

Caring

Headlines

April 4, 2019

Patient Safety Awareness Week



Staffing the Patient Safety information table in the Main Corridor are (l-r): Sandra Thomas; Mary-Ann Walsh, RN; Claire Paras, RN; Kristin Tuiskula, RPh; and interpreter, Zeina Tabbaa.

Patient care associates' perceptions of the work environment

The recent Patient Care Associates' (PCA) Perceptions of the Work Environment Survey, which also included medical assistants and IV technicians, gave us a lot of feedback on professional development, collaborative practice, and patient- and family-centered care.

I'd like to thank everyone who took the time to participate and provide thoughtful, constructive comments.

Several themes emerged from the data, including: how complex our work environment is; your commitment to high-quality care; the importance of respect in the workplace and being clear when delegating responsibilities to PCAs. Results are being shared with staff in a number of ways.

You were candid in suggesting opportunities for improvement, and we will be addressing those suggestions in the coming year. I was also happy to see comments like:

"I really enjoy my role as a PCA. Staff on the unit express gratitude for having me there. I feel like my job is making a difference."

"Being a PCA has been such an honor. I started the job while in nursing school and immediately felt the rewards. I truly love this job."

"I'm very happy to work in this institution with the diversity of patients and co-workers. I learn lots of things and I'm thankful for these opportunities... I'm looking forward to serving this institution for as long as I can."



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

Thank-you again for participating in this important survey that allows us to continually improve the environment of care for patients, families, and for you.

Debbie
Debbie Burke

Practice UPDATE

Disposable and Reusable Instruments

Effective April 1st, 2019

MGH is converting a subset of instruments to disposable alternatives

Inpatient and Ambulatory areas that are currently supported by Materials Management will receive single use, disposable instrument stock in their clean supply rooms on April 1, 2019.

Disposable Instruments SMALL	Disposable Instruments LARGE	Reusable Instruments
Note different packaging 	(E.g.: plastic/metal specula) 	Note different packaging (E.g.: Glidescope) 
Discard in	Discard in	Place in
Sharps Container 	Biohazard Waste Container* 	Silver transport container in the soiled utility room. Instruments must be in the open position and sprayed with Forever Wet. 

Contact Environmental Services (Bill Banchiere or Pat Geraghty, ext. 6-2445) to acquire appropriate size sharps container or biohazard waste receptacle.

*Note that a standard foot-operated waste can, lined with a red biohazard bag may be needed for specula.
For Questions please email: HLD_STERILIZATION@PARTNERS.ORG



MASSACHUSETTS
GENERAL HOSPITAL

PCS QUALITY & SAFETY

March 2019

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 the PCS Office of Quality & Safety, or go to the Excellence Every Day portal page at: <http://intranet.massgeneral.org/pcs/EED/EED-Alerts.asp>.

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(Photos by Paul Botz)

Certified Nurse Day

—submitted by Gino Chisari, RN, director, Knight Nursing Center;
and Tricia Crispi, RN, professional development specialist

On March 14, 2019, MGH celebrated National Certified Nurse Day with a special Nursing Grand Rounds presentation by Peg Baim, RN, of the Benson-Henry Institute for Mind Body Medicine, entitled, “Finding Joy in Work.” Baim spoke about the phenomenon of experiencing joy; how to be more joyful in our response to stress; and how to reinforce our sense of joy through core resilience.

Following the lecture, the 2019 Jean Ridgway Tienken MGH School of Nursing Class of 1945 Certification Scholarships were presented. The scholarship supports nurses as they prepare to take the certification exam in their area of specialty. This year, scholarships went to: Christa Carrig, RN; Deborah Kilian, RN; Denise Olney, RN; Elissa LeFleur, RN; Julianne Fitzgerald, RN; and Shawn McEntee, RN.

For more information, contact Tricia Crispi, RN, professional development specialist, at 617-643-8613.

Above left (l-r): scholarship recipients, Shawn McEntee, RN; Deborah Kilian, RN; Elissa LeFleur, RN; Denise Olney, RN; Julianne Fitzgerald, RN; and Chrita Carrig, RN. At right: Peg Baim, RN, of the Benson-Henry Institute for Mind Body Medicine, presents, “Finding Joy in Work.”

Quality & Safety



Top row (l-r): Elizabeth Mort, MD, senior vice president for Quality & Safety; Jana Deen, associate chief patient safety officer; and guest speaker, Patricia Dykes, RN, program director for the Center for Patient Safety Research and Practice, BWI.

Below, panelists (l-r): Andrew Gottlieb, director, Occupational Health; Allison Lilly, director, Human Resources; Donna Jenkins, RN, patient safety staff specialist; Bonnie Michelman, executive director, Police, Security & Outdoor Services; Colleen Snyderman, RN, director, PCS Office of Quality & Safety; Samantha Cunningham, RN, staff nurse; and Mort.



(Photos by Jeffrey Andree)

Patient Safety Awareness Week

—by Mary-Ann Walsh, RN,
PCS Office of Quality & Safety

Patient Safety Awareness Week is a great opportunity to highlight important safety topics and celebrate the work we're doing to keep patients safe. Throughout the week of March 10th, we heard from a number of safety experts, like, Fiona Levy, MD, executive director of the Sala Institute for Child and Family-Centered Care, who presented, "Patient safety, quality experience...where do they intersect?"

Patricia Dykes, RN, program director for the Center for Patient Safety Research and Practice, BWI, presented, "Evidence-based fall prevention: translating more than a decade of research into practice." Dan Harris, ABC News correspondent, presented "10% happier healthcare teams: a patient-safety strategy," and Thomas Lee, MD, chief medical officer, Press Ganey, spoke about, "Organizational Grit."

Workplace violence was the subject of a Speak up for Staff Safety session. Following the reading of a nursing narrative, representatives from Quality & Safety, Police & Security, Employee Assistance, and Occupational Health engaged in a discussion of strategies to minimize workplace violence and manage conflict.

More than 30 individuals and 10 teams were recognized as safety stars for their efforts to promote patient safety above and beyond their daily work.

For more information, contact Mary-Ann Walsh, RN, at 617-724-8763.



Images opens in new location on Yawkey 2

—by Joanne Ellison Lynch, administrative director,
General Store

Manager, Kathy Bazazi (right), is joined by Images and General Store staff, members of the Ladies Visiting Committee, and nursing leadership for the official opening of Images in its new location on Yawkey 2.

On March 6, 2019, Images Boutique opened its doors at its new location on the Yawkey 2 mezzanine. The Boutique is one of eight MGH shops operated by the MGH Ladies Visiting Committee, whose mission is to enhance the experience of patients, families, and the greater hospital community. Images offers services and products, such as wigs and post-mastectomy items, for oncology patients.

Says Kathy Bazazi, manager of Images, “The new location is sunny and beautiful. We want our clients and patients to know that we’re offering all the same services as before, and a lot more.”

Images is open weekdays from 8:30am to 5:00pm. For more information, or to make an appointment for a consultation, call 617 726-3211.

Infusion Unit makes diversity and inclusion a priority

—by Julie Cronin, RN, nursing director; and Lisa Leung-Tat, operations manager

Staff of the Yawkey 8 Infusion Unit take pride in the culturally competent care they provide to patients of a wide variety of backgrounds, ethnicities, religious affiliations, and socio-economic levels. Recently, operations manager and member of the PCS Diversity & Inclusion Committee, Lisa Leung Tat, and nursing director, Julie Cronin, RN, discussed strategies for incorporating diversity education and related topics into their regular staff meetings.

Says Cronin, “The first step was to start a conversation. We wanted to bring topics of diversity and inclusion to staff and see what kind of dialogue we could generate.”

Says Leung-Tat, “I knew if I had questions, others on the unit probably did, too. Diversity and inclusion are too important—we have to make sure we’re getting it right and doing our best for patients and families.”

Cronin and Leung-Tat enlisted the assistance of other members of the Diversity & Inclusion Committee. Carmen Vega Barachowitz, Chris Kirwan, Kelsey Conley, and Mel Andrade each graciously offered to attend staff meetings devoted solely to diversity and inclusion. Times varied so that all members of the Yawkey 8 team—nurses, patient care associates, unit service associates, and patient service coordinators—could attend.

We showed videos, engaged in role-playing, shared personal experiences, asked questions, and made sure everyone felt comfortable sharing their thoughts.

Response to the meetings has been overwhelmingly positive. Says Cronin, “At the end of each meeting, we thanked everyone for being so open and honest. The most important thing,” she said, “is that we *started the conversation*. Now, talking about diversity, asking questions about caring for patients of different backgrounds, not feeling awkward having those conversations, is exactly the outcome we were hoping for.”

For more information, contact Julie Cronin at 617-726-1759.



Staff of Yawkey 8 Infusion Unit with members of PCS Diversity & Inclusion Committee: Lisa Leung-Tat, (seated left), Kelsey Conley, RN (seated center), and Melanie Andrade, RN (seated right).

(Photo provided by staff)



(Photos by Kate Flock)

One Sunday afternoon I'll never forget

—by Jeanmarie Fallon, RN, IV nurse

Jeanmarie Fallon, RN (center), with (l-r): Lauren Mikolajczyk, RN; Marie Sweet, RN; Kymberly Ryznal, RN; Laura Bonnet, RN; Caroline Kim, RN; and Maggie Leung, RN. (Not pictured: Samantha Cunningham, RN; Annalise Hajer, RN; Brandon Sutton, RN; and Lauren Timmons, RN.)

It was late afternoon on a Sunday. It had been a busy day, and it was just starting to quiet down. Nurses on the Ellison 19 Thoracic Unit had started writing their notes, finally able to take a break at the end of their shift.

As the IV nurse, I had been on and off the unit all day tending to patients. I let staff know I was leaving and headed to the Ellison 10 Cardiology Unit.

Shortly after I arrived, I saw the IV resource nurse, Eunheye Kim, walk briskly past. I asked if everything was okay; she said there was a code on Ellison 19. I'd just left there, it must have *just* happened. Eunheye and I hurried back to Ellison 19.

Samantha 'Sam' Cunningham, RN, had been caring for a patient when she noticed that the heart

continued on next page



Jeanmarie Fallon, RN, IV nurse

rate of the other patient in room had jumped to 110 then dropped to 25 beats per minute.

At the nurses' station, Brandon Sutton, RN, was busy writing notes but instantly noticed the change in the patient's status. It's uncanny how nurses can multi-task, almost intuitively sensing when something's not right.

The patient's family had just left to get a bite to eat when he became unresponsive; his heart rhythm stopped. Nurses arrived immediately and called a code, transferred him back to bed, and began CPR.

When I arrived back on the unit, the code team was in full force—evaluating the patient, calling out orders—and Ellison 19 nurses were

in the thick of it. Brandon at the computer recording; Maggie Leung, RN, and Kimmie Ryznal, RN, doing compressions; Lauren Timmons, RN, passing meds from pharmacy to the nursing supervisor. Caroline Kim, RN, helped at the head of the bed. Eunheye and I each took a side to obtain IV access and labs.

Anesthesia evaluated the patient's airway; they were having difficulty. Lauren Mikolajczyk, RN, retrieved supplies as needed.

Marie Sweet, RN; Lauren Bonnet, RN; and Annalise Hajer, RN, took over the care of other patients on the unit to allow the nurses participating in the code to work without distraction.

They took turns doing compressions. Someone put a call out to other units, and soon nurses from Ellison 6 and 7 and other units started to arrive and line up outside the room to help. They worked quickly, efficiently, and valiantly to save this patient's life.

CPR went on for 45 minutes. The room was hot from the exertion. The code had been flawlessly executed, but tragically, the patient did not survive.

No one ever knows when an emergency will happen. But these nurses knew exactly what to do and performed seamlessly as a team. They communicated, they worked together, supported one another, relieved

each other when they got tired. It was a tragic end for this patient, but not for lack of effort or expertise on the part of the team.

I've been a nurse for 25 years; I've seen my share of codes. This was the first time I witnessed a code in which nurses took the lead and performed all the compressions. It was so inspiring to see all those nurses arrive to help.

When it was over, the senior attending asked for a moment of silence. As the nurses from other units began to leave, we walked to the elevator together. No one spoke. The mood was somber.

It's difficult to accept when you work so hard and the outcome is not life. But I felt enormous pride to be a nurse that day, to have been part of that team that tried so hard to save that patient. I was proud of how my colleagues responded and worked together.

I want to remember every nurses' name who was on Ellison 19 that day. I'll never forget the feeling when nurses started arriving from other units. We train and prepare for emergencies every day, but that Sunday afternoon, when we least expected it, we all came together and performed with a single goal and purpose. I'm so proud to be an MGH nurse.

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

an educational series sponsored by the Dementia Caregiver Support Program

**Tuesday, April 16, 2019
5:30–7:00pm
O’Keeffe Auditorium**

“From Chaos to Clarity: Defining Palliative Care and Hospice Across the Trajectory of Dementia,” presented by Julia Gallagher, MD, medical director, MGH Home-Based Palliative Care Program

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.

Blum Center Events

Wednesday, April 10, 2019

Shared Decision Making:
“Coping with Symptoms of Depression,” presented by John Matthews, MD

Thursday, April 11th

“Building Resilience: Supporting the Mental Health of Children and Teens with Type 1 Diabetes,” presented by Ellen O’Donnell

Tuesday, April 16th

Mass General Cancer Center Genetic Series: “Ovarian Cancer and your Family—what you Need to Know,” presented by Janette Lawrence

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.

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Submissions

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

For more information, call: 617-724-1746

Next Publication

April 18, 2019

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

Recognition



At left (l-r): Tramontana award recipient, Heather Fraser, RN (center), with (l-r): nursing director, Michele O'Hara, RN; Tramontana award nominees, Sarah Doucette, RN, and Kelly Durkin, RN; and Beth West, RN. Right (l-r): Doucette, Durkin, and Fraser with Jenn and Mark Tramontana.

Below: Blake 14 Labor & Delivery staff with Tramontana family members, award recipients, and associate chief nurse, Barbara Cashavelly, RN (right).



The Molly Catherine Tramontana Award

—by Michele O'Hara, RN, nursing director

On March 8, 2019, staff nurse, Heather Fraser, RN, received the Molly Catherine Tramontana Award in a small ceremony on the Labor & Delivery Unit. The Tramontana Nursing Award was established by Jenn and Mark Tramontana in memory of their daughter, Molly, to recognize the exemplary care provided to grieving families by labor and delivery nurses. Fraser was nominated by her colleagues for the exceptional and compassionate care she provides.



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