A look back at... 2019
A message from Debbie Burke...

Colleagues,

It hardly seems possible that a year has passed since our last annual-report issue of Caring. As I look through these pages, every picture brings back memories, and every memory evokes a sense of pride.

I’m struck by the breadth and diversity of your accomplishments. But perhaps what impresses me most is the sense of joy I get as I look at the faces in these photos. Not only do I see an extraordinary team of clinicians and support staff striving for excellence in everything they do, I see a community of individuals helping and supporting one another so that we can deliver the best possible care to our patients and families. I’m truly blessed to be part of this team.

I can’t wait to see what we’ll achieve together in 2020 as we work to make health care all it can be for every person who comes through our doors. I hope you enjoy this special issue of Caring.

Debbie Burke
A look back at...

2018

January 2019
February

Ditomassi inaugural holder of MGH Trustees Endowed Chair in Nursing and Patient Care Professional Practice
(see story on page 4)

Alison Hoffnagle at first Munn Center Research Nurse Forum.
Sparky the Fire Dog.
Sumner Redstone Burn Center hosts burn-prevention awareness booth in Main Corridor.

2019 YMCA Achiever Award recipients and nominees.
A new blanket warmer on the White 6 Orthopaedics Unit

Addictions Consult Team celebrated 5-year anniversary of Substance Use Disorders Initiative.

Cardiac nursing visiting scholar: Christopher Lee, RN
Excellence in Action Award to multiple departments for exemplary care of patient with autism.
Caring Headlines
February 21, 2019

Black History Month

PCS Black History Month event focuses on dignity, respect, and the impact of social injustice on health care (See page 5)

Global health nurse, Jennifer Duran, RN, at Mbarara Regional Referral Hospital in Uganda and in the NICU at MGH.

Medical nursing educational series focuses on geriatric certification.

Staff throughout PCS Go Red for women’s health.

New England Regional Black Nurses Association Nursing Excellence Award recipients, Chantal Kajitesi, RN (above), and Saheeda Mohammed-Kelly, RN (below), with friends and family.
March

Caring Headlines
March 21, 2019

Child life specialists
integral members of the healthcare team, helping children and families overcome some of life’s most challenging events

Spiritual Care Department serves up a spot of tea during Resiliency Rounds in the Neonatal ICU.

Child life specialists, Eva Mintz Bacon, CCLS (above) and Kaitlyn Wallace, CCLS (below), promote coping, pain-management, and provide distraction for young patients.

Images of the MGH General Store circa 1940, the MGH Ladies Visiting Committee celebrated its 150th anniversary.
Caring Headlines

March 7, 2019

The MGH Pet Therapy Program

Massachusetts General Hospital for Children celebrated an impressive, year-long stretch without any central-line-associated bloodstream infections (CLABSIs).

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With the help of Caring for a Cure, a fund created by a group of MGH nurses, staff of Phillips House 211 planned a wedding for a patient and her long-time beau.

MGH pet therapy dog, Daisy, and handler/owner Phyllis Kassels, visit patients on Ellison 12 Medical Unit.

Nursing director, Melissa Jocelyn, RN (front left), and staff of the Ellison 12 Medical Unit were all too happy to pose with MGH pet therapy dog, Daisy, and her handler/owner, Phyllis Kassels (front right).

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April

Caring

Patient Safety Awareness Week

In a tribute narrative, Jeanmarie Fallon, RN (center) described the efforts of fellow nurses in responding to a code on the Ellison 19 Thoracic Unit.

Kathryn Post, RN, and Kim Francis, RN, presented at Nursing Research Grand Rounds.

16 nurses were recognized for completing the New Graduate Critical Care Nurse Residency Program.

Ribbon-cutting as Images Boutique opened at its new location on Yawkey 2.

Lunder-Dineen Time to Ask team supported community access to substance-use and recovery resources.

The Lunder-Dineen Advisory Board.

Meet the MGH pet therapy dogs

Lula
Weezie
Henry
Zipi
Daisy
Ella
Augie
Heidi
Tucker
Kip

The MGH Pet Therapy Program provides comfort and emotional support to patients, families, and staff with visits from specially trained dogs and their handlers. Since 2003, pet-therapy dogs have made more than 88,000 visits to inpatient and outpatient units, bringing smiles to the faces of everyone they encounter.

All dogs are screened by Pets and People Foundation for safety assurance. For information or to schedule a visit with a pet-therapy dog, call Jackie Nolan, director, Volunteer Services, at 617-724-1753.
Heather Fraser, RN, received the Molly Catherine Tramontana Award in recognition of exemplary care on the Labor & Delivery Unit.

Endoscopy Unit celebrated GI Nurses and Associates Week.

Pediatric occupational therapist, Christina Cossa, OTR/L works with patient at the MGH Chelsea Health Center.

We celebrated National Certified Nurse Day with a presentation by Peg Bain, RN, of the Benson-Henry Institute for Mind Body Medicine.

Yawkey 8 Infusion Unit hosts members of the PCS Diversity & Inclusion Committee.

We celebrated Patient Safety Awareness Week with a visit from guest speaker, Patricia Dykes, RN, program director, Center for Patient Safety Research and Practice, BWH.

April 18, 2019 — Caring Headlines — Page 9

Patient Experience

Celebrating Patient Experience Week — by Cindy Sprogis, senior project manager; and Kim Russell, project manager

All day, every day, we focus on creating the best possible experience for patients, families, visitors, and colleagues. As we celebrate Patient Experience Week, April 22–26th, it's important to recognize that every employee in every role group shapes the patient experience. As our MGH icare model illustrates, each of us is responsible for fostering a warm and welcoming environment. Consistently embracing the elements of icare helps us demonstrate our commitment to excellence, and by so doing, leaves a lasting impression.

During Patient Experience Week, we are reminded that every encounter and every experience matters. Our patients have told us:

"Staff listened to me; they respected me and treated me like a person."

"The compassion and sincere concern of staff… made me feel like a person not just a patient."

Guided by the needs of our patients and families, we're here to help those in need. Whether we provide care directly or indirectly, each of us impacts the patient experience. Thank-you for all you do every day. Please join us in celebrating Patient Experience Week.

For more information about Patient Experience Week or improving the patient experience at MGH, call Cindy Sprogis, senior project manager, Office of Patient Experience, at 617-643-5982.

"People will forget what you said, people will forget what you did, but people will never forget how you made them feel." — Maya Angelou

I respect and embrace differing values, opinions, and viewpoints. I empathize and acknowledge the feelings of others. I communicate in a warm and welcoming manner. I advocate on behalf of patients, families, colleagues and myself.

Caring

April 18, 2019

Headlines

Occupational Therapy Month

We celebrated Patient Safety Awareness Week with a visit from guest speaker: Patricia Dykes, RN, program director; Center for Patient Safety Research and Practice, BWH.

Heather Fraser, RN, received the Molly Catherine Tramontana Award in recognition of exemplary care on the Labor & Delivery Unit.

We celebrated National Certified Nurse Day with a presentation by Peg Bain, RN, of the Benson-Henry Institute for Mind Body Medicine.

Endoscopy Unit celebrated GI Nurses and Associates Week.

Pediatric occupational therapist, Christina Cossa, OTR/L, works with patient at the MGH Chelsea Health Center.
Caring Headlines

May 9, 2019
Standing against racism
an ongoing forum to promote understanding and inclusion

See story on page 6

Hundreds of Muslim employees, patients, families, and friends came together for the 19th annual MGH Iftar celebration.

Liza Nyeko, program director for Office of Patient Experience/CQS, presented at joint meeting of MGH patient-family advisory councils.

Spiritual Care held a mechirat chametz—a sale of chametz (leavened food) to non-Jewish individuals—for the duration of Passover.

Pediatric nurses took self-care to ‘new heights’ with a caregivers retreat at The Hole in the Wall Gang Camp in Ashford, Connecticut.

May

Lani Peterson, psychologist and storyteller (above left), and panelists (l-r): John Robbin, executive director, Massachusetts Council on American-Islamic Relations; Adam Serwer, senior editor, The Atlantic; Shaykh Yasir Fahmy, Imam at the Islamic Society of Boston Cultural Center; and Firdosh Pathan, RPh, pharmacist and MGH community Muslim leader, discuss diversity and inclusion and how we can all make a difference every day.
Educational presentations, research poster display, and nursing research awards marked another successful Nurse Week celebration. MGH volunteers were acknowledged for their selfless service at this year's Volunteer Recognition event. Knight visiting scholar, Rachel Walker, RN.

Many PCS teams and individuals were recognized for their efforts to improve the patient experience at this year's MGH Patient Experience Awards.

MGH volunteers were acknowledged for their selfless service at this year's Volunteer Recognition event.

Educational presentations, research poster display, and nursing research awards marked another successful Nurse Week celebration.
One simple question can open the door to untold possibilities of patient-focused care
For more, see pages 4-5
CSI (Clinical Scene Investigator) teams (l-r): “Ambulation Nation” (Bigelow 11 General Medical Unit); “Blanket Bolus” (Blake 7 Medical ICU); and “Together We Can” (Wang 3 Center for Perioperative Care).

Carol Ghiloni, RN (left) and Mandi Coakley, RN (second from right); with this year’s Ghiloni oncology nursing fellows.

A good time was had by all at this year’s MGH Employee Summer Picnic, complete with the annual ‘Operation’ game to benefit My Giving Helps, and a guest appearance by former New England Patriots offensive lineman, Max Lane.
Patient Experience

Rest is essential for maintaining physical and emotional health — and that is especially true for patients during times of illness. Frequent interruptions, crowded rooms, unpleasant sensory stimuli, harsh lighting, and loud noises all interrupt sleep and interfere with a patient’s ability to rest.

In January, three work groups were formed to prioritize improvements to promote a quieter, more restful care environment. Some of the proposed interventions include:

Patient Care Operations Work Group
• revising visitation guidelines to ensure a standard approach across units
• introducing Quiet Kits to reduce noise in patient-care areas
• requiring the use of headphones, earbuds, or closed-caption television in non-private rooms
• decreasing the default volume setting on bedside alarms
• developing hospital-wide communication and signage to help raise awareness

Environment of Care Work Group
• labeling light switches in patient rooms so that only desired lights are turned on (especially at night) reducing the likelihood of unnecessarily waking patients
• applying noise-reducing, foam padding to pneumatic-device landing areas
• converting doors to prevent them from slamming and eliminating unnecessary card-reader beeps
• eliminating squeaky/noisy wheels on trash receptacles
• replacing noisy metal food carts with quieter plastic carts

Clinical Care Work Group
• developing guidelines and checklists for caregivers to facilitate bundling of care at night to reduce unnecessary disruptions

Promoting a quiet, restful care environment — by Cindy Sprogis, senior project manager

In the coming months, these interventions will be rolled out on all patient-care units. We’re calling on all members of the MGH community to champion this effort to promote a quieter, more restful environment. Be mindful of how loud you’re speaking and whether your conversation can be heard by patients nearby.

Small changes can make a big difference when it comes to cultivating a restful environment for patients.

For more information, contact Cindy Sprogis, senior project manager, at 617-643-5982.

MGH ranked #2 hospital in the country by US News & World Report

In the wake of four mass shootings, Spiritual Care held a service in the MGH Chapel to confront the fear of gun violence.

CSI (Clinical Scene Investigator) teams (top): “Creating a culture of resiliency and improving retention among critical-care nurses” (Blake 12 Medical-Surgical ICU); and “Pals (Plan. Assessment. Lines.)” (Blake 8 Cardiac Surgical ICU and Ellison 9 Cardiac ICU).

Staff nurse, Karen Booker-Ciampa, RN, with long-time patient, and with the patient’s granddaughter whom she precepted as a new graduate nurse on her unit.

In the wake of four mass shootings, Spiritual Care held a service in the MGH Chapel to confront the fear of gun violence.
Preventing for emergencies at work

As the September 2019 Massachusetts General Hospital (MGH) ECMO Team received the Gold Award of Excellence from the national Extracorporeal Life Support Organization (ELSO) for the third consecutive time.

Caring Headlines

Recovery Month at MGH

CSI (Clinical Scene Investigator) teams: “Keep calm and sleep on,” (White 6 Orthopaedics Unit); and “Stop, communicate, listen” (White 10 Medical Unit).

Spiritual Care leadership and CPE educators with this year’s class of Clinical Pastoral Education graduates.

The Lunder-Dineen Health Education Alliance of Maine held its fifth Maine Nurse Preceptor Education Program.

Respiratory therapists and others on the MGH ECMO Team received the Gold Award of Excellence from the national Extracorporeal Life Support Organization (ELSO) for the third consecutive time.

Gray Family Waiting Area is moving to Yawkey Nov. 11

NEW LOCATION: Yawkey Family Waiting Area

White Bldg, first floor, room 110  |  617-726-2078

AFTER 5:00 P.M. (MON-FRI): Blum Center

NEW LOCATION: Yawkey Family Waiting Area

White Bldg, first floor, room 110  |  617-726-2078
October

Collaborative governance committees and others shared their work at the annual Collaborative Governance Fair.

Medical Interpreter Services celebrated 40th anniversary by honoring language access champions: David Ebb, MD (left), and Ernesto Gonzalez, MD, for their long-standing support and collaboration with medical interpreters.

Pat McGrail Nurse Mentor of Distinction Award recipients, Angela Pagliuca, RN (left), and Emily Patel, RN (right) with members of the McGrail family.

With their generous gift, the family of Michael Sureau helped launch the MGH Transplant Peer Mentoring Program, providing support and guidance to young transplant patients.

Collaborative governance committees and others shared their work at the annual Collaborative Governance Fair.
Annual Collaborative Governance Fair
sharing the work of our dedicated collaborative governance champions

Representatives of the PCS Clinical Practice Committee Diversity and Inclusion Committee, Ethics in Clinical Practice Committee Informatics Committee Patient Education Committee Patient Experience Committee Quality and Safety Committee Research and Evidence-Based Practice Committee and others shared information and interactive activities showcasing the work they're doing to keep patients and staff safe. See story on page 4.

Albert H. Brown Medical Nursing Visiting Scholar, Mark Lazenby, RN.

IDEA Grant recipients: Ryan Carroll, MD, Kimberly Whalen, RN; and Lara Hirner, SLP.

CSI (Clinical Scene Investigator) teams: “Kick it in the Pedi ED” (Pediatric Emergency Department); and “Sleep Well, Be Well” (Ellison 8 Cardiac Surgery Step-Down Unit).

With the support of our donors, Patient Care Services provided 44 scholarships this year—the most ever presented by Patient Care Services in a single year.

Case managers, Andrea Belliveau, RN (left) and Ellen Cobau, RN, on Ellison 8 Cardiac Surgical Step-Down Unit.
November

Patient Care Services promoted alternative transportation options such as biking to help alleviate traffic and parking issues on and around the main campus.

CS1 (Clinical Scene Investigator) teams: “Don’t make a peep; patients need to sleep” (White 11 Medical Unit); and “Doves Nest” (Obstetrics, Labor & Delivery, Antepartum, and Complicated Postpartum Team.

Norman Knight visiting scholar, Patrice Nicholas, RN.

Jerome and Celia Reich oncology nursing visiting scholar, Margaret Barton-Burke, RN.

MGH physical therapists at Functional Movement Disorders Conference (left), and at annual conference of the Massachusetts chapter of APTA.

The day after a storm that resulted in long delays on the commuter rail, physical therapist, Badia Eskandar, PT, exited her train, ran back to her car, then ran 12.6 miles to get to work.

The Gray Surgical Family Waiting Area relocated to its newly-renovated home in the Yawkey Building above the Riverside Café.
The Lunder 6 Neuroscience ICU held a reception for volunteers of the Neighborhood Pace Program of East Boston to thank them for donating more than 900 hand-made blankets for patients.

April Lynn Kim, RN, displays hand-crocheted hats that she gives to newborns on her unit.

We celebrated Spiritual Care Week with guests, MC Sullivan, RN, and Nancy Kehoe, RSCJ.

The Bigelow 7 Medicine Teaching Unit (formerly ED Observation Unit) opened after a complete refurbishing of the physical environment.
December 19, 2019

Caring Headlines

Sullivan first holder of MGH Trustees Endowed Chair in Physical and Occupational Therapy

“Just think what this department will look like in twenty years. Imagine the possibilities.”

— Michael Sullivan, PT, director of Physical & Occupational Therapy, inaugural holder of the MGH Trustees Endowed Chair in Physical and Occupational Therapy.

(See story on page 4)

The MGH food donation program
Helping others always leaves a good taste in your mouth.

Due to a variety of factors, such as inclement weather, reduced foot traffic on the main campus, or simply having more leftovers than expected, we often have a surplus of food at the end of the day.

According to Joan Shea, director, Nutrition & Food Services, “We’re always looking for ways to help the hospital’s sustainability efforts. So we were thrilled to partner with Food for Free this past November.”

At Transgender Day of Remembrance, Asher Bruskin, LICSW; Alice Cabotaje, director, Spiritual Care & Education; and (below): Hannah Shefsky, music therapist; Erica Long, spiritual care provider; and Tom Reid, Hebrew College associate director.
At NP forum, (l-r; top to bottom): Inga Lennes, MD; Kelly Ann Jeffries, NP; Sue McDermott, NP; Darlene Sawicki, NP; and Julie Marden, NP, present flowers to first MGH nurse practitioner, Barbara Chase, NP, who retired this year.

Sara Stevens, NP, received the inaugural Norman Knight Advanced Practice Nurse Award, pictured above with her family and Scott Knight.

Sara Stevens, NP, received the inaugural Norman Knight Advanced Practice Nurse Award, pictured above with her family and Scott Knight.

The Clinical Pastoral Education program celebrated its 85th anniversary at MGH.

Staffing the Pressure-Injury Prevention display table in the Main Corridor (l-r): Virginia Capasso, RN; Jackie Holmberg, RN; and Jean Stewart, RN.

Members of the MGH Clinical Research Nurse Steering Committee.
MGH celebrated IV Nurse Day. A visit to Beacon House. The Blake 12 ICU team. Staff of the Ellison 16 Medical Unit.

Staff of the Surgical ICU. At ANA meeting, Julie Cronin, RN, sworn in as new president. Jane Flanagan, RN (left), received ANA Excellence in Nursing Education Award. Anne-Marie Barron, RN, was honored as a Living Legend in Massachusetts Nursing.

Chief digital health officer for Partners HealthCare, Alistair Erskine, MD, spoke at an open forum while front-line clinicians provided real-time, electronic feedback during the session. Gaurdia Banister, RN (left), and Allyssa Harris, RN, at AONE conference in San Diego.

Friends and colleagues bid farewell to associate chief nurse, Dawn Tenney, RN. Critical care nurses attended New England Donor Services conference. Staff of the Lunder 9 Oncology Unit.
MGH nurses, therapists, social workers, physicians, and others participated in this year’s marathon, raising money to support MGH programs. Others were on hand at the finish line to treat injuries, provide massages, and generally help runners as they completed the 26.2-mile race from Hopkinton to Boston.
Some scenes from our first celebration of Clinical Support Staff Week at MGH.

Ellison 17 Pediatric Unit got into the “What Matters to You?” spirit.

September 11th ceremony of remembrance on the Bulfinch Lawn.

Staff of the Blake 13 Newborn and Ellison 13 Obstetrics units.

Our incredible disaster response team on Grand Bahama Island after a devastating hurricane.

Staff of the White 9 Medical Unit.

At the Magnet Conference in Orlando, Florida.

My sister, Sandra Brown, RN, and I welcomed our niece, Caroline Ward, RN, to MGH.

Staff got into the Halloween spirit.

Our trip to Apple in California.

Staff of the Neonatal ICU.

Fund-raiser organized by O’Halloran family and friends to raise money for breast-cancer research at MGH.

Our Patient and Family Advisory Council.
Anne Marie Thompson, RN was recognized by MHA for her efforts during the Question #1 ballot campaign.

Samih El Mounir was named WEEI Sports Radio’s ‘Everyday Amazing Health Professional of the Game’.

Caring for a Cure nurses raised more than $1 million since forming their grass-roots charity.

Great team effort contributed to the successful move of the ED Observation Unit to Bigelow 12.

Excellence in Action Awards went to the Ellison 10 Cardiac Step-Down team (left); patient services coordinator, Kiara Pierce (center); and Fatbardha Plaku and Ying Sun, RN, of the neurosciences (right).

Staff of the Pediatric ICU.

Staff at the Charlestown Health Center.

As featured in the *The New York Times*, staff of the Lunder 9 Oncology Unit celebrated Thanksgiving at work.

White 8 Medical Unit observed Thanksgiving with festive hats and a fun-loving attitude.

Staff of the Radiation Oncology Unit.
Visual aids of 2019

80% of nurses reported some form of violence within the past year

(Scientific American, Dec 2014)

25% of nurses report being physically assaulted by patient/family member

(March 2015/ out of 100)
Disruptive Patient Behavior

Approved MGH Waste Containers

- **RED BUCKET**
  - Everything that does not need to be discarded
- **YELLOW BUCKET**
  - Always in a black bucket:
  - *Arctic Turtle*

**DO YOU SUSPECT STEM OR ACUTE MI?**

1. **OBTAIN ECG**
   - TRIGGERS FOR STAT 12-LEAD ECG:
     - Dysrhythmia, acute or worsening intermittent breath, unexplained dyspnea in adults
     - Acute focal deterioration (e.g., atrial fibrillation, hypotension, nausea, and/or altered mental status)
     - ST changes or abnormality in EKG

2. **WITHIN THE FIRST 10 MINUTES**
   - **STEM CRITERIA**
     - New onset or worsening 12-lead ECG
     - New onset or worsened 12-lead ECG
     - New onset or worsened ST elevation in all 3 leads
     - ST elevation ≥ 2 mm in any LEAD

3. **COMPLETE STEMI RESPONSE PROTOCOL**

4. **DO YOU MEET STEMI CRITERIA?**
   - **YES**
     - Call the emergency (SALT) line to alert the emergency department.
     - Call the emergency (SALT) line to alert the emergency department.

5. **DO YOU MEET STEMI CRITERIA?**
   - **YES**
     - Call 911 immediately.
     - Call 911 immediately.

**2010 Design vs. 2019 Reality**

- **STEMI RESPONSE PROTOCOL**
  - Call 911 immediately.
  - Call 911 immediately.

**What matters to you?**

ask.listen.do

**Do not hallucinate**.
Special thanks to Jeffrey Andree, Paul Batista, Kate Flock, Sam Riley, and Michelle Rose, who took many of the photos that appear in this issue of Caring; and Maria Lopez and Kathy Grady for their efforts behind the scenes.