti Foundation clinic, a family rushed through the door. Their 4-year-old daughter had hit her head and was bleeding. A team comprised of clinic staff and nurses visiting from the Pediatric ICU at MassGeneral Hospital for Children came to their aid. One nurse calmed the little girl by playing music on her phone; another cleaned the wound and prepared it to be stitched; another comforted the family.

The next day, the girl and her family returned for a follow-up visit. She and her family were delighted that the girl would be able to go back to school despite her injury.

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 Smalley, RN; Elizabeth Croll, 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.

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."

For Letchfield, getting back to basics was eye-opening. "In Haiti, everything is valuable because there's so little of it. It made me more aware of how much we waste. It made me appreciate what we have and reminded me we should all be more thoughtful and aware."

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."

PICU nurses at the Saint Rock Haiti Foundation clinic this past spring.



(Photo provided by Sophie Bresnahan)



MGH nurses honored by Massachusetts ANA

On April 6, 2018, three MGH nurses were honored at the annual Massachusetts chapter of the American Nurses Association's 'Celebration of Nursing' awards dinner.

Thoracic surgery staff nurse, Victoria Caisse, RN, was recognized for Excellence in Nursing Practice. Radiation oncology staff nurse, Brittany Durgin, RN, received the Arthur L. Davis Publishing Agency Scholarship. And chief nurse emerita, Jeanette Ives Erickson, RN, was recognized as a living legend.

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.

Pictured above, clockwise: Living Legend, Jeanette Ives Erickson, RN (center), with senior vice president for Patient Care, Debbie Burke, RN, and director of the Knight Nursing Center, Gino Chisari, RN. Burke with scholarship recipient, Brittany Durgin, RN. Chisari with Excellence in Nursing Practice awardee, Victoria Caisse, RN (center), and colleague, Myra Cacace, RN, who nominated her.

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 sur-



Ann Marie Dwyer, RN, director Nursing & PCS Informatics

gical 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.

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.

Announcements

A Celebration of Stars

Nominations are now being accepted

Take a moment to nominate a colleague.

Submit nominations electronically at: <http://www.cvent.com/d/4gqlql>.

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 looking at strategies to foster a healthy work environment.

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):
May 9th
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.

AMMP Scholarships

Are you an AMMP member? Are you in school? The AMMP scholarship was established to assist AMMP members in their pursuit of degrees and other relevant training at colleges and universities

The 2018 AMMP Scholarship window is now open. Applications are available at <http://AMMP.massgeneral.org> or in the Employee Access Center in Bulfinch 107

Scholarship is open to benefits-eligible employees.

For more information or to submit applications go to <http://AMMP.massgeneral.org> or e-mail AMMP Scholarship chair, Sandra Thomas, at PHSAMMP@partners.org.

Deadline for submission is Wednesday July 11, 2018.

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 Gaurdia Banister, RN, at 617-515-6539.

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.

Conversations 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
Haber Conference Room

“Legal and financial planning following a dementia diagnosis,” presented by Steven M. Cohen, partner, Pabian & Russell, LLC.

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

IDEA Grant Applications

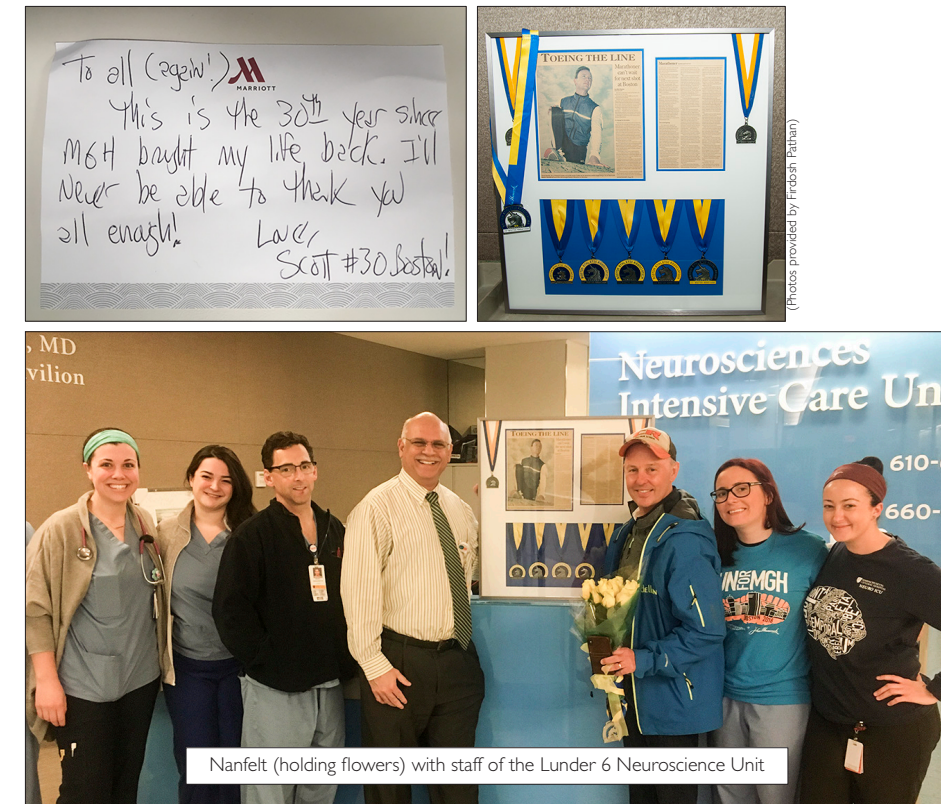
Applications are now being accepted for 2019 IDEA Grants (Innovation, Design, Excellence, Awards). One or two grants of up to \$5,000 will be awarded to individuals or teams within Nursing & Patient Care Services who have an idea to improve care and service. Proposals must align with our mission and be geared toward improving: care-delivery, eCare, work flow, 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 29, 2018.

For more information, contact Mary Ellin Smith, RN, at 617-724-5801.

Appreciation/Special Mention



Inspired by MGH to run 30 Boston marathons

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, RN, 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: 617-724-1746

Next Publication
May 31, 2018

Inpatient HCAHPS

current data

HCAHPS Measure	CY 2017	Quarter 1 2018	% Point Change
Nurse Communication Composite	84.3%	84.5%	↑ 0.2
Doctor Communication Composite	84.5%	84.8%	↑ 0.3
Room Clean	72.0%	71.4%	↓ -0.6
Quiet at Night	52.7%	52.4%	↓ -0.3
Cleanliness/Quiet Composite	62.3%	61.9%	↓ -0.4
Staff Responsiveness Composite	67.5%	70.6%	↑ 3.1
Communication about Meds Composite	66.8%	68.1%	↑ 1.3
Care Transitions	62.4%	62.3%	↓ -0.1
Discharge Information Composite	92.7%	91.7%	↓ -1.0
Overall Hospital Rating	82.9%	84.1%	↑ 1.2
Likelihood to Recommend Hospital	90.7%	91.3%	↑ 0.6

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.

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



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