Staff nurse, Amani Haynes, RN, of the Ellison 11 Cardiac Unit, shows her opposition to Question #1. Says Haynes, “At MGH we use an acuity software to capture the factors affecting each patient’s care. That information informs our staffing decisions. With mandatory ratios, we would no longer be basing assignments on patients’ needs, we’d simply be playing a numbers game.”
The proposed ballot initiative on government-mandated nurse staffing ratios is generating considerable confusion and concern. Whenever I go, I’m asked what I think about Question #1. We all want to ensure patient safety and appropriate nurse staffing, but I believe that ballot Question #1 is the wrong approach.

At the request of many staff nurses, Question #1 was the topic of a recent Staff Nurse Advisory meeting where we were joined by MGH president, Peter Slavin, for a thoughtful conversation. These are some of the questions we discussed:

**Question:** What happens when a unit is at the maximum ratio and a nurse needs a break, someone calls in sick, or we have to accompany a patient off of the unit?

**Answer:** The staffing ratios would be fixed. Every unit would have to adhere to the ratios at all times — day, evening and night shifts — under all circumstances.

Nurses understand patient needs. We rely on nurses to make crucial patient-care and staffing decisions. This is what mandated ratios would put at risk.

Question: Would units be able to ‘tweak’ nurse staffing if circumstances on the unit changed?

Answer: The staffing ratios would be fixed. Every unit would have to adhere to the ratios at all times — day, evening and night shifts — under all circumstances.

Nurses understand patient needs. We rely on nurses to make crucial patient-care and staffing decisions. This is what mandated ratios would put at risk.

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> "As the days progress, and I learn more about the unintended consequences of this bill, my innate passion for patient advocacy intensifies. It’s the most important issue of my nursing career."

Anne Marie Thompson, RN, staff nurse

> "Let patient care decisions remain in the hands of nursing"

Sarah Buck, RN, staff nurse

---

Debbie Burke, RN
Senior Vice President for Nursing & Patient Care Services and Chief Nurse
Debbie Burke (continued)

Answer: The law says that ratios need to be met under all circumstances, which means nurses would not be able to leave the unit until coverage was available. This could cause care delays, create backlogs in the ED, and further compromise access to care.

Question: If the ED is at maximum capacity, will we have to turn patients away or face a $25,000 fine?

Answer: MGH will always do what’s right for our patients. But this legislation would force us to break either the federal law that requires us to provide care to any patient who comes to our emergency department, or the state’s new mandated nurse staffing ratios—and be fined for each infraction.

Question: How would the proposed legislation impact community hospitals?

Answer: Question #1 would place a large burden on community hospitals, many of which are already struggling. Hospitals unable to hire the required number of nurses would be subject to the $25,000 (per incident, per day) fine, which could lead to bed, unit, and hospital closures.

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Question #1 raises many concerns. Before you vote, learn all you can about the impact of the proposed legislation. Talk to colleagues, ask questions, be sure you understand the full impact this legislation would have on patients, your practice, and the future of health care in Massachusetts.

More information is available on Apollo, the MGH intranet site, at: apollo.massgeneral.org/?s=Question+1.
Taking emergency-preparedness training to Haiti

— by Monica Staples, RN, clinical nurse specialist, Emergency Department

Recognizing a need for disaster- and emergency-preparedness training in Haiti after the 2010 earthquake, MGH security officer, Harold Roy, co-founded EPECARE, a non-profit organization whose mission is to prepare responders through specialized training in resource-limited environments.

This summer, EPECARE launched a train-the-trainer program led by experts from the MGH Center for Disaster Medicine. The program provided intensive, skills-based education in first aid, tropical diseases, and humanitarian response protocols. Following training, participants deployed to Haiti to engage in field exercises to proactively help prepare the next generation of responders.

Among those who traveled to Haiti were, Monica Staples, RN, clinical nurse specialist, Center for Disaster Medicine; Karla Haney, RN, staff nurse, Ellison 16 Medical Unit; and Jessica Reade, RN, staff nurse, Blake 7 Medical ICU.

While in Haiti (Clockwise from top left): Jessica Reade, RN (kneeling), dispatcher, Joelle Mather; and student, Pierre Raymond D’Haiti, demonstrate how to move an injured person; Reade, Mirlene Pierre, and Junior Pierre-Saint demonstrate proper technique for applying tourniquet; Monica Staples, RN, and New Hampshire state representative, Mark Proulx; demonstrate how to take a pulse; Karla Haney, RN (center), and Haitian nurse, Miselene Lafleur (left), demonstrate how to transport injured patients.
A wedding in the Ellison 9 Cardiac ICU

On Thursday, October 4, 2018, with the help and creativity of many nurses and support staff in the Ellison 9 Cardiac ICU, patient, Mike Delehanty, and his fiancée/partner of 25 years, Emily Leone, tied the knot in a simple ceremony in Delehanty’s room.

Justice of the peace, Ann Marie Gioia, performed the ceremony, noting that, the future may be uncertain, but every day spent together is a gift.

Staff arranged for a surprise reception following the nuptials, providing flowers, a wedding cake, refreshments, and decorations. Best wishes to the happy couple for a long and happy future together.

Pictured above (l-r): best man, Joe Faretra; groom, Mike Delehanty; bride, Emily Leone; matron of honor, Rosalind Faretra; justice of the peace, Ann Marie Gioia; staff nurse, Michelle Crocker, RN; and patient care associate, Rachel Kofman.
Celebrating Pediatric Nurse Week — by Lori Pugsley, RN, pediatric nursing director

In celebration of Pediatric Nurse Week, the MassGeneral Hospital for Children hosted the educational booth, ‘Moving on: keeping our children safe,’ in the Main Corridor, Monday, October 1, 2018.

Education focused on motor-vehicle safety for neonates, young children, and adolescents, with information about car seats, car beds, and booster seats. Representatives from the Neonatal and Pediatric ICUs, Emergency Department, Special Care Nursery, the Ellison 17 and 18 pediatric units, and Police & Security were on hand to answer questions for a constant stream of visitors. Many parents, future parents, and grandparents were happy for the opportunity to learn more about keeping their children safe in moving vehicles.

For more information on car-seat safety, contact Lori Pugsley, RN, pediatric nursing director, at 617-724-5820.

Pictured above (l-r): Alexa O’Toole, RN, Special Care Nursery; Cathy Harris, RN, Emergency Department; Kim Waugh, RN, Ellison 17 Pediatric Unit; and Lori Pugsley, RN, pediatric nursing director.
Check out Ask myHR during open enrollment

— by Steve Taranto, director, Human Resources

**Question:** I understand MGH has a new platform for accessing HR information. Can you tell me about it?

**Steve:** Human Resources has launched a multi-channel platform to improve the Human Resources (HR) experience. The platform is called Ask myHR, and it’s been in place for about a year. Many employees use the site to view paychecks, enroll in benefits, or look at internal job opportunities.

**Question:** How do I find Ask myHR?

**Steve:** The link to the Ask myHR portal can be found in Partners Applications on any Partners workstation. On home computers and mobile devices, go to: AskmyHR portal.com, or call the HR Support Center at 1-833-Ask-myHR (275-6947) to speak with an HR representative.

**Question:** How does this differ from how I accessed HR in the past?

**Steve:** Every department still has an HR business partner, and HR still has offices on White 14, Bulfinch 1 (Employee Access Center), and 75 Blossom Court. Ask myHR is just another way employees can access information. The self-service portal serves as a ‘front door’ to help guide employees to the information they’re looking for.

**Question:** What kind of information is available on the portal?

**Steve:** Ask myHR works in tandem with PeopleSoft to provide quick, easy access to the information most frequently accessed by staff.

For instance, if you searched, ‘Change my address’ in Ask myHR, the portal would direct you to the location in PeopleSoft where you could enter that information. You wouldn’t have to navigate multiple pages in PeopleSoft to get to that page.

**Question:** That sounds like a good page to know about during open enrollment.

**Steve:** Open enrollment (October 29th–November 20th) would be a great time to familiarize yourself with the portal. I hope you find the Ask myHR site helpful in accessing the resources and tools you need, wherever and whenever you may need them.
Periodically, the PCS Office of Quality & Safety issues Practice Alerts and Practice Updates to communicate new information or highlight changes to certain policies, procedures, or practices. Alerts and updates are generated by trends identified in safety reports, feedback from staff and leadership, or changes in regulatory requirements.

For more information about individual practice updates or alerts, contact Judi Carr, RN, staff specialist, PCS Office of Quality & Safety, or go to the Excellence Every Day portal page at: http://intranet.massgeneral.org/pcs/EED/EED-Alerts.asp.

October 18, 2018 — Caring Headlines — Page 9
Announcements

ACLS Classes
Certification:
(Two-day program)
Day one:
**November 1, 2018**
8:00am–3:00pm
Day two:
**November 2**
8:00am–1:00pm
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.

Office Ergonomic Champion Program
Learn how to make yourself and your co-workers more comfortable at the computer.
Friday, November 2, 2018
9:00am–12:00pm
Yawkey 4-810
Presented by Arron Ross, ergonomics specialist, PHS Occupational Health Ergonomics Program
Register for upcoming sessions on HealthStream under Partners Applications.
For more information, contact Aaron Ross at: 857-282-2416

Blum Center Events
Tuesday, October 23rd
“How to Exercise with Chronic Lung Disease” presented by Abby Folger, PT, and Karia Schlichtmann, RRT
Wednesday, October 24th
“Safe Use, Storage, and Disposal of Medicines” presented by Samantha Gross, RPh, and Kristin Tuiskula, RPh
Monday, October 29th
“Food Allergy Management Boot Camp” presented by Michael Pistiner, MD
Tuesday, October 30th
“Mammography screening controversies: when should women be screened for breast cancer?” presented by Anand Narayan, MD
All sessions held in the Blum Patient & Family Learning Center from 12:00–1:00pm
For information, call 4-3823.

Pharmacology Update XIV
Innovation and Evidence
presented by The Norman Knight Nursing Center for Clinical & Professional Development
**October 20, 2018**
7:50am – 3:10pm
O’Keeffe Auditorium
Will cover medications for the treatment of:
- diabetes
- Parkinson’s disease
- pulmonary disorders
- GI disorders
- transplants
- pro-coagulant products/toxicology
6.25 contact hours
6.25 Pharmacology contact hours
No fee for MGH employees
$100 for Partners employees
$150 for non-Partners employees
For more information, call 617-726-3111.

PCA Perceptions of the Work Environment Survey
Developed by PCS leadership in collaboration with patient care associates, this survey focuses on PCAs’ perceptions of their work environment. It is designed to provide leadership with feedback about the work experience of PCAs and give PCAs an opportunity to have their voices heard. The survey will be distributed by e-mail, October 7th. PCAs have until November 10th to complete the survey.
For more information, call 726-1343.

Collaborative Governance
Applications now being accepted
Collaborative governance, the formal, multi-disciplinary decision-making structure for Nursing & Patient Care Services, is seeking new members. Download an application at: http://www.mghpcs.org/IPC/Programs/Committees/index.asp, or contact Mary Ellin Smith, RN, at 617-724-5801.
Applications are due by November 2, 2018.

Conversations with Caregivers
for families, caregivers, patients, and staff
an education series sponsored by the Dementia Caregiver Support Program
Tuesday, November 13, 2018
5:30–7:00pm
O’Keeffe Auditorium
“Caregiver Burnout: What Can We Do to Lessen it?”
presented by Darshan Mehta, MD, medical director, Benson-Henry Institute for Mind Body Medicine.
Admission is free; seating is limited.
RSVP to: 617-724-0406.
For more information, call 617-643-8809.

Nurses and patient care associates
do you want to influence policies that directly affect you?
Happening now!
Be part of the Be Well Work Well survey and make your voices heard.
The 2018 survey has been e-mailed to randomly selected nurses and patient care associates. Participants receive a $10 Amazon gift card and a chance to win FitBits, massages, and other prizes.
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.

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Clinical Research Day provides an opportunity for researchers to share their findings with fellow investigators and other interested members of the MGH community.

Debra Lundquist, RN (pictured above), is one of many nurses whose posters were displayed during Clinical Research Day this year. Representing the team of Donna Berry, RN; Marie Bolza, RN; Pamela Grace, RN; Susan DeSanto-Madeya, RN; and herself, their poster focused on, “The Experience of Young Women Living with Advanced Breast Cancer: a Hermeneutic Phenomenological Study.”

For more information, contact Gaurdia Banister, RN, executive director of The Insititute for Patient Care and director of The Munn Center for Nursing Research, at 617-724-1266.
## Inpatient HCAHPS current data

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<tr>
<th>HCAHPS Measure</th>
<th>CY 2017</th>
<th>CY 2018 Year-to-date (as of 9/13/18)</th>
<th>% Point Change</th>
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<tbody>
<tr>
<td>Nurse Communication Composite</td>
<td>84.3%</td>
<td>84.4%</td>
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<tr>
<td>Doctor Communication Composite</td>
<td>84.5%</td>
<td>84.3%</td>
<td>↓ -0.2</td>
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<tr>
<td>Room Clean</td>
<td>72.0%</td>
<td>71.5%</td>
<td>↓ -0.5</td>
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<tr>
<td>Quiet at Night</td>
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<td>52.8%</td>
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<tr>
<td>Cleanliness/Quiet Composite</td>
<td>62.3%</td>
<td>62.1%</td>
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<td>Staff Responsiveness Composite</td>
<td>67.5%</td>
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<tr>
<td>Pain Communication Composite</td>
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<td>Communication about Meds Composite</td>
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<tr>
<td>Care Transitions</td>
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<td>Discharge Information Composite</td>
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<td>Overall Hospital Rating</td>
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<tr>
<td>Likelihood to Recommend Hospital</td>
<td>90.7%</td>
<td>90.8%</td>
<td>↑ 0.1</td>
</tr>
</tbody>
</table>

Data is complete through June with partial data for July, August, and September. We are on track to exceed our goal of a 1% point increase in Staff Responsiveness. All other measures are within 1% point of last year’s results.