Patient Care at Two Hundred
A Legacy of Leadership
Disciplines
Nursing | Chaplaincy | Child Life | Medical Interpretation | Occupational Therapy
Physical Therapy | Respiratory Care | Social Work | Speech-Language Pathology

Patient Care Services Programs

Cancer Resource Room
Caring Headlines
Center for Global Health
Child Protection
Consultation Team
Clinical Support Services
HAVEN Program
(Helping Abuse and Violence End Now)
Information Ambassadors
International Patient Center

Ladies Visiting Committee
Retail Shops
MGH Quit Smoking Service
Office of Patient Advocacy
Orthotics and Prosthetics
Patient and Family Lodging
PCS Diversity Program
PCS Financial Management Systems
PCS Informatics
PCS Office of Quality & Safety Volunteer Services

The Institute for Patient Care
• Center for Innovations in Care Delivery
• Maxwell & Eleanor Blum Patient and Family Learning Center
• Norman Knight Nursing Center for Clinical & Professional Development
• Yvonne L. Munn Center for Nursing Research
2011 Strategic Goals

• Meet or exceed the expectations of patients and families.
• Enhance care delivery by improving the efficiency and effectiveness of systems.
• Ensure that staff have a strong voice in the design of care and services.
The Mass General Mission

Guided by the needs of our patients and their families, we aim to deliver the very best healthcare in a safe, compassionate environment; to advance that care through innovative research and education; and to improve the health and well-being of the diverse communities we serve.
In 2011, Massachusetts General Hospital (MGH) celebrated a special milestone: the 200th anniversary of its founding. This provided us with a rare opportunity to celebrate a truly remarkable history.

As the third general hospital in the United States, MGH has been at the forefront of advances in healthcare delivery for the past 200 years—from establishing the earliest nursing education programs in America to offering computerized simulation training; from caring for the soldiers and sailors wounded in the Spanish-American War in tents on the Bulfinch Lawn to responding to disasters throughout the world, whether it be Indonesia in the aftermath of an horrific tsunami, the US Gulf Coast following hurricanes Katrina and Rita, or Haiti when devastated by a powerful earthquake. We established the first hospital-based social work program and helped shepherd the early development of whole new professions—speech-language pathology, occupational and physical therapy, child life, and respiratory therapy—that today comprise Patient Care Services.

As we explored this history, we recognized familiar themes that wove throughout the hospital’s 200 years: a relentless commitment to providing the best available care to those in need; advancing that care through lifelong learning; attaining and sharing knowledge broadly; contributing to our professions as a whole; and serving our country and our neighbors, near and far.

We were reminded, time and again and in no uncertain terms, that ours is a legacy of leadership and innovation. As you review a few of the highlights from our bicentennial year, it becomes clear that we are very privileged to witness the work of those who are writing the next chapter.

With admiration,

Jeanette Ives Erickson, RN, DNP, FAAN
Senior Vice President for Patient Care and Chief Nurse
In the early 1800s, there was no organized system of healthcare in America and no general hospital in New England. The wealthy were cared for in their homes and the poor in an almshouse. The few nurses who worked at the time were virtually untrained, and the many disciplines that today comprise Patient Care Services did not yet exist.

The very concept of establishing the Massachusetts General Hospital was a major innovation in its day, and the Bulfinch Building—with all of its modern conveniences and advanced architecture—symbolized a new era in caring for the sick.
Two centuries after its founding—and with the advent of sweeping healthcare reform—the Massachusetts General Hospital continues to lead the charge to advance healthcare delivery.

The goal: to ensure that every patient has access to the highest-quality, safest, most efficient and cost-effective care possible.
Wide-scale healthcare reform, rising costs and a volatile national economy are today challenging hospitals to run more efficiently while continuing to provide exceptional care and optimal patient outcomes. Creativity, innovation, and openness to new ideas are in high demand. As the Massachusetts General Hospital celebrated its 200-year legacy of leadership and innovation, Patient Care Services embarked on a massive and unprecedented effort to alter the future of care delivery, tapping into the wisdom and creativity of staff. Under the umbrella of the Partners Patient Affordability Direct Care initiative, MGH boldly faced the challenges of a rapidly changing healthcare landscape. Throughout 2011, interdisciplinary teams examined care delivery with an eye toward redesigning systems to make care more efficient and affordable. Within Patient Care Services, the conversation and strategic planning centered around establishing Innovation Units—safe testing grounds for new ideas. These Innovation Units would help PCS leadership and staff craft a care delivery model for the future and quickly determine which proposed changes worked and which didn’t.
Throughout the many months of planning, the Innovation Unit concept centered around research on relationship-based care, which states that chaos during hospitalization is minimized when healthcare workers are truly focused on the patient. With this in mind, the introduction of a new nursing role—attending nurse (ARN)—became a focal point of the Innovation Unit model. Following meetings with all of the clinical disciplines, a series of open forums, and three day-long Innovation Unit leadership and staff retreats, the ARN role was refined. The ARN was envisioned as a leader accountable for the continuity and progression of the care plan from admission to discharge, serving as the primary contact for physicians, the care team, patients, and families, and actively engaging them in the care plan as a cohesive team.

The Innovation Units are designed to:

• Focus on patient and family values
• Increase time spent with patients
• Increase continuity of care
• Increase caregiver productivity
• Increase inter-disciplinary teamwork
• Introduce new technology and improve existing technology
• Redesign the physical environment of care
• Focus on organizational goals and mission
At the heart of the Innovation Unit planning there emerged a series of interventions generated by exhaustive discussions at retreats, in break-out sessions, and in informal conversations with staff and leadership throughout Patient Care Services and the hospital at large. These interventions represented “top priority” actions that would lead to the highest levels of consistency, continuity, and efficiency. In addition to the new ARN role, these included:

- Building relationship-based care into the educational curriculum
- Implementing the new attending nurse role
- Enhancing hand-over communication, including the use of the SBAR tool (Situation, Background, Assessment, Recommendations)
- Enhancing preadmission data collection, including a revised Admitting Face Sheet
- Creating a Welcome Packet for patients
- Revisiting and updating domains of practice to ensure across-the-board understanding of each discipline’s scope of practice
- Implementing interdisciplinary team rounds to ensure effective communication between all members of the care team
- Making use of supporting technology, including electronic whiteboards, handheld devices, in-room whiteboards, and laptop computers
- Being proactive in discharge planning and readiness, including implementation of a new Discharge Checklist tool
- Implementing a new Discharge Follow-Up Phone Call Program

As of this writing, the 12 Innovation Units are up and running and providing valuable insights into care redesign efforts, even in their early stages. Their success over time will be measured by pre-determined metrics related to length of stay, patient satisfaction, staff satisfaction, quality and safety, and nursing-sensitive indicators. One thing we already know for certain: MGH continues to lead the nation in advancing care delivery redesign.
Dr. Richard Cabot, a senior physician at Mass General, hired the first social worker in 1905 to provide social work services in the hospital’s outpatient clinics. Shortly thereafter, Dr. Cabot met Ida Maude Cannon and hired her to jointly organize the nation’s first hospital-based social work program.

**Hausman Young Scholars**

With support from the Hausman Fund, PCS this year introduced the Hausman Young Scholars Program, an interactive learning experience for the children of MGH support staff from diverse backgrounds. The Hausman Young Scholars Program offers weekend classes in CPR, first aid, computer skills, web design, and exposure to hospital settings, such as the chemistry and simulation labs. As part of the program, MGH staff give their time to teach and mentor these middle school-aged children. And as a result of the program, students begin to see the influence they can have as a voice for good health within their families and peer groups. The program builds on the success of Patient Care Services’ Hausman Nursing Fellowship, Hausman Accent-Reduction Program, and Hausman Multi-Cultural Nursing Program.
Marie Elena Gioiella, MA, MSW, LICSW, was named the director of the MGH Social Service Department. She joined the staff at MGH in 1994 as a clinical social worker and has served as clinical director of the MGH Social Work Oncology Program since 2006. Gioiella earned a bachelor’s degree from the College of the Holy Cross and two master’s degrees in social work and pastoral ministry from Boston College. During her career at MGH, she has been an active member of the Clinical Recognition Program Review Board, the Disabilities Awareness Council and the Cancer Center Community Outreach Program. She has earned numerous honors throughout her MGH career, including the Domestic Violence Unsung Hero Award, the Arthur and Susan Durante Award for Exemplary Care and Service with Cancer Patients, and the Stephanie Macaluso Expertise in Clinical Practice Award, and has been named a Clinical Scholar by the MGH Clinical Recognition Review Board. Gioiella has published extensively and presented her work nationally.

Kevin Whitney, RN, MA, NEA-BC, joined the PCS executive team as an associate chief nurse. Whitney brings many years of clinical and administrative experience, most recently serving as a consultant for Applied Management Systems, Inc. Previously, he served as chief nurse at Emerson Hospital. In his new role, Whitney oversees the Neuroscience, Orthopaedic, and inpatient surgical services. He also serves as associate chief nurse for the Vascular Center, the Digestive Health Center, and the Transplant Center, and is participating in the development of a new institute linking the Heart and Vascular Centers. Whitney is the president of the Organization of Nurse Leaders of Massachusetts and Rhode Island.
**Remembering Judy Newell, RN**

MGH lost a veteran nurse leader in 2011 with the death of Judy Newell, RN. Newell’s career spanned more than 40 years at MGH; she joined the hospital ranks as a staff nurse in 1969 and ultimately served as the nursing director for OB/GYN and Pediatrics. Throughout the course of her distinguished career, Newell helped shape the culture, environment, and soul of MGH through her committee work, leadership of patient care units, and unflinching desire to do the right thing no matter how difficult or uncomfortable. Newell was respected for her clinical leadership and open mind and likewise admired for her warmth, generosity of spirit, and sense of humor. In the summer of 2011, she was in attendance when the Ellison 18 playroom was dedicated in her honor.

**Clinical Ethics Residency for Nurses**

Contemporary nursing often requires specialized knowledge and skills in ethical decision making. This year, 19 registered nurses graduated from the inaugural Clinical Ethics Residency for Nurses (CERN), an MGH-based program designed to increase the number of registered nurses who possess specialized knowledge, skill, and competency in clinical ethics. Graduates go on to assume consultative roles in ethics rounds and on hospital committees. Supported by a grant from the US Department of Health and Human Services, the seven-month program provided 98 hours of multimodal learning opportunities—on-line and didactic education, discussions, readings, role-playing, and clinical mentorships. A next round of CERN fellowships is currently under way.
China exchange
Since 2005, MGH and Huashan Hospital in Shanghai, China, have been affiliated as part of a formal effort to expand their relationship and create a platform to exchange knowledge, skills and opportunities. As an expression of their gratitude, the nursing leadership of Huashan Hospital presented a replica Da Ke Ding, or “Supreme Treasure Tripod Cauldron” (pictured), to the Department of Nursing during a 2011 visit to the hospital. The original artifact dates back thousands of years to the Zhou Dynasty, and was cast by a nobleman named Ke during the King Xiao Era. Today it is a symbol of honesty, credibility and prosperity for one’s nation; the inscription on the stand reads: “Walking into great splendor. Jointly creating prosperity.”

ECMO advances
MGH is one of a number of centers in the country that treats patients using extracorporeal membrane oxygenation (ECMO), in which an external device takes over the work of the heart and lungs. ECMO pumps the blood through an artificial lung, or membrane oxygenator, oxygenates and removes carbon dioxide from the patient’s blood and gives the heart and lungs a rest and time to strengthen.

The Department of Respiratory Care has provided ECMO for patients at the Massachusetts General Hospital since 1988. Over the years, the team has gone from primarily supporting neonatal patients with primary pulmonary hypertension of the newborn, meconium aspiration syndrome, congenital diaphragmatic hernia, and severe respiratory distress syndrome to supporting adult and pediatric patients with various diagnoses resulting in severe respiratory failure. In 2011, the team once again revised its major focus to care for adults in need of cardiac support and resuscitation. With this change, the team expects to care for 35 to 40 patients of all ages per year; since October, the ECMO team has provided support for 23 patients.
Job Shadow

MGH is the second-largest summer employer of Boston youth in the city. In February 2011, the hospital hosted Boston-area high school students for Job Shadow Day. Among those taking part were the Physical and Occupational Therapy departments, where students had a valuable opportunity to see firsthand how therapists and healthcare providers interact with many different patients, personalities, and pathologies. Students saw therapists thinking on their feet and modifying their treatment plans to create patient-centered plans of care. The experience is a valuable opportunity to learn firsthand about healthcare professions and the skills needed to work in a hospital setting. As one student observed, the same communication skills she uses every day at school and home would be very helpful in a hospital setting.

Blum programs introduced

This year, The Maxwell & Eleanor Blum Patient and Family Learning Center introduced several new programs designed to support patient education. The first was a series of Healthy Living lectures that promote healthy lifestyles through prevention and other wellness-oriented behaviors. The Blum Center is also hosting a National Health Observances discussion series that centers around the US Department of Health and Human Services’ Health Observances Calendar. Each month, a topic from the calendar is discussed in a free lecture by an expert on the topic. The Blum Center is also hosting an ongoing Book Talks Series in which MGH authors discuss their books on various health issues.
A week in Burundi
Kerry Quealy, RN, BSN, is an MGH nurse and 2011 Thomas S. Durant Fellow who was in Haiti as the country began its battle with a cholera outbreak in the wake of a devastating earthquake that hit the tiny nation in 2010. Thanks to Quealy and the rest of the MGH Global Health team that was there, daily cholera patient numbers of up to 200 per day soon began decreasing. The team continued to work to address the resources, training and education needed to manage the disease. Quealy’s fellowship later took her to Burundi, a small country in East Africa, where she worked in a community health clinic. More than half of the country’s physicians operate in the capital city—home to less than five percent of the population—leaving the majority of Burundians without basic health care.

70th anniversary
This year marked the 70th anniversary of the MGH Chapel, whose doors first opened on April 25, 1941. Patients, families, chaplains, Eucharistic ministers, staff, and leaders of the MGH community gathered to celebrate the milestone. Songs, speeches and prayers filled the room as speaker after speaker shared rich nuggets of the Chapel’s long history and affirmed its importance to the overall mission of the hospital.

Speech-Language Pathology traces its roots to the 19th century when a treatment for stammerers was first offered. In 1925, a small group of practitioners that had been doing research and teaching in the field of speech correction decided to establish a new and independent profession. At about this time, an informal language clinic was established at MGH as part of the outpatient Neurology Department. During World War II, the clinic became the primary training ground and treatment center in the eastern United States for patients with aphasia, an acquired language impairment.
Occupational Therapy at MGH dates back to 1822 when it was an integral part of moral treatment at McLean Asylum (later McLean Hospital), originally part of MGH. Rufus Wyman, MD, was the first physician to supervise a program in Occupational Therapy that used the novel concept of promoting wellness by engaging patients in crafts, gardening, and recreation.

Excellence Every Day portal launched

In an effort to make critical information readily available to staff and leadership, Patient Care Services launched a new Excellence Every Day Web portal at www.mghpcs.org/eed. The page serves as a central clearinghouse for information related to Collaborative Governance, Magnet recognition, regulatory readiness and innovation. These four areas are mainstays of the Excellence Every Day philosophy, with a substantial amount of interconnected information. The Excellence Every Day portal is easy to navigate, is updated monthly, and offers ‘one-stop-shopping’ for access to all things quality and safety. To date, the page has tallied nearly 27,000 page views.

Nurse Residency Program

MGH has a legacy of being at the forefront of nursing education models, and that continues with a new Nurse Residency Program, developed by The Norman Knight Nursing Center for Clinical & Professional Development. This faculty-guided 960-hour training model was established to help new graduate nurses make the transition from student to staff nurse. The program links recently licensed nurses to the knowledge and expertise of experienced nurse-residency faculty to provide a pathway for becoming a caring, thoughtful, competent nurse. This past year, MGH witnessed history as 49 nurse residents accepted certificates of completion, marking their graduation from the ground-breaking Nurse Residency Program.
Professional practice symposium

As healthcare organizations begin to reexamine and redesign healthcare delivery, nurses will play a critical role in shaping care delivery and achieving high-quality clinical outcomes in a variety of settings. Given the urgency and opportunity at hand, it was standing room only in the O’Keeffe Auditorium during “Strategies for Creating and Sustaining a Professional Practice Environment,” MGH Institute for Patient Care’s first International Nursing Symposium, which was held in 2011. Nurses in all role groups from the US, Singapore, China, Spain, Norway, and Bermuda were on hand. Weighing in at the national level, Karen Drenkard, RN, executive director of the American Nurses Credentialing Center, delivered the keynote address, focusing on the transformative power of nursing leadership and its importance in an institution seeking Magnet recognition. Morning sessions examined leadership, strategic planning and evaluation, including “Using a Professional Practice Model to Guide Strategic Planning,” presented by Jeanette Ives Erickson, RN, DNP, FAAN, senior vice president for Patient Care and chief nurse; and “Evaluation of the Professional Practice Environment,” co-presented by Dorothy A. Jones, EdD, RNC, FAAN, director of The Yvonne L. Munn Center for Nursing Research, and Marianne Ditomassi, RN, DNP, MBA, executive director of Patient Care Services Operations and Magnet Program director. Afternoon breakout sessions focused on specific scalable and translatable best practice programs, including fall prevention, patient-and family-centered care, diversity, nurse residency programs, research and evidence based practice, and interdisciplinary shared decision making.
Redesigning Collaborative Governance

Patient Care Services Executive Committee

Collaborative Governance Committee Leaders

- Diversity
- Ethics
- Informatics
- Practice & Quality
- Patient Education
- Inter-Disciplinary Research
- Staff Advisory Committees
- Tiger Teams

- Fall Prevention
- Pain Management
- Restraint Usage
- Policies, Products & Procedures
- Skin Care
For 14 years, Collaborative Governance has played an integral role in shaping and advancing the practice of the various disciplines that comprise MGH Patient Care Services. Its success rests on the ability to shift clinical decision making from administrators to clinicians at the bedside. By empowering staff in this way, clinicians are positioned to use their knowledge, experience and commitment to provide the best possible care to patients and families.

After a comprehensive review and much deliberation, the Collaborative Governance committee structure underwent a strategic redesign to ensure that the work being done was aligned with the strategic goals of Patient Care Services and the many changes in healthcare, technology, as well as the evolving needs of patients and staff.

The new structure in place throughout 2011 included a variety of key changes, including:

- The Nursing Practice and Quality committees merged into a Practice & Quality Committee with five subcommittees with specific areas of focus:
  - Fall Prevention
  - Pain Management
  - Policies, Products & Procedures
  - Restraint Usage
  - Skin Care

- A new interdisciplinary Informatics Committee

- The Nursing Research Committee became the Interdisciplinary Research & Evidence Based Practice Committee, charged with fostering a spirit of inquiry around clinical practice through the dissemination of evidence-based knowledge and research findings.

- Tiger Teams will be formed as needed to address and make recommendations on issues identified by the Patient Care Services Executive Committee.

In addition:

- The Diversity Committee continues to support the PCS goal of creating an inclusive and welcoming environment for patients, families, and staff through professional development, student outreach, community outreach, and culturally competent care programs.

- Staff Advisory Committees—Staff Nurse, Physical and Occupational Therapy and Social Work—serve as forums for sharing information between clinicians and leadership.

A new Collaborative Governance website provides quick access to information about each committee’s goals and current work.
In 1955 and before the Salk vaccine was available, a polio epidemic spread throughout the Boston area. MGH was a regional referral center for treatment in iron lungs. This novel approach to the epidemic led to the opening of a respiratory unit at MGH, and later the formation of Respiratory Care Services.

Nursing Spectrum Excellence Awards

The 2011 Nursing Spectrum Excellence Awards proved an especially exciting time for MGH Nursing. Event organizers paid special tribute to MGH Nursing in honor of the hospital’s bicentennial anniversary and rich history of nursing leadership. Furthering this legacy of leadership, three MGH nurses were honored as New England Regional Finalists: Gino Chisari, RN, DNP, for “Advancing and Leading the Profession”; Natalie Harris, RN, for “Community Service”; and Lillian Ananian, RN, PhD(c), for “Clinical Care.” Chisari and Harris were named the overall winners in their respective categories.

Infection prevention

Infection prevention has always been a priority of the inpatient cleaning program. After receiving high marks on patient satisfaction surveys of patients reporting that their rooms and bathrooms were always kept clean, PCS Clinical Support Services continued to ramp up its focus on infection prevention. This year, the team introduced a new fluorescent marking system called iGLO (Innovative Germ Locating Opportunity) on several inpatient units. High-touch surfaces close to the patient are marked with “invisible” ink that is only visible under black light. After cleaning, operations managers review the marked surfaces with a beam of light. If the marks are gone, so too are the germs. In the end, successful infection prevention requires the involvement and cooperation of all members of the team.
Supporting practice

The systems that function behind the scenes to support care delivery are critical and large-scale enterprises. In today’s demanding healthcare environment and prevailing economic climate, for example, it is critical to be able to accurately quantify patients’ needs for nursing care and identify trends in order to make important staffing decisions and allot resources as safely and effectively as possible.

Since 1985, MGH has used the QuadraMed patient-classification system, participating in its revalidation every five to seven years. The MGH nursing staff has been instrumental in the evolution of the tool, providing input and feedback to ensure that issues related to the changing patient population were appropriately addressed. As a result, this year, an entirely new and more complex methodology was implemented that allows for an even more accurate picture of patients’ needs and the nursing care required to meet those needs. Of particular significance, nurses can now track several predefined events, activities or procedures throughout the day, providing the system with more robust data.

It was no small task to roll out the new system. The training of the hospital’s nursing staff—day, evening and night shifts—began on Jan. 3, 2011, the first unit went “live” with the system on January 18, and by March 1, the rollout was complete. Today, more than 2,000 staff nurses practicing on the inpatient units are actively classifying patients every day, ensuring safe staffing levels throughout the hospital.

Nursing at Two Hundred

In celebration of the MGH bicentennial, the Department of Nursing published a 256-page book titled *MGH Nursing at Two Hundred*. The publication provided a rare overview of 200 years of nursing at the country’s third-oldest general hospital. A lively combination of more than 170 historic images and written reflections spanned from the sparse beginnings of nursing in America in the early 1800s to present-day practice, touching upon highlights and major milestones—the people and events—that helped shape the profession. Special thanks to the Massachusetts General Hospital Nursing Alumni Association and STERIS Corporation for making this book possible.”
Opening the Lunder Building

The challenges involved in moving into multiple inpatient units, an entirely new, 28-OR suite and perioperative spaces—with entirely new configurations and systems—are many, complex and demanding of flawless execution. While the task was daunting, the results were spectacular. From the outset, the needs of patients and families guided the work, backed by exquisite planning, preparation, execution and the dedication of the many staff involved in making Lunder operational.

Planning formally began when an initial multidisciplinary team began to meet regularly some six years before construction was complete. This allowed staff and leadership to actively participate, visit other hospitals to learn from their experiences, and provide input to the building architect, keeping the project relatively “surprise free,” on time and on target. Eighteen months prior to the move, the work intensified as the team formed work groups on key areas of concern, including staff and patient and family communications, support services, staff education, and move day.

The actual moves took place over the course of several weeks, without incident or a break in service.
In Memoriam

The Mass General community was saddened by the sudden death of Keith Perleberg, RN, MDiv, director of the PCS Office of Quality & Safety, in May of 2012. He touched the lives of countless patients, families, friends and colleagues through his gentle, engaging and compassionate nature. Always generous with his time, knowledge, insight and spirit, he often shared experiences and learnings from his theological training, clinical practice as a staff nurse and years as a nursing director.

As he assumed leadership of the new PCS Office of Quality & Safety, he expanded the reach and impact of his focus on patient- and family-centered care, his devotion to systems improvement and the quality of work life for staff. He worked tirelessly to advance a vision in which, working together (as he once described) we would “transform the institution’s culture into one where quality and safety are the central passion of our entire community.” In just four and a half years, Keith made good on that promise … and did so with grace and gentility. He will be sorely missed.
2011 Professional Achievements
PATIENT CARE SERVICES
Catherine Benacchio, RN
Medical Intensive Care Unit
The Norman Knight Nursing Scholarship

Carrole Caillet
Infectious Disease
Norman Knight Clinical Support Excellence Award

Janet Callahan, PT, MS, NCS
Physical Therapy Services
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award

Amy Christmas
Neuroscience Intensive Care Unit
Anthony Kirvilaitis Partnership in Caring Award

Mark Clarke
Medical Intensive Care Unit
Anthony Kirvilaitis Partnership in Caring Award

Tracey DiMaggio, RN
Oncology
Paul W. Cronin and Ellen S. Raphael Award for Patient Advocacy

Siobhan Durkin, RN
General Medicine
The Norman Knight Nursing Scholarship

Sacha Field, CCL
Pediatrics
Brian M. McEachern Extraordinary Care Award

Kenia Giron
Anesthesia
The Gil Minor Nursing and Health Professions Scholarship to Advance Workforce Diversity in Patient Care Services

Katie Guerino, RN
Infusion
Marie C. Petrilli Oncology Nursing Award

Nghi Huynh
Patient Care Services
The Gil Minor Nursing and Health Professions Scholarship to Advance Workforce Diversity in Patient Care Services

Audrey Jasey, RN
General Medicine
The Gil Minor Nursing and Health Professions Scholarship to Advance Workforce Diversity in Patient Care Services

Jolene Marangi, RN
Gynecology
Marie C. Petrilli Oncology Nursing Award

Mary Ellen McNamara, RN
Cardiac Intensive Care
Jean M. Nardi, RN, Nurse Leader of Distinction Award

Julie Park, ORT/L, ED M
Occupational Therapy Services
Stephanie M. Macaluso, RN, Excellence in Clinical Practice Award

Suja Philipose, RN
Newborn Nursery
The Gil Minor Nursing and Health Professions Scholarship to Advance Workforce Diversity in Patient Care Services

The MGH team deployed to Hôpital Albert Schweitzer, Deschapelles, Haiti:
Marjorie Curran, MD
Grace Deveney, RN, MPH
Katharine Milne, RN, MPH
April Kaufman, RN
Kerry Quealy, RN, BSN
Colleen Shea, RN
Susan Taricani, RN, BSN

The Institute for Patient Care
Portraits in Primary Care Award, from the John D. Stoeckle Center for Primary Care Innovation

Constance Dahlin, APRN, BC, FAAN
Palliative Care Service
“The one hundred” for 2011, MGH Cancer Center

Lisa Doyle, RN, BSN
Gynecology/Oncology
Onology Nursing Career Development Award, MGH Cancer Center

Angela Ferrari, CNM
Obstetrics and Gynecology Service
Thomas S. Duran, MD, Fellowship in Refugee Medicine

STATE AND REGIONAL
Janet Callahan, PT, MS, NCS
Physical and Occupational Therapy Services
Outstanding Achievement in Clinical Practice Award, American Physical Therapy Association of Massachusetts

Gino Chisari, RN, DNP
The Norman Knight Nursing Center for Clinical & Professional Development
Nursing Spectrum Award for Advancing and Leading the Profession

Barbara Chase, APRN, BC, ANP
Adult Medicine, MGH Chelsea
Portraits in Primary Care Award, from the John D. Stoeckle Center for Primary Care Innovation

Lisa Doyle, RN, BSN
Gynecology/Oncology
Onology Nursing Career Development Award, MGH Cancer Center

Angela Ferrari, CNM
Obstetrics and Gynecology Service
Thomas S. Duran, MD, Fellowship in Refugee Medicine

PROFESSIONAL ACHIEVEMENTS • awards
Dean Hess, PhD, RRT, FAARC, FCCP, FCCM  
Respiratory Care  
Henry D. Chadwick Medal, American Lung Association, New England Medical and Scientific Branch

Todd Hultman, RN, NP  
Palliative Care  
Outstanding Preceptor Award for 2011, Massachusetts Coalition of Nurse Practitioners

Mary McCormick-Gendzel, RN, MS, CRNI, RN-BC  
IV Therapy  
Chapter President of the Year Award, New England Chapter, Infusion Nursing Society

Michelle McHugh, RN, MS, ANP-BC  
Internal Medicine, MGH HealthCare Center, Revere  
Exceptional Preceptor Award for 2011, Massachusetts Coalition of Nurse Practitioners

James Zachazewski, PT, DPT, ARC, SCS  
Physical and Occupational Therapy  
Cynthia Peterson, MBA  
Brigham and Women's/Mass General Health Center  
Entire Staff from Mass General Rehabilitation Services  
Good Neighbor 2010 Award for Community Service, Tri-Town Chamber of Commerce

NATIONAL

Jacqueline Arroyo, RN  
Main Operating Room  
2011 Clinical Excellence Award, 58th Congress, Association of periOperative Registered Nurses

Stephanie Ball, RN, DNS(c)  
Emergency Department  
Virginia Earles Research Award in Nursing, Sage College

Brian French, RN, PhD(c), BC  
The Knight Simulation Program and The Maxwell & Eleanor Blum Patient and Family Learning Center  
Jonas Scholar for 2011-2012, National League for Nursing

Jane Harker, RN, BSN, MS, CGRN  
Gastrointestinal Unit  
Gabrielle Schindler Excellence in Clinical Practice Award, Society of Gastroenterology Nurses and Associates

Marian Jeffries, RN, MSN, ACNS BC, FNP-C  
Thoracic & Laryngeal Surgery Unit  
Member, Clinical Nurse Specialist Content Expert Registry for 2011-2015, American Nurses Credentialing Center

Barbara Levin, RN, BSN, ONC, LNCC  
Orthopaedics  
Stryker Scholarship Award, National Association of Orthopaedic Nurses

Angelika Zollfrank, MDiv, BCC, CPE  
MGH Chaplaincy  
2011 Emerging Leader Award, National Conference, Association for Clinical Pastoral Education
PROFESSIONAL ACHIEVEMENTS • presentations

STATE AND REGIONAL

Mary Amatangelo, RN, MS, ACNP-BC, CCRN
The Acute Stroke Consult
18th Annual Northeast Regional Nurse Practitioner Conference, Newton, MA
28th Annual NH Brain Injury and Stroke Conference, Manchester, NH

Transient Ischemic Attack (TIA): A Brief Overview
Sixth Annual Conference: Brain Matters
2011, American Association of Neuroscience Nurses, Waltham, MA

Neurology Update
Neurology Assessment
Continuing Education Program, School of Nursing, Boston College, Boston, MA

Paul Arnstein, PhD, RN-BC, ACNS-BC, FNP-C, FAAN
Using the Gain-Control Theory of Pain as a Guide to Educate Nurses
Northeastern Organization of Nurse Educators, Woburn, MA

Laws and Policies Affecting People with Pain
Tufts University, Boston, MA

Challenging Pain Throughout Life and at the End of Life
Fall Conference, Massachusetts Association of Registered Nurses, Randolph, MA

Margaret Baim, MS, NP
Enhancing Resilience Through Meditation
First Annual Northeast AHNA Conference, American Holistic Nurse Association, Manchester, NH

Stephanie Ball, RN, MSN, CCRN, CCNS
The Lived Experience of a Trauma Nurse in Afghanistan
Spring 2011 Education Program, Sigma Theta Tau, Eta Tau Chapter, International Honor Society of Nursing, Salem, MA

Barbara Blakeney, RN, MS, FNAP
Keynote: Keeping Your Knees Bent: Are You Ready for the Future Annual Meeting, Massachusetts Association of Registered Nurses, Boston, MA

Carol Brown, RN, NP
ECG Interpretation, Part I
Continuing Education Program, Boston College School of Nursing, Chestnut Hill, MA

12-Lead ECG Interpretation – The Basics as Well as STEMI, LVH, Digoxin Effect, Takotsubo Syndrome and Pericarditis Nurse Practitioner Meeting, Beth Israel Deaconess Medical Center, Boston, MA

12-Lead ECG Interpretation – STEMI, NSTEMI and Miscellaneous ECG Changes
18th Annual Conference, Northeast Regional Nurse Practitioners, Newton, MA

12-Lead ECG Interpretation and Cardiac Arrhythmias
Adult Nurse Practitioner Group, UMass Boston, Boston, MA

Gae Burchill, MHA, OTR/L, CHT
Anatomy of Flexor and Extensor Tendons
School of Occupational Therapy, Tufts University, Medford, MA

Janet Callahan, PT, MS, NCS
Vestibular Rehabilitation in Sports Concussion
Harvard/MGH Sports Medicine Conference, Boston, MA

Dystonia and Exercise
Dystonia Support Group, Providence, RI

Physical Therapy for Parkinson’s and Alzheimer’s Diseases for the Boston Asian Community
South Cove Community Health Center, Boston, MA

Concussion: Physical Therapy Assessment and Management
Annual Conference and Exposition, American Physical Therapy Association of Massachusetts, Norwood, MA

Virginia Capasso, PhD, ANP-BC, CWS
Advances in Wound Care Teleconference, Saudi Aramco Medical Services

Prevention and Treatment of Pressure Ulcers
Surgical Grand Rounds, Eastern Maine Medical Center, Bangor, ME

Pressure Ulcers
School of Osteopathic Medicine, University of New England, Biddeford, ME

Policy to Practice of a Never Event: Pressure Ulcers
21st Annual Main Geriatrics Conference, University of New England College of Osteopathic Medicine, Bar Harbor, ME

Diane Carroll, RN, PhD, FAAN
Evolution of the Nursing Research Program at Massachusetts General Hospital
Yale-New Haven Hospital Research Conference, New Haven, CT

Barbara Chase, APRN, BC, ANP
Facilitating Behavior Change
Simmons Graduate Nursing Alumni Association, Boston, MA

Gino Chisari, RN, MSN, DNP
Implications and Opportunities for Nursing Practice and Making the Voice of Nursing Heard
2011 Legislative Action Forum – Health Care Payment Reform: The Future Role for Nursing, Massachusetts Association of Registered Nurses, Massachusetts State House, Boston, MA

Suzanne Curley, MS, OTR/L, CHT
Professionalism
Tufts University, Medford, MA

Constance Dahlin, ANP, BC, FAAN
Caring. Collaborative Communication: Nursing in Palliative Care
AgeWISE: Improving Quality Geriatrics and Palliative Care at the Bedside
Palliative Care Conference, Maine Medical Center, Portland, ME

Gae Burchill, MHA, OTR/L, CHT
Anatomy of Flexor and Extensor Tendons
School of Occupational Therapy, Tufts University, Medford, MA

Janet Callahan, PT, MS, NCS
Vestibular Rehabilitation in Sports Concussion
Harvard/MGH Sports Medicine Conference, Boston, MA

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Dystonia Support Group, Providence, RI

Physical Therapy for Parkinson’s and Alzheimer’s Diseases for the Boston Asian Community
South Cove Community Health Center, Boston, MA

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Advances in Wound Care Teleconference, Saudi Aramco Medical Services

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Caring. Collaborative Communication: Nursing in Palliative Care
AgeWISE: Improving Quality Geriatrics and Palliative Care at the Bedside
Palliative Care Conference, Maine Medical Center, Portland, ME

Constance Dahlin, ANP, BC, FAAN
Maureen Lynch, ANP, BC, ACON
Palliative Care Nursing: Art and Science of Palliative Nursing
Dana Farber Cancer Institute and Massachusetts General Hospital, Boston, MA
Constance Dahlin, ANP, BC, FAAN  
Maureen Lynch, ANP, BC  
Marie Bakitas, PhD, ANP, AOCN  
Managing Symptoms at End of Life  
Oncology Nursing Society, Boston, MA

Regina Doherty, OTR/L, OTD  
Ethics and Occupational Therapy: A Survey of Practitioners  
2011 Conference, Massachusetts Association for Occupational Therapy, Norwood, MA

Daniel Fisher, MS, RRT  
Moderator: The Fourth Annual MSRC Research Forum  
35th Conference, Massachusetts Society for Respiratory Care, Sturbridge, MA

Carol Harmon Mahony, MS, OTR/L, CHT  
Fracture Management  
Wrist Injuries  
School of Occupational Therapy, Tufts University, Medford, MA

Joanna Hollywood, MS, OTR/L, CHT  
Splinting the Hand and Upper Extremity  
Dynamic Splinting of the Upper Extremity Lab  
School of Occupational Therapy, Tufts University, Medford, MA

Jeanette Ives Erickson, RN, DNP, FAAN  
Nurses for the Future: Translating the Institute of Medicine (IOM) Report Recommendations into Action  
CRICO/RMF Patient Safety Summit for Nurses, Boston, MA

Vicki Jackson, MD, MPH  
Todd Rinehart, LICSW, ACHP-SW  
Personal Narratives  
“I Hate Role Plays” and Breaking Bad News  
Understanding Life-Threatening Illness  
Discussing DNR Orders  
Deepening the Interview  
Negotiating Treatment Goals  
Managing Family Conflict  
The Program for Palliative Care Education and Practice, Center for Palliative Care, Harvard Medical School, Cambridge, MA

Marian Jeffries, RN, MSN, ACNS BC, FNP-C  
Predictors of Skin Breakdown and Pressure Injury in the Tracheostomized/Stoma Patient  
Professional Development Symposium, North Eastern Organization of Nurse Educators, Woburn, MA

Joanne Kaufman, RN, MPA  
Improving Patient Care in a High-Risk Medicare Population: A Primary Care-Based Model for Transitions, Communication and Continuity  
Connecticut Chapter Meeting, American Case Management Association, Uncasville, CT

Aimee Klein, PT, DPT, DSc, OCS  
What Do You Value  
White Coat Event, Physical Therapy Program, Northeastern University, Boston, MA

Evelyn Lauture, MSW, LICSW  
Earthquake’s Impact on Mental Health and Family Life: Role of Social Workers  
10th Annual Haitian Health Career Seminar, School of Medicine, Boston University, Boston, MA

How Can Students Get Involved?  
School of Medicine, Boston University, Boston, MA

Gerry Leone, Esq.  
Elizabeth Speakman, LICSW  
Erin Miller  
Joanne Timmons  
Responding to Domestic Violence in the Health Care Setting: Patient Care and Workplace Violence  
Domestic Violence Roundtable Program, Cambridge Police Department, Cambridge, MA

Barbara Levin, RN, BSN, ONC, CMSRN, LNCC  
Your Best Defense: Lowering Your Legal Risks  
Annual Conference, Massachusetts Nurses Association

Keys for Successful Documentation  
State Convention, Massachusetts Nurses Association, Canton, MA

Colleen Lowe, MPH, OTR/L, CHT  
Sensation and Sensibility  
Tufts University, Medford, MA

Repetitive Stress Injuries  
School of Occupational Therapy, Tufts University, Medford, MA

Patricia Lowry, NP  
Updates in Hypertrophic Cardiomyopathy and Sudden Cardiac Death  
National Primary Care Conference, Boston, MA

Barbara Luby, LICSW  
Psychosocial Issues Facing Families of the Chronically Ill  
New England Chapter, The NephCare Foundation, Wellesley, MA

Barbara Maxam, MSW  
Caregiver Issues in Alzheimer’s Disease  
Parkinson’s Disease, Alzheimer’s Disease and Stroke: An Educational Program for Health Care Providers in the Boston Asian Community, Boston Chinatown Lecture Series, Boston, MA

Catherine Mannix, RN, MSN, OCN  
Diane Doyle, MS, APRN-BC, AOCN  
Elene Viscosi, APRN-BC  
The Role of the Advanced Practice Nurse (APN) in a Radiation Oncology Setting  
2011 Oncology Nursing Society Congress, Boston, MA

Kathleen Miller, RN, MA, PhD, AHN-BC  
Body as a Prayer: Body Based Spiritual Practices  
3rd Annual Spirituality and Nursing Conference, The Art of Healing Presence: The Essence of Nursing Practice, Boston, MA

Kathleen Miller, RN, MA, PhD, AHN-BC  
Donna Peltier-Saxe, RN, MSN, ACM  
Holistic Nursing Interventions for Chronic Disease in a Community Health Setting  
First Annual Northeast AHNA Conference, American Holistic Nurses Association, Manchester, NH

Patient Care Services staff listed in bold.
Kathleen Miller, RN, MA, PhD, AHN-BC
Donna Peltier-Saxe, RN, MSN, ACM
Joanne Rowley, RN, MS, CS, HNB-BC, TTS
The Art of Providing Complementary Therapies in Community Health Center Settings
3rd Annual Spirituality and Nursing Conference, The Art of Healing Presence: The Essence of Nursing Practice, Boston, MA

Donna Perry, RN, PhD
Making a Difference: Expanding Humanitarian Capacity for the Human Good
International Humanitarian Studies Association, Tufts University, Medford, MA

Kathrina Scott, MDiv, BCC
Humanism in Health Care
70th Anniversary Conference, American Humanist Association, Cambridge, MA

Janet Mulligan, RN, MS
Can IV Teams Survive in this Changing Healthcare Environment
IV Nurses Day Celebration, New England Chapter, Infusion Nursing Society, Dorchester, MA

Todd Rinehart, LICSW, ACHP-SW
Don’t Take It Personally: Responding to ‘Difficult’ Patients and Challenging Behaviors at the End of Life
The Art & Science of Palliative Nursing Conference, Boston, MA

Matthew Nippins, PT, DPT, CCS
The Nuts and Bolts of Cystic Fibrosis: Basics for New Healthcare Providers
Exercise Studies in Cystic Fibrosis
North American Cystic Fibrosis Conference, Anaheim, CA

Gayle Olson, MS, ATC, PES
Body Composition Assessments and Sports Injury Consults
Health Fair, Lutheran Church of Our Redeemer, Foxborough, MA

Gayle Olson, MS, ATC, PES
Body Composition Assessments and Sports Injury Consults
Health Fair, Lutheran Church of Our Redeemer, Foxborough, MA
Training and Conditioning to Prevent Injuries
Spring Sports Medicine Symposium, Massachusetts Interscholastic Athletic Association, Franklin, MA

David Nolan, PT, DPT, MS, OCS, CSCS
Current Concepts in Managing Knee Dysfunction: Non-Operative and Post-Operative Care
Annual Conference and Exposition, American Physical Therapy Association of Massachusetts, Norwood, MA

Jennifer Orcutt, RN, MSN
Erin Dalia, RN, MSN
Mary Lynn Fahey, RN, MSN
Julie Marden, RN, MSN
Karen Pickell, RN, MSN
Janet Rico, RN, MSN
An Innovative Role for Nurse Practitioners to Facilitate Patient Throughput
18th Annual Northeast Regional Nurse Practitioner Conference, Newton, MA

Jean O’Toole, PT, MPH, CLT-LANA
Breast Cancer Related Lymphedema: The Evidence
Vermont Lymphedema Network, Burlington, VT
The Natural History of Cording Following Treatment for Breast Cancer
Research Day, Dana Farber Cancer Center, Boston, MA

(Irina Seliverstof, MS, FNP, CACP - Pragmatic Issues in Outpatient Management
11th National Conference on Anticoagulation Therapy, Anticoagulation Forum, Boston, MA)

Bonnie Slater, RN, BSN
Demystifying Pancreatitis
Nursing Meeting, New England Society of Gastroenterology Nurses and Associates, Burlington, MA

Katherine Russo, OTR/L, CHT
Evaluation of the Hand and Upper Extremity
School of Occupational Therapy, Tufts University, Medford, MA

Sharon Serinsky, MS, OTR/L
Behavior Through a Sensory Lens
Boston Institute for the Development of Infants and Parents, Massachusetts School of Professional Psychology, Boston, MA

Irina Seliverstof, MS, FNP, CACP
Pragmatic Issues in Outpatient Management
11th National Conference on Anticoagulation Therapy, Anticoagulation Forum, Boston, MA

Constance Roche, ANP-BC, OCN, APNG
10 Things You Should Know About Breast Cancer
National Primary Care Conference, Nurse Practitioner Associates for Continuing Education, Boston, MA

(Kevin Strong, BS, RRT-NPS - Panel Discussion: The Respiratory Therapist: 2015 and Beyond
34th Annual Meeting Massachusetts Society for Respiratory Care, Sturbridge, MA)

Linda Steiner, PT, DPT, MS, OCS
The Benefits of Exercise in Managing Your Arthritis
Malden Council on Aging, Malden, MA

The Bene...
Jean Treacy, RN, AOCNP
Erin Barry, RN, NP
Martha Brezina, RN, NP
Eileen Comeau, RN, NP
Elizabeth Delulis, RN, NP
Kellyann Jeffries, RN, NP
Jack Kane, RN, NP
Tracey Lafferty, RN, NP
Michelle Letourneau, RN, NP
Jennifer Logan, RN, NP
Jeanne Vaughan, RN, NP
Acute Care of Oncology Patients in an Inpatient Oncology Nurse Practitioner Unit
36th Congress, Oncology Nursing Society, Boston, MA

Rosalie Tyrell, RN, MS
Understanding and Leading a Multigenerational Workforce
Annual Leadership Conference: The Bridge to Nursing Leadership, Massachusetts Organization of Nurse Executives, Waltham, MA

Marjorie Voltero, RN, BSN, CGRN
Kimberly Foley, RN, BSN, CGRN
Jane Harker, RN, MS, BSN, CCRN
Sedation vs. Anesthesia in the Care of the ERCP and EUS Patients in Endoscopy
Winter Meeting, New England Society of Gastroenterology Nurses and Associates, Burlington, MA

NATIONAL
Paul Arnstein, PhD, RN-BC, ACNS-BC, FNP-C, FAAN
Trimorbidity: Assessing and Treating Patients with the Complex Care Issues of Pain, Addiction and Psychiatric Illness
International Nurses Society of Addictions, Tucson, AZ

Jeanne Vaughan, RN, NP
Acute Care of Oncology Patients in an Inpatient Oncology Nurse Practitioner Unit
36th Congress, Oncology Nursing Society, Boston, MA

Diane Doyle, RN, MS, APRN BC, AOCN
Elene Viscosi, RN, APRN, ANP BC
The Role of the Advanced Practice Nurse in a Radiation Oncology Setting
36th Congress, Oncology Nursing Society, Boston, MA

Christin Dryer, ATC
Jennifer Morin, PT, MSPT, ATC
Gayle Olson, MS, ATC, PES
Learning Lab - Injury Care at Your Fingertips: Manual Therapy Upper Extremity Techniques
National Convention, Athletic Trainers’ Association, New Orleans, LA

William Evans, MS, CF-SLP
21st Annual Meeting, American Society for Pain Management Nursing, Tucson, AZ

Gloria Waters, PhD
David Caplan, MD, PhD
Demystifying the Joint Commission Requirements
21st Annual Meeting, American Society for Pain Management Nursing, Tucson, AZ

Elena Viscosi, RN, APRN, ANP BC
Assessment of Persistent Pain in Older Adults
Division of Geriatric Medicine, University of Michigan Medical School, Ann Arbor, MI

Gail Barlow Gall, APRN, BC, PhD(e)
Access to Breast and Cervical Cancer Screening by Black Women in the Boston REACH 2010 Women's Health Demonstration Project
23rd Annual Scientific Session, Eastern Nursing Research Society, Philadelphia, PA

Howard Blanchard, RN, Med, MS, ACNS-BC, CEN
Grading the Evidence: Education to Advance Innovations in Practice

Diane Carroll, RN, PhD, FAAN
The Continuum of Heart Failure
23rd Annual Scientific Session, Eastern Nursing Research Society, Philadelphia, PA

Patricia Connors, RNC, MS, WHNP
When Pregnancy Becomes Bittersweet: Hearing “You Have Advanced Bone Cancer” at 34 Weeks Gestation
Obstetrical and Neonatal Nursing’s Annual Convention, Association of Women’s Health, Denver, CO

Erich Cox, RN, MS, CS
Interactive Case Presentation: Complex Wound Management
Vascular Interventional Advances Conference, Las Vegas, NV

Marion Freehan, RN, MPA/HA, CNOR
Cost Cutting Strategies in Endoscopy Staffing
Fourth Annual Endoscopy Directors Meeting, Boston, MA

Catherine Griffith, RN
Advancing Professional Practice: Research Nurse Roundtable
3rd Annual Conference, International Association of Clinical Research Nurses, National Institute of Health, Bethesda, MD

Mary Guanci, RN
Brain Death: Myths and Methods
18th Annual Neuroscience Conference, Penn State, Hershey, PA

Carol Harmon Mahony, MS, OTR/L, CHT
Cheiroarthropathy, the Limited Joint Mobility Associates with Diabetes Type I
Study on the Epidemiology of Diabetes Interventions and Complications, National Institute of Health, Miami, FL

Cheiroarthropathy: Limited Joint Mobility Associated with Diabetes Type I
National Institute of Health Study on the Epidemiology of Diabetes Interventions and Complications, San Diego, CA

Functional Assessment of Movement
34th Annual Meeting, American Society of Hand Therapists, Nashville, TN

Ellen Fern, RN
Janet King, RN, BSN, CCRN
Collaborating to Link the World of pH and Best Practice

William Evans, MS, CF-SLP
Gloria Waters, PhD
David Caplan, MD, PhD
Obligatory Deep Processing? Task Effects in Sentence Reading During Eye Tracking
11th Conference, American Speech-Language-Hearing Association, San Diego, CA

Ellen Fern, RN
Janet King, RN, BSN, CCRN
Collaborating to Link the World of pH and Best Practice

Jeanne Vaughan, RN, NP
Acute Care of Oncology Patients in an Inpatient Oncology Nurse Practitioner Unit
36th Congress, Oncology Nursing Society, Boston, MA

Diane Doyle, RN, MS, APRN BC, AOCN
Elene Viscosi, RN, APRN, ANP BC
The Role of the Advanced Practice Nurse in a Radiation Oncology Setting
36th Congress, Oncology Nursing Society, Boston, MA

Christin Dryer, ATC
Jennifer Morin, PT, MSPT, ATC
Gayle Olson, MS, ATC, PES
Learning Lab - Injury Care at Your Fingertips: Manual Therapy Upper Extremity Techniques
National Convention, Athletic Trainers’ Association, New Orleans, LA

William Evans, MS, CF-SLP
Gloria Waters, PhD
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Obligatory Deep Processing? Task Effects in Sentence Reading During Eye Tracking
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Ellen Fern, RN
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Collaborating to Link the World of pH and Best Practice

William Evans, MS, CF-SLP
Gloria Waters, PhD
David Caplan, MD, PhD
Obligatory Deep Processing? Task Effects in Sentence Reading During Eye Tracking
11th Conference, American Speech-Language-Hearing Association, San Diego, CA
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Proportional Assist Ventilation and Neuromatically Adjusted Ventilatory Support
NIV: New Technologies and Techniques
Annual Meeting, Society of Critical Care Medicine, San Diego, CA
The Mechanical Ventilator: Past, Present and Future
Patient-Ventilator Synchrony: PAV-NAVA
The 32nd Anniversary of the CSRC Tahoe Conference, Lake Tahoe, NV
Ventilator Management of Severe Hypoxemia
Proportional Assist Ventilation and Neuromatically Adjusted Ventilatory Assist
Respiratory Care 2015 and Beyond: Recommendations for Change
The 11th Annual Focus Conference, San Diego, CA
Ventilator Associated Pneumonia: How Are We Doing?
National Teaching Institute, American Association of Critical Care Nurses, Chicago, IL
Complex Modes of Mechanical Ventilation
Chest 2011, Honolulu, HI
Choosing the Right Device: Dedicated Devices vs. All-In-One Ventilators
Pro/Con Adult ECMO: Ready for Primetime or Delaying Death in ARDS, Con Side
Annual Meeting, American Association for Respiratory Care, Tampa FL
Mary Lou Kelleher, RN, MS
Effectiveness of the Use of the Moon Balloon on Hospitalized Children
National Conference, Society of Arts in Health Care, San Francisco, CA
Janet King, RN, BSN, CGRN
Do You Have the Courage and Commitment to Make Your Practice Evidence Based? What is the Process Involved in Doing a Research Poster
38th Annual Course, Society of Gastroenterology Nurses and Associates, Indianapolis, IN
Susan Lee, RN, PhD
Research and Evidence in Nursing
Maturation in Practice
Strength of Evidence: When Is It Sufficient for Practice Change?
2011 Sanford Nursing Research and Evidence-Based Practice Conference, Sioux Falls, SD
Barbara Levin, RN, BSN, ONC, CMSRN, LNCC
Orthopaedic Nurse Certification Review
When Pressure Rises and Explodes into Legal Action
National Conference, National Orthopaedic Nurses Association, Baltimore, MD
Colleen Lowe, MPH, OTR/L, CHT
Functional Movement Assessment, Analysis and Implications for Treatment
34th Annual Meeting, American Society of Hand Therapists, Nashville, TN
Susan Lozzi, RN, BSN, ACM
Patient Navigation in a Complex Medical System
2011 National Conference, National Institute for Case Management and American Case Management Association, Orlando, FL
Karen Miguel, RN, MM-H
Enhancing Teamwork and Communication: The Art (and Challenge) of Changing Culture
13th Annual Congress, National Patient Safety Foundation, Washington, DC
Gayle Olson, MS, ATC, PES
Injury Care at Your Fingertips: Lower Extremity Techniques
Second Year Athletic Training Curriculum, Florida Southern College, Lakeland, FL
More Than Just Gold: The Olympic Sports Medicine Experience
Fourth Year Athletic Training Curriculum, Florida Southern College, Lakeland, FL
Mary Orencole, RN, MS, APRN, BC
Heart Failure Management in an Evolving Environment
11th Essentials of CRM Therapy and Patient Management Meeting, Heart Rhythm Society, San Francisco, CA
Jean O’Toole, PT, MPH, CLT-LANA
The Natural History of Cording Following Treatment for Breast Cancer
Annual Meeting, American Society of Shoulder and Elbow Therapists, White Sulphur Springs, WV
Donna Pellett-Saxe, RN, MSN
Laughter Yoga
31st Annual Conference, American Holistic Nurses Association, Louisville, KY
Katherine Phillips, PT, MS, CHT, CLT
Scapular Dyskinesis
23rd Annual Meeting, American Society of Hand Therapists, Nashville, TN
Christopher Robbins, RN, BSN, CGRN
Advanced ERCP Hands-On
38th Annual Course, Society of Gastroenterology Nurses and Associates, Indianapolis, IN
Todd Hultman, ACNP, ACHPN, PhD
Approaching Death: Improving Care at the End of Life
Institute of Medicine, Washington, DC
The Role of Nursing in Palliative Care
The National Palliative Care Summit, Jefferson University, Philadelphia, PA
Ann Jampel, PT, MS
Mary Knab, PT, DPT, MS
Karen Turner, MS, OTR/L
A Social Construction of Knowledge Through Group Reflection on Stories of Clinical Practice
Educational Leadership Conference, American Physical Therapy Association, Clearwater, FL
Marian Jeffries, MSN, ACNS BC, FNP-C
Predictors of Skin Breakdown and Pressure Injury in the Tracheostomized and Stoma Patient
12th National Pressure Ulcer Advisory Panel Conference, Emerging Healthcare Issues, Las Vegas, NV
Ellen Robinson, RN, PhD
Pamela Grace, RN, PhD, FAAN
Martha Jurchak, RN, PhD
Angelika Zollfrank, MDiv, BCC, CPE
Clinical Ethics Residency for Nurses: Allying ASBH Clinical Ethics Consultation Education Guide with Professional Goals to Transform Practice
Annual Meeting, American Society of Bioethics and Humanities Annual Meeting, Minneapolis, MN

Constance Roche, RN, MSN, ANP-BC, OCN, APNG
Cancer Risk Counseling: Getting Started
Breast Cancer Risk Assessment: Beyond the Gail Model
21st Annual National Interdisciplinary Breast Center Conference, Las Vegas, NV

Sandra Silvestri, RN, MS, CNOR
Multidisciplinary Approach to Decreasing OR Positioning Injuries
National Congress, Association of periOperative Registered Nurses, Philadelphia, PA
Perioperative Positioning Injuries
National Congress, Association of periOperative Registered Nurses, Philadelphia, PA

Amanda Stefancyk, RN, MSN, MBA, CNML
Value Added Care
Aligning Forces for Quality Initiative, Wisconsin Dells, WI
AONE Certified Nurse Manager Leader Preparation Course
44th Annual Meeting and Exposition, American Organization of Nurse Executives, San Diego, CA

INTERNATIONAL

Amanda Bulette Coakley, RN, PhD
Joanne Hughes Empoliti, RN, MSN, APRN, BC, ONC
Christine Annese, RN, MSN
Exploring the Use of a Standardized Approach to a Documentation and Communication Model to Promote High Quality Continuity Care
Eighth European Conference, Association for Common European Nursing Diagnoses, Interventions and Outcomes, Madeira, Portugal

Debbie Burke, RN, MSN, MBA
Professional Practice Model
Roles of Inpatient Nurses
Staff Perception Survey
Nurse Staffing Based on Patient Acuity
2011 International Symposium on Pediatric Nursing, Seoul, South Korea

Virginia Capasso, PhD, ANP-BC, CWS
Selected Topics in Wound Care, (Teleconference)
Partners International and Bermuda Hospitals

Lin-Ti Chang, MSN, RN-BC, ANP-BC, CCRN
MGH ITDI Advanced Disaster Medical Response
Hong Kong Association for Conflict & Catastrophe Medicine, Hong Kong

Medical Disaster Response Lessons
Learned from the Haiti Earthquake
Professional Meeting: Nurses Driving Access, Quality and Health, International Council of Nurses, Valetta, Malta

A Core Curriculum for Nurses in Disaster Preparedness and Response
17th World Congress on Disaster and Emergency Medicine, Beijing, China

Gino Chisari, RN, DNP
New Graduate Nurse Residency: A Model for Successful Transition
Twinning Initiative, Huashan Hospital, Shanghai, China

Gino Chisari, RN, DNP
Colleen Snydeman, RN, MSN
Critical Care Nursing Workshop
Twinning Initiative, Huashan Hospital, Shanghai, China

Constance Dahlin, ANP, BC, FAAN
Vicki Jackson, MD
Kathleen Grinke, RN, MSN
Margaret Seaver, MD
Outpatient Palliative Care: Why It Is Important; How to Build It at Your Institution
Annual Assembly, Hospice and Palliative Nurses Association and American Academy of Hospice and Palliative Medicine, Vancouver, British Columbia

Marianne Ditomassi, RN, DNP, MBA
Cao Yanpei, RN, MBA
Magnet Recognition Program
Twinning Initiative, Huashan Hospital, Shanghai, China

Jessica Driscoll, RN, MSN, ANP-BC
The Lived Experience of an Autologous Hematopoietic Stem Cell Transplantation: A Qualitative Study
22nd International Nursing Research Congress, Sigma Theta Tau International, Cancun, Mexico

Kerry Grennan, RN, MSN, ANP-BC
Kathleen Grinke, RN, MSN
Kendra Magyar, RN, MSN, PNP-BC, CDE
Nursing Roles on the Cutting Edge of Diabetes Research
International Association of Clinical Research Nurses Conference, Bethesda, MD

Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Devices for Asthma Management
Mechanical Ventilation of the Patient with Asthma
Noninvasive Ventilation Update
Weaning the Long-Term Mechanically Ventilated Patient
Study Design: Clinical Trials and Meta-Analysis
Gulf Thoracic Congress, Dubai, UAE
Respiratory Muscle Training During Mechanical Ventilation
Should Every Mechanically Ventilated Patient Receive PEEP?
Assessment of Respiratory Mechanics and Graphics in the Mechanically Ventilated Patient with ARDS
Pro/Con. Use of HFOV in Patients Receiving Mechanical Ventilation
XI Congress of the Peruvian Society of Intensive Care Medicine, Lima, Peru

Noninvasive Ventilation for Acute Respiratory Failure
Noninvasive Ventilation in the Home
Evidence-Based Respiratory Care
How to Write a Scientific Paper
Ho Chi Minh City Respiratory Society, Ho Chi Minh City, Vietnam, and Bach Mai Hospital, Hanoi, Vietnam

Patient Care Services staff listed in bold.
Aerosol Delivery Techniques
Mechanical Ventilation of the Patient with ARDS
Noninvasive Ventilation for Acute Respiratory Failure
*Universidad del Desarrollo, Concepcion, Chile*

Noninvasive Ventilation. The Approach in the United States
*European Respiratory Society, Amsterdam, The Netherlands*

Marti Hoar, RN, MS, CCTC
Epithelioid Hemangioendothelioma: Transplant—A Treatment Option in an Adult with a Pediatric Diagnosis
*20th Annual Symposium, International Transplant Nurses Society, Goteborg, Sweden*

Jeanette Ives Erickson, RN, DNP, FAAN
Setting the Stage: The Importance of a Professional Practice Environment
Professional Practice Model: Shared Decision-Making
*Twinning Initiative, Huashan Hospital, Shanghai, China*

Jeanette Ives Erickson, RN, DNP, FAAN
Marianne Ditomassi, RN, DNP, MBA
Evaluating Staff Perceptions of the Professional Practice Environment
*Twinning Initiative, Huashan Hospital, Shanghai, China*

Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Non-Invasive Ventilation
Choosing a Transport Ventilator
Adaptive Support Ventilation with Closed Loop CO2 Control
Translaryngeal Ventilation
Has the Incidence of ARDS Decreased?
Bedside Evaluation of Patient-Ventilator Dysynchrony

Choosing the Correct Non-Invasive Ventilator
*31st International Symposium on Intensive Care and Emergency Medicine, Brussels, Belgium*

Mechanical Ventilation: Five Situations That Make the Intensivist Feel Uncomfortable
Effectiveness of Different Modes of Ventilation
*International Conference on Critical Care and Respiratory Care, Buenos Aires, Argentina*

RCT Noninvasive NAVA vs. Noninvasive PSV
ARDS Current Approach and Future Study Lines
*Spanish Pediatric Intensive Care Annual Meeting, Salamanca, Spain*

Transporting the Critically Ill
Mechanically Ventilated Patient
The Roles and Impact of Respiratory Therapists in the US
*33rd Annual Meeting of the Japan Society of Respiratory Care Medicine, Yokohama, Japan*

New Modes of Mechanical Ventilation
The Mechanical Ventilator: Past, Present and Future
*2nd Annual Course of the Practical Application of Mechanical Ventilation, Madrid, Spain*

Brenda Miller, RN, MSN
Quality and Safety
Setting Global Standards: Pain and Procedural Sedation and Coordinated Care in the Ambulatory Setting
*2011 International Symposium on Pediatric Nursing, Seoul, South Korea*

Danny Nunn, MS, CCC-SLP
Swallowing Disorders on Neuromuscular Disease
Speech and Language Services Provided at Massachusetts General Hospital Guidelines and Protocols for Speech, Language and Swallowing Evaluation and Treatment
Updates on SLP Therapy
Speech Language Pathologist in Hospital Setting
First International Rehabilitation Symposium, Sao Paulo, Brazil

Jean O’Toole, PT, MPH, CLT-LANA
The Natural History of Cording Following Treatment of Breast Cancer
Transient and Persistent Lymphedema Following Breast Cancer
*International Lymphedema Framework Conference, Toronto, Canada*

Mary Ellin Smith, RN, MS
Patient- and Family-Centered Care and Responsiveness
The Clinical Narrative: Using Stories to Understand Nursing Practice
*Twinning Initiative, Huashan Hospital, Shanghai, China*
PROFESSIONAL ACHIEVEMENTS • poster presentations

STATE AND REGIONAL

Lin-Ti Chang, RN-BC, MSN, ANP-BC, CCRN
Diane Connor, RN, MS, CDE
Theresa Gallivan, RN, MS
Barbara Moscowitz, LICSW

Closing the Gap of Health Disparity by Improving Access to Health Education and Wellness for Elder Chinese Residents Living in the Boston Community
200 Years of Commitment to the Community, Center for Community Health Improvement, Boston, MA

Diane Doherty, RN, BSN
Kathleen Myers, RN, MSN, CNE
Joanne Hughes Empoliti, RN, MSN, G-CNS

I Care Rounds: Implementing a Standardized Approach to Improve Patient Satisfaction and Nurse Presence
Academy of Medical-Surgical Nurses, Boston, MA

NATIONAL

Jacqueline Arroyo, RN
Transapical Aortic Valve Implantation
58th Congress, Association of periOperative Registered Nurses, Philadelphia, PA

Brian Beardslee, RN, MSN
Sarah Wojcik, RN
Development of a Nurse Education Module to Navigate Clinical Trial Protocols
11th National Conference on Cancer Nursing Research, Oncology Nursing Society, Los Angeles, CA

Julie Cronin, RN, BSN, OCN
Family Member’s Perceptions of Most Helpful Nursing Interventions During End-of-Life Care of a Loved One
36th Annual Congress, Oncology Nursing Society, Boston, MA

Daniel Fisher, MS, RRT
Grace Thorne, MPH, RN
Mary-Liz Bilodeau, MS, RN, CCRN, ACNP-BC
Shawn Fagan, MD
Bronchioalveolar Lavage as a Screening Tool for Pulmonary Infections in an Adult Burn Unit
Society of Critical Care Medicine, 40th Congress, San Diego, CA

Marion Freehan, RN, MPA/HA, CNOR
Jamie Rossi, MS
Creating an Environment of Care for the GI Endoscopy Patient—The Role of the Child Life Specialist
38th Annual Course, Society of Gastroenterology Nurses and Associates, Indianapolis, IN

Sandra Hession, RN, BSN, CCRN
Scope Processing Can Be an Endoscopy Unit’s Strongest or Weakest Link
38th Annual Course, Society of Gastroenterology Nurses and Associates, Indianapolis, IN

Yanhong Liu, PhD, MD
Arterial Oxygen Saturation May Be the Limiting Factor for O2 Delivery During Compression-Only CPR
Resuscitation Science Symposium, American Heart Association, Orlando, FL

Yanhong Liu, PhD, MD
Ailiang Wang, MD
Andrew Marchese, BS
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Yandong Jiang, PhD, MD
Optimizing O2 Delivery During Compression-Only CPR: A Lung Model Study
Annual Meeting, American Society of Anesthesiologists, Chicago, IL
Michele Lucas, MSW  
Hyperarousal/Hypervigilance in Brain Cancer Patients Creates a Cycle of Sleep Disturbance and Daytime Sleepiness  
16th Annual Scientific Meeting and Education Day, Society of Neuro-Oncology, Garden Grove, CA

Lea Ann Matura, PhD  
Anne McDonough, PhD  
Diane Carroll, RN, PhD, FAAN  
Health Status, Health-Related Quality of Life, and Psychological State in Patients with Pulmonary Arterial Hypertension  
7th Annual Conference, American Association of Heart Failure Nurses, Seattle, WA

Mary McAdams, RN-BC, MEd  
Sheila Golden-Baker, MS, RN-BC, CRNN  
Developing Subject Matter Experts to Design Online Learning Events  
National Nursing Staff Development Organization, Chicago, IL

Kathleen Miller, RN, MA, PhD, AHN-BC  
Dancing into Wholeness; Dance and Movement as Pathways for Health as Expanded Consciousness  
Nourishing the “Sacred Flow” in a Community Health Center Setting  
31st Annual Conference, American Holistic Nurses Association, Louisville, KY

Vita Norton, RN, BSN, OCN  
Corrina Lee, RN, BSN, OCN  
Caring for the Morbidly Obese Patient with a Gynecologic Malignancy  
36th Annual Congress, Oncology Nursing Society, Boston, MA

Lynn Oertel, MS, ANP, CACP  
Jennifer O’Neil, RN, BSN  
Impact of Patient Self Testing on Time in Therapeutic Range  
Anticoagulation Forum, 11th National Conference on Anticoagulation Therapy, Boston, MA

Constance Roche, MSN, ANP-BC, APRNG, ONC  
A Program to Increase Use of Chemoprevention for Women with High Risk Breast Lesions  
21st Annual National Interdisciplinary Breast Center Conference, Las Vegas, NV

Sandra Silvestri, RN, MS, CNOR  
Jesse Ehrenfeld, MD, MPH  
Maureen Hemingway, RN, BSN, MHA, CNOR  
Laurie Lynch, RN, BSN, CNOR  
Lisa Morrissey, RN, BSN, MBA, CNOR  
Kathleen Myers, RN, MSN  
Charlene O’Connor, RN, MSN, CNOR  
Jill Pedro, RN, ACNS-BC, ONC  
Multidisciplinary Approach to Decreasing OR Positioning Injuries  
Annual Congress, Association of periOperative Registered Nurses, Philadelphia, PA

Sandra Silvestri, RN, MS, CNOR  
Chalene O’Connor, RN, MS, CNOR  
Laurie Lynch, RN, BSN, CNOR  
Kathleen Myers, RN, MSN  
Jill Pedro, RN, ACNS-BC, ONC  
Maureen Hemingway, RN, BSN, MHA, CNOR  
Lisa Morrissey, RN, BSN, MBA CNOR  
Multidisciplinary Approach to Prevention of OR Positioning Injuries  
Annual Congress, Association of periOperative Registered Nurses, Philadelphia, PA

Demet Sulemanji, PhD, MD  
Fangping Bao, MD  
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM  
Yandong Jiang, PhD, MD  
Unidirectional Breathing Pattern Improves the Breathing Efficiency in COPD Patients. Society 40th Critical Care Congress, Society of Critical Care Medicine, San Diego, CA

INTERNATIONAL

Sheila Burke, RN, MSN  
Susan Briggs, MD, MPH, FACS  
The Role of Nurses in International Disasters  
17th World Congress on Disaster and Emergency Medicine, Beijing, China

Diane Carroll, RN, PhD, FAAN  
Needs of Older Patients and Their Spouses After a Cardiovascular Procedure  
11th Annual Spring Meeting, Council of Cardiovascular Nursing and Allied Professionals, European Society of Cardiology, Brussels, Belgium
CLINICAL RECOGNITION PROGRAM

The Mass General Clinical Recognition Program serves as a formal way to recognize excellence in practice, encourage professional development, and build a diverse community of reflective practitioners within Patient Care Services. Applicants work with their directors and clinical specialists to analyze their practice relative to clinician-patient relationship, clinical knowledge and decision-making, teamwork and collaboration and movement (for Occupational Therapy and Physical Therapy professionals). Criteria within these themes define four levels of clinical practice: Entry, Clinician, Advanced Clinician and Clinical Scholar.

2011 ADVANCEMENTS

Advanced Clinician
Kate Adeletti, PT
James Bradley, RN
Heidi Cheerman, PT
Angela Chyn, RN
Chimwemwe Clarke, RN
Julie Cronin, RN
Nancy Davis, RRT
Arthur R. Edmonds, RN
Ellen Fern, RN
Elisa Beth Gear, RN
Shauna Harris, RN
Joanna Hollywood, OTR/L
Thomas Hunter, RN
Colleen Kehoe, RN
Jodi Klein, PT
Erin Lackaye, SLP
Amanda Laskey, RN
Tara Logan, RN
Kristin Moriarity-Puggi, RN
Natacha Nortelus, RN
Jennifer Podesky, PT
Karen Ratto, RN
Paula Restrepo, RN
Katharine Teele, PT
Janice Tully, RN
Laura White, RN
Lin Wu, RN

Clinical Scholar
Robin Azevedo, RN
Susan Barisano, RN
Elizabeth Cole, PT
Diane DeTour, RN
Rosanne Karp, RN
Karon Konner, LICSW
Anne LaFleur, LICSW
Brenda Pignone, RN
STATE AND REGIONAL

Paul Bartush, CAVS
President, Massachusetts Association of Healthcare Volunteers

Barbara Blakeney, RN, MS, FNP
Member, Board of Directors, Boston Health Care for the Homeless
Member, Advisory Board, College of Nursing, University of Massachusetts, Boston
Member, Advisory Board, College of Nursing, University of Massachusetts, Boston

Virginia Capasso, PhD, ANP-BC, CWS
Instructor in Surgery, Harvard Medical School
Assistant Clinical Professor, MGH Institute of Health Professions
Visiting Scholar, William F. Connell School of Nursing, Boston College
Fellow, American College of Certified Wound Specialists
Diplomat, American Academy of Wound Management
Reviewer, Clinical Nurse Specialist, Journal for Advanced Nursing Practice

Stephanie Cooper
Member, Honor Society of Phi Kappa Phi, Salem State University Chapter

Constance Dahlin, ANP, BC, FAAN
Adjunct Clinical Associate Professor, MGH Institute of Health Professions

Steven Davis, MBS, Cert. CIS, CHFP
Chair, Committee on Government Revenue Cycle, Healthcare Financial Management Association, Massachusetts Chapter

Robert Dorman, PT, DPT, GCS
Chair, Research and Education Committee, American Physical Therapy Association of Massachusetts

Alice Dubois, RN, ANP-BC, ACNP-BC
Adjunct Professor, Bouve College of Health Sciences, Northeastern University

Daniel Fisher, MS, RRT
Current Past President, Massachusetts Society for Respiratory Care

June Gaurente, RN, MS, CGRN
Member, Board of Directors, New England Society of Gastroenterology Nurses and Associates

Jeanette Ives Erickson, RN, DNP, FAAN
Board Chair, Lunder-Dineen Health Education Alliance of Maine
Instructor, Obstetrics, Gynecology and Reproductive Biology, Harvard Medical School
Clinical Assistant Professor, Adjunct Faculty, MGH Institute for Health Professions
Clinical Professor of Nursing, Massachusetts College of Pharmacy and Health Sciences
School of Nursing
Visiting Scholar, Boston College School of Nursing
Member, National Advisory Council on Nurse Education and Practice, Health and Human Services Administration
Member, Board of Trustees, MGH Institute of Health Professions, Inc.
Member, Harvard Humanitarian Initiative Executive Committee, Harvard University
Member, Greater Boston Aligning Forces for Quality Initiative Planning Grant Community Council
Member, Greater Boston Aligning Forces for Quality Initiative Planning Grant Planning Group
Co-Chair, Host Committee, Celebration of Women in Healthcare, Kenneth B Schwartz Center
Member, Harvard Humanitarian Initiative Executive Committee, Harvard University
Member, Board of Directors, The Institute for Nursing Healthcare Leadership
Member, Board of Directors, The Benson-Henry Institute for Mind Body Medicine Chairperson, Chief Nurse Council, Partners Healthcare System, Inc.

Janet King, RN, BSN, CGRN
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Susan Lee, RN, PhD
Visiting Scholar, William F. Connell School of Nursing, Boston College

Mary McCormick-Gendzel, RN, MS, CRNI, RN-BC
Presidential Advisor, New England Chapter, Infusion Nurses Society

Cory McMahon, RN, BSN
Carl WIlkens Fellow for 2011, by the Genocide Intervention Network and Save Darfur Coalition

Janet Mulligan, RN, MS, VAC-BC
President, New England Chapter, Infusion Nurses Society

Gayle Peterson, RN
Member, Board of Directors, Massachusetts Association of Registered Nurses

June Peterson, RN, MSN, ACNS-BC, CCNS
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Christopher Robbins, RN, BSN, CORN
President, New England Society of Gastroenterology Nurses and Associates

Kevin Strong, BS, RRT-NPS
President Elect, Massachusetts Society for Respiratory Care

Nancy Sullivan, BA, MBA, CMAC
Member, Board of Directors, North End Waterfront Health Center

Tara Tehan, RN
Treasurer, Massachusetts Association of Registered Nurses

Elise Townsend, PT, DPT, PhD, PCS
Associate Professor, Department of Physical Therapy, School of Health and Rehabilitation Sciences, MGH Institute of Health Professions

Laura Walsh, RN, BSN, ACRN
President-Elect, Boston Chapter, The Association of Nurses in AIDS Care

Kevin Whitney, RN, MA, NEA-BC
President, Organization of Nurse Leaders of Massachusetts and Rhode Island
Member, Standing Committee on Public Affairs, Massachusetts Hospital Association

NATIONAL

Lillian Ananian, RN, MSN, PhD(c)
Member, Research Committee, Society of Critical Care Medicine

Paul Arnstein, PhD, RN-BC, ACNS-BC, FNP-C, FAAN
Co-Chair, Pain Education Special Interest Group, American Pain Society
Member, Education Advisory Board, American Pain Society

Barbara Blakeney, RN, MS
Member, Board of Directors, North End Waterfront Health Center

Secretary, Board of Directors, Practice Green Health

Ann Haywood-Baxter, MDiv, BCC
President-Elect, Advisory Council, Pediatric Chaplains Network

Patient Care Services staff listed in bold.
Todd Hultman, PhD, ACNP, ACHPN
Member, Board of Directors, Hospice and Palliative Nurses Association
Member, Primary Palliative Care Performance Improvement Module Committee, American Board of Internal Medicine
Member, Review Committee, American Board of Internal Medicine

Jeanette Ives Erickson, RN, DNP, FAAN
Member, Operational Review Team, National Institutes of Health
Member, National Advisory Council on Nurse Education and Practice, Health and Human Services Administration

Marian Jefferies, RN, MSN, ACNS BC, FNP-C
Member, Clinical Nurse Specialist Content Expert Registry for 2011-2015, American Nurses Credentialing Center

Aimee Klein, PT, DSc, OCS
Member, Credential Services Committee, American Physical Therapy Association, and American Board of PT Residency and Fellow Education

Gail Lenehan, RN, MSN, EdD, FAEN, FAAN
President, Emergency Nurses Association

Mary Pomerleau, DNP, RNC-OB
Member, Board of Directors, American Association of Women’s Health Obstetrics and Neonatal Nurses

Elyse Levin-Russman, LICSW
Member, Board of Directors, and Chairperson, Quality of Life Committee, The Association of Pediatric Oncology Social Workers

Lynn Oertel, MS, ANP, CACP
Member, Medical and Scientific Advisory Board, National Blood Clot Alliance

Amanda Stefancyk, RN, MSN, MBA, CNML
Member, Health Care Reform Tax Force for 2011, American Organization of Nurse Executives

Deborah Washington, RN, PhD
Co-Chair, Diversity Workgroup, Future of Nursing, Campaign for Action Initiative, Institute of Medicine

INTERNATIONAL

Barbara Blakeney, RN, MS, FNAP
Member, Nominating Committee, The International Council of Nurses

Jeanette Ives Erickson, RN, DNP, FAAN
Visiting Professor, Huashan Hospital/Fudan University, Shanghai, China
Member, Kappa Zeta-at-Large Chapter, Sigma Theta Tau International
Board Member, Durant Fellowship for Refugee Medicine, Massachusetts General Hospital

Mary McAdams, RN-BC, MEd
Vice President, Membership, Massachusetts Chapter, International Society of Performance Improvement
**BOOKS AND CHAPTERS IN BOOKS**

**Paul Arnstein, PhD, RN-BC, ACNS-BC, FNP-C, FAAN**
Barbara St. Marie, PhD-c, ANP, GNP, CS
Dory Green, MA
Booklet: *A Patient Resource Guide: Reducing Your Pain*
Online: Nurse Practitioner Healthcare Foundation and Krames StayWell

**Rachel Bolton, RN, CPON**
Catherine Mannix, RN, MSN, OCN
Chapter: Radiation Therapy
*Nursing Care of Children and Adolescents with Cancer and Blood Disorders*
Fourth Edition
Saunders

**Paolo Formenti, MD**
Vinko Tomicic, MD
Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Chapter: Imaging the Thorax
*Respiratory Care Principles and Practice*
Second Edition
Jones and Bartlett

**Tessa Goldsmith, MS, CCC-SLP, BRS-S**
Allison Holman, MS, CCC-SLP
Danny Nunn, MS, CCC-SLP
Chapter: VideoFluoroscopic Evaluation of Oropharyngeal Swallowing
*Head and Neck Imaging*
Fifth Edition
Elsevier

**Joseph Govert, MD**
Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Chapter: Hemodynamic Monitoring
*Respiratory Care Principles and Practice*
Second Edition
Jones and Bartlett

**Catherine Harris, RN, ED, CNS**
Chapter: Abdominal Trauma
*Sheehy’s Manual of Emergency Care*
Seventh Edition
Elsevier

**Dean Hess, PhD, RRT, FAARC, FCCP, FCCM**
Neil MacIntyre, MD
Shelley Mishoe, PhD, RRT
William Galvin, RRT
Alex Adams, RRT
Chapter: Respiratory Care Principles and Practice
Second Edition
Jones and Bartlett

**Dean Hess, PhD, RRT, FAARC, FCCP, FCCM**
Chapter: Humidity and Aerosol Therapy
Respiratory Care Principles and Practice
Second Edition
Jones and Bartlett

**Jeanette Ives Erickson, RN, DNP, FAAN**
Publisher
Marianne Ditomassi, RN, DNP, MBA
Georgia Petrie
Co-editor
*Massachusetts General Hospital Nursing at Two Hundred*
Massachusetts General Hospital and the Massachusetts General Hospital Nurses’ Alumnae Association

**Robert Sheridan, MD**
Daniel Fisher, MS, RRT
Chapter: Burn and Inhalation Injury
*Respiratory Care Principles and Practice*
Second Edition
Jones and Bartlett

**Demet Sulemanji, PhD, MD**
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Yandong Jiang, PhD, MD
Chapter: Manual and Mechanical Ventilators
*The MGH Textbook of Anesthetic Equipment*
First Edition
Saunders Elsevier

**Kyle Rodenhi, PT, DPT, OCS**
Chapter: The Shoulder Complex
*Exercise Therapy in the Management of Musculoskeletal Disorders*
Wiley-Blackwell Publishing

**JEFFREY ADAMS, PhD**
Gino Chisari, RN, DNP
Marianne Ditomassi, RN, DNP, MBA
Jeanette Ives Erickson, RN, DNP, FAAN
Understanding and Influencing Policy: An Imperative to the Contemporary Nurse Leader
*AONE Voice of Leadership Nursing*

**Jeffrey Adams, RN, PhD**
Jeanette Ives Erickson, RN, DNP, FAAN
Applying the Adams Influence Model (AIM) in Nurse Executive Practice
*Journal of Nursing Administration*

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**ARTICLES**

**Jeanny Adams, RN, PhD**
Gino Chisari, RN, DNP
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Understanding and Influencing Policy: An Imperative to the Contemporary Nurse Leader
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Jeanette Ives Erickson, RN, DNP, FAAN
Applying the Adams Influence Model (AIM) in Nurse Executive Practice
*Journal of Nursing Administration*
PROFESSIONAL ACHIEVEMENTS • publications

Greer Glazer, RN, PhD, CNP, FAAN
Jeanette Ives Erickson, RN, DNP, FAAN
Laura Mylott, RN, PhD
JoAnn Mulready-Shick, RN, EdD, CNE
Gaudria Banister, RN, PhD
Partnering and Leadership: Core Requirements for Developing a Dedicated Education Unit
Journal of Nursing Administration

Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Patient-Ventilator Interaction During Noninvasive Ventilation
Respiratory Care

Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
How Much PEEP? Do We Need Another Meta-Analysis?
Respiratory Care

Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Ventilator Discontinuation: Why are We Still Weaning?
American Journal of Respiratory and Critical Care Medicine

Gordon Hilsman, DMin
Angelika Zollfrank, BCC
In Search of Theory and Criteria for the Practice of Distance Supervision
Reflective Practice: Formation and Supervision in Ministry

Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
The Mechanical Ventilator: Past, Present, and Future
Respiratory Care

Mary Larkin, MS, RN, CDE
Paul McGuigan, BSN, RN,CDE
Denise Richards, MSN, FNP, CDE
Karen Blumenthal, BA
Kerry Milaszewski, BSN, RN, CDE
Laurie Higgins, MS, RD, LDN, CDE
Jill Schanuel, Med
Christen Long, BA
Collaborative Staffing Model: Reducing the Challenges of Study Coordination
Applied Clinical Trials

Susan Lee, RN, PhD
Edward Coakley, RN, MS, MA, ME
Geropalliative Care: A Concept Synthesis
Journal of Hospice and Palliative Nursing

Michele Lucas, LICSW
A Private Caregiver Listserv: Maximum Benefit for Minimum Cost
Journal of Psychosocial Oncology

Maureen Lynch, ANP
Constance Dahlin, ANP, BC, FAAN
Todd Hultzman, ANP
Edward Coakley, MSN
Palliative Care Nursing—Defining the Discipline?
Journal of Hospice and Palliative Nursing

Neil MacIntyre, MD
Stefano Nava, MD
Robert DiBlasi, RRT
Ruben Restrepo, MD, RRT
Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Respiratory Care Year in Review 2010: Part 2. Invasive Mechanical Ventilation, Noninvasive Ventilation, Pediatric Mechanical Ventilation, Aerosol Therapy
Respiratory Care

Rajeev Malhotra, MD
Dean Hess, PhD, RRT, FAARC, FCCP, FCCM
Vasoreactivity to Inhaled Nitric Oxide with Oxygen Predicts Long-Term Survival in Pulmonary Arterial Hypertension
Pulmonary Circulation

Annette McDonough, RN, PhD
Leanne Matura, RN, PhD
Diane Carroll, RN, PhD, FAAN
Symptom Experience of Pulmonary Artery Hypertension Patients
Clinical Nursing Research

Karen Miguel, RN, MM-H
Joshua Hirsch, MD
Robert Sheridan, RT(R)
Team Training: A Safer Future for Neurointerventional Practice
Journal of Neurointerventional Surgery, online

Beth-Ann Norton, RN, MS, ANP-BC
Stephen Hanauer, MD
PCE Updates on Crohn’s Disease: Strategies for Early Diagnosis
Practicing Clinicians Exchange

Donna Perry, RN, PhD
Book Review, Global Health and Human Rights: Legal and Philosophical Perspectives
Journal of Human Rights

Jean O’Toole, PT, MPS, CLT-LANA
Commentary on Predictive Factors of Response to Decongestive Therapy in Patients with Breast Cancer-Related Lymphedema
Breast Diseases: The Year Book Quarterly, 2011

Andrew Marchese, BS
Demet Sulemanji, PhD, MD
Daniel Chipman, BS, RRT
Jesus Villar, PhD, MD
Robert Kacmarek, PhD, RRT, FAARC, FCCP, FCCM
Performance of Current ICU Ventilators During Pressure and Volume Ventilation
Respiratory Care

Patient Care Services staff listed in bold.
Mass General is fortunate to have more than 1,400 volunteers each year who provide countless and valuable services to patients and staff throughout the hospital. They can be found in a variety of settings, from greeting patients when they first arrive to escorting them to transportation after discharge. Although the volunteers come from all age groups, backgrounds and experiences, they share a commitment to making a difference at Mass General. In 2009, many volunteers reached significant milestones for the total number of hours they have served the hospital community.

100 +
Arthur Aaronson
Delphine Acha
Donna Marie Alvino
Douglas Arnold
Elizabeth Balacanis
Kevin Bardon
Marcia A. Barron
Ken Beardsley
Mary Benham
Sandra Brodowski
Thomas Burns
Adam Castiglioni
Corinne Cavolick
Amulkumar Chaniara
Hui Xiao Chao
Camille Chow
Greg Clark
Ashli Croinex
Bornier Cruz
George Cullen
Mery Daniel
Rosemary Dantona
Rebecca Decof
Angelica Diaz-Velazquez
Stephen Dipietro
Katelynn Donovan
Nicolas Dreyer
Louise Dussault
Senan Ebrahim
Ugonna Ezeh
Michele Fasano
Mary Fitzgerald
Eugene Florendo
Evita Florendo
Jonathan Fox
Bobbie Gallarda
Aditya Gill
Renee Giorgetti
Patricia Gold
Gayle Gordon
Avalin Green
Julio Guillen
Meynardo Gutierrez
Sarah Hadge
Samer Haidar
Jessica Harrop
Katie Hatfield
William Hendriksen
Haile Hernandez
Robert Hoffman
Edward Hong
Gilberto Jean-Mary
Lauren Kava
Karol Keating
Hattie Kessler
Hyon Suk Kim
Dhimiter Kondili
Barry Kriegsman
Elizabeth Kross
Timothy Kyi
Paul Lacerda
Joel Lesser
Kimberly Levin
Kaitlin Lockhart
Katherine Luo
Christina Maheras
Sairah Mahmud
Lauren Maieffano
Olaseni Makinde
Diane Mareci
Dawn McAllister
Debra McNeil
Sarah Meigs
Ross Merkin
Janice Mottolo
Marisa Olivier
Richard Orluk
Bianca Ornaf
Page (Katherine)
Osborn
Pamela Oswald-Louis
Joo-Hye (Christine)
Park
Corey Pasakarnis
Payal Patel
Amy Patti
Ervin Pejo
Aniruddha Penumaka
Gloria Platon
Stephanie Redfield
Raquel Rodriguez
Sandra Rolland
Stephanie Santos
Jack Schnelle
Sippy Scipien
Royce Shou
Sean Siebert
Elizabeth Smith
Anne Sommer
Elizabeth Spellios
Louise Spracklin
Emily Staudenmaier
Diane Straus
Marion Tina
Ivyaly Tomov
Nicole Tonkonog
Nam Truong
Kelly Tsang
Alice Tse
Suan Tuang
Spencer Twyman
Greg Valentini
Anastasia Vedenko
Rebecca Wagner
Clive Wan
Becky Warsofsky
Amy Wei
Eva Wendell
Shannon Wilson
Felix Ye
Heidi Yiu
Melissa Yu
Anne Zepf

500 +
Wendy Bazari
Stephen Currier
Charley Davidson
Lydia DeSanctis
Hinda Haims
Barbara Haley
Kathleen Iannotti
Kathy Kenney
Richard Keyes
Isabel King
Derek London
Donna Marie Mason
Sarah Nduge
Hope Nguyen
Sheila Njau
Brendan O’Brien
Carter Petty
Martha Pierce
Betty Raymond
Leslie Saltberg
Nora Tiffany
Betsy Wester
Peter Whistler
Rachel Wilson

1,000 +
Genci Bala
Jay Cushman
Kieron Gyles
Irene Jackmahu
Kristine Johnson
Paul Katz
Gloria Leitner
Judy Mattson
Kevin McElroy
Miriam O’Neil
Nathaniel Rosenberg
Janet Seeley
Robert Thibodeau
Diana Walsh
Peter Webster

2,000 +
Priscilla Farias-Monge
Mina Goldberg
Mary Martin
David Moccia
David O’Brien
Janet Shipman
Louise Smith

3,000 +
Kevin Currie
Rose McCabe
Deborah Morrison
George L. O’Brien

4,000 +
Kay Bander
Anne Hill
Bill Lauch
Duncan MacDonald
Peggy Scott

5,000 +
Mimi McDougall

6,000 +
Patty Austen

8,000 +
Margaret Wilkie

10,000 +
James Gillespie
“Guided by the needs of our patients and their families, we aim to deliver the very best healthcare in a safe, compassionate environment; to advance that care through innovative research and education; and to improve the health and well-being of the diverse communities we serve.”

—The MGH Mission
Executive Team

Jeanette Ives Erickson, RN, DNP, FAAN
Senior Vice President for Patient Care and Chief Nurse Executive

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Executive Director, The Institute for Patient Care

Debra Burke, RN, MSN, MBA
Associate Chief Nurse

Leila Carbunari, RN, MEd
Director, International Patient Program

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

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Executive Director, PCS Operations

Theresa Gallivan, RN, MS
Associate Chief Nurse

Marie Elena Gioiella, MA, MSW, LICSW
Director, Social Service

Robert Kacmarek, RRT, PhD, FCCM, FCCP, FAARC
Director, Respiratory Care Services

Robin Lipkis-Orlando, RN, MS, PMHCNS-BC
Director, Office of Patient Advocacy

Sally Millar, RN, MBA
Director, PCS Informatics; Interim Director, PCS Financial Management Systems

Wayne Newell
Director, Volunteer and Information Associate Services

Anabela Nunes, MBA
Director, Medical Interpreter Services

Rev. John Polk, DMin, BCC
Director, Chaplaincy

George Reardon, MBA
Director, Clinical Support Services

Susan Sabia
Executive Editor, Caring Headlines

Michael Sullivan, PT, DPT, MBA
Director, Physical Therapy and Occupational Therapy

Dawn Tenney, RN, MSN
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Director, PCS Diversity Program

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