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

Colleagues,

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

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

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

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

Debbie Burke
A look back at... 2019
February

Physical and Occupational Therapy go RED for Women’s Health

(Left): Global Nursing Symposium panelists field questions about the impact of the Global Nursing Fellowship. (Right): Leadership of the MGH Global Health Nursing Program.

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

MGH observed Patient Safety Awareness Week with a display table in the Main Corridor.

First cohort of MGH clinical scene investigators, in collaboration with the AACN’s CSI Academy Program, presented their projects and outcomes.

Perfecting their cinnamon-bun recipe for the first DAISY Awards are Nutrition & Food Services’ Kirk Tucker and Jimmy Quirk.

Inter-disciplinary team received Excellence in Action Award for caring for one of their own staff members.

The Connell Nurse-Led Team Grant (left), Be Well Work Well Nursing Grant (center), and the new Connell Post-Doctoral Fellowship in Nursing Research were awarded.
In the MGH Chapel, revelry, ‘hamantashen,’ and a good time were had by all as the department of Spiritual Care led the MGH community in a celebration of Purim, the Jewish holiday commemorating a failed plot against the Jews of ancient Persia.

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

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

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

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

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

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

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

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

“I will never forget witnessing the many acts of courage of advanced practice providers and the dusting off of kneecaps to fight another day. I’m so proud of your work and your commitment—because of this we are stronger and more bonded than ever.”

— Darlene Sawicki, NP, director, Advanced Practice Providers

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

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

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

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

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

“I am privileged to witness the exceptional work, collaboration, creativity, and commitment of every individual in this organization. My sincere gratitude to each and every one of you.”

As the Dalai Lama reminds us in, The Book of Joy, “The hard times knit us more closely together.”

— Carmen Vega-Barchowitsch, CCC-SLP, director, Medical Interpreters, Spiritual Care, and Speech, Language & Swallowing
...the COVID surge

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

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

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

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

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

Resiliency

Resources available to staff

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

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

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

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

**COVID-19 Research**

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

- access COVID-19-related research (Research for Review: Weekly Update)
- find opportunities to participate in COVID-19 research studies (COVID-19 Study Recruitment)

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

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

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

Portable Simulation Lab

New apps added to Voalte phones

**COVID Training:** app links to Infection Control training videos related to PPE protocols.

**eCare Tips:** app links to eCare tip sheets for nurses transitioning to the ICU.

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

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

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

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

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

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

Neighbors helping neighbors

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

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

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

A gift of thanks

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

The kindness of strangers

Throughout the surge, MGH received generous donations from individuals and businesses. (Far left): staff of White 8 Medical Unit enjoy delivery from LaGrassa’s. (Near left): White 3 PACU received new clogs from OOFOS Footwear. (Below): staff of the Ellison 18 Pediatric Unit show their appreciation for donation of Crocs.
Supporting communication
Speech-language pathologists, Sarah Gendreau, Stephanie Scibilia, and Rachel Toran Towbin, helped create communication tools to support patient-provider communication.

Serenity Spaces
The department of Spiritual Care and Benson-Henry Institute for Mind Body Medicine created several serenity spaces throughout the hospital to provide tranquil spots for staff to step away from the demands of their clinical settings. Serenity Spaces were equipped with (multi-faith, multi-cultural, multi-lingual) Spiritual Resource Guides, prayer shawls, and other reflective mementos.

Pictured are the Serenity Spaces on Ellison 17 Pediatrics (below left), the Emergency Department (below right), and the Blake 12 ICU.

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

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

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

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

Lunder 7 night staff enjoy scrub caps donated by staff nurse, Christina Alexander’s sister, who made more than 160 caps for MGH clinicians during the surge.

#OneBostonDay at Mass General
April 15th, #OneBostonDay marked the 7th anniversary of the Marathon bombings. In honor of the occasion, the Bulfinch and White Buildings shone brilliant blue, and Boston’s finest drove through the city flashing their lights in appreciation of healthcare workers and first responders who stepped up once again during the COVID-19 pandemic.
Many patients were fighting both cancer and the coronavirus, so nursing directors, Casandra McIntyre, RN, and Julie Cronin, RN, helped transform the Yawkey 7 Termeer Infusion Unit into a COVID-19+ Cancer Care Unit, allowing patients to continue to receive oncology care during the surge.

Cancer care meets COVID care

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

Gratitude everywhere

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

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

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Next Publication
February 25, 2021
Running with purpose

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

Military flyover

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

New grads celebrate Nurse Day

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

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

Pinning ceremony

Nurse Week night rounds

Senior vice president for Patient Care, Debbie Burke, RN; MGH president, Peter Slavin, MD; MGPO president, Tim Ferris, MD; and New England Patriots president and chair of the MGH Board of Trustees, Jonathan Kraft, delivered Nurse Week cookies to staff.

Staff nurse, Kathy Carr, RN (left), with White 9 medical nurse, Michelle Monteiro, RN, who was re-deployed to a COVID ICU. Said Monteiro, “I feel very supported by leadership and... really lucky to be able to help in a meaningful way.”
Service first

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

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

Virtual support

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

Chelsea-Revere Hotel COVID Clinic

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

A wedding on Blake 12

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

Respiratory therapists played key role during surge

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

Grab-a-Lab

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

Welcome back!

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

Thank-you!

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

We missed you!

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

Un-deployed

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

“I have never seen a group of people work so well together.”

“It was one of the best experiences I have ever had.”

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

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

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

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

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

“From the moment I stepped through the door, every person I met had a smile on their face.”

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

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

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

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

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

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

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

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

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

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

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

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

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

MGH Structural Equity Plan

MGH has developed a plan to address racism within and outside our organization. On Tuesday, June 30, 2020, Joe Betancourt, MD, vice president for Equity and Inclusion, shared that plan with Patient Care Services via a virtual town hall meeting. Below are the key initiatives of the plan:

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

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

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

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

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

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

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

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

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

**Initiative 10:** Engage and invest in an anti-racism advocacy agenda
- The goal is to work in partnership with MGB and local and national organizations to leverage our thought-leadership in an advocacy agenda against racism everywhere.
Prior to COVID, the MGH Institute of Health Professions held a Cultural Science Day at Harvard-Kent Elementary School in Charlestown. IHP student, Inricka Liburd, as African American astronaut, Mae Jemison, engaged students in thoughts about the universe, while IHP student, JP Bonadonna, as Brazilian neuroscientist Miguel Nicolelis, showed students how science can be fun as well as educational.

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

Lunder-Dineen transitioned to a virtual format for its programs and workshops during COVID.
**The Munn Center**

This month’s featured topic

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

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

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

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

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

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

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

Staff nurse, Jeanmarie Fallon, RN.


**Nutrition & Food Service**

Patient menus available in multiple languages  
— by Susan Dingle, M.D. Patient Food Services

In addition to English, 5-day inpatient menus are available in Yoruba, Albanian, and Spanish. According to the latest update in December 2019, there were over 90 languages with menu options available in the hospital. In collaboration with the hospital’s Culturally and Linguistically Diverse Initiative, the patient food service team provides menus in multiple languages to accommodate the diverse needs of patients. To notify patient food services about a patient who would benefit from a multilingual menu, please call Translating Health at 617-426-9690. For more information or if you have any suggestions, please contact the patient food services department.
Mass General nurses, Kim Cheevers, RN; Alleen Patel, RN; Asen Janjic, RN; George Lillie, RN; and Lisa Flynn, RN, spoke with Vanessa Welch of Boston 25 News about what it was like to work on the front lines during the surge.

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

The Knight Nursing Center’s Transition to Practice Program was accredited with distinction by the American Nurses Credentialing Center (ANCC).
This year’s AMMP (Association of Multicultural Members of Partners) scholarship recipients.

The LVC Retail Shops and Images Boutique implemented a wig-donation program to help under-insured patients who may not be able to afford wigs on their own.

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

2020 Yvonne Munn Nursing Research Awards

2020 poster award winners

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

Scene from this year’s Clinical Research Nurse Reception, taken before implementation of the Universal Mask policy.

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

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

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

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

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

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

We are prepared

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

DAISY Awards

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

Jennifer McMullen, RN
Center for Perioperative Care

Robert Maillet, RN
Yawkey 8 Infusion Unit

Nicolette Sweet, RN
Center for Perioperative Care

Dianne Johnson, RN
Yawkey 8 Infusion Unit

Angela Reddington, RN
Lunder 6 Neuroscience ICU

Kristina LeVasseur, RN
Lunder 10 Oncology

Kayla Gordon, RN
Bigelow 7 Medical Unit

Jennifer McMullen, RN
White 8 Medical Unit

DAISY Awards

Child life specialists: Becky Warsofsky, CCLS; Laurel Schnitman, CCLS; Eva Mintz, CCLS; and Casey McGoldrick, CCLS, helped bring some normalcy to pediatric patients on Halloween.
Rochelle Walensky, MD, new director of the CDC, received her vaccination at MGH from staff nurse, Jen Lisciotti, RN.

December Vaccinations

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

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

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

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

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

MINDFULNESS - Another Type of PPE

Try beginning your workday by taking a moment to pause for a “Mini”. Minis are quick and easy exercises designed to release tension, deepen relaxation, and increase clarity of thought.

A start of shift Mini: While breathing in and out, repeat to yourself...

“I know I am breathing in” --- “I know that I am breathing out”

“Breathing in makes me calm” --- “breathing out I am relaxed”

“Breathing in I smile” --- “breathing out I am grounded”

During the Day Reminders: Stop!

#1. Self-awareness and positive self-talk are calming and helps to reduce anxiety.

- “I am bringing my best to this day”
- “We know more about COVID than we did 9 months ago”
- “I can ask for support and help when I need it”

During the Day Reminder: Reflect!

#2. Schedule “pauses” to refocus during the day.

- When you sit at the computer to begin documentation use the breathing Minis to realign and refresh
- When Calstatting, pause and take 4 long, slow breaths

During the Day Reminder: Breath!

#3. Physical sensation Minis combine breath awareness with a physical focus, such as:

- Self-massage your hand
- Stretch and yawn periodically
- When walking, count four paces as you breathe in and four paces as you breathe out

During the Day Reminder: Refresh!

#4. Check in with your colleagues ... remind each other to “stop, breathe, reflect, refresh”

- Share humor and laugh together
- Share appreciations with each other and words of encouragement
- Encourage each other to take breaks, eat lunch or dinner
- Remind one another to drink more water

End of day: Establish a habit or create a ritual to close the workday

As you collect your things at the end of your shift, bring an awareness that the workday is ending. Recall something that did that was skillful, brought relief or comfort to patient or family members, or brought you satisfaction or joy. Remember that moment and allow yourself to feel and relive that positive moment.

Mindfully change clothes or put on coat.

Now leave the hospital with the day behind you.
DAISY Awards
Five more staff nurses became DAISY Award recipients, recognized for their skill, compassion, and exemplary care.

Brianna Meade, RN
Blake 12 CU

Emily Lloyd, RN
Pediatric ICU

Ryan Keogh, RN
Blake 11 Psychiatric Unit

Kate Anastasi, RN
Plastics and Burn ICU

Amanda Norton, RN
Bulfinch Medical Group

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

Child life specialists, Jamie Rossi, CCLS, and Briana Tierney, CCLS, prepare arts & crafts materials for their young patients.
Staff nurse, Mary Elizabeth Bedenbaugh, RN, (center) named 2020 AMMP diversity champion at Martin Luther King, Jr. breakfast.

Vascular Access Team celebrated National IV Nurses Day with members of the BWH Vascular Access Team.

Newly board-certified physical therapy clinical specialists (l-r): Alexandra Smith, Lisa Moran, Lauren McGlone, Audra Wallace, Monica Warren, and Amanda Barry, at APTA conference in Denver.

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

Angela Reddington, RN, Jared Jordan, RN, and Juna Stiven, RRT, transfer patient to MICU for treatment.

Dannie McGonegal, LICSW, social worker; and staff nurse, Aileen Patel, RN, adapted quickly to the 'new normal.'

During the surge, NICU nurses created re-fueling bags for their colleagues in ICUs, Respiratory Therapy, and Police & Security.

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

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

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

Staff of Lunder 9 sent reassuring message to the community: “Hang in there, Boston, we've got your back!”

Respiratory therapists and other critical health professionals encouraged the public to stay home during pandemic.

Knight Simulation Center team leads exercises in portable simulation center they created on Lunder 9.

Proning Team, helped keep COVID patients comfortable with evidenced-based body positioning.

Providing safe, high-quality care at Chelsea Respiratory Illness Clinic.
Nurse anesthetists celebrated National CRNA Week.

MGH nurses attended New England Regional Black Nurses Association annual awards ceremony.

Twinkie was furloughed during the pandemic along with his other pet-therapy colleagues.

A wedding in the MICU.

Infection Control team worked tirelessly implementing procedures to keep patients and healthcare workers safe during pandemic.

Child life specialist, Katie Weagle, CCLS, provides distraction during MRI (pre-Covid).

PT aides clean ID badges, phones, and common areas to help prevent the spread of COVID.

Emergency Department nurse, Alyssa Marceau, RN.

Unit service associate, Elias Carrion, as drawn by artist, Amy Fox Ferreira.

(Left): inpatient Occupational Therapy team celebrates Occupational Therapy Month; (right): certified hand therapist, Katie DeMello, OTR/L, during virtual occupational therapy visit.

After 28 days, physical therapist, Lauren Detmer, PT, returned to work after testing positive for the coronavirus.

Clinical nursing supervisors played a pivotal role in our response to the COVID pandemic.

Nursing director, Melissa Jocelyn, RN, was at Logan Airport when Patriots’ plane carrying shipment of N95 masks arrived from China.

White Building was adorned with giant traveling ‘Thank-you’ sign created by Luminous Letter Company of Suffield, Connecticut.
Looking to the future...

Together we made a difference in 2020

Together we will usher in the hope and promise of 2021

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

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

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

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