

The gold standard of nursing excellence: MGH earns Magnet designation

"IT IS MY HONOR to officially notify you that the commission unanimously voted to credential the Massachusetts General Hospital as a Magnet organization for the fourth time. Congratulations."

With those words, Donna Havens, RN, PhD, FAAN, chair of the American Nurses Credentialing Center (ANCC) Commission on Magnet Recognition, officially confirmed the MGH's status as a Magnet designated-hospital. "You certainly deserved it, you earned it. This is truly a testament to your commitment to nursing excellence." The news was shared via a Jan. 31 phone call in the O'Keefe Auditorium and was livestreamed throughout the hospital.

"Congratulations to our spectacular nursing staff and to the entire MGH community," said Debbie Burke, RN, DNP, MBA, NEA-BC, senior vice president for Patient Care and chief nurse. "The skill and dedication you offer to our patients and families every single day define what being a Magnet hospital is about."



COMMITMENT TO EXCELLENCE:
From left, Peter L. Slavin, MD, MGH president; Ives Erickson; Burke; and Ditomassi

Magnet designation is considered the gold standard of nursing excellence. In 2003, the MGH became the first hospital in the state to receive the recognition from the ANCC and has since successfully been redesignated every four years.

"The extensive evidence we submit as part of the Magnet application really represents the nurses' story, it's about the important contributions to care they make every single day," said Marianne Ditomassi, RN, DNP, MBA, NEA-BC, FAAN, director of the MGH Magnet Program and executive director of Nursing and Patient Care Operations. "It's a privilege to be able to formally capture and report that evidence and have the appraisers validate it through an on-site survey."

Hospitals are required to reapply for Magnet recognition
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Blizzard of '78

THIS WEEK MARKS the 40th anniversary of the blizzard of 1978. From Feb. 5-7, 1978, the storm pummeled New England, bringing with it 27 inches of snow, 70 mph winds and power outages throughout Boston and the surrounding region. MGH employees walked, snowshoed and skied through miles of waist-deep snow to ensure the highest quality of patient care, many staying at the hospital to work through multiple shifts. *MGH Hotline* produced a "Blizzard Special" edition highlighting the efforts of many of these employees – including Robert Piankian, chief computer hardware engineer, who walked to work from Allston to repair the computer systems. "I was used to those kinds of conditions on Mount Washington," he said, describing how he fought his way through the blizzard equipped with his mountaineering gear, including crampons and an ice axe. Visit apollo.massgeneral.org to read the Feb. 16, 1978 *Hotline*. ■



The MGH Hotline

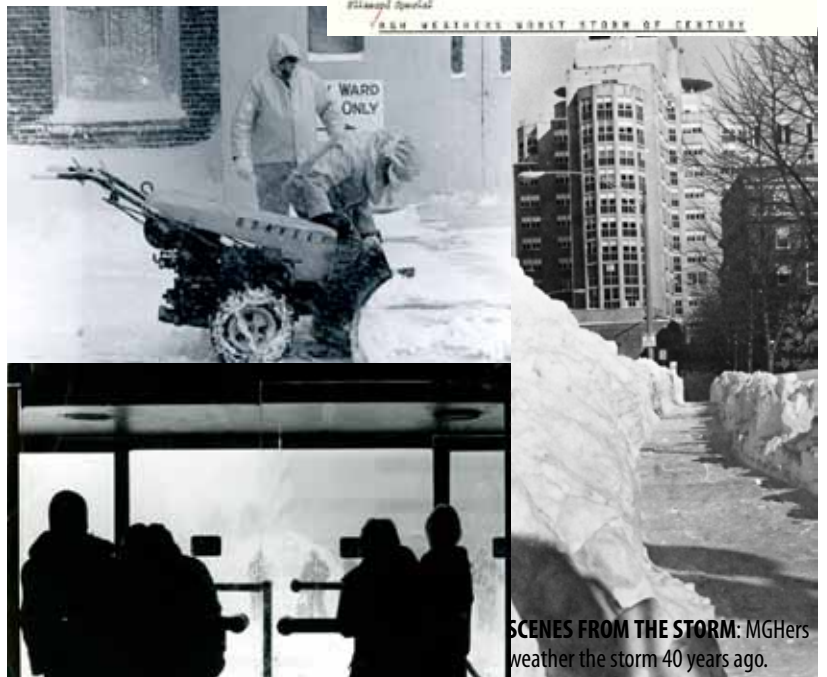
BOSTON, MASSACHUSETTS

NEWS OFFICE, 75 BOWDOIN ST (2204)

February 16, 1978

Blizzard Special

45th WEATHERS WORST STORM OF CENTURY



SCENES FROM THE STORM: MGHers weather the storm 40 years ago.

Change begins with self

ON JAN. 26 MGH staff gathered to reflect upon the words and ideas of Rev. Dr. Martin Luther King Jr. The East Garden Room was filled with life as Elder Hu White and the Gospel Unlimited Ensemble raised their voices proclaiming, “Let there be peace on earth and let it begin with me!”

The annual MLK Gospel Celebration Breakfast was hosted by the Association of Multicultural Members of Partners (AMMP), an organization committed to the advancement and development of a diverse MGH workforce. The 2018 MGH YMCA Achievers also were recognized as part of the celebration. This year’s honorees were Joelle Leacock, CNM, of Vincent Obstetrics and Gynecology Department/Service, and Waveney Cole, of the MGH Institute for Patient Care.

“When evil men plot, good men must plan. When evil men burn and bomb, good men must build and bind,” said Jonathan Gonzalez, MHA, finance manager in Dermatology and AMMP chair, quoting King. “His words were progressive then, and they are progressive now. Sometimes it is hard to put on your superhero costume, but we have to try to fight injustice.”

Keynote speaker Fatima Cody Stanford, MD, adult and pediatric obesity medicine physician-scientist in the MGH Weight Center, focused on the theme “change begins with self.” She urged those in attendance to examine themselves and the way they interact with the world and work toward the advancement of equality.

“We must strive toward this goal with such fervor that no person living, no person dead and no person yet to be born could do it any better,” said Stanford, borrowing the words of Dr. Benjamin Elijah Mays, the namesake of the high school she attended in Atlanta and teacher to King. “It is only with this level of dedication that we will improve ourselves and we will improve our results in this hospital, in this city, in this state, in this country and in this world, such that we are proud to call it our home.”



INSPIRED INDIVIDUALS: The AMMP MLK event planners with featured speakers and organizers.

The power of patient and family voices

MGH PATIENT AND FAMILY ADVISORY COUNCILS (PFACs) recently hosted an event celebrating the voices of patients and families through storytelling – showcasing powerful care journeys, strength found in a patient/provider relationship and the roles of trust and partnership. The Nov. 14, 2017 event highlighted the PFACs’ contributions to the hospital’s continuous efforts to improve the care experience.

“Each and every day we are guided by the needs of our patients and families,” said Inga Lennes, MD, senior vice president of Service Excellence and Performance Improvement. “Our PFAC members have amazing stories which inform us on every level about how best to achieve our mission.”

The event featured two panels – facilitated by Annie Brewster, MD, Health Story Collaborative founder and executive director. During the first panel, Tarrah Zedower, a member of the Pediatric Oncology FAC, and Howard Weinstein, MD, chief of Pediatric Oncology, shared the special elements of a strong relationship between provider, parent and patient. The second panel was made up of members from the MGH’s six additional PFACs – General PFAC, Ambulatory Practice of the Future Care Alliance, MGHFC FAC, Heart and Vascular Center PFAC,

Cancer Center PFAC and Cystic Fibrosis PFAC.

“We’re going to need your voices in the years ahead,” said Debbie Burke, RN, DNP, MBA, now senior vice president for Patient Care and chief nurse, who has been a member of the Cancer Center PFAC and MGHFC FAC for several years. “You’re going to remind us of what is most important, which is you and your families.”

Jeanette Ives Erickson, RN, DNP, FAAN, now chief nurse emerita, thanked PFAC members for their ongoing commitment to helping advise and improve the care the hospital delivers and highlighted examples of how PFACs have helped to foster

change in key strategic initiatives – design of new buildings and services, educational programs and guides and participation in MGH and Partners committees.

Matt Reid, a member of the General PFAC, shared his experience collaborating with hospital representatives. “When I was in a room with people who are running that department, they took me seriously. They listened to what I had to say in terms of representing myself as a person, as a patient and in representing other patients. It felt amazing to be able to have that voice, and I think that speaks volumes to the culture that has been created.” ■



STRONG BOND: Zedower and Weinstein

#GetWaivered

WITH LIMITED RESOURCES and access to treatments for addiction, emergency rooms across the country have become the first point of contact for many people with substance use disorders, but the lack of opportunity for follow-up leaves many emergency providers powerless when a patient is ready to begin their path to recovery. To

better equip providers in the MGH Emergency Department (ED) with more substantial and evidence-based options for treating these patients, many at the MGH are changing where and when recovery begins.

The #GetWaivered program – introduced by Alister Martin, MD, a resident in Emergency Medicine, and Ali Raja, MD, executive vice chair of Emergency Medicine – encourages providers to participate in the training necessary to prescribe buprenorphine – a medication that curbs opioid cravings and reduces the effects of opioid withdrawal in the hopes of helping patients stay in treatment longer – usually only prescribed by addiction medicine specialists.

“We are under no illusions about what we are asking our folks to do – we are absolutely changing the way our specialty has approached this disease,” says Raja. “We have created a new protocol around initiating treatment for opioid addiction. It is important that we continue to support clinicians as they begin to screen for opioid use disorders and start patients on medication-assisted treatment.”

When Martin and Raja started the program in December, they hoped 5-10 providers would volunteer to take part in the program. But since its launch, 35-40 providers have received their waivers or are signed up for the training program.



A NEW APPROACH: MGH Emergency Department providers gather after receiving training.

“By the very nature of our work in the ED, we see a very selected population of opioid addicted patients – those in crisis, who have relapsed, some of whom have hit rock bottom and even those who have overdosed,”

says Martin. “Based on what we see in the ED, we might wonder if our interventions will mean anything in the face of such an overwhelmingly destructive disease. We don’t see that, in fact, many people do recover.”

To prescribe buprenorphine, a “DEA X” waiver must be received from the U.S. Drug Enforcement Agency (DEA), the governing body that regulates and enforces controlled substance laws. Only once a letter of intent has been submitted and accepted, the training finished and the certification received, can someone prescribe buprenorphine.

Raja and Martin say they continue to work closely with staff at the MGH Substance Use Disorder Initiative Bridge Clinic, an outpatient clinic that works to treat and connect patients with substance use disorders to long-term, community-based treatment. Martin credits Sarah Wakeman, MD, medical director of the Substance Use Disorder Initiative, and Laura Kehoe, MD, MPH, medical director of the Bridge Clinic, as “incredible partners from the beginning, personally teaching our providers at every one of the waiver trainings.”

“The treatment of addiction in the ED is no longer a spectator sport,” says Martin. “If we are going to make a dent in this issue we have to each learn new ways of caring for patients and adapt our practice to meet the demands of this crisis.” ■

Music with a purpose

MORE THAN 100 PEOPLE enjoyed beautiful operatic melodies, sounds of cellos, pianos and the Chinese lute, and Vietnamese delicacies at the eighth annual Vietnam Vascular Anomalies Center (VAC) Classical Benefit Concert. The Nov. 19, 2017 concert – hosted by members of the Department of Dermatology and the Wellman Center for Photomedicine – raised funds for the VAC’s humanitarian effort to treat children with disfiguring birthmarks and other severe skin conditions on a free, safe and effective basis in Vietnam.

“Many of the treatments we take for granted in the United States are beyond the reach of families in Vietnam,” said Rox Anderson, MD, director of the Wellman Center for Photomedicine and a founding member of the VAC. “The children we treat face social stigma and lives of limited potential simply because of their skin disorders. With resources and training, we hope to change that.”

Money raised during this year’s silent auction – totaling more than \$50,000 – will help support the treatment of children, supplies and continued maintenance of a new vascular anomalies center in Da Nang, which serves the indigent people in central and northern Vietnam. David Fisher, MD, PhD, chief of the Dermatology Department, also shared his virtuoso cello talents at the benefit concert, as he has each year.

Throughout the past eight years, the Vietnam VAC – a medical collaboration between physicians from the MGH; Brigham and Women’s Hospital; Beckman Laser Institute, Irvine, California; Texas Children’s Hospital, Houston; and the University of Medicine and Pharmacy of Ho Chi Minh City, Vietnam – has transformed the lives of more than 10,000 patients and expanded clinical operations to include modernizing dermatopathology, providing training in pediatric dermatology and building a state-of-the-art wound care center.

“What I have learned through the years of working with the VAC is the incredible value of taking what you can do and helping somebody on the other side of the world,” says Anderson.

For more information about the VAC, visit www.vietnamVAC.org.



MUSIC AND MEDICINE: Anderson, fifth from right, with the evening’s talented musicians.



Infection protection

FIGHT THE FLU: U.S. Sen. Ed Markey convened a press conference Feb. 2 at the Paul S. Russell, MD Museum of Medical History and Innovation to discuss the influenza virus that is filling emergency rooms across the country, and to introduce a bill to fund research for a universal flu vaccine. Markey's Flu Vaccine Bill seeks \$1 billion in federal funds throughout five years to the National Institutes for Health in hopes of developing a vaccine that is more effective in fighting the yearly threat. David Hooper, MD, chief of MGH Infection Control Unit, and O'Neil Britton, MD, MGH chief medical officer, joined Markey to discuss the effects the flu has had on hospital operations and resources for the media.

Safety culture at the core of the MGH



SOME 6,000 dedicated direct MGH caregivers took the time to make their voices heard by participating in the 2017 Hospital Survey on Patient Safety, reflecting the strong commitment to patient safety at the MGH.

"Patient Safety is at the core of everything we do," says Jana Deen, senior director for Quality and Safety. "Our credo calls us to share our successes and errors with colleagues so that we may all learn from one another, and our boundaries statement provides that we will never criticize or take action against any member for raising or reporting a safety concern. For the past several years we have seen more individuals speaking up on behalf of patient safety and that is a trend that we celebrate and encourage."

All employees who responded to the survey were entered for the chance to win autographed gear from New England Patriots wide receiver Julian Edelman. Christina Vellucci, RN, Bigelow 14, received a football, and Jana Goich, CRNA, Anesthesia, Critical

Care and Pain Medicine, received a jersey.

The Lawrence Center for Quality and Safety is analyzing the results of the survey and plans to share and use those results in the coming weeks to make improvements strengthening the MGH's already strong safety culture. ■



SPEAKING UP FOR SAFETY: Vellucci, left, and Goich with their signed gear.



All-star medicine in Minnesota

DREAM TEAM: For New England Patriots fans, Sunday's Super Bowl LVII loss was not the outcome hoped for following the team's great season. Throughout the year, a group of dedicated MGH clinicians were an important presence on the field, providing excellent medical care to the team.

Members of the medical staff included, from left, Jennifer Smith, MD, Sports Medicine fellow; Vishal Saxena, MD, Orthopaedics fellow; Kyle Borque, MD, Orthopaedics fellow; Peter Asnis, MD, Orthopaedic Surgery and chief of Sports Medicine; Paul Cusick, MD, Internal Medicine and head team internist; Mark Price, MD, PhD, Orthopaedic Surgery, Patriots medical director and head team physician; David Brown, MD, chief of Emergency Medicine; and Eric Driscoll, RN, Emergency Department. Not pictured, Scott Martin, MD, Orthopaedic Surgery.

— Magnet

(Continued from page 1)

every four years based on adherence to Magnet standards and demonstrated improvements in patient care and quality – and this year's application culminated in a four-day site visit, Nov. 6-9, 2017. The MGH is now one of nine Magnet organizations in Massachusetts – and one of fewer than 9 percent of all hospitals in the United States – that have received this recognition.

"I want to extend our heartfelt gratitude to Jeanette Ives Erickson, RN, DNP, NEA-BC, FAAN, our chief nurse emerita," said Burke. "Our designation as a Magnet organization is a true testament to Jeanette's far-reaching and visionary leadership for which we are all grateful." Burke also offered her thanks to Ditomassi, who leads the application process on behalf of the MGH. "Without her dedication to this comprehensive examination of our practice, we wouldn't be in the position we are today. Marianne, along with the Magnet Steering Committee and Writers Group, have done an amazing job."

