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11-2022

### Nursing News & Views - November 2022

Joanne Miller RN

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# Nursing News & Views

Transformational Leadership | Structural Empowerment | Exemplary Professional Practice  
New Knowledge, Innovations & Improvements | Empirical Outcomes

**Volume 1, Issue 9**  
**November 2022**

## A Note From the CNO

Dear colleagues,

I am pleased to share with you the November 2022 *Nursing News & Views*. November brings that time of year when many of you, your family, and friends prepare for and celebrate Thanksgiving. We enjoy great food and traditions, but perhaps more importantly, we give thanks. I am thankful for each of you for your dedication to nursing excellence, commitment to lifelong learning, dedication to our community, and how you work together to create a new generation of nurses — nurses who will be inspired by you and the incredible patient care that you provide. Florence Nightingale said, “for the sick, it is important to have the best.” Our Baystate nurses are simply stated, the best.

In this November issue, you will learn more about our leaders and our heartwarming and innovative DAISY recipient. Speaking of innovation, the S3 Discharge Unit Trophy provides an innovative approach to recognizing the team making a positive impact on capacity management. We hope that you are excited to learn more about our nursing forgivable loan program and the improved reimbursement for achieving national certification.

I would be remiss if I did not thank the Baystate Health Foundation and all of the generous donors for supporting our nurses through advancing our knowledge of holistic nursing practice and supporting our professional development as we continue our journey for our 5<sup>th</sup> Magnet Designation. A simple thank you does not suffice how much we appreciate the difference you make for so many of our nurses.

With love and appreciation,

Joanne

**Leadership  
Spotlight**



**Aneta Wachta, RN, BSN**

## Wesson 3 Renal and Dialysis Unit Manager

My name is Aneta Wachta. I am the manager of Wesson 3, Renal, and Dialysis. I have been a nurse for 11 years. I attended American International College for my BSN degree. I started my nursing career in long-term care, then moved into acute rehabilitation. My career goals were to work for Baystate Medical Center and to one day become a nurse manager. My career at Baystate Health started in 2014, working as a staff nurse on Wesson 3. I was fortunate to have had a manager who saw potential



in me and encouraged me to further myself in my opportunities and role at Baystate. I became the assistant nurse manager on Wesson 3, and was able to further gain experience in leadership, which led to my recent transition into my role as the manager of Wesson 3 and Dialysis. I am currently taking classes towards my Master's degree in Healthcare Management through Fitchburg University. I have had many great opportunities here at Baystate Medical Center to help me grow in this new chapter and look forward to my path here.

I have a great leadership team I work with within my service line, who are supportive to my success. I am humbled and honored to work with my amazing groups of team members in both my Wesson 3 and Dialysis units. The amount of dedication and resiliency they have amazes me every day, and I am proud to be welcomed as their leader.

In my time away from work I like to spend it with my family and friends. I have a son, Lukas, who is six, who I could not be more proud of. Watching him grow up has brought me the most joy. Mike (my fiancé), Lukas and I enjoy traveling and finding new adventures to do as a family. We also enjoy going to hockey and baseball games, and Lukas loves to visit any playground in sight, so if you ever need a recommendation for a good playground, come see me. We have two pets: a cat named Harriet and a new puppy, Arthur, who keep the fun going at home. The picture is from our trip that has special memories from Fort Myers, FL.

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### **Pamela Trench, RN, BSN, CCRN-K** Nurse Manager, MICU/SICU/NCCU



My name is Pam Trench and I am the manager of the medical, surgical, and neuro critical care units. I started my nursing career at Baystate Medical Center 37 years ago as a staff nurse in the MICU/SICU and enjoyed a wonderful career as a staff nurse, advancing to PNRP IV.

In March 2016, I accepted the assistant nurse manager position for the MICU/SICU/NCCU, becoming interim nurse manager in August 2016, and then accepting the position as nurse manager in October 2016. My current assistant nurse managers are Kathleen France and

Barbara Eufemia, who provide

outstanding support for this team. We have a wonderful new education team, with Kim Desautels and Traci Leary as educators and Amanda Morales and Jessica Hicks as clinical coordinators. I have the most outstanding team of OAs, PCTs, a mobility orderly, and nurses. Collectively, they all make important contributions to the successes of this team.

My many years at the bedside were fulfilling and I am so grateful for the experiences in those 31 years. It is hard for me to believe that I have been in the role of nurse manager for six years now. These last six years have given me the opportunity to learn so much – seeing the work that is done 24/7 to ensure smooth operations throughout the entire system and the vital part everyone plays, no matter their role – everyone is important. And managing this dedicated staff of OAs, PCTs, mobility orderly, and nurses is a heartfelt honor.

Throughout the challenges for this outstanding team of dedicated professionals, particularly during these last few years, the compassion and caring has never wavered. I cannot express the utmost honor it is to work with this team.

During all of the challenges and rewards of my nursing career, my family has been by my side as my greatest joy and my greatest supporters. My two grandsons are my newest joys and I am very fortunate to get to Nashville to visit them at least every few months.

## CULTURE COUNTS We Appreciate and Value YOU



### Celebrating Page Degregorio, Our October BMC Daisy Award Winner!



*The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day.*

Page DeGregorio, RN II, Daly 6B at Baystate Medical Center was nominated by Assistant Nurse Manager Michele Johansson, who shared in her nomination about the team on the unit caring for a young man with cancer who steadily declined over several weeks. As they grew close to his loved ones, "Page DeGregorio not only provided outstanding care to a patient at the end of his life but recognized and met the needs of his family while they held vigil at the bedside in his last hours. This patient was not in Page's assignment; they did this while managing their own patients. The nurse caring directly for the patient was grateful to

have Page helping.”

On the day he passed away, Page printed a small strip of his heart rhythm, rolled it up and placed it in a small bottle and put the quote “forever in our hearts” on the outside of the bottle decorated with a ribbon. Page presented the gift to a loved one who was so touched that she broke into tears and hugged Page and thanked her profusely. She struggled with leaving her loved one after the final good-bye and Page asked if she would like to participate in the postmortem care. She did and together they provided care to the patient; this helped his loved one to be able to say her last good-bye after finishing his care.

“Page went above and beyond in helping care for a patient in another nurse’s assignment,” Michelle shared. “She not only gave the gift of the patient’s heartbeat...but allowing her to assist in his final care allowed her to provide him care until the very end. What a beautiful gift! Page, thank you for the care you show all our patients and your team!”

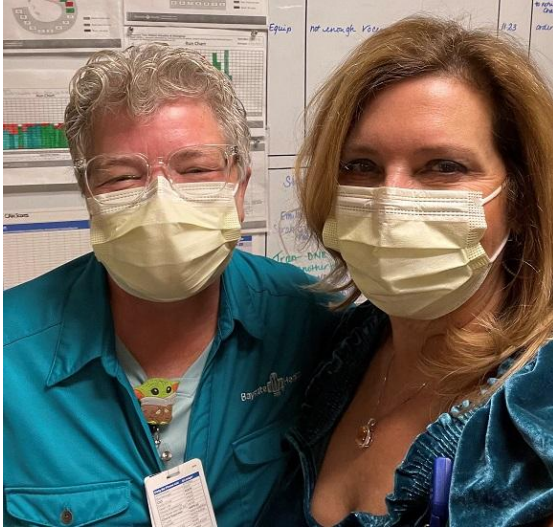
*In photo (L-R): Michele Johansson, assistant nurse manager, D6B; Joanne Miller, Chief Nursing Officer; Susan Sweeney, nurse manager D6B, Page; Sam Skura, president, BMC & SVP Hospital Ops; Lisa Naglack, director, Patient Care Services.*

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## Thanksgiving Rounds With Joanne



*Above: Nurses of Wesson 4*



Above left: Kim Vigneault, OA on D6A, and Joanne. Above right: the Thanksgiving tree on SW 6. The staff provided this tree as a warm welcome to all who enter. Below left: Joanna Sykula, Caira Mercer, JM and Martha Emund with Joanne. Below right: Joanne with ED nurses.



## History of Nursing



In 1983, Margaret McClure the mother of Magnet, published *Magnet Hospitals: Attraction and Retention of Professional Nurses* which describes the search for magnetism through a nationwide research study.

In the landmark book, two problems were studied:

1. What are the important variables in hospitals that create a sense of magnetism that attracts and retains professional nurses?
2. What combination of variable produces models of nursing practice in which nurses receive professional and personal satisfaction? (McClure et al., 1983, p 2-3)

Sixteen hospitals were included in the study that demonstrated a healthy nursing culture. The staff members were interviewed to understand the variables associated with success in recruitment and retention. The many tenants of what we know today as a Magnet Hospital were identified. It wasn't until 1990 that the American Nurses Credentialing Center (ANCC) approved the creation of the Magnet Hospital Recognition Program for Excellence. In 2002, ANCC coined the terms *the forces of magnetism* that include: Transformational Leadership, Structural Empowerment, Exemplary Professional Practice, and New Knowledge Innovations and Improvement.

Although it may seem like we are still finding solutions to these problems, we have made many inroads into promoting a positive culture for nurses. Magnet hospitals attract and retain top nursing talent, improve patient care, safety, and satisfaction, foster a collaborative culture, and advance nursing standards and evidence-based practice. We should be proud of the evolution of the Magnet program and that we are well on our way to Magnet number five!

*See story below on BMC nurses who attended the 2022 ANCC National Magnet Conference!*

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## If Florence Could See Us Now

Florence Nightingale went to nursing school in Germany. On her return to England, where she was born, she was a staff nurse for one year before she was promoted to a leadership role or head nurse. She demonstrated a passion and drive to lead change even early on in her role.



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## Nursing Today

At Baystate Medical Center, we have opportunities for staff nurses to climb the professional nurse recognition program (PNRP). The purpose of the PNRP is to provide professional development opportunities, increase job satisfaction and improve nurse retention. Nurses who advance on the clinical ladder are rewarded for outstanding nursing practice at the bedside. As a pioneer in nursing, Florence Nightingale paved the way for growth and leadership development.

### New Knowledge, Innovation and Improvements



### Investing in our Nurses

See information below on two Baystate Health programs that will help you save.

### Nursing Forgivable Loan Program Applications Due Wednesday, Nov. 30

The Nursing Forgivable Loan Program at Baystate Health provides financial support for the education expenses of a student nurse or registered nurse advancing their educational status!

#### ***Who is the forgivable loan available to?***

Baystate Health RNs advancing their nursing degrees to obtain a BSN, Masters, DNP or PhD and to Baystate Health employees completing their first time BSN degree. Applicants must be internal full-time or part-time employees. The deadline to apply is Wednesday, Nov. 30.

All information can be found on the HUB (HR Department > My Career). The documents are at the bottom of the page. All documents should be submitted to Diane Toia

## Nurse Certification Reimbursement

Reimbursed certification costs:

- *The cost of taking your certification exam is now reimbursable as soon as you pay for it.* You no longer need to wait until you take the test.
- Renewing your certification is reimbursed
- Your first-time achieving certification is rewarded with a onetime stipend of \$500
- Reimbursement and stipends are only eligible for one certification
- Many certification review prep courses are available through the Nursing Practice Department and your service line.

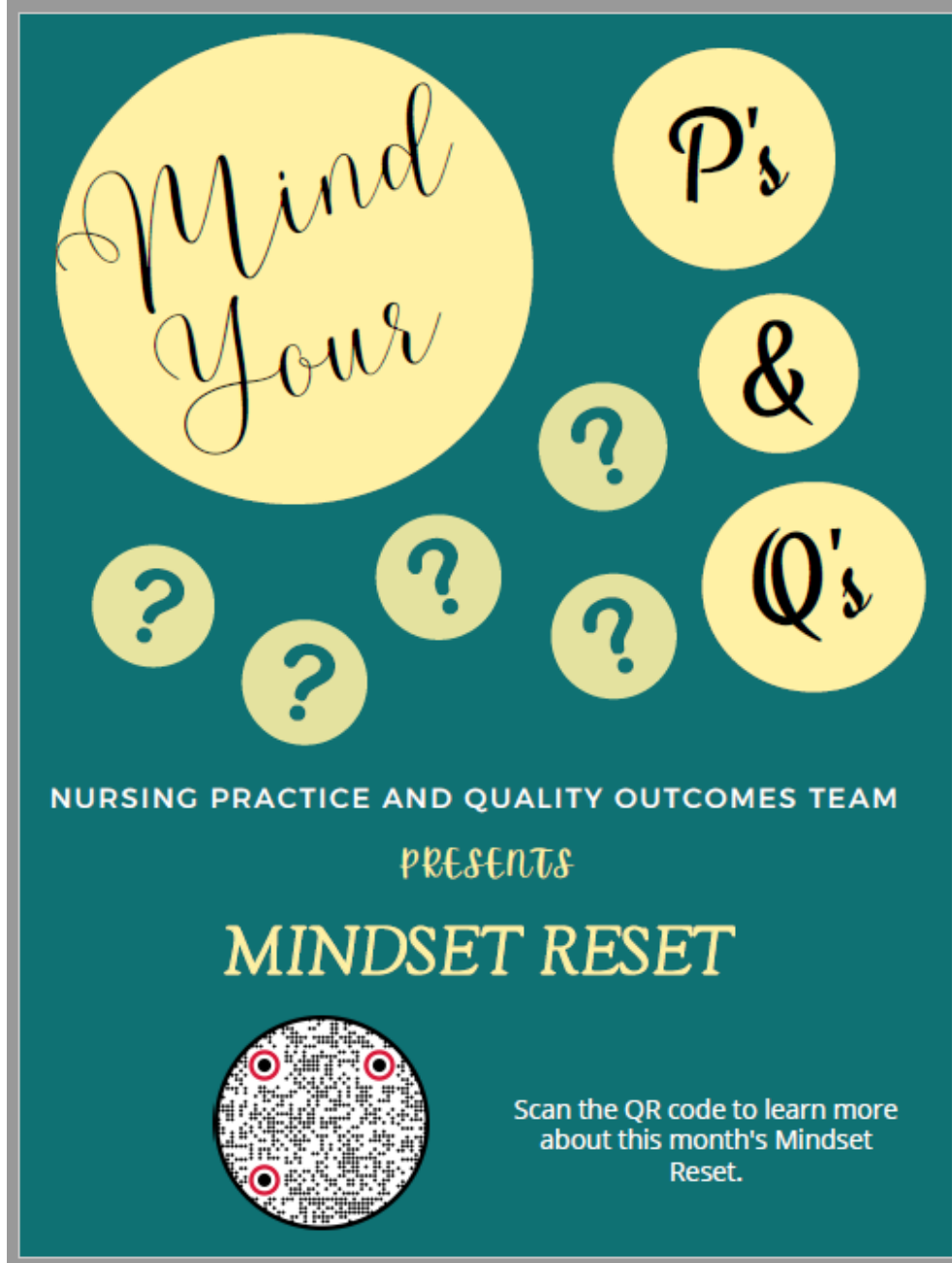
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## Welcome to This Month's Mindset Reset

The Nursing Practice and Quality Outcomes Dept. will use this medium to dispel practice myths and validate inquiries. The goal is improved nursing and patient outcomes through knowledge sharing. Scan the QR code each month to discover a new practice fun fact, myth buster, or pearl of wisdom. The topic will change on the first of every month.

If anyone has ideas or questions they want answered related to best practice, contact [Lisa.Mayo@baystatehealth.org](mailto:Lisa.Mayo@baystatehealth.org) or [Arlene.Kruzel@baystatehealth.org](mailto:Arlene.Kruzel@baystatehealth.org).





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## Art of Questioning Coming in 2023

The Art of Questioning campaign inspires bedside nurses to ask thought provoking questions about their practice. The overall goal of the campaign is to enhance clinical inquisitiveness to **improve** bedside care using evidence-based practice. In 2023, we will bring Art of Questioning in its original form to ignite a spirit of inquiry. Nurses at the point of care know the most about the impact of practice patterns on patients. Asking questions helps nurses think critically when making clinical decisions. The Evidence Based Practice Committee will help support the campaign and more information on dates and timelines will be forthcoming.

Remember: "The best thinking comes from the best asking..."

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## Seeking Mentors for Nurse Residents

If you chose to become a mentor, commitments would include:

- Meeting with your assigned nurse residents during the first month of their start date

- and then at least every other month throughout their residency program\*
- Attending a mentor workshop\*
- Attending the nurse residency graduation

*\*Time will be paid for attending the mentor workshop (approximately one hour 15 minutes) and for mentoring meetings with each nurse resident (approximately 30 minutes per meeting).*

#### **What are the benefits of becoming a mentor?**

- Contributes towards your own professional development and clinical ladder progression
- Helps with a better understanding and foundational support of the new nurse experience
- It just feels good!

#### **What does it take to be a mentor?**

- Must have at least one year of RN clinical experience at Baystate Health (and ideally was previously a nurse resident)
- Positively represents the mission and values of Baystate Health
- Participates in achieving organizational, nursing, and unit-based goals
- Demonstrates clinical competence and positive communication skills
- Successful at building caring relationships

Please know that a mentoring relationship is *confidential* and is meant to help the nurse resident have a safe place to grow professionally with the help of a mentor.

If you are interested in becoming a mentor to incoming nurse residents, please email [NurseResidencyProgram@baystatehealth.org](mailto:NurseResidencyProgram@baystatehealth.org) for more details!

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## **Nursing Grand Rounds Available on Demand for CEUs**

In an effort to disseminate nursing knowledge in various forms, nursing staff will now have access to Nursing Grand Rounds On Demand.

Nursing Grand Rounds supports dissemination of new healthcare issues, policies, and innovations by utilizing evidence-based practice and engages professional development. Below are instructions on how to access the Nursing Grand Round on-demand recordings. Staff must watch the entire video.

#### **Go to the Ethos Site using the link below:**

1. [2022 Nursing - Nursing Grand Rounds | Continuing Interprofessional Education \(baystatehealth.org\)](#)
2. Pick the session with the word RECORDING after it. a. Transplant Enhanced Recovery (Recording); b. Culture Change in Post Operative Cardiac Surgical Pain Management RECORDING; or c. Holistic and Nursing Scholarship RECORDING
3. To Watch the Video, scroll down to the bottom of the page and click TAKE COURSE
4. Select the recording, either in video or YouTube link, hit the START button
5. Staff must watch the entire video, complete the evaluation, claim credit, and print certificate

Here is a [video](#) to guide staff in accessing Nursing Grand Rounds on Demand.

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**Upcoming Live Nursing Grand Rounds  
Wednesday, Dec. 7, 12-1 p.m.**

**Speakers:** John Barrett, MSN, RN, PMH-BC, Amanda Rilla, M.Ed., LMHC

Join Zoom Meeting [here](#) when it's time.

Meeting ID: 913 5897 4262

Passcode: 858080

One tap mobile

+16465588656,,91358974262# US (New York) 16469313860,,91358974262# US

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## Holistic Corner

The **Inaugural Holistic and Nursing Scholarship Symposium** was a great success. Thank you to all the staff who presented their amazing poster either through evidence-based practice, quality improvement or research. We had a total of 16 posters and over 80 people who attending, either virtually or in person. For those who missed the event, you still have an opportunity to gain contact hours by watching the on-demand recording through Ethos. You can also see all the [photos](#) and [posters](#) that were presented.

## Empirical Outcomes



## CAUTI Updates & Initiatives

“Empirical” refers to a result or outcome that has been validated by data to show that real change has occurred because of a particular action or process change.

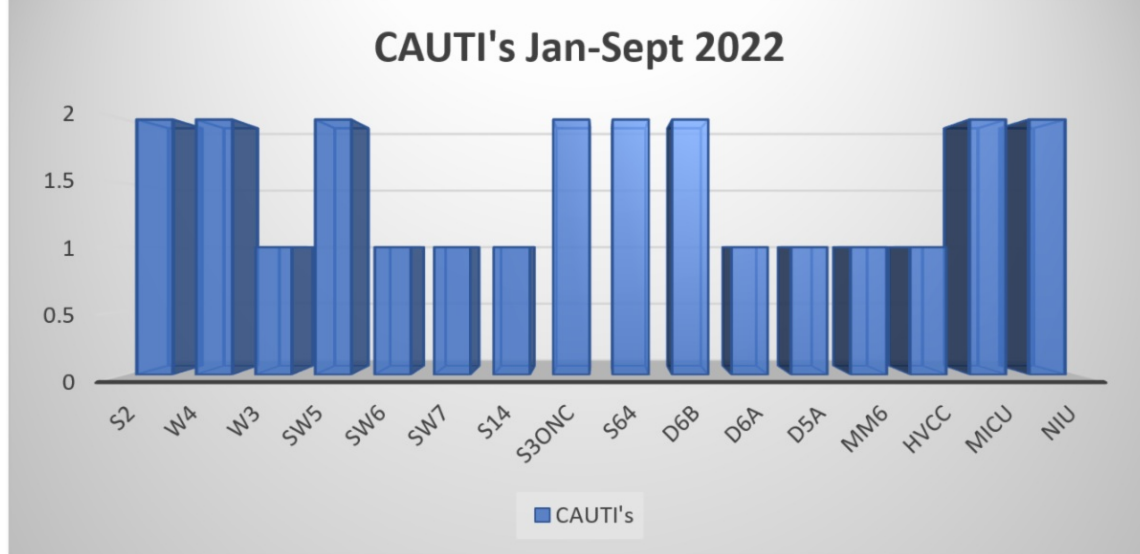
Looking at each outcome measure with a news lens to validate current practice and look for opportunities for improvement to ensure the best possible outcomes for our patients. We look to the evidence as nurse scientists to make these improvements for our patients. This month we look at Catheter Associated Urinary Tract Infection (CAUTI) and the work being done to “Get to Zero.”

**Current State:**

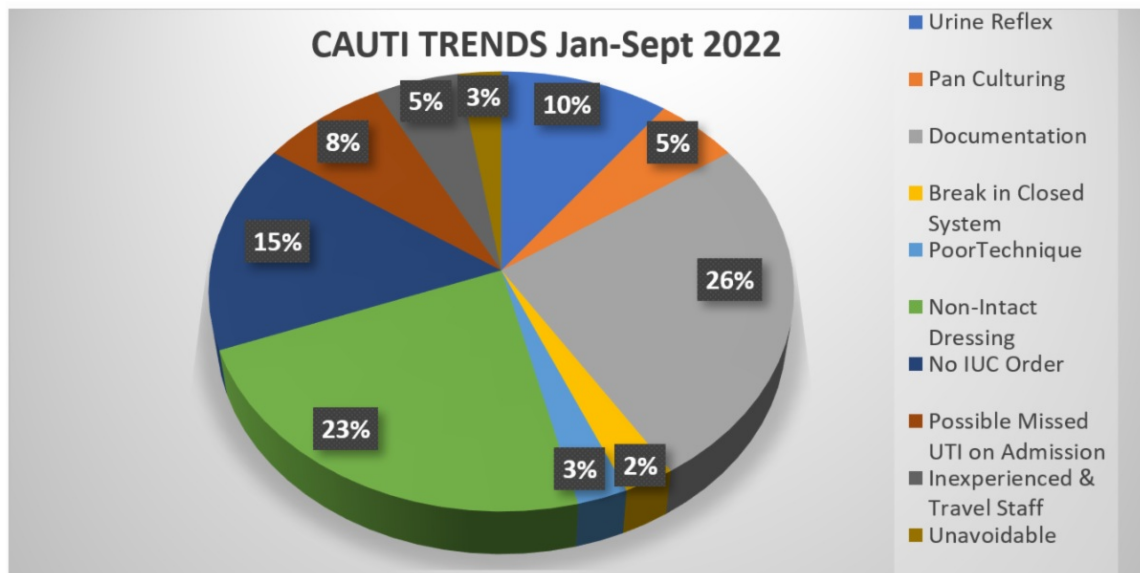
**CAUTI total 2021:** 28 cases

**CAUTI total 2022:** Q1-13, Q2-14, Q3 -7 = total 24

## CAUTI's Jan-Sept 2022



## CAUTI TRENDS Jan-Sept 2022



### Evidence being examined/validated:

Documentation: We continue to work with units on how best to support the nurses in documenting the standard care and maintenance of IUCs. We have seen large gaps in standards of care and in the nursing/PCT documentation. We are hoping that more awareness about it will help us to improve our patient care outcomes

- Deep Dives & CUSP Reports
- Increasing collaboration with multi-disciplinary team members during report outs
- Medline IUC rep attended CAUTI champions meeting to speak with frontline staff. To schedule in-person support, observations, and Educations (TBD)
- Primofit Male External Catheter trial (TBD)
- Alternative snap secures for patients with barriers
- K-Card Trial: Occurred end of July in August (two weeks). The collected data was examined at the unit level and hospital wide to help inform practice changes. A K-Card (Kamishibai) is a tool to sustain evidence-based practice and promote communication amongst providers

### What is next:

- Ongoing work with CAUTI group, looking to expand stakeholders to solicit wider input to practice issues
- Looking to revisit K CAUTI K -Card observations once other nurse sensitive indicator observations are complete.
- Discussion of IUCs at daily unit huddles and on DMS boards for awareness/surveillance

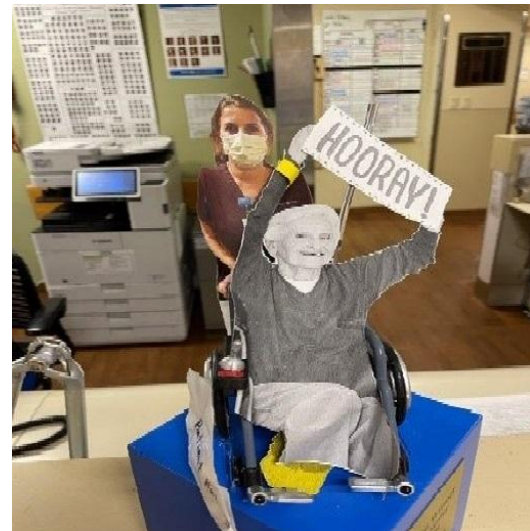
Educate.  
Innovate.  
Celebrate!



## The S3 Discharge Unit Trophy's Journey



S2 tied in August, the first month of the contest with D6A.



D6A decided to celebrate their two-month winning streak by creatively decorating with Anna the orderly for S3 and a patient celebrating their discharge!



Please congratulate our October winners, S1, with a record breaking 52 patients!  
Where will it visit next? It's up to you!

**Nursing – Lighting the Way With Resilience**



*Above left: Julie Racicot, Brittany Patterson, Sarah Freeman, Patricia Faron, Kaitlyn Patrick, Kristy Parker, Connie Blake, Michelle Nicoli, Joanne Miller, Lauri Deary, Brodi Willard*

*Above right: Caitlin Adams, Jamie Butler, Carolyn Waskiewicz, Cidalia Vital, Gina St. Jean, Kaitlyn Patrick, Patricia Faron, Brittany Patterson, Joshua Dempsey, Michelle Nicoli, Brodi Willard, Melissa Cramer, Sarah Freeman, Arlene Kruzel, Joanne Miller, Julie Racicot, Juliana Nektipoulos, Connie Blake, Kristy Parker*

*Pictured at right: Gina St. Jean, Patrick Shinoda, Juliana Nektipoulos, Kaitlyn Patrick, Jamie Butler, Cidalia Vital, Arlene Kruzel, Sarah Freeman, Joshua Dempsey, Caitlin Adams*

In early October, 22 BMC nurses gratefully attended the 2022 ANCC National Magnet Conference in Philadelphia. Our BMC team was joined by 11,000 nurses from all over the world sharing in new knowledge, innovations and improvements, transformational leadership, structural empowerment, and exemplary professional practice. A renewed enthusiasm around improving nursing practice and advancing the science of nursing was gained. The team returned with new ideas on how to tackle our NSIs, focus on retention and burnout, strengthen mentoring and expand EBP and PNRP, to name a few.

We also learned some pretty impressive Magnet stats at the conference:

- **597** Magnet Designated Organizations worldwide as of 2022
- **13** International organizations designated
- **178** first time Magnet designated organizations
- **124** 2x consecutive
- **129** 3x consecutive
- **124** 4x consecutive
- **34** 5x consecutive (we WILL be in this elite group!)
- **8** 6x consecutive



We want to extend our sincerest gratitude to the BH Foundation for funding the entire cost of the conference and travel, and for always supporting the professional development of our nurses! In addition, on behalf of the Nursing Quality, Safety & Magnet council, we are pleased to announce that BMC nursing has agreed on the theme for our 5<sup>th</sup> Magnet Designation: *Nursing – Lighting the Way with Resilience.*

Thank you to everyone who participated in the survey. Your feedback matters!

## Baystate Health Nursing Receives Honorable Mentions from the Schwartz Center for Compassionate Care

Earlier this month, the Baystate Health Nursing Department was acknowledged by the Schwartz Center for Compassionate Care and was given an [Honorable Mention](#) to three areas of care in our health system; a recognition that we (Baystate Health) were the only hospital of over 200 nominated organizations that received three “Honorable Mention” recognitions!

The areas which we were recognized in were the Baystate Health Transplant Program, Baystate Franklin Medical Center Infusion Team, and Baystate Wing Hospital Nursing Team.

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## Emergency Nurses Association Annual Conference Denver October 2022 Jeopardy Presentation



*Kris Grochowski, Angel Soto, Caitlin Millett, Kylie Shink, Jennifer Gold, Kyle Kendall, and Ryan Spencer.*



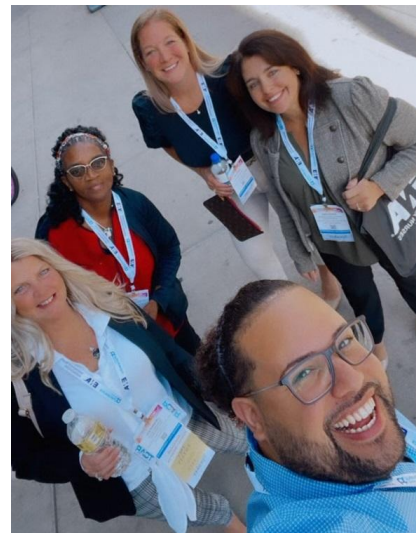
*Caitlin Millett, Kris Grochowski, Jennifer Gold, and Angel Soto.*

*At right: Jennifer Gold, Rita Banks, Caitlin Millett, Kris Grochowski, and Angel Soto.*

The COVID-19 pandemic greatly affected nurses' access to education. With an increase in the number of new graduate nurses caring for the trauma patients, the need for education increased as well. Yet, in-person education came to a halt, which presented both a concern and a problem needing a solution.

As a result, a creative way to use the “virtual platform” to provide education to nursing was innovatively developed. Multidisciplinary teams were developed in a Jeopardy-style virtual game. The teams were: Emergency Medical Services (EMS), the Emergency Department(ED), Acute Care and Critical Care nurses.

The audience, comprised of both nurses and Trauma Surgeons, though not competing, were given access to the education. The nursing staff set up teams of three members each who would compete against two other teams. This helped with team building and communication The teams competed against each other in a fun supportive manner. The surgeons were in the audience to provide explanations when needed. The education topics were based on opportunities for improvement and process improvement initiatives that discovered with chart reviews and review of patient outcomes.



Caitlin Millett worked on the virtual education Jeopardy style with Angel Soto, Jenn Gold,

Yolanda Marrow, Erin Markt and Kristina Grochowski. Adult and Pediatric education was offered. Pre and post surveys were done to see if the education was affective and if the participants found it meaningful. Ninety percent of participants who participated would recommend it. Staff reported increased confidence and there was an improvement in bench mark rankings after the education.

This research was submitted to ENA and chose this past year to be presented to ENA National conference in Denver Colorado as a Process Improvement Project. Cait, Angel, Jenn and Kris were able to go to Colorado and present. It was a great experience to network and share the amazing work that nurses are doing at Baystate. We learned so much from each of the presenters and enjoyed meeting new people from across the country who shared the passion for learning and emergency nursing. We were able to share our work and get ideas for things we can bring back to our ED and Trauma departments. We all came back rejuvenated and excited to begin new projects and share what we learned with our coworkers.

The conference is held annually and provides an environment for shared learning, review of service line nursing trends and nursing innovation.

## Voices of our Caregivers and Patients



**We are so proud of our incredible Baystate Medical Center team members who are providing compassionate care and clinical excellence every day. When a patient and/or their loved ones make the time out of their busy days to share their perception of their experience with us, that is the highest form of validation to the oath we take and the commitment to our mission.**

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### The Patient Perspective

*Lisa Naglack & Thomas Panaccione*

***Our mission is to improve the health of the people in our communities every day, with quality and compassion.***

Please enjoy this month's Patient Perspective narratives highlighting the compassionate care provided by ED, D5A and ICU staff members. If you have any stories that you would like to bring forward, please reach out to Lisa or Thomas and they would be happy to connect with you.

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Hi Holly,

I wanted to let you know of a positive patient experience story that was shared with me during my rounds. This patient is a family friend and they had reached out to me to come visit so they could tell me about their experience in the moment. To my delight, it was overwhelmingly positive and uplifting and they asked that I share this with you.

The patient in room 46B had been on the floor for most of the week. She had been admitted through the ED and was experiencing rare symptoms from a pre-existing condition. She spent a short period in the ED under the care of Dr. Elizabeth Schoenfeld,



who, in her words, “set the bar high” because of her compassionate presence. When she arrived to D5A later that evening, she said the bar kept getting lifted higher and higher. Each interaction she had with her nurses, PCTs, FANS, dietician, and the physicians was above and beyond expectations. What stood out the most to her was that besides the great quality care she received in helping to diagnose the issue, she felt like her dignity was their greatest priority. She wants to specifically thank Hope (who is a nurse in training), Camille, Michelle, and the nutritionist for embracing her quirky personality, showing her compassion, and maintaining her dignity during a scary time in her life. The family would also like to thank the team for keeping them informed so frequently, for collaborating with them on creating a care plan and for her transition to rehab, and for their sincere kindness and empathy. The patient’s daughter, who is a PA, said “There is only one word I would use to describe our experience here on this unit: Exceptional!”

I hope this brings a smile to you and your whole team. Thank you Daly 5A for creating “exceptional” patient experiences for your patients and their families!

Every good wish,  
Kristina Pise

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Dear Dr. Keroack,

This note simply wants to acknowledge the professionalism, expertise, and loving service of the entire medical staff involved in our dear father’s compassionate care during his October 16 - 20 stay at Baystate Medical Center, Daly unit 5A.

We would like to highlight and express our deeply-felt gratitude, especially to the following people. The PA, Ariea Almassi, was kind and patient explaining the diagnostic news (brain tumor) and the available treatment options made the devastating news more bearable. We appreciate the fact that he helped us understand some of our Dad’s unusual and unexplainable behavioral problems. Dr. McCann of palliative care and Lauren Albano (hospice nurse) took the time to reassure us that their goal was Dad’s comfort during his final days. The nursing staff, Camille, Amanda, Phillip and Guy, modeled heart-warming concern in providing Dad’s peaceful comfort. At the same time, they skillfully managed to keep us informed of their treatment and very patiently answered all our questions. TO ALL who helped make our Dad’s final days more comfortable, we are most sincerely appreciative.

Know that, as our father continues to be part of our lives, our gratitude for your remarkable and loving service will never be forgotten.

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Good afternoon everyone!

Charlotte contacted the Office of Patient Relations to let us know that her husband received excellent care while in the surgical intensive care unit. She said that ultimately, he did pass away but while he was in the hospital, she felt a great comfort knowing that he was in the care of your ICU staff.

Many thanks to you and your staff for your continued hard work and dedication!

Jacqueline Scott, BSN, RN  
Clinical Nurse Liaison



Baystate Health  
ADVANCING CARE.  
ENHANCING LIVES.

Forbes 2021  
AMERICA'S  
BEST-IN-STATE  
EMPLOYERS  
POWERED BY STABILITY

All Categories ▾

Keywords (optional)... 🔍

SEARCH JOBS

## Nursing Recruitment

Click [here](#) to visit Baystate Health's job site.

We are excited to launch our upcoming series of virtual information sessions guiding our SNAPs to the next stage of their nursing career by joining the Nurse Residency Program at Baystate Health. Do you know a SNAP who is ready to take the next step? Over the next few months, members of the RN Recruitment team will present important information about our Nurse Residency Program and the benefits of working at Baystate Health. Topics at the session will include: Health Insurance, PTO, tuition reimbursement, the application and recruitment process, our generous sign on bonus program and so much more!

Our first session took place on Thursday, Nov. 17 via Zoom. The next events will be held after the first of the year, stay tuned for the announcements!

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To submit an item for Nursing News & Views, please make your request [here](#). Please have your copy and any graphic/photo you'd like to include ready to add to the email. The deadline for submissions to Nursing News & Views is before 3 p.m. on the first Friday of each month.

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