A look back at...
Colleagues,

As I look through this issue of Caring Headlines, I’m reminded once again of what a spectacular team we have in Patient Care Services. I know it’s easy to get caught up in the day-to-day demands of your work and miss the larger impact you have on patients and families; but I assure you—our patients don’t miss it, and neither do I.

This year, I wanted to provide a pictorial recap of some noteworthy moments of 2018. I think you’ll agree as you go through these pages, that the photographs tell a story of exquisite care and practice, of unparalleled commitment and compassion, and of a workforce that has made Excellence Every Day so much more than a catchy slogan.

I hope you enjoy this special, annual-report issue of Caring. I feel incredibly lucky and energized to work with you as we look to the future and the challenges and opportunities that 2019 will bring.

Debbie Burke
senior vice president for Nursing & Patient Care Services and chief nurse

A Note from Debbie Burke
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Special thanks to Jeffrey Andree, Paul Batista, Kate Flock, Sam Riley, and Michelle Rose, who took many of the photos that appear in this issue of Caring; and Maria Lopez and Kathy Grady for their efforts behind the scenes.
Physical Therapy initiated a 15-month clinical residency program to advance physical therapists’ knowledge, decision-making, and skills toward expert-level neurological practice. The program was accredited by the American Board of Physical Therapy Residency and Fellowship Education, making it the hospital’s third post-professional PT clinical training program. Faculty and residents pictured above.

Occupational Therapy developed the Triage Task Force to improve consult response time and establish protocols for triaging patients. Above: occupational therapist, Abby Rude, OTR/L, assesses patient’s functional cognition through activities of daily living.

Physical and occupational therapists Go Red for women’s health.

Team of physical therapists receives Excellence in Action from MGH president, Peter Slavin, MD.

Physical & Occupational Therapy
Respiratory Care Services

Respiratory Care Services spearheaded the effort to adopt the above universal mechanical ventilator order set in the Respiratory Acute Care Unit and other ICUs. The order set was subsequently accepted for use by the entire Partners Critical Care Collaborative.

Senior vice president for Patient Care, Debbie Burke, RN (front right), attends Respiratory Care staff meeting during her first-year listening tour.

(L-r): respiratory therapists, Holly Umbehauer, RRT, Amy McGuiness, RRT, with assistant director of Respiratory Care, Dan Chipman, RRT, and quality coordinator, Edward Burns, RRT.
The Volunteer & Information Ambassador Department

The Volunteer Department added four more pet partners (dogs and their handlers) to its Pet Therapy program, which now serves 24 inpatient units and 4 outpatient areas (bringing the total number of pet partners to 14).

Volunteer, Renae Irving (top left), and information desk associates, Ahcene Gherbi and Josefina Marroquin, welcome visitors as part of the Point One Program, an initiative to ensure that patients and visitors are greeted warmly so their MGH experience begins on a positive note.
Spiritual Care Department

With the donation of 42 new prayer trees by the Ladies Visiting Committee, chaplains celebrated the success of the prayer tree ministry in the MGH Chapel.

Members of the Spiritual Care Department donned holiday attire to lead their annual song fest in the Main Corridor at Christmas time.

The annual MGH Men Against Abuse and multi-faith Father’s Day service in the MGH Chapel.

Spiritual Care’s Circle of Concern following events of violence around the country.
Social Service

Social workers played a key role in planning and implementing the care-delivery model for the new Transgender Health Clinic. Above, Asher Bruskin, LICSW, and Melanie Cohn-Hopwood, LICSW, are ready to welcome patients to the new space.

Social worker, Dannie McGonegal, LICSW (holding certificate) is pictured with her colleagues in the Medical ICU after receiving Excellence in Action Award.

Social Service’s HAVEN Program held its annual holiday drive, providing gift cards to families in need. Pictured above are (l-r): Debra Drumm, Abby Farrand, Lolita Orozco Villalba, Sandra Elier, and Elizabeth Marshall.
An innovative new treatment regimen...

Speech-language pathologists implemented an innovative, high-frequency, treatment regimen for children with articulation disorders that decreases the duration of treatment. Speech pathologist, Jennifer Maiette, SLP, works with 11-year-old, Liam.

The department came together in May to celebrate Better Speech & Hearing Month.

Speech-language pathologist, Sarah Gendreau, SLP, uses ‘eye-gaze’ communication board with patient who’s temporarily unable to speak or move her hands. The patient communicates by looking at letters on the board to spell out messages.

Speech, Language & Swallowing Disorders and Reading Disabilities
A new Qualified Bilingual Staff Program...

Qualified bilingual staff
providing care to patients with limited English proficiency without the presence of an MGH medical interpreter

— by Carmen Vega-Bancroft, CCC-AIt, Director; and Chris Kiwan, clinical director, Medical Interpreter Services

Question: What does it mean to be a qualified bilingual staff member?

Chris and Carmen: Qualified bilingual staff members are caregivers who’ve proven their ability to interpret in a specific language and taken the necessary steps to become designated to provide care directly to their own patients in that patient’s preferred language. Qualified bilingual staff members are not certified to interpret for their colleagues or other staff members. It simply means that they’re competent to provide care to their own patients without the presence of an MGH medical interpreter.

Question: If I’m fluent in a second language, how can I become a qualified bilingual staff member?

Chris and Carmen: Once your supervisor approves the request, they can contact Interpreter Services to initiate the process. Every candidate needs to complete a self-assessment followed by a phone interview.

Question: I’m fluent in Spanish. Do I really have to go through that whole process?

Chris and Carmen: Since 2016, hospitals are required under federal law (Section 332 of the Affordable Care Act) to demonstrate that bilingual staff care—effective, accurate, and impartially—communicate directly with individuals with limited English proficiency in their primary language. It’s staff conduct encounters in a language other than English and they’re not officially designated to do so, it’s a violation of federal law.

MGH prides itself on providing us, high-quality care. Speaking clearly and accurately to patients in their preferred language is a matter of patient safety. If you’re not a qualified bilingual staff member, always use a professional MGH medical interpreter when communicating with patients of limited English proficiency.

For more information on becoming a qualified bilingual staff member, contact Chris Kiwan at 617-726-4611.

Medical Interpreter Services

Medical Interpreter Services launched the Qualified Bilingual Staff Program, which recognizes bilingual staff members who are proficient to care for non-English-speaking patients without the assistance of a medical interpreter.

Early last year, staff of Medical Interpreter Services came together to welcome incoming senior vice president for Patient Care, Debbie Burke, RN, on her listening tour:

Medical interpreters: Jonathan Fitzgerald, seated, (Spanish); (l-r): Gustavo Garcia-Barragan (Spanish); Wilson Pedrazas (Spanish and Portuguese); and Antonio Encarnacao (Portuguese) work the phones in the Medical Interpreters Office.

Badges worn by caregivers to identify them as qualified bilingual staff.
LVC business manager, Joel Canlas, shows off the new Gift Cart that enables patients and visitors to purchase items from the convenience of their units. The cart, named after former MGH employee and volunteer, Kay Bander, is staffed by volunteers and visits 8 to 10 units a day.

Beautician, Emily Wallace (top), and Images manager, Kathleen Bazazi, at the new Images Boutique and Salon that recently opened in Yawkey 220. More than a hair salon, Images provides specialized personal-care products and services for cancer patients during and after cancer treatment.

Ladies Visiting Committee and Retail Stores
Nursing

Staff nurse, Amani Haynes, RN, shares her thoughts about ballot Question #1, and other MGH nurses show their support for same.

The OR Sharps Committee had the acronym, SHARP (Safe Handling And Recommended Practices) embroidered on surgical caps to encourage dialogue about sharps safety. The campaign is improving sharps injury rates in the OR.
Celebrating Certified Nurse Day are the Jean Ridgway Tienken scholarship recipients (l-r): Kathleen Roy, RN; Gina Coughlin, RN; Erin Graves, RN; guest speaker Paula Milone Nuzzo, RN; Debbie Burke, RN; Carol Tienken; Djerica Lamounery, RN; Jillian Greenberg, RN; and Stephanie O’Neil, RN.

The Neonatal ICU celebrated 300 days without a CLABSI, the result of multiple Plan-Do-Study-Act cycles and a shift-to-shift central-line maintenance check list.

Cardiac scholars, Gail Leslie, RN, (left), and Ellen Robinson, RN (right), with (l-r): Vanessa Poirier RN; Rachel Desmaris, RN; and Ainsley Pauley, RN.

Celebrating Pediatric Nurse Week with an educational booth in the Main Corridor are (l-r): Alexa O’Toole, RN; Cathy Harris, RN; Kim Waugh, RN; and pediatric nursing director, Lori Pugsley, RN.

Celebrating Nurse Week at the Museum of Science

Excellence in Action Awards went to (clockwise from top left): the White 8 Medical Unit; a joint award to the Pediatric, Surgical, and Blake 12 ICUs; and Palliative Care and the Lunder 7 Neuroscience Unit with special recognition to Abigail Blair, RN; Paige Fleming, RN; Sudha Natarajan, RN; and Hayley Oman, RN.
Clinical Support Services celebrated unit-service-associate Employees of the Month with a special luncheon reception.

YMCA Achiever Award recipients, Waveney Cole (left) and Joelle Leacock, CNM.

Hundreds of MGH employees stood in solidarity against gun violence during the national school walk-out, March 14, 2018.

And remember this...?


Working on Thanksgiving didn’t dampen the spirits of White 8 medical staff, who donned appropriate head-wear for the occasion.

Tina Stone, RN, became the first associate chief nurse for Case Management and Community Health. She is pictured above (center back) with members of the Case Management Department.

Celebration of Stars award recipients (l-r; back to front): Molly Rossiter; Katelyn Daley; and Allison Sung, Natalie St. Hill; Jean Murray; Sarah Wright; and Emily Smith-Sturr; Kettly Vilbrun; Colleen McGauley; Catherine Cusack; Shawn McEntee; Dina Araujo; Suzanne Hally; and Joseph Meekins.
IDEA Innovation Grant recipients (clockwise from top left): Virginia Capasso, RN; Michael Tady, RN; Molly Higgins, RN; Shelley Stuler, RN (left); and Bernadette Quigley, RN; and Sara Basiliere, OTR/L (left) and Helena Diodati, OTR/L.

NERBNA Excellence in Nursing Practice Award recipient, Silvianne Ngueya, RN (center), with Gaurdia Banister, RN (left), and NERBNA president Tarma Johnson, RN.

In October, the Council on Disability Awareness and the Knight Nursing Center staffed an information table in the Main Corridor (left) and hosted, “Improving Care for People with Disabilities and Spinal-Cord Injuries,” with presenters, Chloe Slocum, MD, and David Estrada.

As part of our global health initiative, nurses from Bangabandhu Sheikh Mujib Medical University discuss palliative care nursing at a train-the-trainer conference in Dhaka, Bangladesh.

PCS Management Systems’ dashboard consolidation project streamlined nearly 70 tableaus down to 5, making it faster and more user-friendly, and driving new performance insights.

On January 31, 2018 (above left), MGH received word that we had been re-designated a Magnet hospital. In October, MGH nurses attended the ANCC National Magnet Conference in Denver; where it looks like a good time was had by all.
The White and Ellison 7 surgical dedicated education units marked their 10th anniversary with a celebration in the Haber Conference Room.

The MGH Revere HealthCare Center Youth Zone offered youngsters a place to go to learn, socialize, and have fun.

Many members of PCS were recognized at last year’s Patient Experience Awards. Above, the Lunder 8 Neuroscience Unit was recognized for achieving all its focus indicator targets.

The Norman Knight Nursing Center had a very successful year meeting the professional-development and educational needs of staff throughout Patient Care Services.

The Blum Center responded to increasingly high demand for health information, provided a record number of plain-language and health-literacy consultations, and expanded its scope of educational programs and presentations.

At the annual SAFER Fair, collaborative governance committees shared the work they’re doing to keep patients safe.

What about this...?
On May 30, 2018, MGH held its annual Iftar under the Bulfinch tent enabling Muslims from throughout the MGH community to end their daily fast together during the Islamic month of Ramadan. The event drew families from Iran, Iraq, Afghanistan, Syria, Saudi Arabia, Nigeria, Greece, Palestine, Bangladesh, Egypt, Morocco, Turkey, India, and Pakistan.

Members of our Global Disaster Response team aboard the USNS Comfort in Central America managed to convey their team spirit from miles away. Go Sox!

The PCS Office of Quality & Safety sponsored two Anatomy of a Safety Events, one focusing on falls in the inpatient setting (top left and bottom) and one on managing disruptive patient behavior.

Members of the PCS Ethics in Clinical Practice Committee staffed their 18th advance care planning booth.

We saw a record-breaking number of posters during this year’s Nursing Research Day and enjoyed the presentation of Munn and Ives Erickson Nursing Research Awards.
Schedule of educational events held during National Recovery Month

Thank-you note to the Neuro ICU from 30-time marathoner, Scott Nanfelt

On March 6th, the Zakim Bridge glowed a soft shade of teal as it joined MGH in celebrating World Lymphedema Day

Partners announced a shift away from Blue Cross Blue Shield to AllWays Health to give Partners greater control over the design and cost of employee health plans

Members of PCS were part of the multi-disciplinary team to create a special opioid shortage website on Apollo, the MGH intranet site

A wordle reflecting audience reaction to the Speak Up for Safety: Anatomy of a Safety Event that focused on falls in the inpatient setting

Patient Food Services introduced the new Patient Menu Guide as a resource for patients, families, and nurses in addressing questions about food options

iCARE Huddle poster reminds staff and visitors of the importance of quiet at night and the positive effect of rest on healing

Many changes have been implemented in eCare as a direct result of the PCS Informatics rounding program that solicits feedback from front-line staff

Icons and visual aids helped foster...
First Voter Registration Day at MGH

Graph shows the success of the Skilled Nursing Facility Waiver Program in avoiding hospital admissions by bypassing the Medicare 3-day rule

MGH adopted the TIPS (Tailoring Interventions for Patient Safety) program, an evidence-based fall-prevention initiative that has been implemented in inpatient areas throughout MGH

On Wednesday, January 31, 2018, MGH received word that we had been re-designated a Magnet hospital

The Institute for Patient Care encouraged consistent use of the appropriate pain-assessment tool in managing and treating patients’ pain

Poster announces the premiere screening of Marathon: the Patriots Day Bombing at MGH, which was followed by a discussion and book signing with MGH staff nurse, Jessica Kensky, RN, her husband, Patrick Downes, and illustrator, Scott Magoon

On March 19th, MGH celebrated Certified Nurses Day with a special Nursing Grand Rounds and distribution of certified nurse pins

Staff were kept apprised of important information and changes through practice updates and alerts issued by the PCS Office of Quality & Safety

MAGNET RECOGNIZED

AMERICAN NURSES CREDENTIALING CENTER

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communication...
Because of you...

...was a very good year.