Management Systems retreat makes learning about transparent classification fun…

…with a rousing game of Acuity Family Feud!

Director of PCS Management Systems and Financial Performance, Antigone Grasso, leads attendees in fast-paced, home-grown version of popular TV game show, Acuity Family Feud.
Thanks to everyone who participated in the recent Staff Perceptions of the Professional Practice Environment Survey. I’m happy to report that 1,969 clinicians responded — 7% more than our last survey in 2017.

This survey is so important to understanding the needs of staff and their level of satisfaction. 77% of those who responded said they’re very satisfied, satisfied, or somewhat satisfied with their work environment.

But the real strength of this survey is learning where staff perceive we can do better in creating a work environment that attracts and retains the best and the brightest.

Several themes emerged from the survey. Staff spoke about the importance of supportive leadership; the need for more professional development and mentoring; dedicated time to participate in committees, quality improvement, and evidence-based practice; and work-life balance through flexible scheduling and self-care.

These themes align with the work we’re doing to develop a strategic plan, which we will be sharing in the coming months.

I’d like to leave you with these two quotes from survey respondents:

“I always tell people that I love what I do, get great satisfaction from being a nurse, and can’t imagine working anywhere else but MGH.”

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

“...has been nothing short of life-changing. I’m inspired by my patients and co-workers every day.”

Debbie Burke
Debbie’s Photo Gallery

(Below): this inter-disciplinary team of providers received an Excellence in Action Award for their care of one of our own staff members.

Congratulations to staff nurse, Mary Elizabeth Bedenbaugh, RN, (center) who was named 2020 AMMP diversity champion at this year’s Martin Luther King, Jr. breakfast.

Several MGH nurses attended this year’s New England Regional Black Nurses Association annual dinner and awards ceremony.

(Left): our incredible team of CRNAs celebrating National CRNA Week.
(Right): our Vascular Access Team celebrated National IV Nurses Day with some members of the BWH Vascular Access Team.

This amazing shot of the sunset reflected in the Ellison Building was sent to me by nursing director, Jennifer Sargent; it was taken by staff nurse, Judy Gullage.
Recognition

A Celebration of Stars

The following employees were recognized for outstanding care and/or service at the annual Patient Care Services Celebration of Stars, held January 21, 2020 (delayed from its original date in 2019).

The Anthony Kirvilaitis, Jr., Partnership in Caring Awards
Lillian Clark, unit coordinator, Bigelow 11 Medical Unit
Chi Fung (Ming), unit coordinator, Ellison 17 Pediatrics
Eulawn Heron, unit coordinator, Bigelow 14 Medical Unit
Dang Phan, unit coordinator, Lunder 6 Neurosciences ICU

The Norman Knight Excellence in Clinical Support Awards
Illuminata Dellaira, patient observer, Emergency Department
Samuel Nicolas, patient care associate, Lunder 6 Neurosciences ICU
Kellie Pusateri, patient care associate, Yawkey 8 Infusion Unit
Doris Soba, patient care associate, Lunder 9 Oncology Unit

The Norman Knight Preceptor of Distinction Award
Jonathan Fitzgerald, CMI, Interpreter Services
Hilary Gorgol, RN, Lunder 9 Oncology Unit
Janet King, RN, Endoscopy Unit
Lisa Lovett, LICSW, Social Work
Katie Newman, RN, Ellison 10 Cardiac Arrhythmia Unit
Erin Vuijk, SLP, Speech Language & Swallowing Disorders

The Brian M. McEachern Award for Extraordinary Care
Katelyn Sparks, RN, Lunder 6 Neurosciences ICU

Award recipients (l-r; front row): Eulawn Heron, Lillian Ananian, (Middle row): Melissa Carroll, Lisa Lovett, Doris Soba, (Back row): Erin Vuijk, Kimberly Whalen, Hilary
A Celebration of Stars

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The Stephanie M. Macaluso, RN, Excellence in Clinical Practice Awards
Lillian Ananian, RN, Blake 7 Medical ICU
Melissa Carroll, SLP, Speech Language & Swallowing Disorders
Carolyn McDonald, RN, Lunder 8 Neurosciences Unit
Susan Riley, PT, Physical Therapy
Kimberly Whalen, RN, Bigelow 6 Pediatric ICU

The Jean M. Nardini, RN, Nurse Leader of Distinction Award
Lore Innamorati, RN, Bigelow 11 Medical Unit

The Marie C. Petrilli Oncology Nursing Awards
Hilary D’Arcangelo, RN, Yawkey 8 Infusion Unit
Jenna Delgado, RN, Ellison 16 Medical/Oncology Unit

The Janice Plunkett, RN, Excellence in Perioperative Nursing Practice Award
Erin Laing, RN, Operating Room

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Carolyn McDonald, RN, Lunder 8 Neurosciences Unit
Susan Riley, PT, Physical Therapy
Kimberly Whalen, RN, Bigelow 6 Pediatric ICU

Unit Service Associate Employees of the Month
December 2018 to November 2019
Tyrone Walker-White, White 11 Medical Unit
Jose Brandao, Blake 12 ICU
Maria Bonasera, Blake 7 Medical ICU
Juan Carlos Henriquez, Lunder 9 Oncology Unit
Isabel Ramos, Ellison 13 Obstetrics Unit
Danisa Alonzo, White 11 Medical Unit
Cheryl Dear, Ellison 14 Burns/Plastics Unit
Pablo Martinez, Bigelow 9 Medical Unit
Michelle Cameron, Bigelow 9 Medical Unit
Taminayehu Benti, Ellison 12 Medical Unit
Lucinda Barros, Blake 11 Psychiatry Unit
Pedro Villafane, Ellison 19 Thoracic/Vascular Unit

Also showcased at this year’s Celebration of Stars were the advanced clinicians and clinical scholars recognized in the PCS Clinical Recognition Program. Those names appear throughout the year in the Professional Achievements section of Caring.

Carolyn McDonald, Katelyn Sparks, Katie Newman, and Janet King
Lore Innamorati, Jenna Delgado, and Hilary D’Arcangelo
Gorgol, Sue Riley, Erin Laing, and Kellie Pusateri.
When was the last time you left a half-day retreat saying, “Wow, I learned so much, and that was so much fun!” That’s what more than 100 nursing leaders and staff auditors said after the January 10, 2020, retreat to kick off the enterprise-wide Transparent Classification initiative.

Coordinated by the PCS Management Systems and Financial Performance team, the retreat was an interactive forum to help prepare staff for the transition from our current manual patient-classification process to the new transparent classification process scheduled to go live in September.

Under the new system, eCare documentation will be automatically mapped to our AcuityPlus classification indicators. The goal is to integrate clinical documentation with our nursing acuity tool to transparently classify patients and compute nursing acuity values, eliminating duplicate documentation.

A highlight of the retreat was a fast-paced, competitive version of a popular TV game show, affectionately called, Acuity Family Feud.

For more information about the transition to transparent classification, go to the EED portal at: https://intranet.massgeneral.org/npcs/eed/tcp/default.shtml.

**Top 8 Retreat Takeaways Countdown**
8) Continue to manually classify until September
7) Parallel testing is a gift
6) Transparent classification is an opportunity to improve documentation
5) Share your insights!
4) Be evidence-based: seek out advice from ‘best practice’ units
3) Narrative notes are not mapped
2) Auditing ensures accurate staffing budgets
1) Document patient care and acuity will follow

Beginning in February, MGH will begin parallel testing in which eCare data will flow to an AcuityPlus test environment allowing staff to compare the results of manual classification with the new transparent classification and address any gaps in the system prior to going live.
Acuity Family Feud

(Photos by Paul Batista)
Since 2016, the MGH Global Nursing Fellowship has paired academic nursing institutions with healthcare facilities in low-resource settings to help advance nursing education, promote professional practice, and deliver patient-centered care. To date, 29 nurses have provided instruction to more than 1,300 participants, including nursing students, faculty, and clinical nurses in South Dakota, Uganda, and Tanzania.

Experts in their specialty areas (midwifery, mental health, cardiac and neurological critical care, community health, neonatal intensive care, and substance use disorder), fellows work closely with their local counterparts and nursing leaders to ensure that new knowledge becomes standard practice, that protocols are established, and that systems for on-going assessment are implemented.

Participants are evaluated based on their cognitive understanding and skill performance.

Prior to being deployed, global nursing fellows receive comprehensive training in cultural sensitivity to help promote a positive introduction and trusting relationships with in-country colleagues. For many, those relationships continue beyond the duration of the fellowship experience.

Upon returning to MGH, fellows provide feedback to nursing leaders at the Center for Global Health, which informs future development of the fellowship program. At a recent Global Nursing Symposium, fellows had an opportunity to share their experiences with a broader audience.

The demand for skilled nurses is ongoing in under-served areas around the world. If you’re interested in becoming a global nursing fellow, go to: www.globalhealthmgh.org/programs/nursing/fellowship/; or e-mail Mary Sebert at msebert@partners.org; or Monica Staples at mstaples@partners.org.
Patient Safety

Patient Safety Awareness Week
March 9–13th

— by Claire Paras, RN, patient safety staff specialist

At Mass General, patient safety is our highest priority. During Patient Safety Awareness Week each year, we celebrate staff’s efforts to keep patients safe and share educational programs that help foster a culture of safety. This year, Patient Safety Awareness Week is March 9th–13th.

Several events are planned to mark Patient Safety Awareness Week, including our annual Patient Safety Star Awards ceremony, recognizing staff who’ve demonstrated exceptional commitment to patient safety throughout the year.

On March 3rd, Mass General Hospital for Children will host renowned quality and safety expert, Tejal Gandhi, MD, chief safety and transformation officer at Press Ganey, at Pediatric Grand Rounds. Gandhi urges hospitals to move away from a reactive approach to patient safety, toward a total systems approach prioritizing a culture of safety.

On March 10th, Patient Care Services will host Maria Van Pelt, RN, from the Bouve College of Health Sciences at Northeastern University, for a peer-support grand rounds to discuss caring for caregivers in the aftermath of unexpected events.

Also on March 10th, the Edward P. Lawrence Center for Quality & Safety will welcome Amy Edmonson, Novartis professor of leadership and management at Harvard Business School. Edmonson focuses on the importance of psychological safety and teamwork in providing effective patient care. Her work guides organizations in supporting staff to feel safe to learn, challenge, and contribute without fear of negative consequences.

On March 11th, Pharmacy will host David Marx, CEO of Outcome Engeuinity, who will present, “Three Dice: the Path to Highly Reliable Outcomes.” Marx helps organizations shape their understanding of just culture and accountability and the importance of individual and team responsibility in the work place.

Throughout the week, posters will be on display outside O’Keeffe Auditorium highlighting clinical process-improvement activities and sharing health information tips.

Information tables will be set up in the Main Corridor on March 11th and 13th offering health information and handouts promoting patient, family, and staff safety.

For more information, contact Claire Paras, RN, patient safety staff specialist, at 617-726-8013.

Stop by one of the information tables in the Main Corridor on March 11th or 13th to learn more about our ongoing efforts to keep patients safe.
CSI Academy: a recap of 2019

“Together we Can: Pep for PIP”
Center for Perioperative Care
Katherine Fay, RN
Justine King, RN
Sarah Maury, RN
Michelle Vassilopoulos, RN
Lucy Milton, RN, coach

Purpose:
To establish a culture of collaborative communication of patient information; and to foster teamwork through improved communication and morale.

Summary:
Through the use of a standardized hand-off tool, the team reduced time spent for Phase II recovery per AS patient by 15%, surpassing the expected goal of 8%.

“Kick it in the PEDI ED”
Paige Cowles Fox, RN
Susan Warchal, RN
Catherine Harris, RN, coach

Purpose:
To enhance the knowledge of preceptors to assess, educate, and increase the competence of new nurses in the Pediatric ED.

Summary:
Both preceptor and orientee confidence in placing IVs increased; preceptors: from 47% to 100%; orientees: from 4% to 20%. Compliance with having IV orders before placing IVs increased from 54% to 77%. IV start success rate on first attempts increased from 49% to 55%.

“Ambulation Nation”
Bigelow 11 Medical Unit
Caity Mundt, RN
Haley Ralph, RN
Angelia Tan, RN
Heather Vallent, RN

Purpose:
To promote patient mobility, from sitting in a chair to ambulating around the unit, in order to improve outcomes and decrease length of stay.

Summary:
After implementing early mobilization efforts, length of stay decreased by 8.3%, and nursing documentation specific to mobility improved to 98% compliance.

Preclinical and Postclinical Data
Average Bigelow 11 Length of Stay (LOS)

Potential Fiscal Impact
Annualized patient days in 2018: 8,931
$2,052.93 (savings per patient) x 8,931 (annualized patient days) = $18,032,718 savings per year
CSI Academy: a recap of 2019 projects and outcomes

“Stop, Communicate, and Listen”
White 10 Medical Unit
Lisa Bourgeois, RN
Christina Carmody, RN
Katherine Guanci, RN

Purpose:
To improve communication, the work environment, job satisfaction, and patient satisfaction.

Summary:
After implementation of a nurse-to-patient care associate hand-off tool, staff perception of communication improved two-fold from 23% to 72%, and the number of falls, catheter-related infections, and line infections decreased by 33%, 50%, and 33% respectively.

“Keep Calm and Sleep On”
White 6 Orthopaedic Unit
Lauren Caruso, RN
Hilary Gallant, RN
Jean Stewart, RN, coach

Purpose:
To improve the quality of sleep for patients and foster a positive perception of our efforts to promote rest by providing a sleep menu.

Summary:
Staff and patients found the introduction of a sleep menu and blanket warmer beneficial in promoting sleep. Staff engagement and knowledge of the Quiet at Night initiative increased, however Quiet at Night scores were not impacted due to nearby construction and a long-term behavioral-management patient.

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.

For more information, contact Colleen Snydeman, RN, at 617-643-0435; or Karen Miguel, RN, at 617-726-2657.

continued on next page
“Creating a Culture of Resiliency and Improving Retention among Critical Care Nurses”
Blake 12 Medical-Surgical ICU
Brittney Barron, RN
Catherine Cusack, RN
Victoria Patterson, RN
Laura Lux, RN, coach

Purpose:
To improve job enjoyment and nurse retention by creating a culture of resiliency and ultimately reducing nurse turnover.

Summary:
Nurse job satisfaction increased by 23%, and turnover rate fell by 18%; 70% of staff felt that resiliency rounds had a positive effect.

“Blanket Bolus: Weighted Blankets in the Blake 7 MICU”
Christine McCarthy, RN
Elizabeth Mover, RN
Clara Shim, RN

Purpose:
To reduce patient agitation and the use of continuous-sedation medication through the utilization of weighted blankets.

Summary:
Patients reported feeling ‘safe’ and ‘more comforted,’ with weighted blankets, resulting in 68% positive overall patient satisfaction. The use of continuous-sedation medications, PRN medications for agitation, and number of ventilator days decreased by 22.6%, 51.6%, and 9.4%, respectively. The agitation/sedation RASS score decreased by 1.33.

“Don’t Make a Peep, Patients Need to Sleep!”
White 11 Medical Unit
Katrina Cabral, RN
Sandra Kelly, RN
Susan Wood, RN

Purpose:
To implement a formal program to improve the quality of sleep for patients that will become the culture on the unit.

Summary:
Staff and patients found new interventions, including the introduction of a sleep menu, to be beneficial in promoting sleep. Staff awareness about the Quiet at Night initiative and efforts to minimize noises within their control resulted in a slight improvement in Quiet at Night scores.
“Sleep Well be Well”
Ellison 8 Cardiac Surgical Step-Down Unit
Kelly Hutchinson, RN
Melissa Pace, RN
Carolyn LaMonica Velez, RN, coach

Purpose:
To improve patient satisfaction and outcomes on the unit thereby improving HCAHPS scores.

Summary:
Staff and patients found the introduction of a sleep menu and a ‘Yacker Tracker’ noise machine beneficial in promoting sleep. Staff knowledge about the Quiet at Night initiative and awareness of noise disturbances within their control improved. ‘Red Light’ events decreased 71% along with a slight improvement in Quiet at Night scores from 32.6% to 33.3%.

“Doves Nest”
Blake and Ellison 13 and Blake 14 Newborn and Labor/Delivery Units
Molly Parshley, RN
Suzanne Stanton, RN

Purpose:
To improve the workflow when transferring patients between units, and allow for co-ownership of hand-offs.

Summary:
Staff perception of the overall ‘transfer process’ improved by 35%, and staff perception of the ‘frequency of problems’ decreased by 28%.

“PALS”
Ellison 9 Cardiac ICU and Blake 8 Cardiac Surgical ICU
Michelle Crocker, RN
Kara Donovan, RN
Jennifer O’Malley, RN
John Teixeira, RN

Purpose:
To streamline, standardize, and improve the quality of transfer notes; and improve the satisfaction and perception of safety with the transfer process.

Summary:
Through the use of a smart-phrase hand-off tool, the team improved all transfer note criteria (including: events leading up to hospitalization, hospital course, assessment, plan of care, to-do list, and family). The team achieved an 85% compliance rate in the use of the smart phrase.
Munn Center nurse-led research initiatives

At a special Nursing Research Grand Rounds, held December 5, 2019, two research grants and a new fellowship were awarded. For detailed information, go to: www.mghpcs.org/MunnCenter/index.asp, and click on ‘Funding Opportunities.’

The Connell Nurse-Led Team Grant
Recipients: Amanda Coakley, RN, principal investigator; Dana Cvrk, RN; Heather Fraser, RN; Jennifer Healy, RN; Emily Dexter RN; Michele O’Hara, RN; Joanne Empoliti, NP; B. Robert Young, RPh; and Tanya John, for their study, “Exploring the experience of aromatherapy in the acute care setting.”

The Connell Post-Doctoral Fellowship in Nursing Research
Recipients: Kirsten Dickins, RN, and Sara E. Looby, NP, mentor, for their study, “Health and healthcare among older homeless women.”

Be Well Work Well Nursing Grant (NIOSH)
Recipients: Jennifer Repper DeLisi, RN, principal investigator; Robin Lipkis-Orlando, RN; Colleen Gonzales, RN; and Colleen Snydeman, RN, mentor, for their study, “Creating a safe and supportive culture for the nursing workforce: evaluation of the Staff Perception of Disruptive Patient Behavior Scale as a tool to measure change in staff experience.”
New Award at MGH

Nominate your nurse or nurse colleague for a DAISY Award

—by Lore Innamorati, RN, staff specialist

DAISY Awards were originally created in 1999 by Bonnie and Mark Barnes in honor of their son, Patrick, who died of an auto-immune disease at the age of 33. Adopted by more than 4,000 organizations in all 50 states and 26 countries, DAISY (Diseases Attacking the Immune System) Awards recognize exquisite care provided by nurses.

Mass General officially launched The DAISY Award program on February 4, 2020, and nominations are now being accepted. Full- and part-time direct-care nurses, per diem nurses, case managers, and research nurses are eligible to be nominated.

Nurses selected as DAISY Award recipients will be honored by MGH leadership with a surprise celebration on their unit. Recipients receive a hand-carved Healer’s Touch sculpture, a DAISY honoree pin, and each celebration will feature the traditional DAISY Awards cinnamon buns (with appreciation to Nutrition & Food Services). And all nominees receive a DAISY nominee pin.

The DAISY Award Selection Committee, comprised of inpatient and outpatient nurses, is co-led by Trang Vo, RN, and Catherine Chittick, RN, and supported by co-coordinators, Lore Innamorati, RN, and Marianne Ditomassi, RN. The group will meet quarterly to review nominations and select six DAISY Award recipients per quarter.

To nominate a nurse:
- scan the QR code below to access the on-line nomination form, or
- drop nomination forms in a drop box located in main lobbies and designated work areas, or
- mail nomination form to: Massachusetts General Hospital Nursing & Patient Care Services Attn: DAISY coordinator 55 Fruit Street, Bulfinch 230 Boston, MA 02114

For more information, e-mail: MGH DAISYAward@partners.org; go to the Excellence Every Day portal at: https://www.mghpcs.org/EED/DAISY; or go to www.daisyfoundation.org.

(At left): perfecting their cinnamon-bun recipe for the first DAISY Awards presentation are, Kirk Tucker, catering supervisor (left), and Jimmy Quirk, assistant manager of the Bake Shop.
International Migrants Day has been celebrated every December 18th since the year 2000. In observance of the occasion, the MGH Immigrant Health Coalition launched its Migration is Beautiful campaign to support the MGH immigrant community.

Members of the coalition staffed a display table in the Main Corridor, distributed educational materials, and gave out monarch-butterfly stickers to be affixed to employee ID badges. Monarch butterflies are known for their annual migration between Central and North America and have become a symbol of solidarity in migrant communities.

As part of the national #LettersofLovetoKids campaign, more than a hundred hand-written cards were generated to be sent to migrant children separated from their families and being held in federal detention centers.

Jordan Hampton, director of the MGH Chelsea High School Student Health Center, organized a Migration is Beautiful campaign at the school featuring a similar display to support immigrant employees and patients in their community.

The Immigrant Health Coalition meets monthly and is accepting new members. For more information, e-mail: smorris17@mgh.harvard.edu. Butterfly stickers are available at the Employee Access Center.
Awareness/Support

National Go Red for Women Day was established to help raise awareness about women and cardiovascular disease.

Only 17% of women consider heart disease to be a woman’s greatest health threat.

The American Heart Association’s Go Red for Women campaign highlights the need for greater understanding and a commitment to a heart-healthy lifestyle.

Physical and Occupational Therapy go RED for Women’s Health
Practice

PRACTICE ALERT

Removal of Non-Tunneled Central Venous Catheter

Removing a central venous catheter (CVC) places the patient at risk for an air embolism. It is essential to review your institution’s policy/procedure before removing any central line.

Key points to minimize risk of air embolism when removing a CVC:

- **Position patient with catheter insertion site at or below level of the heart.**
  - Preferred positions for internal jugular and subclavian CVC removal are **Trendelenburg or flat position**.
  - If the patient cannot tolerate these positions a collaborative discussion with clinical team is advised.
  - *Positioning for peripherally inserted central catheter (PICC) removal may be different. Always refer to your institution’s policy before removing a PICC.

- **Time the catheter removal to the patient’s respiratory cycle.**
  - For the **spontaneously breathing** cooperative patient, instruct patient to hold their breath without bearing down when catheter is removed.
    - For the spontaneously breathing patient who **cannot** perform a breath hold, time removal to coincide with exhalation.
  - For the patient receiving **positive pressure ventilation**, withdraw catheter during the inspiratory phase of the respiratory cycle or while delivering a breath via a bag-valve device.

- **Use occlusive dressing.**
  - Immediately apply **petroleum-based ointment**, gauze, and a transparent sterile, occlusive dressing to insertion site to seal skin-to-vein tract and decrease risk of air embolus.

- **Post removal assessment:**
  - Assess patient for post removal complications such as air embolism, bleeding, hematoma or pulmonary embolism (PE).
  - If air embolism or PE is suspected, position patient in left lateral Trendelenburg position and alert team members.

Symptoms of Air Embolism Include:

- Sudden onset of dyspnea
- Continued coughing
- Breathlessness
- Chest pain
- Hypotension
- Jugular venous distension
- Tachyarrhythmias
- Wheezing
- Tachypnea
- Altered mental status
- Altered speech
- Changes in facial appearance
- Numbness, paralysis

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.
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Awards/Honors

Caring for a Cure team: Molly Higgins, RN
Sara Stevens, NP
Christine Weiand, RN
Laura White, RN
Be There Award
National Marrow Donor Program
Be the Match
Karen Flanders, NP
Distinguished Service Award and Integrated Health Circle of Excellence Award
American Society for Metabolic and Bariatric Surgery
Hiyam Nadel, MBA, RN, BSN
Extraordinary Women
Advancing Healthcare Award
The Commonwealth Institute
Maria van Pelt, PhD, CRNA
Inducted as a fellow into the American Academy of Nursing

Presentations

Paul Arnstein, PhD, RN-BC, FAAN
“Integrating Skills into Practice”
Integrative Approaches to Pain Management: Expanding Our Nursing Toolbox Conference
Boston
Kevin Callans, RN
Elizabeth Croll, RN
“Increasing Nursing and Caregiver Confidence in Central America”
International Nursing & Midwifery Research and Education Conference
Dublin, Ireland
Kathleen Fitch, MSN, FNP-C
Meghan Feldpausch, MSN, ANP-C
“Retention of Research Participants in a Longitudinal HIV Clinical Trial: Best Practices Identified by Systematic Surveys of Study Staff”
International Association of Clinical Research Nurses Conference
Philadelphia
Association of Nurses in AIDS Care Conference
Portland, Oregon
Sara E. Looby, PhD, ANP-BC, FAAN
“Exploring Sweetener Knowledge and Consumption in People Living with HIV”
Harvard Nutrition Obesity Research Center Pilot Research Symposium
Boston
“How to Preserve Your ‘I’ as a Nurse Scientist in Team Science”
Association of Nurses in AIDS Care Conference
Portland, Oregon
Kimberly Whalen, RN
Ryan Carroll, MD
Carlos Duran, MD
Neil Fernandes, MD
“Diagnostic and Operational Challenges in the Pediatric Intensive Care Unit Setting”
Wyss Institute, Harvard University
Boston

Publications

Paul Arnstein, RN
M. Keating
“Impact of Pain on the Individual and Others: Implications for Healthcare Professionals”
Pain Care Essentials
Gaurdia Banister, RN, PhD, NEA-BC, FAAN
Leslie Portney, DPT, PhD, FAPTA
Carmen Vega-Barachowitz, MS, CCC-SLP, FASHA
Ann Jampel, PT, MS
Maureen Schnider, MS, RN, NE-BC, CPHC
Rebecca Inzana, MS, CCC-SLP
Trisha Zeytoonjian, DNP, RN
Patricia Fitzgerald, RN, MSN, NE-BC
Inez Tuck, PhD, MBA, MDiv, RN, FAAN
Melissa Jocelyn, RN, MSN, NE-BC
Jacquelyn Holmberg, RN, MS, BC-ACNS
Mary Knab, PhD, DPT
“The inter-professional dedicated education unit: design, implementation, and evaluation of an innovative model for fostering inter-professional collaborative practice”
Journal of Interprofessional Education & Practice
Kirsten A. Dickins, PhD, AM, MSN, FNP-C
“Now that you’ve got that coverage: promoting use of a regular source of primary care among homeless persons”
Journal of the American Association of Nurse Practitioners
Rachael E. Kammer, MS, CCC-SLP, BCS-S
“High-resolution manometry and swallow outcomes after vocal fold injection medialization for unilateral vocal fold paralysis/paresis.”
Head Neck
Jennifer W. Mack, MD, MPH
Angel M. Cronin, MD
Hajime Uno, PhD
Zuzanne Shusterman, MD
Clare J. Twist, MD
Rochelle Bagatell, MD
Aby Rosenbogen, MD, MS, MA
Araz Marachelian, MD, MS
M. Meaghan Granger, MD
Julia Glade Bender, MD
Justin N. Baker, MD
Julie Park, MD
Susan L. Cohn, MD
Alyssa Levine, BA
Sarah Taddei, MSW, LCSW
Lisa R. Diller, MD
“Unrealistic parental expectations for cure in poor-prognosis childhood cancer”
Cancer
Carole MacKenize, MEd, BSN, RN-BC
“Calling Maine’s Experienced and Invested Nurses Far and Wide”
ANA-Maine Journal
Melissa Mullen, MSN, RN
“Thrombolyis for Frostbite: a Case Study and Clinical Considerations”
Journal of Radiology Nursing

Poster Presentations

Jennifer L. Maietta, MS, CCC-SLP
“Exploring dose frequency for speech sound therapy in the outpatient setting”
MGH Chelsea HealthCare Center Research Day
Chelsea
Vita Norton, RN, BSN, OCN, WOCN
“Enhancing Moral Understanding about Patient-Family Choices: Educating Nurses about Requests for Cryopreservation”
National Nursing Ethics Conference
Los Angeles
Kirsten A. Dickins, PhD, AM, MSN, FNP-C
“Now that you’ve got that coverage: promoting use of a regular source of primary care among homeless persons”
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Araz Marachelian, MD, MS
M. Meaghan Granger, MD
Julia Glade Bender, MD
Justin N. Baker, MD
Julie Park, MD
Susan L. Cohn, MD
Alyssa Levine, BA
Sarah Taddei, MSW, LCSW
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“Unrealistic parental expectations for cure in poor-prognosis childhood cancer”
Cancer
Carole MacKenize, MEd, BSN, RN-BC
“Calling Maine’s Experienced and Invested Nurses Far and Wide”
ANA-Maine Journal
Melissa Mullen, MSN, RN
“Thrombolyis for Frostbite: a Case Study and Clinical Considerations”
Journal of Radiology Nursing
Professional Achievements (continued)

Certification
Emily Augustine, CPN
Pediatric nurse
Pediatric Nurse Certification Board

Cathie Durham, CPN
Pediatric nurse
Pediatric Nurse Certification Board

Jay Finnan, CPN
Pediatric nurse
Pediatric Nurse Certification Board

Christa Carrig, RN
Inpatient obstetrics nurse
ANCC

Meg Hamp, RN
Inpatient obstetrics nurse
ANCC

Kristen Conneely, RN
Lactation consultant

Lauren Scola, CPN
Pediatric nurse
Pediatric Nurse Certification Board

Mary Zwirner, RN, MSW, LICSW
Healthcare ethics consultant
American Society of Bioethics and Humanities

Eileen Comeau, NP
Healthcare simulation educator
Society for Simulation in Health Care

Kathleen Fitzgerald, RN, MSN, ACM, CMAC
Case management administrator
American Case Management Association

Martin J. Lantieri, RN, MSN, CNL-BC
Nurse executive
ANCC

Kristen Benoit, RN, BSN
Medical-surgical nurse
ANCC

Bianna Meade, RN
Critical care nurse
AACN

Jennifer L. Maietta, MS, CCC-SLP
More Than Words: the Hanen Program for Parents of Children with Autism Spectrum Disorder
The Hanen Centre

Advanced Degrees
Laurie Miller, ANP, BC, DNP, CNRN
Doctor of Nursing Practice
University of New Hampshire

Nancy Cerullo, RN
Bachelor of Science in Nursing
Western Governors University

Appointments
Sara E. Looby, PhD, ANP-BC, FAAN
Member, Editorial Board
Menopause, Journal of the North American Menopause Society

Member, Women’s Health Inter-Network Scientific Committee
AIDS Clinical Trial Group

Melissa Mullen, MSN, RN
Editorial Board
Journal of Radiology Nursing

Clinical Recognition Program
Clinician recognized
December 1, 2019—February 1, 2020

Advanced Clinicians:
Mirlande Dorsainvil, RN
Medicine

Sarah Tremblay Sally, SLP
Speech Language Pathology

Rosebud Sserebe, RN
Surgery

Leanna Santos, RN
Neurosciences

Clinical Scholars:
Dana Madden, RN
Case Management

Stephanie Qualls, RN
Neurosciences

Kerri Voelkel, RN
Medical ICU
Caring Headlines — February 20, 2020

Announcements

Leading across professions: building trust and re-framing conflict in inter-professional teams

Thursday, April 30–Saturday, May 2, 2020

Open to all disciplines, special rates available.

This immersive workshop aims to expand your skills as an inter-professional leader.

Participants will learn to:
- apply models of trust to understand your own inter-professional team/environment
- create a plan to enhance trust in your team
- develop strategies to flatten power hierarchies
- re-frame how you think about conflict
- test your skills in relational dynamics
- learn to leverage conflict to empower higher functioning teams

For detailed information, go to: info.mghihp.edu/leading-across-professions-2020.

Climate change and health 2020: the public health challenge of our time

Saturday, April 4, 2020

Open to all disciplines, student rate available.

A one-day symposium presented by the MGH Institute of Health Professions’ nurse-led Center for Climate Change, Climate Justice, and Health.

- Examine the intersection of climate change and health care and opportunities for research, education, and advocacy
- Discuss policy implications for public health
- Examine the role of health professionals in engaging in climate issues

For detailed information, go to: info.mghihp.edu/.

New hours for outpatient Pharmacy

Beginning January 2, 2020, the outpatient Pharmacy in the Wang Building will extend its hours to:

Monday through Friday
8:30am–7:00pm

The extended hours will make filling prescriptions more convenient for early-morning, early-evening, same-day-surgery, and ED discharges.

Reminder that staff can use the dedicated professional phone line (617-643-4276) to contact the Pharmacy, Monday through Friday.

Weekend hours will remain the same:
Saturday 9:00am–3:00pm
Sunday 9:00am–12:30pm

For more information, call 617-724-3100.

Conversations with Caregivers

for families, caregivers, patients, and staff

an educational series sponsored by the Dementia Caregiver Support Program

March 17, 2020
5:30–7:00pm
O’Keeffe Auditorium

“What you really need to know about caregiving for a person with dementia: how habilitation therapy can help,” presented by Paul Raia of Dementia Care and Environmental Design

April 21st
5:30–7:00pm
O’Keeffe Auditorium

“Legal and Financial Planning Following a Dementia Diagnosis,” presented by Steven Cohen of Pabian & Russell, LLC.

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

RSVP to: 617-724-0406, or email dementiacaregiver.support@mgh.harvard.edu.

For more information, call 617-643-8809.

Patient Safety Culture Survey

We want to hear from you!

“Speak Up for Patient Safety” by completing the MGH/MGPO Survey on Patient Safety Culture. Providers and employees should have received an email from SurveyMonkey (emort@partners.org via SurveyMonkey) with a link to the confidential survey.

This is an opportunity to share your views on our culture related to patient safety and transparency. Your candid responses inform our efforts to ensure all clinicians and staff feel comfortable reporting errors and speaking up when something isn’t right. We are committed to making Mass General the safest possible environment for everyone who comes through our doors.

Completing the survey automatically enters you in a drawing to win raffle prizes and weekly drawings for Coffee Central gift cards.

For more information, contact Jesse Russell at: jrussell7@partners.org.

For detailed information, go to: info.mghihp.edu/leading-across-professions-2020.

CE credit available for some disciplines.
MGH Lifestyle Medicine Symposium 2020

March 18, 2020
8:00am–1:00pm
Simches Conference Room
185 CRP Room 3-3110

Learn:
- the definition of lifestyle medicine
- about clinical programs at MGH offering lifestyle medicine interventions
- how lifestyle medicine initiatives can improve patient health
- next steps for broadening the impact of lifestyle medicine at MGH

Symposium is geared toward: nurses; nurse practitioners; physical therapists; social workers; physician assistants; psychologists; licensed mental health counselors; and physicians.

For more information, or to register, go to: www.mghcme.org/lifestylemedicine, and use registration code: A451SG288

3.5 credits for physicians, psychologists, and nurses

Save the date
Clinical Research Nurse Reception

Thursday, March 5, 2020
5:30-7:00pm
Robbins Auditorium
Founders 244A

All research nurses welcome.
The Munn Center for Nursing Research and the Boston/New England Chapter of the International Association of Clinical Research Nurses invite you to this special event that will hear from leaders of IACRN, MGH Nursing, the Munn Center, the MGH Research Institute, and a panel discussion featuring expert clinical research nurses from several Boston hospitals.
Opportunity to network and light refreshments served.
For more information, e-mail: sgoodridge@partners.org.

ACLS Classes

Certification: (Two-day program)

Day one:
March 2, 2020
8:00am–3:00pm

Day two:
March 18th
8:00am–12:00pm

CPR Training ($100)
March 2nd
2:00–5:30pm

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.
Clinical Support Services

Celebrating our unit service associates

Clinical Support Services gathers to celebrate unit service associates (USAs) selected or nominated as USA Employees of the Month. The entire MGH community appreciates their service and commitment to excellence in ensuring our hospital is a safe and welcoming environment for patients and families.