

Caring

Headlines

January 23, 2020

A look back at...



A message from Debbie Burke...



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

Colleagues,

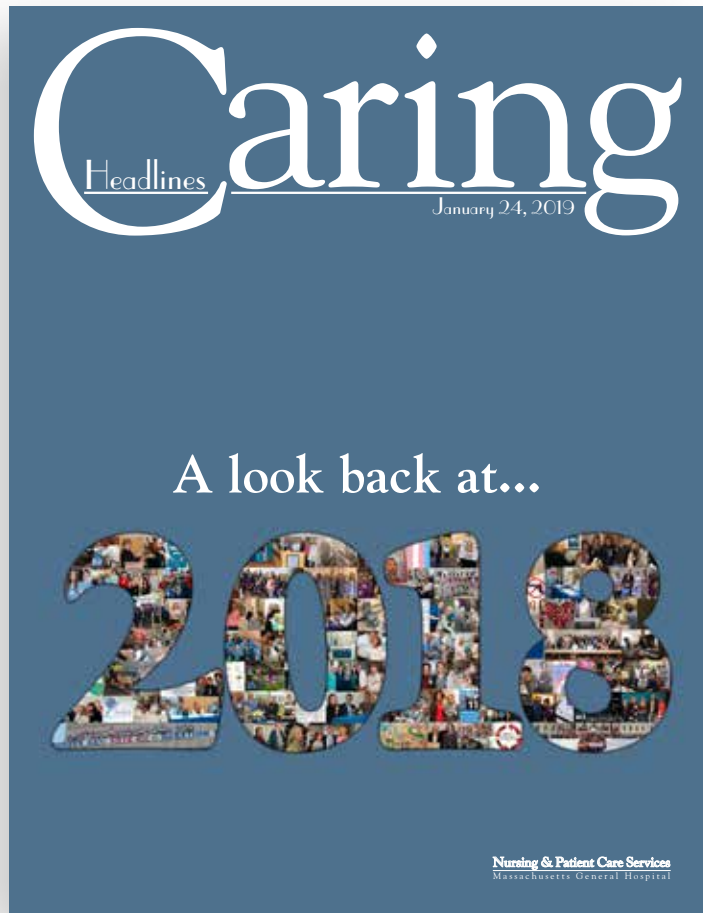
It hardly seems possible that a year has passed since our last annual-report issue of *Caring*. As I look through these pages, every picture brings back memories, and every memory evokes a sense of pride.

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

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

Debbie
Debbie Burke

January



2019

February



Caring

Headlines February 7, 2019

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

Marianne Ditomassi, RN, executive director for Patient Care Services Operations and inaugural holder of the MGH Trustees Endowed Chair in Nursing and Patient Care Professional Practice

Nursing & Patient Care Services
Massachusetts General Hospital



Alison Hoffnagle at first Munn Center Research Nurse Forum.

2019 YMCA Achiever Award recipients and nominees.

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

Cardiac nursing visiting scholar, Christopher Lee, RN

Sparky the Fire Dog.

A new blanket warmer on the White 6 Orthopaedics Unit

Excellence in Action Award to multiple departments for exemplary care of patient with autism.

Sumner Redstone Burn Center hosts burn-prevention awareness booth in Main Corridor.

2019



Caring
Headlines
February 21, 2019

Black History Month

PCS Black History Month event focuses on dignity, respect, and the impact of social injustice on health care

(See page 5)

Sonja Spears, chief equity and inclusion officer, Boston Health Care for the Homeless, presents, "Accused: the Gap Between Law and Justice."

Nursing & Patient Care Services
Massachusetts General Hospital



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

Medical nursing educational series focuses on geriatric certification.

Staff throughout PCS Go Red for women's health.

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

March



Caring

Headlines March 21, 2019

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



Child life specialist, Katie Spillane, CCLS, makes learning to breathe into an anesthesia mask fun for 3-year-old, Cooper McClelland, in the Pediatric Pre-Op Area.

Nursing & Patient Care Services
 Massachusetts General Hospital

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

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

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

2019



Caring Headlines

March 7, 2019



The MGH Pet Therapy Program

Nursing director Melissa Jocelyn, RN (front left), and staff of the Ellison 12 Medical Unit were all so happy to pose with MGH pet therapy dog Daisy and her handler/owner Phyllis Kassels (front right). (See story on page 8)

Nursing & Patient Care Services
Massachusetts General Hospital



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

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

With the help of Caring for a Cure, a fund created by a group of MGH nurses, staff of Phillips House 21 planned a wedding for a patient and her long-time beau.

April



Feature

Meet the MGH pet therapy dogs



Caring

Headlines April 4, 2019

Patient Safety Awareness Week

See story on page 5

Staffing the Patient Safety information table in the Main Corridor are (l-r): Sandra Thomas, Mary-Ann Walsh, RN; Claire Paras, RN; Kristin Tuskula, RPh; and interpreter, Zena Tabbas.

Nursing & Patient Care Services
Massachusetts General Hospital



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

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

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

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

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

The Lunder-Dineen Advisory Board.

2019



Caring

Headlines

April 18, 2019

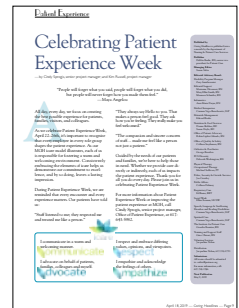
Occupational Therapy Month

(See story on page 6)



Occupational therapists gather on the Bulfinch steps to kick off National Occupational Therapy Month.

Nursing & Patient Care Services
Massachusetts General Hospital



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

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

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

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

Endoscopy Unit celebrated GI Nurses and Associates Week.

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

May



Caring

Headlines May 9, 2019

Standing against racism

an ongoing forum to promote understanding and inclusion



See story on page 6



Lara Peterson, psychologist and storyteller (above left), and panelists (l-r) John Robbin, executive director Massachusetts Council on American-Islamic Relations; Adam Stevens, senior editor, The Islamic; Danyah Yasin, Imam at the Islamic Society of Boston Cultural Center; and Firooz Pathan, RPh, pharmacist and MGH community Muslim leader, discuss diversity and inclusion and how we can all make a difference every day.

Nursing & Patient Care Services
Massachusetts General Hospital



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

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

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

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

2019



Caring

Headlines May 30, 2019

Nurse Week 2019



See coverage of Nurse Week events on pages 2-4



Staff nurse, Joanne Tsang, RN, with patient, Mary 'Jedde' O'Keefe, on the Ellison B Cardiac Surgical Step-Down Unit.

Nursing & Patient Care Services
Massachusetts General Hospital



Physical and Occupational Therapy recently partnered with the MGH Youth Scholars Program to introduce students to careers in health care.

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

Knight visiting scholar, Rachel Walker, RN.

Members of the PCS Ethics in Clinical Practice Committee staff annual advance care planning booth.

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

Educational presentations, research poster display, and nursing research awards marked another successful Nurse Week celebration.

June



Dr. Lasko
Betancourt named new vice president, chief equity and inclusion officer
 Dr. Robert Betancourt, MD, MEd, has been named the new vice president, chief equity and inclusion officer at Massachusetts General Hospital. Dr. Betancourt will lead the hospital's efforts to advance equity and inclusion across all levels of the organization. He will also oversee the hospital's diversity, equity and inclusion strategy. Dr. Betancourt has over 20 years of experience in healthcare leadership and has worked for several major academic medical centers. He holds a master's degree in education and a doctorate in public health. Dr. Betancourt will be based in the hospital's headquarters in Boston. He will report to the president of the hospital, Dr. Richard H. Stimpert. Dr. Betancourt's appointment is effective as of June 1, 2019.



Caring
 Headlines June 20, 2019

what matters to you?
 ask.listen.do

One simple question can open the door to untold possibilities of patient-focused care
 For more, see pages 4-5

Nursing & Patient Care Services
 Massachusetts General Hospital



Greer Glazer, RN, University of Cincinnati (left); and Barbara Dunderdale, RN, senior director of Development, Major Gifts (right) at this year's Barbara Dunderdale Visiting Scholar Lecture.

MGH Men Against Abuse held their 14th multi-faith Father's Day service, themed, "Anyone can be a father; it takes someone special to be a Dad."

MGH joined the global community in launching the, "What Matters to You?" campaign.

July

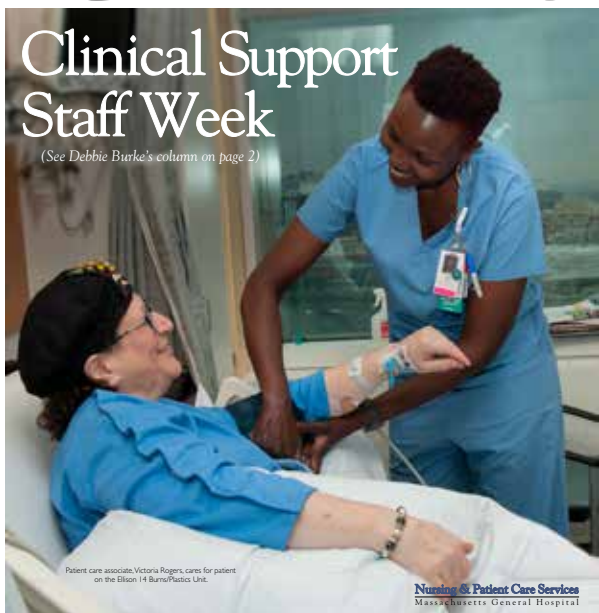


Caring Headlines

July 5, 2019

Clinical Support Staff Week

(See Debbie Burke's column on page 2)



Patience care associate Victoria Rogers cares for patient on the Ellison 14 Burns/Plastic Unit.

Nursing & Patient Care Services
Massachusetts General Hospital



CSI (Clinical Scene Investigator) teams (l-r): "Ambulation Nation" (Bigelow 11 General Medical Unit); "Blanket Bolus" (Blake 7 Medical ICU); and "Together We Can" (Wang 3 Center for Perioperative Care).

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

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

August

Educational Experiences

Promoting a quiet, restful care environment

It is essential to promote a quiet, restful care environment for our patients and staff. This is especially true for our long-term care units. In these units, we have a high density of patients, and it is important to create a calm and restful environment for all. This is achieved through a variety of strategies, including: limiting noise, reducing clutter, and providing a quiet space for patients and staff. These strategies are essential for promoting a restful care environment, which is essential for patient recovery and staff well-being.

We're calling on all members of the MGH community to champion this effort to promote a quieter, more restful environment.



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



Caring

Headlines August 22, 2019

Circle of Concern

Confronting the fear of gun violence
(See story on page 5)

Spiritual Care Department holds service in the MGH Chapel in the wake of four mass shootings.

Nursing & Patient Care Services
Massachusetts General Hospital

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

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

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

September



Disaster Preparedness

Preparing for emergencies at work

— By Jody Jody, PhD and Dawn Lewis, PhD, Center for Disaster Preparedness

September 10, 2019. National Preparedness Month. Because MGH is always open, providing 24-hour care to patients and the community, every employee must be ready to respond to the event of an emergency. All employees should understand essential hospital emergency procedures.

Fortunately, disaster drills occur frequently, but when they do, being prepared can mean the difference between life and death.

- Know your location and evacuation routes.
- Ask your supervisor about your department's emergency plan.
- Keep your contact information up-to-date. This includes your phone number, email, and home address.
- Stay in the MGH building and follow instructions from staff.

For more information about the MGH Emergency Preparedness Program, go to www.massgeneral.org/emergency.

The term, "Crisis Drills," is used when an internal or external event such as fire, chemical leak, terror attack, infectious pandemic, and/or cyberattack happens on-site.

- Do familiar with MGH emergency procedures for fire, infectious pandemic, and/or cyberattack.
- Know the location of your department's emergency plan.
- Know the location of the fire alarm pull station.
- Know how to access the MGH emergency website from work or home: www.massgeneral.org/emergency.
- Know the location of the Emergency Preparedness sub-site on the emergency.org website.
- Know the location of the Crisis Drills in the building.
- Know the location of the Department of Public Safety.
- Know the location of the MGH Emergency Preparedness Program.

For more information about the MGH Emergency Preparedness Program, go to www.massgeneral.org/emergency.

Gray Family Waiting Area is moving to Yawkey Nov. 11

NEW LOCATION: Yawkey Family Waiting Area
Yawkey Bldg, second floor, room 2E-2700, above the Riverside Café
8:00 a.m. - 5:00 p.m. | Monday - Friday | 617-726-2078

AFTER 5:00 P.M. (MON-FRI): Blum Center
White Bldg, first floor, room 110 | 617-726-2078

Caring Headlines

September 19, 2019

Recovery Month at MGH

(See stories on pages 4 and 5)

At the September 10, 2019, Recovery Month kick-off event, passion, education, and commitment were center stage as speakers shared stories of how they each came to be voices for recovery. Together, they made a powerful case for why society needs to view substance use disorders differently by removing the stigma and making evidence-based care and treatment readily available to all who need it.

Pictured at left: Jody Jody, PhD, professor of Medicine and Epidemiology and co-founder of the Center for Prisoner Health and Human Rights at Brown University. Above: Dawn Lewis, social worker, community organizer and co-founder and executive director of the Pennsylvania Harm Reduction Coalition.

Nursing & Patient Care Services
Massachusetts General Hospital



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

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

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

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

October



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

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

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

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

2019



Caring Headlines

October 24, 2019

Annual Collaborative Governance Fair

sharing the work of our dedicated collaborative governance champions



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

Nursing & Patient Care Services
Massachusetts General Hospital



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

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

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

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

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

November



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

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

Norman Knight visiting scholar; Patrice Nicholas, RN.

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

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

The Gray Surgical Family Waiting Area relocated to its newly-renovated home in the Yawkey Building above the Riverside Café.

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

2019



Patient Experience

November 4, 2019

Huddle Message: Communicate

tone
ask questions
body language
eye contact
hospital care
patient talk
listen smile

What do YOU think of when you hear the word "communicate"?

We ask it's some complex dialogues like: I'm sorry. Let's resolve... the healthcare culture represents what staff have said it most important

Communicate

I communicate in a warm and welcoming manner.

- I make eye contact, smile, and address myself by name and title
- I listen actively, repeat clearly, and use positive body language
- I look patients and families when questions or let someone else have

We Welcome Your Feedback
Please send your comments and ideas to us in [Patient Experience Feedback](#)

November 21, 2019 - Copy Feedback - Page 17

Caring

Headlines

November 21, 2019

Physical Therapy Month at MGH

Choose more movement
Choose better health
Choose PT

(See story on pages 4-5)



The Lunder 6 Neuroscience ICU held a reception for volunteers of the Neighborhood Pace Program of East Boston to thank them for donating more than 900 hand-made blankets for patients.

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

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

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

December



Comments

The MGH food donation program

helping others always leaves a good taste in your mouth

By [Name] on 12/15/19

MGH has teamed up with the Cambridge-based food bank to donate surplus food from the cafeteria to the community. The program is a great way to reduce food waste and help those in need. It's a simple yet impactful way to give back.

Over a course of several weeks, we have seen a steady stream of donations. The food is fresh and plentiful, and it's a great way to support the local food bank. We're proud to be part of this initiative and to see the positive impact it's having on the community.

As a result of this program, we have been able to donate a significant amount of food to the food bank. This is a great way to reduce food waste and help those in need. We're proud to be part of this initiative and to see the positive impact it's having on the community.



Caring

Headlines

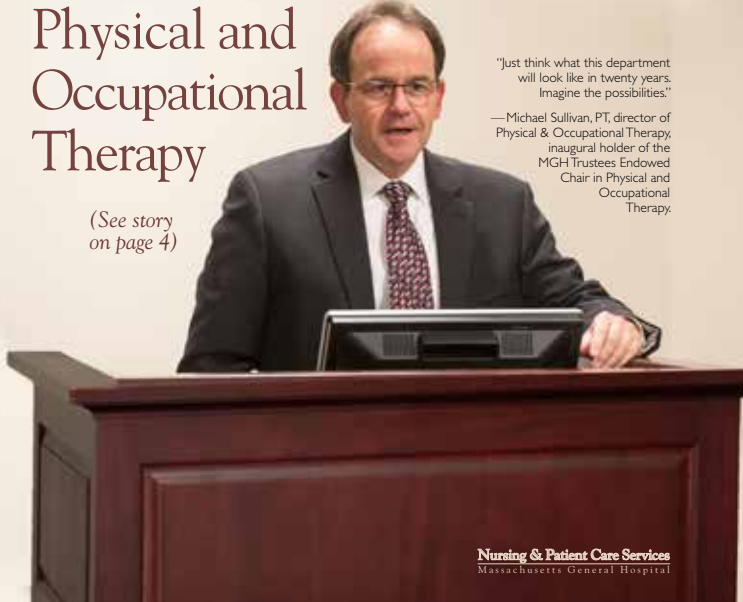
December 19, 2019

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

(See story on page 4)

"Just think what this department will look like in twenty years. Imagine the possibilities!"

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



Nursing & Patient Care Services
Massachusetts General Hospital



At this year's annual Cardiac Nursing Visiting Scholar session (l-r): Emily Clarke, RN; Rebecca Faulks, RN; Elizabeth Trearchis, RN; Ellen Robinson, RN, and cardiac nursing visiting scholar, Melissa Uveges, RN.

At Transgender Day of Remembrance, Asher Bruskin, LICSW; Alice Cabotaje, director, Spiritual Care & Education; and (below): Hannah Shefsky, music therapist; Erica Long, spiritual care provider; and Tom Reid, Hebrew College associate director.

2019



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

Members of the MGH Clinical Research Nurse Steering Committee.

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

At NP forum, (l-r; top to bottom): Inga Lennes, MD; Kelly Ann Jeffries, NP; Sue McDermott, NP; Darlene Sawicki, NP; and Julie Marden, NP, presents flowers to first MGH nurse practitioner, Barbara Chase, NP, who retired this year.

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

PCS photo gallery



MGH celebrated IV Nurse Day.



A visit to Beacon House.



The Blake 12 ICU team.



Staff of the Ellison 16 Medical Unit.



Staff of the Surgical ICU.



At ANA meeting, Julie Cronin, RN, sworn in as new president.



Jane Flanagan, RN (left), received ANA Excellence in Nursing Education Award.



Anne-Marie Barron, RN, was honored as a Living Legend in Massachusetts Nursing.



Chief digital health officer for Partners HealthCare, Alistair Erskine, MD, spoke at an open forum while front-line clinicians provided real-time, electronic feedback during the session.



Gaurdia Banister, RN (left), and Allyssa Harris, RN, at AONE conference in San Diego.



Friends and colleagues bid farewell to associate chief nurse, Dawn Tenney, RN.



Critical care nurses attended New England Donor Services conference.



Staff of the Lunder 9 Oncology Unit.

(January–June)



Excellence in Action Award
Emergency Department



Excellence in Action Award
Emergency Department and RACU



Excellence in Action Award
Lunder 8 neuroscience team



MGH nurses, therapists, social workers, physicians, and others participated in this year's marathon, raising money to support MGH programs. Others were on hand at the finish line to treat injuries, provide massages, and generally help runners as they completed the 26.2-mile race from Hopkinton to Boston.

PCS photo gallery



Some scenes from our first celebration of Clinical Support Staff Week at MGH.

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



September 11th ceremony of remembrance on the Bulfinch Lawn.

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

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



Staff of the White 9 Medical Unit.

At the Magnet Conference in Orlando, Florida

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

Staff got into the Halloween spirit.



Our trip to Apple in California.

Staff of the Neonatal ICU.

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

Our Patient and Family Advisory Council.

(July–December)



Anne Marie Thompson, RN was recognized by MHA for her efforts during the Question #1 ballot campaign.



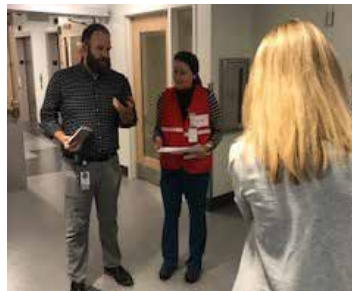
Staff of the Pediatric ICU.



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



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



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

Staff of the Ellison 17 and 18 pediatric units.



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

Staff at the Charlestown Health Center.



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

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

Staff of the Radiation Oncology Unit.

Visual aids of 2019

PRACTICE ALERT
MRI Safety Is Everyone's Business

Practice UPDATE
PhaSeal: Closed System Transfer Device (CSTD)

Practice UPDATE
Disposable and Reusable Instruments

Practice UPDATE
Heparin Flushes for Central Lines

Practice UPDATE
Change in Powered Air Purifying Respirators (PAPRs)

Practice UPDATE
New Flexi-Seal Stool Management System

Practice UPDATE
Change in Volume of Large Syringes

Practice UPDATE
Nasal Narcan Spray

THURSDAY, APRIL 25, 2019

ANNUAL PATIENT EXPERIENCE AWARDS NOMINATIONS

At Mass General, we understand a patient's experience may vary from person to person, and we're proud of the care and attention we provide to our patients and families. We're looking for your help to identify and celebrate the staff members who have made a difference in your patient's experience.

Who is eligible for nomination? All staff members who work on the inpatient units (including those who work in the ED, ICU, and Outpatient) and who have been in their current position for at least 90 days.

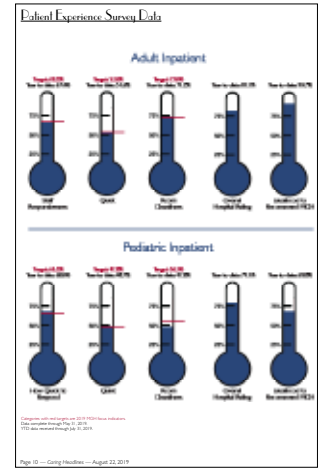
Who is eligible to nominate? All staff members who work on the inpatient units (including those who work in the ED, ICU, and Outpatient) and who have been in their current position for at least 90 days.

How to nominate: Visit www.massgeneral.org/patient-experience to learn more about the nomination process.

Deadline: Nominations will be accepted until **Friday, May 10, 2019, 5:00 PM EST**.

For more information, please contact the Patient Experience Department at patientexperience@massgeneral.org or call 617-726-3000.

MASS GENERAL HOSPITAL
PATIENT EXPERIENCE DEPARTMENT



Bed Re-allocation Timeline

The implementation of this initiative will be a three-phased move over the next year.

Phase	Current	Proposed	Stage
Elbow 18	Gen Med (20) / Oncology (15)	Gen Med (10) / Oncology (20)	First stage
Elbow 19	Thoracic (20) / Medicine (10)	Thoracic (15) / Medicine (15)	
Elbow 14	Vascular (27)	Gen Med (27)	Second stage
Phelix 27	Gyn (20)	Gen Med (20)	
Phelix 20	Gen Med (10) / Ortho (5)	Gyn (11) / Flex Surgery (5)	Third stage
White 6	Ortho (20)	Ortho (20) / Neuro Spine (1)	
White 13	ED Obs (15)	Flex Short Stay (15)	
Elbow 7	ED Obs (16)	Gen Med (16)	

MASSACHUSETTS GENERAL HOSPITAL
PATIENT CARE SERVICES

Patient Safety Awareness Week Featuring

Patricia C. Dykes, PhD, MA, RN, FAAN, FACMI
Program Director, Nursing Research
Lead Investigator, Falls Prevention of Brigham and Women's Hospital
Associate Professor, Harvard Medical School

Join us for a presentation on falls in the hospital and how we can significantly reduce the rate of falls. Dr. Dykes will discuss her research and share her insights on how to prevent falls in the hospital.

Evidence-Based Fall Prevention: "Translating over a Decade of Research into Practice"

Register by clicking here
Contact hours will be awarded

Tuesday March 12th, 2019, 10-11am, O'Keefe Auditorium, Baker 1

USE NARCAN. SAVE A LIFE.

Emergency Nasal Narcan (Naloxone) Administration

Opioid overdose is a medical emergency. An overdose can occur when a drug is taken in an excessive amount (intentionally or unintentionally). Opioid overdoses may be reversed with timely administration of Narcan.

RECOGNIZE | Check for signs of overdose

- Unresponsive and unresponsive
- Slowing or stopping breathing
- Blue or no breathing
- Blue lips and nails

RESPOND | Call for help (66-3333 or 911)*

Call for help (66-3333 or 911) and administer nasal Narcan spray. Place and hold the tip of the device in the nostril and press to release the dose into the nose. Repeat emergency call if needed. Do not leave any form of the medicine.

RECOVER | Stay until help arrives

Once the Narcan is administered, stay with the patient until help arrives. Do not leave the patient alone. Do not give anything to eat or drink until help arrives.

*If you are alone, call 911 first, then administer Narcan.

80% of nurses reported some form of violence within the past year
(Scientific American, Dec 2016)

25% of nurses report being physically assaulted by patient/family member
(NNAAP Health Risk Assessment, 2012/2014)

topatient November 4, 2019

Huddle Message: Communicate

What do YOU think of when you hear the word "communicate"?
We ask the same question during each Inno Learning Lab session - the wordcloud above represents what staff have said is most important.

Communicate
I communicate in a warm and welcoming manner.

- I make eye contact, smile, and introduce myself by name and role.
- I listen actively, speak clearly, and use positive body language.
- I ask patients and families what questions or concerns they have.

We Welcome Your Feedback
Please send your comments and ideas stories to: topatient@partners.com or topatient@partners.com

USE NARCAN. SAVE A LIFE.
Emergency Nasal Narcan (Naloxone) Administration

Speed reversal is a medical emergency. An overdose can occur when a drug is taken in an excessive amount. Overdoses are uncommon but should never be taken lightly. If you suspect an overdose, call 911 immediately.

RECOGNIZE | Check for signs of overdose

- Unresponsive and unresponsive
- Slow or no breathing
- Slurred or no eye opening
- Wheezing or no chest rise

RESPOND | Call for help (x6-3333 or 911)

RECOVER | Stay until help arrives

800 Patient Care and Family Services | 617-726-2078

Gray Family Waiting Area is moving to Yawkey Sept. 16

NEW LOCATION: Yawkey Family Waiting Area
Yawkey Bldg, second floor, room 2E-2700, above the Riverside Café
8:00 a.m. - 5:00 p.m. | Monday - Friday | 617-726-2078

AFTER 5:00 P.M. (MON-FRI): Blum Center
White Bldg, first floor, room 110 | 617-726-2078

MASSACHUSETTS GENERAL HOSPITAL
VOLUNTEER DEPARTMENT

Disruptive Patient Behavior

Approved MGH Waste Containers

RED BUCKET	YELLOW BUCKET	BLACK BUCKET	STERICYCLE CsRX
Everything that does not need to be discarded in		Always in a black bucket: • Arsenic Trioxide	



Let's Get Started on Module Two

Tools of the trade: steps in providing oral health care.

DO YOU SUSPECT STEMI OR ACUTE MI?

TRIGGERS FOR STAT 12-LEAD ECG

- Chest discomfort, acute or worsening shortness of breath, unexplained diaphoresis or nausea
- Acute clinical deterioration (Sx) skin-tone, hypotension, hypoxemia, and/or altered mental status
- ST changes or arrhythmia on telemetry

WITHIN THE FIRST 10 MINUTES

STAT page, Responding Clinician: "Suspect Acute MI" | Call Rapid Response: x6-3333 | Print ECG & Transport to RAISE

STEMI CRITERIA

- NEW ST elevation:
 - ≥ 1 mm in at least two contiguous leads
 - ≥ 2 mm (male) or ≥ 1.5 mm (female) in V2-V3
- NEW ST depression in at least two leads V1-V4
- NEW Multi-lead ST depression with ST elevation in aVL
- NEW Left Bundle Branch Block with acute symptoms

Start Acute Myocardial Infarction in Epic to provide relevant information to clinical team

ONE OR MORE STEMI CRITERIA MET?

YES: Call Emergency STEMI Line x6-8282
UNCERTAIN: STAT page
General Cardiology Consult: "Suspect Acute MI"

what matters to you?
ask.listen.do



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For more information, call: 617-724-1746

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