

# Caring

Headlines

November 21, 2019

## Physical Therapy Month at MGH

*Choose more movement  
Choose better health  
Choose PT*

*(See story on pages 4-5)*



Physical therapist, Josh Fayer, PT,  
instructs patient on proper positioning  
for core-strengthening exercises.



Debbie Burke

# November: a time to give thanks

I'm one of those people who believes in the power of gratitude. I truly believe that acknowledging the gifts we've been given has a positive impact on our psyche and well-being. So I couldn't let Thanksgiving go by without taking a moment to reflect on the things I'm most grateful for.

I'm thankful for the expert care I witness every day; seeing the incredible way clinicians go above and beyond for their patients and families.

I'm thankful for the most extraordinary support staff ever assembled, who go out of their way to ensure patients have a positive experience in a safe and clean environment.

I'm thankful that the leaders of this hospital are committed to our mission and strive for excellence in everything they do.

I'm thankful to the donors who generously support our work, enabling us to continually improve through education, professional development, and in so many other ways.

I'm especially thankful for the privilege of being senior vice president for Patient Care at this great hospital and the joy and excitement it brings me every day.

We all owe a debt of gratitude to our families and loved ones whose support makes it possible for us to do what we love. I know I'm thankful that my niece,



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

Caroline, recently became the third nurse in my family to come to work at MGH.

I hope you all have a wonderful Thanksgiving, and that you take a moment to share your gratitude with those who mean the most to you.

*Debbie*  
Debbie Burke

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# Debbie's Photo Gallery

(At right): my sister, Sandra Brown, RN, a nurse in the PACU, and I are thrilled to welcome our niece, Caroline Ward, RN—the newest nurse in our family—to MGH.



(Below): staff got into the Halloween spirit (and some very creative costumes) to provide trick-or-treating fun for those who spent the holiday at MGH.



Excellence in Action Awards went to The Ellison 10 Cardiac Step-Down team (above); patient services coordinator, Kiara Pierce (at right); and Fatbardha Plaku and Ying Sun, RN, of the neurosciences (below).



(Above): a picture from our trip to Apple in California, looking for innovative ideas to improve the patient experience and work life for MGH clinicians. What a great visit!

(At left): I had the pleasure of attending a staff meeting at the Charlestown Health Center. Doing great work at our ambulatory practices.





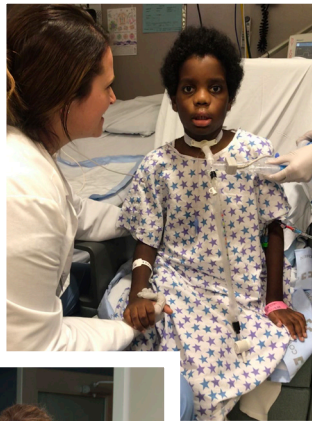
# National Physical

*Choose more movement; choose*  
*(#Choose*

—by Elizabeth Perreault,

National Physical Therapy Month is a time to celebrate the important work and contributions of physical therapists and raise awareness about the many benefits of physical therapy. This year, MGH aligned its PT Month campaign with the American Physical Therapy Association's, #ChoosePT campaign with: #Choose MGH PT.

MGH physical therapists are movement experts who work with patients to improve mobility, prevent and recover from injury, and help manage chronic conditions. With 175 clinicians, including 87 board-certified specialists, MGH physical therapists provide comprehensive care and treatment throughout the MGH community.



(L-r; top to bottom): Lauren Detmer, PT, treats patient in the Pediatric ICU; Andrew Butler and Matt Deagle at the PT front desk; Meaghan Costello, PT, works with patient in the inpatient neuro gym; neuro PT resident, Kendall Carney (left), spends time in the Brain Lab; the MGH Managed Care Team; and MGH physical therapists, presenters and attendees, at the recent APTA conference, Massachusetts chapter.



# Therapy Month

*better health; choose PT*  
MGH PT)

PT, physical therapist

MGH physical therapists:

- see patients with a wide variety of diagnoses, including cardiovascular, pulmonary, geriatric, neurological, oncological, orthopaedic, pediatric, sports, and women's health diagnoses
- provide care in the community at health centers in Boston, Revere, Chelsea, Waltham, Charlestown, and at the MGH Sports Medicine Center
- are on the cutting edge of evidence-based practice, participating in continuing education and community-based outreach programs
- train the next generation of therapists by serving as clinical instructors for 65 students each year

For more information about the services offered by the MGH Physical Therapy Department, call 617-726-2961 or go to: [www.massgeneral.org/physical-therapy/](http://www.massgeneral.org/physical-therapy/).



(L-r; top to bottom): Joy Bress, PT, works with pediatric patient; Julie Maggio, PT, works with patient to build endurance; Jessica Garton, PT, works with patient to build core stability; Tara Pai, PT, instructs patient on how to perform wall squat;

MGH physical therapists and colleagues at Functional Movement Disorders Conference; and inpatient neuro physical therapists at team case conference at MGH.



# You thought your commute was bad!

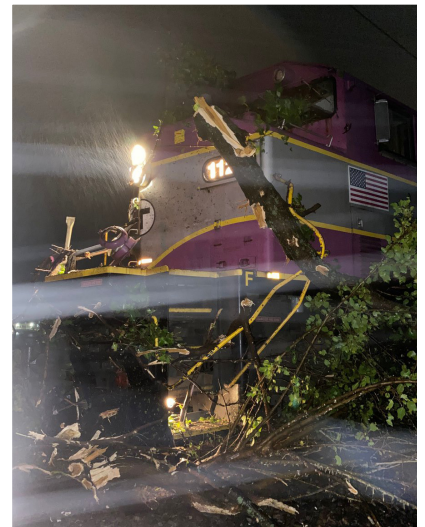
*Physical therapist takes extraordinary 'steps' to get to work in aftermath of storm*

On the morning of October 17, 2019, after a night of punishing winds and rain, many Massachusetts residents were without power; traffic getting into the city was a nightmare; and downed trees and electrical wires made travel by bus and commuter rail nearly impossible.

So when physical therapist, Badia Eskandar, PT, was told that her train could be delayed for up to four hours, she did what any highly motivated clinician with better-than-average lung capacity would do—she got off the train, ran a mile back to her car, changed into her running gear, and ran the 12.6 miles from Swampscott to MGH.

Eskandar, who'd already done her morning treadmill workout and run the Chicago marathon four days before, says it's all in a day's work. Not surprising for someone who's run a marathon on every continent and plans to run a marathon in every state in the country.

Says Eskandar, "I love what I do. I think physical therapists have a positive influence on patients' experience and recovery. If I didn't feel so valued and supported by MGH and my department, I would not have stayed here for 17 years."



(Left): physical therapist, Badia Eskandar, PT, with patient, Michael Kelly, in the Ellison 3 Post Anesthesia Care Unit.  
(Right): Eskandar in Greenland recently with signposts indicating her location. (Note proximity to North Pole.)



# Spiritual Care Week at MGH

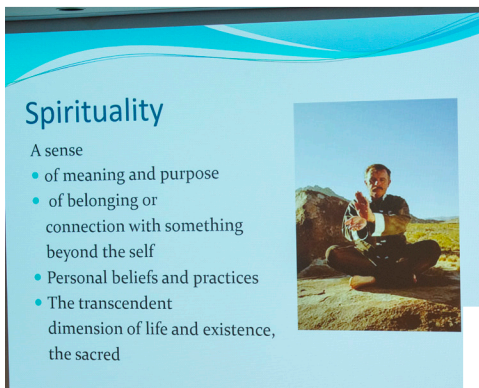
—submitted by the department of Spiritual Care

Spiritual Care Week is an opportunity for patients, families, and staff to consider the role of spirituality in their lives. During the week of October 21–25, 2019, the MGH Spiritual Care Department offered a variety of events and activities, including a spiritual care table in the Main Corridor, a meditation labyrinth in the Chapel, a live-music concert, and the now much-anticipated hand-massages provided by spiritual care providers.

The department welcomed MC Sullivan, JD, chief healthcare ethicist and director of the Initiative on Palliative Care and Advanced Care Planning for the Archdiocese of Boston, who spoke about Catholic ethical and religious directives at the end of life. And at the 2019 Spirituality and Patient Care Provider Conference, Nancy Kehoe, RSCJ, assistant clinical professor in Psychology at Harvard Medical School, spoke about spirituality and illness.

Attendees expressed interest in learning more about spirituality, the many different faith traditions, and how to work more closely with members of the Spiritual Care Department. All recognized the critical role spiritual well-being plays in terms of health and resiliency.

For more information, contact the Spiritual Care Department at 617-726-2220.



Some scenes from Spiritual Care Week at MGH:

(below left): medical ethicist, MC Sullivan, RN, director for Initiative on Palliative Care and Advanced Care Planning for the Archdiocese of Boston.

(Below right): speaker; Nancy Kehoe, RSCJ, assistant clinical professor in Psychology at Harvard Medical School.



(Photos by Michelle Rose and Paul Batista)



# Transforming practice through innovative solutions

## *Cultivating joy and a healthy workforce*

The PCS Office of Quality & Safety has been working with the American Association of Critical Care Nurses' CSI Academy to enhance MGH nurses' knowledge and skills to empower them to lead unit-based change. CSI (Clinical Scene Investigator) Academy is a hospital-based training program that prepares teams of nurses to identify challenges and efficiently develop, implement, and evaluate solutions to improve patient care and fiscal outcomes.

"Don't make a peep; patients need to sleep!"  
The White II Medical Unit



(L-r): Brian Cyr, RN, nursing director; with clinical scene investigators, Sandra Kelly, RN, and Katrina Cabral, RN; and Susan Wood, RN (coach).

### The challenge:

The team was unhappy that their HCAHPS score for Quiet at Night had fallen below the 52% target for MGH. They wanted to identify practices to decrease noise and ensure their patients got the rest they needed.

### Purpose and goals:

The team sought to implement a formal program to improve the quality of sleep for patients and have it become the culture on their unit.

#### Goal:

- to improve HCAHPS score for Quiet at Night by 10% (from 42% to 52%)

For more information about this project, contact nursing practice specialist, Susan Wood, RN (coach), at 617-724-3747, or either of the clinical scene investigators listed above.

*continued on next page*

### “Doves Nest”

#### The Obstetrics, Labor & Delivery, Antepartum, and Complicated Postpartum Team

##### Doves Nest

**D:** Delivery  
**O:** OB/other history  
**V:** last Void/catheterization  
**E:** EBL  
**S:** Social concerns/bonding  
**N:** Nutrition/need void or stool  
**E:** Exam  
**S:** Safety (ID bands and hugs)  
**T:** Tests/teaching



(L-r): Elizabeth West, RN (coach), with clinical scene investigators, Molly Parshley, RN, and Suzanne Stanton, RN.

##### The challenge:

The team noticed that inconsistencies during hand-offs were impacting staff satisfaction due to:

- misunderstanding of sister unit's policies and workflow
- differences in practices, priorities, and personalities

##### Purpose and goals:

The team sought to improve the workflow around transferring patients to allow for co-ownership of hand-offs.

##### Goals include:

- Increase teamwork and positive communication between units
- Increase staff satisfaction on all units by 15%

For more information about this project, contact staff nurse, Elizabeth West, RN (coach), at 617-724-6369, or either of the clinical scene investigators listed above.



# Norman Knight Visiting Scholar

—by Mary Ellin Smith, RN, professional development manager

On October 17, 2019, Nursing & Patient Care Services welcomed this year's Norman Knight visiting scholar, Patrice Nicholas, RN, director, Center for Climate Change, Climate Justice, and Health, for the MGH Institute of Health Professions.

Healthcare professionals see the effects of climate change in their own practice in the form of increased rates of asthma, cardiac disease, and symptoms related to higher temperatures. Nicholas, who has authored or co-authored more than 100 peer-reviewed manuscripts, helped clinicians understand the importance of labeling what they're seeing as the result of climate change so we can begin to mitigate the impact.

Meeting with nurses on general medical and obstetrical units, Nicholas explained that climate change disproportionately impacts vulnerable populations such as the young, elderly, those with chronic illnesses, and the poor. She spoke with collaborative governance champions and members of the OR Recycling Initiative, and ended her visit with her presentation, "Climate change, climate justice, and environmental health: the role of the nursing profession," at grand rounds.

The Knight Visiting Scholar Program is made possible through the generosity of Mr. Norman Knight; it supports nationally recognized nursing scholars to come to MGH to share their knowledge and expertise.

For more information, contact Mary Ellin Smith, RN, professional development manager, at 617-724-5801.



(Below left): Norman Knight visiting scholar, Patrice Nicholas, RN, presents, "Climate change, climate justice, and environmental health: the role of the nursing profession," at Grand Rounds.

(Below right): Nicholas meets with staff of the White 11 Medical Unit.



(Photos by Paul Batista and Mary Ellin Smith)

# The Jerome and Celia Reich Oncology Nursing Visiting Scholar

—by Mandi Coakley, RN, staff specialist

On November 1, 2019, Margaret Barton-Burke, RN, director of Nursing Research at Memorial Sloan Kettering Cancer Center, came to MGH as the inaugural Jerome and Celia Reich oncology nursing visiting scholar.

Throughout the day, Barton-Burke met with oncology nurses and fellows who'd been working on projects related to specific challenges they'd encountered in their practice. Nurses shared their projects, which will be implemented in their respective clinical settings:

- Olivia Marshall, RN; Francesca Miceli, RN; and Natalie Rosenlieb, RN, described their educational-needs assessment for nurses caring for patients throughout hematopoietic stem-cell transplant
- Colleen Walsh, RN, and Maria Alfonso, RN, described their educational needs assessment for nurses caring for patients throughout hematopoietic stem-cell transplant
- Emily Stout, RN, shared her geriatric assessment tool, which will be accessible on a tablet by patients undergoing elective surgery for intra-cranial masses
- Debra Lundquist, RN, described her retrospective medical-record review of a Phase I oncology clinical trial

Barton-Burke's visit culminated with her presentation, "Evidence-based practice, leadership, and research: adventurous connections as an oncology nurse."

The Jerome and Celia Reich Oncology Nursing Visiting Scholar Program is made possible through the generosity of Jerome and Celia Reich. For more information, contact Mandi Coakley, RN, at 617-726-5334.

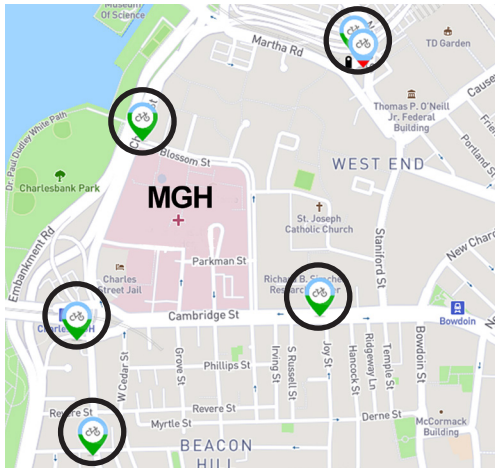


Margaret Barton-Burke, RN, director of Nursing Research at Memorial Sloan Kettering Cancer Center, and inaugural Jerome and Celia Reich oncology nursing visiting scholar

(Photo by Kate Hous)



## Did You Know...



(Left): map shows locations of BLUEbikes racks near MGH, the closest, right across from the Cox Building on Blossom Street (below left).

(Below): Three MGH employee bike cages, this one on the corner of Parkman and North Anderson Streets, make it safe and convenient for employees to bike to work and keep their bikes in a secure and sheltered location.



(Photos by Caring Headlines and provided by staff)

# More than one way to commute to MGH

With traffic so bad and parking at such a premium in Boston, having another way to get to work could be just what the doctor ordered (so to speak). Many employees bike to work using their own bicycles and making use of MGH employee bike cages (located on the corner of Parkman and N. Anderson Streets, beneath the Simches Building at Charles River Plaza, and in Building 199 at the Charlestown Navy Yard). Bike cages require a one-time, \$10 registration fee and ID-badge authorization, which can be programmed by Commuter Services in Wang 232 (for more information, call 617-726-8886).

BLUEbikes are another option. BLUEbikes are Boston's public bike-share program offering more than 3,000 bikes at more than 300 stations throughout the city, including Brookline, Cambridge, Everett, and Somerville. BLUEbikes rental stations closest to MGH are on Blossom Street across from the Cox Building; outside of North Station near Nashua Street; on Cambridge Street in front of Bank of America; at Charles Circle adjacent to the Whitney Hotel, and at 98 Charles Street near the corner of Pinckney Street. Information about pricing, locations, and rental options can be found at <https://www.bluebikes.com/>.

## Re-Location



# New family waiting area on Yawkey 2

On November 11, 2019, the Gray Surgical Family Waiting Area relocated to its newly-renovated home on the second floor of the Yawkey Building above the Riverside Café (Room 2E-2700).

The Yawkey Family Waiting Area is open from 8:00am to 7:30pm, Monday through Friday. After 7:30pm, families can wait in the Blum Patient & Family Learning Center in White 110. The phone number for the new waiting area is the same: 617-726-2078.

For more information, contact Jacqueline Nolan, director, Volunteer Services and Information Ambassadors, at 617-724-1753.



## Unit-Opening



On October 29, 2019, the 18-bed, Bigelow 7 Medicine Teaching Unit (formerly the ED Observation Unit) opened following a complete refurbishing of the physical environment. Leadership for the unit include: Marie Borgella RN, nursing director; Bill Hillman, MD, physician director; and Pablo Tourn, operations manager.



(Photos by Kate Frock)

# Bigelow Medicine Teaching Unit opens on Bigelow 7

# Practice UPDATE

## Nasal Narcan Spray

*MGH Medical Policy Committee approved the emergency administration of Nasal Narcan Spray by **any workforce member** when overdose is suspected. Prescriber order is not required.*

*Opioid Overdose is a **medical emergency** requiring a basic life support response. **Call a CODE – X 6-3333 or 911***

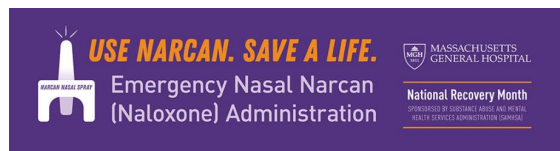
*Administering Nasal Narcan Spray for suspected opioid overdose can **save a life.***



### Advantages of Nasal Narcan Spray

- Nasal spray can be properly administered with minimal training
- Response to the drug is QUICK (2 - 3 minutes)
- Considered safe for opioid overdose or other life-threatening conditions
- No effect on someone who has not used opioids
- No risk of needle sticks with nasal spray

**Nasal Narcan Spray will be in all ADULT and PEDIATRIC CODE CARTS, PUBLIC AEDs and secured areas in select ambulatory settings.**



**Training Video:** <https://www.narcan.com/patients/how-to-use-narcan>  
**Policy:** <https://hospitalpolicies.ellucid.com/documents/view/20186/active/>

Contacts: Jennifer Mills, Sheila Burke & Colleen Snyderman



September 2019

Periodically, the PCS Office of Quality & Safety issues practice alerts and updates to communicate new information or changes to 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>.



Staff nurse, April Lynn Kim, RN, displays some of her handiwork, which she generously gives to families leaving the hospital with their newborns



(Photos by April Lynn Kim and Christine Parmen)

# ‘Hat nurse’ crochets tiny, cuddly, colorful works of art

—by Mary Ellin Smith, RN, professional development manager

In your travels around MGH, perhaps you’ve noticed a parent leaving the hospital with a new baby who’s sporting a hand-crocheted Patriots or Red Sox hat, a pumpkin hat, or a hat with a four-leaf clover for St. Patrick’s Day. Ever wonder who makes those hats? April Lynn Kim, RN, is a staff nurse on the Blake 14 Labor & Delivery Unit, and for more than 20 years she’s been crocheting hats for her tiny patients. She estimates that over the course of her career, she’s crocheted nearly 10,000 hats.

Kim learned to crochet from her Nana who instilled in her the importance of giving handmade gifts. Kim routinely asks her patients if they’d like a hat for their newborn, and invariably the answer is, ‘Yes!’ Many parents who return to the hospital eagerly ask if Kim is still here and still crocheting in hopes of scoring another cuddly, colorful work of art.

So next time you see a tiny patient leaving the hospital with a tiny, handmade cap, you’ll know the ‘hat nurse’ has been at it again...



We ask the same question during each **icare** Learning Lab session - the wordcloud above represents what staff have said is most important.

# Communicate

- I make eye contact, smile, and introduce myself by name and role.
- I listen actively, speak clearly, and use positive body language.
- I ask patients and families what questions or concerns they have.

**We Welcome Your Feedback**  
Please send your comments and icare stories to:  
[MGHpatientexperience@mgh.harvard.edu](mailto:MGHpatientexperience@mgh.harvard.edu)

OFFICE OF PATIENT EXPERIENCE





# Professional Achievements

## Awards

**Laura Cornacchini, RN**  
Susan A. Noska Leadership, Excellence, Advocacy for Patients, and Dedication to Transplant (LEAD) Award

**Anne Marie Thompson, RN**  
Recognized by the Massachusetts Hospital Association for leadership in the Massachusetts Question 1 Ballot Initiative

**Maria van Pelt, PhD, CRNA**  
Inducted as a fellow of the American Academy of Nursing (AAN)

## Presentations

**Paul Arnstein, PhD, RN, FAAN**  
"Guidelines, standards, laws, and policies affecting people with pain"  
Tufts University Pain Policy Course  
Boston

"Treating Cancer Pain When Addiction is a Concern"  
Greater Baltimore Medical Center Head & Neck Cancer Conference  
Baltimore, Maryland

"Acceptability and Feasibility of Virtual Reality for Hospitalized Patients with Pain"  
American Society for Pain Management Nursing Conference  
Portland, Oregon

"The Art and Science of Holistic Pain Management"  
Holistic Nursing Conference  
Kennebunkport, Maine

**Shawna M. Butler, DNP, JD, RN, CPHRM**  
"Ethical and Legal Considerations at End of Life"  
New England Gerontological Advanced Practice Nurses Association Conference  
Tiverton, Rhode Island

**Virginia Capasso, PhD, ANP-BC, ACNS-BC, CWS**  
co-presented, "Clinical and Manufacturer's Connection"  
Smarter Surface Selection: the Undercover Story, Weber State University  
Farmington, Utah

**Kirsten A. Dickens, PhD, AM, FNP-C**  
"Supporting Primary Care Access and Use Among Homeless Persons"  
MGH Chelsea Community Research Day  
Chelsea

**Elizabeth Mover, RN, BSN**  
"Blanket Bolus: the Use of Weighted Blankets in the ICU"  
AACN NTI Conference  
Indianapolis, Indiana

## Poster Presentations

**Kirsten A. Dickens, PhD, AM, FNP-C**  
"Supporting Primary Care Access and Use Among Homeless Persons"  
MGH Chelsea Community Research Day  
Chelsea

**Dawn Williamson, DNP, PMHCNS-BC, CARN-AP; Christopher Shaw, MSN, NP, CARN-AP; and Sara Macchiano, MSN, MBA, CNE**  
"Substance use disorder preparedness and practice among nurses: impact of addictions consult"  
AMERSA Conference  
Boston

## Appointments

**Jill A. Taylor Pedro, DNP, RN, ACNS-BC, ONC**  
Affiliate associate professor, Northeastern University, Bouvé College of Health Sciences

## Publications

**Maureen Hemingway, DNP, RN, CNOR; Wilton C. Levine, MD; Alison Parmar, JD, MBE; Michael Farrell, RN, MS, CNOR; Matthew D. Thomas, CPP; Joanne Ferguson, RN, MS, CNOR; Edward George, MD, PhD**  
"Investigation of Healthcare Professionals' Knowledge of Actions during an Active Shooter Event"  
*Perioperative Care and Operating Room Management*

**Maureen W. Hemingway, DNP, RN, CNOR, Patrice Osgood, DNP, RN, NE-BC, CNOR**  
"Nurses' Perceptions of Personal Communication Devices within the Perioperative Environment"  
*AORN Journal*

**Kimberly Whalen, RM, MS, CCRN**  
co-author; "Identifying nurses' concern concepts about patient deterioration using a standard nursing terminology"  
*International Journal of Medical Informatics*

**Shawna M. Butler, DNP, JD, RN, CPHRM**  
"Cybersecurity: why should we be concerned?"  
*Journal of Radiology Nursing*

"Why Opposition to the Criminalization of Malpractice is Important to Patient Safety"  
*Journal of Radiology Nursing*

"Do all Nurses Need Malpractice Insurance?"  
*Journal of Radiology Nursing*

"What Everybody Needs to Know About Photographs/ Images in Health Care Facilities Part I"  
*Journal of Radiology Nursing*

## Certification

**Sarah Smalley, CGRN**  
Certified Gastroenterology Registered Nurse  
American Board of Certification for Gastroenterology Nurses

**Kathryn Stewart, RN, BSN**  
Certified Gastroenterology Registered Nurse  
American Board of Certification for Gastroenterology Nurses

## Clinical Recognition Program

Clinicians recognized July 1–November 1, 2019

*Advanced Clinicians:*  
**Kristin Abreau, RN**  
PACU, SICU

**Jaclyn Araby, OTR/L**  
Occupational Therapy

**Olivia Campbell, RN**  
Cardiology

**Sara Darsch, RN**  
General Surgery

**Jessica DeFinis, RN**  
Surgery

**Meaghan Finn, RN**  
Oncology, MGH West Ambulatory Surgery

**Jennifer Freeburn, SLP**  
Speech Language Pathology

**Ann Grieco, RN**  
Infusion Unit

**Jessica Hurton, RN**  
Surgery

**Kendra Keefe, RN**  
Newborn & Family Unit

**Jamie McCarthy, RN**  
General Surgery

**Kayla McConnell, RN**  
Medicine

*continued on next page*

continued...

**Caitlin McCusker, OTR/L**  
Occupational Therapy

**Colleen McGovern, RN**  
Neuroscience ICU

**Karyn Morgan, RN**  
Infusion Unit

**Alison Mouradian, RN**  
Infusion Unit

**Leah Pike, RN**  
Oncology

**Bonnie Slayter, RN**  
Endoscopy

**John Teixeira, RN**  
Cardiac Surgical ICU

**Laurie Tocco-Burns, RN**  
MGH Waltham Ambulatory  
Surgery

**Christine Weiand, RN**  
Oncology

*Clinical Scholars:*  
**Susan Andella, RN**  
Dialysis Unit

**Nora Arbeene, RN**  
Case Management

**Sarah Calderone, RN**  
Newborn ICU

**Louise Doyle, RN**  
Family Newborn Unit

**Jasmine Duston, RN**  
Cardiac Catheterization Lab

**Abby Farrand, LICSW**  
Social Work

**Jessica Garton, PT**  
Physical Therapy

**Lore Innamorati, RN**  
General Medicine

**Elizabeth Mover, RN**  
Medical ICU

## Announcements

### Yawkey Family Waiting Area

The Yawkey Family Waiting Area, located above the Riverside Café, is expanding its hours: it is now open 8:00am–7:30pm, Monday through Friday. After 7:30pm, families can wait in the Blum Patient & Family Learning Center on White I. For more information, call 617-724-1753.

### Central flu clinic

The MGH Central Flu Shot Clinic will run through Friday, December 6th in the Wang Lobby. Clinic is open 8:00am–6:00pm except:

- November 27th (the day before Thanksgiving) 8:00am–4:00pm
- Closed November 28th and 29th (Thanksgiving and the day after Thanksgiving)

For more information, go to: [www.massgeneral.org/flu/](http://www.massgeneral.org/flu/).

### Conversations with Caregivers

an educational series sponsored by the Dementia Caregiver Support Program

**Tuesday, December 17, 2019**  
**5:30–7:00pm**  
**O’Keeffe Auditorium**

“Harmonizing together: the power of movement and music-based activities in dementia,” presented by Bonnie Wong, PhD, director; Neuropsychology Program Frontotemporal Disorders Unit.

Admission is free; seating is limited; light refreshments; parking vouchers available.

RSVP to: 617-724-0406, or email: [dementiacaregiver.support@mgh.harvard.edu](mailto:dementiacaregiver.support@mgh.harvard.edu).

For more information, call 617-643-8809.

### Blum Center Events

**Friday, November 22, 2019**

Self-care for caregivers:  
“The changing face of caregiving: navigating the journey with family and friends”

**Wednesday, December 4th**

“Home Base 101: introduction to services for military service members, veterans, and their families”

**Wednesday, December 11th**

Celebrate the holidays! Eat, drink and be merry

**Thursday, December 12th**

“Separating your rhythms from the blues: normal moods and seasonal depression”

**Friday, December 13th**

“IBS with diarrhea: lifestyle, diet, and medication management”

Programs are free and open to MGH staff and patients. All sessions held in the Blum Patient & Family Learning Center from 12:00–1:00pm unless otherwise specified.

For more information, call 4-3823.

### Vidscrip videos move to YouTube

Since MGH/MGHfC’s relationship with Vidscrip ended last month, the Patient Education Video Team has been working to move videos to YouTube channels. The team is communicating with creators as videos are moved to the new platform. Given the large number of videos, the transition is expected to continue through the end of the year.

For information about adult videos, contact Chrisanne Sikora at [csikora@partners.org](mailto:csikora@partners.org).

For pediatric videos, contact Briana Beckvold at [bbeckvold@partners.org](mailto:bbeckvold@partners.org).

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#### Speech, Language & Swallowing

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#### Spiritual Care

Carmen Vega-Barachowitz, SLP

#### The Institute for Patient Care

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#### Training and Support Staff

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#### Volunteer Services

Jacqueline Nolan

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#### Submissions

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

For more information, call: 617-724-1746

#### Next Publication

December 19, 2019



## Random Acts of Kindness



# Care and comfort on Lunder 6

On October 29, 2019, the Neuroscience Intensive Care Unit held a small reception for volunteers of the Neighborhood Pace Program of East Boston in appreciation for their kindness and generosity. These dedicated volunteers have hand-made more than 900 blankets for patients to use during their hospital stays. The blankets provide so much more than physical warmth and enhance nurses' ability to provide compassionate, end-of-life care. Many families report feeling great comfort at being able to take the blankets home after their loved ones have passed.

**Caring**  
Headlines  
November 21, 2019  
Returns only to:  
Volunteer Department, GRB-B 015  
MGH, 55 Fruit Street  
Boston, MA 02114-2696



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