

# Caring

Headlines

June 20, 2019

what  
matters  
to you?  
ask.listen.do



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

*For more, see pages 4-5*

Debbie Burke

# Open forum with Alistair Erskine

*an interactive dialogue with front-line clinicians*

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.



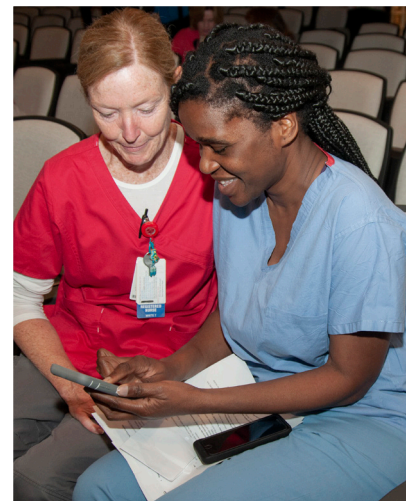
Debbie Burke, RN  
senior vice president for Nursing & Patient  
Care Services and chief nurse

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*  
Debbie Burke



Chief digital health officer for Partners Healthcare, Alistair Erskine, MD, speaks at open forum on June 5th; front-line clinicians provide real-time, electronic feedback during session.



# Debbie's Photo Gallery



(Clockwise from top left): Gaurdia Banister, RN (left), and co-presenter, Allyssa 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.

## In this Issue

What Matters to You? .....	1	New Leadership:.....	8
Debbie Burke.....	2-3	• Joe Betancourt, MD	
• Open Forum with Alistair Erskine, MD		Spiritual Care.....	9
What Matters to You Campaign.....	4-5	• Father's Day Service	
Barbara Dunderdale Visiting Scholar		Patient Experience Indicators.....	10
Grand Rounds .....	6-7	Professional Achievements.....	11
		Announcements.....	12





(Above): O'Neil Britton, MD, chief medical officer.

(At right): Derek Feeley, CEO, Institute for Healthcare Improvement.

(Below): Inga Lennes, MD, senior vice president, Patient Experience and Practice Improvement



# what matters to you?

## ask.listen.do

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 Snyderman, 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.



(Above): Colleen Snyderman, RN, director, PCS Office of Quality & Safety.



(At left): Lindsay Pindyck Carter, MD, director, Pediatric Inpatient Quality & Safety.



(Below): Elizabeth Mort, MD, senior vice president, Quality & Safety



(Photos by Paul Batista)



# Barbara Dunderdale Visiting Scholar Grand Rounds

(Pictured above left): Greer Glazer, RN, dean of the College of Nursing and associate vice president for Health Affairs at the University of Cincinnati; (right) Barbara Dunderdale, RN, senior director of Development, Major Gifts; and (inset, l-r): Guardia Banister, RN, executive director, Institute for Patient Care; Glazer; Dunderdale; and Dunderdale's husband, Bill.

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.



**College of nursing**

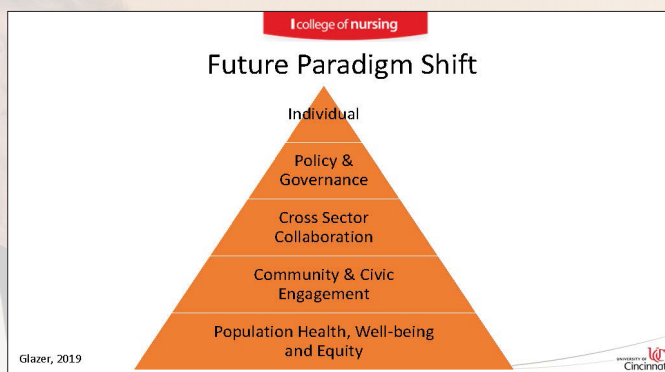
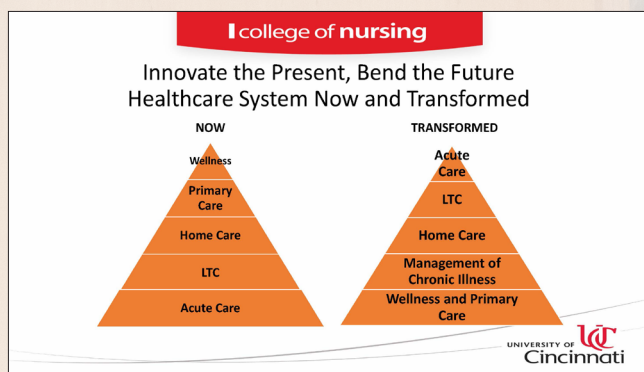
### Honor the Past, Innovate the Present, Bend the Future

Greer Glazer, PhD, RN, CNP, FAAN  
Dean, Schmidlapp Professor of Nursing and Associate Vice  
President for Health Affairs  
University of Cincinnati College of Nursing



2019 Barbara Dunderdale Visiting Scholar Presentation  
MGH School of Nursing  
June 6, 2019

**University of Cincinnati**



**College of nursing**

### Bend the Future Future Health Care/Education System Will Be:

- Patient-centered/student-centered
- Value-based
- Community-based
- Prevention focused
- Collaborative/team-based/IPE
- Technology enabled
- Evidence based
- Competency based
- Focused on meeting needs of diverse populations
- Respectful of all providers
- Focused on a culture of health
- Reduce health and educational disparities
- Seamless
- Create healthier, more equitable communities
- Reoriented to social mission

**University of Cincinnati**

**College of nursing**

### 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 (Weiberg, 2016)
4. Align jobs, professional development, payment and policies with core functions

Pittman, 2019

**University of Cincinnati**

**College of nursing**

Into the Future

### YOU ARE A LEADER- IT WILL TAKE EACH OF US TO TRANSFORM HEALTHCARE AND EDUCATION

**University of Cincinnati**



# 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, multi-culturalism 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 complace 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.



(Top left): Rabbi Ben Lanckton leads Father's Day service; (below left): Matt Thomas, training, development and communications specialist, Police, Security & Outside Services, shares a reflection; (below right): attendees sign pledge to support and respect women.



(Photos by Michelle Rose)

# MGH Men Against Abuse Father's Day service

*setting a tone,  
leading by example*

—by Rabbi Ben Lanckton, staff chaplain

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.

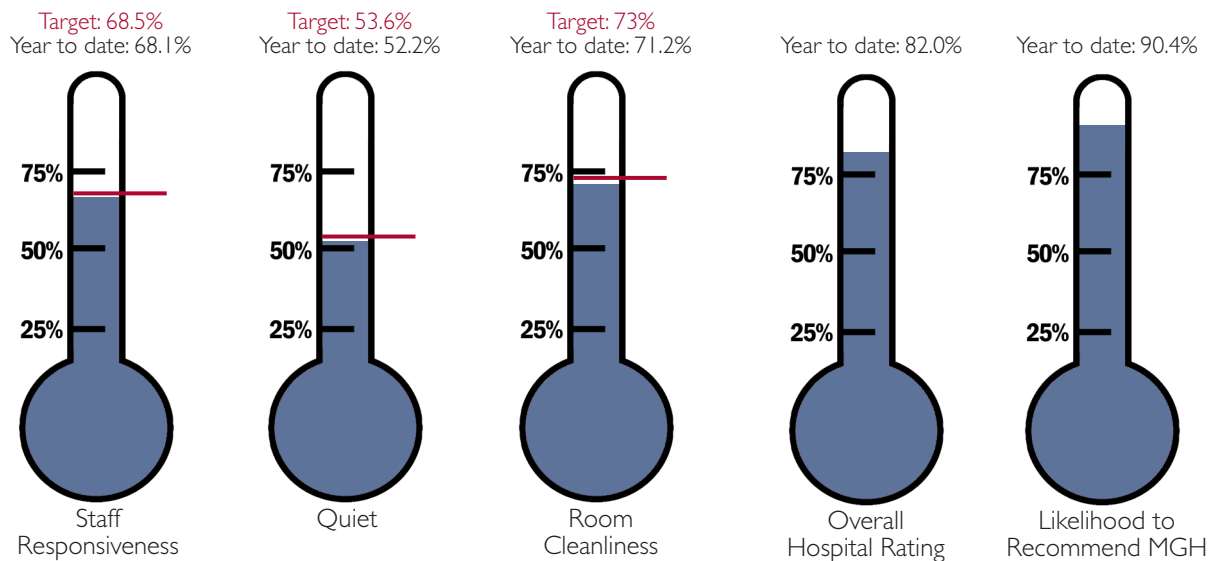
Attendees were invited to sign a pledge to respect women's rights and listen to what women have to say.

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.

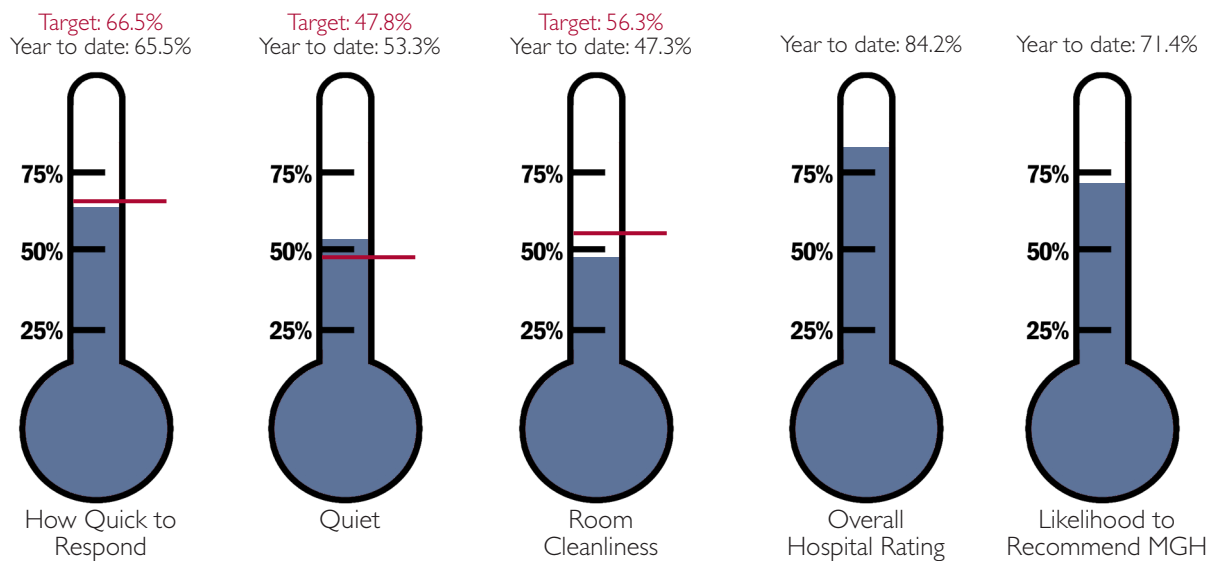
For more information about the service or Men Against Abuse, contact Rabbi Ben Lanckton, at 617-724-3228.

# Patient Experience Survey Data

## Adult Inpatient



## Pediatric Inpatient



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

### Published by

*Caring Headlines* is published twice a month by the department of Nursing & Patient Care Services.

### Publisher

Debbie Burke, RN, senior vice president for Patient Care

### Managing Editor

Susan Sabia

### Editorial Advisory Board:

Disability Program Manager  
Zary Amirhosseini

### Editorial Support

Marianne Ditomassi, RN  
Mary Ellen Smith, RN  
Maureen Schneider, RN

### Informatics

Ann Marie Dwyer, RN

### Medical Interpreters

Carmen Vega-Barachowitz, SLP

### Materials Management

Edward Raeke

### Nutrition & Food Services

Donna Belcher, RD  
Susan Doyle, RD

### Office of Patient Advocacy

Robin Lipkis-Orlando, RN

### Office of Quality & Safety

Colleen Snyderman, RN

### Orthotics & Prosthetics

George Reardon

### PCS Diversity

Deborah Washington, RN

### Physical Therapy

Occupational Therapy  
Michael Sullivan, PT

### Police, Security & Outside Services

Joe Crowley

### Public Affairs

Colleen Delaney

### Respiratory Care

Ed Burns, RRT

### Social Work

Ellen Forman, LICSW

Speech, Language & Swallowing Disorders and Reading Disabilities  
Carmen Vega-Barachowitz, SLP

### Spiritual Care

Carmen Vega-Barachowitz, SLP

### The Institute for Patient Care

Gaurdia Banister, RN

### Training and Support Staff

Gino Chisari, RN

### Volunteer Services

Jacqueline Nolan

### Distribution

Jacqueline Nolan, 617-724-1753

### Submissions

All stories should be submitted to: [ssabia@partners.org](mailto:ssabia@partners.org)

For more information, call: 617-724-1746

### Next Publication

July 5, 2019

(Submit professional achievements to Georgia Peirce at [gwpierce@partners.org](mailto:gwpierce@partners.org))

# 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**  
**5:30–10:30pm**

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

Locations to be announced.  
Some fees apply. For informa-  
tion, contact Jeff Chambers at  
acls@partners.org.

To register, go to:  
[http://www.mgh.harvard.edu/  
emergencymedicine/assets/  
Library/ACLS\\_registration%20  
form.pdf](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://apollo.massgeneral.org/  
ampp/](http://apollo.massgeneral.org/ampp/), e-mail [PHSAMMP@  
partners.org](mailto: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.mghpcs.org/  
MunnCenter/connell-grant.asp](https://www.mghpcs.org/MunnCenter/connell-grant.asp),  
or call 617-643-0431.



Returns only to:  
Volunteer Department, GRB-B 015  
MGH, 55 Fruit Street  
Boston, MA 02114-2696



First Class  
US Postage Paid  
Permit #57416  
Boston, MA

---

---

---