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Nursing News & Views - October 2022

Joanne Miller RN

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Nursing News & Views

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New Knowledge, Innovations & Improvements | Empirical Outcomes

Volume 1, Issue 8
October 2022

A Note From the CNO

Dear colleagues,

October 2022 has proven to be incredibly inspirational for me. Our nursing excellence and passion has inspired and reinvigorated my connection to our shared purpose. This edition of *Nursing News & Views* is full of your incredible stories which describe resilience, strength, kindness and respect, love and lasting friendships, skillful compassionate care, faith and fortitude, and deep love and full appreciation. All of this by page six! It is hard to stop reading your stories once you begin. This edition is a “page turner.”

I hope that you share my enthusiasm as you read about our First Annual Holistic and Nursing Scholarship Symposium. Thanks to our friends in the Baystate Health Foundation, our Renewal Rooms are expanding. We are also grateful to our friends in Human Resources for their support as we created a way to ease the process for obtaining your national board certification reimbursement.

Your stories of welcoming new caregivers and bidding fond farewells to nurses who’ve provided years of service resonates with me. I’m reminded what a privilege it is to coach and mentor new nurses and the honor of learning from our most experienced nurses.

The Patient Perspective section reminds our caregivers that despite incredible challenges, you are providing compassionate care and making a lasting difference in our patients’ lives. The connection to our mission to *improve **the health of the people in our communities every day, with quality and compassion*** is evident in every story of this edition of *Nursing News & Views*.

Thank you for being you. I am incredibly proud to work along side the best team.

My warmest regards,

Joanne



Michelle George RN, BSN, RNC-OB Manager of Labor & Delivery, Wesson 1

*In photo, from left: Beth Martin, ANM;
Michelle George, Manager; and Danielle
Williams, ANM.*



My name is Michelle George. I am the manager of the Labor & Delivery Unit. I have been a nurse for 29 years. I started in 1993 at Holyoke Hospital as a bedside nurse on a pediatrics and medical surgical floor. In 1996, I started at Baystate Franklin Medical Center and had roles as a pediatric nurse, orthopedics, telemetry, and obstetrics. In 2001, I transferred to Baystate Medical Center on the Labor & Delivery Unit. I worked as a staff nurse in Labor & Delivery until 2017, when I transitioned into an assistant manager position on the night shift. During this time, I also worked as a clinical supervisor per diem for Baystate Franklin Medical Center. In 2018, I took my current role as the manager of Labor & Delivery. I am blessed with two supportive assistant managers, Danielle Williams, and Beth Martin. I have a great educator, Laura Spice.

I am grateful to be able to lead the amazing Labor & Delivery team. The team is kind, compassionate, and they have shown resilience and strength. They treat each other with kindness and respect. The team have shown each other tremendous support the entire pandemic. They truly support newer team members and make them feel welcome and part of the team. Their greatest strength is teamwork, together they do great work. There is immense power when a group works together toward a common goal. They are very dedicated to providing our patients with a great patient experience. They provide all patients with kind and compassionate care. I am truly blessed to be part of such a great team. They make my position enjoyable, and I look forward to work every day.

I am privileged to be participating in the Grace Under Fire cohort from the Integrative Healing Arts Academy through The Birchtree Center for Health Care Transformation. I enjoy Holistic Nursing Practice and find this beneficial as a leader.

Outside of work, I enjoy spending time with my family and friends. I enjoy meditation, outside walks in nature, shopping and reading. I also enjoy watching sports. I am blessed with my supportive husband Scott, and two adult children Bethany and Michael. I have a love of animals and have two dogs, Nate and Lola.

Gina St. Jean
Program Director Nursing Professional Practice



My name is Gina St. Jean. I came to Baystate Medical Center in 1995 as a SNAP on the Springfield 3 Oncology Unit and float pool. I graduated from AIC in 1996 and believe it or not, there were no jobs! I left Baystate Medical Center and took a position at Mercy Medical Center in their ICU/CCU but eventually returned to Baystate Health. In 2000 I took a position in HVCC where I found my love for cardiac nursing. It was in the HVCC where I created many lasting friendships I hold near and dear today. I eventually became the clinical nursing educator for the unit and stayed in that role for many years. I was given the opportunity to be the Director of Nursing at Backus Hospital in Norwich, CT where I stayed for over two years. I came back to Baystate in 2021 as an educator in the Emergency Department. This was one of the most valuable experiences of my career. The ED team welcomed me and taught me a completely new specialty while I shared my knowledge for and love of critical care nursing. This past year I took on the position of Program Director of Nursing Practice and Nurse Residency. I love nursing education and empowering nurses to see their potential. I still teach clinical for AIC occasionally and love hearing from my former nursing students!

When I am not working, I enjoy spending time with my family. I live in West Springfield with my husband, Archie and twins, Cassie and Sammy. We have two dogs, Brandy our 12-year-old chocolate lab and Tonka our three-year-old English Bulldog. Tonka is a lot of fun and a lot of work! He has his own TikTok page with over 1,000 followers!

Baystate Health is where I grew up as a nurse and where my heart is. It's good to be back home.

CULTURE COUNTS
We Appreciate and Value YOU



**“I Know My Days Will Be Full of Smiles When She's Working!”
Congratulations, BMC DAISY Award Winner Grisel Miranda!**



Baystate Children's Hospital is delighted to report that Grisel Miranda, RN was surprised with the September 2022 Daisy Award for extraordinary nursing. Baystate Medical Center's DAISY Award is part of the international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. The nomination came from Wael Sayej MD, Medical Director of the Pediatric Procedures Unit (PPU), Associate Professor of Pediatrics at UMass Chan-Baystate and Chief of Pediatric Gastroenterology.

Dr. Sayej wrote that "Grisel has been an absolutely and exceptionally amazing nurse to work with. She always goes above and beyond to make sure things always run smoothly in the PPU. She is compassionate and caring. She makes sure that the providers communicate with the patients after the procedures. She also makes sure that the discharge plan is clear. Grisel is always professional in her interactions with her nurse colleagues, physicians, and other team members. She has a great sense of humor and always creates a relaxing and fun atmosphere even in the midst of hectic days." Grisel, pictured above, fifth from right, received her ADN from Holyoke Community College and is certified in pediatrics (CPN), APHON, Pediatric PICC line placement, PALS and ACLS. She is currently a PNRP III who began her career on Infants and Children's in 2003. She was one of the founding team members of the PPU and has been working there for nearly 12 years. We are so grateful to have her expertise, dedication, engagement and compassion for patients and families at Baystate Health!

Leadership Pearls From Nancy A. Rines MSN, RN, NE-BC

I am pleased to take the lead on the CULTURE section of our newsletter. When I was a new leader, one of my mentors said to me: "never forget that culture eats strategy for breakfast every day!" The implication being that the importance of the human factor will far outweigh any strategic plan you have developed. So, as the new owner of this section, I want to begin sharing stories of OUTSTANDING highlights of our culture from the very people who experience it and create it every day.

For the past several years, I have asked the leaders on our team to present what I call a "Leadership Pearl" to our group. It is meant to be an informal message about anything leadership-related to our team. We have had book reviews, videos, and ppt presentations over the years. Last month, it was Diane Cody's turn. This will be Diane's final "pearl," since she will be retiring in January, 2023. She loves lists and created what she affectionately calls her "F-List!" It reflects some of the lessons learned during her 38 years here at Baystate. Thank you Diane, for your dedication to Baystate Children's Hospital and thank for you for this list!

Leadership Pearls:

1. **Feedback:** is essential and difficult. When behaviors or practices are nipped in the bud in real-time it's not such a big deal. When they are allowed to continue, and people talk about them, a unit's culture can become like a big dysfunctional family. Not good. But no matter what kind of a sandwich you stuff feedback into, it's hard to give in a kindly, non-threatening way. It takes mentoring and practice, and practice and practice. I still struggle with this.
2. **Follow up:** is the bane of every educators, manager's and QI person's existence. If you don't follow up, or don't audit progress you can't be certain improvements have been achieved. I do find myself checking my lists and "hunting" people down to make sure essentials are complete or improvements are sustained a very large proportion of my time. Necessary but time consuming.
3. **Fortitude:** I needed to look this one up to find the proper "F" word. (strength, resilience, grit in the face of adversity). I have been tested, as all of you have as well, with my level of fortitude over the years – these past couple especially. There are too many examples to share but simply know, "busy days" are what we do here and our reaction to those days is what will build our fortitude.
4. **Faith:** I once cared for a new mother suffering with a substance disorder. I cared for her in my usual fashion. Several years later, she sought me out in the NICU to tell me that my belief in her, to be a good mother to her infant, had been the turning point of her life. She went into recovery, has established a stable relationship, was soon to be buying a house. All, she attributed, to my faith in her. It's such a good feeling to remember the positive impact we make on others.
5. **Fun:** My last F, is for fun...something that may seem more elusive since the pandemic, but is probably more necessary than ever. I can remember a day (quite a few years ago) when our team planned to celebrate one of our staff turning 50 years old. It was the early 90s when balloon bouquets were all the rage. We had ordered up a "Father Time" figure to deliver balloons and sing happy birthday to our colleague who was trying NOT to make a big deal of this milestone. To our horror, there was a communication issue and "The Grim Reaper" showed up instead! We had to sneak him into the unit via the back hallway to sing Happy Birthday so that our families would not see him and become distressed. It was a complete surprise to our nurse and inspired much mirth and laughter from all who were working. Genuine fun at work is a place I think we should work hard to recapture; it's worth the effort!

*Written by Nancy A. Rines MSN, RN, NE-BC
Director, Women's Services & Baystate Children's Hospital
Baystate Medical Center*

Emergency Nurses Week

The week of Sunday, Oct. 9 marked the beginning of Emergency Nurses Week. The week focused on celebrating the outstanding work of BMC's Emergency Department (ED) nurses and the important contributions they make in providing care for our community in what is one of BMC's major patient portals of entry. The broad base of competency and skills required in the Emergency Department setting are expertly brought to practice each day as our nurses work with a multitude of populations, disease entities and levels of acuity. The delivery of care in the ED has been particularly challenged in recent weeks by high volume, capacity issues and increased acuity. We are grateful for this nursing team and their commitment to quality and safety.



The calendar of celebration included a hot meal for day and night staff as acknowledgment

of the team's success in exceeding the department's 65 percent target goal for Sepsis compliance, gift basket raffles, snack pack giveaways and the second annual "Golden Urinal" awards. These awards include a variety of dubious achievement recognitions presented with an enormous sense of humor, but deeply heartfelt appreciation and fondness for the team contributions and talents of their recipients. Nominations were made by staff, for staff, and a huge shout out to our night assistant nurse manager Caitlin Bigda, RN, DNP who organized the event.

History of Nursing



History of Nursing at Baystate

In January 1961, Baystate (formerly known as Wesson Memorial Hospital) opened its first intensive care unit (ICU) in western Massachusetts. The unit had state of the art NASA technology and revolutionize coronary care. Today, BMC has several ICUs including heart and vascular, medical, surgical, neurological, neonatal, and pediatric. Our ICUs continue to transform care. For example, our MICU/SICU/NCCU received a Gold Beacon Award for Excellence and our Heart and Vascular Critical Care have a silver Beacon Award. Thank you to all the ICU nurses at Baystate for your commitment and perseverance through tumultuous times.



Pictured at right, from top to bottom: In January 1961, Wesson Memorial Hospital officially opened the very first ICU in the western Massachusetts region. Jennifer Marion, BSN, RN, RNC- Neonatal Intensive Care Unit.

FIVE INNOVATIONS FROM THE HISTORY OF BAYSTATE HEALTH

If Florence Could See Us Now

Florence Nightingale was a nurse pioneer and had a significant impact on global health and global nursing with deep focus on the holistic perspective. Florence Nightingale founded what is known as holism which include unity and wellness. Holistic nurses serve in a spiritual and practical manner while healing the entire person internally and externally. The holistic approach draws nursing practice, knowledge, expertise to facilitate healing.

Today at Baystate Medical Center, we have 75 nurses who have been

trained to practice holistic nursing. Of those 75 holistically trained nurses, 20 nurses are certified as holistic nurses. Joanne Miller, Chief Nurse Executive has been leading the way in promoting holistic nursing throughout her nursing career. She continues to support the work of the Integrative Healing Arts Council and endorsed continue training through the Integrative Healing Arts Academy. Her vision will drive further initiatives that will help heal the whole self, including both the patient and nurse.



A reminder of our Renewal Room locations:

Location	Room
Daly 3B	D3253
Daly 4B	D4270
Daly 5A	D5266
ED (Pedi Area)	ED1436
M5	M5251D
M6	M6251D
M7	M7251D
Spfld 1400	S1405B
Wesson 1 LDRP	W1826

New Knowledge, Innovation and Improvements



DMS Updates

The Daily Management System continues to be rolled out on units across Baystate Health. The video below demonstrates the importance of the bedside nurse in bringing forward concerns. Sarah Freeman, Nurse Manager, 6A, leads a Tier 1 huddle where team members bring forward issues overnight regarding visitation, supplies and highlight good catches. A team member on 6A was given kudos for preventing a fall. Great job 6A on a strong Tier 1 huddle!



Evidence Based Practice (EBP) Committee

The Evidence Based Practice Committee had their first meeting in September to establish goals for 2023. For the next year the group will work on bringing back the Art of Questioning with an Art of Questioning event to be held in the fall of 2023. The EBP committee will also provide educational sessions on EBP and its importance to patients and nursing outcomes. We are still looking for more staff nurses to participate. This will be a highly engaged and interactive group with a deep focus on bedside nurses.

Department of Nursing Research Welcome to Karen Giuliano, PhD, RN, MBA, FAAN as per diem nurse scientist to the Department of Nursing Research and Holistic Nursing

Dr. Giuliano is currently Co-Director of the Elaine Marieb Center for Nursing and Engineering Innovation, and a Professor (Joint), the Institute for Applied Life Sciences and the Elaine Marieb College of Nursing, University of Massachusetts Amherst. With a clinical background in critical care, including working in our very own ICU, and 25+ years of global experience in the development of new medical products, Karen has a passion for improving healthcare through innovation. Her expertise includes human-centered design and clinical outcomes research. Karen actively contributes to many professional organizations, and works with small, medium, and large companies on medical product development and innovation. Karen enjoys working with frontline caregivers to support research at the point-of-care.

LHS Grant Awarded to the Nursing Research Department Cidalia Vital, PhD, RN and Karen Giuliano, PhD, RN, MBA: *IV Smart Infusion Pump Flow Rate Accuracy in the Real-World*



The Nursing Research Department has been awarded an internal Learning Health Systems Grant for \$30,000. The Learning Health System grant offers an innovative funding mechanism designed to provide resources to support projects that lead to improvements in quality, value and patient experience using improvement science, informatics, and rigorous QI methodology.

Below is an overview of the LHS Grant:

One of the highest risk interventions in US acute care is the delivery of intravenous (IV) medication using an IV Smart Pumps (IVSP). Adverse events associated with IVSP are among the most frequent sources of technology error reported to FDA, with ICU patients at particularly high risk. The issue of flow rate inaccuracy, which occurs when the actual medication flow rate does not match the rate flow rate displayed on the IVSP, is a significant source of error that is underappreciated and difficult to detect at the point of care. Our LHS project will measure and compare the actual vs. programmed IVSP flow rates in critically ill patients before and after the development of an evidence-based staff education program aimed to improve IV medication administration safety. The data generated from this project will also provide the pilot data for a larger external grant submission.

First Annual UMa Nursing and Engineering Symposium

Joanne Miller, DNP, RN, NEA-BC and Cidalia Vital, PhD, RN, CNL, CRRN presented at the first Annual Nursing and Engineering Symposium at UMass Amherst. The conference attendees ranged from nurses, engineers, students, and industry partners. Karen Giuliano, nurse scientist at BMC organized the event to share the importance of collaboration between nursing and engineering. Our Chief Nursing Officer/ Chief Nurse Executive Joanne Miller delivered the keynote address highlighting the importance of direct care nurses in design, technology, and innovation. She shared innovation happening at BMC including the Pediatric ER Redesign project with a video from Jennie Do Carmo, Pedi ER manager, the future operating and intervention rooms and the daily management system. Cidalia presented on the research being done at Baystate with IV Smart Pumps. Overall, it was a great symposium with tremendous enthusiasm for working better together and using innovation to improve patient safety and clinical workflows.

Holistic Corner

Congratulations to the Integrative Healing Arts Academy graduates. Each team had a final holistic project which they presented. We are so proud of you and grateful for your dedication to holistic nursing.

Please click on each group photo to learn more about each group's projects.



Self-Care in the Workplace: Delicia Walker, Sarah Johnson, Crystal Wilson, Alyssa Reardon



Take a Sec to Reset: Marina Litvak, Lindsey Duby, Neomi Seidell, Robin Clark and Jessica Stephens



Tension Tamers: Megan Thompson, Heid Davis, Danyelle Cady, Kaitlyn Gauthier, and Cheryl Crisafi

First Annual Holistic and Nursing Scholarship Symposium

Our Holistic & Nursing Scholarship Symposium will be held on Monday, Nov. 7 from 1-3 p.m. in Chestnut Foyer and 1 A/B.



Here is a detailed list of events:

- Poster viewing will be held from 1-1:30 p.m. in the Chestnut Foyer and opportunities to learn about our holistic offerings including m-technique, music therapy, encaustic wax, reiki
- Welcome and Introductions will begin at 1:30 p.m. with Joanne Miller, DNP, RN, NEA-BC Chief Nurse Executive and Chief Nursing Officer in Chestnut 1 A/B.
- Panel Presentations will begin at 1:45 p.m. focused on evidence-based practice and quality improvement initiatives completed by staff through our various holistic programs.
- Keynote speaker, Veda L. Andrus EdD, MSN, RN, HN-BC, HSGAHN from BirchTree will begin at 2:15 p.m.

Chestnut 1 A/B will have limited seating. Zoom will be available for the panel presentations and guest speaker. We are very excited for you to attend!

[VIEW EVENT FLYER](#)

[REGISTER HERE](#)

Grace Under Fire: The Alchemy Of Self-Care, Compassion And Resilience For Nurse Leaders

To provide holistic leadership training to nurse leaders across BH, a new program is being offered called Grace Under Fire by the BirchTree Center. This program is designed to help nurse leaders find time for self-care, build leader capacity to improve resiliency in their role as nurse leaders and grow the roots of holistic nursing at BMC. The following nurse leaders are attending the program. Please extend them gratitude for being amazing holistic leaders at BH.

Laura Douglass, Jennie Do Carmo, Barbara Fett, Michelle George, Loretta Kapinos, Araksya McInerney, Mary Ann Westcott, Angel Soto, Kim Mendibe, Ellen Moriarty, Aneta Wachta, Melissa Fernette, Shirley Hamill, Kristy Parker, Cidalia Vital, Crystal Wilson, Jessica Stephens, Jessica Hannington, Diane Pilletere

Nursing Certification 101

- *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.

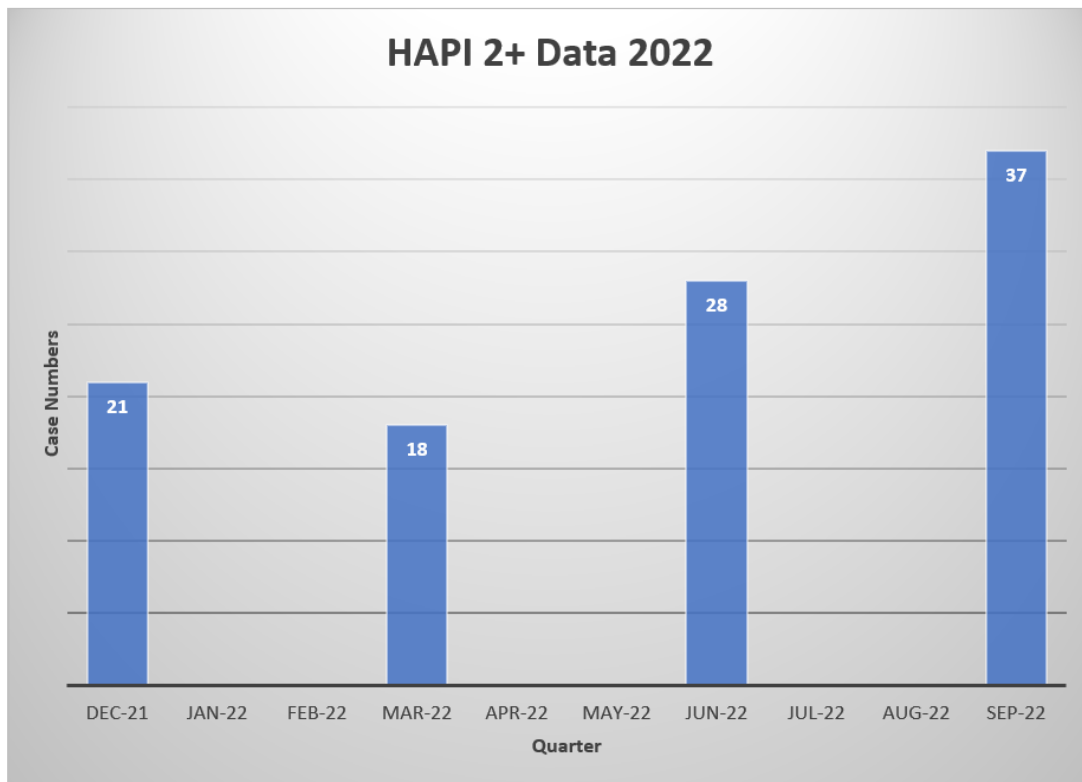
Empirical Outcomes



“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 new 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 Hospital Acquired Pressure Injuries (HAPI) and some of our efforts to identify, prevent, and treat.

Identify



June 2022: NDNQI had updated the reporting structure for Hospital Acquired Pressure Injury (HAPI) and was now including Deep Tissue Injury (DTI) and Device-Related Non-Mucosal Injury. We had previously documented these injuries, but they were not counted in our reportable HAPI rates (so reportable # increased)

September 2022: After reviewing June 2022 data, the WOCN nurses discovered that there had been (8) wounds they had not been consulted on prior to that Skin Prevalence Day. So, the WOCN nurses trialed a new review process in September and reviewed uploaded pictures of patient's skin condition(s) or saw patients in real-time with the Skin Champions on Skin Prevalence Day (so every single affected patient had a WOCN consult that day and more skin conditions were identified (so reportable # increased)

Prevent

- Skin Champion Recruitment
- LyoFoam for New Trachs
- Wound Vision Trial in ICU Summer 2022
- Wound Care & Ostomy Classes for Educators & Staff Fall 2022
- Product and Vendor Fair Fall 2022
- Skin & Wound Policy Updates (coming soon)
- Soft nasal cannula replacing standard cannula on inpatient units (coming soon)
- New Non-invasive masks that have built in pressure relief feature

Future:

*Trial Bard Purewick Male vs Stryker Female/Male Collection Devices (date TBA)
Brief-Free vs Less Brief Use (TBA)*

Treat

In the event you identify a pressure injury please consult the wound team and take a picture, click on the link for instructions on the photo uploader:

[MORE ON THE HUB](#)

**Educate.
Innovate.
Celebrate!**



Thank You Preceptors!

Twenty-six senior nursing students received the opportunity to complete their clinical preceptorship experience at Baystate Medical Center this fall. Students were placed in all areas of the hospital, which allowed them to gain understanding of the diverse world of hospital nursing! This would not be possible without dedicated preceptors like you! Thank you for sharing your energy and wisdom with the next generation! The foundation you set for their future careers is invaluable. You are appreciated!



Kaylina Green (UMASS) with preceptor Kerilyn Barrios M5 PCU



Alexandra Katsoudas (UMASS) with preceptor Nicolette Lacey LDRP

Questions about our partnership with local schools of nursing? Reach out to Stephanie.Bathel@Baystatehealth.org or Cara.Parent@Baystatehealth.org.

Magnet Journey Timeline

Click on image below to enlarge.

Designation Timeline	Designation Requirements
<p>Year 1 Magnet Designation No Reporting Due</p>	<p>Our anniversary month is the month that we received our last Magnet designation (September 2020)</p>
<p>Year 2 Interim Monitoring Report The IMR is due by the last day of the anniversary month (September 30, 2022)</p>	<p>Interim Monitoring Report</p> <ul style="list-style-type: none"> • Director and Nurse Manager Education & Eligibility Table • CNO Attestation Letter • Three graphs must be submitted Graph 1 - one graph for RN satisfaction Graph 2 - one graph for one nurse-sensitive indicator Graph 3 - one graph for one patient satisfaction category • Nurse Research Table • DDCT Report
<p>Year 3 Magnet Application The application is due by the last day of the anniversary month (September 30, 2023)</p>	<p>Application Requirements</p> <ul style="list-style-type: none"> • CNO CV or resume • Current facility org chart • Current nursing org chart • List of externally managed databases for RN satisfaction, NSI's, and patient satisfaction • Director and Nurse Manager Education & Eligibility Table • IRB Attestation Letter
<p>Year 4 Document Submission DDCT- July 15th, 2024 Magnet Document- August 1st, 2024</p>	<p>Documentation Submission for Redesignation</p> <p>Due on the 15th of the month before document submission</p> <ul style="list-style-type: none"> • DDCT Report <p>Due on the 1st business day of scheduled submission month</p> <ul style="list-style-type: none"> • Director and Nurse Manager Education & Eligibility Table • Unit Level Data Crosswalk • Written Documentation
<p>Year 5</p>	<p>CELEBRATE!!!</p>

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.

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.

Lisa Naglack and Thomas Panaccione are pleased to present **The Patient Perspective**. Each month they will share stories from the organization focused on our patients and families. There are so many positive experiences each and every day here at BMC and we want to have the voices of our community heard.

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.

October 10, 2022

We define patient experience as, "The sum of all interactions, shaped by an organization's culture, that influence patient perceptions across the continuum of care." (The Beryl Institute)

I was honored and privileged with speaking with Nanci in August of this year and again today, October 2022 regarding her experiences in the Baystate Health system. I wanted to take a moment to share a little bit of her story through our facilities and how we as an organization, provided not only support but a seamless experience, first starting in our BFMC Emergency department and throughout her journey to healing.

September/October 2022

Outpatient Experience (pre surgical/post-surgical follow up) Tolosky Center

I wanted to acknowledge and recognize the staff at Dr. Myers office, which I believe is located in the Tolosky building in Springfield. Everyone at the office is so comforting and professional and I felt as if I was in the best of hands. Everyone treated me as if I was a VIP; they were all fantastic. Dr. Myers is a true gem and exhibits the highest level of professionalism. I thought it was the neatest thing, Dr. Myers has a diagram of the female anatomy, and she was writing on it BACKWARDS, so I as the patient, could follow along and understand what she was describing about the procedure from my perspective. After my appointment when the nurse came in, she said "isn't that something, that she writes backwards when teaching." I could tell her team was just as impressed as I was! Something relatively small made all the difference.

August 2022

Last Wednesday afternoon I spent nine hours in the emergency department at Baystate Franklin Medical Center. I wanted to let the team know I had an excellent experience from start to finish; everyone I met was great. I had to have various tests done while I was in the ED, including an ultrasound. To be frank, it was a vaginal ultrasound. Now I am going to be 70 years old next month and it's a very invasive and personal/private area. Amanda, my ultrasound tech, was amazing. She put me at ease, and she had such a warm, comforting presence, despite the uncomfortable nature of the test. She is an absolute asset to the organization. The gynecologist, Dr. Hebert, who I met towards the end of my ED visit, was warm, fantastic; the type of person who looks you in the eyes, listens, and truly hears you. Please let everyone know I greatly appreciate their care and especially recognize Dr. Hebert and Amanda for going above and beyond. I have to have additional follow up care relating to my condition (I am meeting with the surgical oncologist later this afternoon), and I wanted to make sure everyone knew how caring they were and let them know it was not unnoticed.

Perianesthesia/Recovery Experience

In my lifetime, I have had 11 surgeries, ten of which were performed in adulthood. This was the first time in my life, that I met with every person on the team that was part of my surgery, and I mean everyone! After Dr. Myers came in to check on me, she said, "you'll be meeting with others on the team shortly" and right she was! There was one person after another coming in, introducing themselves and their role in my care. It was so uplifting and inspirational. I have never had that happen before! Everyone I talk to about it also agreed that never happens! It added such a "wow" factor that I cannot put into words, other than to say I felt well-cared for and important.

There are three people I would like to acknowledge separately during my care. The first, Hannah; she was my pre-op nurse. My understanding is there are multiple "Hannahs." The Hannah I am referring to had blonde hair. She was absolutely amazing. I felt so comfortable and at ease. Leading up to surgery can be a scary time, but Hannah's calm nature helped make it not so scary, hands down. After my procedure I was brought to the overflow recovery room where I was for about five hours as they prepared my room for me. Caitlin was my recovery nurse and she was wonderful! As I was coming off the anesthesia, I kept forgetting to breathe, as strange as that sounds. I was in such a weird place, but I recall Caitlin sitting between myself and another patient, Ann, in order to keep an eye on us both. I recall her gentle voice reminding me, "Nanci, don't forget to breathe." It sort of became a game between the three of us. As I started to wake up into consciousness and began to understand the alarms I was setting off when I wasn't breathing. The three of us took care of one another; it was special.

SW6, Daystay

The third person I want to recognize and acknowledge is my night nurse, Rachel. I was brought up to the unit after my surgery and time spent in recovery. I was so grateful to have a single room to myself; this was so important to me, not only for the privacy aspect, but it is much more welcoming to a healing environment. Rachel was wonderful. It is kind of embarrassing, but after my operation I had to wear mesh underwear with a large pad and I needed assistance with using the bathroom as well as getting up and moving around, per the doctor's request. Rachel never once made me feel self-conscious about what I was wearing and helping me navigate to the bathroom (and in the bathroom). She was always willing to walk around with me, talk with me and share stories. I cannot say enough of the fabulous people I encountered. Every person I have met, all team members, are an absolute credit to the operation and success of the organization. I am so honored to be a patient at Baystate Health.

Nanci was also grateful to share that the mass that was found and removed was benign. It was wonderful to speak with Nanci and hear that her care transitions and execution between facilities has been seamless. I thanked Nanci for her acknowledgment of her experiences and for sharing them with me and let her know, at Baystate Health, it is stories like these that keep our care teams motivated and “refill our cups” as they say, as we are reminded of the impact we have on those we care for.

Acknowledgements:

Tolosky Outpatient Care Services
Dr. Tashanna Myers & office team

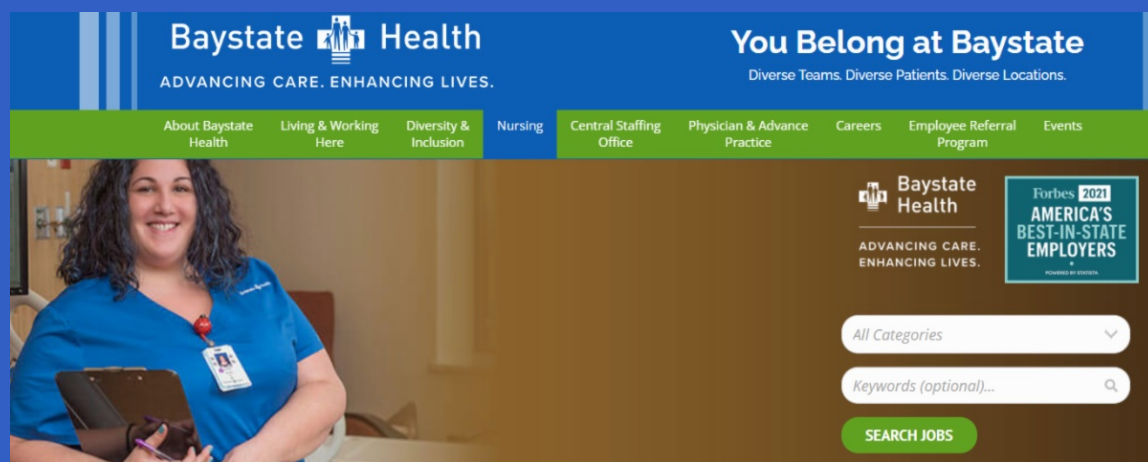
Preop RN: Hannah Clewes

Post op RN: I was unable to identify this person, unsure of first name spelling (Caitlin?)

Manager: Sheila Agosto

SW6 RN: Rachel Butt

Manager: Kimberly Mendibe



Nursing Recruitment

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

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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