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2006

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Executive Director, The Institute for Patient Care

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Deborah Washington, RN, PhD
Director, Patient Care Services Diversity Program

PATIENT CARE SERVICES ANNUAL REPORT

The annual report is printed on recycled and acid-free papers.

DISCIPLINES
Nursing
Compliance
Medical Interpreter Services
Occupational Therapy
Orthotics and Prosthetics
Physical Therapy
Rehabilitation Therapy
Social Services
Speech, Language & Swallowing Disorders
and Reading Disabilities

PROGRAMS
Cancer Resource Room
Caring with Confidence
Cardiac Protection Consultation Team
Cancer
Financial Management System
HAVEN – helping abuse and violence end now
Information Ambassadors
Information Systems
International Patient Center
Ladies Visiting Committee Retail Shops
MGH CarePages
MGH Quit Smoking Service

PATIENT CARE SERVICES

CANCER RESEARCH ROOM
GAMING MUSEUM
CARDIO PROTECTION CONSULTATION TEAM
DISCIPLINES
FINANCIAL MANAGEMENT SYSTEM
HAVEN – HELPING ABUSE AND VIOLENCE END NOW
INFORMATION AMBASSADORS
INFORMATION SYSTEMS
INTERNATIONAL PATIENT CENTER
LADIES VISITING COMMITTEE RETAIL SHOPS
MGH CAREPAGES
MGH QUIT SMOKING SERVICE

PATIENT AND FAMILY LOUNGE
OFFICE OF PATIENT RECORDS
OFFICE OF QUALITY AND SAFETY
SYSTEMS IMPROVEMENT
THE INSTITUTE FOR PATIENT CARE
THE CENTER FOR INNOVATIONS IN CARE DELIVERY
THE MURRAY & SHIRLENE BLUM PATIENT AND FAMILY LEARNING CENTER
THE MURRAY SHIRLENE BLUM PATIENT AND FAMILY CENTER FOR CLINICAL & PROFESSIONAL DEVELOPMENT
THE PATIENTS’ MAIN CENTER FOR CLINICAL RESEARCH
VOLUNTEER SERVICES

2006

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PATIENT CARE SERVICES ANNUAL REPORT

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DEAR FRIENDS,

We are celebrating the accomplishments of 2006, and we are acknowledging the outcomes of our collective work to advance our values: We believe in creating a practice environment that has no barriers, is built on a spirit of inquiry and reflects a culturally competent workforce, supportive of the patient-centered values of this institution.

Through our work we witness exciting times. We are part of an extraordinary industry—healthcare! It is a privilege and an honor to care for, and about, patients. One can never overstate the incredible dedication and contributions of the people who come together to make up the important work occurring in Patient Care Services (PCS), with our colleagues throughout the hospital and beyond our walls.

Quality and safety remained at the forefront of our agenda as we played a leadership role in several significant initiatives, including the introduction of a Web-based system for reporting safety concerns, which enables everyone within the MGH community to play an active role in the hospital’s safety efforts. Our participation in the statewide Patients First initiative advances our belief in transparency in reporting data. In addition, we launched a new effort to become recertified as a Magnet institution. We ended 2006 with a successful recertification by The Joint Commission.

Perhaps our boldest and most far-reaching initiative in 2006 was the launching of The Institute for Patient Care—a next-generation infrastructure for advancing patient care, education and research. The Institute brings together multidisciplinary teams of clinicians and support staff to reshape and redesign the future delivery of healthcare. In addition to incorporating three existing PCS centers, we also received a $1 million donation to establish a multidisciplinary Center for Innovations in Care Delivery, which is now housed within The Institute. This Center will bring together teams of caregivers from various disciplines in an environment that promotes the discovery and delivery of advances in patient care.

We also made significant advances within nursing research in 2006, appointing MGH’s first nursing researchers and developing a first-of-its-kind Nurse Scientist Advancement Model for doctorally prepared nurses.

This year also saw us extending the reach of our care well beyond the walls of our hospital. Working in partnership with Project HOPE, we continued to support the training of some 200 Iraqi nurses who will staff Basrah Children’s Hospital when the doors to the new US-built facility open in the coming year. We are also working with Project HOPE as part of a continuing US humanitarian aid mission to bring healthcare to Bangladesh and Indonesia. And, MGH Nursing remained in the forefront of the Thomas S. Durant Fellowship for Refugee Medicine through our nurses stationed in Rwanda and Indonesia. In an effort to coordinate MGH’s various humanitarian efforts, locally and throughout the world, we helped found The Center for Global Health.

As you recall the milestones of 2006, I hope you’ll be as proud as I am of the many individual and collective accomplishments. Throughout the past year, MGH PCS continued to set an even higher standard of practice within the numerous disciplines, and challenged the status quo to shape the future of healthcare. As we build upon the work of 2006, I know we will continue to lead the way.

With admiration,

Jeanette Ives Erickson, RN, MS
Senior Vice President for Patient Care and Chief Nurse
Quality & Safety

INTRODUCING WEB-BASED SAFETY REPORTING

MGH has always been dedicated to ensuring the safest possible environment of care for patients, families, visitors and staff alike. In March 2006, the hospital went “live” with a major safety initiative: a Web-based Safety Reporting system, designed to make it quicker and easier for everyone within the MGH community to play an active role in the hospital’s safety agenda.

Like most hospitals, MGH historically has used a paper-based reporting system to identify safety concerns, ranging from minor spills and mishaps to more serious events such as adverse reactions to medications. While this manual system has fostered an active safety reporting culture throughout MGH, the new Web-based approach is critical to addressing existing and potential problems more immediately, fixing systems issues that could contribute to breakdowns in care and mining data to identify trends to guide future patient safety efforts. It streamlines the handling of safety reports, speeding communication and reducing delays in follow-up and improvement measures.

The same Safety Reporting System is also being introduced at other hospitals within MGH’s parent corporation, Partners HealthCare, to ensure the highest levels of quality, safety and efficiency in patient care throughout the system.

“As patients and families, we put our trust in MGH to provide the safest care possible.”

– Patty Moniello, mother of MGH patient Katharine Moniello
In 2006, Patient Care Services opened two new state-of-the-art simulation training centers, one in The Norman Knight Nursing Center for Clinical & Professional Development and the other strategically located adjacent to the PCS Office of Quality and Safety, The Yvonne L. Munn Nursing Research Center and The Center for Innovations in Care Delivery.

Each simulation site features lifelike mannequins that can be computer operated to emit vocal sounds, breathing sounds and cardiac rhythms that mimic particular medical events, such as a sudden drop in blood pressure or a heart attack. Staff are able to train individually and in teams in a scenario within which no actual patients can be harmed. The result is a supportive and safe learning environment that promotes professional development, teaching and testing innovations in practice.
Advancing Care

THE INSTITUTE FOR PATIENT CARE

MGH Patient Care Services assumed a bold agenda for shaping the future delivery of patient care with the 2006 launch of The Institute for Patient Care. The Institute represents a first-of-its-kind, multidisciplinary initiative, designed to bring together all disciplines to creatively innovate and generate new ideas to advance our core mission of patient care, education and research. The Institute supports collaboration between well-established PCS programs and centers—The Norman Knight Nursing Center for Clinical & Professional Development, The Yvonne L. Munn Center for Nursing Research, The Maxwell & Eleanor Blum Patient and Family Learning Center, and The Center for Innovations in Care Delivery. This “next-generation” infrastructure is strategically designed to foster teamwork; share best practices; and bring an informed, interdisciplinary approach to patient- and family-centered care.

The formation of The Institute caps a decade of work that is now hardwired into the multidisciplinary PCS culture, including the development of a vibrant professional practice model; formation of a robust structure for collaborative decision making; delivery of cutting-edge professional development programs; establishment of a multimedia learning center for patients and families; and formalization of a comprehensive nursing research program.

“We’re bringing together our work in patient care, education and research to plan for the next year, the next decade and for the legacy we want to leave into the next century.”

– Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse
MGH Patient Care Services received a $1 million anonymous donation in 2006 to launch The Center for Innovations in Care Delivery. The Center is an integral part of the new Institute for Patient Care, with a goal of bringing teams together to identify opportunities; evaluate the impact of proposed changes; and construct and implement innovations to improve the delivery of care, both at MGH and beyond its walls. Spearheaded by director emeritus Edward Coakley, RN, and Barbara Blakeney, RN, MS, immediate past president of the American Nurses Association and an innovations specialist, The Center for Innovations in Care Delivery brings interdisciplinary research and professional development opportunities to all disciplines within Patient Care Services, while creating new models and mechanisms to advance the delivery of care.
Collaborative Governance

SHAPING THE PROFESSIONAL PRACTICE ENVIRONMENT

Collaborative governance was established at MGH in 1997 to ensure that Patient Care Services clinicians have a strong voice in shaping the professional practice environment. This structure places the authority, responsibility and accountability for patient care with practicing clinicians, integrating clinical staff into the formal decision-making process within PCS. Throughout 2006, the seven Collaborative Governance committees contributed to multiple outcomes. Here is just a sampling...

Diversity Steering  The PCS Diversity Committee hosted its most successful educational offering, focusing on the unique healthcare needs of the Gay, Bisexual, Lesbian, Transgender (GBLT) community, in a presentation titled “Caring for the invisible patient.” The discussion raised awareness about relevant GBLT issues and provided resources for caring for this specific patient population.

Ethics in Clinical Practice  Advanced directives remain an important and sensitive topic within healthcare. In an effort to inform and begin a dialogue with patients, the Ethics Committee developed advanced care planning brochures that are now given to patients as part of their admission packet on inpatient units and at other key areas within the hospital such as the Pre-Admission Testing Area. Nearly 20,000 of these brochures were distributed in 2006.

Nursing Practice  This committee evaluates and approves nursing procedures, as well as current and new practices, and existing and proposed products based on patient safety, efficiency and cost-effectiveness criteria. This year the group contributed to decision making on an array of equipment enhancements and purchases, including portable bed alarms to improve surveillance of patients at high risk for fall; proposed patient beds with state-of-the-art pressure-relieving mattresses, exit alarms and built-in scales; new furniture for patient rooms; new specimen collection bags; and a trial of new gloves. They likewise reviewed and approved policies and guidelines that impacted practice, including the administration of medications, the process for online safety reporting, vital sign changes for blood transfusions and universal respiratory care procedures.
Nursing Research  The committee hosted its annual Research Day, featuring 40 posters displayed throughout the hospital’s main campus, representing work from original research, research utilization and performance improvement projects. Three research teams presented the results of their Yvonne L. Munn Nursing Research Award-winning grant-funded studies. Munn Visiting Professor Loretta Sweet Jemmont, RN, PhD, FAAN, gave an inspiring presentation about innovations in health promotion, and the annual Munn Nursing Research Award was presented.

Patient Education  In an effort to help clinicians efficiently and effectively locate important patient education materials—particularly for those with low health literacy—the committee developed a Web site that houses a variety of resources for our patients and families. Launched in July 2006, the site was accessed by nearly 400 unique visitors in its initial three months alone.

Quality  Throughout 2006, the Quality Committee members learned and applied the concepts of root cause analysis to their goal of making MGH as safe as possible for patients, families and staff. They promoted the use of interdisciplinary teams to enhance a safe environment of care, influencing numerous initiatives including the Pain Management Program, Smart Pumps Project, and new bar-coded ID bands for patient safety.

Staff Nurse Advisory  This committee is designed specifically to enhance communication between staff nurses and the chief nurse. Topics this year included a dialogue about important patient care delivery issues, legislation impacting the profession, the image of the nurse, and service enhancements, as well as the MGH Department of Nursing’s recruitment advertising and recruitment initiatives for nurses and support staff.
Nursing Research

ADVANCING NURSING RESEARCH

Research represents an integral part of the MGH mission and Patient Care Services’ Professional Practice Model. During 2006, MGH nursing research achieved several exciting milestones that will dramatically impact patient care delivery well into the future. We witnessed history in the making.

The Munn Center is today strategically positioned to advance nursing research and foster a spirit of inquiry within the practice environment. Through the generosity of Yvonne L. Munn, former associate general director and director of nursing, we are able to advance our research agenda and provide opportunities for nurses across roles and settings to participate in research.

We developed a formal program of nursing research that offers opportunities to all nurses, including participating in the Nursing Research Committee and Nursing Research Journal Club, identifying and developing ideas for research studies, securing research funding through the Yvonne L. Munn Nursing Research Awards, and attending and presenting at grand rounds.

We also formalized a novel Nurse Scientist Advancement Model for doctorally prepared nurses that supports the development of nurses as researchers. Doctorally prepared nurses are supported as associate nurse scientists, nurse scientists and senior nurse scientists. Through protected time and mentorship, the program is designed to give doctorally prepared nurses the opportunity to contribute to the development of nursing knowledge, and it is tailored to meet the particular needs of each clinician or researcher throughout their research careers.

“Nursing research is well positioned to change healthcare—locally, nationally and internationally.”

—Dorothy A. Jones, EdD, RNC, FAAN, director of The Yvonne L. Munn Center for Nursing Research
THE YVONNE L. MUNN CENTER FOR NURSING RESEARCH

The Munn Center made history in 2006 with the hiring of the Department of Nursing’s first nurse researchers, each with an established record of funded research in specific areas of nursing inquiry. This represents a revolutionary program and a milestone in the evolution of the Munn Center.

Still in its early developmental stages, the scope and vision of the Munn Center continues to be shaped. Moving forward, the work in research, education and patient care will be realigned to ensure an ongoing legacy of excellence and innovation. Opportunities to engage in scientific inquiry and to advance the research agenda to improve patient care will remain the priorities. Staff will continue to ask “Why?” and persevere in their search for answers.
Global Healthcare

INTERNATIONALLY RECOGNIZED HEALTHCARE ORGANIZATION

Not long ago, the communities we served were primarily located in nearby neighborhoods and immediate surroundings. Today, the world around us is rapidly changing, and along with it, our scope of responsibility. As an internationally recognized healthcare organization, we are increasingly called upon to expand the reach of our mission—to care for the medically underserved and victims of disaster wherever they might be—throughout the country and the world.

Thanks to a relationship formed with Project HOPE that began in 2004, MGH this year became very involved with a major venture in Iraq. Working with Project HOPE and the US Agency for International Development, Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, served as senior nurse consultant on an initiative to build and staff a pediatric oncology hospital—Basrah Children’s Hospital in southern Iraq. In that role, she is responsible for mentoring the hospital’s chief nurse, Sukaina Matter, RN, and ensuring that the hospital’s Iraqi nurses are appropriately trained and prepared to provide high-quality, specialized care to children, despite cultural differences and the challenges of an ongoing war. This work was supported by the nurses within the MassGeneral Hospital for Children and MGH Interpreter Services.

In 2006, Ives Erickson’s work brought her to the King Abdullah Hospital in Jordan and the Royal Hospital of Muscat in Oman, where more than 200 nurses are being trained for their upcoming Basrah assignments. She had an opportunity to review the curriculum, talk with Iraqi nurses, exchange thoughts and ideas, and get a sense of the progress being made in preparing these nurses to practice in oncology nursing. Logistical and cultural challenges aside, it is hoped that Basrah Children’s Hospital will offer a source of healing and renewal for the Iraqi people.
"I’m leaving Boston with as much information as I can carry. My goal is to guide the nursing staff of Basrah Children’s Hospital to provide the best care possible for Iraq’s children..."

—Sukaina Matter, RN, chief nurse, Basrah Children’s Hospital, Iraq
Donations in Action

SUPPORTING PATIENT CARE SERVICES

Many programs within Patient Care Services are made possible through the support of generous donors. In 2006, MGH Patient Care Services was able to advance several important initiatives thanks to philanthropic support—from launching The Center for Innovations in Care Delivery and building The Norman Knight Nursing Center for Clinical & Professional Development to supporting the advancement of oncology nursing and recognizing excellence among staff.

PROFILE OF A DONATION

Like most of the hospital’s oncology patients, Margareta Hausman, when diagnosed with ovarian cancer, quickly became a regular visitor to MGH and its various inpatient units, waiting rooms and treatment areas. There she made a striking observation: Cancer is colorblind and affects people from all backgrounds, races, religions and socioeconomic levels. She also noticed that most providers treating this multicultural patient population looked just like her—white.

“I am an MGH fan for life,” Hausman says. “My healthcare team members were highly skilled, and they also became a sort of extended family to me.”

Her providers were excellent clinicians, but she wondered how she could help bridge the obvious and not-so-obvious cultural barriers that might exist within the healthcare environment for patients from diverse backgrounds.

“We all find comfort being in familiar surroundings, interacting with people with whom we share something in common,” she says. “This can be especially true when we’re at our most vulnerable.”
Mr. and Mrs. Hausman responded by establishing the Hausman Fund to Advance Nursing Workforce Diversity. The fund will support programs that expand the diversity of the MGH nursing staff to better reflect the MGH patient population and the Greater Boston community. Specifically, the Hausmans are supporting the educational needs of three distinct populations of prospective MGH nurses: nursing students at local universities, foreign-born nurses who need US credentials to practice and MGH employees enrolled in a nursing program.

The Hausmans’ generous support today will impact care at MGH well into the future.

“An act of generosity is often the only difference between what might make a difference in someone’s life and what does.”

—Deborah Washington, RN, PhDc, director of the Patient Care Services Diversity Program
The Patient Care Services Web site features nearly 1,100 pages of resources for staff and outside visitors. In 2006, more than 102,000 unique visitors accessed the site—an average of nearly 560 different visitors per day—and 25 percent of all visitors came looking for educational offerings. www.massgeneral.org/pcs/

2006 MILESTONES

In May of 2006 colleagues from Project HOPE and the US Navy traveled to Boston to help MGH nurses kick off Nurse Recognition Week in style—with a military cake-cutting ceremony aboard the US Navy hospital ship Comfort. Visitors enjoyed a tour of the ship and listened intently as several of their MGH colleagues shared their personal stories of volunteering aboard the ship during humanitarian relief missions, off the coast of Indonesia following a devastating tsunami or along the US Gulf Coast following hurricanes Katrina and Rita.

HISTORIC HONOR FOR MGH NURSE

The dedication of the Jean M. Nardini, RN, Hemodialysis Unit in April 2006 marked an historic moment in MGH history. This was the first time a patient care unit at the hospital was named in honor of an MGH nurse.

Nardini, former nurse manager of the Hemodialysis Unit and member of the MGH community for more than 30 years, lost her battle with cancer in May of 2005. According to the American Nephrology Nurses’ Association—of which Nardini once served as president—she was “respected as a leader, mentor, advocate, and teacher. She entered hemodialysis nursing in 1969 when the specialty was in its infancy, and went on to become a nationally recognized expert in the care of patients on hemodialysis.”

Nardini’s legacy of outstanding leadership, clinical excellence, collaborative practice, compassion and advocacy lives on through the patient care unit that appropriately bears her name.
SUPPORTING THE ONCOLOGY NURSING SOCIETY
The Oncology Nursing Society’s (ONS) 31st Annual Congress was held in Boston in April 2006, with some 6,000 oncology nurses from throughout the country attending. The meeting was originally scheduled to be held in New Orleans, until hurricanes Katrina and Rita interfered. MGH nurses stepped in and played a significant role in organizing, planning and relocating the event.

EXTENDED CARE
When 14-year-old Claudine Humure, pictured with staff nurse Sandra Pugsley, RN, was brought to MGH last year to undergo chemotherapy treatments for osteogenic sarcoma, she left behind family and friends in a Rwandan orphanage. As a holiday project, staff coordinated a drive to collect toys and games to send to the orphanage.

INTERPRETER SERVICES INNOVATION
Providing vital medical interpretation services in more than 75 different languages presents a daunting challenge for MGH’s 32 full-time and nearly 80 freelance medical interpreters.

To keep pace with a fast-moving staff in the inpatient setting, Interpreter Services created the I-POP—interpreter phone on a pole. By affixing a Polycom phone to a modified IV pole, the I-POP can be rolled to a patient’s bedside, and within minutes clinical staff can communicate with patients in more than 150 languages via an interpreter. A similar video interpreter system is now being piloted in the outpatient units, allowing clinical staff and the patient both to hear and see a remotely located medical interpreter.

Although face-to-face medical interpretation remains the gold standard of service, the new technology represents a valuable option in many circumstances, reducing wait times and ensuring around-the-clock interpretation in virtually every language.

PROMOTING THE IMAGE OF NURSING
In October 2005, Boston Globe readers got a rare inside look at nursing in an MGH Intensive Care Unit (ICU) through a four-part series titled “Critical Care: The Making of an ICU Nurse.”

In 2006, MGH Nursing received three national honors for promoting the powerful story, including the prestigious American Academy of Nursing Media Award, The Center for Nursing Advocacy Golden Lamp Award, and the Nonprofit PR Award for Media Relations. And, with support from the Johnson & Johnson Campaign for Nursing’s Future initiative, reprints of the series were mailed to high school science teachers and nursing school deans throughout the country, helping to educate the next generation of providers.

LOURDES “LULU” SANCHEZ received the 2006 Ernesto Gonzalez Award for Outstanding Service to the Latino Community for her contributions to Latino-based initiatives within and outside MGH. She is pictured with Dr. Gonzalez, for whom the award is named.
2006 MILESTONES

Two MGH nurses received Durant Fellowships in Refugee Medicine to assist in the prevention and treatment of disease among refugees in Rwanda and Southeast Asia. The Durant Fellowship honors the legacy of respected MGH physician and humanitarian Thomas S. Durant, MD.

Lucinda Langenkamp, RN, spent eight months delivering healthcare to the rural poor in the Rwinkwavu and Kirehe provinces of southeastern Rwanda. Working as a pediatric nurse, she provided aid to young Rwandans suffering from malnutrition, HIV, malaria and other ailments.

On the other side of the world, staff nurse Chanda Plong, RN, traveled aboard the US Navy hospital ship Mercy to provide aide to the medically underserved people of Bangladesh, East Timor and Indonesia. Also, during the second phase of her fellowship, Plong served as a nursing coordinator in the pulmonary ward of the Khmer Soviet Friendship Hospital in Phnom Penh, Cambodia. Plong was herself born in a Cambodian refugee camp before her family fled to the US in the early 1980s.

80th anniversary

In 2006, MGH’s Mallinckrodt General Clinical Research Center (GCRC) marked its 80th year of advances in medicine and care delivery. Nurses play an essential role in the GCRC by conducting their own research, promoting patient safety and ensuring the rights of research participants by educating them about their medical needs.
A sports injury can be devastating to professional and amateur athletes alike, typically requiring a multidisciplinary and coordinated approach to care. Throughout 2006, MGH Physical Therapy (PT) worked closely with the Department of Orthopaedics Sports Medicine Unit, and in October the hospital officially opened the MGH Sports Medicine Center. The goal of the center is to provide expert medical evaluation, treatment and rehabilitation of sports-related and musculoskeletal injuries for professional, amateur and recreational athletes who have shoulder, knee, ankle and elbow disorders. The center brings together an expert team of orthopaedic surgeons, nurse practitioners, nurses, physical therapists, primary care physicians, sports medicine fellows, radiologists, radiology technologists and support staff in a state-of-the-art facility dedicated to the specific needs of patients with sports injuries.

The PT staff was also involved in supporting several local sports events throughout the year, providing practice and game-time physical therapy and athletic training services to the World Team Tennis Boston Lobsters; offering Golf Fitness clinics during the Bank of America Champions Golf Tour tournament at Nashawtuc Country Club in Concord, Mass.; and coordinating medical coverage for the Deutsche Bank Golf Championship at the Tournament Players Club (TPC) in Norton, Mass.

The Robert Wood Johnson Foundation (RWJF) awarded a $300,000 grant to an MGH research team led by Barbara Roberge, APRN-BC, PhD, nurse practitioner in the MGH Senior Health Practice, as part of its Interdisciplinary Nursing Quality Research Initiative (INQRI) program. The goal of the grant is to explore the association between nursing and high-quality patient care for older adults, and produce and validate quality measures that reflect nurses’ contributions to inpatient care; investigate the link between nursing and care quality in acute care settings; and evaluate the impact of innovative nurse-led initiatives on patient outcomes. The research is expected to demonstrate how nurses affect patient care and how clinical leaders and policy makers can support changes to improve the quality of care that nurses are able to provide.
“LAS CHICAS DE HARVARD”

In November 2006, two members of the MGH Department of Social Services headed to Peru on a ten-day mission in partnership with the Harvard Program on Refugee Trauma (HPRT). The goal was to offer technical assistance to HPRT-trained Peruvian healthcare providers to improve their healthcare response to patients who had survived political and gender-based violence.

Dubbed “Las chicas de Harvard” by the locals, Niza Troncoso, a domestic violence advocate, and Bonnie Zimmer, MSW, LICSW, director of the Hospitals Helping Abuse and Violence End Now (HAVEN) program at MGH, visited Lima, Ayacucho and Cuzco, Peru. Site visits included various health centers, the Maternal/Child Health Hospital Lima, Hermilio Valdizan Mental Health Hospital Lima, University of San Marcos Medical School, Ministry of Health and Ministry of Women’s Health.

The HAVEN team left Peru with hopes of creating a sister program with their new friends to share resources, knowledge and skills across borders.

Assistant director of Respiratory Care Dean Hess, PhD, RRT, FAARC, received a high honor from the American Association of Respiratory Care. He was presented with the 2006 Jimmy A. Young Medal. The award is presented to a member of the respiratory care profession who exceeds all expectations for meritorious service and who has made a significant contribution to the advancement of the profession.
INTRODUCING CBEDS

Monitoring the status of MGH’s 902 inpatient beds can be a daunting task. At the end of 2006, the Coordinated Bed Efficiency Dashboard System (CBeds) was introduced throughout MGH’s patient care units as part of an initiative of the Strategic Planning Capacity Management Team, co-led by Jeanette Ives Erickson, RN, MS, senior vice president for Patient Care Services and chief nurse, and Richard Bringhurst, MD, senior vice president for the Department of Medicine. The goal was to improve communication between specific departments, reduce phone calls and increase patient throughput.

Following a hospitalwide rollout, CBeds is now used by the Admitting Department as a search engine for patient placements; by staff on all patient care units to process admission, discharge and transfer transactions; and by unit-based housekeeping staff to access bed turnover information. CBeds provides the Emergency Department and the Post Anesthesia Care Unit staff an opportunity to monitor the availability and status of bed reservations.

The result of this initiative led by Nursing, Admitting and Information Services is a synchronized system of real-time information that helps place patients in hospital beds as quickly and efficiently as possible.

NATIONAL NURSE OF THE YEAR

Susan Tully, RN, MGH Surgical Intensive Care Unit (SICU) nursing director, was named Nursing Spectrum’s 2006 Nurse of the Year in the category of Management. Tully was nominated by the SICU staff in recognition of her excellence in leadership, innovation, mentorship, communication and strength of character. Three other MGH nurses also received New England Nursing Spectrum Excellence Awards in 2006, including Diane Carroll, RN, PhD, for teaching; Adele Keeley, RN, for advancing and leading the profession; and Jean Stewart, RN, for clinical care.

SPEECH, LANGUAGE & SWALLOWING DISORDERS AND READING DISABILITIES SPECIALTY AREA

Through recent advances, patients with head and neck cancers are experiencing a higher-than-ever cure rate. While this is great news, these patients often suffer from speech or swallowing problems that impact their ability to communicate or even to eat and drink. At MGH, speech-language pathologists have become an integral part of a multidisciplinary team to provide highly specialized care for this unique patient population. The impact of their efforts is clearly being felt, as this work has increased by nearly 30 percent in the past year alone.

AWARD-WINNING MOVIE

In the spring of 2006, MGH social worker Barbara Moscowitz, MSW, LICSW, coordinator of Geriatric Social Work, MGH Geriatric Medicine Unit, added a new role to her vitae: award-winning film producer. Moscowitz served as a featured expert and the executive producer for the 28-minute film “Family Matters: Coming Together for Alzheimer’s.” The movie is designed to help newly diagnosed and early-stage Alzheimer’s disease patients and families through a frightening and disorienting period in their lives. In April 2006, the film received a Gold Remi at the 39th annual WorldFest-Houston International Film Festival, and in November it earned a “FREDDIE” award from the International Health & Medical Media Awards.
Caring for the family and friends of a patient becomes an important part of caring for the patient. To make it easier for friends and family to stay in touch and up to date about a loved one’s condition, MGH provides an innovative Web-based service called MGH CarePages. Throughout 2006, the hospital heard from many of the patients and families using the service. The following letter tells their story best:

“We want to thank you very deeply for the opportunity to create a CarePage. Over the three-week period of [our friend’s] hospitalization, [we were] able to use this service to keep her extended network of friends and family informed about her condition. Her page has 226 members; and there have been 4,322 visits. We have heard repeatedly from members how helpful they found it to be kept up to date...and members of [the patient’s] extended community found it very meaningful to be able to send their wishes. MGH CarePages was a gift to all of us.”

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AWARD FOR LEADERSHIP
Theresa Gallivan, RN, MS, associate chief nurse, and Hasan Bazari, MD, Department of Medicine, accepted the prestigious 2006 Nathaniel Bowditch Prize. The nurse-physician team were recognized for their leadership of the Clinical Process Analysis Project, which helped to optimize bed utilization while enhancing quality and efficiency of care for patients in our medical service.

PATIENT ADVOCACY
MGH is dedicated to being patient centered, and the Office of Patient Advocacy (OPA) provides an important mechanism for patients, family and visitors to forward commendations and concerns about their experiences at MGH. This direct feedback about the patient experience helps to improve the care and services offered throughout the hospital. In order to make the process of forwarding information even easier, in 2006 OPA added a link to its Web site that allows users to send confidential e-mail to an advocate.
IN AUGURAL OT FELLOWSHIP
In 2006, Taber Hilton, OTR/L, successfully completed the first academic and clinical hand fellowship program sponsored by MGH Occupational Therapy (OT). The fellowship offers three semesters of lecture and clinical application in a class collaboratively taught by Tufts University professors and the MGH occupational hand therapists. The first and only program of its kind to offer a full year of clinical mentoring, this innovative fellowship both supports the educational mission of the hospital and helps in recruiting qualified hand therapists, who are limited in number due to the years of required training and mentorship. The program has also helped current staff members develop their lecturing and teaching skills.

Eileen Flaherty, RN, MBA, MPH, was named director of Patient Care Services Financial Management Systems. She began her career at MGH in 1997 and most recently served as nursing director in general medicine. She was the first graduate of the dual MBA/MPH degree program at Boston University.

MGH PALLIATIVE CARE NURSE HONORED
In recognition of its 20th anniversary, the Hospice and Palliative Nurses Association (HPNA) presented its 2006 “Leading the Way” award to past presidents, including MGH’s Connie Dahlin, APRN, palliative care nurse practitioner and 2004 HPNA president. This year’s award was designed to recognize the efforts of leaders in nurturing and building the organization and their continued contributions in advancing the cause of hospice and palliative care. During Dahlin’s tenure, membership grew to more than 7,000, three new chapters were added and a Diversity Task Force was established.

GIVING BACK
At the MGH Retail Shops, shoppers can buy a gift that truly keeps on giving. Run by the Ladies Visiting Committee (LVC), the stores annually generate more than $300,000 in profits that the LVC donates back to the MGH community.

Recently, the LVC funded a pilot in the Pediatric Intensive Care Unit (PICU) to test an electronic patient census board. The new equipment displays a variety of patient information, including pending exams and blood work, names of providers, and the location of a patient—whether in surgery, his or her room, or a testing area—and this information can be accessed by caregivers both on-site and from remote locations via computer.

The LVC also funds various programs that enhance the environment of care, including the maintenance and upkeep of the Cancer Center’s Howard Ulfelder, MD, Healing Garden on the roof of MGH’s Yawkey Center for Outpatient Care and the purchase of a tropical fish tank to brighten up the Pediatric ICU family lounge.

This year Michael McElhinny, MDiv, was named director of the MGH Chaplaincy. McElhinny has been a respected oncology chaplain at the hospital since 1998 and is an authority on spirituality and patient care.
The year 2006 was another successful one in recruitment for Patient Care Services, with more than 900 new employee hires. Together, the Patient Care Services clinicians provided care to approximately 46,000 admissions to MGH and supported more than one million outpatient visits.
Census and Acuity

As patient census and acuity continued to climb in 2006, members of Patient Care Services responded with creative ways to support staff in meeting the increasing volume of complex patient care needs. For example, in 2006 alone The Knight Simulation Center provided 57 hands-on training sessions enrolling more than 450 staff members across the disciplines. As well, The Center for Innovations in Care Delivery was launched to provide a mechanism for interdisciplinary groups of clinicians to explore opportunities to transform care at the bedside. In addition, the opening of the Emergency Department Observation Unit provided added relief to our capacity management challenges.

CENSUS  Midnight Census

PATIENT ACUITY TREND®  Average Patient Acuity

*Excludes obstetrical units
2006 YEAR IN REVIEW

Staff Satisfaction

Each year, clinicians within Patient Care Services are surveyed to assess satisfaction with the professional work environment. In 2006, the overall response rate for the survey was 61% (up from 46% in 2005), with more than 1,800 respondents.

Patient Care Services clinicians continue to report high satisfaction with the practice environment at MGH; 92% of the 2006 survey respondents reported they were satisfied or very satisfied with their practice environment. Further, the clinicians reported high agreement with the organizational characteristics of Autonomy, Control Over Practice, Clinician-Physician Relationships, Communication, Teamwork/Leadership, Conflict Management, Internal Work Motivation and Cultural Sensitivity.
Meeting and exceeding the expectations of our patients and their families continues to be a top priority for all Patient Care Services employees. In 2006, our overall patient satisfaction scores exceeded the Press-Ganey benchmark of hospitals with 600+ beds.
**PROFESSIONAL ACHIEVEMENTS • awards**

**STATE AND REGIONAL**

**Diane Carroll, RN, PhD**  
The Yvonne L. Munn Center for Nursing Research  
*2006 MARN Excellence in Nursing Research Award*  
Massachusetts Association of Registered Nurses (MARN)

**Diane Carroll, RN, PhD**  
The Yvonne L. Munn Center for Nursing Research  
*Spirit Award*  
Alpha Chi Chapter, Boston College, Sigma Theta Tau International Nursing Honor Society

**Diane Carroll, RN, PhD**  
The Yvonne L. Munn Center for Nursing Research  
*Finalist, New England Nursing Spectrum Nursing Excellence Award in Teaching*  

**Marlene Freeley, RN**  
Occupational Health Services  
*Theresa LaPlante Award for Administrative Excellence by a Nurse*  
Theta-at-Large Chapter, Sigma Theta Tau International Nursing Honor Society, Boston University

**Jane Harker, MS, BSN, RN, CGRN**  
GI Endoscopy  
*Patient Care Services*  
Bell Ringer Award for Regional Print Feature Placement  
The Publicity Club of New England

**Sandra Hession, RN, BSN, CGRN**  
GI Endoscopy  
*Patient Care Services*  
Bell Ringer Award for Service Publicity – Consumer Campaign  
The Publicity Club of New England

**Christopher Robbins, RN, CGRN**  
GI Endoscopy  
*Outstanding Region of the Year*  
The New England Society of Gastroenterology Nurses and Associates (NESGNA)

**Karen Holland, RN, Emergency Department**  
*Champions in Health Care Award*  
Boston Business Journal

**Adele Keeley, RN, MA, Medical**  
Intensive Care Unit  
*The New England Nursing Spectrum Nursing Excellence Award for Leading and Advancing the Profession*

**Amy Levine, RN, BSN, Operating Room**  
*President’s Award*  
Annual AORN Mass. Chapter 1 Awards and Recognition Banquet

**Carol Marcotte, RN, MS, Psychiatry**  
*Unsung Heroine of 2006 Award*  
Commonwealth of Massachusetts Commission on the Status of Women

**Catherine O’Malley, RN, MSN, CNOR**  
Operating Room  
*Award for Excellence in PeriOperative Nursing*  
Annual AORN Mass. Chapter 1 Awards and Recognition Banquet

**Rev. Msgr. Felix Ojimba, Chaplaincy**  
*Recognition for Excellence in Pastoral Care Award*  
Health Care Ministry, Archdiocese of Boston

**Patient Care Services**  
*Bell Ringer Award for Regional Print Feature Placement*  
The Publicity Club of New England

**Angelleen Peters-Lewis, RN, PhD**  
*Dorothy A. Jones Award, Scholarship, Service, Development*  
Boston College, Boston, MA

**Jean Stewart, BSN, RN, Orthopaedics**  
*The New England Nursing Spectrum Nursing Excellence Award for Clinical Practice*

**Mary Sullivan, RN, MS, APRN, BC**  
*2006 Deane’s Award, Boston College Doctoral Program*

**Susan Tully, RN, Surgical Intensive Care Unit**  
The New England Nursing Spectrum Nursing Excellence Award for Management

**Philip Waithe Jr., RN, The Norman Knight Nursing Center for Clinical & Professional Development**  
*Excellence in Nursing Award New England Regional Black Nurses Association, Inc. (NERBNA)*

**Joy Williams, RN**  
*Black Achievers Award, Boston YMCA*  

**PATIENT CARE SERVICES**

**Carol Caccororan, RN, Neuroscience Unit**  
The Norman Knight Preceptor of Distinction Award

**Anita Carew, RN**  
Newborn Intensive Care Unit  
Orren Carrere Fox Award

**Christine D’Antonio, RN**  
Newborn Intensive Care Unit  
*Twentieth Annual Ben Corrao Clanon Memorial Scholarship*

**Maria Lavadinho, RN, Medicine Unit**

**Maria Avola, Critical Care Patient Care Associate**  
*Brian M. McEachern Extraordinary Care Award*

**Nicole Spano-Niedereier, RN**  
Cardiac Catheterization Lab

**Kelly Trecartin, RN**  
Cardiac Catheterization Lab  
Yvonne L. Munn, RN, Nursing Research Award
Gloria Ciccone, MD
Jennifer Garrity, RN, BSN
Ann Haywood-Baxter, MDiv, BCC
Aomar Nait-Talb
Lindsay Pemberton, RN, BSN
Carl Seashore, MD
Patricia Scott, RN, BSN
Family Centered Care Awards, MassGeneral Hospital for Children
Lynn Cetrulo, Volunteer
Janet Ballantine Oncology Volunteer Award
Cynthia Johnson, RN
Nurse Appreciation Award
Senior Medical Residents, Internal Medicine
Celeste Peters, MGH Ambassador
Carly Jean Francois, RN, Pediatrics
Immacula Benjamin, RN, Pediatrics
African American Pinning Ceremony
Janet Umphlett, RN, OCN
Radiation Oncology
Oncology Career Development Award
Jason Visco, RN, Emergency Department
Nursing Teaching Award
Pediatric Residents
Tracey Zachary, RN, Emergency Department
Nursing Appreciation Award
Graduating class of Emergency Room Residents
Paul Arnstein, RN, PhD, Pain Relief
Pain and Society Fellowship Award
Mayday Foundation
Constance Dahlin, RN, APRN, BC
Palliative Care Service
HPNA Leading the Way Award
Hospice and Palliative Nurses Association (HPNA)
Brian French, RN, C, MS, The Norman
Knight Nursing Center for Clinical & Professional Development
2006 Excellence in the Role of Professional Development Facilitator, Change Agent and Consultant Award
National Nursing Staff Development Organization (NNSDO)
Dean Hess, PhD, RRT, FCCP, FAARC
Respiratory Care Services
Jimmy A. Young Medal
American Association for Respiratory Care
Jeanette Ives Erickson, RN, MS
Honored by First Lady Laura Bush at the Project Hope Gala for Barah Children’s Hospital, Washington, DC
Catherine Mannix, RN, MSN, OCN
Radiation Oncology
Phi Kappa Phi Honor Society Award
Kristin Parlman, PT, DPT, NCS
Physical and Occupational Therapy Services
Clinical Excellence in Neurologic Physical Therapy Award
American Board of Physical Therapy Specialties, Combined Sections Meeting
Patient Care Services
2006 Media Award
American Academy of Nursing
Patient Care Services
First Place, Media Relations Campaign
Nonprofit PR Awards
Michelle Pollard, MS, CCC-SLP
Speech, Language & Swallowing Disorders and Reading Disabilities
(2) Continuing Education Awards
American Speech-Language-Hearing Association
Jacqueline Somerville, RN, MS, CMAC
Nursing Administration and Support Services
The American Organization of Nurse Executives Scholarship for Nurse Executives
The American Organization of Nurse Executives
Susan Tully, RN, Surgical Intensive Care Unit
Nurse of the Year – Excellence in Nursing Management
Nursing Spectrum Nurse of the Year Award, Chicago, IL
Kathleen Habeeb, RN, BSN
General Clinical Research Center
Membership Induction to Eta Tau Chapter, Sigma Theta Tau International
Barbara Moscowitz, MSW, LICSW
Geriatric Medicine Unit
Executive Producer, “Family Matters: Coming Together for Alzheimer’s”
Gold Remi Award – 39th Annual WorldFest Houston International Film Festival
International
Kathleen Habeeb, RN, BSN
General Clinical Research Center
Membership Induction to Eta Tau Chapter, Sigma Theta Tau International
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Geriatric Medicine Unit
Executive Producer, “Family Matters: Coming Together for Alzheimer’s”
Gold Remi Award – 39th Annual WorldFest Houston International Film Festival
STATE AND REGIONAL

Joanna Akladiss, MS, OTR/L, CHT
Intro to UE Evaluation and Intervention
Splinting Applications and Principles
University of New Hampshire, Concord, NH

Joanna Akladiss, MS, OTR/L, CHT
Splinting
Tufts University, Medford, MA

Paul Arnstein, RN, PhD
State Pain Initiative Approach to Promoting Optimal Pain Control
New Hampshire Hospice and Palliative Care Organization’s Annual Pain and Beyond Conference, Manchester, NH

Anne-Marie Barron, RN, PhD, CS
Caring and Meaning: The Transformative Power of Compassion
Annual Thomas Kloss Memorial Lecture, Dana Farber Cancer Institute, Boston, MA

Anne-Marie Barron, RN, PhD, CS
Best Practices and Proposed Remedies—Panel Presentation
The Quality of Work Life and Quality of Patient Care Conference, Simmons College, Boston, MA

Anne-Marie Barron, RN, PhD, CS
Caring and Meaning in Late Life
College Alumnae, Simmons College, Boston, MA

Gae Burchill, MHA, OTR/L, CHT
Upper Extremity Rehabilitation II – Anatomy: the Flexor and Extensor Tendons
Tufts University, Medford, MA

Gae Burchill, MHA, OTR/L, CHT
Upper Extremity Rehabilitation II – Management of Flexor Tendon Injuries
Tufts University, Medford, MA

Gae Burchill, MHA, OTR/L, CHT
Topics in Upper Extremity Rehabilitation II
Tufts University, Medford, MA

Virginia Capasso, RN, PhD, APRN, BC
Update on Wound Dressings—Gels, Foams, Films, and Fabrics
New England Society for Vascular Surgery

Virginia Capasso, RN, PhD, APRN, BC
Challenges of a Biometric Pilot
Institute for Nursing Health Care Leadership, Research Collaborative Colloquium

Diane Carroll, RN, PhD
Long-Term Effects of the Implanted Cardioverter Defibrillator on Quality of Life
Eastern Nursing Research Society Meeting, Cherry Hill, NJ

Daniel Chipman, RRT
Graphic Analysis of Mechanical Ventilation
First Annual Cardiopulmonary Conference, Norwood Hospital, Norwood, MA

Regina Doherty, OTD, OTR/L
Ethics Education in the Occupational Therapy Curricula: Advancing Moral Reasoning Through Effective Pedagogical Content
Doctoral Leadership Colloquium, Boston School of Occupational Therapy, Tufts University, Boston, MA

Regina Doherty, OTR/L, OTD
Steering Through the Maze of Ethical Conflicts
New England Occupational Therapy Educational Council Annual Conference for Fieldwork Educators, Charlestown, MA

Jean Fahey, MSN, RN, CCRN, CNRN, APRN, BC, CNS
Anatomy, Assessment, & Pathophysiology of the Nervous System
Annual Neuroscience in a Nutshell Lecture, Simmons College, Boston, MA

Jean Fahey, MSN, RN, CCRN, CNRN, APRN, BC, CNS
Traumatic Brain Injury, Acute Stroke, Seizures, Brain Tumors
Annual Critical Care Course, Hallmark Health Systems, Medford, MA

Jean Fahey, MSN, RN, CCRN, CNRN, APRN, BC, CNS
Cerebral Aneurysm Treatment Options, Phenylephrine and Screening for Blood Pressure Dependent Neurological Deficit, Cardiac Changes and Subarachnoid Hemorrhage, Acute Stroke Management
Faculty Update, Hallmark Health Systems, Medford, MA

Karen Fitzgerald, RN, MSN, CCRN
Heart Failure and the Surgical Patient: Implications for PeriAnesthesia Nursing
Massachusetts Society of PeriAnesthesia Nurses Spring Conference, Worcester, MA

Carol Harmon-Mahony, MS, OTR/L, CHT
Fracture Management
Tufts University, Medford, MA

Carol Harmon-Mahony, MS, OTR/L, CHT
Wrist Injuries
Tufts University, Medford, MA

Virginia Capasso, RN, PhD, APRN, BC
Advancing Wound Care: The Volcano is Rumbling
Northeast Regional Nurse Practitioner Conference, Manchester, NH

Jean Fahey, MSN, RN, CCRN, CNRN, APRN, BC, CNS
Issues Related to Acute Care of the Neuroscience Patient
Simmons College, Boston, MA
Dean Hess, PhD, RRT, FCCP, FAARC
Weaning from Mechanical Ventilation
3rd Annual Berkshire Trauma Symposium, Hancock, MA

Dean Hess, PhD, RRT, FCCP, FAARC
New Respiratory Therapy Concepts and Technologies
31st Annual Congress of the Oncologist Nurses Society, Boston, MA

Karen Hopcia, RN, ScD(c), APRN, BC, COHN-S
Leadership in Nursing
Theta-at-Large Induction Ceremony for Sigma Theta Tau International Nursing Honor Society, Boston University, Boston, MA

Karen Hopcia, RN, ScD(c), APRN, BC, COHN-S
Physical Therapy and Disability Duration in Occupational Knee Injuries
Research Grand Rounds, Occupational Health, Harvard School of Public Health, Boston, MA

Jeanette Ives Erickson, RN, MS
Nursing Now and in the Future: Introduction to Business and Management in Health Care
Harvard Medical School, Boston, MA

Jeanette Ives Erickson, RN, MS
Innovations and Challenges in Nursing Education: The Emerging Program of CNL and DNP
INHL Conference, Cambridge, MA

Jeanette Ives Erickson, RN, MS
Nexus of Nursing Knowledge and Practice Accomplished by PhD Nurses in an Acute-Care Setting
Boston College School of Nursing, PhD Colloquia, Boston, MA

Adèle Keeley, RN, MA
Conflict Resolution Skills in the Health Care Setting
University of Massachusetts, Boston, Conference on Dispute Resolution, Boston, MA

Mary Larkin, RN, BSN
Ideal Practice Environments and Nursing Practice Models: The State of the State
Massachusetts Organization of Nurse Executives (MONEX) Management of Practice Committee, Burlington, MA

Mary Lavieri, RN
Maintaining Healthy Bones
George Schlichte Learning Center, Boston, MA

Suy-Sinh Law, PT, OCS, M-AC
Maintaining Healthy Bones
Geek How Oak Tin Association, Boston, MA

Barbara Levin, RN, BSN, ONC, LNCC
Unleashing Your Leadership
Massachusetts Nurses Association, Canton, MA

Barbara Levin, RN, BSN, ONC, LNCC
Nurse Protect Thyself – Communication Pitfalls in the Healthcare Industry
Massachusetts Nurses Association, Canton, MA

Barbara Levin, RN, BSN, ONC, LNCC
Improving Patient Safety – Celebrating Successes
Massachusetts Nurses Association, Canton, MA

Barbara Levin, RN, BSN, ONC, LNCC
The Fascinating World of Forensic Sciences
Hingham High School, Hingham, MA

Colleen Lowe, MPH, OTR/L, CHT
Sensation and Sensitivity
Tufts University, Fellowship Program, Medford, MA

Kelly Macauley, PT, DPT, GCS
APTA: Working for You
North Shore Community College, Danvers, MA

Janet Madigan, RN, MS, CNA
Present and Future Trends of Nursing in Massachusetts
Nurses Day, Brockton Hospital, Brockton, MA

Janet Madigan, RN, MS, CNA
The Nurse of Tomorrow: Shaping the Future of Nursing
The Patients First Experience: A National Model – Transparency, Staffing and Safety, Boston, MA

Janet Madigan, RN, MS, CNA
The Relationship Between Spoken and Written Language
Orton-Gillingham Training Student Reading Disabilities, Boston, MA

Mary McKenna Guanci, RN, NS, CNRN
Stroke Update: Clinical Implications
Cape Cod Hospital System, ICU Conference, Hyannis, MA

Mary McKenna Guanci, RN, NS, CNRN
Acute Stroke Review
American Association of Critical Care, Manchester, NH

Sally Millar, RN, MBA
Guest Panelist, Physician Misconduct
Harvard Medical School, Boston, MA

Theresa Michel, PT, DPT, MS, DSc, CCS
Look: AHEAD Study – to Diabetic Subjects
NIH Funded Grant, Boston, MA

Danuza Nunn, MS, CCC-SLP
Swallowing from Clinical Evaluation to Instrumental Assessment and Management
Holyoke Hospital, Holyoke, MA

Danuza Nunn, MS, CCC-SLP
Swallowing Issues related to Parkinson’s Disease
Association Support Group, Newton Wellesley Hospital, Newton, MA

Mary McKenna Guanci, RN, NS, CNRN
Brain Freeze: Temperature Management in the Intensive Care
Wisdom from the Field: Innovations in Clinical Practice Symposium, Methodist Hospital, Houston, TX

Mary McKenna Guanci, RN, MS, CNRN
A Neuroscience Review
ICU Review Course, Concord Hospital, Concord, NH

Danuza Nunn, MS, CCC-SLP
Dysphagia Therapy; and, Exercise Physiology Applied to Swallowing
First Annual Vitalstim Provider Conference, Newton Wellesley Hospital, Newton, MA

Kathryn Pazola, RN, MSN, CPON
Clinical Narrative to Nursing Students
Massachusetts College of Pharmacy, Worcester, MA
Kathryn Pazola, RN, MSN, CPON
Exemplar to a Nursing Class
Massachusetts College of Pharmacy, Boston, MA

Gayle Peterson, RN
Collaborative Governance at MGH
Massachusetts Magnet Networking Group, Boston, MA

Monica Pessina, OTR/L, PhD
Primate and Human Research Related to Upper Extremity Function
Tufts University, School of Occupational Therapy, Medford, MA

Katherine Phillips, PT, MS, CHT, CLT
Splinting Principles Lab and Lecture
Tufts University, School of Occupational Therapy, Medford, MA

Katherine Phillips, PT, MS, CHT, CLT
Evaluation of the Upper Extremity
Tufts University, School of Occupational Therapy, Medford, MA

Marion Phipps, RN, MS, CRRN, FAAN
Translational Research: Do We Know? What We Know?
PhD Colloquium, Boston College School of Nursing, Boston, MA

Diane Plante, PT, MS
Temporomandibular Joint Disorders – Evaluation and Treatment
Harvard Dental School, Cambridge, MA

Marita Prater, RN, MS
Stick to the Knitting – Focusing on Nursing
Massachusetts Organization of Nurse Executives (MONE) Leadership Development Workshop, Wellesley, MA

Ellen Robinson, RN
Gayle Peterson, RN
Ethical Considerations in Pain Management
Massachusetts Chapter of American Nurses Pain Society, Melrose, MA

Alice Maron Rotfort, MSW, LICSW
Disabled Adults Enjoying Life in Your Community…Disabled Adults Sharing Your Home Innovation in Social Work conference, Boston College, Chestnut Hill, MA

Katherine Russo, OTR/L
Splinting Principles Lab and Lecture
Tufts University, Medford, MA

Katherine Russo, OTR/L
Evaluation of the Upper Extremity
Tufts University, Medford, MA

Susan Sannella-Fleming, PT
Position, Body Mechanics/Lifting, and Exercise Pre- and Post-Partum
Teen Mothers at Choice Through Education, Chelsea, MA

Ameec Seitz, PT, DPT, MS, OCS
Shoulder Anatomy and Biomechanics
Tufts University, School of Occupational Therapy, Medford, MA

Ameec Seitz, PT, DPT, MS, OCS
Shoulder Examination, Diagnosis and Treatment
Tufts University, School of Occupational Therapy, Medford, MA

Colleen Snydeman, RN, MSN
Intercepting Near Miss Adverse Events: the Critical Care Nursing Safety Net
Institute for Nursing Healthcare Leadership, Brigham and Women’s Hospital, Boston, MA

Linda Steiner, PT, DPT, MS, OCS
Managing Incontinence in the Home Care Setting
South Shore Homecare Rehab, Randolph, MA

Sasha Yampolsky, ScD, CCC-SLP
Reconceptualizing Reading Fluency
Reading First Conference, Sturbridge, MA

Sasha Yampolsky, ScD, CCC-SLP
Reading Fluency
Linguistics in Education Meeting, Tufts University, Medford, MA

Lillian Ananian, RN, MSN
Marjorie Voltero, RN, CGRN
Introduction of the Nurse Triage Role for Inpatient Endoscopy Patients
33rd Annual Society of Gastroenterology Nurses and Associates (SGNA) Course, San Antonio, TX

Lillian Ananian, RN, MSN
Development of a Nurse Triage Program in Endoscopy
Society of Gastrointestinal Nurses and Associates, San Antonio, TX

Paul Arnstein, RN, PhD
The Nurse’s Role as Catalyst for Patient Comfort and Satisfaction
NorthEast Regional Chapter Meeting, American Society of Perioperative Nurses, Rochester, NY

Katie Binda, MSW, LICSW
Kathy Clair-Hayes, MSW, MA, LICSW
Barbara Cashavelly, RN, MSN, AOCN
Elizabeth Alterman, BS
Meeting the Needs of Support Staff in a Patient-Family Centered Oncology Center
22nd Annual AOSW Conference, Oncology Social Workers Steering the Path: Quality of Life in the Cancer Experience, Minneapolis, MN

Linda Bonnell, LICSW
Stacey Chandler, LICSW
Living with Cancer: An Overview of Social Work with Gastrointestinal Oncology Patients
22nd Annual AOSW Conference, Oncology Social Workers Steering the Path: Quality of Life in the Cancer Experience, Minneapolis, MN

Janet Callahan, PT, MS, NCS
The Role of Physical Therapy in the Management of Persons with Ataxia
National Ataxia Foundation Membership Meeting, Quincy, MA

Melissa Caron, MS, CCC-SLP
Marybeth Hetherton, MS, CCC-SLP
Outcomes of Group Reading Instruction in Patients with LLD
American Speech Language Hearing Association Convention, Miami, FL

Lin-Ti Chang, RN-BC, MSN, APRN-BC, CCRN
Care of Blunt Cardiac Trauma
20th Anniversary Ceremony of Emergency Medicine Center & International Conference on Trauma Care, 2nd Affiliated Hospital Zhejiang University, School of Medicine, Hangzhou, China
Daniel Chipman, RRT
Focus on Respiratory Care and Sleep Medicine Conference: 
Tubes and Tuchts from A to Z, Nashville, TN

Kathy Clair-Hayes, MSW, MA, LICSW
Take Good Care Packs: Therapeutic Backpacks for Families Living with Cancer
22nd Annual AOSW Conference, Oncology Social Workers Steering the Path: Quality of Life in the Cancer Experience, Minneapolis, MN

Judy Corbett, RN, BSN, MS
Video Capsule Endoscopy: Bridging the Gap 33rd Annual Society of Gastroenterology Nurses and Associates (SGNA) Course, San Antonio, TX

Janet Dorrwachter, BS, RN
Andrew Friedberg, MD
Spectrum of Care for the Total Hip Arthroplasty Patient
National Association of Orthopedic Nurses Annual Congress (NAON), Boston, MA

Joanne Empoliti, RN, MSN, APRN, ONC
Ruth Bryan, RN, MSN, CAPA
Make No Bones About It, Patient Safety is Important
National Association of Orthopedic Nurses Annual Congress (NAON), Boston, MA

Deirdre Fleming, MSN, RN, FNP
Making Sense Out of Shoulder Pain
National Association of Orthopedic Nurses Annual Congress (NAON), Boston, MA

Bonnell Glass, RN, MSN
Mary Sullivan, RN, MS, APRN, BC
Integrating Clinical Research Nursing at the Massachusetts General Hospital General Clinical Research Centers Annual Meeting, Washington, DC

Tessa Goldsmith, MA, CCC/SLP, BRS-S
Audrey Cohen, MS, CCC/SLP
Paige Nalipinski, MA, CCC/SLP
Carmen Vega-Barachowitz, MS, CCC/SLP
Development and Implementation of a Swallowing Screening Tool for Acute Neuroscience Inpatients
American Speech Language Hearing Association Convention, Miami, FL

Tessa Goldsmith, MA, CCC/SLP, BRS-S
Denise McIntosh, PT, LAN
Treatment of Lymphedema in Head-Neck Cancer: Impact on Swallowing Function
American Speech Language Hearing Association Convention, Miami, FL

Tessa Goldsmith, MA, CCC/SLP, BRS-S
Allison Holman, MS, CCC/SLP
Early Cervical-Esophageal Stricture Following Chemoradiation Therapy for Advanced Oropharyngeal Cancer
American Speech Language Hearing Association Convention, Miami, FL

Tessa Goldsmith, MA, CCC/SLP, BRS-S
Glenn Bunting, MA, CCC/SLP
Ramon Franco, MD
Mike Towhy MA, CCC/SLP
Management of Vocal Fold Paralysis: How We Do It
American Speech Language Hearing Association Convention, Miami, FL

Tessa Goldsmith, MA, CCC/SLP, BRS-S
Audrey Cohen, MS, CCC/SLP
Paige Nalipinski, MA, CCC/SLP
Carmen Vega-Barachowitz, MS, CCC/SLP
Validation of a Swallow Screening Tool for Acute Neuroscience Inpatients
SCORE Meeting, Framingham, MA

Tessa Goldsmith, MA, CCC/SLP, BRS-S
Glenn Bunting MA, CCC/SLP
Management of Voice and Swallowing in Patients with Head and Neck Cancer Two day workshops, Philadelphia, PA, Boston, MA, New York, NY

Tessa Goldsmith, MA, CCC/SLP
Impact of Lymphedema on Swallowing Function in Patients with Head and Neck Cancer Workshops: Indianapolis, IN, New York, Baltimore, MD

Jane Harker, MS, BSN, RN, CGRN
Christopher Robbins, RN, CGRN
The DAVE GI Nursing Project: An Innovative Way to Share Information 33rd Annual Society of Gastroenterology Nurses and Associates (SGNA) Course, San Antonio, TX

Erin Hart, MSN, RN, CPNP
Another Day in the Pedi-Orthopedic Clinic Common Diagnosis and Management National Association of Orthopedic Nurses Annual Congress (NAON), Boston, MA

Dean Hess, PhD, RRT, FCCP, FAARC
Features and Modes of the Modern Ventilator: What Features Do We Need? Symposium on Critical Care, Trauma, and Emergency Medicine, Las Vegas, NV

Tessa Goldsmith, MA, CCC/SLP, BRS-S
Audrey Cohen, MS, CCC/SLP
Paige Nalipinski, MA, CCC/SLP
Carmen Vega-Barachowitz, MS, CCC/SLP
Validation of a Swallow Screening Tool for Acute Neuroscience Inpatients
American Association for Respiratory Care, Las Vegas, NV

Karen Hopcia, RN, ScD(c), APRN, BC, COHN-S
Kyung Ja June, RN, PhD
Eileen McNeely, RN, PhD
Ageing Nurses: Increased Stress but Lower Injury Rates in the Hospital Setting? Work, Health & Stress: Making a Difference in the Workplace Conference, Miami, FL

Sally Hooper, MSW, LICSW
Barbara Cashavelly, MSN, RN, AOCN
Jennifer Duran, MLS
The Development and Integration of a Patient Education Steering Committee in an Academic Cancer Center Cancer Patient Education Network, (CPEN), Annual Conference, St. Louis, MO

Marian Jeffries, MSN, APRN, BC, FNP-C
Comparison of CNS Responses to a National Survey on Common Patient Problems with Responses from Staff RNs and CNSs in a Large Boston Medical Center National Association of Clinical Nurse Specialists (NACNS) Convention, Salt Lake City, Utah

Dean Hess, PhD, RRT, FCCP, FAARC
Equipment Needs for Noninvasive Ventilation American Thoracic Society, San Diego, CA

Dean Hess, PhD, RRT, FCCP, FAARC
Neuromuscular Respiratory Failure American Association for Respiratory Care, Las Vegas, NV
PROFESSIONAL ACHIEVEMENTS • presentations

Kyung Ja June, RN, PhD
Karen Hopcia, RN, ScD(c), APRN, BC, COHN-S
Eileen McNeely, RN, PhD
Minority Nurses: Stress and Injury Rates in the Hospital Setting
Work, Health & Stress: Making a Difference in the Workplace Conference, Miami, FL

Kyung Ja June, RN, PhD
Karen Hopcia, RN, ScD(c), APRN, BC, COHN-S
Eileen McNeely, RN, PhD
Attributing CVD to Work: The Contrast of the US and Korea
Optimizing Global Health through Nursing Science Conference, Chicago, IL

Elizabeth Johnson, RN, MSN, AOCN, AOCNS, HPCN
Bone Marrow Transplant for Acute Lymphoblastic Leukemia
Infusion Nurses Society Annual Meeting, Reno, NV

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Evidence Based Medicine and Mechanical Ventilation, and Future Directions in Mechanical Ventilation
California Society for Respiratory Care Annual Meeting, Rancho Mirage, CA

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Tracheal Gas Insufflation, and The NIV Mode on Critical Care Ventilators
Society of Critical Care Medicine Annual Meeting, San Francisco, CA

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
What Ever Happened to the Respiratory Therapist Innovator?
American Association for Respiratory Care Annual Meeting, Las Vegas, NV

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Evidence Based Medicine and the Respiratory Care Practitioner, and Ventilator Associated Pneumonia – What Can We Do!!
Illinois Society for Respiratory Care Annual Meeting, Chicago, IL

Adele Keesley, RN, MA
Merging Palliative Care in the Critical Care Setting, A Robert Wood Johnson Foundation Study
Institute for Family-Centered Care, Deerborn, MI

Daniel Kerls, MBA, OTR/L
Ergonomics
American Society for Healthcare Central Service Professionals, Uncasville, CT

Janet King, RN
Motility and pH Procedures: the Nursing Prospective
33rd Annual Society of Gastroenterology Nurses and Associates (SGNA) Course, San Antonio, TX

Karon Konner, LICSW
Natascha Gundersen, LICSW
Incident Stress and the Role of Mental Health
National Disaster Medical System: Disaster Medical Assistance Team Winter Training
Crawford Notch, NH

Barbara Levin, RN, BSN, ONC, LNCC
Unleashing the Leadership Within
National Association of Orthopaedic Nurses (NAON) Annual Congress, Boston, MA

Barbara Levin, RN, BSN, ONC, LNCC
Orthopaedic Complications, Musculoskeletal Tumors, Pediatric and Neuromuscular Orthopaedics
National Association of Orthopaedic Nurses National Conference, Boston, MA

Barbara Levin, RN, BSN, ONC, LNCC
The Legal Eyeopener
National Association of Orthopaedic Nurses National Conference, Boston, MA

Barbara Levin, RN, BSN, ONC, LNCC
When the Call Bell Rings: Appreciating Generational and Cultural Differences in Communication
American Society for Healthcare Risk Management, (ASHRM), National Conference, San Diego, CA

Mary McKenna Guanci, RN, MSN, CNRN
Hyperglycemia and the Effects on the Neuroscience Patient
American Association of Neuroscience Nurses Annual Conference, San Diego, CA

Janet Madigan, MS, RN, CNA
Karen Nelson, MPA, RN
Patients First Initiative
Tennessee Hospital Association and Tennessee Organization of Nurse Executives CNO Summit Nashville, TN

Janet Madigan, RN, MS, CNA
Nurse Staffing: Legislated Ratios/Regulation or Health Professional Initiatives
Quadramed Users Group Conference: Power Your Healthcare Vision to New Heights, Denver, CO

Janet Madigan, RN, MS, CNA
Implementing Advocacy Strategies: The Massachusetts Response to Nurse Staffing Legislation
Illinois Hospital Association's, Working Together: Illinois Nurse Staffing Laws and You, Chicago, IL

Jacqueline Mulgrew, PT, CCS
Alison Squadrito, PT, DPT, GCS
Management of the Acute Care Patient
Educational Resources, Inc., Richmond, VA

Matthew Nippins, PT, DPT
Round Table Moderator – Designing an Inpatient Exercise Program
2006 North American Cystic Fibrosis Conference, Denver, CO
Matthew Nippins, PT, DPT
Session Moderator – Exercise: Physiology, Testing and Prescription
2006 North American Cystic Fibrosis Conference, Denver, CO

Matthew Nippins, PT, DPT
Abstract Reviewer
2006 North American Cystic Fibrosis Conference – PR/RT Section, Denver, CO

Lynn Oertel, RN, MS, ANP, CACP, CNS
A Prospective Look at Anticoagulation Therapy: From the Inpatient to the Outpatient Setting
National Conference for Nurse Practitioners and Acute Care Clinicians, Philadelphia, PA

Lynn Oertel, RN, MS, ANP, CACP, CNS
Management Strategies for the Noncompliant Patient and a Credentialing Process for the Clinician
Seventh Annual Antithrombotic Therapy Symposium, Dearborn, MI

Amee Seitz, PT, MS, OCS
Hip Bursitis in Runner
American Physical Therapy Association, Combined Sections Meeting, Sports Physical Therapy Section San Diego, CA

Elisabeth Steib, RN, BSN, AE-C
Strategies for Managing Food Allergies in School
Food Allergies: A Brighter Future Conference of the Food Allergy and Anaphylaxis Network, Boston, MA

Mary Sullivan, RN, MS, APRN, BC
Integration of the Nurse Practitioner into Clinical Research
Rockefeller University, New York, NY

Dawn Tenney, RN, MSN
SCI—Surgical Care Improvement Project
UHC Perioperative Services Council Meeting, Orlando, FL

Sasha Yampolsky, ScD, CCC-SLP
A Systematic Approach to Reading Fluency and Comprehension
2006 American Speech-Language and Hearing Association Annual Convention, Miami, FL

INTERNATIONAL

Sheila Burke, RN, BSN
Family and Patient Education
Nursing in the 21st Century, Spring 2006 International Conference, Wuhan University, Wuhan, China

Sheila Burke, RN, BSN
Trauma Nursing Skill Stations: Head Trauma Nursing in the 21st Century, Spring 2006 International Conference, Wuhan University, Wuhan, China

Sheila Burke, RN, BSN
Traumatic Brain Injury
The 20th Anniversary Ceremony of Emergency Medicine Center, 2nd Affiliated Hospital Zhejiang University and International Conference on Trauma Care, Hangzhou, China

Diane Carroll, RN, PhD
Changes in Fears and Concerns in Recipients of the Implanted Cardioverter Defibrillator Workgroup of Cardiovascular Nursing, European Society of Cardiology, Bergen, Norway

Dean Hess, PhD, RRT, FCCP, FAARC
Monitoring During Mechanical Ventilation
International Congress on Pediatric Pulmonology, Montreal, Canada

Sheila Burke, RN, BSN
Care of Blunt Cardiac Trauma
The 20th Anniversary Ceremony of Emergency Medicine Center, 2nd Affiliated Hospital Zhejiang University and International Conference on Trauma Care, Hangzhou, China

Patricia Connors, RNC, MS, WHNP
The Massachusetts General Hospital CNSRFT’s Implementation of Evidence-Based Practice Programs in Response to the Identification of Common Patient Problems, Level of Preparation and Adequacy of Resources
Sigma Theta Tau’s 17th International Nursing Research Congress Focusing on Evidence-Based Practice, Montreal, Canada

Lin-Ti Chang, RN-BC, MSN, APRN-BC, CCRN
Clinical Continuing Education for Nurses-Diversity and Flexibility
The New Trends of Nursing Management Seminar, Zhejiang Province Nurses Association, Hangzhou, China

Lin-Ti Chang, RN-BC, MSN, APRN-BC, CCRN
Trauma Nursing Skill Stations: Primary Survey Nursing in the 21st Century, Spring 2006 International Nursing Conference, Wuhan University, Wuhan, China

Lin-Ti Chang, RN-BC, MSN, APRN-BC, CCRN
Care of Blunt Cardiac Trauma
The 20th Anniversary Ceremony of Emergency Medicine Center, 2nd Affiliated Hospital Zhejiang University and International Conference on Trauma Care, Hangzhou, China

Patricia Connors, RNC, MS, WHNP
The Massachusetts General Hospital CNSRFT’s Implementation of Evidence-Based Practice Programs in Response to the Identification of Common Patient Problems, Level of Preparation and Adequacy of Resources
Sigma Theta Tau’s 17th International Nursing Research Congress Focusing on Evidence-Based Practice, Montreal, Canada

Dean Hess, PhD, RRT, FCCP, FAARC
Monitoring During Mechanical Ventilation
International Congress on Pediatric Pulmonology, Montreal, Canada

Patient Care Services staff listed in bold.
PROFESSIONAL ACHIEVEMENTS • presentations

Dean Hess, PhD, RRT, FCCP, FAARC
Advances in Mechanical Ventilation – First Do No Harm
International Symposium for Respiratory Physiotherapy in the ICU, Curitiba, Brazil

Dean Hess, PhD, RRT, FCCP, FAARC
Inhaled Nitric Oxide
Alberta Respiratory Therapy Association, Calgary, Alberta, Canada

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Clinical Issues Surrounding the Use of Non-Invasive Positive Pressure Ventilation, and How and When to Perform Lung Recruitment Maneuvers
Czech Society of Anaesthesiology and Intensive Care Medicine Annual Meeting, Prague, Czech Republic

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Non-Invasive Ventilation in Post-Exubation Respiratory Failure, and High Frequency Ventilation and Other Non-Conventional Approaches to the Management of ARDS
International Symposium for the 10th Anniversary of Respiratory Care in Argentina, Buenos Aires, Argentina

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Management of ARDS: Beyond the ARDS Protocol, and Patient-Ventilator Synchrony: How to Recognize and Correct It
14th Congress of the Asia Pacific Association of Critical Care Medicine, Beijing, China

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Tidal Volumes Do Not Initially Need to be 6 mL/kg in Virtually All Patients Receiving Mechanical Ventilation, and Recruitment Maneuvers Should Routinely Be Used in the Management of ALI and ARDS
38th Respiratory Care Journal Conference, Banff, Canada

Donna Perry, RN, PhD
Nursing as a Transformative Voice for Human Dignity
Sigma Theta Tau International Nursing Honor Society, Boston, MA

Sasha Yampolsky, ScD, CCC-SLP
Pre-reading and Music Subskills Rhythm, Time and Temporal Organization Conference, University of Edinburgh, Scotland
**State and Regional**

**Virginia Capasso, RN, PhD, APRN, BC**  
Mary Jane O’Neill, MD  
Patricia Mattos, RVT  
Barbara Hazard, RN, PhD, FAAN  
Comparison of Three Methods of Wound Volume Measurement: Preliminary Findings  
Research Day, Alpha Chi Chapter of Sigma Theta Tau, Boston College, Chestnut Hill, MA

Diane Carroll, RN, PhD  
Changes in Fears and Concerns in Recipients of an Implanted Cardioverter Defibrillator  
Eastern Nursing Research Society Meeting, Cherry Hill, NJ

Regina Doherty, OTR/L, OTD  
A Practical Approach to Promoting Evidence-Based Practice in the Clinical Setting  
Massachusetts Occupational Therapy Association Annual Conference, Westwood, MA

Robert Dorman, PT, DPT, GCS  
Minimally Invasive Hip Arthroplasty Versus Traditional Hip Arthroplasty Surgery: Early Functional Outcomes and the Impact on the Frequency and Duration of Acute Care  
American Physical Therapy Association, Massachusetts Chapter, Marlborough, MA

Kathleen Grinke, RN, MSN  
Catherine Griffith, RN, MSN, SPRN, BC  
Kathleen Walsh, RN, PhD(c)  
Mary Larkin, RN, BSN  
Virginia Capasso, RN, PhD, APRN, BC  
Promoting Research Utilization: The Nursing Research Committee  
Eastern Nursing Research Society Meeting, Cherry Hill, NJ

Kelly Macauley, PD, DPT, GCS  
Informational Poster on Massachusetts Geriatric Special Interest Group  
American Physical Therapy Association, Massachusetts Chapter, Marlborough, MA

Bessie Manley RN, MPA/HA  
Brenda Miller, RN, MSN  
John Murphy, RN, MS  
Marita Prater, RN, MS  
Colleen Snydeman, RN, MSN  
Aileen Tubridy, RN, MSN  
Donna Perry, PhD, RN  
Trish Gibbons, DNSc, RN  
Creating a Culture of Leadership: The MGH Nurse Manager Leadership Development Program  
Massachusetts Organization of Nurse Executives Meeting, Needham, MA

Theresa Michel, PT, DPT, MS, DSc, CCS  
Case-Based Approach to Diagnostic Reasoning  
American Physical Therapy Association, Massachusetts Chapter, Marlborough, MA

Elise Townsend, PT, PhD  
Neurocognitive Function in School-Aged Children with Repaired Cyanotic Congenital Heart Defects (CHD)  
MGH Scientific Advisory Committee (SAC) Annual Meeting, Boston, MA

**National**

Jean Ashland, PhD, CCC- SLP  
Laryngeal Cleft in Children: Dysphagia Assessment and Outcomes  
Fourteenth Annual Dysphagia Research Society Meeting, Scottsdale, AZ

Pat Atkins, RN  
Amy Levine, RN  
Pam Wrigley, RN, MS CNS  
Janet Quigley, RN, MSN  
Ruth Bryan, RN, MSN, CCRN  
A New and Improved Approach for Patient Safety in the Same Day Surgical Unit—Reviewing O.R. Policy, Procedures, and Equipment  
Association of Perioperative Registered Nurses Congress, Washington, DC

Sharon Brothers, RN, BSN  
The Role of the Orthopaedic Technician in the Operating Room  
Association of Perioperative Nurses Congress, Washington, DC

Virginia Capasso, APRN, PhD, BC  
Theresa Cantanno-Evans, RN, APRN, BC  
Vivian Donahue, RN, MSN  
Joanne Empoliti, RN, MSN, APRN, BC, ONC  
Erin Cox, RN, MS, CS  
Susan Gavaghan, RN, APRN, BC, CNS  
Catherine Griffith, RN, APRN, BC, CCRN, CNS  
Siobhan Haldeman, RN, MSN, APRN, BC  
Marion Jeffries, RN, CNS, FNP  
Karen Fitzgerald, RN  
Susan Kilroy, RN, MS, CNS  
Cynthia LaSala, RN, MS  
Ann Martin, RN, MSN, APRN  
Mimi O’Donnell, RN, MS  
Jill Pedro, RN, MSN, APRN, BC, ONC  
Marion Phipps, RN, MS, CCRN, FAAN  
Susan Stengrevics, RN, MSN, APRN, BC, CCRN  
Re-engineering the Infra-Structure for Wound Management in Acute Care  
Symposium on Advanced Wound Care, Henry B. Gonzalez Convention Center, San Antonio, TX

Diane Carroll, RN, PhD  
Sally Rankin, RN, PhD, FAAN  
Collaborative Intervention Improves Adherence in Cardiac Elders  
National State of the Science Congress, Washington, DC

Barbara Cashavelly, RN, MSN  
Katie Binda, MSE, LICSW

Elizabeth Alterman, BS  
Carol Ghiloni, RN, MSN  
Meeting the Needs of Support Staff at a Patient and Family-Centered Oncology Center  
Oncology Nursing Society Congress, Boston, MA

Gerald Cronin, BSIM  
Ellen Anderson, MS, RD, LDN  
Dayna Bradstreet

Karen Hopcia, RN, ScD(c), APRN, BC, COHN-S  
David M. Nathan, MD  
Eighty Years of Clinical Research on Ward IV: The Future for Translational Research  
General Clinical Research Centers Annual Meeting, Washington, DC

Robert Dorman, PT, DPT, GCS  
Jacqueline Mulgrew, PT, CCS  
Minimally-Invasive Hip Arthroplasty Versus Traditional Hip Arthroplasty 2006 Surgery: Early Functional Outcomes and the Impact on the Frequency and Duration of Acute Care Physical Therapy  
American Physical Therapy Association, Combined Sections Meeting, San Diego, CA

Bonnell Glass, RN, MSN  
Integrating Clinical Research Nursing at the Massachusetts General Hospital  
American Organization of Nurse Executives Annual Meeting, Orlando, FL
Siobhan Haldeman, RN, MSN, APRN, BC
Marian Jeffries, MSN, APRN, BC, FNP-C
Catherine Griffith, MSN, APRN, BC, CCRN
Elizabeth Johnson, MSN, RN, AOCNC
Cynthia Lasala, RN, MS
Ann Martin, RN, MSN, CS-ANP
Jill Pedro, RN, MSN, ONC
Marion Phipps, RN, MS, CRRN, FAAN
CNS Use of Data from Staff Perception Survey of the Practice Environment Survey to Influence the Development of Staff Nurse Education Programs National Teaching Institute, American Association of Critical Care Nurses, Anaheim, CA
Andrea Hansen, RN, MSN, OCN
Janet Gail Umphlett, RN, OCN
Jeanne Griggin, MSN, APRN, BC, AOCN
Pat Ostler, RN, BSN, MHS
Esther O’Dette, RN, ASN
Cynthia Moreira, RN, BSN
Mimi Bartholomay, RN, MSN, AOCN, CNS
Barbara Cashavelly, RN, MSN, AOCN
Development of Evidenced-Based Nursing Care Regarding Oral Care for Patients Undergoing Cancer Treatment Oncology Nursing Society Congress, Boston, MA
Karen Lipshires, RN, BSN
Deborah Verrier, RN, BSN
Ellen Tookey-Mathews, RN, BSN
Damiana Maloof, RN, BSN
Karen Schulte, RN, BSN
Ensuring Clinical Trial Treatment Accuracy with a Computerized Chemotherapy Template Oncology Nursing Society Congress, Boston, MA
Lori Lucas, RN, BSN, CNRN
Withdrawal of Care in a Neuroscience Setting: A Practice Guide for Nurses American Association of Neuroscience Nurses Annual Conference, San Diego, CA
Karen Hopcia, RN, ScD(c), APRN, BC, COHN-S
Craig Packard, MD, FAAFP
Robert Weker, BA
An Ergonomic Assessment of Outpatient and Phlebotomy Activities on a Research Unit. General Clinical Research Centers Annual Meeting, Washington, DC
Eileen Joyce, LICSW
Michelle Hazelwood, LICSW
Stacy Chandle, LICSW
It Takes a Village: A Group Approach to Individual Social Work Advancement AOSW conference. Oncology Social Workers Steering the Path: Quality of Life in the Cancer Experience, Minneapolis, MN
Karen Lipshires, RN, BSN
Helping Nurses Utilize Computer Based Applications: The Role of the Chemotherapy Order Set Coordinator Oncology Nursing Society Congress, Boston, MA
Mary McAdams, RN, BSN
Laura Sumner, RN, MEd, MBA, MSN, ONC
Debra Burke, RN, MSN, MBA
Mary Sullivan, RN, APRN, BC
Marion Growney, MSN, ACNP
Jerene Bitondo, MNP, PA
Mary Ellen Heike, RN, MMHS
Designing and Implementing an Advanced Practice Clinician Learning Needs Assessment National Nursing Staff Development Organization (NNSDO), Orlando, FL
Mary McAdams, RN, BC, BSN
Laura Sumner, RN, MEd, MBA, APRN-BC, ONC
Gail Alexander, RN, BSN, CNRN
Andrew Doherty, RN, EdD, FAAN
Mary McKenna Guanci, RN, MSN, CNRN
Marion Phipps, RN, MSN, FAAN
Reduction of Urinary Tract Infection on a 78-bed Neuroscience Service: A Quality Initiative American Association of Neuroscience Nurses Annual Conference, San Diego, CA
Kathleen Myers, MSN, RN
Confronting Health Care Disparities through Culturally Competent Care National Association of Orthopaedic Nurses Annual Congress (NAON), Boston, MA
Danny Nunn, MS, CCC-SLP
Successful Revision of Laryngeal/Tracheal Diversion: Case Study Fourteenth Annual Dysphagia Research Society Meeting, Scottsdale, AZ
Danny Nunn, MS, CCC-SLP
Swallowing After Pharyngeal Colonic Interposition – Review of Six Cases Fourteenth Annual Dysphagia Research Society Meeting, Scottsdale, AZ
Christopher Robbins, RN, CGRN
Jane Harker, MS, BSN, RN, CCRN
The DAVE GI Nursing Project: An Innovative Way to Share Information 33rd Annual Society of Gastroenterology Nurses and Associates (SGNA) Congress, San Antonio, TX
Kristen Samatis, BS, CHES
Disability Access Center within a Consumer Health Library Setting Patient and Family Learning Center: Health Care Education Association, Atlanta, GA
Kimberly Smith, RN, BSN
Karen Hopcia, RN, ScD(c), APRN, BC, COHN-S
Helen Ann Higgins, RN, BSN, MHA
Megan Miller, BS
Rachel Cohen, BA
A Pilot Study: Does Increased Education of Medication Side Effects Increase Subjects’ Reporting of Such Side Effects General Clinical Research Centers Annual Meeting, Washington, DC
Clinical Recognition Program

The MGH 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.

2006 Advancements

Advanced Clinician

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<th>Name</th>
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<tr>
<td>J. Patrick Birkemose, RN</td>
<td>Hirlanda Linse, RN</td>
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<td>Rachel Bolton, RN</td>
<td>Kelly Macauley, PT</td>
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<td>Linda Cahoon, RN</td>
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<td>Christina Perino, RRT</td>
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<td>Marilyn Healey, RN</td>
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<td>Cheryl Hersh, SLP</td>
<td>Maryalyce Romano, RN</td>
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<td>Jennifer Hovsepian, RN</td>
<td>Carole-Ann Sheridan, RN</td>
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<td>Susan LaGambina, RRT</td>
<td>Ellen Silvius, RN</td>
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<td>Marissa Legare, RN</td>
<td>Melanie Struzzi, PT</td>
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Clinical Scholar

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<tr>
<td>Janet Umphlett, RN</td>
<td>Marjorie Voltero, RN</td>
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<td>Marisol Volter, RN</td>
<td>Alison Walsh, RN</td>
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<td>Lorraine Walsh, RN</td>
<td>Karen Ward, RN</td>
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<td>Tracey Zachary, RN</td>
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Colleen Snydeman, RN, MSN
Bessie Manley, RN, MPN/HA
Brenda Miller, RN, MSN
John Murphy, RN, MS
Marita Prater, RN, MS
Aileen Tubridy, RN, MSN
Donna Perry, RN, PhD
Trish Gibbons, RN, DNSc

Creating a Culture of Leadership: The MGH Nurse Manager Leadership Development Program
Massachusetts Organization of Nurse Executives (MONE)

Linda Steiner, PT, DPT, MS, OCS
Experiences With an Early Pregnancy Educational Program
American Physical Therapy Association, Combined Sections Meeting, San Diego, CA

Elise Townsend, PT, PhD
Neurocognitive Sequelae of Repaired Cyanotic Congenital Heart Disease (CHD)
American Physical Therapy Association, Combined Sections Meeting, in San Diego, CA

International

Elyse Levin-Russman, LICSW
Partnering with Families to Enhance Clinical Services: The Development of a Family Advisory Committee
Association of Pediatric Oncology Social Workers (APOSW) Annual Conference, Toronto, Ontario, Canada
PROFESSIONAL ACHIEVEMENTS • officers

MGH

Adele Keeley, RN, MA
Member, Board of Directors, MGH
School of Nursing Alumnae Association

STATE AND REGIONAL

Patricia Atkins, RN, CNOR, BSN
Treasurer, Association of Perioperative
Registered Nurses, (AORN), Mass Chapter 1

Kathryn Brush, RN, MS, CCRN, FCCM
Member, Advanced Practice Registered Nurse
Task Force, Massachusetts Board of
Registered Nursing

Laura Busick, PT, DPT, MS, NCS
Membership Chair, American Physical
Therapy Association – Massachusetts
Chapter, Boston

Joanne Empoliti, RN, MSN, APRN, ONC
President, National Association of Orthopaedic
Nurses, Massachusetts Chapter

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Co-Chair, Membership Committee, Boston
Oncology Nursing Society, (BONS)

Nancy Goode, PT, DPT, MS
Chair, Nominating Committee, American
Physical Therapy Association of Massachusetts

Jeanette Ives Erickson, RN, MS
Member, Harvard Humanitarian Initiative
Executive Committee, Harvard University
Member, Board of Directors, The Benson-
Henry Institute for Mind Body Medicine,
Chestnut Hill, MA
Member, Board of Directors and Senior
Associate, The Institute for Nursing
Healthcare Leadership, Boston, MA

Elizabeth Johnson, RN, MSN, AOCN,
AOCNS, HPCN
Chapter President, Boston Oncology
Nursing Society

Aimee Klein, PT, DPT, MS, OCS
Legislative Committee Member, American
Physical Therapy Association, Massachusetts
Chapter, Boston, MA

Cynthia Ann LaSala, RN, MS
Delegate, American Nurses Association,
(ANA)
Board Member, American Nurses Association
(ANA) Center for Ethics and Human Rights
Advisory Board
Massachusetts Association of Registered Nurses
(MARN)

Amy Levine, RN, BSN
Nurse Leader, Sigma Theta Tau-Gamma
Epsilon Chapter, Boston

Kelly Macauley, PT, DPT, GCS
Secretary, Geriatric Special Interest Group,
American Physical Therapy Association –
Massachusetts Chapter, Boston
Secretary, Northern Metro District of APTA
of Massachusetts
American Physical Therapy Association,
(APTA)

Janet Madigan, RN, MS, CNAA
Immediate Past President, Massachusetts
Organization of Nurse Executives

Charles McCorkle, LICSW
Honorary appointment, Clinical Instructor,
Smith College School for Social Work

Mary McKenna Guanci, RN, MS, CNRN
President, Boston Chapter, Neuroscience
Nurses Association

Kathleen Myers, RN, MSN, APRN, BC
Member, Board of Directors, National
Association of Orthopaedic Nurses,
Massachusetts Chapter

Rev. Celestino Pascual, STL
Coordinator, Filipino Apostolate of the
Archdiocese of Boston
Member, Board of Directors, New England
Society of Philippine Health Professionals

Jill Pedro, RN, MSN, APRN
Secretary, National Association of Orthopaedic
Nurses, Massachusetts Chapter

Monica Pessina, OTR/L, PhD
Member, Americans with Disabilities
Committee, West Newbury, Massachusetts

Gayle Peterson, RN
Member, City of Melrose, MA, Human
Rights Commission

Laura Ryan, RN, OCN
Member, Board of Directors, New England
Coalition of Cancer Survivorship

Melanie Struzzi, PT, DPT, MHS
Treasurer, Geriatric Special Interest Group,
American Physical Therapy Association of
Massachusetts

Alison Squadrito, PT, DPT, GCS
Bylaws Chair, American Physical Therapy
Association of Massachusetts
Founder and Chair, Geriatric Special Interest
Group, American Physical Therapy Associa-
tion of Massachusetts

Carol Tyksienski, RN, MS, APRN, BC
Member, ESRD Network of New England
Medical Review Board

Philip Waithe, Jr., RN
Member, Board of Registration in Nursing
NATIONAL

Tessa Goldsmith, MA, CCC/SLP, BRS-S
Member, Ad Hoc Committee: Graduate Curriculum on Swallowing and Swallowing Disorders, Special Interest Division 13, Swallowing and Swallowing Disorders, American Speech-Language-Hearing Association

Jane Harker, MS, BSN, RN, CGRN
Member, Nominations and Elections Committee of the Society of Gastroenterology Nurses and Associates (SGNA)

Dean Hess, PhD, RRT, FCCP, FAARC
Associate Editor, Respiratory Care Journal

Jeanette Ives Erickson, RN, MS
Member, Operational Review Team, National Institutes of Health, Warren G. Magnuson Clinical Center, Bethesda, MD
Member, National Advisory Committee and Nurse Leadership Association, Board of Directors, Robert Wood Johnson Executive Nurse Fellows Program, Princeton, NJ

Elizabeth Johnson, RN
Fellow, Oncology Nursing Society Leadership Development Institute

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Forrest M. Bird Lifetime Achievement Award, American Association for Respiratory Care

Janet King, RN
Co-facilitator, Manometry Electronic Special Interest Group (e-SIG)

Karon Konner, MSW, LICSW
Member, National Disaster Medical System (a branch of FEMA), Behavioral Health Working Group

Peter Moran, RN
President-Elect, Case Management Society of America (CMSA)

Janet Mulligan, RN, MS
Member, Publications Committee, Association for Vascular Access (AVA)

Kristin Parlman, PT, DPT, NCS
Nominating Committee Chair, American Physical Therapy Association, Neurology Section Stroke Special Interest Group Member, Neurology Section Awards Committee, American Physical Therapy Association

Georgia Peirce
Member, Board of Directors, The Center for Nursing Advocacy
Member, Duke University Health System PSLF Executive Steering Committee
Member, Health Research & Education Trust (HRET) Fellowship Board of Advisors

Gayle Peterson, RN
Member, House of Delegates of the American Nurses Association (ANA)

Thomas Quinn, RN, MSN, AOCN
Nominating Committee Member, American Society for Pain Management Nursing, (ASPMN)

Anee Seitz, PT, DPT, OCS
Committee Member, Shoulder Special Interest Group, Sports Physical Therapy Section of the American Physical Therapy Association, Alexandria, VA

Sandra Silvestri, RN, MS, CNOR
Member, Advanced Practice, Perioperative Nurses with Masters Degree Task Force, Association of Perioperative Registered Nurses, National

Elisabeth Stieb, RN, BSN, AE-C
Member, National Board of Directors, Asthma and Allergy Foundation of America Program Committee Member, Food Allergy and Anaphylaxis Network
PROFESSIONAL ACHIEVEMENTS • publications

AUTHORSHIP OF BOOKS AND CHAPTERS IN BOOKS
Sharon Brackett, RN, BS, CCRN
Joan Creasia, RN, PhD
Barbara Parker, RN, PhD, FAAN
Chapter “Profile in Practice, Ethical Dimensions of Nursing and Health Care” in Conceptual Foundations: The Bridge to Professional Nursing Practice
4th Edition
Elsevier

Constance Dahlin, APRN, BC, PCM
Tessa Goldsmith, Clinical Specialist
Chapter “Dysphagia, Dry Mouth, and Hiccups” in Oxford Textbook of Palliative Nursing
2nd Edition
Oxford University Press

Constance Dahlin, APRN, BC, PCM
David Giansiracusa, MD
Chapter “Communication,” in Oxford Textbook of Palliative Nursing
2nd Edition
Oxford University Press

Constance Dahlin, APRN, BC, PCM
Dean Hess, PhD, RRT, FCCP, FAARC
Chapter “Arterial blood gases” in Pulmonary/Respiratory Therapy Secrets
3rd Edition
Hanley and Belfus

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Daniel Chipman, RRT
Chapter “Basic Principles of Ventilator Machinery” in Principles and Practice of Mechanical Ventilation
2nd Edition
McGraw-Hill Publishers

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Atul Malhotra, MD
Chapter “Equipment Required for Home Mechanical Ventilation” in Principles and Practice of Mechanical Ventilation
2nd Edition
McGraw-Hill Publishers

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Jesús Villar, MD, PhD, FCCM
Atul Malhotra, MD
Chapter “Modes of Mechanical Ventilation” in Clinical Critical Care Medicine
Mosby, Elsevier Publishers

Barbara Levin, RN, BSN, ONC, LNCC
Nancy Morris, RN, PhD, CS
Chapter “Complications in Orthopaedics,” in Core Curriculum for Orthopaedic Nursing
5th Edition
National Association of Orthopaedic Nurses, 2006

Atul Malhotra, MD
Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Chapter “Ventilator Associated Lung Injury” in Clinical Critical Care Medicine
Mosby Elsevier Publishers

Susanne Morash, RN, BSN, MA
Chapter “Non-Events and Avoiding Reality” in The Negotiator’s Fieldbook
1st Edition
American Bar Association, Section of Dispute Resolution, 2006

Brenda Nevijon, RN, MSN
Jeanette Ives Erickson, RN, MS
Chapter “The Nursing Shortage: Solutions for the Short and Long Term” in A History of Nursing Ideas
Jones & Bartlett Publishers

Donna Perry, RN, PhD
Katherine Gregory, RN, PhD
Chapter “Global Applications of the Cosmic Imperative for Nursing Knowledge Development” in Nursing Knowledge Development
Springer Publications

Jesús Villar, MD, PhD, FCCP
Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC
Chapter “Ventilator Associated Lung Injury” in Clinical Critical Care Medicine
Mosby Elsevier Publishers

ARTICLES
Patricia Atkins, RN, CNOR, BSN
Can Your Staff Restart Your Anesthesia Machines?
Outpatient Surgery Magazine

Patricia Atkins, RN, CNOR, BSN
Does Your Flash Policy Need Refreshing?
Outpatient Surgery Magazine

J. Andrews Billings, MD
Adele Keesey, RN, MA
Joel Sauman, MD
Alex Cist, MD
Edward Coakley, RN, MEd, MA, MSN
Constance Dahlin, RN, MSN, ANP
Paul Montgomery, PhD
B. Taylor Thompson, MD
Marilyn Wise, MSW, LICSW
Massachusetts General Hospital Palliative Care Nurse Champions
Merging Cultures: Palliative Care Specialists in the Medical Intensive Care Unit
Critical Care Medicine, Supplement, Improving the Quality of End-of-Life Care in the ICU
Melissa Belkin, LICSW  
The Role of the NICU Social Worker  
*Preemie Magazine*

João Borges, MD  
Valdelis Okamoto, MD  
Gustavo Matos, MD  
Maria Caramez, MD, PhD  
Paula Arantes, MD  
F. Barros, MD  
C. D. Souza, MD  
Josué Victorino, MD  
Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC  
Carmen Silvia Valente Barbas, MD  
Carlos Roberto Ribeiro Carvalho, MD  
Marcelo Britto Passos Amato, MD  
Reversibility of Lung Collapse and Hypoxemia in Early Acute Respiratory Distress Syndrome  
*American Journal of Respiratory and Critical Care Medicine*

Kathryn Brush, RN, MS, CCRN, FCCM  
Marc DeMoya, MD  
Trauma System Design  
*Critical Connections*

Janet Callahan, PT, MS  
Kristen Parlman, PT, DPT, NCS  
Elise Townsend, PT, PhD  
Perspective: Impact of III STEP Conference on Clinical Practice  
*Journal of Neurologic Physical Therapy*

Virginia Capasso, RN, APRN, PhD, BC  
Cheryl Codner, RN, BSN  
Gregory Nuzzo-Meuller, RN, BA, BSN, MDiv  
Erin Cox, RN, MS, APRN-BC, CCRN  
Sharon Bouvier, RN, MS  
Peripheral Arterial Sheath Removal Program: A Performance Improvement Initiative  
*Journal of Vascular Nursing*

Maria Caramez, MD, PhD  
Guilherme Schettino, MD, PhD  
Klaudiusz Suchodolski, MD  
Tomoyo Nishida, MD  
R. Scott Harris, MD  
Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC  
The Impact of Endotracheal Suctioning on Gas Exchange and Hemodynamics During Lung-Protective Ventilation in Acute Respiratory Distress Syndrome  
*Respiratory Care*

Diane Carroll, RN, PhD  
Sally Rankin, RN, PhD, FAAN  
Comparing Nursing Interventions in Older Unpartnered Adults After Myocardial Infarction  
*European Journal of Cardiovascular Nursing*

Amanda Coakley, RN, PhD  
Anand Dighe, MD, PhD  
Kent Lewandrowski, MD  
Analysis of a Laboratory Critical Value Reporting at a Large Academic Medical Center  
*American Journal of Clinical Pathology*

Debra Coglianoese, PT, DPT, OCS, ATC  
*Physical Therapy*

J. Randall Curris, MD, MPH  
Deborah Cook, MD  
Richard Wall, MD, MPH  
Derek Angus, MD, MPH  
Julian Bion, MD, FRCP, FRCA  
Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC  
Sandra Kane-Gill, PharmD, MSc  
Karim Kirchhoff, RN, PhD, FAAN  
Mitchell Levy, MD  
Pamela Mitchell, PhD, CNRN  
Rui Moreno, MD, PhD  
Peter Pronovost, MD, PhD  
Kathleen Puntillo, RN, DNSc, FAAN  
Intensive Care Unit Quality Improvement: A “How-To” Guide for the Multidisciplinary Team  
*Critical Care Medicine*

Constance Dahlin, APRN, BC, PCM  
It Takes My Breath Away: End Stage COPD-Part 2  
*Home Healthcare Nurse*

Constance Dahlin, APRN, BC, PCM  
End Stage Dementia  
*HPNA Compendium*

Marie Egan, RN, MS  
Clinical Dashboards Impact on Workload, Care Quality, and Patient Safety  
*Critical Care Nursing Quarterly*

Jean Fahey, RN, MSN, CCRN, CNRN, APRN, BC  
Carolyn DiMaggio, RN, BSN  
High Dose Methotrexate and Primary Central Nervous System Lymphoma  
*Journal of Neuroscience Nursing*

Brian French, RN, C, MS  
The Simulation Program at MGH’s Norman Knight Nursing Center for Clinical and Professional Development  
*Forum*

Dennis Gaudet, RRT  
Mathew Brancionnier, RRT  
Dean Hess, PhD, RRT, FCCP, FAARC  
Abstract: Open Versus Closed Suction Delivery During High Frequency Oscillatory Ventilation  
*Respiratory Care*

Susan Gavaghan, APRN, BC, CCRN, MSN  
Marian Jeffries, APRN, BC, FNP-C, MSN  
Your Patient’s Receiving Noninvasive Positive-Pressure Ventilation  
*Nursing 2006 Photo Guide, Nursing 2006*

Elise Gettings, RN, MPA, CRRN  
Kathryn Brush, RN, MS, CCRN, CCNS, FCCM  
Elizabeth VanCott, MD  
William Hurford, MD, FCCM  
Outcome of Postoperative Critically Ill Patients with Heparin-Induced Thrombocytopenia: an Observational Retrospective Case-Controlled Study  
*Critical Care*

Karim Girgis, MD  
Hala Hamed, MD  
Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC  
Yehia Khater, MD  
A Decremental PEEP Trial Identifies the PEEP Level that Maintains Oxygenation After Lung Recruitment  
*Respiratory Care*
Kelly Gonner, BS, RRT  
Mathew Brancconier, RRT  
Dean Hess, PhD, RRT, FCCP, FAARC  

Abstract: Humidification During Noninvasive Positive Pressure Ventilation  
Respiratory Care  

Grace Good, RN, MS  
Sick to Death  
Journal of Clinical Ethics  

Christina Graf, RN, PhD  
ADN to BSN: Lessons from Human Capital Theory  
Nursing Economics  

Debra Guthrie, RN, CRNI  
Practice Reviewer: 2006 Infusion Nursing Standards of Practice  
Supplement to: January/February 2006 Journal of Infusion Nursing  

Cecile Hannon, RN  
Let Us Pray Together  
Narrative: Tea and Toast for the Perioperative Nurse’s Spirit  
AORN Publications  

Dean Hess, PhD, RRT, FCCP, FAARC  
Heliox and Noninvasive Positive-Pressure Ventilation: A Role for Heliox in Exacerbations of Chronic Obstructive Pulmonary Disease?  
Respiratory Care  

Dean Hess, PhD, RRT, FCCP, FAARC  
Monitoring During Mechanical Ventilation. Paediatric Respiratory Review  

Dean Hess, PhD, RRT, FCCP, FAARC  
Noninvasive Ventilation in Neuromuscular Disease: Equipment and Application  
Respiratory Care  

Dean Hess, PhD, RRT, FCCP, FAARC  
B. Taylor Thompson, MD  
Patient-Ventilator Dyssynchrony During Lung Protective Ventilation: What’s a Clinician to Do?  
Critical Care Medicine  

Mary Ellen Heike, RN, MMHS  
A Woman’s Guide to Primary Care - Guía de Atención Primaria Papa La Mujer  
El Planeta  

Marian Jeffries RN, MSN, APRN BC, FNP-C  

Susan Gavaghan, RN, MSN, APRN BC, CCRN  
Care of the Adult Patient Receiving Continuous Positive Pressure Ventilation (CPAP) or Noninvasive Positive Pressure Ventilation (NIPPV)  
Nursing 2006  

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC  
Featured on the cover and in an article, Respiratory Care  
Kennedy, Robert Kacmarek Knows the Thrill of Scientific Discovery  
AARC Times  

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC  
Editorial, Lung Protection: The Cost in Some is Increased Work of Breathing. Is it Too High?  
Respiratory Care  

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC  
Editorial, Ventilatory Management of ARDS: High Frequency Oscillation and Lung Recruitment!  
Critical Care  

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC  
Letter to the Editor, Lung Recruitment in Patients With ARDS  
New England Journal of Medicine  

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC  
Editorial, Lung Protective Ventilation: Is it Time to Reconsider Where it May be Applied?  
Respiratory Care  

Robert Kacmarek, PhD, RRT, FCCM, FCCP, FAARC  
Herbert Wiedemann, MD  
Philip Lavin, PhD  
(continued)
Generating New Knowledge from Existing Data: The Use of Large Data Sets for Nursing Research

Heidi Matthew, RRT

Dean Hess, PhD, RRT, FCCP, FAARC

Does a Speaking Valve Decrease Inspired Humidity?

Respiratory Care

Mary McCormick-Gendzel, RN, BSN, BC, CRNI

A Pathway for Moral Reasoning in Home Healthcare

Home Healthcare Nurse

Mary McKenna Guanci, RN, MS, CNRN

Guy Rordorf, MD

Rapid Infusion of Cold Saline as Adjunctive Treatment of Fever in Patients with Brain Injury

Neurology

Rev. Monsignor Felix Ojimba, PhD, NACC Cert.

The Ndo Flock of Birds: A Model for Group Support and Care

Vision

Poonam Pardasaney, PT

Advantage of Limb Salvage Over Amputation for Proximal Lower Extremity Tumors

Clinical Orthopaedics and Related Research

Kathryn Pazola, RN, MSN, CPON

Learning to Dance with Sarah

Nursing Spectrum

Monica Pesina, OTR/L, PhD

Differential Effects of Estradiol, Progesterone, and Testosterone on Vaginal Structural Integrity

Endocrinology

Alex Petruska, PT, SCS, LAT

In Vivo Kinematics of the Knee After Anterior Cruciate Ligament Reconstruction

American Journal of Sports Medicine

Eric Poon, MD, MPH

Sally Millar, RN, MBA

Barry Blumenfeld, MD, MSc

Claus Hamann, MD, MSc

Alexander Turchin, MD, MSc

Erik Graydon-Baker

Patricia McCarthy, PA-C, MHA

John Poikonen, PharmD

Perry Mar, PhD

Jeffrey Schnipper, MD, MPH

Robert Hallisey, PharmD

Sandra Smith

Christine McCormack

Marlyn Paterno, BS

Christopher Culey, MD

Andrew Kason, MD, MPH

Henry Chueh, MD

Cheryl Van Putten

Margaret Clapp, PharmD

Ishir Bhan, MD

Gregg Meyer, MD

Tejal Gandhi, MD, MPH

Carol Broverman, PhD

Design and Implementation of an Application and Associated Services to Support Interdisciplinary Medication Reconciliation Efforts at an Integrated Healthcare Delivery Network

Journal of the American Medical Informatics Association

Laurel Radwin, RN, PhD

Gail Wilkes, RN, MS

Linda Curtin, RN, PhD

Christine Saba, RN, BS

Lisa Tracey, RN, MS

Joanne Garvey, RN, MS

John Whitehouse, RN, BS

Camille Sanabria, RN, BS

Liliana Teixeira

Mary Hackel, RN, BS

Kim Willis, RN, MS

Abstract “Enhancing Patients’ Trust in Oncology Nursing Care: A Challenge for Nursing Leaders”

Oncology Nursing Forum

Jennifer Repper-DeLisi, RN, MS

Susan Kilroy, RN, MS

We Need to Meet

Journal of Clinical Ethics

Ellen Robinson, RN, PhD

Grace Good, RN

Suzanne Burke, RN

Talking With Lorraine’s Mother and Sister, Five Months After Her Death

Journal of Clinical Ethics

Ellen Robinson, RN, PhD

Marion Phipps, RN, MS, CRRN, FAAN

Ruth Purtilo, PhD

Angelica Tsoumas, MSW, LICSW

Marguerite Hamel-Nardozzi, MSW, LICSW

Complexities in Decision-Making for Persons with Disabilities Nearing End of Life

Topics in Stroke Rehabilitation

James Stuhl, MD

Warren Sandberg, MD

Richard Wildlund, MD

Marie Egan, RN, MS

Julian Goldman, MD

Keith Isaacson, MD

Scott Gazelle, MD

David Rattner, MD

Reorganizing Patient Care and Work Flow in the Operating Room: a Cost-Effectiveness Study

Surgery, 2006

Guilherme Schettino, MD, PhD

Neila Altobelli, BA, RRT

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

Noninvasive Positive Pressure Ventilation Reverses Acute Respiratory Failure in Select “Do-Not-Intubate” Patients

Critical Care Medicine

Jesús Villar, MD, PhD, FCCM

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

Lina Pérez-Méndez, MD, PhD

Armando Aguirre-Jaime, PhD (for the Acute Respiratory Insufficiency “España” Study (ARIES) Network)

A High Positive End-Expiratory Pressure, Low Tidal Volume Ventilatory Strategy Improves Outcome in Persistent Acute Respiratory Distress Syndrome. A Randomized Controlled Trial

Critical Care Medicine
**ADVANCING OUR MISSION**

**VISION AND VALUES**

As nurses, health professionals and Patient Care Services support staff, our every action is guided by knowledge, enabled by skill and motivated by compassion. Patients are our primary focus, and the way we deliver care reflects that focus every day.

We believe in creating a practice environment that has no barriers, is built on a spirit of inquiry and reflects a culturally-competent workforce, supportive of the patient-centered values of this institution.

It is through our professional practice model that we make our vision a demonstrable truth every day by letting our thoughts, decisions and actions be guided by our values. As clinicians, we ensure that our practice is caring, innovative, scientific and empowering, and is based on a foundation of leadership and entrepreneurial teamwork.
GUIDING PRINCIPLES — The following values guide our work:

• We are ever alert for opportunities to improve patient care; we provide care based on the latest research findings.
• We recognize the importance of encouraging patients and families to participate in the decisions affecting their care.
• We are most effective as a team; we continually strengthen our relationships with each other and actively promote diversity within our staff.
• We enhance patient care and the systems supporting that care as we work with others; we eagerly enter new partnerships with people inside and outside of the Massachusetts General Hospital.
• We never lose sight of the needs and expectations of our patients and their families as we make clinical decisions based on the most effective use of internal and external resources.
• We view learning as a lifelong process, essential to the growth and development of clinicians striving to deliver quality patient care.
• We acknowledge that maintaining the highest standards of patient care delivery is a never-ending process that involves the patient, family, nurse, all health care providers and the community at large.

STRATEGIC GOALS

• We lead the industry in providing patient- and family-centered care.
• We partner with the community to better understand the health care needs of the diverse population of patients we serve, and to establish a shared vision of care and services.
• We are the health care industry leader for quality and safety.
• We develop and advance systems, technology and programs to promote individualized patient care and support those who provide care.
• We are the “employer of choice” for all professions and support staff, and we value diversity in our workforce.
• We work to promote and support the institution in realizing sound financial growth.
• We position nurses, therapists, social workers, medical interpreters, chaplains and support staff within the hospital to have a strong voice in issues impacting patient care.
• We continuously create throughput systems and processes that drive delivery of safe, efficient, timely and patient-centered care.
• We provide excellent leadership, and we foster leadership growth opportunities.
NURSING DIRECTORS

Cristina Bethune, RN
Electrophysiology Lab

Sharon Bouvier, RN, MS
Vascular Surgery

Susan Caffrey, RN, MS
Labor and Delivery

Theresa Capodilupo, RN, MSN
Surgery/Thoracic

Barbara Cashavelley, RN, MSN, AOCN
Cancer Center

Coleen Caster, RN, C, MN, FNP
Gynecology

Scott Ciesielksi, RN, MS
Post-Anesthesia Care

Tony DiGiovine, RN, BA
Transplant, Burn, Plastic and Reconstructive Surgery

Beth Ellbeg, RN, MS
Pre-Admission Testing Area

Ellen Fitzgerald, RN, MSN
Oncology/Bone Marrow Transplant

Marion Freehan, RN, MPA/HA, CNOR
Main Operating Rooms

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Trauma Program

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General Medicine

Marie Henderson, CNM, MSN
Midwifery

Maryfran Hughes, RN, MSN
Emergency Services

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Thoracic Surgery

Stacy Hutton Johnson, RN, MS/MBA
General Medicine

Adele Keeley, RN, MA
Medical Intensive Care

Interim, Cardiac Surgical Intensive Care

Linda Kelly, RN
Outpatient Gynecology

Ann Kennedy, RN, MS
Neuroscience

Joanne LaFrancesca, RN, MN, AOCN
Oncology Infusion

Mildred LeBlanc, RN
Radiology

Robin Lipkis-Orlando, RN, MS, CS
Psychiatry

Sara Macchiano, RN, MS, MBA
General Medicine

Bessie Manley, RN, MPA/HA
Medical/Surgical

Catherine Mannix, RN, MSN, OCN
Radiation Oncology

Mary McDonough, RN, MSN
Urology & Enterostomal Therapy

Sharon McKenna, RN
Interventional Cardiovascular Therapy

Brenda Miller, RN, MSN
Pediatric Intensive Care

and Pediatric Ambulatory Care

Susan Morash, RN, MA
General Medicine

Lisa Morrissey, RN, MBA, CNOR
Main Operating Rooms

Walter Moulaision Jr., RN, MSN, MBA
Anticoagulation Management Services

Janet Mulligan, RN, MS
IV Therapy

John Murphy, RN, MS
Neuroscience Critical Care

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Orthopedics

Hiyam Nadel, RN
Outpatient Obstetrics

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Pediatrics

Claire O’Brien, RN, MBA, CNOR
Orthopedic Ambulatory Surgery Center

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GI Endoscopy

Lori Pugsley, RN, MEd
Family and Newborn

Janet Dauphinee Quigley, RN, MSN
Same Day Surgery

Maureen Schmeider, RN, MS, CPHQ
Central Resource Team, Clinical Supervisors
Interim, Clinical Research

Peggy Doyle Settle, RN, C, PhD
Newborn Intensive Care

Judy Silva, RN, MSN
Cardiac Interventional Unit
Interim, Cardiac Surgical Stepdown

Colleen Snyderman, RN, MSN
Cardiac Intensive Care

Amanda Stefanyck, RN, MSN, MBA
General Medicine

Mary Sylvia-Reardon, RN, MS
Renal

Aileen Tubridy, RN, MSN
Cardiac Stepdown

Susan Tully, RN
Surgical Intensive Care

Maria Winne, RN, MS
General Medicine and Acute Respiratory Care
PATIENT CARE SERVICES

PROGRAMS

Cancer Resource Room
Caring in Action
Caring Headlines
Child Protection Consultation Team
Diversity
Financial Management Systems
HAVEN – helping abuse and violence end now
Information Ambassadors
Information Systems
International Patient Program
International Patient Center
Ladies’ Visiting Committee Retail Shops
MGH CarePages
MGH Quit Smoking Service
Patient and Family Lodging
Office of Patient Advocacy
Office of Quality and Safety
Systems Improvement
The Institute for Patient Care
The center for innovations in care delivery
The Maxwell & Eleanor Blum Patient and Family Learning Center
The Norman Knight Nursing Center for Clinical & Professional Development
The Yvonne L. Munn Center for Nursing Research
Volunteer Services

DISCIPLINES

Nursing
Chaplaincy
Medical Interpreter Services
Occupational Therapy
Orthotics and Prosthetics
Physical Therapy
Respiratory Therapy
Social Services
Speech, Language & Swallowing Disorders and Reading Disabilities

PATIENT CARE SERVICES ANNUAL REPORT

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2006

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