

Caring

Headlines

May 30, 2019

Nurse Week 2019

See coverage of
Nurse Week events
on pages 2-4



Staff nurse, Joanne Tsang, RN, with patient, Mary 'Teddie' O'Keefe, on the Ellison 8 Cardiac Surgical Step-Down Unit.

Chief nurse address: *'The power of thank-you'*

"Three nurses completely changed my life while I was receiving care at MGH. They created a bond that went well beyond nurse-patient formalities."

"I can't say enough about his professionalism as a nurse and caregiver..."

"I was blown away by her knowledge and determination to encourage me... she supported me in ways beyond patient and nurse... truly an excellent and experienced nurse..."

"It isn't a mistake that all the nurses you hire at Mass General have the same sense of compassion and purpose that they do."

"It has been a challenging time for us. Nursing was there the entire hospitalization; I am so proud to say I work at MGH."

"I recently had surgery and was blessed to be cared for by the most phenomenal nursing and medical staff. So proud to work in an institution that is blessed with colleagues such as these."

"I'm a physician at Mass General. The times my family and myself have been patients really shows where the rubber meets the road—nurses are the magic glue that make MGH so great."



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

"These nurses showed a level of knowledge and intelligence that blew me away. They went above and beyond to help me recover, not just physically, but mentally."

"Health care involves a lot of hand-offs and complexities. Can you feel like you're the most important person as a patient and won't get lost in the shuffle? Yes! And it's because of the nurses."

"Even after listening, on many occasions, to what staff face every day, I could never have imagined how difficult and daunting it is until I saw it first-hand. I am in awe. This experience has made me so appreciative of MGH nurses."

"I've always been proud to be the daughter and niece of nurses. Never before have I so clearly understood the impact great nursing care has on the body and soul. We were truly touched by the healing work of your team."

Senior vice president for Patient Care and chief nurse, Debbie Burke, RN, shared excerpts from thank-you letters written by grateful patients, family members, and colleagues, noting how these simple acts of gratitude help restore caregivers' emotional and spiritual well-being.

Burke took advantage of the occasion to announce that MGH would soon be launching the DAISY Awards as a way to recognize the extraordinary work nurses do for patients and families. She thanked staff nurse, Trang Vo, RN, for bringing the idea to her attention.

Nurse Week Presentations

Nurse-led initiatives



(L-r): Michelle Monteiro, RN, and Lisa Bouvier, RN, presented, "End-of-Life Comfort Kits."

Carolyn McDonald, RN, presented, "Discharge Planning: Insulin Pen Teaching."

Elise Gettings, RN, and Kim Smith Sheppard, RN, presented, "Nurse Comfort and Knowledge with Assessing Firearm Access and Providing Patient Education on Safe Gun Storage."

Lore Innamorati, RN, presented, "Improving the Retention of Millennial Staff."



(L-r; back to front): Laura Gaudet, RN, and Christina Murphy, RN, presented, "Effectiveness of Acupuncture/Acupressure in the Patient with Acute Pulmonary Needs."

Karyn Morgan, RN, presented, "Assessing Nurses' Awareness and Willingness to Adopt Scalp Cooling Therapy in an Outpatient Oncology Clinic through an Education Program: Cold Capping."

Elizabeth Mover, RN, presented, "Impacting ED Capacity Through Expedited ICU Transfers."

Sandy Masiello, RN; Sue O'Sullivan, RN; and Jen Ellis, RN, presented, "In Neonates, is the Use of Dextrose Gel Effective in the Management of Hypoglycemia?"

Scholarly works



(L-r): Brian French, RN, presented, "Caregivers' Perceptions of Nurse-Led Discharge Education Interventions: Knowledge Needed for Adequate Care of a Technology-Dependent Infant in the Home Setting."

Barbara Cashavelly, RN, presented, "Transition into Practice: Evaluating the Experience of Oncology New-Graduate Nurse Residents."

Michael Tady, RN, presented, "Shared Governance Impact on Patient Outcomes."

Maureen Hemingway, RN, and Michael Farrell, RN, presented, "Investigation of Healthcare Professionals' Knowledge of Actions During an Active Shooter Event"



(L-r): Meg McCleary, RN, presented, "Inpatient STEMI/Acute MI Response."

Jennifer Curran, RN, presented, "Comparison of Nurses' Perceptions of Two Teaching Methods of Infant Cardiopulmonary Resuscitation for Parents of Infants in the Neonatal Intensive Care Unit."

Susan Wood, RN, presented, "Rapid Fire Interventions to Improve Quiet at Night."

Jordan Hampton, RN, presented, "Screening for Adolescent Relationship Abuse and Reproductive and Sexual Coercion."

Gaurdia Banister, RN, presented, "It was a Light Coming Through: African American Nurses' Perceptions of a Collaborative Nursing Leadership Program."

Nurse Week Presentations and Poster Display

The annual Yvonne L. Munn Nursing Research Lecture



Peg Baim, RN, clinical director, Center for Training at the Benson-Henry Institute for Mind Body Medicine, presented, "Cultivating Self-Compassion to Buffer Compassion Fatigue."

Baim spoke about the prevalence of compassion fatigue and shared techniques for cultivating resiliency, including 'top-down' thinking; mindfulness; and engaging in self-care activities such as journaling, getting enough sleep, social interaction, and physical activity.



Diane Carroll, RN, nurse scientist, Yvonne L. Munn Center for Nursing Research, presented, "From Mentee to Mentor and other Roads Traveled: the Role of this Nurse Scientist in Practice."

Carroll reflected on an impressive, nearly 50-year career, with glimpses into the research studies she's conducted, the mentors who helped shape her journey, and how they contributed to her own approach to mentoring.



Gaurdia Banister, RN, director, The Yvonne L. Munn Center for Nursing Research, presented an overview of recent activities and achievements within the Munn Center.

Banister spoke about the impact nursing research has had on advancing nursing knowledge and shared the Munn Center's goals of continuing to foster opportunities for nurses to contribute to nursing science and improve patient care and outcomes.



Interactive Nursing Research Poster Session

A record 51 nursing research posters were on display throughout Nurse Week. Posters represented research studies and projects related to evidence-based practice and quality improvement. Hundreds of visitors stopped by during the interactive poster session to ask questions and chat with investigators who were on hand to share their findings.



Nurse Week Research Awards and Poster Contest

2019 Nursing Research Awards



(L-r): Jeanette Ives Erickson; Katherine Rosa; Susan Slaugenhaupt; and Maurizio Fava

The Jeanette Ives Erickson Research Institute Award went to principal investigator: Katherine Rosa, RN, for her study, "Psychometric Evaluation of a Tool to measure Patients' Perceptions of Nurse-Patient Relationship as Healing Transformations Scale (RELATE Scale)."



(L-r): Jennifer Cahill; Kim Francis; Rhonda McIntyre; and Heidi Jupp

The Yvonne L. Munn Nursing Research Award went to principal investigator: Joanne 'Heidi' Jupp, RN, co-investigator: Rhonda McIntyre, RN, and mentor: Jennifer Cahill, RN, for their study, "Validation of a Nausea Assessment Tool in a Pediatric Oncology Population: a Pilot Study in 28 Pediatric Cancer Patients."

2019 Nursing Research Poster Contest winners

Meghan Noonan Feldpausch, RN (pictured above); Emma Kileel; Markella Zanni, MD; Sara Looby, RN; Steven Grinspoon, MD; and Kathleen Fitch, RN, won in the category of Emerging Researcher for their poster, "Retention of Research Participants in a Longitudinal HIV Clinical Trial: Best Practices Identified by Systematic Surveys of Study Staff."



Maria Michelle Van Pelt, RN (pictured above); Suzanne Smeltzer, RN; Frederick van Pelt, MD; Farnaz Gazoni, MD; Marcel Durieux, MD; and Rosemary Polomano, RN, won in the category of Advanced/Mid-Career Nurse Researcher for their poster, "Preliminary Psychometric Evaluation of the Nurse Anesthesia and the Aftermath of Perioperative Catastrophes Survey and Ways of Coping Questionnaire."



Kathryn Post, RN, won in the category of Original Research for her poster, "Patient Engagement in Breast Cancer Survivorship Care: a National Web-Based Survey."



Christina Murphy, RN (right); Laura Gaudet, RN; Susan Gavaghan, RN; Maria Winne, RN; Regina Gibbons; and Virginia Capasso, RN (left), won in the category of Evidence-Based Practice for their poster, "Effectiveness of acupuncture/acupressure in the patient with acute pulmonary needs."



Shelly Stuler, RN (left), and Judi Carr, RN, won in the category of Quality Improvement for their poster, "Improving Consistency and Accuracy in Pressure-Injury Documentation."

The MGH Youth Scholar Program: PT-OT edition

—by Elyse McCabe, OTR/L, and Abigail Rude, OTR/L

Physical and Occupational Therapy recently partnered with the MGH Youth Scholars Program to hold a series of workshops designed to expose students to careers in health care. With a long history of providing physical and occupational therapy in Revere, Chelsea, and Charlestown, the collaboration was an extension of the department's commitment to community outreach and an opportunity to generate interest in the professions among a diverse group of students.

Approximately 30 high school students participated in the three-day event that highlighted a variety of

case studies and included interactive learning activities. Students interviewed mock patients, worked with mobility equipment, fabricated splints, and practiced assessing cognitive skills.

In a post-experience survey, students reported a high level of satisfaction, engagement, and interest in physical and occupational therapy. The department will continue to partner with the MGH Youth Scholar Program.

For more information about the PT-OT-Youth Scholar Program collaboration, call Elyse McCabe, OTR/L, 617-726-8537, or Abigail Rude, OTR/L, at 617-724-7325.



Occupational therapists show students in the Youth Scholars Program how to use balance equipment and design treatment sessions and obstacle courses for pediatric patients.

(Photos provided by staff)


PRACTICE ALERT

Personal Protective Equipment

In response to staff “speaking up for safety” MGH has added an **alternative gown** option with a higher-level of protection for staff on all **inpatient units**.*.

AAMI Level 3 gown – choose for exposure to significant amounts of blood, body fluids, secretions or excretions during patient care.

Level 3 - High Fluid Exposure Risk




Medi choice disposable isolation gown
MFR # 77873
PS# 4811360
***Clean Supply Room**

NEW


AAMI Level 2 gown - choose for Contact Isolation and Standard Precautions for use in routine care of patients: when the fluid exposure is low

Level 2 – Low Fluid Exposure Risk



Cardinal disposable isolation gown
MFR # AT4498-xl
PS# 532596

Contact Paula Wright RN, Infection Control with questions at pjwright@partners.org



MASSACHUSETTS
GENERAL HOSPITAL
PCS QUALITY & SAFETY

May 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>.

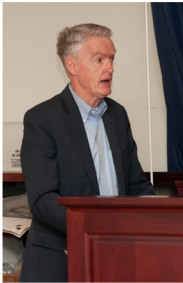
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Annual Iftar at MGH

*coming together in the spirit of
unity and friendship*

The 19th annual MGH Iftar was held May 5, 2019, bringing together hundreds of Muslim employees, patients, families, and friends. On hand for the breaking of the fast were (top row, l-r): Firdosh Pathan, RPh, long-time MGH Muslim community leader; Deborah Washington, RN, director, PCS Diversity; Jovita Thomas-Williams, senior vice president for Human Resources; Jeff Davis, former senior vice president for Human Resources; Rabbi Ben Lanckton; and Alice Cabotaje, director, Spiritual Care. Imam Elsir Sanousi (below left) led the gathering in prayer:



Ramadan, the ninth month of the Islamic calendar, is a time when Muslims all over the world perform good deeds, such as giving more to charity, improving family relations, visiting one another, and helping the poor and the sick.



During Ramadan, healthy Muslim adults and many children fast from dawn to sunset. At the end of the day, the fast is broken with prayer and a meal called the Iftar. The holy month of Ramadan is a time for reflection, devotion to

God, and committing to becoming better Muslims, people, and neighbors.

At the end of Ramadan, Muslims celebrate Eid-ul-Fitr, the festival of fast-breaking, which this year, will occur on June 5th.

The Masjid, the Muslim prayer room located in Founders 109, is open to patients, families, and staff 24 hours a day. Weekly Friday prayers are held in the Thier Conference Room at 1:00pm. For more information, call the Spiritual Care Department at 617-726-2220.



Renewal and Self-Care



(Photos provided by staff)

Hole in the Wall Gang: nursing style

—by Cathleen Durham, RN, nursing practice specialist

MGH pediatric nurses had an opportunity to spend some quality time together recently at a caregivers retreat hosted by The Hole in the Wall Gang Camp in Ashford, Connecticut. The camp, founded by actor Paul Newman in 1988 and named in homage to his film, *Butch Cassidy and the Sundance Kid*, is usually a respite for seriously ill children and their families. But on May 2, 2019, it was transformed into a ‘grown-up’ playground where caregivers came to enjoy a day of fun, relaxation, and self-renewal.

Attendees are still buoyed by memories of healing massages, rock-climbing, and zip-lining. Said one nurse, “We absolutely

loved this day. We’re so grateful to The Hole in the Wall Gang Camp for inviting us and to nursing leadership for supporting our attendance.”

For more information about the camp and their annual caregivers retreat, contact Cathleen Durham, RN, at cadurham@partners.org.

Recognition



The Bigelow 9 Medical Unit was recognized for Most Improved on focus indicators and above the 50th percentile nationally in Staff Responsiveness (improved by 18.3%); Quiet at Night (improved by 10.5%); Doctor Communication (improved by 5.6%); and they achieved all focus indicator targets.



The Lunder 7 Neuroscience Unit was recognized for Most Improved on focus indicators and above the 50th percentile nationally in Staff Responsiveness (improved by 4.1%) and Quiet at Night (improved by 5.9%).



The Ellison 13 Mother/Newborn Unit was recognized for achieving all focus indicator targets.



The Lunder 10 Oncology Unit was recognized for Most Improved on focus indicators and above the 50th percentile nationally in Quiet at Night (improved by 9.5%).

Annual MGH Patient Experience Awards

—by Cindy Sprogis, senior project manager

The 6th annual MGH Patient Experience Awards were presented April 25, 2019, honoring teams, individuals, and departments for extraordinary achievement in improving the patient experience. This year, for the first time, winners were selected by the General Patient Family Advisory Committee.

Senior vice president for Performance Improvement and Service Excellence, MGPO, Inga Lennes, MD; MGH president, Peter Slavin, MD; senior vice president for Patient Care, Debbie Burke, RN; and executive director, Organizational Effectiveness and chief experience officer, Mary Cramer, presented the awards.

More than 110 nominations were received. A complete list of recipients can be found on Apollo at <http://apollo.massgeneral.org/patient-experience/reward-recognition/>. For more information, call Cindy Sprogis, senior project manager, at 617-643-5982.

AACN Clinical Scene Investigator Academy

a hospital-based nurse leadership and innovation training program

—by Karen Miguel, RN, staff specialist, and Colleen Snyderman, RN, director, PCS Office of Quality & Safety

According to Don Berwick, of the Institute for Health Improvement, a growing number of healthcare organizations are innovating in the pursuit of joy at work and getting significant, measurable results.

Does your unit wrestle with a re-occurring problem? Are hand-offs an ongoing challenge? Do your HCAHPS scores keep you up at night?

In November of 2018, Patient Care Services entered into a partnership with the American Association of

Critical Care Nurses (AACN) to evaluate their new hospital-based, Clinical Scene Investigator Academy Program (CSI). The program has expanded beyond just critical care units to include general care areas, as well. The curriculum includes:

- Leadership
- Teamwork
- Project Identification
- Social Entrepreneurship
- Business Case for Quality
- Project Implementation
- Data-Collection and Analysis
- Strategic Communication
- Scaling and Sustaining Projects

Over a 12-month period, with on-site training and coaching, staff nurses are being empowered to lead change through innovation to drive improvement in patient outcomes and fiscal performance.

On May 16, 2019, midway through the program, 11 nurse-led teams presented progress reports to nursing leadership on the unit-based projects they elected to undertake. These teams are using this unique training program to develop, implement, and evaluate solutions that will hopefully result in quantifiable improvement.

Team	CSI Members	Coach	Advisor	Topic
Blake 7- Medical ICU	Elizabeth Mover, RN, BSN Christine McCarthy, RN, MSN, CCRN Clara Namkoong Shin, RN, BSN, CCRN, BC	Lillian Ananian, PhD, RN, MSN	Jeanette Livelo, DNP, MS/MSA, RN, NEA-BC	Agitation and sleep deprivation contributing to ICU delirium/LOS
Blake 8-Cardiac Surgical ICU Ellison 9-Cardiac Medical ICU	Jennifer O'Malley, RN, BSN John Teixeira, RN, BSN, CCRN Michelle Crocker, RN, BSN Kara Donovan, RN, BSN	Nicole Bezreh, MSN, RN, ACCNS, CCRN	Vivian Donahue RN, MSN, ACNS-BC, CCRN	Cultural differences between a cardiac surgical ICU and a cardiac medical ICU impacting Hand offs and RN satisfaction
Blake 14 – Labor & Delivery Blake/Ellison 13 – Newborn, OB	Suzanne Stanton, RN, BSN Mary Parshley, RN, BSN	Elizabeth P. West, RN MSN, WHCNP	Kim Francis, RN, PhD, PHCNS-BC Michele O'Hara RN, DNP	Cultural differences between Labor and Delivery and Newborn Family Units impacting Hand offs and RN satisfaction
Wang 3- CPC- Center for Peri-op Care	Sarah Mauzy, RN, BSN Jenna Lahiff, RN, BSN Justine King, RN, BSN, FNP-MSN Katherine E. Fay, RN, BSN	Lucy Milton RN, MSN, CAPA	Caroline Horgan, RN, MSN	Lack of clear communication increasing post-op patient wait time and negatively impacting teamwork and job satisfaction
Bigelow 11- General Medicine	Angelica Tan, RN, BSN Caitlyn Mundt, RN, BSN Haley, Ralph, RN, BSN	Heather Vallent, RN, MS, GCNS-BC	Patricia Fitzgerald RN, MSN, ACNS-BC, NE-BC	Early deconditioning of patients resulting in decrease in mobility scores, Increase in LOS, higher discharges to rehab facilities vs home discharge
Blake 12- Med/Surg ICU	Brittney Grazio, RN, BSN Catherine Cusack, RN, BSN Laura Lux, RN, BSN Victoria Patterson, MS, RN, CNL, CCRN	Jessica Santos, MSN, CNL, RN-BC	Mary McAuley RN, MSN	Lack of clear recruitment and retention plan increasing RN turnover
White 1- ED	Susan L. Warchal, RN, BSN Paige Cowles Fox, RN, BSN, BS, CPEN	Catherine Harris, RN, MSN	Maryfran Hughes RN, MSN	Variability in ED Peds RN preceptor training resulting in inconsistent orientation processes for RNs caring for Peds patients age 0-3 years-old.
White 11- General Medicine	Katrina Cabral, RN, BA, BSN Sandra Kelly, RN, BSN	Susan Wood, RN, BSN, ANP-BC	Susan Morash RN, MA	Frequent sleep disturbances affecting Quiet at Night scores
White 6- Orthopedic	Lauren Caruso, RN, BSN Hilary Gallant, RN, BSN	Jean Stewart, DNP, RN-BC, ACNS-BC, ONC	Kathleen Myers MSN, APN-BC, NE-BC, ONC	Frequent sleep interruptions in semi-private rooms on an orthopedic floor resulting in low HCAHPS Quiet at Night scores
White 10- General Medicine	Christina Carmody, RN, BSN Katherine E. Guanci, RN, BSN Lisa Bourgeois, RN, BSN	Kathleen Carrigan, RN, MSN	Jennifer Mills RN, MSN, NE-BC	RN to PCA delegated tasks not being completed causing delays in patient care and affecting Handoffs and Transitions scores
Ellison 8- Cardiac Surgery Step down	Kelly Hutchinson, RN, BSN Melissa Webb, RN, BSN	Carolyn Velez RN, ACCNS-AG-BC CARN	Mareen Schneider RN, MSN, NE-BC, CPHQ	Frequent sleep disturbances affecting Quiet at Night scores

Projects were selected based on their ability to advance or improve practice, innovate change, be duplicated in other settings, and impact outcomes.

Look for highlights of CSI team projects in future issues of *Caring*.

For more information, contact Colleen Snyderman, RN, director, PCS Office of Quality & Safety, at 617-643-0435.

Reducing documentation for inpatient nurses

—by Antigone Grasso, director, PCS Management Systems and Financial Performance

Years ago, before we transitioned to Partners eCare, MGH Infection Control needed a way to track central-line and urinary-catheter utilization in order to be able to accurately report CLABSI and CAUTI rates. To fulfill this important reporting requirement, custom indicators were created in AcuityPlus (the inpatient nursing workload tool) and that data was used to determine CLABSI and CAUTI rates.

Infection Control has been looking for a way to generate that same central-line and urinary-catheter data using eCare. We're now at a place where we can exclusively use the clinical information derived from eCare for reporting purposes and eliminate the custom AcuityPlus indicators, effectively reducing the documentation load for inpatient nurses.

For more information, contact Antigone Grasso, director, PCS Management Systems and Financial Performance, at 617-724-1649.

For units: Blake 6, Lunder 9, Lunder 10 and Phillips House 22

Temporary Central Line(s) in place.	52
Permanent Central Line(s) in place.	54
Indwelling urinary catheter present.	100

For Blake 10 NICU

Birthweight less than or equal to 750 Grams.	60
Birthweight 751-1000 Grams.	61
Birthweight 1001-1500 Grams.	62
Birthweight 1501-2500 Grams.	63
Birthweight greater than 2500 Grams	64
NICU: Central line(s) in place.	70
NICU: Umbilical line(s) in place.	71
Indwelling urinary catheter present.	100

All other units

Central Line(s) in place.	50
Indwelling urinary catheter present.	100

Published by

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

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Submissions

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

For more information, call: 617-724-1746

Next Publication

June 20, 2019

Professional Achievements

Awards

Deborah Washington, RN
Dean Rita P. Kelleher Award
Connell School of Nursing,
Boston College

Presentations

Gaurdia Banister RN
"The healing experience:
supporting MGH's culture of
care in the era of digital health
and innovation"
MGH Innovation Forum
Boston

Poster Presentations

Marian Jeffries, RN
Michelle Anastasi, RN
Seham Alselami
"Initiating patient hand-hygiene
practice among hospital
inpatients: are hospital-
acquired infection rates
influenced by promoting
patient awareness and the use
of hand sanitation wipes?"
National Association of Clinical
Nurse Specialists Annual
Conference
Orlando, Florida

Kim Smith Sheppard, RN
Elise Gettings, RN
Kathryn Hall, RN
Meaghan Rudolph, RN
Julia Carney
Megan Zelinsky, MSW
Catherine Griffith, RN
Sara Looby, RN
"Nurse comfort and
knowledge with assessing
firearm access and providing
patient education on safe
firearm storage"
Organization of Nurse
Leaders
Worcester

Publications

Claire Seguin, RN
"A survey of nurse leaders
to explore the relationship
between grit and measures of
success and well-being."
*The Journal of Nursing
Administration*

Tara Tehan, RN
Amanda Cornine, RN
Rita Amoah, Bed, RN
Thin Zar Aung, RN
Danny Willis, RN
Pamela Grace, RN
Callista Roy, RN
Kathleen Averka
Donna Perry, RN
"Realizing the focus of
the discipline: facilitating
humanization in education, a
student exemplar integrating
nature and health"
Advances in Nursing Science

Paul Arnstein, RN
Keela Herr, RN
Chapter: "Pain in the older
person"
Management of Pain

Certifications

JoAnne Ainsworth, RN
Certified Case Manager
Commission for Case
Management Certification

Laura Lux, RN
Critical Care Registered Nurse
American Association of
Critical Care Nurses

Announcements

Blum Center Events

Thursday, June 6, 2019

"Alzheimer's Disease and Dementia with Lewy Bodies," presented by Stephen Gomperts, MD.

**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.

All sessions held in the Blum Patient & Family Learning Center from 12:00–1:00pm unless otherwise specified

For more information, call 4-3823.

Conversations with Caregivers

for families, caregivers, patients, and staff

sponsored by the Dementia Caregiver Support Program

**Tuesday, June 18, 2019
5:30–7:00pm
O'Keeffe Auditorium**

"Evaluation and Treatment of Anxiety and Depression in Older Adults with Cognitive Impairment and Dementia," presented by Olivia Okereke, MD, associate professor of Psychiatry, Harvard Medical School.

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):
**August 14th
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.

What Matters to You?

A new MGH campaign

Something great is coming to MGH; come hear what it is...

Inaugural event:

**Wednesday, June 5, 2019
12:00–1:30pm
Under the Bulfinch tent**

Sponsored by the Office of Patient Experience; Medical Interpreter Services; the department of Pediatrics; and the John D. Stoeckle Center for Primary Care Innovation.

IDEA Grants

Applications are now being accepted for the 2020 IDEA Grants (Innovation, Design, Excellence, Awards).

One or two grants of up to \$5,000 will be awarded to individuals of any role group in Patient Care Services who comes up with an idea to improve care and service. Proposals must align with our mission and be geared toward improving: care delivery, eCare, work flow, the work environment, the patient experience, staff engagement, or cost containment.

Applications are available on the Excellence Every Day portal.

Applications must be received by June 17, 2019.

For more information, contact Mary Ellin Smith, RN, Institute for Patient Care, at 617-724-5801.

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/ammpl/>, 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.

Huddle Message: **WE ALL SHAPE THE PATIENT EXPERIENCE**



icare STANDARD:

I put patients and families first and help those who look lost.

BEST PRACTICE:

Many times, patients are lost, scared, vulnerable, and may not understand their health situation or our systems.

Advocate for your patients:

- When giving a patient information or instructions, observe their facial expression to assess if they fully understand. (If they don't, ask the patient how you can clarify the information for them).
- If you see someone who is lost, offer to help them and, whenever possible, walk *with* them to their destination.

OUR PATIENTS' PERSPECTIVE:

- ↳ "I would have liked to have known more about what was going to happen during my operation. Nobody actually explained to me how the operation was going to work. I was just kind of taken away, and the operation happened."
- ↳ "All of the nurses clearly understood—they told me everything I needed to know."

We Welcome Your Feedback
Please send your comments and icare stories to:
MGHPatientExperience@mgh.harvard.edu

OFFICE OF PATIENT EXPERIENCE



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