

Thank you MGH!!

2013 ANNUAL REPORT



MASSACHUSETTS
GENERAL HOSPITAL

PATIENT CARE SERVICES

Disciplines

Nursing | Chaplaincy | Child Life | Medical Interpretation | Occupational Therapy
Physical Therapy | Respiratory Care | Social Work | Speech-Language Pathology

Patient Care Services Programs

Cancer Resource Room

Caring Headlines

Center for Global Health

Child Protection

Clinical Support Services

HAVEN Program

(Helping Abuse and
Violence End Now)

Information Ambassadors

International Patient Center

Ladies Visiting Committee

Retail Shops

MGH Quit Smoking Service

Patient Advocacy

Orthotics and Prosthetics

Patient and Family Lodging

PCS Diversity Program

PCS Management Systems and
Financial Performance

PCS Clinical Informatics

PCS Office of Quality & Safety

Volunteer Services

The Institute for Patient Care

- Center for Innovations in Care Delivery
- Maxwell & Eleanor Blum Patient and Family Learning Center
- Norman Knight Nursing Center for Clinical & Professional Development
- Yvonne L. Munn Center for Nursing Research

Pictured on the cover: Following the 2013 Boston Marathon bombing, thousands of cards, emails, letters and gifts of support poured into MGH from throughout the world. Among them was a box filled with dozens of colorful peace cranes.



Friends and Colleagues,

We had a remarkable year!

Our work on Innovation Units has had an incredible impact on care delivery throughout the hospital. More than 5,000 clinicians and support staff are using smart phones to enhance communication, and more than 50,000 post-discharge phone calls have been made to check on patients after they've left the hospital. Virtually every indicator is showing a rise in patient satisfaction. During the most challenging of times—because of your resourcefulness and creativity—we're improving the delivery of care, containing costs and making our systems more efficient.

Many of our staff have been recognized nationally for their many contributions to patient care and for expanding our knowledge through research and certification. We were re-designated as a Magnet hospital this year. And, together we faced the unprecedented challenges of caring for the victims of the Boston Marathon.

Thank you for your commitment to our patients and families and for striving for excellence in all our endeavors each and every day.

Best,

A handwritten signature in black ink that reads "Jeanette Ives Erickson". The signature is written in a cursive, flowing style.

Jeanette Ives Erickson, RN, DNP, FAAN

Senior Vice President for Patient Care and Chief Nurse

In recent years, it has been clear to most Americans that healthcare could not continue on a business-as-usual track. The combined challenges of an aging US population, emphasis on enhancing patient safety, pressure to contain rising costs, and the passage of the Affordable Care Act signaled dramatic change was on the horizon.

In an effort to lead the change, in March 2012, MGH officially launched 12 Innovation Units. By September 2013, the Innovation Unit approach was rolled out to all inpatient units, and by year end, the results were very promising.

Guided by a newly developed “Patient Journey Framework,” the Innovation Units were designed to be safe testing grounds for new care delivery advances and ideas that would readily demonstrate which proposed changes worked and which did not. The initiative focused on improving clinical outcomes, enhancing patient and staff satisfaction, and reducing costs and length of stay.



INNO ATION

Key interventions

This massive redesign of care delivery began with Patient Care Services (PCS) leadership asking clinicians, leadership, and support staff throughout PCS and the larger hospital community for their input on how to efficiently, effectively and safely improve clinical outcomes, enhance patient and staff satisfaction, reduce costs, and decrease length of stay. The feedback—combined with the results of an extensive review of the most promising then-current research—resulted in a list of priority interventions. Over time, several interventions proved to be the key drivers of change at the front lines of care delivery:

- **Relationship-based care**—a theory, a philosophy, and an intervention that provides the foundation for the care delivered to patients and families, the interactions among colleagues, and the way staff regard themselves as individuals and caregivers. This philosophical emphasis ensured the patient and family remained at the center of every decision and action by the care team.
- **Domains of practice**—a deeper, across-the-board understanding of each discipline’s domains of practice fosters enhanced interdisciplinary collaboration that maximizes the strengths and skills of all members of the care team.
- **Attending Nurse (ARN), a new clinical role**—manages the care of patients on a single unit throughout their stay, from admission through discharge. Attending nurses interact with the interdisciplinary team, the patient, and the family to ensure continuity and efficient care in a safe and responsive environment. The ARNs promote optimal patient- and family-centered care, identify and resolve barriers, and promote interdisciplinary collaboration among the entire team.
- **Estimated discharge date**—an estimated discharge date is recorded upon every patient admission to initiate planning for a smooth and safe transition.
- **ARN business cards**—provide contact information to establish a clear connection between the team and the patient and family to ensure access to and continuity of care.
- **Welcome Packet**—a “Patient & Family Notebook” provides important information about the team and invites input, helping to actively integrate the patient and family into the care plan; a “Discharge Envelope” becomes a place to centrally store important items such as prescriptions and educational materials, and also features a checklist that prompts discussion around key transition topics.
- **Daily interdisciplinary rounds**—provide a structured forum for the care team members to contribute to a patient-centered care plan.
- **Purposeful hourly rounding**—proactively anticipating certain care needs—pain, positioning, and personal hygiene—can go a long way toward keeping patients safe and comfortable. By bundling, or clustering, specific interventions together and performing them at regular intervals, nurses can make care more efficient and responsive to patients.
- **Enhanced hand-over communication**—employs a structured, reliable, and predictable hand-over process among caregivers during each care transition—a critical moment along the care continuum—to ensure all members of the team have a clear understanding of the patient’s current condition, medical history, and care plan.
- **Unit-based, best-in-class smart phone technology and desktop web applications**—staff can send and receive instant messages and voice-call to support intraunit communication and improve patient satisfaction by bettering responsiveness and creating a quieter care environment.
- **Laptop computers**—specially programmed portable, wireless laptops to make access to, and dissemination of, information more efficient.
- **Quiet hours**—create dedicated blocks of time to enhance the healing environment and allow for patients to get some much needed rest.
- **In-room patient white boards**—standardized in-room whiteboards display key pieces of information, including the names of the patient’s physician, nurse and other team members; the “goal for the day;” and space to note questions for the care team.



- **Centralized electronic white boards**—nursing station displays provide a highly-visible and centralized overview of key information across the unit that enhances the staff’s ability to know patients and coordinate care.
- **Follow-up discharge phone-calls**—unit-based nurses call patients at home within 48 hours of being discharged as a way of supporting patients during their transition. The calls keep the line of communication open, giving patients and family members an opportunity to ask questions or raise any concerns.

Likewise, the units leveraged several newly-developed resources that help to address the needs of a growing multi-cultural, multi-lingual patient population. For example, culturegrams are written materials that provide information about a specific cultural group, which are considered within the context of their neighborhood characteristics, including cultural life, geographical challenges (such as transportation), and vulnerabilities (such as chronic diseases and social determinants of health). Unit-based Cultural Rounds are informal sessions where staff convene to discuss educational needs related to cultural diversity or concerns about equitable care.

The approach among the units was consistent: reduce variation wherever possible, implement evidence-based solutions, introduce and/or adapt technology to support practice, and foster exceptional care by ensuring that all members of the team practice to the full extent of their licensure. A newly-created Patient Journey Framework provided a blueprint for the work, illustrating the process of care before, during, and after hospitalization.

Outcomes

National evaluation

Across the board—through patient and staff surveys and focus groups—it is clear the Innovation Units are positively impacting the patient experience at MGH. Phase I units have been successful in decreasing average length of stay by 5.1% and sustaining that decrease over time. After accounting for differences in case mix, direct costs per discharge have declined. Readmissions on Phase I units have decreased slightly from 10% to 9%, while the rest of the inpatient units remained stable. Measures of patient experiences showed improvement on Phase I Innovation units at twice the rate of other units.

The most far-reaching patient survey results come from the HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems), required for all hospitals across the country. It asks about key elements of the patient experience—nurse and physician communication, staff responsiveness, pain-management, cleanliness, quietness, and how well staff prepare patients for discharge. The survey asks patients to rate the care they received based on the frequency with which they experienced high-quality service, with a high rating linked to the consistency with which their needs were met. Some of the hospital's scores, including Nurse Communication, Discharge Instruction, Overall Rating of Care, and Likelihood to Recommend, are among the highest in the country.

The Innovation Unit initiative has had an incredible impact on the patient experience and survey results. At the end of 2013, the hospital's scores for nearly every HCAHPS domain had improved since the launch of Innovation Units. The majority improved at a significant rate, outpacing most other hospitals in the country. Of note, scores for cleanliness and quietness went up five points. Nursing Communication scores, which were already high, went up more than two points. Discharge Information, already well above the 90th percentile nationwide, went up another 1.5 points. Likewise, the hospital's already high "Overall Rating" and "Likelihood to Recommend" scores also improved.

2013 –Inpatient HCAHPS Results

Measure	2012	2013 Final Scores	2012-2013 Change
Nurse Communication Composite	81.0	81.9	+ .9
Doctor Communication Composite	81.6	82.5	+ .9
Room Clean	72.9	74.5	+1.6
Quiet at Night	48.5	50.2	+1.7
Cleanliness/Quiet Composite	60.7	62.4	+1.7
Staff Responsiveness Composite	64.9	64.7	-.2
Pain Management Composite	71.9	72.3	+ .4
Communication About Meds Composite	64.0	65.5	+1.5
Discharge Information Composite	91.2	91.8	+ .6
Overall Rating	80.1	81.2	+1.1
Likelihood to Recommend	90.5	90.4	-.1

2013 Data Complete for Calendar Year 2013
All Scores reflect Top-Box %
Date Pull: 2/18/14

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MGH evaluation

In an effort to better understand the impact of the Innovation Unit interventions, researchers from The Yvonne L. Munn Center for Nursing Research, gathered, measured and evaluated a variety of key quantitative and qualitative data.

Qualitative feedback from focus groups and surveys with staff highlighted specific themes:

- a palpable change in the organizational culture to respond to health reform needs
- the value of the new attending nurse role in care delivery
- the work has been challenging, but the impact on patient care is well worth it

Likewise, focused observations and interviews conducted with patients and staff, clearly demonstrated that Innovation Unit interventions were becoming part of the culture. Of those patients who were surveyed:

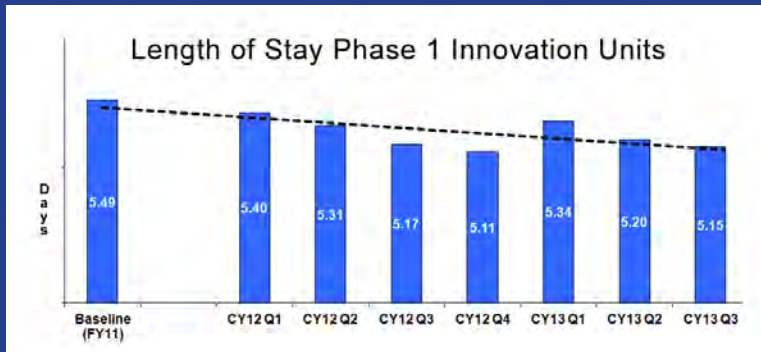
- more than 95% reported feeling included as part of the care team
- call bells were answered promptly 88% of the time
- they were asked about pain during hourly rounding 93% of the time, and
- if anything else was needed 96% of the time

Of the clinicians who were surveyed:

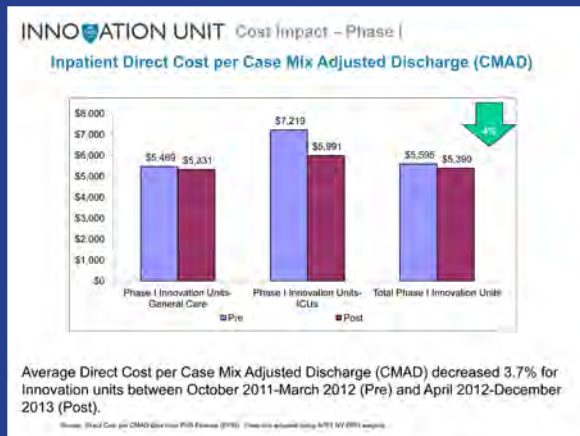
- 100% were able to speak to the role of attending nurse
- more than 92% were able to share an example of relationship-based care
- 92% reported that interdisciplinary rounds were occurring at scheduled times on their units.

Additionally, every 18 months, the Staff Perceptions of the Professional Practice Environment Survey reports the perceptions of PCS clinicians regarding the strengths and weaknesses of the clinical practice environment at MGH.

It is essentially a “report card” designed to evaluate clinicians’



Phase I units have been successful in decreasing average length of stay over time, resulting in a 5.1% decrease in aggregate over baseline.



overall satisfaction with the environment in which they practice. In 2013, more than 1,830 individuals or 42.3% of staff completed the survey, revealing the following findings:

- Clinicians continue to agree that the professional practice environment characteristics of Autonomy/Leadership, Control over Practice, Clinician-MD Relations, Communication about Patients, Teamwork, Handling Disagreement and Conflict, Internal Work Motivation, and Cultural Sensitivity, are important elements within the MGH practice environment.
- Overall, 86% of staff reported that they were satisfied or very satisfied working at MGH.
- More than 31% of clinicians (580) who responded to the survey provided additional written responses. In general, respondents reported:
 - they enjoy working at MGH
 - are proud of their contributions to patient care
 - want increased standardization around innovation strategies
 - value supportive leadership, teamwork and effective communication; and
 - are satisfied with their personal development and voice in advancing patient care

These evaluation efforts have helped us better understand the needs of our patients, families and colleagues and how to better meet those needs; identify objectives that are achievable and measurable; monitor progress more effectively and efficiently; and identify best practices.

Today, the work of the Innovation Units continues to be expanded and refined. Interventions that have been successfully trialed are being rolled out throughout the hospital. The ARN role is being further studied to better standardize the role, while still allowing for differences among units to accommodate their specific environments and patient populations. Staff continue to bring forward new ideas for improving care delivery that are then tested, evaluated and either abandoned or spread to other patient care units. Likewise, the lessons learned are being shared through articles in peer-reviewed journals, presentations at professional conferences, in books and even through the general media. Care delivery throughout the United States is on a new path, and the MGH Innovation Units are well positioned to lead the charge.



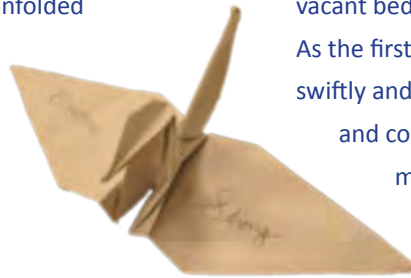
Marathon Monday

The third Monday in April annually marks the celebration of Patriots Day—the anniversary of the shot heard round the world—when a group of colonists defied great odds to claim freedom from tyranny. The day also traditionally marks the running of the Boston Marathon. In 2013, on a day that celebrates the human spirit and determination, triumphs small and large, we witnessed the unimaginable as our city and our neighbors fell victim to an act of terror. This tragic event shook our community—in fact, our nation—to its very core.

Yet somehow, in the aftermath, the tragic events that unfolded revealed a moving determination to “get through this together” that defines us as a people. A sense of community—a spirit of “Boston Strong”—emerged that defies the imagination.

The now iconic images from the Marathon’s finish line show everyday heroes running toward the danger, toward the unknown, with the instinctual reaction to help a fallen stranger—a neighbor in distress. Makeshift tourniquets of belts and the clothing from fellow spectators helped stop the bleeding of the most severely injured. And in the neighboring medical tent, volunteer clinicians who just minutes before were treating blisters and hypothermia, were suddenly handling what could just as easily have been battle wounds.

Meanwhile, less than 10 blocks away, the Mass General was coming together as never before in preparation for the expected casualties. The hospital called a “Code Disaster” that triggered a plan years in the making. Throughout the MGH community, beepers, cell phones, and overhead pagers sounded the call, uniting clinicians from all disciplines and staff from all areas of the hospital in an instant. “Everyone worked together



to achieve a level of efficiency and teamwork seldom seen in events of this magnitude,” says Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse. “It was truly a privilege to witness the MGH community as it rose to the challenge.”

The Emergency Department (ED)—already actively treating 97 patients—needed to be prepared to receive the incoming trauma patients. Doctors and nurses shifted patients who could safely be moved from the ED’s acute area. Throughout the hospital, patients awaiting discharge were expedited and any vacant beds or rooms were prepared for patients who needed to be admitted. As the first of 39 victims arrived in the MGH ED, medical teams worked swiftly and deftly to treat the traumatic injuries; nurses helped to stabilize and comfort patients, push meds, and gather any basic information that might help reunite them with their families. Respiratory therapists quickly intubated patients, placed them on ventilators, and monitored their breathing as they accompanied them to surgery. Perioperative staff prepared multiple operating rooms and readied teams to handle the severe trauma cases that were heading their way.

At the same time, countless family and friends of the Marathon victims were searching the city for their loved ones. Staff from The Institute for Patient Care, Social Service, Psychiatry, Nursing, and Chaplaincy united to transform the Maxwell & Eleanor Blum Patient and Family Learning Center into an emergency family support center. “Family members and friends were either separated after the bombings or saw the news and were desperately trying to find their loved ones,” says Brian French, RN, PhD(c), director of the Blum Center. “We did everything we could to provide information and comfort in those most difficult moments as they searched or waited for updated information.”



MASSACHUSETTS
GENERAL HOSPITAL
TRAUMA CENTER

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Annette Lee Fisher
Mass General Hospital
Department of Surgery

Beth Anne R.
Mass General Hospital
Trauma Surgery



Staff on the care units where the patients would ultimately be admitted—Bigelow 13 Burns/Plastics; Blake 12 ICU; Ellison 4 Surgical ICU; Ellison 6 Orthopaedics & Urology; Ellison 7 Surgical; Phillips 22 Surgical; White 6 Orthopaedics & Oral-Maxillofacial; and White 7 Surgery/Trauma—made preparations. Cooperation among various units ensured safe transitions without delay as ICU patients who were ready to be transferred to a general medical unit were moved. Rooms were cleaned and prepped. “Everyone everywhere wanted to jump in and help in any way they could,” says Mary McAuley, RN, MS, nursing director of the Blake 12, Medical Surgical ICU. Throughout the hospital, off-duty staff volunteered to come in, staff from neighboring units extended offers of help to colleagues. Staff again came together with the sole purpose of doing all that they could for their patients and their families.

And as patients, families and staff began to move past the initial shock and medical urgency, the emotional impact of the tragedy began to surface. Many of the staff caring for some of the younger patients were of a similar age. They saw themselves in their own patients. As the extent of the patients’ injuries became known, it became equally apparent how dramatically their lives would change. Despite the unflinching positive outlook of each patient—described by Ives Erickson as “the most resilient group I have ever met in my life”—the weight of the events took its toll, on the patients, on their families and on the staff. Social Service, Chaplaincy and the Employee Assistance Program (EAP) ensured that someone was assigned to each patient and unit involved in direct care of the Marathon patients to provide ongoing comfort and guidance.

The Mass General community then began to come together for one another to provide emotional support through prayer services, expressions of hope written on prayer trees in the MGH chapel, and musical offerings in the lobby. And when the MGH community learned that one of its own—Jessica Kensky, RN, a nurse on Lunder 10 Oncology—had been severely injured in the

bombing, the community once again rallied. Although Kensky was at another Boston hospital, her unit organized 24/7 coverage, ensuring that one of her colleagues was with her every single day of her hospitalization. And knowing she faced a prolonged recovery, members of the MGH community—fellow nurses, cafeteria workers, buildings and grounds and many other departments—collectively donated nearly four years of vacation and sick time to ensure she would continue to be paid throughout.

Likewise, there was a tremendous outpouring from the larger community to support the patients, families and staff in the wake of the bombings. Pizza deliveries were sent to the hospital from North Carolina and California. Local bakeries sent dozens of cupcakes to caregivers. Prayers, offerings of hope and of thanks poured in from individuals and organizations throughout the country and the world. Hundreds of origami “peace cranes” arrived by the boxes. Countless posters, cards, letters, and drawings lifted hearts and connected new neighbors across state lines. The New England Patriots came in and raised spirits. The Red Sox visited and made personal connections with patients, families and staff. Government officials stopped in—Governor Patrick, Congressman Kennedy, Senator Warren, and others. And we were honored when President Obama made time to visit the hospital, greet staff and talk one-on-one with each of our Marathon patients.

On a day in which we traditionally celebrate the human spirit and determination, triumphs small and large, we came together in ways unimaginable. We provided the best of care to our patients and their families when they were at their most vulnerable. We cared for one another—deeply and beyond the prescribed course. And we learned from one another—about our strengths and the power of the human spirit—the power of the community. We rose up, one-by-one and as a whole. We bore witness to acts of kindness and generosity of spirit that brought comfort and joy where it was most needed. We are better for it, and we will never be the same.



Magnet redesignation *"...is about transformational*



At a special meeting held May 6, 2013—on the heels of a very challenging time in Boston and at MGH—Patient Care Services leadership learned of some good news. Executive director of the American Nurses Credentialing Center (ANCC), Karen Drenkard, RN, PhD, NEA-BC, FAAN, and chairperson of the Commission on Magnet, Patricia Reid Ponte, RN, DNSc, FAAN, NEA-BC, delivered the news in person that MGH had been redesignated a Magnet organization.

Above and beyond this prestigious designation, the ANCC recognized MGH with four exemplars recognizing documented nurse satisfaction that outperforms the national benchmark; structures and processes used to develop, expand, and/or advance nursing research; innovations in nursing practice; and, the degree to which the nursing and hospital community and the community at large—local, state, national and international—recognize the value of nursing within the organization

“Magnet is...recognition of highly collaborative, interdisciplinary teamwork,” said Drenkard. “It’s not just about nursing. It’s about transformational change where patient care is the central focus—where everyone works together to meet the needs of the patient.”

Magnet recognition is the highest and most prestigious international distinction a healthcare organization or hospital can receive for nursing excellence and outstanding patient care. It is considered the “Gold Standard” for nursing practice in all settings, and by extension, the highest standards of quality and safety in patient care. In 2003, MGH became the first hospital in Massachusetts to achieve Magnet recognition from the ANCC and was re-designated in 2007 and 2013.

change where patient care is the central focus...”

— Karen Drenkard, PhD, RN, NEA-BC, FAAN, executive director of the American Nurses Credentialing Center

“You are leaders of a community of those committed to a higher level of patient care,” said Reid Ponte. “Magnet recognition is not an award; it is a credential that recognizes your team as having met and exceeded the criteria known to be synonymous with positive patient outcomes, nursing satisfaction and patient satisfaction.”

As part of the Magnet evaluation, hospitals must submit written evidence that addresses the five components of the Magnet Model: transformational leadership; structural empowerment; exemplary professional practice; new knowledge, innovations and improvements; and, empirical outcomes. The submission is then evaluated by a team of Magnet appraisers. Organizations achieving a particular score or above are then visited by a Magnet appraiser team, which conducts a three-day site visit to ensure that the practice environment accurately reflects the evidence submitted. Under the steady leadership of Marianne Ditomassi, RN, DNP, MBA, MGH submitted a whopping 5,024 pages of evidence (*pictured*) to the ANCC.

Although MGH clinicians live and breathe patient- and family-centered care every day, articulating their practice can feel foreign



to some. To help prepare the MGH community for its site visit, an MGH Magnet Committee provided a variety of resources, including a robust web site on the Excellence Every Day portal, a Magnet Q&A pocket Resource Guide; a Magnet Monday newsletter that focused on a new topic every week and a complementary weekly Magnet Lunch Forum that featured presentations by subject matter experts and was streamed to computers throughout the MGH; and distributions of Nursing Sensitive Indicators and outcomes (including quality indicators, patient satisfaction and staff satisfaction).

“The MGH community shined during its site visit,” said Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse. “From curbside to bedside, from our neighborhood clinics to our Innovation Units, the Magnet appraisers saw a dedication to patients, families and one another that sets the highest standards of care.”

“As a true learning organization, we are thrilled and honored to participate in the Magnet journey,” said Ives Erickson. “More than being a wonderful opportunity to share our own practice, this process is an invaluable opportunity for us to learn about best practices throughout the world.”



milestones



CPE 15th Anniversary

The Clinical Pastoral Education (CPE) Program for Healthcare Providers at MGH marked its 15th anniversary. Designed to help integrate spiritual caregiving into clinical practice, more than 100 healthcare providers have gone through the program.

To mark the program's 15th anniversary, the Chaplaincy Department offered a special symposium on spirituality and health and held the inaugural Richard Clarke Cabot CPE lecture. In

the 1920s, MGH internist Richard Clarke Cabot, MD, and colleague, Reverend Russell Dicks, felt chaplains and caregivers needed education to effectively help the sickest patients and families move toward spiritual health and satisfaction with their hospital stay. The lecture was created to promote Cabot's values of action versus contemplation; the complementary relationships of clinicians and chaplains; treatment of the whole person; and to educate clinicians about their shared responsibility to honor and address patients' spiritual needs.

Featured speaker, Andrea Enzinger, MD, shared her research related to seeking greater understanding of the psychosocial and spiritual needs of patients with advanced cancer. CPE graduates, Sarah Brown, RN, and Darcy Roake presented a case study demonstrating best practices in collaborative caregiving. A interdisciplinary panel of healthcare providers spoke of the benefits of spiritual care and how it can heal both the patient and the healer. Several clinicians shared how they had established palliative care programs within their own settings as a result of their training in spiritual care.

The CPE Program for Healthcare Providers is supported by the Schwartz Center for Compassionate Healthcare and operated by the MGH Chaplaincy under the direction of Angelika Zollfrank, MDiv, BCC CPE supervisor.



ELSO honor

In 2013, MGH was designated a Center of Excellence by the Extracorporeal Life Support Organization (ELSO), an international consortium of healthcare professionals that

is dedicated to developing and evaluating therapies that support failing organs. ELSO recognizes extracorporeal life-support programs that distinguish themselves by promoting excellence and exceptional care in extracorporeal membrane oxygenation (ECMO). MGH was honored for its consistently high level of performance, innovation, satisfaction, and quality in delivering safe, evidence-based care.

This honor particularly recognizes the care provided by the hospital's respiratory therapists, perfusionists, and surgeons (Cardiac and Pediatric), and the nurses and intensivists of the Cardiac Surgical, Medical, Neonatal and Pediatric ICUs, and the Heart and Lung Transplant services.

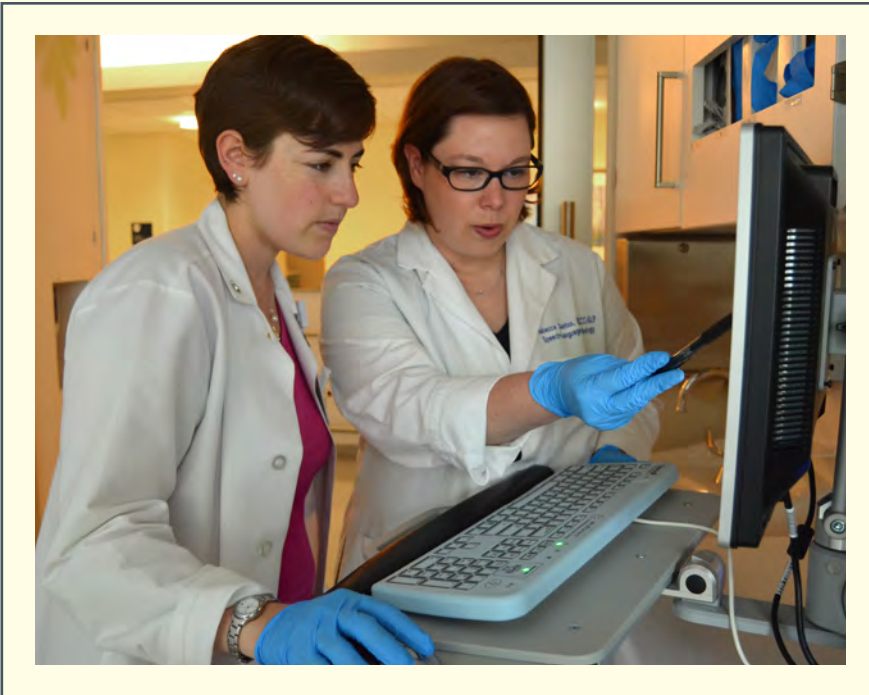
MGH was also recognized for excellence in training, education, collaboration, and communication in supporting ELSO guidelines. Becoming a designated Center of Excellence signifies to patients and families that the hospital is committed to exceptional patient care and the highest standards of quality and safety. The MGH Extracorporeal Life Support program met or exceeded all requirements of the ELSO.

Speech-Language Pathology training a national model

In the typical model, graduate students who are doing their speech-language pathology clinical rotation can become narrowly focused on acquiring discipline-specific knowledge. In reality, the patients with whom they interact can present with a variety of medical conditions that directly impact a clinical assessment and recommendations. Recognizing an opportunity

to broaden the clinical maturity and knowledge of these students, the MGH Department of Speech-Language and Swallowing Disorders launched a program that is already gaining national attention.

Students in their second year of a two-year program, are now placed three days a week on clinical rotation with an inpatient speech-language pathologist (SLP). On the fourth day, the morning is dedicated to debriefing about their patient experiences with program coordinator Rebecca Inzana, MS, CCC-SLP. “The goal here is to open their eyes and minds to the whole patient, to foster their clinical thinking,” says Inzana. The afternoons are spent in workshops designed to give the speech-language pathology students a broader foundation of clinical knowledge. Topics include cardiac, renal, pulmonary and immune systems, presented with an SLP perspective that helps the students understand the potential impact on a patient’s language or swallowing abilities.



“The program helped me develop an invaluable foundation for clinical decision-making,” says Shaina Sawyer, MS, CF-SLP, who was a student in the program’s first rotation. “My subsequent transition to full-time work in the clinical setting was almost seamless.”

Inzana will be sharing the successful model with colleagues from across the country via a poster presentation at the 2014 American Speech-Language-Hearing Association’s Health Care & Business Institute.



National Nurse of the Year

MGH celebrated as Julie Cronin, RN, MSN, OCN, was named the national recipient of the 2013 Giving Excellence Meaning (GEM) Excellence Award for Clinical Inpatient Nursing by Nurse.com. The award recognizes nurses who demonstrate superior clinical knowledge and skill and apply them in ways that impact quality of care and patient outcomes. The award was formally presented at a ceremony in the hospital's Trustees Room, where Cronin was joined by family, friends, colleagues, and leadership of Nurse.com.

Cronin began her career at MGH as a Ghiloni Fellow in 2006, having earned the prestigious fellowship that gives nursing students an opportunity to explore oncology nursing. Today, she is the clinical nurse specialist on Phillips House 21, Inpatient Gynecology/Oncology, where she co-created a New Graduate Nurse Mentoring Program and partnered with a staff nurse and a doctorally-prepared Nurse Ethicist to implement monthly Ethics Rounds. Cronin also has led unit-based education on how to bring innovative ideas and care redesign recommendations from the staff nurse to the bedside through a program titled Care Innovations and Transformation, (CIT), sponsored by the American Organization of Nurse Executives, (AONE). The knowledge and outcomes from this innovative work have been shared both internally throughout the hospital and nationally through the grant program.

eBridge

In the spring of 2016, MGH will “go live” with Partners eCare, a new common electronic health record (EHR) system that will allow medical record sharing in real time. Partners eCare is being introduced Partners-wide and will span inpatient, outpatient, ambulatory, surgery, emergency, billing, scheduling, and patient portal activity.

The hospital’s “eBridge” initiative—rolled out to clinical staff beginning December 2013 —is designed to help prepare the MGH community for this move to Partners eCare. This “bridge” to Partners eCare involves the electronic notes documentation software for nurses, physicians and other health professionals. For Nursing, eBridge involves the use of a template that is specifically designed to structure a plan of care concept along with the progress note. Ultimately, Partners eCare will employ a structured plan of care activity that will support a problem-oriented charting style. The Nursing template in eBridge begins the transition to this problem-oriented charting style, while communicating a plan of care for the patient and reflecting the nurse’s assessment on the patient’s progress. Once the clinical aspects of Partners eCare are up and running, eBridge will be phased out.

For more information, visit the eBridge portal page at http://www.mghpcs.org/eed_portal/eBridge.asp.



Annabaker Garber, RN, PhD,

was appointed director of PCS Informatics. Garber most recently served as chief nursing officer for Informatics at the Swedish Medical Center, the largest non-profit health provider in Seattle, encompassing five campuses and more than 11,000 employees. There she supported clinical nursing practice through information technology and by aligning clinical standards, regulatory requirements, clinical education, and clinical-information technology. Her work around streamlining nursing care plans, admission screening, patient-education documentation, and progress notes earned national attention. She previously served as administrative director of Clinical Transformation, where she focused on making care more efficient.

Garber is an experienced educator, having served as director of Education, Communications, and Support and education manager for Clinical Information Systems. She was responsible for on-site support and communication strategies and designed, implemented, and managed education on the systemwide implementation during Swedish Medical Center’s conversion to an integrated electronic medical record, an effort similar to the Partners eCare initiative.



National Social Worker of the Year

Karon Konner, LICSW, an MGH clinical social worker, was named social worker of the year by the National Association of Social Workers (NASW). The award honors NASW members who exemplify the best of the profession's values and achievements, demonstrate outstanding leadership, contribute to a positive image for social work, and take risks to achieve outstanding results.

Konner completed her second field placement at MGH as a graduate student at Simmons School of Social Work, and she was hooked. While in most hospital settings, the primary responsibility of social workers is discharge-planning, at MGH, social workers are able to use their clinical expertise to help patients and families better cope with illness and disability.

Embracing this philosophy and approach, Konner has played a key pioneering role in MGH's 'Team 5', an approach designed to help a population of patients who require a higher level of interdisciplinary care and collaboration to fully meet their medical and psychosocial needs. The social worker is responsible for developing a cohesive picture of the patient's life that enables the team to develop effective treatment plans and ensure continuity of care.

Konner also serves as Social Services' conservatorship consultant and as part of the hospital's guardianship team, working with colleagues from the Office of General Counsel and Psychiatry to determine a patient's mental capacity and deciding on the best plan of care for patients.

Hausman Nursing Fellowship

Since its inception six years ago, the Hausman Nursing Fellowship to Advance Diversity has seen a marked increase in applications for qualified candidates. This year, Patient Care Services expanded the program to host an additional class of students.

The Hausman Nursing Fellowship program was created to better meet the needs of the hospital's diverse patient population, to promote recruitment of minority nurses, and to provide opportunities for senior nursing students to work under the mentorship of minority nurse preceptors.

Funded by the Hausman family, the Fellowship offers students a rigorous six-week clinical experience. Fellows are assigned a minority nurse preceptor who supports and guides

participants in building a body of personal nursing experience. This year MGH attracted students from several schools, including Boston College, Simmons College, and Villanova University.

Ashley Lewis, a student at Pace University in New York, summed up the impact the program is having. "The Hausman Fellowship gave me what I could never have found or bought anywhere else—confidence, assertiveness and exposure to many, many different nursing skills."



Antigone C. Grasso, MBA,

was named director of Patient Care Services Management Systems and Financial Performance.

She previously served as the director of Finance and Business Operations for the Weill Cornell Medical Center, PeriOperative Services Department, at New York-Presbyterian Hospital. There, she oversaw a budget of nearly \$80 million and was responsible for Central Sterile Processing, Materials Management, Equipment Services, Anesthesia Technicians, Billing and business operation needs of the department.

Previously, she served as a strategic sourcing manager in the Procurement and Strategic Sourcing Department at New York-Presbyterian, and as a strategic planning analyst for Globix Corporation, a provider of Internet infrastructure services for business customers. While studying for her Master of Business Administration (MBA), she was awarded a financial operations internship with the United Nations Office of Project Services (UNOPS), the project management arm of the U.N. system.



A career of distinction

Sally Millar, RN, MBA, veteran nurse leader and beloved colleague of so many in the MGH community, retired September 27, 2013, capping off a truly illustrious 45-year career. Serving most recently as director of PCS Informatics and interim director of PCS Financial Management Systems, Millar's leadership had at times included the MGH Office of Patient Advocacy, the Maxwell & Eleanor Blum Patient and Family Learning Center, and co-chairmanship of the MGH Clinical Policy and Records Committee and the Partners Confidentiality Program. In May, Millar was named the recipient of this year's Marguerite Rodgers Kinney Award for a Distinguished Career by the American Association of Critical-Care Nurses for her exemplary achievements. It's fair to say that Millar's contributions over the past four decades played an integral part in the success of Patient Care Services as it evolved into the cohesive, interdisciplinary entity it is today. It's also fair to say that Millar's retirement after 44 years at MGH, marks the end of an extraordinary and memorable era. Said Millar, "I look at my career as being part of an orchestra. I've been blessed to be surrounded by five-star cellists, violinists, drummers, harpists, and the like. They've made me who I am today. To me, this award honors the entire orchestra and the beautiful music we know as nursing practice."



Munn Grand Rounds

In an effort to bring frontline nursing research to the broader hospital community, The Yvonne L. Munn Center for Nursing Research initiated the Munn Nursing Research Grand Rounds. The inaugural offering featured updates from the nursing research scholars of the Connell Nursing Research Scholars Program, which is supported by funding from the William F. Connell family. Jeffrey Adams, RN, PhD; Paul Arnstein, RN, PhD, FAAN; Susan Lee, RN, PhD, NP-C; and Peggy Settle, RN, PhD,

discussed the evolution of projects they began in 2012, and their journeys to secure funding to continue their work. Adams' work focuses on nursing leadership influence over the professional practice environment; Arnstein's is on pain management with a special emphasis on older adults; Lee discussed an intervention bundle of family support in the ICU; and Settle is continuing her research on the impact of continuity of care on growth in premature infants.

The 2013 cohort includes Stephanie (Ball) Kwortnik, RN, DNS; Sara Looby, ANP-BC, PhD, FAAN; Katherine Rosa, FNP-BC, PhD; and Mary Sullivan, ANP-BC, PhD. Ball and Sullivan are focusing on preventing hospital-acquired infection by testing nursing interventions. Looby is continuing her work with HIV+ women with a focus on symptom-management for HIV+ menopausal women. And, Rosa is developing methodologies to achieve pattern recognition in relationship-based care for those with chronic conditions.

Munn Nursing Research Grand Rounds will take place at least four times a year, with presentations focusing on nurse-led research initiatives. Presentations will vary in format to allow for dialogue and participation by other researchers and attendees.



Tara M. Tehan, RN, MSN, MBA, NE-BC, nursing director of the Neurosciences Intensive Care Unit at MGH, was named president-elect of the American Nurses

Association—Massachusetts (ANA-MA), formerly called the Massachusetts Association of Registered Nurses (MARN). She succeeded Gino Chisari, RN, DNP, director of The Norman Knight Nursing Center for Clinical & Professional Development at MGH.

As the incoming president of ANA-MA, Tehan will be responsible for working with the executive director and Board of Directors to establish the guiding principles, policies, and mission of the organization. MARN is a constituent member of the American Nurses Association (ANA) and is recognized as the voice of registered nursing in Massachusetts through advocacy, education, leadership and practice.



Outpatient PICC program launched

In 1980, the MGH IV Team began placing peripherally inserted central catheter (PICC) lines for inpatients. PICCs are a central line that can be used to deliver specific drugs, nutritional support and other intravenous (IV) fluids, and to draw blood. It is a particularly reliable device for delivering IV medications and fluids over the course of weeks or up to a year of therapy without requiring multiple needle sticks.

By 2011, the team was placing 4,500 PICC lines a year. Based upon an increasing demand, the team expanded PICC services to outpatients, and the program has continued to grow. As a result, hundreds of patients have required fewer repeated venipunctures; had a reduced risk of complications that are associated with central lines placed in neck or chest; and have experienced an improved on-time delivery of IV therapies.

All patients are treated in the Wang 3 Center for Perioperative Care (CPC), and the team of clinical experts in vascular access is trained in the use of cutting-edge technology. For more information about the Outpatient PICC Program, please visit the Central Lines portal at www.mghpcs.org/eed_portal/EED_centralines.asp

Resource nurse forums

Unit-based resource nurses are responsible for helping nursing directors to coordinate unit-based activities. It is their responsibility to distribute a unit's resources in an ever-shifting environment of care. This spring, more than 200 resource nurses from a variety of patient-care settings attended the first in a series of leadership-development forums specifically designed to support staff in this important role.

A collaborative effort of nursing directors and clinical nursing supervisors, the Leadership Development Forum is meant to advance patient-centered care by supporting collaboration and communication. The curriculum includes an overview of patient acuity, the current healthcare environment, capacity-management, and CODE HELP—an MGH initiative designed to reduce overcrowding in the Emergency Department.

"The forum provided a great opportunity to discuss challenges and share best practices," says resource nurse Christie Majocho, RN. "It allowed us to better understand the factors that can contribute to delays and miscommunication between units and to talk about ways to overcome them."

Likewise, participants shared strategies for resolving conflict among staff, family members and patients. "Hearing different approaches helped me to think about ways I could address certain situations—how to deal with disruptive behavior, optimize C-BEDS utilization, maximize the support of nursing supervisors—while still being true to my values and abilities," Majocho added.

Feedback from participants was overwhelmingly positive, and plans are underway for more leadership development forums.



Roberta Raskin Feldman, RN, BA, MSN, After 35 years of distinguished service to MGH, professional development specialist, Roberta Raskin Feldman, RN, BA, MSN, has retired. At a reception in her honor, December 21, 2012, scores of well-wishers (and one simulation mannequin) came together to give her a heartfelt send-off.

Gino Chisari, RN, DNP, director of the Norman Knight Nursing Center, calculates that Raskin Feldman taught more than 50,000 students in the course of her career as professional development specialist and, prior to that, a clinical educator.

A graduate of the MGH School of Nursing, Raskin Feldman began her career as a staff nurse on the former Baker 8, served as a Basic Life Support instructor for 30 years, and participated on the Critical Care PCA Orientation Team. Her positive attitude, quick wit, and nurturing teaching style will be missed, but the MGH community wishes her well in the next chapter of her life.



Colleen Snyderman, RN, MSN, PhD(c), NE-BC,

former nursing director for the Ellison 9 Cardiac ICU, was named director for the PCS Office of Quality & Safety. In her 31-year career at MGH, Snyderman has served in many roles, including clinical nursing supervisor, nurse manager for the Thoracic Surgery Unit, and nursing director for the Respiratory Acute Care Unit (RACU),

which she helped open in 2000. Largely due to Snyderman's leadership in the Cardiac ICU, MGH was one of seven hospitals in the region accepted into the American Association of Critical-Care Nurses Clinical Scene Investigator Academy, which supports staff nurses implementing evidence-based practice initiatives to improve patient outcomes.

Snyderman has a strong track record of enhancing quality and safety through her participation in system-wide improvements in codes, emergency response and rescue, education, and teamwork. She successfully created a unit-specific, multi-disciplinary team to deliver newly developed, highly specialized care for RACU patients. For the past seven years, she has co-chaired the MGH Code and Emergency Response Committee. She also co-chaired the MGH Rapid Response Implementation Committee, strengthening MGH's ability to respond quickly to patients with clinically-deteriorating conditions. She co-led the Physiologic Monitoring Criteria Task Force that created the current risk-assessment criteria for ECG and pulseoximetry monitoring. She also is co-chair of the Critical Care Clinical Operations Committee.



Waiting area renovation

The Grey Family Waiting Area (GFWA) is a space where volunteers provide support to families waiting for news of a loved one who is

undergoing surgery. For many, this can be a particularly difficult and stressful time as they wait for updates. In an effort to create a more warm and comfortable space for the family and friends of patients, the Waiting Area recently underwent a complete renovation. Upgrades include new flooring, upgraded couches and chairs, computer desks, complimentary lockers for short-term storage, and new window treatments to soften the overall look and feel of the room. Other significant functional improvements—and stress relievers—include the addition of both area-wide wifi access and multiple wall and lamp-based electrical outlets for charging phones and laptops. According to the GFWA volunteers, the changes have been hugely satisfying.



Private suffering

Because pelvic floor-related issues are not often discussed outside of a clinical setting, help can be difficult to find. Patients often experience a “private suffering” that becomes an accepted part of life. Adults may experience

symptoms associated with a colostomy, prostatectomy, or childbirth, and children may suffer from chronic constipation. Patients’ lives are hugely impacted, with many unable to travel or leave their homes because they have to remain near a bathroom, and others experiencing chronic and often debilitating pain.

This year, the addition of two full-time physical therapists to the hospital’s Pelvic Floor Program, helped extend targeted care to hundreds of additional patients. The program is structured to thoroughly assess the patient, identify the problem, and develop a comprehensive and targeted treatment plan.” Along with potential medical interventions, there is a huge educational component associated with many pelvic floor conditions,” says Elizabeth Cole, PT, WCS, CLT-LANA, a senior physical therapist with the program. “Through a structured physical therapy approach, we’re able to help patients manage a once uncontrollable condition that dominated their lives.” Patients, once house-bound, have been able to return to activities they thought unimaginable—going back to work, traveling overseas, working out in a gym, and, in some cases, even walking again.

Patients are “trained” to correctly use muscles they previously never consciously had to think about. Therapy helps them to identify, target and strengthen these areas to improve function. More complex cases are managed by a team approach that might also include mental health or pain management services.

“We are seeing patients who have lost control of their most basic bodily functions,” Cole says. “It’s amazing to see the progress they can make through targeted therapy. What’s better than seeing someone reclaim their place in the world?”

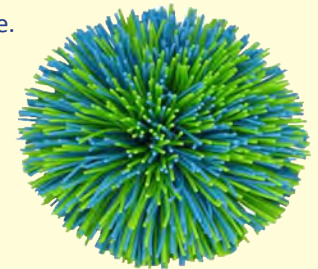
Restraint reduction

Occasionally, it is important to help a patient keep from harming themselves or someone else, including their family visitors or caregivers. Because the use of physical restraints can present a safety concern, they are generally used only as a last resort.

Collaborative work among nurses and occupational therapists on the Blake 11 Psychiatric Unit has produced an effective, reliable approach that has reduced the need for physical restraints for patients with behavioral issues. The approach is focused on stimulating patients’ senses—vision, hearing, taste, or proprioception—to produce responses that mitigate escalating behaviors. Examples of interventions designed to stimulate various senses include a large saltwater aquarium with brightly colored fish and coral; weighted blankets; koosh balls; colored blocks; puzzles; back and neck massagers; and relaxation tapes.

The interventions were initially identified by occupational therapists based on their assessment of and collaboration with patients. They identified certain interventions as calming and incorporated these into the patient’s plan of care. Today, the interventions are standard practice on the unit and used regularly by nurses, patient care associates, psychologists, and physicians.

On Blake 11, patients are encouraged to self-select sensory activities that they find calming, which increases their effectiveness and leads to reduced restraint use. This work has become a central focus of the PCS Restraint Solutions in Clinical Practice Committee, which was instrumental in introducing the interventions to the Emergency Department’s Acute Psychiatric Service. In response to the success of sensory interventions in psychiatry, the occupational therapy department created a Sensory Task Force to develop a plan for translating this approach hospitalwide to improve quality of care and participation of patients in their recovery.



The Mass General Mission

Guided by the needs of our patients and their families, we aim to deliver the very best healthcare in a safe, compassionate environment; to advance that care through innovative research and education; and to improve the health and well-being of the diverse communities we serve.



PROFESSIONAL ACHIEVEMENTS

PROFESSIONAL ACHIEVEMENTS • awards

PATIENT CARE SERVICES

Jessica Berry, RN
Oncology, Lunder 9
Marie C. Petrilli Oncology Nursing Award

Elizabeth Caraballo, OTA
Occupational Therapy
Norman Knight Excellence in Clinical Support Award

Lisa Doyle, RN
Oncology, Phillips 21
Marie C. Petrilli Oncology Nursing Award

Cynthia Goodwin
Blood Transfusion Service
Anthony Kirvilaitis Partnership in Caring Award

Rev. John Kearns
Chaplaincy
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award

Lisa Kensky Downes, RN
Oncology, Lunder 10
Marie C. Petrilli Oncology Nursing Award

Caitlin Laidlaw, LICSW
Social Services
Brian M. McEachern Extraordinary Care Award

Jesse Mackinnon, RN
Oncology, Lunder 9
Norman Knight Preceptor of Distinction Award

Gabriela Montecinos
General Medicine, White 8
Anthony Kirvilaitis Partnership in Caring Award

Julie MacPherson-Clemets, RRT
Respiratory Care
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award

Alexa O'Toole, RN
Newborn Unit, Blake 13
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award

Antonia Pucillo, RN
Oncology, Lunder 9
The Paul W. Cronin and Ellen S. Raphael Award

Katherine Rosa, FNP-BC, PhD
Clinical Research Center, White 13
Connell Nursing Research Scholar Award

Michael Tady, RN
Medical Intensive Care Unit, Blake 7
Jean M. Nardini, RN, Nurse Leaders of Distinction

Pamela Tobichuk, RN, BSN
Case Management
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award

Purris Williams, RRT
Respiratory Care Services
Mary Forshay Scholarship, MGH Patient Care Services

MGH

Ryan Adams, RN
Medical Intensive Care Unit
Nursing Appreciation Award, MGH Department of Medicine Residents

Jordan Hampton, RN, MSN, CPNP
Pediatric and Adolescent Medicine
Donna Marie Grenier Excellence in Nursing Award

Susan Sannella, PT, DPT
Physical and Occupational Therapy,
MGH Chelsea Shining Star Award, MGH Chelsea HealthCare Center

STATE AND REGIONAL

Mimi Pomerleau, DNP, RNC-OB
Obstetrics, Ellison 13
Rita P. Kelleher Award, William F. Connell School of Nursing, Boston College

NATIONAL

Julie Cronin, RN, MSN, OCN
Gynecology/Oncology, Phillips 21
Nursing Excellence GEM Award for Clinical Nursing, Inpatient, NURSE.com

Elizabeth Henderson, RN, MSN, MS
Burns Unit, Ellison 14
Nahoko Harada, ANP
Angela Amar, RN, PhD, FAAN
Article of the Year Award, Journal of Forensic Nursing Education

Rebecca Hill, DNP, FNP-C
EDOU, Bigelow 7; Short Stay Unit, Bigelow 12
Outstanding Capstone Award, School of Nursing, Duke University

Karon Konner, LICSW
Social Service
National Social Worker of the Year, National Association of Social Workers

Sally Millar, RN, MBA
Patient Care Services Clinical Informatics
Marguerite Rodgers Kinney Award for a Distinguished Career, American Association of Critical-Care Nurses

Gayle Olson, MS, ATC, TPI-L3
Physical and Occupational Therapy Services
Most Distinguished Athletic Trainer Award, National Athletic Trainers Association

Blake Rainie, CNM, MS
Obstetrics and Gynecology Service
Excellence in Teaching Award, American College of Nurse-Midwives

Elisabeth Stieb, RN, BSN, AE-C
Pediatric Ambulatory Clinic, Newton Wellesley Hospital
2013 Allied Health Professional Assembly Scholarship Travel Award, American Academy of Allergy, Asthma, and Immunology

INTERNATIONAL

Jeanette Ives Erickson, RN, DNP, FAAN
Dorothy Jones, EdD, RNC, FAAN
Marianne Ditomassi, RN, DNP, MBA
Patient Care Services Administration
Fostering Nurse-Led Care: Professional Practice for the Bedside Leader, Best of Book Author Award, Sigma Theta Tau International

MGH Nursing History Committee
MGH Nursing at Two Hundred
Nursing Media Award for Print, Honor Society of Nursing, Sigma Theta Tau International

PROFESSIONAL ACHIEVEMENTS • presentations

STATE AND REGIONAL

Jeffrey Adams, RN, PhD

Innovation in Care Delivery
Mongan Institute for Health Policy, Boston, MA

Understanding Influence as an Attainable Goal for Nurse Leaders: Utilizing the Theory of Goal Attainment in the Development of the Adams Influence Model (AIM)
King International Nursing Group, Bennington, VT

Mary Amatangelo, RN, MS, ACNP-BC, CCRN

Women and Stroke
30th Annual Brain Injury and Stroke Conference, Concord, NH

Stroke Care: After Discharge
Eighth Annual Brain Matters Conference 2013, Boston Chapter, American Association of Neuroscience Nurses, Waltham, MA

Paul Arnstein, RN, PhD, FAAN

Detecting and Treating Neuropathic Pain
Neuropathic Pain: Diagnosis & Treatments Conference, Massachusetts Pain Initiative, Marlborough, MA

Paul Arnstein, RN, PhD, FAAN

Antje Barreveld, MD
Michele Matthews, PharmD
Jeffrey Shafer, DDS, MS, MPH
Interprofessional Pain Education for Healthcare Professionals
Second International Conference on Opioids: Basic Science, Clinical Applications and Compliance, Boston, MA

Jean Ashland, PhD, CCC-SLP

Helping Premature Infants Feed: When to Stop and When to Go
Social Work Staff, Fragile Beginnings, Jewish Child and Family Services, Waltham, MA

Marianne Beninato, PT, DPT, PhD

Measuring Patient-Centered Change: is a Score of +3 on the Global Rating of Change Scale a Valid Criterion for Minimal Clinically Important Difference (MCID)?
Annual Conference, Massachusetts Chapter, American Physical Therapy Association, Newton, MA

Christina Bethune, BSN, MHA

Structural Interventions for Stroke Risk Reduction in Atrial Fibrillation
23rd Annual Cardiovascular Nursing Conference, American Heart Association, Newton, MA

Barbara Blakeney, RN, MS, FNAP

Nursing—Many Roles—One Profession—Ready for the Future
Annual Meeting, New Hampshire Nurses Association, Concord, NH

When What's Known Isn't So: Why "Mismatches" in Research and Practice Need Investigation
Keynote Address, 5th Annual Nursing Research Evidence-Based Practice Symposium: The Quest for Significance, Kappa Tau Chapter, Sigma Theta Tau, Burlington, VT

Andrea Bonanno, PT, DPT, GCS, CLT

Care of the Patient after Surgical Intervention for Head and Neck Cancer: An Interdisciplinary Educational Presentation
Massachusetts Eye and Ear Infirmary, Boston, MA

Mary Bourgeois, PT, DPT, MS, CCS

Exercise for Patients with Pulmonary Hypertension
Education Forum for Patients and Caregivers, Pulmonary Hypertension Association, Cambridge, MA

Cheryl Brunelle, PT, MS, CCS, CLT

Peripheral Artery Disease
Geriatrics Sourcing Interests Group Meeting, American Physical Therapy Association of Massachusetts, Waltham, MA

Amanda Bulette Coakley, RN, PhD

Anne-Marie Barron, RN
Therapeutic Touch: the Intervention and the Research
Third Annual Integrative Nursing: the Art of Healing Conference, Boston Medical Center, Boston, MA

Gae Burchill, MHA, OTR/L, CHT

Flexor Tendon Anatomy and Physiology
Management of Flexor Tendon Injuries
Flexor Tendon Management
Splinting Flexor and Extensor Injuries
Department of Occupational Therapy, Tufts University, Medford, MA

Virginia Capasso, PhD, ANP-BC, CWS

Care of the Patient with Venous Disease
Primary Care Conference, Nurse Practitioners for Continuing Education, Falmouth, MA

Science, Technology, Engineering and Mathematics (STEM) Careers
Archbishop Williams High School, Braintree, MA

Kate Cederbaum, MSN, MA, PMHNP-BC

Deborah Clark, RN, PMHCNS-NP
Gail Leslie, RN, PMHCNS-BC, CNS
Christina Stone, RN, PMHCNS-BC
Challenges Facing the Psychiatric Nurse
37th Annual Psychopharmacology Conference, Psychiatry Academy, Boston, MA

Patricia Chastain, PT, DPT

Physical Therapy for Children with Down Syndrome
Down Syndrome Program at Loveland, Lincoln, MA

Adi Chenki-Shapsa, LCSW

Ethical Questions about a Fetus and Mother on Life Support
The Harvard Ethics Consortium, Harvard Medical School, Boston, MA

Rana Chudnofsky, MEd

Kathleen Miller, RN, PhD, AHN-BC
Expanding the Circle of the Mind Body Community
5th Annual Complementary & Integrative Therapies Expo, U-MASS Medical Center, Worcester, MA

Suzanne Curley, MS, OTR/L, CHT

Professionalism
School of Occupational Therapy, Tufts University, Medford, MA

Robert Dorman, PT, DPT, GCS

Comprehensive Clinical Reasoning
Physical Therapy Center, Boston University, Boston, MA

Susie Essig, LCSW

Should We Respect a Delusional Patient's Refusal of Beneficial Medical Treatment?
Harvard Ethics Consortium, Boston, MA

PROFESSIONAL ACHIEVEMENTS • presentations

Daniel Fisher, MS, RRT

Hyperbaric Oxygen and Mechanical Ventilation
Respiratory Care Alphabet Soup – Understanding the Regulations
36th Annual Meeting, Massachusetts Society for Respiratory Care, Sturbridge, MA

Vanessa Gormley, RN, MSN, CNRN

Brain Injury: Surviving the Sympathetic “Storm”
Eighth Annual Brain Matters Conference 2013, Boston Chapter, American Association of Neuroscience Nurses, Waltham, MA

Dean Hess, PhD, RRT, FAARC, FCCP, FCCM

5 Things I Learned About Mechanical Ventilation in the Past 40 Years
36th Annual Meeting, Massachusetts Society for Respiratory Care, Sturbridge, MA

Carol Harmon Mahony, MS, OTR/L, CHT

Wrist Injuries
Upper Extremity Rehabilitation Courses, Tufts University, Medford, MA

Jeanette Ives Erickson, RN, DNP, FAAN

The Importance of Nursing: Building a Strong Professional Practice Environment
University of New England, Biddeford, ME

The Interprofessional Dedicated Education Unit: An Innovative Model of Teaching and Learning
University of New England, Portland, ME

Behind the Scenes of Getting to Best: A Conversation with MGH Leadership
Human Resource Leadership Forum, Waltham, MA

Colleen Lowe, MPH, OTR/L

Sensation and Sensibility
Musculoskeletal Work Related Upper Extremity Disorders/RSI
Department of Occupational Therapy, Tufts University, Medford, MA

Abigail MacDonald, MSW, LICSW

Emotional Considerations in Donor Conception and Surrogacy Arrangements
Donor Conception/Surrogacy Connect & Learn Seminar, RESOLVE New England, Children’s Hospital, Waltham, MA

Mary McKenna Guanci, RN, MSN, CNRN

Posterior Reversible Encephalopathy: A PRESing Problem
Eighth Annual Brain Matters Conference 2013, Boston Chapter, American Association of Neuroscience Nurses, Waltham, MA

Endovascular Procedures in Stroke Management: Nursing Concerns
Twelfth Annual Cardiovascular Conference, North Shore Medical Center, Peabody, MA

Leslie McLaughlin, MS, OTR/L

2013 Lead the Way Symposium: Innovative Occupation-Centered Practice with Children and Adolescents
College of Health & Rehabilitation Sciences, Boston University, Boston, MA

Kathleen Miller, RN, PhD, AHN-BC

Rana Chudnofsky, MEd
Expanding the Circle of the Mind Body Community
5th Annual Complementary and Integrative Therapies Expo, UMASS Memorial Medical Center, Worcester, MA

Kathleen Miller, RN, PhD, AHN-BC

Running a Community Wellness Center
The Science of Resiliency Conference, Benson-Henry Institute and Harvard Medical School, Boston, MA

Joy Orpin, PT, DPT

The Dizzy Patient: Applying Concepts in Vestibular Rehabilitation to Patients Across the Spectrum from Those at Risk for Falls to the Higher Level Athlete
Bay State Physical Therapy, Northeastern University, Boston, MA

Rev. John Polk, DMin, BCC

Chaplaincy: Hope Amidst Suffering
Bishop’s Convocation, New England Synod of the Evangelical Lutheran Church in America, Hartford, CT

Katherine Russo, OTR/L, CHT

Evaluation of the Upper Extremity
School of Occupational Therapy, Tufts University, Medford, MA

Katrina Scott, MDiv, BCC

The Rise of the Religiously Unaffiliated
Annual Meeting, Funeral Consumers Alliance of Eastern Massachusetts, Newton, MA

Religious Aspects at End of Life

Summer Bioethics Program, Yale Interdisciplinary Center for Bioethics, New Haven, CT

Sharon Serinsky, MS, OTR-L

Occupational Therapy Needs of the Birth to Five Down Syndrome Population and the Evaluation Process Through the Infant/Toddler Down Syndrome Program
Down Syndrome Program at Loveland, Lincoln, MA

Colleen Snyderman, RN, MSN

The Quality of Healthcare: A Nursing Perspective
Harvard School of Public Health, Boston, MA

Rosalie Tyrrell, RN, MS

Understanding and Leading a Multigenerational Workforce
Keys to Healthcare Leadership Seminar, Organization of Nurse Leaders, Burlington, MA

Vincent Vacca, RN, MSN, CCRN

Lisa Duffy, PhD, CPNP-PC, CNRN, MSCN

Katelyn Sparks, RN, BSN, CNRN

Stephanie Cusworth, RN, BSN

Complicated Cases: Challenges in Neuroscience Nursing
Eighth Annual Brain Matters Conference 2013, Boston Chapter, American Association of Neuroscience Nurses, Waltham, MA

NATIONAL

Mary Amatangelo, RN, MS, ACNP-BC, CCRN

PostStroke Paradigm
Women and Stroke
National Primary Care Conference, Chicago, IL

Paul Arnstein, RN, PhD, FAAN

Barbara St. Marie, GNP-BC, PhD

Understanding the Pharmacology of Addiction and Prescription Drug Abuse as Part of the ER/LA Opioid REMS: Achieving Safe Use While Improving Patient Care
Regional Conference, Kentucky Coalition of Nurse Practitioners and Nurse Midwives, Lexington, KY

Patient Care Services staff listed in bold.

Physiology and Pathophysiology of Pain
What is Causing Prolonging and
Amplifying Chronic Pain?
*28th National Conference, American
Association of Nurse Practitioners,
Las Vegas, NV*

Gain Control of Pain:
An Interprofessional Model
Managing Breakthrough Pain Across the
Provider Continuum
*24th Annual Clinical Meeting, American
Academy of Pain Management, Orlando, FL*

Stephanie Ball, RN, DNS, LTC
Clinical Research Nursing in the Military
*5th Annual Conference, International
Association of Clinical Research Nurses, San
Diego, CA*

Courtney Balliro, RN, BS
Best Practices in a Simulated Home
Environment Study
*5th Annual Conference, International
Association of Clinical Research Nurses,
San Diego, CA*

Gaurdia Banister, RN, PhD
The Clinical Leadership Collaborative
for Diversity in Nursing
*41st National Black Nurses Association,
Advancing the Profession of Nursing Through
Education, Practice, Research
and Leadership, New Orleans, LA*

Caring for the Self: Keys to Leadership
Success
*2012-2013 Executive Development Series, The
American Association of Colleges of Nursing,
Washington, DC*

Barbara Blakeney, RN, MS, FNAP
Unlocking the Power of Innovation
*Innovation in Nursing Practice
National Webinar, API Health Care*

The Role of Equine Assisted Learning
in Health Care
Innovation Learning Network Webinar

Unlocking Innovation at the
Patient's Side
Webinar: American Nurses Association

Building Leading Practice Through
Innovation
*Keynote Address: Staff Conference, American
Nurses Association, Washington, DC*

Timothy Blue, MD
Patricia Lally, RN, BSN
Recognizing Gastrointestinal Problems
in Children and Adults with Autism:
Strategies to Create a Positive
Environment within the
Endoscopy Suite
*National Meeting, Society of
Gastroenterology Nurses and Associates,
Austin, TX*

Meredith Bosley O'Dea, MS, CCC-SLP
Audrey Kurash Cohen, MS, CCC-SLP
Erin Daly, MS, CCC-SLP
Caitlin Fitzgerald, PT, DPT
Trish Zeytoonjian, MSN, RN
An Innovative, Team Based Model
of Interprofessional Education: The
"IPDEU" at Massachusetts
General Hospital
*National Convention, American Speech and
Hearing Association, Chicago, IL*

Jeff Chambers, RN
A Collaborative Approach to Disaster
*EMS Week, St. Luke's Warren Hospital,
Phillipsburg, NJ*

Lynn Collier, RN, BSN
Marjorie Voltero, RN, BSN, CGRN
How to "Fire Up" an Intergenerational
GI Workforce to Transition to an
Electronic Record
*National Meeting, Society of
Gastroenterology Nurses and Associates,
Austin, TX*

Lorraine Drapek, FNP-BC
Snapping Out Liver Metastases
*38th Annual Congress, Oncology Nursing
Society, Washington, DC*

Ellen Fern, RN, BSN
Janet King, RN, BSN, CGRN
Aiming Higher . . . Creating a Brighter
Tomorrow with pH Best Practices
Ignite Your Potential to Understanding
Normal Esophageal Motility and
Abnormal Manometry Findings
*National Meeting, Society of
Gastroenterology Nurses and Associates,
Austin, TX*

Marion Freehan, RN, MPA/HA, CNOR
Ellen Silvius, RN, BSN
Aiming High with a Vision for a State
of the Art Pediatric Focused Endoscopy
Suite
*National Meeting, Society of
Gastroenterology Nurses and Associates,
Austin, TX*

Peter Greenspan, MD
Denise Lozowski, RN, MSN, CPPS
Agreeing On, and Implementing,
Clinical Standards Across Practice Sites
*Creating Connections Conference, Childrens
Hospital Association, Orange County, CA*

Tessa Goldsmith, MS, CCC-SLP
Justin Roe, PhD, Cert., MRCSLT
Point-Counterpoint: Prophylactic or
Reactive Tube-Feeding? Implications for
Swallowing Following Radiotherapy for
Head and Neck Cancer
*National Convention, American Speech and
Hearing Association, Chicago, IL*

**Dean Hess, PhD, RRT, FCCM, FCCP,
FCCM**
What is Evidence-Based Medicine and Why
Should I Care?
5 Things I Learned About Mechanical
Ventilation in the Past 40 Years
*New York Society for Respiratory Care,
Syracuse, NY*

Modes of Noninvasive Ventilation and
Mask Interfaces Employed
*International Society for Aerosols in Medicine,
Chapel Hill, NC*

Is There a Role for New
Ventilator Modes?
*5th Critical Care Symposium at Long
Beach Memorial, Long Beach, CA*

What is Evidence-Based Medicine and Why
Should I Care?
*11th Optimizing Mechanical Ventilation
Conference, Duke University, Durham, NC*

Respiratory Mechanics
*Annual Meeting, American Thoracic Society,
Philadelphia, PA*

Jeanette Ives Erickson, RN, DNP, FAAN
Emerging Presence of Power as Knowing
Participation in Change and Professional
Practice
Society of Rogerian Scholars, New York, NY

PROFESSIONAL ACHIEVEMENTS • presentations

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC

Ventilator Waveforms

2013 Annual Meeting, New York State Thoracic Society, Valhalla, NY

Ventilator Associated Events: The New Approach to VAP Surveillance, and ARDS in Children: Incidence, Mortality and Ventilatory Management

20th Annual Enok Lohne MD Memorial Conference, Fresno, CA

New Reporting Mechanism for VAP, and PAV and NAVA: Effect on Patient-Ventilatory Synchrony

33rd Annual Symposium of the Maryland/DC Society for Respiratory Care, Ocean City, Maryland

Management of ARDS: ARDSnet vs. Open Lung Approach vs. High Frequency Oscillation

Cox Health Fifth Midwest Mechanical Ventilation and Critical Care Conference, Branson, MO

Options to Manage Refractory Hypoxemia After Oscar/Oscillate, and ALI/ARDS: Future of Extracorporeal Gas Exchange

Lung Summit: Advances in Pulmonary Medicine, Critical Care Medicine and Mechanical Ventilation, Cleveland Clinic, Cleveland, OH

Lung Recruitment Maneuvers for ARDS, NIV and Skin Breakdown Patient-Ventilatory Synchrony and NAVA

American Association for Respiratory Care, Annual Conference, Anaheim, CA

Adele Keeley, RN, MA

Julie Cronin, RN, MSN, OCN

Michelle Connolly, RN, BSN, OCN

Katie Fauvel, RN, BSN

Beth Morrissey, RN, BSN

Year 1 of the Phillips 21 CIT Journey
Annual Conference, Care Innovations and Transformation, Tampa, FL

Susan Lee, RN, PhD, NP-C

AgeWISE: Magnet CNO

Annual Meeting, Watson Caring Science Institute, Orlando, FL

AgeWISE: A Story of Transformation Through Caring Science

International Caritas Consortium, Chicago, IL

AgeWISE: Generalist Training for RNs in Geropalliative Care

National Seminar, Center to Advance Palliative Care, Dallas, TX

Mary Larkin, RN, MS, CDE

Musculoskeletal Complications in

Type 1 Diabetes

73rd Scientific Sessions, American Diabetes Association, Chicago, IL

Bernice Macintyre, CHE

Joanne Rowley, RN, MSCS, HNB-BC

Enhance/Wellness: Health Clinics and Community Centers Extend Primary Care to Improve Health Outcomes

Aging in America Conference, Chicago, IL

Mary McKenna Guanci, RN, MSN, CNRN

Posterior Reversible Encephalopathy: A PRESSing Problem

National Conference, American Association of Neuroscience Nurses, Charlotte, NC

Targeted Temperature Management:

Normothermia

Annual Conference, National Teaching Institute, American Association of Critical Care Nurses, Boston, MA

Barbara McLaughlin, RN, MSM, CCM

Kathleen Walsh, RN, PhD

Innovative Emergency Department

Observation Unit, Case Management in a

Tertiary Setting, The Little Unit that Could
National Case Management Conference, American Case Managers Association, San Diego, CA

Karen Miguel, RN, MM-H

Enhancing Teamwork and Communication, the

Art and Challenge of Changing Culture

Annual Conference, Society of Interventional

Radiology and Association of Vascular and

Interventional Radiographers,

New Orleans, LA

Bhavini Murthy, MD, MPH

Kathleen Miller, RN, PhD, AHN-BC

Darshan Mehta, MD, MPH

Efficacy of an Acupuncture Program at the MGH-Wellness Center

Think Local, Act Global: Best Practices

141st Annual Meeting and Exposition, American

Public Health Association,

Boston, MA

David Nolan, PT, DPT, MS, OCS, CSCS

Management of the Foot and Ankle Complex

Annual Conference, New Hampshire Chapter,

American Physical Therapy Association,

Manchester, NH

Mary Orencole, MS, ANP-BC

How to Evaluate Patients Before and After CRT Therapy

Annual Meeting, Heart Failure Society of America, Orlando, FL

Mimi Pomerleau, DNP, RNC-OB

Front Line Health Care Workers Panel

Advocacy Summit: Save the Children, Washington, DC

Patricia Simpson, RN

A Commitment to Engagement: A Health

Center Hub for Community Resilience

Through Emergency Management

National Association Conference for

Community Health Centers, Chicago, IL

Nancy Sullivan, MBA, CMAC

Making the Link Between Payment

Reform and Daily Case Management

Practice

Annual Case Management Conference,

American Case Management Association

Meeting, San Diego, CA

David Thomas, PhD

Paul Arnstein, RN, PhD, FAAN

Chris Herndon, PharmD

Beth Murinson, MD, PhD

Improving Pain Education in Medical, Pharmacy, Nursing, and Dental Schools in the United States

32nd Annual Scientific Meeting, American

Pain Society, New Orleans, LA

Carmen Vega-Barachowitz, MS, CCC-SLP

Dee Adams Nikjeh, PhD, CCC-SLP

R. Wayne Holland, PhD, CCC-SLP

2014 & Beyond: Health Care Coding &

Reimbursement for SLPs

National Convention, American Speech and

Hearing Association, Chicago, IL

Carmen Vega-Barachowitz, MS, CCC-SLP
Audrey Kurash Cohen, MS, CCC-SLP
Reframing SLP Practice in Acute Care: An Expanded Consultative Model for Today's Health Care Environment
National Convention, American Speech and Hearing Association, Chicago, IL

Carmen Vega-Barachowitz, MS, CCC-SLP
Dee Adams Nikjeh, PhD, CCC-SLP
R. Wayne Holland, PhD, CCC-SLP
Timothy Weise, PhD, CCC-SLP
Rules & Tools for SLP Coding, Billing & Documentation
National Convention, American Speech and Hearing Association, Chicago, IL

Carmen Vega-Barachowitz, MS, CCC-SLP
Swathi Kiran, PhD, CCC-SLP
Cara Stepp, PhD, CCC-SLP
Denise Ambrosi, MS, CCC-SLP
Peggy Perry, MS, CCC-SLP
The Next Frontier in Rehabilitation: Connected Care Using Tablets, Cloud-Computing & Other Technologies
National Convention, American Speech and Hearing Association, Chicago, IL

INTERNATIONAL

Jeffrey Adams, RN, PhD
Kelly Grady, RN, PhD
Defining a Nursing Research Agenda in a Community Hospital
Video-conference, Hamilton, Bermuda

Julie Berrett-Abebe, MA, MSW, LICSW
Secondary Traumatic Stress as an Occupational Hazard for Social Workers/Aid Workers: Identifying Risks and Implementing Protective Practices
18th Biennial International Consortium for Social Development Conference – Opening New Frontiers in Social Development: Facing Opportunities and Challenges, Kampala, Uganda

Amanda Bulette Coakley, RN, PhD
The Effect of Therapeutic Touch on Biobehavioral Stress Markers in Vascular Surgical Patients
European Conference on Integrative Medicine, Berlin, Germany

Elizabeth Campbell, RN, BSN, CRNI
Videoconference: Best Practices in Reducing Central Line Associated Blood Stream Infections
Continuing Medical Education Department, Bermuda Hospitals Board, King Edward VII Memorial Hospital, Bermuda

Lin-Ti Chang, DNP, RN-BC, ANP-BC, CCRN
Closing the Gap of Health Disparity by Improving Access to Health Education and Wellness for Elder Chinese Residents Living in the Boston Community
25th Quadrennial Congress, International Council of Nurses, Melbourne, Australia

Lin-Ti Chang, DNP, RNP, ANP-BC, CCRN
Evaluation of Mass Casualty Incident Education to Guide Disaster Responder Preparedness
24th International Nursing Research Congress, Bridge the Gap Between Research and Practice Through Collaboration, Sigma Theta Tau International Honor Society, Prague, Czech Republic

Maureen Hemingway, RN
Roy Phitayakorn, MD
Emil Petrusa, PhD
Integrating Technical and Team Training Skills in an In-situ OR
Society in Europe for Simulation Applied to Medicine, Paris, France

Dean Hess, PhD, RRT, FCCM, FCCP, FCCM
Role on Noninvasive Ventilation in the Ventilator Discontinuation Process
How to Select the Best PEEP
Patient-Ventilator Synchrony
2nd Latin American Congress of Respiratory Therapy, Santiago, Chile

Can an ARDS Patient be Ventilated Awake?
Weaning and Heart Failure
The Role of NIV in Weaning
5 Things I Learned About Mechanical Ventilation in the Past 40 Years
3rd International Symposium on Critical Pulmonary and Advanced Respiratory Care, Buenos Aires, Argentina

Outcome Measures in Airway Clearance
Do Protocols of Weaning Make a Difference?
Optimizing Aerosol Therapy: Body Positioning and Ventilatory Pattern
Bedside Assessment: When the Problem is the Ventilator Set-up
ARIR 2013, Genova, Italy

Monitoring Respiratory Mechanics During Mechanical Ventilation
Liberation from Mechanical Ventilation
Noninvasive Ventilation – 2013 Update
XVI Foro Internacional de Medicina Crítica, Ventilación Mecánica, Sepsis y Tópicos Selectos Mexico City, Mexico

Jeanette Ives Erickson, RN, DNP, FAAN
Leadership Influence on Professional Nursing Practice and Quality of Care
The King's Fund, London, England

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Discontinuing Ventilatory Support
Open Lung Approach vs: ARDSnet Tabl, Alveolar Recruitment and Decremental PEEP
Patient-Ventilator Synchrony
Surveillance of Ventilator Associated Events
Technical and Clinical Application of NIV
33rd International Symposium on Intensive Care and Emergency Medicine, Brussels, Belgium

Epidemiology of ARDS: Is there a Reduction in Morbidity and Mortality Mechanical Ventilation: Past, Present, and Future
High Frequency Ventilation
How to Optimize Patient-Ventilator Interaction
III International Symposium on Mechanical Ventilation of Rede D'Or Sao Luiz, Rio De Janeiro, Brazil

Lung Protective Ventilatory Strategies Should be Applied to Patients of All Ages
Are Modes of Assisted vs. Controlled Ventilation Lung Protective
The Impact of NAVA on Patient-Ventilator Synchrony in Pediatric Patients, and Lung Recruitment Maneuvers can be Applied to Pediatric Patients
10th International Symposium on Neonatal and Pediatric Mechanical Ventilation, Sao Paulo, Brazil

PROFESSIONAL ACHIEVEMENTS • presentations

Management of ARDS: The Open Lung Approach vs. The ARDSnet, Selection of Modes of Mechanical Ventilation
Lung Protective Mechanical Ventilation
ECMO in Respiratory Failure
Weaning from Mechanical Ventilation: State of the Art, and Non-Invasive Ventilation
9th International Symposium on Respiratory Diseases (ISRDI) in China Forum, Shanghai, China

Barbara Moscowitz, MSW, LICSW

Embracing Active Aging
Fast Forward—Innovations for Graceful Aging, Tan Tock Seng Hospital, Republic of Singapore

How I Made it Happen, Developing an Idea and Making it Real: MGH Senior HealthWISE
Eastern Health Alliance Scientific Meeting 2013, Innovation Symposium Track, Changi General Hospital, Republic of Singapore

Colleen Snyderman, RN, MSN

Quality and Safety: A Foundation for Nursing Success
Hamad Medical Center Conference, Doha, Qatar

Sarah Tremblay, MS, CCC-SLP

Pediatric Feeding and Swallowing Disorders
Pediatric Feeding and Swallowing Therapy Approaches
Operation Airway: Pediatric Airway Surgical Mission, Quito, Ecuador

PROFESSIONAL ACHIEVEMENTS • poster presentations

STATE AND REGIONAL

Gail Alexander, RN

Beth Nagle, RN

Jeanne McHale, RN, MSN

Using Simulation to Prepare Nurse Residents and Inexperienced Critical Care Nurses to Staff a Newly Opening ICU

Emerging Trends Impacting Acute/Critical Care Nursing Leaders Program, co-sponsored: Greater Boston Chapter of American Association of Critical Care Nurses, and Regis College School of Nursing, Science and Health Professions, Weston, MA

Virginia Capasso, ANP-BC, PhD, CWS

Sheila DeCastro, RN, BSN, MS

Christine Pontuso, RN, BSN

Alicia Wierenga, FNP, MSN

Barbara Blakeney, RN, MS, FNAP

Donna Hudson-Bryant, RN, BSN

Patricia Kelly, ANP-BC, MSN

Keratin Products in the Treatment of an Unusual Acute Surgical Wound with Tendon Exposure
New Nurse Practitioner Conference, Newton, MA

Mary Susan Convery, MSW, LICSW

Developing a Secondary Traumatic Stress-Informed Organization
Trauma-Informed Care Conference: Innovative Practices Across Partners Healthcare, Brigham and Women's Hospital, Boston, MA

Julie Cronin, RN, MSN, OCN

Family Member's Perceptions of Most Helpful Interventions During End of Life Care of a Loved One
Eastern Nursing Research Society, Boston, MA

Using Rapid Cycle Change to Positively Influence the Culture of a Unit
Nursing Research Symposium, Kappa Tau, Burlington, VT

Gayle Hoisington, LICSW

HAVEN: Helping Abuse and Violence End Now
Trauma-Informed Care Conference: Innovative Practices Across Partners Healthcare, Brigham and Women's Hospital, Boston, MA

Jeanette Ives Erickson, RN, DNP, FAAN

Jeffrey Adams, RN, PhD

Marianne Ditomassi, RN, DNP, MBA

Dorothy Jones, EdD, RNC, FAAN

Three Instruments to Evaluate the Professional Practice Environment
Eastern Nursing Research Society, Boston, MA

Marian Jeffries, MSN

Christine Gryglik, RN, PhDc

Diane Davies, RN, BSN

Sheila Knoll, RN, BSN

Chest Tube Dressings: Outcomes of Taking Petroleum-Based Dressings Out of the Equation on Air Leak and Infection Rates
National Teaching Institute Conference, American Association of Critical Care Nurses, Boston, MA

Caitlin Leonard, LICSW

Revere High School Youth Empowerment
Trauma-Informed Care Conference: Innovative Practices Across Partners Healthcare, Brigham and Women's Hospital, Boston, MA

Beth Nagle, RN

Jeanne McHale, RN, MSN

Gail Alexander, RN

Barbara Cashavelly, RN

Maria Winne, RN

Simulated Bedside Emergencies for the Acute Care Nurse Practitioner
Emerging Trends Impacting Acute/Critical Care Nursing Leaders Program, co-sponsored by the Greater Boston Chapter of American Association of Critical Care Nurses and Regis College School of Nursing, Science and Health Professions, Weston, MA

NATIONAL

Jeffrey Adams, RN, PhD

Stacey Hutton Johnson, RN, PhD(c)

Developing the Leadership Influence over Professional Practice Environments Scale (LIPPES): Quantifying Nursing Administrative Practice
American Organization of Nurse Executives, Denver, CO

James Barone, RN

Maureen Hemingway, RN, MHA, CNOR

Maureen Mullaney, RN, BSN, CNOR

Charlene O'Connor, RN, MSN, CNOR

Creating Workflows to Enhance Surgical On-Time Starts

60th Annual Congress, Association of Perioperative Registered Nurses, San Diego, CA

Elizabeth Campbell, RN, BSN, CRNI

Mentoring Graduate Nurses to the Intravenous Therapy Nursing Specialty
Annual Seminar, League of Intravenous Therapy Educators, Association for Vascular Access, Farmington, PA

Virginia Capasso, ANP-BC, PhD, CWS

Sheila DeCastro, RN, BSN, MS

Christine Pontuso, RN, BSN

Alicia Wierenga, FNP, MSN

Barbara Blakeney, RN, MS, FNAP

Donna Hudson-Bryant, RN, BSN

Patricia Kelly, ANP-BC, MSN

Keratin Products in the Treatment of an Unusual Acute Surgical Wound with Tendon Exposure
Symposium on Advanced Wound Care, Denver, CO

Kaitlyn Ceglarski, RN, BSN

Carol Corcoran, RN, BSN, CNRN

Continuous EEG Monitoring: A Bedside Nurses Approach
National Conference, American Association of Neuroscience Nurses, Charlotte, NC

Christopher Chenelle, BS

Jun Oto, MD, PhD

Demet Sulemanji, MD

Daniel Fisher, MS, RRT

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC

Evaluation of the Hamilton Medical IntelliCuff Versus Manually Setting ETT Cuff Pressures During Simulated Mechanical Ventilation
Annual Meeting, American Association for Respiratory Care, Anaheim, CA

PROFESSIONAL ACHIEVEMENTS • poster presentations

Christopher Chenelle, BS

Demet Sulemanji, MD

David Berger, MD

Geng Li, MD

Jingping Wang, PhD, MD

Mazen Maktabi, MD

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC

Yandong Jiang, MD, PhD

Short-Term Succinylcholine Infusion

During General Anesthesia May Not

Result In Clinically Significant

Phase II Block

Annual Meeting, Society of Anesthesia and Sleep Medicine, San Francisco, CA

Lyndsey Farrow, RN, BSN

Cynthia McDonough, RN, CPSN, CNOR

Anne Marie Austin, RN, BSN

Jane Ouellette, RN, MHA, CNOR

Lisa Morrissey, RN, MBA, CNOR

Time to Transplant

60th Annual Congress, Association of

Perioperative Registered Nurses,

San Diego, CA

Marion Freehan, RN, MPA/HA, CNOR

Jason Gendreau-Visco, RN, BSN

June Guarente, RN, MS, CGRN

Lisa Henderson, RN, BSN

Denise Lozowski, RN, MSN, CPPS

Lisa McDonald, RN, BSN

Ellen Silvius, RN, BSN

Lorraine Walsh, RN, BSN

Pamela Wrigley, RN, MS, CNS

Patricia Lally, RN, BSN

Tanya Medvedoff, RN

Kathy Sherbourne, RN, MS, CPNP

A Standardized Nursing Curriculum

to Ensure Competency of Nurses for

Pediatric Patients in Procedural Areas

National Meeting, Society of

Gastroenterology Nurses and Associates,

Austin, TX

Hazel Gould, RN, MBA

Laura Nigbor, RN, BSN

Waking the Sleeping Giant

60th Annual Congress, Association of

Perioperative Registered Nurses,

San Diego, CA

Alan Goostray, RN, CNOR

Susan Porter, RN

Cross Training: An Education Plan

60th Annual Congress, Association of

Perioperative Registered Nurses,

San Diego, CA

Ryan Griffin, NP

Integration of Behavioral Health and

Primary Care: Needs Assessment and Pilot

Intervention

Annual Conference, American Psychiatric

Nurses Association, San Antonio, TX

Kathryn Hall, APRN-BC, MS

Development of Nursing-Sensitive

Indicators for the Clinical Research Setting

Annual Conference, International Association

of Clinical Research Nurses, San Diego, CA

Maureen Hemingway, RN, MHA, CNOR

Kristen Provost, RN, BSN, CNOR

Marguerite Kilfoyle, RN, BA, BSN

Implementation of an Intraoperative

Resonance Magnetic Imaging Suite

60th Annual Congress, Association of

Perioperative Registered Nurses,

San Diego, CA

Cheryl Hersh, MA, CCC-SLP

Jean Ashland, PhD, CCC-SLP

Meg Simione, MA, CCC-SLP

Lynette Holmes, MS, CCC-SLP

Margaret Bergmann, MS, CCC-SLP

Developing Regional Grand Rounds:

Advancing Collaborative Practice

National Convention, American Speech and

Hearing Association, Chicago, IL

Jennifer Hovsepian, RN, MSN

Cheryl McGah, RN, MSN

Claire O'Brien, RN, MBA, CNOR, NE-BC

Postoperative Teaching, Preoperatively

OR Manager Conference, National

Harbor, MD

Kellyann Jeffries, MSN, ANP-BC

Inpatient Oncology Discharges:

Interdisciplinary Approach to Improving

Quality, Communication, and Efficiency

Advancing Care Through Sciences Conference,

Oncology Nursing Society, Dallas, TX

Adele Keeley, RN, MA

Linda Kelly, NP

Julie Cronin, RN, MSN, OCN

Sarah Stowell, ARNP, WHNP-BC

Michelle Connolly, RN, BSN, OCN

Beth Morrissey, RN, BSN

Kristen Nichols, RN, BSN

Katie Fauvel, RN, BSN

Sanae Kishimoto, MPH

Developing a Post Discharge Phone

Call Team

Annual Conference, Care Innovations and

Transformation, Tampa, FL

Ryan Millager, MS, CCC-SLP

Alina Carter, MS, CCC-SLP

Laura Ferriero, MS, CCC-SLP

Ellen Kelly, PhD, CCC-SLP

Two Cases of Reemergent Stuttering in

Parkinson's Disease

National Convention, American Speech and

Hearing Association, Chicago, IL

Paige Nalipinski, MA, CCC-SLP

Nashifa Hooda, MS, CF, SLP

Alex Johnson, PhD

Laura Ball, PhD

Anthony Guarino, PhD

ALS Speech & Swallowing Severity Scales

& Their Application to Telemedicine

National Convention, American Speech and

Hearing Association, Chicago, IL

Jun Oto, MD, PhD

Christopher Chenelle, BS

Robert Kacmarek, PhD, RRT, FCCM,

FCCP, FAARC

Yandong Jiang, MD, PhD

Validation of Feasibility and Functionality

of a Video-Laryngoscope Equipped with

Ventilation Feature

Annual Meeting, American Association of

Respiratory Care, Anaheim, CA

Susan Riley, PT, MS, DPT, PCS

Hip Range of Motion and Gross Motor

Function and their Relationship to Age in

Children with Hutchinson-Gilford Progeria

Syndrome

Combined Sections Meeting, American Physical

Therapy Association,

San Diego, CA

Joanne Rowley, RN, MS, CS, HNB-BC

Bernice Macintyre

Enhance Wellness: Health Clinics and

Community Centers Extend Primary Care

to Improve Health Outcomes

Annual Conference, ASA: Aging in America,

Chicago, IL

Patient Care Services staff listed in bold.

Susan Sargent, RN, MSN, CNOR
Maureen Hemingway, RN, MHA, CNOR

Susan Haneffant, RN, BSN

James Cusack, MD

Perioperative Care of the Patient
Undergoing Cytoreductive Surgery
with Hyperthermic Intraperitoneal
Chemotherapy
*60th Annual Congress, Association of
Perioperative Registered Nurses,
San Diego, CA*

Lara Traeger, PhD

Justin Eusebio, MA

Elyse Park, PhD, MPH

Jennifer Repper-DeLisi, RN, MSN

Michelle Jacobo, PhD

Mary Susan Convery, MSW, LICSW

William Pirl, MD

Psychological Skills Training for
Managing Difficult Patient Encounters:
Results of a Pilot Randomized
Controlled Trial for Oncology Nurses
*10th Annual Conference, From Psychosocial
Oncology to Oncology Supportive Care
Services: New Evidence, Standards and
Models for Patient Centered Care,
Huntington Beach, CA*

Kathleen Vanvorst, RN, BSN, CCRN

Mary McKenna Guanci, RN, MSN, CNRN

A Novel Approach to MRI Travel:
Improving Quality and Safety
*National Conference, American Association
of Neuroscience Nurses, Charlotte, NC*

Susan Wood, RN, MSN, APRN-BC

Susan Morash, NR, BSN, MA, NE-BC

Kitman Tsang, RN, MSN

Priscilla McCormack, RN, MSN, APRN-BC

Enhancing the Role of the Nurse in Code
Status Discussions to Improve Quality of
Care and Decrease Moral Distress
*Ethics of Caring: Second National Nursing
Ethics Conference, Los Angeles, CA*

Angelika Zollfrank, MDiv, BCC

Michael Balboni, PhD

Adam Sullivan, MS

Tracy Balboni, MD, MPH

Is Spiritual Care from Nurses and Physicians
Appropriate at the End of Life? Predictors
for Attitudes of Appropriateness Among
Patients, Nurses, and Physicians
*Annual Meeting, American Society for Bioethics
and Humanities, Atlanta, GA*

INTERNATIONAL

Laura Grace Goergen, RN, BSN

The Future of Research Data Capture:
Electronic Handheld Documentation to
Support Nursing Practice
*5th Annual Conference, International
Association of Clinical Research Nurses, San
Diego, CA*

Joanne Hughes Empoliti, RN, MSN

Amanda Bulette Coakley, RN, PhD

Christine Donahue Annese, RN, MSN

Kathleen Myers, RN, MSN

Sharon Bouvier, RN, MS

Exploring Nursing Practice Interventions
that Affect the Sleep Experience of
Hospitalized Adults
*European Conference on Integrative Medicine,
Berlin, Germany*

Megan Keating, RN, BSN

The Delicate Dance That is The Art of
Nursing

*Biennial Convention, Sigma Theta Tau
International, Indianapolis, IN*

Mary Larkin, RN, MS, CDE

Kerry Grennan, RN, ANP-BC, CDE

Closed-loop Glucose Control: Capturing
the Patient Experience
*5th Annual Conference, International
Association of Clinical Research Nurses,
San Diego, CA*

PROFESSIONAL ACHIEVEMENTS • appointed & elected positions

STATE AND REGIONAL

Jeffrey Adams, RN, PhD

Member, Research Committee, Organization of Nurse Leaders – Massachusetts and Rhode Island

Member, Affiliated Faculty, the Mongan Institute for Health Policy

Visiting Scholar, William F. Connell School of Nursing, Boston College

Edward Burns, BA, RRT

Chairman, Board of Respiratory Care
Department of Health Professional Licensure,
Massachusetts Department of Public Health

Diane Carroll, RN, PhD, FAAN

Member-at-Large, Board of Directors, Eastern Nursing Research Society

Constance Dahlin, ANP-BC, ACHPN, FAAN

Member, Massachusetts Comprehensive Cancer Advisory Committee

Erin Daly, MS, CCC-SLP

Adjunct Clinical Instructor, Department of Communication Sciences and Disorders, School of Health and Rehabilitation Sciences, MGH Institute of Health Professions

Daniel Fisher, MS, RRT

Vice President, Massachusetts Society for Respiratory Care

Abby Folger, PT, DPT, CCS

Chair, Cardiovascular and Pulmonary Special Interest Group, American Physical Therapy Association of Massachusetts

Tessa Goldsmith, MA, CCC-SLP

Adjunct Clinical Instructor, Department of Communication Sciences and Disorders, MGH Institute of Health Professions

Marisa Iacomini, LICSW

Member, Board of Directors, Massachusetts Maternity and Foundling Hospital Corporation

Rebecca Inzana, MS, CCC-SLP

Clinical Instructor, Voting Faculty, Department of Communication Sciences and Disorders, MGH Institute of Health Professions

Jeanette Ives Erickson, RN, DNP, FAAN

Member, the Mongan Institute for Health Policy Advisory Council

Co-Chair, Lunder-Dineen Health Education Alliance of Maine

Instructor, Obstetrics, Gynecology and Reproductive Biology, Harvard Medical School

Clinical Assistant Professor, Adjunct Faculty, MGH Institute for Health Professions

Clinical Professor of Nursing, Massachusetts College of Pharmacy and Health Sciences School of Nursing

Visiting Scholar, Boston College School of Nursing

Chairperson, MGH Center for Global Health Advisory Committee, Massachusetts General Hospital

Member, Board of Trustees, MGH Institute of Health Professions, Inc.

Member, Nursing Archives Associates, Boston University

Member, National Consensus Project on Compassionate Care Steering Committee, Massachusetts General Hospital Schwartz Center

Co-Chairperson, Host Committee, Celebration of Women in Health Care, Kenneth B. Schwartz Center

Member, Harvard Humanitarian Initiative Executive Committee, Harvard University

Member, Greater Boston Aligning Forces for Quality Initiative Planning Grant Community Council

Member, Greater Boston Aligning Forces for Quality Initiative Planning Grant Planning Group

Co-Chair, Host Committee, Celebration of Women in Healthcare, Kenneth B. Schwartz Center

Member, Harvard Humanitarian Initiative Executive Committee, Harvard University

Member, Board of Directors, The Institute for Nursing Healthcare Leadership

Member, Board of Directors, The Benson-Henry Institute for Mind Body Medicine

Chairperson, Chief Nurse Council, Partners Healthcare System, Inc.

Audrey Kurash Cohen, MS, CCC-SLP

Adjunct Clinical Instructor, Department of Communication Sciences and Disorders, MGH Institute of Health Professions

Mary Sylvia-Reardon, RN

Member, Divisional Board, End-Stage Renal Disease Network of New England

Stacey Sullivan MS, CCC-SLP

Board of Directors, Member and Treasurer: Massachusetts Chapter, Huntington's Disease Society of America

Tara Tehan, RN

President-Elect, Massachusetts Association of Registered Nurses

Carmen Vega-Barachowitz, MS, CCC-SLP

Member, Board of Trustees, Bunker Hill Community College

Deborah Washington, RN, PhD

Member, Executive Council, State of Massachusetts, American Association of Retired People

Jessica Wilson, PT, DPT

Treasurer, Cardiovascular and Pulmonary Special Interest Group, American Physical Therapy Association of Massachusetts

NATIONAL

Jeffrey Adams, RN, PhD

Member, Editorial Board of Advisors, Journal of Nursing Administration

Associate Editor, International Journal of Nursing Knowledge

Member, Editorial Review Board, CIN Computers, Informatics and Nursing

Member, Editorial Review Board, Military Medicine

Paul Arnstein, RN, PhD, FAAN

Member, Clinical Practice Guideline Committee, American Pain Society

Member, Interagency Pain Research Coordinating Committee, National Institutes of Health, and U.S. Department of Health & Human Services

Gaurdia Banister, RN, PhD, FAAN

Fellow, American Academy of Nursing

David Browning, MSW, LICSW

Faculty Member, Professional/Problem Based Ethics Program, Center for Personalized Education for Physicians

Patient Care Services staff listed in bold.

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American Physical Therapy Association of
Massachusetts*

*Goals Champion, Payment and Policy
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Caitlin Healy, RN, BSN
*Member, National Committee on Clinical
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Future of Nursing Scholars Program, Robert
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*Alternate, Commission on Magnet
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*Member, Operational Review Team,
National Institutes of Health*

*Member, National Advisory Council on Nurse
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Services Administration*

*Member, Nurse Leadership Association, Robert
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Fellows Program*

*Member, Editorial Review Board, Online
Journal of Issues in Nursing*

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EMT-B**
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Association*

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Nurses and Associates*

Colleen Snyderman, RN, MSN
*Member, Advisory Committee, Care
Coordination Quality Measures Panel,
American Nurses Association*

INTERNATIONAL

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*Visiting Professor, Huashan Hospital/Fudan
University, Shanghai, China*

*Member, Kappa Zeta-at-Large Chapter, Sigma
Theta Tau International*

*Board Member, Durant Fellowship for Refugee
Medicine, Massachusetts General Hospital*

*Member, Editorial Review Board, Worldviews
on Evidence-Based Nursing, London, England*

VOLUNTEERS

Mass General is fortunate to have more than 1,600 volunteers each year who provide countless and valuable services to patients and staff throughout the hospital. They can be found in a variety of settings, from greeting patients when they first arrive to escorting them to transportation after discharge. Although the volunteers come from all age groups, backgrounds and experiences, they share a commitment to making a difference at Mass General. In 2012, many volunteers reached significant milestones for the total number of hours they have served the hospital community.

100 +

Majed Abbas
Amin Ahmed
Wahidul Alam
Thalia Aleman
Hassan Alshehri
Gail Arbuthnot
Scarlet Artruc
Lily Barnard
Aynil Bereket
Jonathan Bernard
Maggie Beverly
Deb Blake
Kris Boelitz
Leah Boylan
Allison Braly
Colleen Cannistraro
Eve Carr
Heather Casavecchia
Brent Cham
Waiin Cheang
Teresa Cheng
Brett Coleman
Erica Costanzo
Alison Crisp
Christine David
Benny Deluca
Rose Delvoix

Wendy Demille
Danielle DePalo
Laura Dickerson
Michael Dworkin
Maureen English
Don Fitzgibbons
Kathryn Foos
Joseph Fuchs
Karleny Galan
Haydy George
Katelynn Getchell
Kathie Glew
David Han
Jane Haycox
Yiou He
Chris (Min sung) Hong
Tracy Hu
Alex Hu
Mylenska Hubert
Glory Hyppolite
Mary Jacewicz
Alvin Jeon
Nia (Dasul) Jin
Shawn Jin
Jennifer Johnson
Helen Kagan
Catherine Kang
Joanne Kennedy
Phillip Kim

Jillian King
Will Kuang
Sita Kugel Desmoulin
Katherine Latson
Jaclyn Lee
Eesac Lee
Mu Leong
Kellie Loftus
Elias Loucagos
Trinh Mac
Karen Macgillivray
Nancy Marglin
Christina Matulis
Sabrina McDonnell
Lucy McIntosh
Amanda Meppelink
Carol Meyers
Xiaoli Mi
Jean-Luc Monestime
Scott Morin
John Morris
Lin Mu
Dexter Newcomb
Andrew Nguyen
Sona Nichols
Cashel O'Brien
Elizabeth O'Connor
Colin Ogilvie

Sean Olbert
Gabili Ortiz
Paola Ortiz Garcia
Christine Pak
Samira Panjaki
Eleni Papadopoulou
Kosta Paphanasiou
Mitul Patel
Kayvon Pedram
Richard Pokorny
Osher Rechester
Catherine Riccio
Marcy Rosenzweig
Eric Ross
Mulrica Saint Cyr
Diana Sanchez
Mary Jo Savino
Rob Sawyer
Julieta Scheffler
Barbara Schreur
Bhaumika Shah
Stephanie Shain
Syona Shetty
Lori Slavin
Al Spagnolo
Bianca St. Louis
Carol Steele
Camilla Sutter
Dulal Talukdar
Melissa Taormina
Ed Tausevich
Carlota Taylor
Marijke Taylor
Punita Thadhani
Andrew Tokumi
Lisa Torchiana
Justin Tran
Jeff Ulman
Heidi Van
Sarah Vencloski
Andy Vo
Zoya Volkova
Linh Vuong
Alicia Wagner
Karen Wasserman
Lisa Weisman
Katie Westlund
Priscilla White
David Wu

500 +

Marcia A. Barron
Jane Castiglioni
David Castiglioni
Rosemary Dantona
Liliana Difabio
Justin Eusebio
Magali Garced
Jodie Grossman
Michael Heller
William Herbert
Crystal Hoffman
Janet Hutchison
Katie Larsson
Virginia Meskell
James Modano
Janet Moriarty
Caesar Nuzzolo
Pamela Oswald Louis
Samantha Powell
Kimberly Reynolds
Michael Rogers
Toni Rogers
Frederique Schutzberg
Elizabeth Spelliios
Tony Wohl
Judy Wohl

1,000 +

Wendy Bazari
George Brennan
Charley Davidson
Jean Elkins
Jeannette Galvin
Gayle Gordon
Kyoko Kato
Isabel King
Elizabeth Kross
Lilly Manolis
Pasquale Micciche
Jane Moyer
Martha Pierce
Michael Powers
Leslie Saltzberg
Jack Schnelle
Claudia Tujanjanin

2,000 +

Janice Belleville
Joanne Callahan
Robert Fitzsimmons
Paul Katz
Joel Lesser
Mary May
Kevin McElroy
Peter Webster
Ellen Zellner

3,000 +

Ellen Connell
Catherine Kwesell
Virginia Needham

4,000 +

Bobbi Evans
Bradley Herscot
Rose McCabe
Deborah Morrison

5,000 +

Elaine Kwiecien

6,000 +

Kay Bander
Norris Branscombe
Kevin Currie
Peggy Scott

8,000 +

Bill Lauch

9,000 +

Patricia Austen

10,000 +

Margaret Wilkie

CLINICAL RECOGNITION PROGRAM

The Mass General Clinical Recognition Program serves as a formal way to recognize excellence in practice, encourage professional development, and build a diverse community of reflective practitioners within Patient Care Services.

Applicants work with their directors and clinical specialists to analyze their practice relative to clinician-patient relationship, clinical knowledge and decision-making, teamwork and collaboration (and movement for Occupational Therapy and Physical Therapy professionals). Criteria within these themes define four levels of clinical practice: Entry, Clinician, Advanced Clinician and Clinical Scholar.

2013 ADVANCEMENTS

Advanced Clinician

Theodora Abbenante, RN
Janet Actis, RN
Christen Auvil, RN
Catherine Benacchio, RN
Annette Brien, RN
Daniel Charest, RRT
Emilia Comerford, RN
Caroline Connell, RN
Elizabeth Costigan, RN
Jane D'Addario, RN
Kristina Dunlea, PT
Vicki Gamez, RN
Ann Geary, RN
Karen Hall, RN
Julie Hannigan, RN
Patricia Harron, RRT
Donna Jordan, RN
Kristen Kingsley, RN
Carolyn LaMonica, RN
Bridget Lyons, RN
Julie MacPherson-Clements, RRT
Nicole Martinez, RN

Jennifer McAtee, OTR/L
Valerie McCarthy, RN
Leslie McLaughlin, OTR/L
Cynthia Meglio, RN
Stefanie Michael, RN
Vita Norton, RN
Sarah Ouelette, RN
Saira Saleem, RN
Emily Shell, RN

Clinical Scholar

Julie Berrett-Abebe, LICSW
Mary Bourgeois, PT
Gail Carson-Fernandes, RN
Alissa Evangelista, PT
Susan Finn, RN
Elzbieta Gilbride, RN
Eric Hanson, LICSW
Jennifer Healy, RN
Mary Pomerleau, RN
Paula Restrepo, RN

PROFESSIONAL ACHIEVEMENTS • publications

BOOKS AND CHAPTERS IN BOOKS

Paul Arnstein, RN, PhD, FAAN
Chapter: Analgesics
Advanced Practice Nurse Pharmacology
(Accessed Online)

Daniel Chipman, BS, RRT
Jean Kwo, MD
Chapter: Respiratory Failure, Mechanical Ventilation and Weaning
The MGH Review of Critical Care Medicine

Jeanette Ives Erickson, RN, DNP, FAAN
Dorothy Jones, EdD, RNC, FAAN
Marianne Ditomassi, RN, DNP, MBA
Fostering Nurse-Led Care: Professional Practice for the Bedside Leader from Massachusetts General Hospital
Sigma Theta Tau International

Mary McKenna Guanci, RN, MSN, CNRN
Chapter: Cranial Nerve Diseases
Clinical Practice of Neurological and Neurosurgical Nursing
7th Edition

Margaret Stockley, RN
Lorrie Jacobsohn, RN, MSN, PMHCNS-BC
Inner Knowledge: Harnessing the Senses for Peace, Balance and Health
CreateSpace Independent Publishing Platform

ARTICLES

Jeffrey Adams, RN, PhD
Nikolay Nikolaev, MS
Jeanette Ives Erickson, RN, DNP, FAAN
Marianne Ditomassi, RN, DNP, MBA
Dorothy Jones, EdD, RNC, FAAN
Identification of the Psychometric Properties of the Leadership Influence over Professional Practice Environments Scale
Journal of Nursing Administration

Jeffrey Adams, RN, PhD
Influencing the Nursing Commitment to Workforce Satisfaction and the Origins of Magnet: An Interview with Dr. Michael Evans
Influencing the Development of Leaders: An Interview with Dean Terry Fulmer
Journal of Nursing Administration

Paul Arnstein, RN, PhD, FAAN
The Future of Topical Analgesics
Postgraduate Medicine

Paul Arnstein, RN, PhD, FAAN
Keela Herr, RN, PhD, FAAN
Risk Evaluation and Mitigation Strategies for Older Adults and Persistent Pain
Journal of Gerontological Nursing

Stephanie Becker, MD
Adrianus Bot
Suzanne Curley, MS, OTR/L, CHT
Jesse Jupiter, MD
David Ring, MD
A Prospective Randomized Comparison of Neoprenes vs. Thermoplast Hand-Based Thumb Spica Splinting for Trapeziometacarpal Arthrosis
Osteoarthritis and Cartilage

Marianne Beninato, PT, DPT, PhD
Vyoma Parikh, PT, MS
Laura Plummer, DPT, MS, NCS
Use of the International Classification of Functioning, Disability and Health as a Framework for Analyzing the Stroke Impact Scale-16 Relative to Falls
Physiotherapy and Practice
(Accessed Online)

Britta Brueckmann, MD
Jose Villa-Urbe, BS
Brian Bateman, MD
Martina Grosse-Sundrup, MD
Dean Hess, PhD, RRT, FCCM, FCCP, FCCM
Christopher Schlett, MD, MPH
Matthias Eikermann, MD
Development and Validation of a Score for Prediction of Postoperative Respiratory Complications
Anesthesiology

Claudio Brusasco, MD, PhD
Francisco Corradi, MD, PhD
Maria Vargas, MD, PhD
Mario Bona, MD, PhD
Francisco Bruno, MD
Mario Marsili, MD
Fernando Simonassi, MD
Giogio Santori, MD, PhD
Pedro Severgnini, MD
Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Paolo Pelosi, MD, PhD
In Vitro Evaluation of Heat and Moisture Exchangers Designed for Spontaneously Breathing Tracheostomized Patients
Respiratory Care

Diane Carroll, RN, PhD, FAAN
The Effects of Intensive Care Unit Environments on Nurse Perception of Family Presence During Resuscitation and Invasive Procedures
Dimensions of Critical Care Nursing

Julie Cronin, RN, MSN, OCN
Adele Keeley, RN, MS
Barbara Blakeney, RN, MS, FNAP
Transforming a Unit: The Impact of Care Innovation and Transformation Promoting Change and Empowering New Leaders
American Organization of Nurse Executives, "The Voice"

Patricia Dykes, RN, DNSc
Diane Carroll, RN, PhD, FAAN
Ann Hurley, RN, DNSc
Angela Benoit, BComm
Frank Chang, MSE
Rachel Pozzar, RN, BSN
Christine Caligtan, RN, MSN
Building and Testing a Patient-Centric Electronic Bedside Communication Center
Journal of Gerontological Nursing

Jonathan Elmer, MD
Peter Hou, MD
Susan Wilcox, MD
Yuchiao Chang, PhD
Hannah Schreiber, BA
Ikenna Okechukwu, MD
Octávi Pontes-Neto, MD, PhD
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Maria Alejandra Duran-Mendicuti, MD
Carlos Camargo, Jr., MD, DrPH
Steven Greenberg, MD, PhD
Jonathan Rosand, MD
Daniel Pallin, MD, MPH
Joshua Goldstein, MD
Acute Respiratory Distress Syndrome After Spontaneous Intracerebral Hemorrhage
Critical Care Medicine

Erica Edwards, RN
Lisa Davis Despotopulos, RN
Diane Carroll, RN, PhD, FAAN
Interventions to Support Family Presence in the Cardiac Intensive Care Unit
Clinical Nurse Specialist

Daniel Fisher, MS, RRT
Dhimiter Kondili, BS
June Williams, MS, SLP
Dean Hess, PhD, RRT, FCCM, FCCP, FCCM
Edward Bittner, MD, PhD
Ulrich Schmidt, MD, PhD
Tracheostomy Tube Change Before Day 7 is Associated with Earlier Use of Speaking Valve and Earlier Oral Intake
Respiratory Care

Daniel Friedman, MD
Guarav Upadhyay, MD
Robert Altman, MD
Mary Orencole, RN, MS, NP
Conor Barrett, MD
Theofanie Mela, MD
E. Kevin Heist, MD
Jagmeet Singh, MD
The Anatomic and Electrical Location of the Left Ventricular Lead Predicts Ventricular Arrhythmia in Cardiac Resynchronization Therapy
Heart Rhythm

Jennifer Garces, CRNA, DNAP
Brittney Wallace, CRNA, DNAP
Anesthesia Considerations in the Older Adult Patient
OR Nurse 2013

Corin Gigler, RN, BSN, CACP
Walter Moulaison, RN, MSN, MBA
Anticoagulation Management Service: Overseeing Patient Compliance Within the AMS
Web Site of the Anticoagulation Forum, Anticoagulation Centers of Excellence

Marie Elena Gioiella, LICSW
Lisa Scheck, LICSW
A Hospital Social Work Response to the Boston Marathon Bombings
Health, (NASW Specialty Practice Sections Newsletter)

Lauren Gray Gilstrap, MD
Rajeev Malhotra, MD
Donna Peltier-Saxe, RN, MSN, ACM
Eliana Pineda, BS
Catherine Culhane-Hermann, RN
Nakela Cook, MD, MPH
Carina Fernandez-Golarz, MD
Malissa Wood, MD
Abstract: Community-Based Primary Prevention Programs Decrease the Rate of Metabolic Syndrome Among Socioeconomically Disadvantaged Women
Journal of Women's Health

Maureen Hemingway, RN, MHA, CNOR
Lisa Morrissey, RN, MBA
Development of a Complex Multidisciplinary Orientation Program
AORN Journal

Maureen Hemingway, RN
Marguerite Kilfoyle, RN
Safety Planning for Intraoperative Magnetic Resonance Imaging
AORN Journal

Dean Hess, PhD, RRT, FCCM, FCCP, FCCM
Dhimiter Kondili, BS
Edward Burns, RRT
Edward Bittner, MD, PhD
Ulrich Schmidt, MD, PhD
A 5-Year Observational Study of Lung-Protective Ventilation in the Operating Room: A Single-Center Experience
Journal of Critical Care

Dean Hess, PhD, RRT, FCCM, FCCP, FCCM
Noninvasive Ventilation for Acute Respiratory Failure
Science and Evidence: Separating Fact from Fiction
Respiratory Care

Dean Hess, PhD, RRT, FCCM, FCCP, FCCM
B. Taylor Thompson, MD
Arthur Slutsky, MD
Update in Acute Respiratory Distress Syndrome and Mechanical Ventilation 2012
American Journal of Respiratory and Critical Care Medicine

Caitlin Hicks, MD
Milena Weinstein, MD
May Wakamatsu, MD
Samantha Pulliam, MD
Lieba Savitt, NP-C, RN-C, MSN
Liliana Bordeianou, MD
Are Rectoceles the Cause or the Result of Obstructed Defecation Syndrome? A Prospective Anorectal Physiology Study
Colorectal Disease

Rebecca Hill, DNP, FNP-C
Allison Vorderstrasse, ACNP, PhD
Barbara Turner, DNSc, FAAN
Katherine Pereira, DNP, FNP
Julie Thompson, PhD
Screening for Depression in Patients with Diabetes: Addressing the Challenge
The Journal for Nurse Practitioners

Amy Israelian, ANP, BC
Laura Long, RN, PhD
Care of Patients with Deep Inferior Epigastric Perforator Reconstruction
Plastic Surgical Nursing

Jeanette Ives Erickson, RN, DNP, FAAN
Reflections on Leadership Talent: A Void or an Opportunity?
Nursing Administration Quarterly

PROFESSIONAL ACHIEVEMENTS • publications

Jeanette Ives Erickson, RN, DNP, FAAN
Marianne Ditomassi, RN, DNP, MBA
Theresa Gallivan, RN, MS
Keith Perleberg, RN, MDiv
Mary Jane Costa, RN, PhD
A Case Study: A Leader's Commitment to Transparency and Accountability Through a Serious Patient Harm Event
Journal of Hospital Administration

Alan Jacobson, MD
Barbara Braffett, MS
Patricia Cleary, MS
Rose Gubitosi-Klug, MD, PhD
Mary Larkin, RN, MS, CDE
The Long-Term Effects of Type 1 Diabetes Treatment and Complications on Health-Related Quality of Life
Diabetes Care

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Mechanical Ventilation Competencies of the Respiratory Therapist in 2015 and Beyond
Respiratory Care

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Jesus Villar, MD, PhD
Management of Refractory Hypoxemia in ARDS
Minerva Anesthesiology

Richard Kallet, MS, RRT
Teresa Volsko, MHHS, RRT
Dean Hess, PhD, RRT, FCCM, FCCP, FCCM
Respiratory Care Year in Review 2012: Invasive Mechanical Ventilation, Noninvasive Ventilation, and Cystic Fibrosis
Respiratory Care

Jagdish Kandala, MD
Guarav Upadhyay, MD
Robert Altman, MD
Kimberly Parks, DO
Mary Orencole, RN, MS, NP
Theofanie Mela, MD
E. Kevin Heist, MD
Jagmeet Singh, MD
QRS Morphology, Left Ventricular Lead Location, and Clinical Outcomes in Patients Receiving Cardiac Resynchronization Therapy
European Heart Journal

Yahoung Liu, MD, PhD
Aliang Wang, MD, PhD
Andrew Marchese, MS
Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Yandong Jiang, MD, PhD
Jet or Intensive Care Unit Ventilator During Simulated Percutaneous Transtracheal Ventilation: a Lung Model Study
British Journal Anesthesiology

Laura Lux, RN
Tammy Gravel, RN, MSN
Put a Stop to Bullying New Nurses
Nursing2013

Abigail MacDonald, LICSW
John Petrozza, MD
Coping with Infertility on Mother's and Father's Day
RESOLVE New England

Shelley Magill, MD, PhD
Michael Klompas, MD
Robert Balk, MD
Suzanne Burns, RN, RRT
Clifford Deutschman, MD
Daniel Diekema, MD
Scott Fridkin, MD
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Teresa Horan MPH
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Mitchell Levy, MD
Edward Septimus, MD
Carol Vanantwerpen, BSN, RN
Don Wright, MD, MPH
Pamela Lipsett, MD
Developing a New, National Approach to Surveillance for Ventilator-Associated Events
Critical Care Medicine

Annette McDonough, RN, PhD
Lea Ann Matura, RN, PhD
Diane Carroll, RN, PhD, FAAN
New Pharmacologic Treatment for Familial Hypercholesterolemias
Nursing for Women's Health

Mary McKenna Guanci, RN, MSN, CNRN
Ventriculitis of the Central Nervous System
Critical Care Nursing Clinics of North America

JoAnn Mulready-Shick, EdD, RN, MSN, CNE, ANEF
Kathleen Flanagan, PhD
Gaurdia Banister, RN, PhD, FAAN
Laura Mylott, RN, PHD, ANP-BC
Linda Curtin, RN, PhD, CCRN
Evaluating Dedicated Education Units for Clinical Education Quality
Journal of Nursing Education

Jane Murray, MBA
Laura Carr, PharmD
Jessica Smith, RN, MS
Abstract: Interventions to Improve the Coordination of Care and Reduce Readmissions: Discharge Nurse Role and Pharmacist Involvement on a Medicine Pilot Unit
American Journal of Medical Quality

Timothy Myers
Suzanne Bollig, RRT
Dean Hess, PhD, RRT, FCCM, FCCP, FCCM
Respiratory Care Year in Review 2012: Asthma and Sleep-Disordered Breathing
Respiratory Care

David Nathan, MD
John Buse, MD
Steven Kah, MD
Heidi Krause-Steinrauf, MS
Mary Larkin, RN, MS, CDE
Myrlene Staten, MD
Deborah Wexler, MD
John Lachin, PhD
GRADE Study Research Group
Rationale and Design of the Glycemia Reduction Approaches in Diabetes: A Comparative Effectiveness Study (GRADE)
Diabetes Care

David Nolan, PT, DPT, MS, OCS, CSCS

Effect of Increased Iliotibial Band Load on Tibiofemoral Kinematics and Force Distributions: A Direct Measurement in Cadaveric Knees

Journal of Orthopaedic & Sports Physical Therapy

Shilpa Ojha, MBChB

Jean Ashland, PhD, CCC-SLP

Cheryl Hersh, MA, CCC-SLP

Jyoti Ramakrishna, MD

Christopher Hartnick, MD

Type 1 Laryngeal Cleft: A Multi-Dimensional Diagnostic and Management Algorithm

Accessed Online: JAMA Otolaryngology Pediatr Surg

Jun Oto, MD, PhD

Christopher Chenelle, BS

Andrew Marchese, MS

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC

A Comparison of Leak Compensation in Acute Care Ventilators During Non-Invasive and Invasive

Ventilation: a Lung Model Study

Respiratory Care

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Andrew Marchese, MS

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A Comparison of Leak Compensation During Pediatric Non-Invasive Positive Pressure Ventilation: a Lung

Model Study

Respiratory Care

Donna Perry, RN, PhD

Peace Through a Healing

Transformation of Human Dignity: Possibilities and Dilemmas in Global Health and Peace

Advances in Nursing Science

Transcendental Method for

Research with Human Subjects: A

Transformational Phenomenology for the Human Sciences

Field Methods

Beyond Negotiation: Combatants for Peace and Authentic Subjectivity in the Israeli-Palestinian Conflict

The Longergan Workshop Journal

Effective Purpose in Transnational

Humanitarian Health Care Providers

American Journal of Disaster Medicine

Mimi Pomerleau, DNP, RNC-OB

Cultivate Passion in Your Practice with the 4 Rs

Nursing for Women's Health

Denise Richards, MSN, FNP, CDE

Mary Larkin, RN, MS, CDE

Elaine Javier, BS

Terri Casey, RN, BSN, CDE

Margaret Grey, DrPH, RN, FAAN

Learning Needs of Youth with Type 2

Diabetes

The Diabetes Educator Journal

Fatima Rodriguez, MD, MPH

Clemons Hong, MD, MPH

Yuchiao Chang, PhD

Lynn Oertel, RN, MS, ANP

Daniel Singer, MD

Alexander Green, MD

Lenny Lopez, MD, MDiv

Limited English Proficient Patients and Time

Spent in Therapeutic Range in a Warfarin

Anticoagulation Clinic

Journal of the American Heart Association

Janet Sobel-Meadow, RN, CCM

Working in a Hospital-Based Geriatric Care Management Practice

Inside GCM

Shawna Strickland, PhD, RRT

Bruce Rubin, MD

Gail Drescher, MA, RRT

Carl Haas, MS, RRT

Catherine, O'Malley, RRT

Teresa Volsko, MHHS, RRT

Richard Branson, MS, RRT

Dean Hess, PhD, RRT, FCCM, FCCP, FCCM

AARC Clinical Practice Guideline: Effectiveness of Nonpharmacologic Airway Clearance

Techniques in Hospitalized Patients

Respiratory Care

Demet Sulemanji, MD

Andrew Marchese, MS

Mark Wysocki, MD, PhD

Robert Kacmarek, PhD, RRT, FCCM,

FCCP, FAARC

Adaptive Support Ventilation With and Without End-Tidal CO₂ Closed Loop Control Versus Conventional Ventilation

Intensive Care Medicine

Lara Traeger, PhD

Elyse Park, PhD, MPH

Nora Sporn, BA

Jennifer Repper-DeLisi, RN, MSN

Mary Convery, MSW, LICSW

Michelle Jacobo, PhD

William Piri, MD, MPH

Development and Evaluation of Targeted Psychological Skill Training for Oncology Nurses in Managing Stressful Patient and Family Encounters

Oncology Nursing Forum

Jesus Villar, MD, PhD

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC

Modern Critical Care Medicine from China: an Ancient Civilization

Critical Care Medicine

Jesus Villar, MD, PhD

Lina Perez-Mendez, PhD

Jesus Blanco, MD, PhD

Juan Anon, MD

Luis Blanch, MD, PhD

Javior Belda, MD, PhD

Antiono Santos-Bouza, MD

Rafeal Fernandez, MD, PhD

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC

Spanish Initiative for Epidemiology, Stratification, and Therapies for ARDS (SIESTA) Network. A

Universal Definition of ARDS: the PaO₂/FiO₂ Ratio Under Standard Ventilatory

Setting: a Prospective,

Multicenter Validation Study

Intensive Care Medicine

PROFESSIONAL ACHIEVEMENTS • publications

Jesus Villar, MD, PhD

**Robert Kacmarek, PhD, RRT, FCCM,
FCCP, FAARC**

What is New in Refractory Hypoxemia?

Intensive Care Medicine

Jesus Villar, MD, PhD

Demet Sulemanji, MD

**Robert Kacmarek, PhD, RRT, FCCM,
FCCP, FAARC**

The Acute Respiratory Distress

Syndrome: Incidence and Mortality,
Has It Changed?

Current Opinion Critical Care

Kathleen Walsh, RN, PhD

Barbara Blakeney, RN, MS, FNAP

Nurse Presence Enhanced

Through Equus

Journal of Holistic Nursing

Executive Team

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and Chief Nurse*

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Executive Director, The Institute for Patient Care

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Director, International Patient Program

Deborah Colton
*Senior Vice President for Strategic
Communication, MGPO/PCS*

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Magnet Recognition*

Theresa Gallivan, RN, MS
Associate Chief Nurse

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Director, Clinical Informatics

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Director, Social Service

Antigione Grasso, MBA
*Director, PCS Management Systems and
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FCCM, FCCP, FAARC
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Director, Office of Patient Advocacy

Wayne Newell
*Director, Volunteer and Information
Associate Services*

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