

Caring

Headlines

August 22, 2019

Circle of Concern

Confronting the fear of gun violence

(See story on page 5)



Spiritual Care Department holds service in the MGH Chapel in the wake of four mass shootings.

Nursing & Patient Care Services
Massachusetts General Hospital



MGH ranked #2 by *US News & World Report*

I was thrilled to learn that MGH was named the #2 hospital in the country by *US News & World Report*, up from #4 last year. We were the only hospital in the rankings to place in all 16 specialty areas, with MGH Psychiatry ranking #1 in their category.

What a great honor. But no surprise to me. Recognition like this is an acknowledgment of the exceptional care that patients and families receive at MGH every day. And in my opinion, care at MGH is deliv-



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

ered by the greatest team of clinicians and support staff in the world.

Congratulations to each and every member of our workforce; it's your talent, commitment, and professionalism that are really being honored here.

Thank-you for taking such pride in your work and such incredible care of our patients and families. You may be #2 on *US News & World Report's* list of best hospitals, but you are #1 in my book!

Debbie
Debbie Burke

Other MGH departments ranked in the top 10 in their specialties:

- Diabetes and Endocrinology #2
- Ear, Nose and Throat (with MEE) #2
- Rehabilitation (with Spaulding) #3
- Ophthalmology (with MEE) #4
- Gastroenterology and GI Surgery #5
- Cardiology and Heart Surgery #5
- Pulmonology #5
- Gynecology #6
- Orthopaedics #6
- Rheumatology #6
- Nephrology #7
- Cancer #8

Debbie's Photo Gallery

(At right): Caring for a Cure nurses recently reached an amazing milestone — since the formation of their grass-roots charity, they've raised more than \$1 million. Their efforts have brightened the lives of countless patient and families. Well done!

(Below): I had the pleasure of meeting with staff of the Pediatric ICU recently, a wonderful team that takes great care of our most vulnerable patients.



(Below): unit service associate, Samih El Mounir, of the MGH Cancer Center, was named WEEI Sports Radio's 'Everyday Amazing Health Professional of the Game' during a recent Red Sox game.



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(Cover photo by Kate Hock)

Quality care and good karma converge

—by Karen Booker-Ciampa, RN

I have been a nurse for 32 years, and my relationships with patients and families are the essence of who I am as a nurse. The relationships I develop with patients and families make a difference in their lives, and those connections fuel my practice—a smile, a look, the ability to see every patient as a person, not just a diagnosis. To me, their lives are like books, and I'm just seeing a single chapter.

I knew I'd been making a difference and thought I'd been giving my all until I met Sally. Sally and I were a match made in heaven. We 'got' each other. We spent hours talking and getting to know each other. It was beyond the typical hospital relationship; it was different than anything I'd experienced before. And when I met Sally's family, it felt exactly the same.

Throughout Sally's hospitalization, I had the unmistakable feeling that our meeting was meant to be, that we had been brought together for a reason. We laughed together, cried together, got mad when my answers weren't what they wanted to hear. It was just like family.

Sally was very sick, and my heart ached for her. It affected me to my core. I wanted to be there for this family and make this hospitalization as easy as possible.



Staff nurse, Karen Booker-Ciampa, RN, with beloved patient, Sally, on Ellison 16 Medical Unit.

Sally ultimately passed away on our unit, but she never really left. Her presence will be felt forever, and she will continue to guide my nursing practice.

Sally and her family made me a better nurse, a better person. I came to truly understand what caring is. That is such a gift, and every day, I try to live up to her memory. I remain friends with the family. We chat, we care for each other, we love each other—I feel like one of the sisters.

This past spring, one of Sally's daughters, contacted me. She wanted to know if there was any way her daughter, Angela (a nursing student), could do her practicum at MGH on our unit.

Angela and I had talked about nursing when Sally (her grandmother) was a patient. I adored her. I initiated the process and eventually became Angela's preceptor for her senior nursing practicum.

I was a little nervous at first because this was where Sally had passed away, but Angela and I talked about it, and like me, she felt the calmness and love of her grandmother whenever she came on the unit.

Angela graduated and passed her boards. She has applied for a nursing position on Ellison 16. What an incredible tribute to Sally, and what a wonderful opportunity for this beautiful new nurse and her amazing family. Sally must be so happy at how this story has come full circle.



Booker-Ciampa with Sally's granddaughter and new graduate nurse, Angela.

Circle of Concern

Spiritual Care responds to gun violence

—submitted by the department of Spiritual Care

In the wake of four mass shootings, the MGH Spiritual Care Department held a special service in the MGH Chapel: Circle of Concern: Confronting the Fear of Gun Violence. In his remarks, MGH president, Peter Slavin, MD, said that, “Gun violence is a public health problem, and as healthcare provid-

ers we have a responsibility to be part of the solution. I urge us all to channel our grief into action and commit to doing *something* to move us forward. Quoting Nelson Mandela he said, ‘It always seems impossible until it’s done.’”

Readings and reflections were offered by chaplains from Jewish, Christian, and Muslim traditions, and from senior vice president for Human Resources, Jovita Thomas-Williams.

Executive director for Police, Security & Outside Services, Bonnie Michelman, offered ways to keep our environment safe, including: maintaining strong relationships and showing respect for one another; adhering to protocols for safety and training; working together to identify threats; and ensuring everyone knows what *not* to tolerate.

Said Michelman, “We must always practice kindness and empathy because often, that’s what prevents senseless acts of violence.”

Reverend Alice Cabotaje, director of Spiritual Care, spoke about the impact of gun violence on the spirit. She asked attendees to imagine they were a jewel in Indra’s Web—the Buddhist concept of inter-connectedness. Said Cabotaje, “Whatever we do to one jewel affects the entire universe and ourselves. We cannot harm or heal one strand of the web without harming or healing the entire web.”

For more information about spiritual services at MGH, contact the Spiritual Care Department at 617-726-2220.

To speak to someone in the MGH Center for Gun Violence Prevention, e-mail co-directors, Chana Sacks, MD (csacks@partners.org), or Peter Masiakos, MD (pmasiakos@partners.org).



Above left: Reverend Alice Cabotaje invites attendees to put their hands over their hearts and send kindness to themselves and the community, to loved ones and families, to all people and beings everywhere.

Transforming practice through innovative solutions

Cultivating joy and a healthy workforce

The PCS Office of Quality & Safety has been working with the American Association of Critical Care Nurses' CSI Academy to enhance MGH nurses' knowledge and skills to empower them to lead unit-based change. CSI (Clinical Scene Investigator) Academy is a hospital-based training program that prepares teams of nurses to identify challenges and efficiently develop, implement, and evaluate solutions to improve patient care and fiscal outcomes.

"Pals (Plan. Assessment. Lines.)"

The Blake 8 Cardiac Surgical ICU and the Ellison 9-Cardiac ICU



Advisor, Vivian Donahue, RN (right), and coach, Nicole Bezreh, RN (left center), with clinical scene investigators (l-r): Jennifer O'Malley, RN, John Teixeira, RN, Kara Donovan, RN, and Michelle Crocker, RN.

The challenge:

- Blake 8 and Ellison 9 had two different cultures that worked well separately, but not together
- Staff identified a lack of consistency in hand-offs between the two units
- Staff wanted to improve the way nurses on the two units communicated with one another

Purpose and goals:

The team sought to achieve 80% compliance with an enhanced, electronic-health-record smart phrase, and improve safety culture survey results for hand-offs by 8%.

Goals include:

- After three months: 20% compliance with smart phrase
- After six months: 50% compliance with smart phrase
- After 12 months: 80% compliance with smart phrase, and 8% improvement in staff-satisfaction scores and safety culture survey results for hand-offs

For more information about this project, contact nursing practice specialist, Nicole Bezreh, RN (coach), at 617-724-3886, or any of the clinical scene investigators listed above.

“Creating a culture of resiliency and improving retention among critical-care nurses”

The Blake 12 Medical-Surgical ICU



Coach, Laura Lux, RN (second from right), with clinical scene investigators (l-r): Victoria Patterson, RN, Brittney Barron, RN, and Catherine Cusack, RN. (Not pictured: advisor, Mary McAuley, RN).

The challenge:

- When the unit opened in 2011, staff was comprised of 28 new-graduate nurses as well as many experienced nurses. Only three of those new-graduate nurses remain full-time, and only one per-diem
- 85 nurses left Blake 12 between January, 2015, and April, 2019; 26 of them in 2018
- A high turn-over rate and the ability to retain nurses continues to be a challenge

Purpose and goals:

The team sought to create a recruitment and retention plan to combat compassion fatigue, moral distress, and lack of joy in the workplace.

Goals include:

- Improve job enjoyment
- Improve nurse retention
- Create a culture of resiliency through monthly resiliency rounds

For more information about this project, contact nursing practice specialist, Laura Lux, RN (coach), at 617-726-6597, or any of the clinical scene investigators listed above.

CSI Academy is a new, limited series in *Caring Headlines* intended to share the work of specially trained nursing teams engaged in trialing practice-improvement solutions on their units.

Look for information about other CSI projects in future issues of *Caring Headlines*. For more information about CSI Academy at MGH, contact Karen Miguel, RN, staff specialist, at 617-726-2657.

Promoting a quiet, restful care environment

—by Cindy Sprogis, senior project manager

Rest is essential for maintaining physical and emotional health—and that is especially true for patients during times of illness.

Frequent interruptions, crowded rooms, unpleasant sensory stimuli, harsh lighting, and loud noises all interrupt sleep and interfere with a patient's ability to rest.

In January, three work groups were formed to prioritize improvements to promote a quieter, more restful care environment. Some of the proposed interventions include:

Patient Care Operations Work Group

- revising visitation guidelines to ensure a standard approach across units

- introducing Quiet Kits to reduce noise in patient-care areas
- requiring the use of headphones, earbuds, or closed-caption television in non-private rooms
- decreasing the default volume setting on bedside alarms
- developing hospital-wide communication and signage to help raise awareness

Environment of Care Work Group

- labeling light switches in patient rooms so that only desired lights are turned on (especially at night) reducing the likelihood of unnecessarily waking patients

- applying noise-reducing, foam padding to pneumatic-device landing areas
- converting doors to prevent them from slamming and eliminating unnecessary card-reader beeps
- eliminating squeaky/noisy wheels on trash receptacles
- replacing noisy metal food carts with quieter plastic carts

Clinical Care Work Group

- developing guidelines and checklists for caregivers to facilitate bundling of care at night to reduce unnecessary disruptions

In the coming months, these interventions will be rolled out on all patient-care units.

We're calling on all members of the MGH community to champion this effort to promote a quieter, more restful environment. Be mindful of how loud you're speaking and whether your conversation can be heard by patients nearby.

Small changes can make a big difference when it comes to cultivating a restful environment for patients.

For more information, contact Cindy Sprogis, senior project manager, at 617-643-5982.

We're calling on all members of the MGH community to champion this effort to promote a quieter, more restful environment.

Professional Achievements

Awards

Ann Marie Thompson, RN
Special Recognition for
Leadership Question 1 Ballot
Initiative
Mass Hospital Association

The MGH Nursing History Committee

Patricia R. Austen, RN, MGH
History Award for promoting
and preserving MGH history

Presentations

Virginia Capasso, RN
Mary Susan Convery, LICSW
"Advancing evidence-based
practice"
Connell School of Nursing,
Boston College

Virginia Capasso, RN
Mary Litchford, RDN
"Preventing and caring for
wounds associated with aging"
International Council on Active
Aging
Vancouver, British Columbia

Virginia Capasso, RN
Scott Bolhack, MD
"Hospital-acquired pressure
injuries: 2019 update"
Healthcare Association of
New York State
Partnership for Patients
Initiative
Rensselaer, New York

Denise Dreher, RN
"Outdated IVs...outdated
practice?"
Discussion leader
Infusion Nurses Society
Annual Meeting and Conference
Baltimore, Maryland

Sara Looby, RN
"Menopause and HRT in
HIV-positive women"
Women's Health Inter-Network
Scientific Committee Session
2019 AIDS Clinical Trial Group
Annual Networking Meeting
Washington, DC

Poster Presentations

Howard Blanchard, RN
Diane Carroll, RN
"Veracity in consenting for
coronary angiography"
EuroHeartCare 2019
Annual Congress of the
Association of Cardiovascular
Nursing and Allied Professions
Milan, Italy

Susan Croteau, RN
"Overcoming communication
barriers during the pre-
procedure evaluation"
American Society of
PeriAnesthesia Nurses 38th
National Conference
Nashville

Publications

Arlene Kelleher, RN
Phoebe Yager, MD
Ryan Carroll, MD, et. al.,
"Perspectives on the
management of children in a
biocontainment unit: report
of the NETEC Pediatric
Workgroup
Health Security

Jessica Tran
Betty Luan Erfe, MD
Christopher Kirwan
Nicte Mejia, MD
"Challenges and opportunities
caring for neurology
outpatients across language
differences"
Neurology: Clinical Practice

Sharon Bouyer-Ferullo RN
Chapter: "Informatics
competencies to support
nursing practice"
*Care Coordination and Transition
Management Core Curriculum*
2nd edition

Deborah Washington, RN
Chapter: "The Massachusetts
General Hospital textbook on
diversity and cultural sensitivity
in mental health"
*Providing Medical Care to
Diverse Populations*
2nd Edition

Appointments

Gayle Peterson, RN
Chair, Nominations and
Elections Committee
American Nurses Association

Certification

Hillary Cady, RN
Medical-Surgical Nursing
American Nurses
Credentialing Center

Caitlin Corrigan, RN
Medical-Surgical Nursing
American Nurses
Credentialing Center

Julianne Fitzgerald, RN
Critical Care Nursing
American Association of
Critical Care Nurses

Christine Leibert, RN
Psychiatric Mental Health
Nurse Practitioner
American Nurses
Credentialing Center

Jamie Liu, RN
Clinical Transplant Nurse
American Board for Transplant
Certification

Karen Miguel, RN
Professional in Patient Safety
Institute for Health
Improvement

Michael Sills, RN
Third Degree Master
Practitioner in Reiki Natural
Healing
Collaborative Institutional
Training Initiative Certification

Jillian Wool
Critical Care Nursing
American Association of
Critical Care Nurses

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

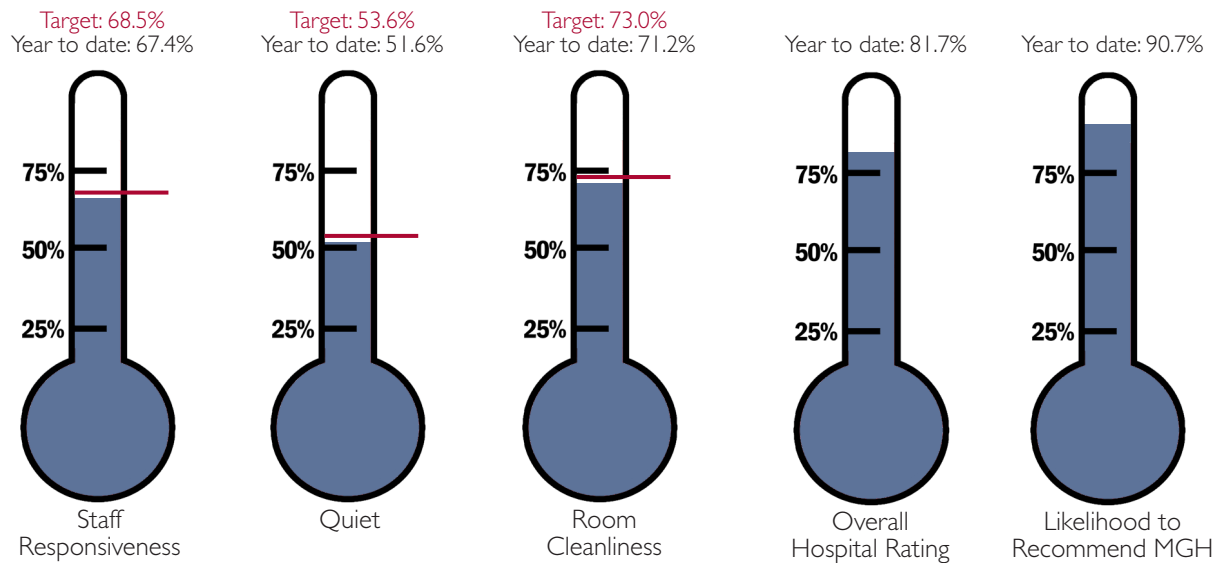
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Next Publication
September 19, 2019

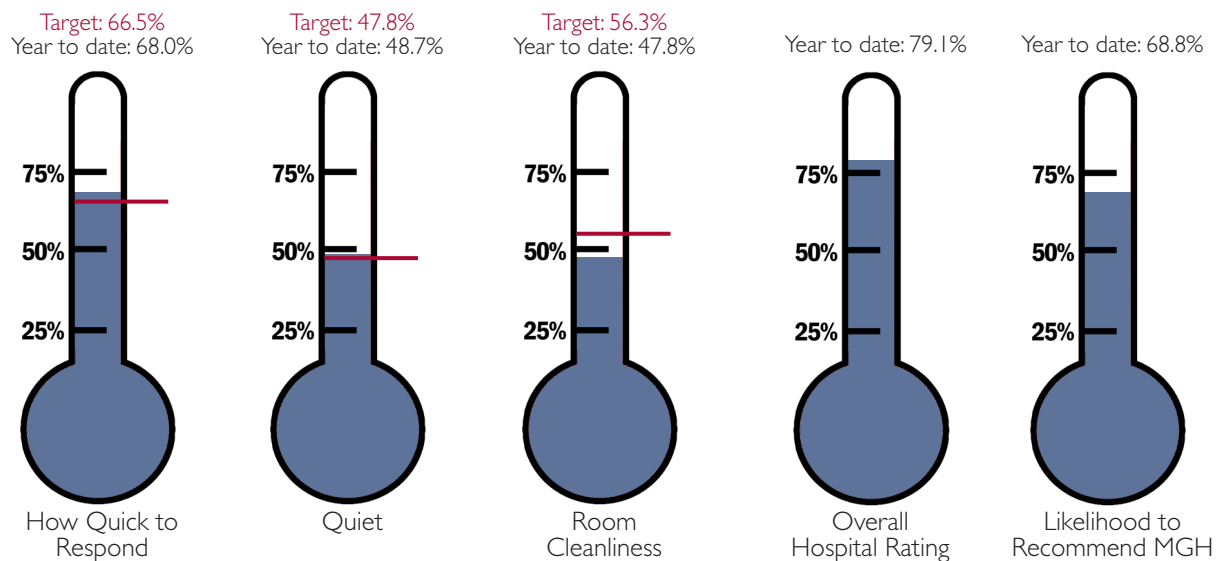
(Submit professional achievements to Georgia Peirce at gwpeirce@partners.org)

Patient Experience Survey Data

Adult Inpatient



Pediatric Inpatient



Categories with red targets are 2019 MGH focus indicators.
Data complete through May 31, 2019.
YTD data received through July 31, 2019.

Announcements

Connell Nurse-Led Team Research Grant

A one-year grant of up to \$25,000 is available to a PhD-prepared nurse to lead a multi-disciplinary research team in a clinically-relevant investigation.

Proposals are due by September 10, 2019

For more information, go to the Munn Center website: <https://www.mghpcs.org/MunnCenter/connell-grant.asp>, or call 617-643-0431.

ACLS Classes

Certification:
(Two-day program)

Day one:
September 9, 2019
8:00am–3:00pm

Day two:
September 23rd
8:00am–1:00pm

Re-certification
(one-day class)
October 9th
5:30–10:30pm

CPR Training (\$100)
September 9th
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.

Conversations with Caregivers

for families, caregivers, patients, and staff

an educational series sponsored by the Dementia Caregiver Support Program

Tuesday, September 17, 2019
5:30–7:00pm
O’Keeffe Auditorium

Admission is free; seating is limited.

RSVP to: 617-724-0406.

For more specific information about this session, please call 617-643-8809.

Blum Center Events

Wednesday, August 28, 2019

“Myths and facts about gluten-related disorders,” presented by Martha Pacetti, RN, and Pamela Cureton, RDN

Thursday, September 12th
Haber Conference Room
11:00am–12:00pm

“Effective insights, techniques, and strategies for the caregiver of someone impacted by substance use disorder,” presented by Nick DeSimone, Raina McMahan, and Katie Raftery

Monday, September 16th

“It’s more than just a headache: how to migraine-proof your life,” presented by Hsinlin Thomas Cheng, MD

Wednesday, September 18th

“Parenting youth with substance use disorders: interventions to guide parents,” presented by James McKowen

Thursday, September 19th

“Prevalence, predictors, and pathways to recovery from addiction,” presented by John Kelly

Tuesday, September 24th

“Different pains, different solutions,” presented by Paul Arnstein, RN

Thursday, September 26th

“Finding your way back home: the path of healing and wholeness in addiction recovery,” presented by Frank Dibert

Programs are free and open to MGH staff and patients. All sessions held in the Blum Patient & Family Learning Center from 12:00–1:00pm unless otherwise specified.

For more information, call 4-3823.

DPH Domestic and Sexual Violence Training

The Massachusetts Department of Public Health has developed an on-line Domestic and Sexual Violence training course to meet Chapter 260 requirements. Completion of the course is a licensure requirement for most health professionals, including, nurses, social workers, physicians, advanced practice providers, and others.

As you prepare for your 2020 license renewal, be aware that the course is time-consuming and currently includes a warning about potential technical difficulties.

Tips:

- Before starting the on-line training, read the *Troubleshooting Technical Difficulties* page available through the menu at the top of the course landing page
- Complete the training on a desktop or laptop computer using Chrome. Do not use a smart phone
- Be mindful that your progress will only be saved for 30 days
- Avoid clicking repeatedly during course navigation
- Rather than clicking to advance to the next section, wait for automatic navigation to take you to the next page

The HAVEN program at MGH provides free and confidential services to patients, employees, and members of the community who have experienced intimate-partner violence. These services include safety-planning, counseling, education, referral, legal consultation, and community accompaniment. HAVEN also provides consultation and training for healthcare providers regarding screening, trauma-informed care, and best practices in supporting patients and families. HAVEN advocates are available on the main campus and at the Revere and Chelsea health centers. For more information, contact Debra Drumm, LICSW, director of HAVEN, at 617-726-7674.



New name, new location!

Yawkey Family Waiting Area
Yawkey Building, second floor
Room 2E-2700, above Riverside Café
8:00am–5:00pm, Monday–Friday
617-726-2078

After 5:00pm, Monday–Friday
visitors and family members can use
the Blum Patient & Family Learning Center
White Building, first floor, Room 110
617-726-2078

**Gray Family Waiting Area is
moving to Yawkey September 16**



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