

Caring

Headlines

April 18, 2019

Occupational Therapy Month

(See story on page 6)



Occupational therapists gather on the Bulfinch steps to kick off National Occupational Therapy Month.

Debbie Burke

The Lunder-Dineen Health Education Alliance of Maine

Eight years ago, MGH partnered with the Lunder Foundation to realize a shared vision to provide sustainable, education-driven solutions to public health issues in Maine. I'd like to share some of the positive outcomes they've achieved.

Debbie
Debbie Burke



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



The MOTIVATE program has been implemented throughout the Maine veterans' long-term care system. A key component of the program is the educational webinar, *Tools of the Trade: Steps in Providing Oral Health Care*, which provides critical information about best practices in maintaining good oral health. Check out the webinar at: www.lunderdineen.org/motivate-oral-health-resources, and log in with username: motivate; password: module.



Four nursing preceptor education programs have provided targeted education to more than 700 learners from hospitals and healthcare organizations throughout Maine. The 5th program will be held this spring. For information, go to: www.lunderdineen.org/preceptorship.



Lunder-Dineen senior program manager, Denise O'Connell (second from left), with Time to Ask team led by champion, Toby Ostrov, PA (center). The Time to Ask program provides tools and strategies to strengthen community access to substance-use and recovery resources.



None of these outcomes would have been possible without the expertise and leadership of the Lunder-Dineen advisory board.

Debbie's Photo Gallery



MGH nurses were front and center at this year's American Nurses Association (ANA) meeting and annual awards ceremony. Nursing director, Julie Cronin, RN, was sworn in as president of the ANA; nurse, scientist, Jane Flanagan, RN, received the Excellence in Nursing Education Award; and clinical nurse specialist, Anne-Marie Barron, RN, was honored as a Living Legend in Massachusetts Nursing. Congratulations to all, and thank-you for showcasing MGH Nursing at its best.



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Nursing Research Grand Rounds: *including the Jeanette Ives Erickson Research Institute Grant presentation*

On Thursday, April 4, 2019, Nursing Research Grand Rounds featured presentations by two accomplished nurses who shared the results of their recent studies.

Kim Francis, RN, nursing director, Obstetrics and Gynecology, and 2017 Jeanette Ives Erickson Research Institute Grant recipient, presented, "Understanding Parental Research Participation in the Neonatal Intensive Care Unit and Special Care Nursery." She described many of the factors affecting parents' decision to participate in research studies.

Kathryn Post, RN, Gillette Center for Women's Cancers, presented, "Understanding Patient Engagement in Breast Cancer Survivorship Care: a National Web-Based Survey." She shared the results of her national survey of breast cancer survivors and the factors that influenced their engagement in survivorship care.

For information about either of these studies, contact Stacianne Goodridge in the Yvonne L. Munn Center for Nursing Research, at 617-643-0431.

New Graduate Critical Care Nurse Residency Program

—by Sheila Burke, RN, residency program coordinator

On March 4, 2019, 16 nurses from seven critical care units were recognized for completing the New Graduate Critical Care Nurse Residency Program. The program is a faculty-guided orientation experience for recently licensed nurses that provides a supportive, intellectually stimulating environment to facilitate their transition to professional nursing.

Sheila Burke, RN, residency program coordinator, spoke of the commitment of the preceptors, nursing directors, and clinical nurse specialists, and the importance of their teaching and leading by example.

Gino Chisari, RN, director of the Knight Nursing Center, noted how different his own MGH new-graduate orientation experience was compared to today.

Since the program's inception, clinical nurse specialist, Mary Guanci, RN, has been an integral member of the residency faculty. Retiring this year, Guanci offered a presentation re-capping the history of the program, including pictures of past and present residents.

New graduate, Emily Lloyd, RN, from the PICU, shared her impres-

sions of the program, citing the importance of forging relationships with fellow residents. Throughout the program, they shared experiences related to patient encounters and their fluctuating emotions as they adjusted to the role of ICU nurse. According to Lloyd, they created an enduring 'circle of trust.'

Lloyd thanked nursing directors for believing in them, vowing that the residents would continue to learn, grow, and live up to their expectations. She thanked clinical nurse specialists and preceptors for their guidance, support, and patience.

For more information, call Burke at 617-726-1651.

Certificates of completion went to:

Blake 12 ICU

- Allison Burnett, RN
- Meghan Dreyer, RN
- Jessica Perkins, RN

Cardiac ICU

- Zach Chornoby, RN
- Carole Greene, RN

Cardiac Surgical ICU

- Coreyann Spence, RN
- Brandon Yip, RN

Medical Intensive Care Unit

- Emma Lien, RN

Neurosciences ICU

- Jessika Dunn, RN
- Grace Eckels, RN
- Hannah Glover, RN
- Nicole McHugh, RN

Pediatric ICU

- Angela Larochelle, RN
- Emily Lloyd, RN

Surgical ICU

- Angelina Jepsen, RN
- Kristina Lee, RN



At left, the 2019 class of new graduate critical care nurse residents; above: nurse resident, Emily Lloyd, RN.

OT an integral component of high-quality community care

—by Christina Cossa, OTR/L, pediatric occupational therapist

When Jacob was born to parents, Bessy and Santos, a little earlier than expected at 35 weeks, they knew he might have some developmental issues. But they weren't prepared for the extent of the challenges he would face, including cleft-palate repair, reflux, and failure to thrive.

Jacob's complex medical condition resulted in numerous appointments with specialists. Bessy and Santos were working parents, and English was their second language. Navigating Jacob's medical care and monitoring his developmental milestones would not be easy. Fortunately, they had access to medical and therapeutic services right in their community at the MGH Chelsea Health Center.

Christina Cossa, OTR/L, pediatric occupational therapist, was one of the first to bring pediatric occupational therapy to the Chelsea Health Center, allowing Jacob and his family to access consistent, high-quality care at a location convenient to their home.

When Jacob and his family first came to the health center for an occupational therapy evaluation, they were accompanied by an MGH interpreter, ensuring that Cossa could ask specific questions to learn about Jacob's abilities, care, and current status.

The goal of therapy was to progress Jacob from receiving nutrition primarily through a G-tube to being able to eat toddler foods. During the interview, Cossa gathered information about Jacob's developmental milestones, challenges that occurred at mealtimes, and what he enjoyed doing during the day.

A child's sensory system plays a big part in his development and ability to participate in primary occupations. Occupational therapists need to assess whether a child has the sensory system, oral motor skills, coordination, overall strength, and endurance necessary to successfully participate in certain activities. In Jacob's case it meant taking into consideration all the components involved in one of his primary activities of daily living—eating a meal.

Occupational therapists have a unique perspective on feeding and the impact it has on the family when a child is unable to successfully eat. Cossa needed to discover what was important to Jacob's family, such as having him sit with them at the table during meals. She worked with them to come up with specific, patient- and family-focused goals and craft an appropriate treatment plan. Having Jacob taste familiar foods, such as his mom's soups, scrambled eggs, rice and beans, and mashed potatoes—foods that are staples of their culture and integral



Christina Cossa, OTR/L
pediatric occupational therapist

to family events—allowed the family to be part of the plan to get Jacob to eat better and enjoy mealtimes.

Now, as Jacob approaches his third birthday, he eagerly skips in to therapy each week, always ready to play and 'eat.' He enjoys exploring various textures and types of food with his hands and will occasionally take a taste. Jacob shows special interest in foods with strong flavors, such as lemonade, cinnamon cereal, and spicy chips.

Bessy, Jacob's mom, is grateful for the convenience, cultural awareness, and specialized clinical care that Occupational Therapy at the Chelsea Health Center has afforded her and her family.

For more information about occupational therapy at the Chelsea Health Center, call Cossa at 617-887-3586.

Occupational Therapy (continued)



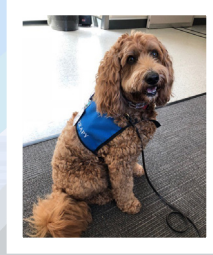
This series of photos shows Cossa employing sensory-motor activities to reinforce postural control; using raspberry lemonade mix to initiate sensory exploration for feeding. The sour taste serves as a 'wake-up' for his mouth in preparation for eating; using chocolate drink mix to explore taste, smell, and texture. The powder dissolves quickly in his mouth making it easier to accept and explore the taste.



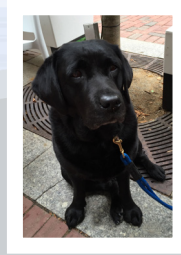
Pediatric occupational therapist, Christina Cossa, OTR/L, works with soon-to-be-3-year-old, Jacob, on therapeutic activities designed to reduce sensory sensitivities toward food.



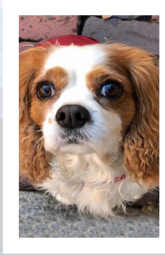
Meet the MGH pet therapy dogs



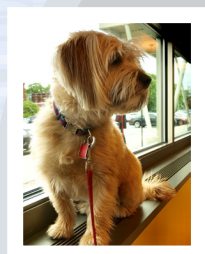
Lula



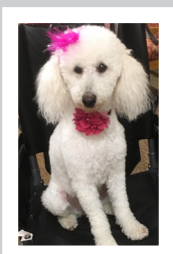
Weezie



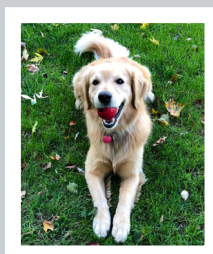
Henry



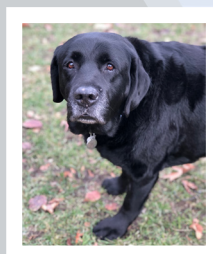
Zipi



Daisy



Ella



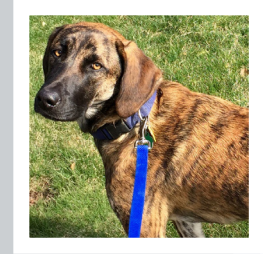
Augie



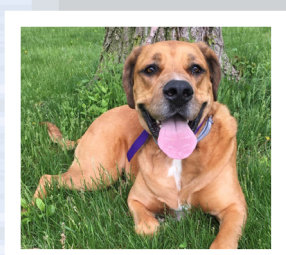
Heidi



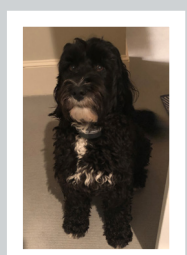
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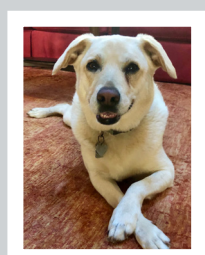
Kip



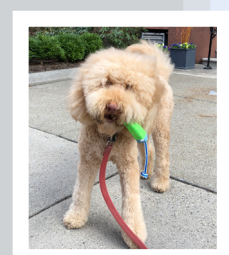
Twinkie



Maddie



Phoebe



Ollie

The MGH Pet Therapy Program provides comfort and emotional support to patients, families, and staff with visits from specially trained dogs and their handlers. Since 2003, pet-therapy dogs have made more than 88,000 visits to inpatient and outpatient units, bringing smiles to the faces of everyone they encounter. All dogs are screened by Pets and People Foundation for safety assurance. For information or to schedule a visit with a pet-therapy dog, call Jackie Nolan, director, Volunteer Services, at 617-724-1753.

Celebrating Patient Experience Week

—by Cindy Sprogis, senior project manager; and Kim Russell, project manager

“People will forget what you said, people will forget what you did, but people will never forget how you made them feel.”
—Maya Angelou

All day, every day, we focus on creating the best possible experience for patients, families, visitors, and colleagues.

As we celebrate Patient Experience Week, April 22–26th, it’s important to recognize that every employee in every role group shapes the patient experience. As our MGH icare model illustrates, each of us is responsible for fostering a warm and welcoming environment. Consistently embracing the elements of icare helps us demonstrate our commitment to excellence, and by so doing, leaves a lasting impression.

During Patient Experience Week, we are reminded that every encounter and every experience matters. Our patients have told us:

“Staff listened to me; they respected me and treated me like a person.”

“They always say Hello to you. That makes a person feel good. They ask how you’re feeling. They really make you feel welcomed.”

“The compassion and sincere concern of staff... made me feel like a person not just a patient.”

Guided by the needs of our patients and families, we’re here to help those in need. Whether we provide care directly or indirectly, each of us impacts the patient experience. Thank-you for all you do every day. Please join us in celebrating Patient Experience Week.

For more information about Patient Experience Week or improving the patient experience at MGH, call Cindy Sprogis, senior project manager, Office of Patient Experience, at 617-643-5982.



I communicate in a warm and welcoming manner.
Communicate

I advocate on behalf of patients, families, colleagues and myself.
advocate

I respect and embrace differing values, opinions, and viewpoints.
respect

I empathize and acknowledge the feelings of others.
empathize

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All stories should be submitted to: ssabia@partners.org

For more information, call: 617-724-1746

Next Publication

May 9, 2019

Announcements

AMMP Scholarships

Applications are currently being accepted for AMMP scholarships. Applications must be received by Wednesday, July 10, 2019.

- Are you an AMMP member currently enrolled in school?
- Scholarships are available to benefits-eligible, AMMP members working 20 or more hours per week
- Applicants must be MGH or Partners employees with one year of continuous employment in good standing

For more information or to submit an application, go to: <http://apollo.massgeneral.org/ammp/>, e-mail PHSAMMP@partners.org, or call 617-643-0140.

Hard copies are available in the Employee Access Center at Bulfinch 107.

Program is sponsored by Human Resources.

Conversations with Caregivers

for families, caregivers, patients, and staff

sponsored by the Dementia Caregiver Support Program

**Tuesday, May 21, 2019
5:30–7:00pm**

O’Keeffe Auditorium

“Experienced Dementia Caregivers Share their Stories and Best Lessons,” with speakers, Devin Angelini, Judy Johanson, and Bernice Osborne

Facilitated by Susan Rowlett, LICSW, program director; MGH Dementia Care Collaborative

Admission is free; seating is limited.

RSVP to: 617-724-0406.

For more information, call 617-643-8809.

ACLS Classes

Certification:
(Two-day program)

Day one:
**June 10, 2019
8:00am–3:00pm**

Day two:
**June 11th
8:00am–1:00pm**

Re-certification
(one-day class):
**May 8th
5:30–10:30pm**

CPR Training (\$100):
June 10th, 2:00– 6:00pm

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.

IDEA Grants

Applications are now being accepted for the 2020 IDEA Grants (Innovation, Design, Excellence, Awards).

One or two grants of up to \$5,000 will be awarded to individuals of any role group in Patient Care Services who comes up with an idea to improve care and service. The proposal must align with our mission (patient care, research, education, or community) and be geared toward improving: care delivery, eCare, work flow, the work environment, the patient experience, staff engagement, or cost containment.

Applications are available on the Excellence Every Day portal.

Applications must be received by June 17, 2019.

For more information, contact Mary Ellin Smith, RN, Institute for Patient Care, at 617-724-5801.

Blum Center Events

Friday, April 19th

“Management Options for Constipation,” presented by Elizabeth Glennon, RN, nurse practitioner

Monday, April 22nd

“Food-Allergy-Management Boot Camp: Going Out to Eat with Food Allergies,” presented by Michael Pistiner, MD

Tuesday, April 23rd

“Start Your Spring Sensationally,” presented by Karen Turner, OTR/L

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.

Nurse Recognition Week: May 3–10, 2019

Friday, May 3th

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 5th

7:00–9:00am, Thier Conference Room, Thier 1
Nurse Networking Breakfast

Monday, May 6th

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

- “End-of-Life Comfort Kits,” Michelle Monteiro, RN, and Lisa Bouvier, RN
- “Discharge Planning: Insulin Pen Teaching,” Carolyn McDonald, RN
- “Nurse Comfort and Knowledge with Assessing Firearm Access and Providing Patient Education on Safe Gun Storage,” Kim Smith Sheppard, RN, and Elise Gettings, RN
- “Improving the Retention of Millennial Staff,” Lore Innamorati, RN

1:30–2:30pm, Ether Dome, Bulfinch 4

Scholarly works: the science behind nursing leadership

- “Inpatient STEMI/Acute MI Response,” Meg McCleary, RN
- “Comparison of Nurses’ Perceptions of Two Teaching Methods of Infant Cardiopulmonary Resuscitation for Parents of Infants in the Neonatal Intensive Care Unit,” Jennifer Curran, RN
- “Rapid Fire Interventions to Improve Quiet at Night,” Susan Wood, RN
- “Screening for Adolescent Relationship Abuse and Reproductive and Sexual Coercion,” Jordan Hampton, RN
- “It was a Light Coming Through: African American Nurses’ Perceptions of a Collaborative Nursing Leadership Program,” Gaurdia Banister, RN

Tuesday, May 7th

10:00–11:00am, Ether Dome, Bulfinch 4

Scholarly works: the science behind nursing leadership

- “Caregivers’ Perceptions of Nurse-Led Discharge Education Interventions: Knowledge Needed for Adequate Care of a Technology-Dependent Infant in the Home Setting,” Brian French, RN
- “Transition into Practice: Evaluating the Experience of Oncology New Graduate Nurse Residents,” Barbara Cashavelly, RN
- “Shared Governance Impact on Patient Outcomes,” Michael Tady, RN
- “Investigation of Healthcare Professionals’ Knowledge of Actions During an Active Shooter Event,” Maureen Hemingway, RN, and Michael Farrell, RN

Tuesday, May 7th

1:30–2:30pm, Ether Dome, Bulfinch 4
A compendium of nurse-led initiatives

- “Effectiveness of Acupuncture/Acupressure in the Patient with Acute Pulmonary Needs,” Christina Murphy, RN, and Laura Gaudet, RN
- “Assessing Nurses’ Awareness and Willingness to Adopt Scalp Cooling Therapy in an Outpatient Oncology Clinic through an Education Program: Cold Capping,” Karyn Morgan, RN
- “In Neonates, Is the Use of Dextrose Gel Effective in the Management of Hypoglycemia?” Sandy Masiello, RN, Jen Ellis, RN, and Sue O’Sullivan, RN
- “Impacting ED Capacity Through Expedited ICU Transfers,” Elizabeth Mover, RN, and Kerri Voelkel, RN

Wednesday, May 8th

7:00–9:00am, Thier Conference Room, Thier 1
Nurse Networking Breakfast

1:30–2:30pm, Ether Dome, Bulfinch 4

“Cultivating Self-Compassion to Buffer Compassion Fatigue,” Peg Baim, RN, Clinical Director, Center for Training at the Benson-Henry Institute for Mind Body Medicine

Thursday, May 9th

Research Day

10:00–11:30am, O’Keeffe Auditorium Foyer
Interactive Nursing Research Poster Session

Posters on display throughout
Nurse Recognition Week

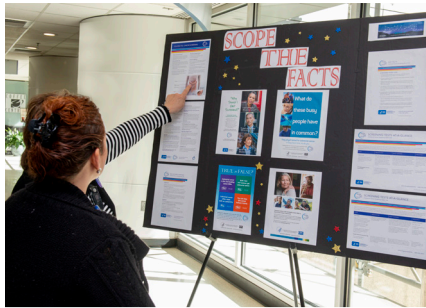
1:30–3:00pm, O’Keeffe Auditorium, Blake 1

Annual Yvonne L. Munn Nursing Research
Lecture and Award Presentation

“From Mentee to Mentor and Other Roads Traveled: the Role of this Nurse Scientist in Practice,”

Diane Carroll, RN, Nurse Scientist, Yvonne L. Munn
Center for Nursing Research

Reception immediately following,
O’Keeffe Auditorium Foyer



GI Nurses and Associates Week

—by June Guarente, RN, nursing practice specialist,
and Janet King RN, staff nurse, Endoscopy Unit

Every year the Endoscopy Unit celebrates GI Nurses and Associates Week with a number of activities. This year, that included a special breakfast for staff complete with raffle prizes, and an educational booth in the Main Corridor.

March is Colon Cancer Awareness Month so endoscopy staff provided educational materials and answered questions related to colon cancer, colonoscopies, and other services offered on the Endoscopy Unit.

Above left: endoscopy nurses, Deborah Meade, RN (left), and Bonnie Slayter, RN, field questions. At right: Janet King, RN; Slayter; Meade; and June Guarente, RN, staff educational booth in the Main Corridor.

This year's planning committee was comprised of Janet King, RN; Deborah Meade, RN; Stephanie Tsacogianis, ST; Ellen Fern, RN; Kimberly Seibert, RN; Bonnie Slayter, RN; Beth Rockett, RN; and June Guarente, RN.



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