A look back at...
Colleagues,

As I look through this issue of *Caring Headlines*, I'm reminded once again of what a spectacular team we have in Patient Care Services. I know it’s easy to get caught up in the day-to-day demands of your work and miss the larger impact you have on patients and families; but I assure you—our patients don’t miss it, and neither do I.

This year, I wanted to provide a pictorial recap of some noteworthy moments of 2018. I think you’ll agree as you go through these pages, that the photographs tell a story of exquisite care and practice, of unparalleled commitment and compassion, and of a workforce that has made Excellence Every Day so much more than a catchy slogan.

I hope you enjoy this special, annual-report issue of *Caring*. I feel incredibly lucky and energized to work with you as we look to the future and the challenges and opportunities that 2019 will bring.

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

A Note from Debbie Burke
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Special thanks to Jeffrey Andree, Paul Batista, Kate Flock, Sam Riley, and Michelle Rose, who took many of the photos that appear in this issue of Caring; and Maria Lopez and Kathy Grady for their efforts behind the scenes.
Physical & Occupational Therapy

Physical Therapy initiated a 15-month clinical residency program to advance physical therapists’ knowledge, decision-making, and skills toward expert-level neurological practice. The program was accredited by the American Board of Physical Therapy Residency and Fellowship Education, making it the hospital’s third post-professional PT clinical training program. Faculty and residents pictured above.

Occupational Therapy developed the Triage Task Force to improve consult response time and establish protocols for triaging patients. Above: occupational therapist, Abby Rude, OTR/L, assesses patient’s functional cognition through activities of daily living.

Physical and occupational therapists Go Red for women’s health.

Occupational therapist, Katie Siwy, OTR/L, works with patient to restore functional hand strength and increase range of motion.

Team of physical therapists receives Excellence in Action from MGH president, Peter Slavin, MD.
Respiratory Care Services

Respiratory Care Services spearheaded the effort to adopt the above universal mechanical ventilator order set in the Respiratory Acute Care Unit and other ICUs. The order set was subsequently accepted for use by the entire Partners Critical Care Collaborative.

Senior vice president for Patient Care, Debbie Burke, RN (front right), attends Respiratory Care staff meeting during her first-year listening tour.

(L-r): respiratory therapists, Holly Umbehauer, RRT, Amy McGuinness, RRT, with assistant director of Respiratory Care, Dan Chipman, RRT, and quality coordinator, Edward Burns, RRT.
The Volunteer & Information Ambassador Department

The Volunteer Department added four more pet partners (dogs and their handlers) to its Pet Therapy program, which now serves 24 inpatient units and 4 outpatient areas (bringing the total number of pet partners to 14).

Volunteer, Renae Irving (top left), and information desk associates, Ahcene Gherbi and Josefina Marroquin, welcome visitors as part of the Point One Program, an initiative to ensure that patients and visitors are greeted warmly so their MGH experience begins on a positive note.
Members of the Spiritual Care Department donned holiday attire to lead their annual song fest in the Main Corridor at Christmas time.

With the donation of 42 new prayer trees by the Ladies Visiting Committee, chaplains celebrated the success of the prayer tree ministry in the MGH Chapel.

The annual MGH Men Against Abuse and multi-faith Father’s Day service in the MGH Chapel.

Spiritual Care’s Circle of Concern following events of violence around the country.

Supporting the spiritual needs of a diverse population...
A new Transgender Health Clinic...

Social workers played a key role in planning and implementing the care-delivery model for the new Transgender Health Clinic. Above, Asher Bruskin, LICSW, and Melanie Cohn-Hopwood, LICSW, are ready to welcome patients to the new space.

Social worker, Dannie McGonegal, LICSW (holding certificate) is pictured with her colleagues in the Medical ICU after receiving Excellence in Action Award.

Social Service’s HAVEN Program held its annual holiday drive, providing gift cards to families in need. Pictured above are (l-r): Debra Drumm; Abby Farrand; Lolita Orozco Villalba; Sandra Elien; and Elizabeth Marshall.
Speech-language pathologists implemented an innovative, high-frequency treatment regimen for children with articulation disorders that decreases the duration of treatment. Speech pathologist, Jennifer Maiette, SLP, works with 11-year-old, Liam.

The department came together in May to celebrate Better Speech & Hearing Month.

Speech-language pathologist, Sarah Gendreau, SLP, uses ‘eye-gaze’ communication board with patient who’s temporarily unable to speak or move her hands. The patient communicates by looking at letters on the board to spell out messages.

Speech, Language & Swallowing Disorders and Reading Disabilities

The department came together in May to celebrate Better Speech & Hearing Month.
Medical Interpreter Services launched the Qualified Bilingual Staff Program, which recognizes bilingual staff members who are proficient to care for non-English-speaking patients without the assistance of a medical interpreter.

Early last year, staff of Medical Interpreter Services came together to welcome incoming senior vice president for Patient Care, Debbie Burke, RN, on her listening tour:

Medical interpreters: Jonathan Fitzgerald, seated, (Spanish); (l-r): Gustavo García-Barragan (Spanish); Wilson Pedrazas (Spanish and Portuguese); and Antonio Encarnação (Portuguese) work the phones in the Medical Interpreters Office.

Badges worn by caregivers to identify them as qualified bilingual staff.
A new Gift Cart and a new location...

LVC business manager, Joel Canlas, shows off the new Gift Cart that enables patients and visitors to purchase items from the convenience of their units. The cart, named after former MGH employee and volunteer, Kay Bander, is staffed by volunteers and visits 8 to 10 units a day.

Ladies Visiting Committee and Retail Stores

Beautician, Emily Wallace (top), and Images manager, Kathleen Bazazi, at the new Images Boutique and Salon that recently opened in Yawkey 220. More than a hair salon, Images provides specialized personal-care products and services for cancer patients during and after cancer treatment.
Yoga on the Bulfinch lawn: invited by Aynsley Forsythe, RN, and Laura Cameron, RN, former patient, Amber Gregory, leads yoga class on the Bulfinch lawn.

MGH nurses, Julie Cronin, RN (second from right); Jennifer Gil, RN (second from left); and Gayle Peterson, RN (behind Massachusetts sign), join ANA Massachusetts nurses in Washington, DC, to lobby for healthcare reform.

Carol Ghiloni, RN, (left), and Mandi Coakley, RN, (right), with Ghiloni Oncology Nursing fellows (l-r): Kate Mignosa, Christine Stafford, and Hannah Jung.

Gino Chisari, RN (third from left), director of the Norman Knight Nursing Center for Clinical & Professional Development, inaugural holder of the Dorothy Ann Heathwood Endowed Chair in Nursing Education, with (l-r): Debbie Burke, RN; husband, Reverend John Polk; donors, Ann and Desmond Heathwood; Jeanette Ives Erickson, RN; and Brit Nicholson, MD.

As part of our Quiet at Night campaign, White 10 medical staff nurse, Melissa Bardi, RN, offers headphones and sleep mask to patient.

The OR Sharps Committee had the acronym, SHARP (Safe Handling And Recommended Practices) embroidered on surgical caps to encourage dialogue about sharps safety. The campaign is improving sharps injury rates in the OR.

Staff nurse, Amani Haynes, RN, shares her thoughts about ballot Question #1, and other MGH nurses show their support for same.

Nursing

Albert H. Brown medical visiting scholar, Margaret ‘Peg’ Baim, RN, spoke about, “Resiliency: caring for our patients, our peers, and ourselves.”
Celebrating Certified Nurse Day are the Jean Ridgway Tienken scholarship recipients (l-r): Kathleen Roy, RN; Gina Coughlin, RN; Erin Graves, RN; guest speaker Paula Milone Nuzzo, RN; Debbie Burke, RN; Carol Tienken; Djerica Lamousmery, RN; Jillian Greenberg, RN; and Stephanie O’Neil, RN.

The Neonatal ICU celebrated 300 days without a CLABSI, the result of multiple Plan-Do-Study-Act cycles and a shift-to-shift central-line maintenance check list.

Celebrating Pediatric Nurse Week with an educational booth in the Main Corridor are (l-r): Alexa O’Toole, RN; Cathy Harris, RN; Kim Waugh, RN; and pediatric nursing director, Lori Pugsley, RN.

Cardiac scholars, Gail Leslie, RN, (left), and Ellen Robinson, RN (right), with (l-r): Vanessa Poirier RN; Rachel Desmaris, RN; and Ainsley Pauley, RN.

Excellence in Action Awards went to (clockwise from top left): the White 8 Medical Unit; a joint award to the Pediatric, Surgical, and Blake 12 ICUs; and Palliative Care and the Lunder 7 Neuroscience Unit with special recognition to Abigail Blair, RN; Paige Fleming, RN; Sudha Natarajan, RN; and Hayley Oman, RN.

Celebrating Nurse Week at the Museum of Science
Clinical Support Services celebrated unit-service-associate Employees of the Month with a special luncheon reception.

YMCA Achiever Award recipients, Waveney Cole (left) and Joelle Leacock, CNM.

Tina Stone, RN, became the first associate chief nurse for Case Management and Community Health. She is pictured above (center back) with members of the Case Management Department.

Hundreds of MGH employees stood in solidarity against gun violence during the national school walk-out, March 14, 2018.

Celebration of Stars award recipients (l-r; back to front): Molly Rossiter; Katelyn Daley; and Allison Sung. Natalie St. Hill; Jean Murray; Sarah Wright; and Emily Smith-Sturr. Kettly Vilbrun; Colleen McGauley; Catherine Cusack; Shawn McEntee; Dina Araujo; Suzanne Hally; and Joseph Meekins.

And remember this...?


Working on Thanksgiving didn’t dampen the spirits of White 8 medical staff, who donned appropriate head-wear for the occasion.
NERBNA Excellence in Nursing Practice Award recipient, Silvianne Ngueya, RN (center), with Gaurdia Banister, RN (left), and NERBNA president Tarma Johnson, RN.

In October, the Council on Disability Awareness and the Knight Nursing Center staffed an information table in the Main Corridor (left) and hosted, “Improving Care for People with Disabilities and Spinal-Cord Injuries,” with presenters, Chloe Slocum, MD, and David Estrada.

As part of our global health initiative, nurses from Bangabandhu Sheikh Mujib Medical University discuss palliative care nursing at a train-the-trainer conference in Dhaka, Bangladesh.

PCS Management Systems’ dashboard consolidation project streamlined nearly 70 tableaus down to 5, making it faster and more user-friendly, and driving new performance insights.

On January 31, 2018 (above left), MGH received word that we had been re-designated a Magnet hospital. In October, MGH nurses attended the ANCC National Magnet Conference in Denver, where it looks like a good time was had by all.

IDEA Innovation Grant recipients (clockwise from top left): Virginia Capasso, RN; Michael Tady, RN; Molly Higgins, RN; Shelley Stuler, RN (left) and Bernadette Quigley, RN; and Sara Basiliere, OTR/L (left) and Helena Diodati, OTR/L.
The White and Ellison 7 surgical dedicated education units marked their 10th anniversary with a celebration in the Haber Conference Room.

The MGH Revere HealthCare Center Youth Zone offered youngsters a place to go to learn, socialize, and have fun.

What about this...?

At the annual SAFER Fair, collaborative governance committees shared the work they’re doing to keep patients safe.

The Blum Center responded to increasingly high demand for health information, provided a record number of plain-language and health-literacy consultations, and expanded its scope of educational programs and presentations.

The Norman Knight Nursing Center had a very successful year meeting the professional-development and educational needs of staff throughout Patient Care Services.

The MGH Revere HealthCare Center Youth Zone offered youngsters a place to go to learn, socialize, and have fun.

Many members of PCS were recognized at last year’s Patient Experience Awards. Above, the Lunder 8 Neuroscience Unit was recognized for achieving all its focus indicator targets.

What about this...?

The White and Ellison 7 surgical dedicated education units marked their 10th anniversary with a celebration in the Haber Conference Room.

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On May 30, 2018, MGH held its annual Iftar under the Bulfinch tent enabling Muslims from throughout the MGH community to end their daily fast together during the Islamic month of Ramadan. The event drew families from Iran, Iraq, Afghanistan, Syria, Saudi Arabia, Nigeria, Greece, Palestine, Bangladesh, Egypt, Morocco, Turkey, India, and Pakistan.

Members of our Global Disaster Response team aboard the USNS Comfort in Central America managed to convey their team spirit from miles away. Go Sox!

Members of the PCS Ethics in Clinical Practice Committee staffed their 18th advance care planning booth.

We saw a record-breaking number of posters during this year’s Nursing Research Day, and enjoyed the presentation of Munn and Ives Erikson Nursing Research Awards.

The PCS Office of Quality & Safety sponsored two Anatomy of a Safety Events, one focusing on falls in the inpatient setting (top left and bottom) and one on managing disruptive patient behavior.
Schedule of educational events held during National Recovery Month

Thank-you note to the Neuro ICU from 30-time marathoner, Scott Nanfelt

On March 6th, the Zakim Bridge glowed a soft shade of teal as it joined MGH in celebrating World Lymphedema Day

Partners announced a shift away from Blue Cross Blue Shield to AllWays Health to give Partners greater control over the design and cost of employee health plans

Members of PCS were part of the multi-disciplinary team to create a special opioid shortage website on Apollo, the MGH intranet site

A wordle reflecting audience reaction to the Speak Up for Safety: Anatomy of a Safety Event that focused on falls in the inpatient setting

Patient Food Services introduced the new Patient Menu Guide as a resource for patients, families, and nurses in addressing questions about food options

iCARE Huddle poster reminds staff and visitors of the importance of quiet at night and the positive effect of rest on healing

Many changes have been implemented in eCare as a direct result of the PCS Informatics rounding program that solicits feedback from front-line staff

Icons and visual aids helped foster
First Voter Registration Day at MGH

Graph shows the success of the Skilled Nursing Facility Waiver Program in avoiding hospital admissions by bypassing the Medicare 3-day rule

MGH adopted the TIPS (Tailoring Interventions for Patient Safety) program, an evidence-based fall-prevention initiative that has been implemented in inpatient areas throughout MGH

On Wednesday, January 31, 2018, MGH received word that we had been re-designated a Magnet hospital

The Institute for Patient Care encouraged consistent use of the appropriate pain-assessment tool in managing and treating patients’ pain

Poster announces the premiere screening of Marathon: the Patriots Day Bombing at MGH, which was followed by a discussion and book signing with MGH staff nurse, Jessica Kensky, RN, her husband, Patrick Downes, and illustrator, Scott Magoon

On March 19th, MGH celebrated Certified Nurses Day with a special Nursing Grand Rounds and distribution of certified nurse pins

Staff were kept apprised of important information and changes through practice updates and alerts issued by the PCS Office of Quality & Safety

communication...
Because of you...

2018

...was a very good year.