A look back at...
A message from Debbie Burke...

Colleagues,

For the better part of 2020, words like, catastrophic, unprecedented, and grim, dominated the news as the world dealt with the challenges of the COVID pandemic. And new phrases like, ‘social-distancing’ and ‘super-spreader’ entered our vocabulary.

But when I think back on this past year, those are not the first words that come to my mind. I witnessed so many acts of compassion and selflessness performed by every member of our healthcare team. So for me, words like extraordinary, magnificent, and heroic are what come to my mind.

While this may have been a year of profound loss and sadness, it was also a year of unparalleled generosity, dedication, and kindness. Thank-you for doing what Bill Gates calls, ‘showing up.’ Thank-you for showing up to do the outstanding work you do every day.

I hope this annual-report issue of Caring reminds you, as it does me, what an incredible team we are when we come together to do good for our patients, for one another, and for so many others beyond the walls of MGH.
January

Caring

A look back at...

2019

Nursing & Patient Care Services
Massachusetts General Hospital

Immigrant Health Coalition’s ‘Migration is Beautiful’ display at MGH and Chelsea High School.

First cohort of MGH clinical scene investigators, in collaboration with the AACN’s CSI Academy Program, presented their projects and outcomes.
Perfecting their cinnamon-bun recipe for the first DAISY Awards are Nutrition & Food Services’ Kirk Tucker and Jimmy Quirk.
March

In the MGH Chapel, revelry, 'hamentashen,' and a good time were had by all as the department of Spiritual Care led the MGH community in a celebration of Purim, the Jewish holiday commemorating a failed plot against the Jews of ancient Persia.

The departments of Respiratory Care and Perfusion held a book drive to support pediatric patients in the Pediatric ICU, Emergency Department, and Radiology.

Oncology social worker, Jennifer D’Alotto, LICSW (in inset and center front in big group) attended the Forum for Japan Cancer Patients in Tokyo, hosted by the Comprehensive Academy for Advanced Oncology.
The White 9 Medical team received an Excellence in Action Award.

The Blake 13 Newborn team received an Excellence in Action Award.

To ensure the Post-Anesthesia Care Unit (PACU) was prepared to accommodate the expansion of its patient population, the unit held a Skills Day. More than a hundred nurses attended.
In March, regular publication of Caring Headlines was suspended to enable more frequent communication about the coronavirus.

“As operations chief for HICS, it’s been a privilege to collaborate with colleagues across disciplines to ensure we meet the demands of this pandemic. As expected, MGH leaders and staff have demonstrated extraordinary courage and commitment.”

—Theresa Gallivan, RN, associate chief nurse and HICS operations chief

“The Centers within The PCS Institute for Patient Care have been vigorously supporting COVID-19 efforts: The Knight Center is leading educational and training efforts; The Center for Innovations in Care Delivery is exploring new ways to develop PPE; The Munn Center for Nursing Research is leading COVID-19-related nursing research discussions; and The Blum Center is working collaboratively to adapt our visitor policy. We’ve created the PCSCOVID@partners.org e-mail address to be able to respond to questions quickly. Since its launch, we’ve responded to more than 165 questions. Keep them coming!”

—Gaudia Banister, RN, executive director, The Institute for Patient Care

“I want to commend staff for their incredible efforts and fortitude in meeting the ongoing demands of this pandemic. It was their feedback from the first surge that informed the changes we made in our response to the second surge, including staffing, unit conversions, training and education, communication, and support. It’s because of the collective insight of so many that we’re well prepared for a second surge.”

—Sue Algeri, RN, associate chief nurse and HICS operations chief (second surge)

“Social workers are providing emotional support to patients and families. We’re glad to participate in initiatives that promote resilience among our colleagues. Please don’t hesitate to reach out should any of your patients, families, or staff require assistance.”

—Marie Elena Gioiella, LICSW, director of Social Service, and chief, Family Support Unit

The next few pages contain excerpts and images from the 35 issues of COVID-19 published between March 23rd and June 25th.
...the COVID surge

Covid-19

May 13, 2020

In appreciation for your selfless work
and dedication during these extraordinary times

Flexibility, versatility, and re-deployment make for
a nimble healthcare organization

Nurse Practitioner, Jen Bocklett, NP, (see photo at left) was re-deployed from Vascular Surgery to Ellison 19, where she not only provided direct patient care, but covered the front desk and developed a storage system for PPE. Staff say Jen’s sense of humor and willingness to do whatever is needed has been so helpful.

Kate Slattery, CRNA, nurse anesthetist, was one of many clinicians re-deployed to the White 3 PACU-turned-COVID ICU. She tells of a transformation that included placing inspirational messages and decorations on the bays, thank-you notes and motivational signs in the entryway, and adapting anesthesia machines to be used as ventilators for COVID patients.

Says Slattery, “I was amazed at how everyone came together in this unit. White 3 became our new home. I want my fellow CRNAs, nurses, anesthesiologists, physicians, respiratory therapists, pharmacists, and countless support staff, to know how incredibly proud and lucky I am to call you my colleagues.”

Resiliency

Resources available to staff

If you feel your mental or emotional well-being is being affected by the COVID outbreak, below are some resources available:

MGH Psychiatry Clinician Access for Referrals and Employee Support (Psychiatry CARES): This new service provides mental-health interventions for employees experiencing high levels of stress, trauma, or bereavement. Call 617-724-7150, 8:00am–5:00pm.

The Partners Employee Assistance Program (EAP) is available for consultation, information, and referrals for employees and their households. Call 1-866-724-4EAP.

MGH Social Work: Licensed mental-health providers are available for peer-to-peer counseling and referrals, individually and via virtual groups. Call pager: #26803.

COVID-19 Research

Click on image to go to the Munn Center portal page to:

• access COVID-19-related research (Research for Review Weekly Update)

• find opportunities to participate in COVID-19 research studies (COVID-19 Study Recruitment)

Please send any photos, comments, questions, or potential content for the COVID-19 newsletter to Susan Sabia at: ssabia@partners.org
This sidewalk message was captured by nursing director, Patti Fitzgerald, RN (Bigelow 11 Medicine), while walking in Melrose.

“I admire the teamwork and professionalism of our PCS colleagues. When you teach colleagues to don and doff PPE — and correct missteps if they occur — you are keeping our patients and workforce safe. Thank-you.”

— Erica Shenoy, MD, associate chief, Infection Control Unit

Erica Shenoy, MD associate chief, Infection Control Unit

Portable Simulation Lab

New apps added to Voalte phones

COVID Training: app links to Infection Control training videos related to PPE protocols.
eCare Tips: app links to eCare tip sheets for nurses transitioning to the ICU.

When Lunder 7 and Lunder 9 were converted to ICUs, the Knight Simulation Center created a portable simulation lab on Lunder 9 to expedite training for staff. (Top photo): Knight Simulation team leads exercises in the portable simulation lab; (above): the Lunder 7 inter-disciplinary team.
The boys of summer practice social distancing

Our beloved Boston Red Sox issued a temporary logo supporting social distancing for the duration of the coronavirus pandemic.

Cambridge fourth-grader, Grace Davis, shared her interpretation of healthcare providers fighting the coronavirus.

Symptom screening

Beginning in March, prior to coming to work, MGH employees were required to complete a symptom-screening tool attesting that they were COVID-19 symptom-free.

Interpretar Services

MGH interpreters were an integral part of the team as patient-family visits were severely impacted by the pandemic.

Going virtual

Outpatient pediatric speech-language pathologists began conducting virtual visits with patients via video conferencing.
March-June

The kindness of strangers

Throughout the surge, MGH received generous donations from individuals and businesses. (Far left): staff of White 8 Medical Unit enjoy delivery from LaGrassa’s. (Near left): White 3 PACU received new clogs from OOFOS Footwear. (Below): staff of the Ellison 18 Pediatric Unit show their appreciation for donation of Crocs.

Neighbors helping neighbors

Social worker, Sarah Taddel, LICSW, shared this sign of support from our neighbors at Charles Circle.

A gift of thanks

Local jewelry designer, Lori Slavin, wife of MGH president, Peter Slavin, gave hundreds of hand-crafted necklaces to staff as a token of her gratitude and appreciation.

Staff nurse, Lisa Marie Wellen, RN, received several care packages from her neighbors. One contained a decorative stone that she named ‘Rona’ and kept in her work bag. Said Wellen, “It’s comforting to know that people are thinking about us.”

Pam Reeve, member of the MGPO Board of Trustees, sent personal notes thanking teams for their efforts in these challenging times.
...the COVID surge

Supporting communication
Speech-language pathologists, Sarah Gendreau, Stephanie Scibilia, and Rachel Toran Towbin, helped create communication tools to support patient-provider communication.

Serenity Spaces
The department of Spiritual Care and Benson-Henry Institute for Mind Body Medicine created several serenity spaces throughout the hospital to provide tranquil spots for staff to step away from the demands of their clinical settings. Serenity Spaces were equipped with (multi-faith, multi-cultural, multi-lingual) Spiritual Resource Guides, prayer shawls, and other reflective mementos. Pictured are the Serenity Spaces on Ellison 17 Pediatrics (below left), the Emergency Department (below right), and the Blake 12 ICU.

This drawing of the Blake 12 ICU team by local children’s illustrator, Thyra Heder, appeared in a video produced by the Blake 12 team, narrated by Sarajane Gallen, RN.
Proning Team
In response to research showing that turning COVID patients to a prone position improves their oxygenation, MGH created and trained proning teams to facilitate turning patients.

Conserving PPE
Phillips House 20 nurses, Jen Scully, RN, and Stephanie Prisco, RN, received their N95 masks back after decontamination and re-processing.

New scrub caps
Nursing director, Vivian Donahue, RN (right), of the Blake 8 Cardiac Surgical ICU, was thrilled to receive a homemade scrub cap from unit service associate, Neusa Monteiro, after admiring hers the day before. Said Donahue, “It brought tears to my eyes. It was such a kind and generous gift.”

#OneBostonDay at Mass General
Pediatric ICU staff got new head coverings compliments of nursing director, Arlene Kelleher’s brother, who owns a surf shop on the Jersey shore.

April 15th, #OneBostonDay marked the 7th anniversary of the Marathon bombings. In honor of the occasion, the Bulfinch and White Buildings shone brilliant blue, and Boston’s finest drove through the city flashing their lights in appreciation of healthcare workers and first responders who stepped up once again during the COVID-19 pandemic.

Lunder 7 night staff enjoy scrub caps donated by staff nurse, Christina Alexander’s sister, who made more than 160 caps for MGH clinicians during the surge.
Many patients were fighting both cancer and the coronavirus, so nursing directors, Casandra McIntyre, RN, and Julie Cronin, RN, helped transform the Yawkey 7 Termeer Infusion Unit into a COVID-19+ Cancer Care Unit, allowing patients to continue to receive oncology care during the surge.

Puppy love!
Staff of the Blake 8 Cardiac Surgical ICU figured out a way to keep their spirits up by bringing their pets to work—virtually.

Elvis is in the building!
Thanks to the creativity and generosity of nursing director Michelle Anastasi’s mother, staff of the Ellison 19 Thoracic/Vascular Unit sported Elvis masks for much of the first COVID surge.

Gratitude everywhere
This multi-lingual sign appeared at the Nashua Street Parking Lot along with balloons and fresh flowers.
Running with purpose

Physical therapist, Sara Hourihan Cully PT, exceeded her goal of raising $10,000 for the MGH Emergency Response Fund. She had planned to run the Boston Marathon; when it was canceled, she ran 52 miles in 48 hours on her own (that’s four miles every four hours) raising more than $1,300 for the Emergency Response Fund.

Military flyover

On Nurses Day, four F-15 jets from the 104th Fighter Wing performed flyovers to honor first responders and healthcare workers. (Left): jets passed over the Public Gardens. (Above): staff of the Ellison 16 Oncology Unit watched from the MGH helipad.

Pinning ceremony

With colleges closed and graduations canceled, a special pinning ceremony was held on the Ellison 17 and 18 pediatric units for patient-care-associate nursing students, class of 2020.

New grads celebrate Nurse Day

Oncology and critical-care nurse residents graduated during the surge and immediately began caring for COVID patients. To mark their first Nurse Day, representatives from the Knight Center and MGH Transition to Practice Program hand-delivered roses and chocolates to each graduate. Said Jen Curran, director of the Transition to Practice Program, “I’m so proud of these nurses. They’ve done a fabulous job throughout this pandemic.”
Service first

Shannon Stuart, RN, staff nurse in the Cardiac ICU, is also a first lieutenant in the National Guard. When her unit was converted to a COVID-19 Critical Care Unit, Stuart noted, “This is why I joined the Guard, and why I became a nurse—to help people.” Said a fellow Guardsman, “Shannon’s proud of what her team is doing at MGH. Like the Air Force’s core value, she’s putting service before self, and there aren’t enough thank-yous in the world for that.”

Thank-you note from Red Sox broadcaster, Jerry Remy.

Virtual support

The inter-disciplinary COVID-19 Call-Back Team had not worked together before the surge, but despite differing backgrounds and being in separate locations, they became a close, cohesive team. On April 30th, the team surprised one of its members, obstetrics staff nurse, Jenni Hennessy, RN, as she completed her last day of chemotherapy. Colleagues held up signs and sent support and encouragement from a safe social distance.

Staff nurse, Jenni Hennessy, RN

Chelsea-Revere Hotel COVID Clinic

Fluent in Spanish and eager to help, Jenny Bermudez, RN, was a great asset at the COVID Care Clinic set up at the Chelsea-Revere Hotel.

A wedding on Blake 12

Staff of the Blake 12 ICU were able to quickly arrange a wedding complete with flowers, wedding rings, cake, and decorations, for a critically ill COVID patient near the end of life. The patient’s family was able to attend the ceremony via video conferencing, and staff celebrated with him from a safe distance outside his room.
Thank-you!

With the departure of its last COVID patient, Lunder 7 was ‘unsettled’ as a COVID ICU, returning to its original designation as a neuroscience care unit.

Un-deployed

We missed you!

The Ellison 19 Thoracic and Vascular Surgery team welcomed co-workers back from deployment with caricatures and quotes describing what they missed about them while they were gone.

Welcome back!

When the Danvers ambulatory surgical team returned to work, they were greeted by this sign of team spirit and support.

Respiratory therapists played key role during surge

Throughout the surge, respiratory therapists played a vital role in keeping patients safe and breathing as comfortably as possible. Their skill, expertise, and commitment were in high demand day and night.

Grab-a-Lab

Hiyam Nadel, RN, director, Center for Innovation in Care Delivery (right), with staff nurse, Molly Higgins, RN, Hematology/Oncology/Bone Marrow Transplant Unit and inventor of the Grab-a-Lab, a device that allows samples to be collected without touching the bag, eliminating the potential for cross-contamination.

We missed you!

The White 10 General Medicine team bid farewell to Amy Killion, RN, from Anticoagulation Medical Service (second from left), and Margot Holman, NP, from Mass General West Medical Group (back right), who were deployed in early April and quickly became an integral part of the White 10 team.
What our patients had to say during the surge...

“Thank-you for rising to this unprecedented challenge!”

“Incredible. The best people. Everyone was so kind and professional.”

“Everyone was extremely professional despite the stress of the pandemic.”

“The nurses, doctors, PCAs, custodians, and food service staff were absolutely amazing... I don’t know how they do it. They were happy every time they saw me.”

“Staff are working so hard. God bless each and every one of them—nurses, secretaries, housekeeping, everyone involved.”

“My family is so grateful for the dedicated, compassionate staff at Mass General. The affection went both ways, which was amazing to witness as a family member. Staff loved our mom and let my family know that. What a gift!”

“The care I received was second to none, from those delivering my meals, to cleaning my room, assisting me with a shower, providing my daily care, the CT staff, my doctors. What a wonderful experience.”

“Medical personnel were terrific! The nurses were especially thoughtful, caring, and kind. That was the most unforgettable thing to me during my stay.”

“I would like to thank each and every person who interacted with me during my hospital stay. Everyone went above and beyond to make me feel comfortable and confident that my health issues were being handled by the very best.”

“It was so much better than I anticipated. I was skeptical, in light of the pandemic. But I felt safe and secure and received great treatment.”

“The nurses were excellent. I’m extremely grateful for all they did. They’re all heroes in my book.”

“I really felt like a human being, not just a patient.”

“You were all heroes long before the pandemic. I so appreciate the work you do every day.”

“The cleaning folks made a germaphobe like me feel extremely comfortable. They were always courteous, never took any short cuts, and did a fantastic job keeping the room immaculate.”

“Staff was over the top. Doctors, therapists, receptionists, MRI technologists, cleaners, meal servers—all very professional and accommodating. I cannot say enough about these people who put themselves in harm’s way.”

Quotes from patients and family members were culled from National Research Corporation (NRC) Health surveys and shared by the Office of Patient Experience.
DAISY Awards

As announced by senior vice president for Patient Care and chief nurse, Debbie Burke, RN, during her 2018 Nurse Week address, the first DAISY Award presentations took place this summer. Established by Bonnie and Mark Barnes in 1999 in memory of their son Patrick, DAISY Awards recognize the clinical skill, caring, and compassion that nurses provide to patients and families every day. The awards are a complete surprise to recipients—their first awareness that something is up is when Burke and members of the DAISY Selection Committee arrive on their units with DAISY banner, cinnamon buns, and goodies in hand.

Joe Betancourt, MD, vice president for Equity and Inclusion, shared the hospital’s 10-point plan with Patient Care Services via a virtual town hall meeting. Below are the key initiatives of the plan:

**Initiative 1:** Conduct a policy and practice review to identify and reconcile structural racism
- The goal is to create a process to identify policies and practices that have a disproportionate impact on minority patients and employees and reconcile them.

**Initiative 2:** Create a reporting and reconciliation plan for incidents of discrimination/racism
- The goal is to develop a reporting system for discriminatory behavior and ensure the policies, practices, and processes to effectively reconcile them.

**Initiative 3:** Establish a training pathway on racism and associated factors
- The goal is to develop a comprehensive learning pathway around implicit bias, bystander involvement, micro-aggressions, and the impact of racism on health, well-being, and health care.

**Initiative 4:** Ensure equity in access to, and delivery of, all clinical care
- The goal is to improve access and identify and eliminate long-standing racial and ethnic disparities.

**Initiative 5:** Eliminate racialized science and medicine
- The goal is to identify and eliminate all forms of racialized science and medicine built on racism or faulty or inaccurate data and assumptions.

**Initiative 6:** Ensure a living wage, educational development, and access to care
- The goal is to address income, education, and healthcare inequalities among our employees by (1) creating a living-wage indexed to the cost of living in Boston; (2) expanding funding for educational development; and (3) ensuring affordable insurance coverage so employees can receive medical care at MGH if they desire.

**Initiative 7:** Commit to diversity and equal representation in governance, leadership, clinical care, research, and community health
- The goal is to increase the representation of minorities in all areas throughout MGH.

**Initiative 8:** Partner with MGH Police & Security to ensure an environment of safety, equity, and trust in security
- The goal is to ensure an environment of safety, equity, trust, and transparency in security.

**Initiative 9:** Launch an equity, anti-racism, and inclusion campaign
- The goal is to develop a multi-modal campaign to demonstrate our commitment to equity, equality, and anti-racism.

**Initiative 10:** Engage and invest in an anti-racism advocacy agenda
- The goal is to work in partnership with MGH and local and national organizations to leverage our thought-leadership in an advocacy agenda against racism everywhere.

Mass General partnered with NRC Health to launch a new patient-experience feedback program to better understand and improve the patient experience.
Prior to COVID, the MGH Institute of Health Professions held a Cultural Science Day at Harvard-Kent Elementary School in Charlestown. IHP student, Inricka Liburd, as African American astronaut, Mae Jemison, engaged students in thoughts about the universe, while IHP student, JP Bonadonna, as Brazilian neuroscientist Miguel Nicolelis, showed students how science can be fun as well as educational.

As everyone goes virtual during the pandemic, Speech-Language Pathology holds its first staff meeting via Zoom.

Lunder-Dineen transitioned to a virtual format for its programs and workshops during COVID.
This month’s featured topic

Reflections on immunization use: research and evidence
— by Dorothy A. Jones, RN

The following is an overview of the revised position statement on immunizations, adopted by the ANA Board of Directors, in July, 2020.

Introduction: The COVID-19 pandemic has heightened our awareness of the importance of immunizations and the emerging standards and guidelines being advanced that may influence attitudes, use, access, and demand for immunizations in the future. As the flu season approaches and efforts to develop a COVID vaccine continue, nurses are in a key position to educate, inform, and promote the use of vaccinations for flu prevention and other diseases and conditions. This article offers information that may be useful in helping patients and families make informed decisions about immunization.

Summary: Historically, the American Nurses Association (ANA) has strongly supported immunizations to protect the public from highly communicable and deadly diseases such as measles, mumps, diphtheria, pertussis, and influenza (ANA, 2019; ANA, 2015; ANA, 2006), and has supported mandatory vaccination policies for registered nurses and health care workers under certain circumstances. Considering several recent and significant measles outbreaks in the United States, as well as the global pandemic of COVID-19, the ANA has reviewed its current position statement for clarity and intent and examined present best practices and recommendations from the broader health care community. Based on that review and the recommendation of the ANA’s 2019 Membership Assembly, a revised and updated position statement was developed.

Go to: https://www.mghpcs.org/MunnCenter/research-update.asp, to read more about this position statement and other articles pertaining to immunization. For more information, call the Munn Center at 617-643-0431.

Narrative culture

In a heartfelt clinical narrative, IV nurse, Jeanmarie Fallon, RN, shared her experience working on a general medical unit during the pandemic.

The MGH Biothreat and HAZMAT Response Teams provide a vital service to the hospital and the community. Above are some scenes from the MGH disaster response teams’ field exercises and training drills.
Mass General nurses, Kim Cheevers, RN; Aileen Patel, RN; Asen Jamir, RN; George Lillie, RN; and Lisa Flynn, RN, spoke with Vanessa Welch of Boston 25 News about what it was like to work on the front lines during the surge.

The Knight Nursing Center’s Transition to Practice Program was accredited with distinction by the American Nurses Credentialing Center (ANCC).

The Mass General Disaster Response Team was deployed to Baton Rouge General Medical Center in Louisiana to assist in the aftermath of Hurricane Laura.

COVID-19 Update

NEW — Universal Mask & Eye Protection Policy

Effective July 1, 2020, eye protection and a mask are required for all clinical encounters regardless of COVID-19 status.

These recommendations are from the Center for Disease Control (CDC) and Massachusetts Department of Health orders defining the most recent definitions of clinical encounters in Massachusetts.

- For additional protection, it is a recommendation to wear a face shield over your mask, which may be removed if the clinician needs to receive or give care.
- A face mask is required in all settings.
- Practice updates and alerts continued to focus on COVID-related topics, such as this one addressing the Universal Mask and Eye Protection Policy.
This year’s AMMP (Association of Multicultural Members of Partners) scholarship recipients.

2020 Yvonne Munn Nursing Research Awards

First cohort of employees enrolled in program to help elevate service employees into skilled clinical roles through education, financial support, and career-coaching.

Virtual Nursing Research Day featured an on-line poster display, presentation of the Munn Nursing Research Awards, and winners of the poster awards.

During the pandemic, the Pediatric ICU began accepting adult COVID-19 patients, a new population for these caregivers. Above are members of the combined Pediatric-Medical ICU team.
This year’s virtual Recovery Month kick-off event featured Tracie Gardner (left), vice president, Policy Advocacy Legal Action Center; Ayana Jordan, MD (center), assistant professor, Yale University School of Medicine; and Sarah Wakeman, MD (right), medical director for the MGH Substance Use Disorder Initiative. They presented, “Developing an Anti-Racist Recovery Movement: Deconstructing and Challenging Current Policies and Practices.”

Four MGH nurses were among those featured in Reebok’s campaign to launch their new ‘Wonder Woman’ shoe line.

Sahar Khalaj, RN, staff nurse on the Transplant Unit and a major in the US Air Force Reserves, served a tour in Afghanistan. To thank her unit for their kindness and support during her deployment, she nominated them for a Patriot Award.
The Bigelow 7 General Medicine Teaching Service Unit observed its one-year anniversary and celebrated the success of its multi-disciplinary team in creating a culture of excellence and a cohesive practice environment.

The Lunder-Dineen Health Education Alliance of Maine observed its 10-year anniversary of helping to improve the health of Maine residents by providing high-quality, health education to health professionals and the communities they serve. Pictured above (top); Time to Ask primary care practice staff and employees.

Due to COVID, the Blum Center closed in March but continued to provide vital services such as conducting searches of archives and databases to provide up-to-date information for patients and staff.

(Above): Before COVID restrictions, Lunder-Dineen held its MOTIVATE workshop with guests from the University of New England College of Dental Medicine.
As COVID cases rise across the country

We are prepared

See Debbie Burke’s column on page 2 to see what Nursing & Patient Care Services COVID Task Force subgroups are doing to prepare for a potential second surge.

DAISY Awards

Honorees of the fall DAISY Award presentations. Seven staff nurses were caught off guard when the DAISY brigade arrived on their unit to celebrate their skill, compassion, and exemplary care.

Jennifer McMullen, RN
White 8 Medical Unit

Robert Maillet, RN
Yawkey 8 Infusion Unit

Nicolette Sweet, RN
Center for Perioperative Care

Dianne Johnson, RN
Yawkey 8 Infusion Unit

Angela Reddington, RN
Lunder 6 Neuroscience ICU

Kristina LeVasseur, RN
Lunder 10 Oncology

Kayla Gordon, RN
Bigelow 7 Medical Unit

Jennifer McMullen, RN
White 8 Medical Unit

JAISY Awards

Child life specialists: Becky Warsosky, CCLS; Laurel Schnitman, CCLS; Eva Mintz, CCLS; and Casey McGoldrick, CCLS; helped bring some normalcy to pediatric patients on Halloween.

Child life specialists: Becky Warsosky, CCLS; Laurel Schnitman, CCLS; Eva Mintz, CCLS; and Casey McGoldrick, CCLS; helped bring some normalcy to pediatric patients on Halloween.
December

Vaccinations

Rochelle Walensky, MD, new director of the CDC, received her vaccination at MGH from staff nurse, Jen Lisciotti, RN.

Belza Betancur, RN, clinical nurse, Blake 12 ICU, was the first person vaccinated at MGH.

The year ended on a positive note with many front-line caregivers receiving the COVID vaccine, including (l-r): PACU nurses, Michelle McGee, RN; Deb Nelson, RN; Diane Herald, RN; and Sandy Brown, RN.

In addition to honoring the more than 350 transgender, non-binary, and gender-diverse people who were targeted and killed this past year, the MGH Transgender Day of Remembrance featured the art work of trans artists, Féi Hernandez and Malachi Lily.

In response to feedback from staff during phase I of the pandemic, The Knight Nursing Center for Clinical & Professional Development in collaboration with Social Service, developed a poster on mindfulness and breath-awareness as a form of stress-management.
DAISY Awards

Five more staff nurses became DAISY Award recipients, recognized for their skill, compassion, and exemplary care.

Brianna Meade, RN
Blake 12 CU

Amanda Norton, RN
Bulfinch Medical Group

Ryan Keogh, RN
Blake 11 Psychiatric Unit

Emily Lloyd, RN
Pediatric ICU

Kate Anastasi, RN
Plastics and Burn ICU

Amanda Norton, RN
Bulfinch Medical Group

Child life specialists, Jamie Rossi, CCLS, and Briana Tierney, CCLS, prepare arts & crafts materials for their young patients.

MGH-Waltham Medical Group Internal Medicine and Pediatric teams proudly displayed T-shirts given to them during the pandemic in recognition of their selfless service and dedication.

The role of case manager evolved quickly to meet changing needs during pandemic. Above, case manager, Nancy Mathews, RN.

Respiratory therapist, Cassandra ‘Cassie’ Batchelder, RRT, accompanies patient going in for CT scan.

Spiritual care providers, Kate Gerne (left) and Rev. Donna Blagdan, deliver cookies and resiliency support during surge.

A moment of reflection on the Bulfinch Lawn in honor of George Floyd.

Providing safe, high-quality care at Chelsea Respiratory Illness Clinic.
Nurse anesthetists celebrated National CRNA Week. MGH nurses attended New England Regional Black Nurses Association annual awards ceremony. Twinnie was furloughed during the pandemic along with his other pet-therapy colleagues. A wedding in the MICU.

Infection Control team worked tirelessly implementing procedures to keep patients and healthcare workers safe during pandemic. Child life specialist, Katie Weagle, CCLS, provides distraction during MRI (pre-Covid). PT aides clean ID badges, phones, and common areas to help prevent the spread of COVID. Emergency Department nurse, Alyssa Marceau, RN.

Unit service associate, Elias Carrion, as drawn by artist, Amy Fox Ferreira. (Left): inpatient Occupational Therapy team celebrates Occupational Therapy Month; (right): certified hand therapist, Kate DeMello, OTR/L, during virtual occupational therapy visit. After 28 days, physical therapist, Lauren Detmer, PT, returned to work after testing positive for the coronavirus.

Clinical nursing supervisors played a pivotal role in our response to the COVID pandemic. Nursing director, Melissa Jocelyn, RN, was at Logan Airport when Patriots’ plane carrying shipment of N95 masks arrived from China. White Building was adorned with giant traveling ‘Thank-you’ sign created by Luminous Letter Company of Suffield, Connecticut.
Looking to the future...

Together, we made a difference in 2020

Together, we will usher in the hope and promise of 2021

Wishing you and your family health and happiness in the coming year.

Featured above (l-r): Karen Waak, DPT; Trista Armstrong, CCT; Poua Souvanasing, RRT; Laura Prout, RN, CNS; and Christine Maloney, RN.

Special thanks to Jeffrey Andree, Paul Batista, Kate Flock, and Michelle Rose, who took many of the photos that appear in this issue of Caring; and Sarah Evans, Maria Lopez, Lindsey Ruane, and Kathy Grady for their efforts behind the scenes.

Thanks also, to staff of Practice Improvement for providing the quotes from patients and families that appear on page 19.