

# Caring

Headlines

May 9, 2019

## Standing against racism

*an ongoing forum to promote understanding  
and inclusion*



Lani Peterson, psychologist and storyteller (above left), and panelists (l-r): John Robbin, executive director, Massachusetts Council on American-Islamic Relations; Adam Serwer, senior editor, *The Atlantic*; Shaykh Yasir Fahmy, Imam at the Islamic Society of Boston Cultural Center; and Firdosh Pathan, RPh, pharmacist and MGH community Muslim leader, discuss diversity and inclusion and how we can all make a difference every day.



Debbie Burke

# MGH runners shine at this year's Boston Marathon

Another year. Another Boston Marathon. Another incredible showing by MGH employees. When this issue of *Caring* went to print, MGH marathoners had raised more than \$2,029,000 for MGH patients and programs.

Runners participated either as part of the signature MGH Marathon Team, which is sponsored by John Hancock and supports our:

- Pediatric Cancer Team
- Emergency Response Team
- Home Base Team

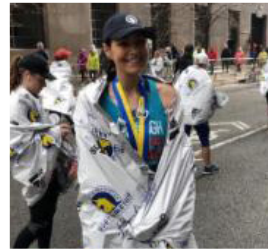


or as part of the Run for MGH Marathon Program, which supports:

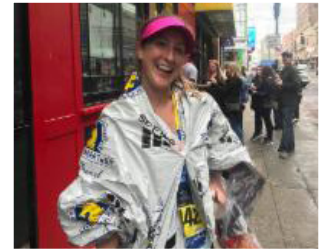
- Caring for a Cure
- Cystic Fibrosis
- The Lurie Center for Autism
- Down Syndrome
- The Mootha Lab
- The Center for Head and Neck Cancers
- The Fertility Center
- Innovation in Breast Cancer

Whether you ran for one of these teams or not, whether you ran to raise money for MGH programs or not, whether you crossed the finish line or not, you have my utmost respect and appreciation. You truly went above and beyond for patients and families, and for that, you are all heroes.

*Debbie*  
Debbie Burke



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



MGH Marathon team 2019



# Debbie's Photo Gallery



MGH nurses, therapists, social workers, physicians, and others trained hard to participate in this year's marathon, raising money and awareness to support several MGH programs. Still others were on hand in the medical tent at the finish line to treat injuries, provide massages, help re-hydrate, and generally speed the recovery of runners as they completed the grueling 26.2-mile race from Hopkinton to Boston.



(photos provided by staff)



## Volunteer Services



(Photos by Jeffrey Andree)

# Volunteer Recognition Week

On Tuesday, April 9, 2019, at this year's annual Volunteer Recognition celebration, several MGH volunteers were acknowledged for their selfless service to patients, families, and the MGH community.

Pictured above (l-r; top to bottom): Marianne Ditomassi, RN, executive director, PCS Operations; Pat Rowell, former director Volunteer Services; and Ladies Visiting Committee member, Virginia Needham and her husband, observe the proceedings.

Volunteer, Susan Doran, receives the Jessie Harding Award for more than 500 hours of service and outstanding commitment to the MGH community.

Julie Cronin, RN, nursing director of the Yawkey 8 Infusion Unit, receives Trustees Award for extraordinary efforts working in partnership with the Volunteer Department.

Jackie Nolan, director of Volunteer Services, with Needham, volunteers, Rebecca Chu and Karen Regan, and MGH president, Peter Slavin, MD.

Pat Rowell, former director of Volunteer Services, presents Needham with the Pat Rowell Award for dedication and perseverance in volunteer service 'beyond expectations.'

Ditomassi, presents volunteer, Yan Chen, with the Maeve Blackman Award, given to a deserving college student pursuing a career in health care. Chen is pursuing a career in Nursing.

Nolan, Ditomassi, and Slavin with volunteer coordinators, Joyce Miller and Kim Northrup, and information desk manager, Michael Stone.



# Norman Knight visiting scholar

—by Mary Ellin Smith, RN, professional development manager

On Thursday April 25, 2019, Patient Care Services welcomed Rachel Walker, RN, assistant professor, University of Massachusetts College of Nursing, as this year’s Norman Knight visiting scholar. Walker has developed models of care that support symptom-management and quality of life for cancer patients.

Walker met with staff and leadership in a number of forums, sharing her journey as an inventor, which began with her commitment to justice, empathy, and compassion. She spoke of the importance of letting others know what we bring to the table to ensure successful outcomes. “Don’t assume they won’t be interested. Educate them, they’ll become your partners and advocates.”

Innovation requires risk-taking. Quoting Pema Chodron, Walker said, “Fear is the natural reaction to moving closer to the truth.”

The Knight Visiting Scholar Program is made possible through the generosity of Mr. Norman Knight. If you have an innovative idea, consider applying for an IDEA Grant; contact Hiyam Nadel, RN, at 617-724-9005.



Knight visiting scholar and assistant professor, University of Massachusetts College of Nursing, Rachel Walker, RN, presents at Nursing Grand Rounds (left) and meets with PCS leadership during her day-long visit to MGH.

(Photo by Mary Ellin Smith)

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(Cover photo by Jeffrey Andree)



# Diversity and Inclusion

Rabbi Ben Lanckton and Imam Elsir Sanousi



Elena Olson



It's not always about being right—more often it's about being present and sharing our lived experiences

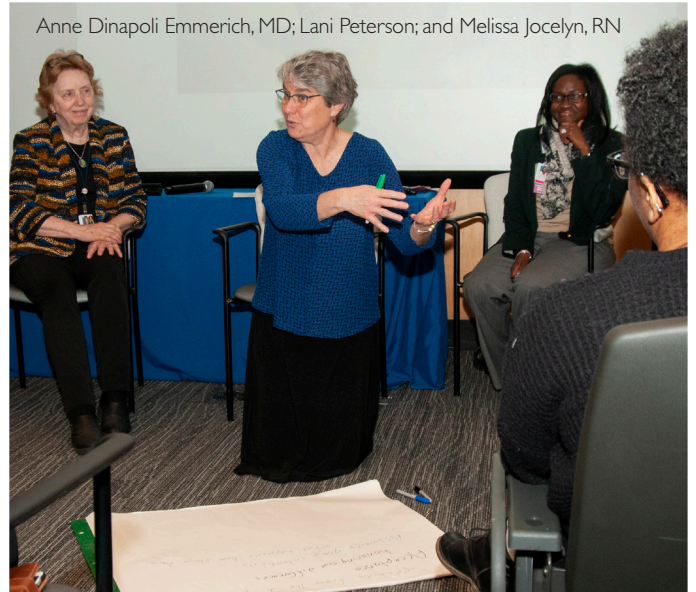
See for yourself.  
Educate yourself.  
Don't let questions or ignorance grow into unjustified fear or hatred.

Nhi-Ha Trinh, MD



We can be different in every discernible way and still have a shared humanity.

Anne Dinapoli Emmerich, MD; Lani Peterson; and Melissa Jocelyn, RN



# Standing together again

*What we learned; some take-home messages from two*





# Lean in!



Alice Cabotaje



It's not about respecting one minority or another; it's about respecting the human condition of every individual on the planet

When we allow ourselves to see ourselves in one another, we have the power to move forward.



I invite all of us to hold in our hearts those who have been hated, othered, hurt, dismissed, excluded, rejected, shamed, or killed for what they believe, for who they are—and send them our light and love.



Panelists, John Robbin; Adam Serwer; Shaykh Yasir Fahmy; Firdosh Pathan; and moderator, Elena Olson

# inst racism

*powerful humanitarian discussions*

Stand Against Racism

April 9, 2019: "Diversity is Our Strength: Discussing Islamophobia," and April 26th: "Sharing Stories about Race in our Lives!"



# MGH Patient-Family Advisory Councils

*partnering to improve the patient experience*

—by Liza Nyeko, program director, Office of Patient Experience/CQS

As part of Patient Experience Week, MGH patient-family advisory councils (PFACs) came together, April 22, 2019, to share and celebrate the contributions of patient and family advisors in helping shape programs, services, and initiatives throughout the hospital.

Patient-family advisory councils are a true embodiment of our mission, which states, “*Guided by the needs of our patients and their families*, MGH aims to deliver the very best health care in a safe, compassionate environment...”

Inga Lennes, MD, senior vice president for Service Excellence and

Practice Improvement, highlighted the numerous contributions made by PFACs over the years, noting, “the breadth and depth of your involvement has evolved tremendously.”

Discussion focused on the importance of patients and families partnering with staff and clinicians to improve the care experience and create a welcoming environment. PFAC members had the opportunity to engage in a real-time

partnership and an interactive brainstorming session about the future of patient and family partnerships at MGH.

For more information about PFACs or the recent joint meeting of all MGH PFACs, call Liza Nyeko at 617-643-5484.

At left: program director for the Office of Patient Experience/CQS, Liza Nyeko, presents at joint meeting of MGH patient-family advisory councils. Below: parent and member of the MassGeneral Hospital for Children Family Advisory Council addresses the gathering.



(Photos by Jeffrey Andree)





# Annual pre-Passover sale of chametz

—by Rabbi Ben Lanckton, staff chaplain

On Wednesday, April 17, 2019, the Spiritual Care Department held a ceremony to support Jewish members of the MGH community in their observance of Passover. It's forbidden for Jews to eat or own chametz—leavened food—during the week of Passover. The annual spring observance commemorates the liberation of Jews from Egyptian slavery and the haste with which they had to leave, allowing no time for their bread to rise. To divest themselves of leavened foods in preparation for Passover, Jews may consume the chametz they own or give it to the poor. Jewish tradition also holds that in the spirit of cooperation, the rabbi of a Jewish com-

munity may meet with a non-Jewish counterpart to coordinate a mechirat chametz—a sale of chametz to non-Jewish individuals—for the duration of Passover.

This year, Rabbi Ben Lanckton, Jewish spiritual care provider, sold chametz to assistant director, Patient Food Services, Sue Doyle. The sale was witnessed by music

therapist, Hannah Shefsky, and CPE supervisor, Rabbi Shulamit Izen, who, as required by Jewish law, are both over the age of 12, Jewish, and not related to Lanckton or one another.

For more information, or to learn more about services provided by the Spiritual Care Department, call 617-726-2220.



Music therapist, Hannah Shefsky (left) and CPE supervisor, Shulamit Izen, witness the transaction as Rabbi Ben Lanckton lifts the pen in medieval ritual style signifying completion of the deal with assistant director, Patient Food Services, Sue Doyle.

(Photos by Paul Batista)



# Announcements

## Blum Center Events

**Thursday, May 9, 2019**

"Should my Child Learn Two Languages: the Latest on Bilingualism," presented by Diana Brenner-Miller, CCC-SLP

**Friday, May 10th**

"Gout: Diagnosis, Treatment, and Prevention," presented by Chio Yokose, MD

**Tuesday, May 14th**

Mass General Cancer Center Genetic Series  
"Beyond BRCA: Hereditary Breast Cancer Genes," presented by Carly Grant, genetic counselor

**Wednesday, May 15th**

"Hidden Allergens in your Cabinet: an Introduction to Allergic Contact Dermatitis," presented by Jeff Yu, MD

**Thursday, May 16th**

"Your Bones and Osteoporosis: what you Need to Know," presented by Naomi Serling-Boyd, MD

**Monday, May 20th**

"Food Allergy Management Boot Camp: Food Allergy/Traffic Safety Analogy," presented by Michael Pistiner, MD

**Tuesday, May 21st**

**1:30–2:30pm  
O'Keefe Auditorium**

"Small-Fiber Neuropathy: Big Cause of Multi-Symptom Illnesses," presented by Anne Louise Oaklander, MD.

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, May 21, 2019**

**5:30–7:00pm**

**O'Keefe Auditorium**

"Experienced Dementia Caregivers Share their Stories and Best Lessons," with speakers, Devin Angelini, Judy Johanson, and Bernice Osborne

Facilitated by Susan Rowlett, LICSW, program director, MGH Dementia Care Collaborative

Admission is free; seating is limited.

RSVP to: 617-724-0406.

For more information, call 617-643-8809.

## 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.

## Biomedical Engineering Week

May 19–25th

Biomedical equipment technicians and clinical engineers join healthcare technology professionals around the country in observing Healthcare Technology Management Week, May 19–25, 2019. This annual celebration is sponsored by the Technology Management Council of the Association for the Advancement of Medical Instrumentation.

These skilled healthcare professionals install, service, and manage healthcare equipment and train healthcare personnel on cutting-edge medical technologies.

To celebrate Healthcare Technology Management Week, Biomedical Engineering will staff an information table and display some of the equipment they maintain. Please visit the booth to meet staff and learn more about the role Biomed plays in helping MGH maintain its reputation as a leading healthcare organization.

**May 22, 2019  
8:00am–3:00pm  
Main Corridor**

For more information, contact Jean Johanson at 617-726-3239.

## 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/ammp/>, 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.

## 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](mailto:acls@partners.org).

To register, go to: [http://www.mgh.harvard.edu/emergencymedicine/assets/Library/ACLS\\_registration%20form.pdf](http://www.mgh.harvard.edu/emergencymedicine/assets/Library/ACLS_registration%20form.pdf).



# Collaborative Governance



## Collaborative governance at work

## Annual advance care planning booth

On April 16, 2019, the PCS Ethics in Clinical Practice Committee hosted its annual advance care planning booth in the Main Corridor. Committee champions provided consultations and copies of the Massachusetts Health Care Proxy form; Medical Orders for Life Sustaining Treatment forms; *Preparing in Advance for Your Healthcare*; Five Wishes forms; and information about organ donation.

Copies of all forms and other materials are available in The Blum Patient & Family Learning Center. The Excellence Everyday portal page is also an excellent source of information.

For more information, contact co-chairs, Christine Marmen, RN, at 617-724-3085, or Jessica Kaloustian, SLP, at 617-726-2333.

Members of the PCS Ethics in Clinical Practice Committee staff annual advance care planning booth.  
Top photo (l-r): Hilary Gorgol, RN; Diana Darby, RN; Christine Marmen, RN; Brian Cyr, RN; Anya Piasecki, RN; and Laura Anderson, RN.



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### Publisher

Debbie Burke, RN, senior vice president for Patient Care

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Susan Sabia

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### 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

May 30, 2019



# Practice UPDATE

## PhaSeal: Closed System Transfer Device (CSTD)

Beginning April 30, 2019

**PhaSeal** will be implemented on inpatient units hospital wide on **HIGH Risk** Injectable Hazardous Drugs, when the dosage form allows.



**PhaSeal** is a CSTD used to prevent exposure to hazardous drugs. As a standard method for safe handling of hazardous medications it also complies with the United States Pharmacopeia 800 (USP 800) regulations for safe handling of hazardous drugs in healthcare settings.

USP 800 will be effective on December 1, 2019.

MGH is committed to the safety of its employees. In areas where hazards may exist, strategies for minimizing exposure to these risks include employee training, policy & procedure updates, and personnel protective equipment (PPE).

The MGH Hazardous Medication Task Force efforts also include:

- HEALTHSTREAM COURSES
- ATTESTATION TO ACKNOWLEDGE UNDERSTANDING OF RISKS
- SIMPLIFYING HAZARDOUS MEDICATION LIST TO LOW/HIGH RISK
- UPDATED PHARMACEUTICAL WASTE DISPOSAL GRID
- ECARE LOW/HIGH RISK ICONS AND ALERTS
- POLICY UPDATES – “NURSING SAFE HANDLING AND DISPOSAL OF HAZMEDS”
- PHASEAL VIDSCRIPTS: SCAN QC CODE TO ACCESS



Onsite resources: contact resource nurses on Lunder 9, 10 or Ellison 16



April 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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