One simple question can open the door to untold possibilities of patient-focused care

For more, see pages 4-5
I was happy to see so many attendees at the June 5th open forum with new chief digital health officer for Partners Healthcare, Alistair Erskine, MD.

Alistair gave a great overview of how we're currently using technology to enhance patient care and working to make utilization of eCare more efficient and effective.

During the interactive session, Alistair polled attendees to get their responses to questions like:

‘Would it be desirable for the admission workflow to recognize documents already completed by other team members?’

‘Would it be desirable to have a notification system display real-time eCare data without having to log in to the system?’

Ann Marie Dwyer, director of PCS Informatics, tells me your feedback helped identify opportunities to enhance our eCare functionality, clinician workflow, and the patient experience.

I thank you for your participation and Alistair for sharing his time and expertise with us. He’s going to be a great ally as we continue to navigate that crucial intersection of technology and high-quality care.
Debbie’s Photo Gallery

(Clockwise from top left): Gaurdia Banister, RN (left), and co-presenter Alyssa Harris, RN, associate professor at the Connell School of Nursing, at AONE conference in San Diego in April. Nurses from the Neuro ICU, Pediatric ICU, Medical ICU, Blake 12 ICU, and Cardiac Surgical ICU, attended a day-long, New England Donor Services conference in May. Scores of friends and colleagues came together to bid farewell to associate chief nurse, Dawn Tenney, RN (center), at her retirement party in April. And I had the pleasure of attending a staff meeting on the Lunder 9 Oncology Unit.

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On June 5, 2019, MGH launched its new, “What Matters to You?” campaign, a day before the rest of world celebrated international “What Matters to You?” Day. The campaign embraces an approach that shifts the focus from, “What’s the matter with you?” to, “What matters to you?” in the hope of eliciting information that can drive truly meaningful, individualized care.

The concept was originally introduced by Michael Barry, MD, and Susan Edgman-Levitan in their 2012 article in the New England Journal of Medicine. The premise was that if every clinician routinely asked, “What matters to you?” the information gleaned would lead to a greater understanding of patients’ needs and enhance our ability to partner with families to achieve positive outcomes.
Keynote speaker, Derek Feeley, CEO, Institute for Healthcare Improvement, along with, O’Neil Britton, MD, chief medical officer; Inga Lennes, MD, senior vice president, Patient Experience and Practice Improvement; Colleen Snydeman, RN, director, PCS Office of Quality & Safety; Lindsay Pindyck Carter, MD, director, Pediatric Inpatient Quality & Safety; and Elizabeth Mort, MD, senior vice president, Quality & Safety, all testified to the profound impact that asking this simple question can have.

Said Pindyck Carter, “The answer is not always what you expect. And therein lies the power.”

Many departments, including Pediatrics, Physical Therapy, Nutrition & Food Services, and others have already begun asking, “What matters to you?” with inspiring results.

For information on how you can implement “What Matters to You?” in your area, contact Mary Cramer at 617-724-7503.
Delivering this year’s annual Barbara Dunderdale Visiting Scholar Lecture on June 6th, dean of the College of Nursing and associate vice president for Health Affairs at the University of Cincinnati, Greer Glazer, RN, presented, “Honor the Past, Innovate the Present, Bend the Future,” in which she shared some of her work with The Future of Nursing Committee and her thoughts on why health care needs to be re-designed to reflect a renewed focus on social determinants of health.

Glazer spoke about eliminating barriers that prevent nurses from practicing at the full extent of their scope of practice; integrating technology into care-delivery in a way that doesn’t overshadow compassionate, patient- and family-centered care; and encouraging more PhD-prepared nurses to ensure we continue to advance research and expand the body of nursing knowledge.

The Barbara Dunderdale Lecture is made possible through the generous gifts of donors and is coordinated by The Norman Knight Nursing Center for Clinical & Professional Development. For more information, call 617-726-3111.
Visiting Scholar (continued)

Honor the Past, Innovate the Present, Bend the Future
Greer Glazer, PhD, RN, CNP, FAAN
Dean, Schmid College of Nursing and Associate Vice Present for Health Affairs
University of Cincinnati College of Nursing

Innovate the Present, Bend the Future Healthcare System Now and Transformed

NOW
- Women
- Primary Care
- Home Care
- LTC
- Acute Care

TRANSFORMED
- Acute Care
- LTC
- Home Care
- Management of Chronic Illness
- Wellness and Primary Care

Future Paradigm Shift

Individual
- Policy & Governance
- Cross Sector Collaboration
- Community & Civic Engagement
- Population Health, Well-being and Equity

How Can Nurses Play a Role in the Future

1. Identify core functions of nursing practice regardless of place of care
2. Align nursing education with core functions of nursing practice
3. Work at intersections of disciplines; boundary spanning = process of making connections among otherwise unconnected groups in the quest for a higher goal (Weisberg, 2016)
4. Align jobs, professional development, payment and policies with core functions

Pittman, 2019

Into the Future
YOU ARE A LEADER- IT WILL TAKE EACH OF US TO TRANSFORM HEALTHCARE AND EDUCATION
Betancourt named new vice president, chief equity and inclusion officer

Patient Care Services is thrilled to welcome Joe Betancourt, MD, to his new role as vice president and chief equity and inclusion officer—he is the first at MGH to hold the position.

Employees may be familiar with Betancourt, who, for nearly 20 years, has been a vocal and committed leader in advancing the hospital’s agenda around equity, diversity, and inclusion.

Having grown up in a bilingual household in New York City and Puerto Rico, multiculturalism has been a way of life for Betancourt since early childhood.

As director of the MGH Disparities Solutions Center (which he founded in 2005), as a primary care physician, as in all his endeavors, Betancourt brings an innate passion and candor to his work. He is committed to social justice. He is known around the world for his expertise in healthcare disparities, diversity, and cross-cultural medicine.

We’re fortunate that Betancourt has accepted this new role and look forward to working with him to shape and expand our future efforts. Stay tuned for information about how you can get involved.

Joseph Betancourt, MD, vice president and chief equity and inclusion officer

El Dr. Betancourt fue nombrado nuevo vicepresidente y jefe de equidad e inclusión

Patient Care Services (centro de servicios de atención al paciente) se compliece en dar la bienvenida al Dr. Joe Betancourt, en su nueva función como vicepresidente y jefe de equidad e inclusión—el Dr. Betancourt es el primer directivo asignado a este nuevo cargo en MGH.

Los empleados que están familiarizados con el Dr. Betancourt, lo reconocen como un vocero y líder comprometido con el desarrollo del programa de equidad, diversidad e inclusión en el hospital por un periodo de casi 20 años.

El Dr. Betancourt creció en un hogar bilingüe en la ciudad de Nueva York y en Puerto Rico, y desde temprana infancia el multiculturalismo ha formado parte de su vida.

En el año 2005, el Dr. Betancourt fundó y desde entonces dirigió el programa MGH Disparities Solutions Center (centro de soluciones para las disparidades en salud en MGH). Como médico de cabecera, y en áreas relacionadas, el Dr. Betancourt tiene una pasión innata por su trabajo y honestidad laboral y permanece comprometido con la justicia social. Es reconocido mundialmente por su experiencia en el área de desigualdades en el acceso a la atención médica, diversidad y medicina transcultural.

Estamos muy contentos que el Dr. Betancourt haya aceptado esta nueva función y trabajaremos conjuntamente en el desarrollo y expansión de nuestros futuros esfuerzos. Esté al pendiente para más información sobre cómo usted puede participar.
On Wednesday, June 12, 2019, MGH Men Against Abuse held their 14th annual multi-faith Father’s Day service, with the attestation, “Anyone can be a father; it takes someone special to be a Dad.”

Participants sang, danced, shared reflections, poetry, psalms, and prayers. Matt Thomas and Jim Heffernan, two of the original founders of the group, shared some of their experiences as a father and grandfather, respectively.

Attendees were invited to sign a pledge to respect women’s rights and listen to what women have to say.

MGH Men Against Abuse is one component of the Domestic Violence Working Group, along with HAVEN, the Employee Assistance Program, and Police, Security & Outside Services.

For more information about the service or Men Against Abuse, contact Rabbi Ben Lanckton, at 617-724-3228.
Patient Experience Survey Data

Adult Inpatient

- **Staff Responsiveness**: Target: 68.5% Year to date: 68.1%
- **Quiet**: Target: 53.6% Year to date: 52.2%
- **Room Cleanliness**: Target: 73% Year to date: 71.2%
- **Overall Hospital Rating**: Target: 82.0% Year to date: 90.4%

Pediatric Inpatient

- **How Quick to Respond**: Target: 66.5% Year to date: 65.5%
- **Quiet**: Target: 47.8% Year to date: 53.3%
- **Room Cleanliness**: Target: 56.3% Year to date: 47.3%
- **Overall Hospital Rating**: Target: 84.2% Year to date: 71.4%

Categories with red targets are 2019 MGH focus indicators.
Data complete through March 31, 2019.
YTD data received through June 4, 2019.
Professional Achievements

Awards
Theresa Capodilupo, RN
Nursing Outstanding Clinical Partner Award
UMass Boston, College of Nursing and Health Sciences

Brenda Donovan, RN
Outstanding Nurse of the Year
MGH Emergency Medicine
Physician Assistants and Nurse Practitioners

Lore Innamorati, RN
Nursing Appreciation Award
MGH Department of Medicine Internal Medicine Residency Program

Rebecca Inzana, CCC-SLP
Faculty Award for Excellence
MGH Institute of Health Professions

Presentations
Virginia Capasso, RN
“What you see is not always what you get: new technology gateway to clinical application of support surfaces standards”
Annual conference of National Pressure Ulcer Advisory Panel St. Louis

Poster Presentations
Karen Miguel, RN
Megan Loughnane, RN
Maryfran Hughes, RN
Donna McEachern, RN
Patricia Mian, RN
Bridget A. Paluzzi, RN
Alisa Pascale, RN
Theresa Vachon, RN
“Inpatient Sexual Assault Evidence Collection Guidelines”
Partners Health Care Quality and Safety Symposium Somerville

Appointments
Julie Cronin, RN
President
American Nurses Association, Massachusetts

Certifications
Robert Ferdinand, RN
IV Therapy
American Nurses Credentialing Center

Clinical Recognition Program
Clinicians recognized
March 1–June 1, 2019

Advanced Clinicians:
Ashley Chandler, RN
Pediatric ICU

Caroline Conant, RN
Emergency Department Observation Unit

Katherine Fagan, RN
General Medicine

Brenda Finn, RN
MGH Waltham Orthopaedic Ambulatory Surgery Center

Rachel Lampros, PT
MGH Sports Physical Therapy

Marjorie Noone, RN
Translational and Clinical Research Center

Laura Ritch, RN
General Surgery

Jenna Staid, RN
General Medicine

Jo-Ann Thompson, RN
Interventional Radiology,
Stacey Walsh, RN
Endoscopy Unit

Clinical Scholars:
Chelsea Arnold, RN
Cardiac Catheterization Lab

Kirstie Hinsman, PT
Physical Therapy

Jessica Hyman, RN
Cardiac Surgical ICU

Laura Lux, RN
Surgical ICU

Caitlin Sullivan, RN
Electrophysiology Lab

Erin Swanson, RN
Interventional Radiology

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

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Submissions
All stories should be submitted to ssabia@partners.org
For more information, call: 617-724-1746
Next Publication
July 5, 2019
Announcements

Blum Center Events
Thursday, June 27th
11:30am–12:30pm
Haber Conference Room
“Raising a Bilingual Child,” presented by speech pathologist, Diana Brenner-Miller; CCC-SLP

Programs are free and open to MGH staff and patients. No registration required.
For more information, call 4-3823.

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)
August 14th 5:30–1:30pm
CPR Training ($100)
June 10th 2:00–6:00pm
Locations to be announced. Some fees apply. For information, contact Jeff Chambers at aclsc@partners.org.
To register, go to: http://www.mgh.harvard.edu/emergencymedicine/assets/Library/ACLS_registration%20form.pdf

AMMP Scholarships
Applications for AMMP scholarships 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, go to: http://apoío.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.

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.mghpcsc.org/MunnCenter/connell-grant.asp, or call 617-643-0431.