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3-2022

### Nursing News & Views - March 2022

Joanne Miller RN

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Baystate  Medical Center

ADVANCING CARE. ENHANCING LIVES.

# Nursing News & Views

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

## A Note From The CNO

Dear Colleagues,

As we begin to celebrate spring 2022, I wish you and your loved ones a sense of new beginnings and endless possibilities.

Almost 30 Baystate nurses and caregivers were provided the opportunity to meet with and engage in a meaningful discussion with Attorney General Maura Healey. Your presence and comments were professional and provided a compelling picture and story of your experiences over the past two years. Your comments may impact future policy and subsequent bills that could change the course of healthcare for the Commonwealth of Massachusetts.



You should all take pride, as I do, in the care you have delivered, the compassion you have shown, and the commitment you have made to your patients during this pandemic. We value and appreciate your loyalty to Baystate Health and hope that together we will not only get to the other side of this but come out stronger.

A special thank you to Jane Albert, senior VP and chief consumer officer, Baystate Health, and her team for coordinating our time with Attorney General Maura Healey.

Joanne

#Bedside is the Best Side  
#CNO Proud  
#BaystateNursesRock

**Happiness** is the new rich.  
**Inner peace** is the new success.  
**Health** is the new wealth.  
**Kindness** is the new cool.

### Where are our candidates coming from?



In recent months, the RN recruitment team has focused on creative, unique ways to attract more candidates, and our efforts are showing results! Most recently, we held an Indeed event for registered nurses, in early February, that delivered three new hires. Also worth noting, in the last year, we have hired at least two new registered nurses at each general nursing event that has been held.

Our team members have also been training some of the best new, young nurses in the area, through the SNAP program. In late February, we held a virtual educational event for SNAPs to discuss their transition to the Nurse Residency Program and permanent employment with Baystate Health. Over 30 SNAPs attended, and we are already making plans for the next event, and recreating it for local college and university visits. Speaking of the

Nurse Residency Program, since October, we have hired 96 new nurse residents throughout the organization to join our distinguished and award-winning nursing staff. Additionally, 56 SNAPs have joined the organization, in the same timeframe. The dedication and efforts of their managers and preceptors will help to ensure the new residents' success at Baystate. Finally, we are about to launch another recruitment effort as managers are in the process of determining how many nurse residents will join their teams upon Spring graduation.

In September, we launched an Employee Referral Bonus promotion that will end in Mid-March with a \$10,000 prize for one of our Baystate employees. Since the launch of the promotion, 29 registered nurses have been referred and hired at Baystate Health, many referred by current RNs on our team.

Finally, we have recently launched weekly open, virtual recruitment hours with our RN recruitment team. Each Tuesday afternoon, our recruiters are dedicated to meeting nurses interested in a career at Baystate. Candidates can register through our career site, and sign up for a time to speak with a recruiter virtually to learn more. Know someone interested? Share our link below:

[LEARN MORE ABOUT VIRTUAL OPEN RECRUITMENT HOURS](#)

### Latest & Greatest

#### Food & Nutrition Services Present New Patient Menu

Nutrition plays a vital role in the healing process of our patients. The Baystate Health Clinical Nutrition and Culinary teams have developed a new and enhanced patient menu, which was implemented on Tuesday, March 15 at Baystate Medical Center, Baystate Wing Hospital, and Baystate Franklin Medical Center. Baystate Noble



Hospital is maintaining its comprehensive menu from Compass One. This new menu features a sandwich at lunch, a hot entrée for dinner and weekly seasonal specials. The menu includes carefully selected offerings for regular, gluten free, vegetarian, pediatric and therapeutic diets.

Our goal is to provide familiar foods that are healthy and tasty to improve nutritional status and improve patient stay at Baystate. If you have any questions, please do not hesitate to contact one of the following:

- Beverly Thompson, director, Food & Nutrition Services, Baystate Medical Center, ext. 44928
- Scott Gadoury, director, Food & Nutrition, Baystate Franklin & Wing Hospitals. Franklin: 413-773-2287, Wing: 413-370-5232

[CLICK TO VIEW THE NEW PATIENT MENU FOR BMC, BFMC, AND BWH](#)

### Way To Go!

### Michele Johansson, MSN, RN, CNL Completes Disney Road Races

Our very own Michele Johansson, MSN, RN, CNL just successfully completed the Disney 5K, 10K and Half Marathon completing 22.4 miles of running in just three days. As an ANM on D6B this is a great example of self-care! We are so proud of you Michele.



## Leadership Spotlight – Transformational Leadership

### Stephanie Adam, MSN, RN NEA-BC

*Manager, Neonatal Intensive Care Unit & Continuing Care Nursery,  
Baystate Children’s Hospital*



I love caring for babies and their families. I was a NICU nurse at Women & Infants Hospital in Providence, RI for 25 years, 19 of those years as an Assistant Nurse Manager. My years as

a NICU nurse made me a firm believer in family centered care. When a family knows what is going on with their baby and is encouraged to participate in their baby's care at the level they desire, they make for great partners in care and advocates for their infants. In 2015, I completed my master of science in nursing and was looking to test my skills as a manager. My manager/coach/mentor had no plans of leaving her position, so I moved into the role of Manager of Patient Experience for Women & Infants and then after a year became the Manager of Patient Experience for the three hospitals and outpatient areas that comprise South Coast Health. As a manager of patient experience, I loved sharing my passion for family centered care and appreciated learning what happens outside of the NICU in a large hospital system. One of the take-aways that I gained from this new perspective is that managers and nurses struggle with many of the same barriers to providing the best care- but we have opportunities to learn best practices from each other. When a recruiter approached me regarding the NICU Manager position at Baystate, I was thrilled. This was the job I have always wanted. When I met the team here at Baystate, I couldn't have been more impressed with their level of professionalism. After four years, I feel blessed to be working with such a talented group of clinicians that are so passionate about what they do. It is my mission to support this great team in providing the highest level of care. I find joy in helping our team members grow individually as they pursue their career as a NICU nurse and as they support each other along their journey.

When I am not at work, I love spending time with my husband Bob, daughter Grace and son Bradley. I enjoy hiking, sailing, and skiing and clearing my mind working in my garden or reading a good book. I live in a condo in the area during the work week and visit my husband and dog, Addy, on the weekends in Rhode Island.

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## **Debra L. Baker, RN, MSN**

### *Director of Patient Care Services, Medicine Division*



I accepted the position of Director of Patient Care Services, Medical Division in September of 2021, and have been an employee of Baystate Medical Center for 32 years. I always wanted to be a nurse, and at 14 was a volunteer candy striper on High Street. Even as a young girl, Baystate Medical Center was the only hospital I ever wanted to be.

I began my nursing career as an intercare surgical nurse on D6B where I worked for 10 years. I then transitioned to the MICU/SICU where over the next 16 years enjoyed my passion for critical care. While working in the ICU, together with 3 of my peers, became known as the "Delirium Girls". As a team, we incorporated the Richmond Agitation Sedation Scale (RASS) and the CAM-ICU into the ICU team's daily assessment.

We were awarded a nursing education grant by AACN's CIS Academy/Boston Co-hort. We wrote, developed, and edited a teaching video that highlighted the ICU team and the effects of Delirium on our patients. The video "Don't get Delirious, Take Sleep Serious in the ICU" is still relevant and applies in today's practice. It can be found [here](#). This experience provided the opportunity to present at conferences with her team in Boston, at NTI in Denver and at UCLA.

In 2016 I took the skills learned as an ANM in the ICU to the Medicine Division where she quickly found a new passion, investing in young nurses. My transformational leadership style moved her career quickly over the next 6 years, first manager of S2, then manager of D6B. My broad range of experience across 3 levels of care provided the obvious choice two years ago this month to open and manage the first full COVID unit on MM3. Like all of us, we never experienced anything of this magnitude nor could we predict the path this pandemic would take. After 5 weeks, MM3 was closed as the primary COVID unit and I returned to D6B where the COVID fight was underway. I led the D6B team through 4 waves of the pandemic with transparency, commitment and adapted a servant style of leadership to support our team.

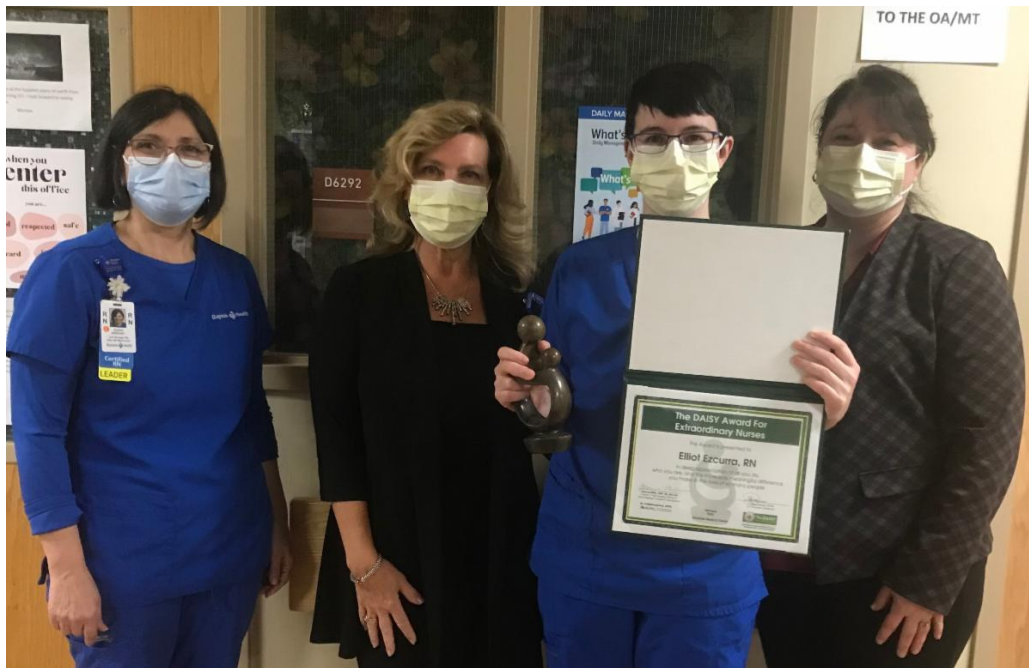
During the pandemic I completed a master's degree from Elms College, Chicopee, MA. Shortly thereafter, my career path changed when I was asked to cover as Interim Director of the Medical Service Line. A strong champion for the bedside teams and has been a member of several incident command teams through waves four and five.

Deb loves to spend time with her family and friends. Relaxing while cooking and preparing large meals for family and friends.

Happily married for over 31 years to my high school sweetheart Tim. We have 3 grown children, Kevin, Erin, and Dylan as well as a 120 lb. German Shepard named Otis.

## We Appreciate and Value YOU!

### Our February BMC DAISY Award Winner is Elliot Ezcurra!



Congratulations to Elliot Ezcurra, winner of our February BMC DAISY Award! The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. Elliot, who cares for patients on Daly 6B, was nominated by the daughter of a patient who wrote:

“Mom is 84 and has dementia. She took a fall and went to the Emergency Department. She had no broken bones (thank God) only bruising. However, there was another issue: a UTI. Having dementia, Mom usually is irritable when she has issues like that. She can't explain how she feels which is difficult for

all of us. Lab draws and IV starts can be trying. Elliot made these hard tasks easier for us. We appreciate their compassion for Mom because of her dementia...they felt part of caring was making sure Mom was as comfortable as possible. This gave us so much comfort because we knew Mom was in good hands. If everyone did their job like this, more patients and family would be happy. I praise God for Elliot.”

Thank you, Elliot for anticipating the needs of your patient and creating a compassionate connection for this patient and her family. This shows it is the little moments that make a difference in a patient and family experience!



*In top photo from left are Susan Sweeney, nurse manager, Daly 6B; Joanne Miller, interim CNO and VP Patient Care Services; Elliot Ezcurra, and Deb Baker, director, Patient Care Services.*

## Thankful Thursdays Thanks to RRR!

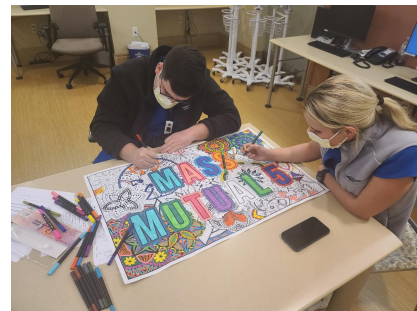
The Wesson Womens leadership team provides something each week on Thursday's during our assigned on call week. Some recent treats were packed in festival springtime baskets, pictured at right.



## Holistic Nursing Corner

### Taking Time to Color

Two of our PCU Nurses on M5, Tyler Labombard, RN and Natalia Omelanczuk, RN taking time to destress and decompress by taking a moment to utilize the coloring sheet posted on M5. There are times where we, as caregivers, can get so caught up in taking care of others (patients, family, friends, etc.) that we forget to practice self care. Both of these nurses made attempts to have other team members take a moment to reduce stress in what can be a stressful environment. Thank you to both Tyler and Natalia for encouraging our team. And thank you M5 for making our unit even more beautiful!



## Spotlight on Integrative Healing Arts Academy Projects

Through the generous support of the Baystate Health Foundation, we have been able to partner with the BirchTree Center for Healthcare Transformation to introduce the principals and philosophical

underpinnings of holistic nursing. To date, we have held 12 one-day seminars reaching 405 team members and 3 sessions of the Integrative Healing Arts Academy (IHAA).



Sixty five team members have completed the Integrative Healing Arts Academy, which is a 9-month intense training. At the completion of the program, attendees are fully prepared to sit for their board certification in holistic nursing. The classes explore self-care in greater depth and offer an introduction to several holistic modalities including aromatherapy, music therapy, acupuncture, reiki, and guided imagery. Participants are required to complete a group project and we have been able to use these group project topics to prioritize staff member needs.

The third cohort of the IHAA finished in September 2021. The projects from this cohort looked at the effect of mindful guided meditation on stress reduction, intentional breathing techniques to stimulate the parasympathetic response and promote relaxation, and the use of music to reduce occupational stress.

The first group project looked at stress reduction using mindful guided meditation. The team was comprised of Lori Towsley, Danielle LaBarre, Kayla Rida, Tonya Howell, and Alena Sas. Their quality improvement project used 15-minute guided meditations for stress reduction. Sixty team members participated in the project. The team conducted pre/post surveys and had a 75% survey return rate. Pre-survey data showed that 50% of survey respondents reported feeling stressed on a weekly basis, Post-survey data demonstrated a self-report that the use of guided meditation enabled them to decrease their stress in the moment with 44% of participants reporting that they strongly agreed (that their stress was reduced) and 33% reporting that they agreed.

## Professional Development

### Benefits of Leader Protected Time

Last fall, Joanne Miller, CNO, put forth a motion to enact Leader Protected Time on the Nursing Units. Leader Protected Time enables the leadership on each nursing unit to be free from meetings between the hours of 8-11 a.m. each day. Leader Protected Time is a best practice which allows the nursing leaders to focus on the Baystate Compass Points of Safety, Quality, Employee Engagement and Patient Experience.



[CLICK TO LEARN MORE ABOUT LEADER PROTECTED TIME](#)

## Clinical Excellence

### APTU Nurse Manager

Ormond Hamilton BSN, APTU Nurse Manager, is now Ormond Hamilton MSN! He has completed his Masters Degree in Nursing Administration. Please join us in congratulating Ormond!



## Congratulations to Tony Bouffard, Winner of The PHIL Award

The PHIL Award (Pulmonary Health and Illnesses of the Lungs) was established by The Faces Foundation to recognize outstanding respiratory therapists who provide care and treatment for patients with respiratory illnesses. On March 17, Tony (Anthony) Bouffard, our outstanding respiratory therapist at BMC, received this national award in front of almost three dozen of his colleagues in the NICU.

Both Nancy Rines and Jaime Caron read the nomination and presented the award to Tony. The nomination was submitted by Courtney Beauregard RN.

“When an infant is admitted for a respiratory illness, usually requiring high-flow, the patients can be very anxious. I cannot count the number of times that I have been present in a room while Tony educates the parents on exactly what is going on. After he leaves the room, the parent will look at me and say 'WOW', he is awesome. Not only does he take his time to thoroughly educate, he is very in tune to the specific needs of the patient, using science in the most up-to-date research to achieve optimal outcomes. I feel more confident as a nurse when I have the opportunity to work along side Tony.”

Congratulations Tony!



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## Nursing Staff Excellence Awards - Nominate a Colleague Today!

Click on flyer below to print.



Baystate  Medical Center

ADVANCING CARE. ENHANCING LIVES.

**Empirical Outcomes**

**PCT EXCELLENCE**

**Nursing Leadership**

**JULIE SHEA LIFE GIVER**

**2022**

**SUBMISSION PERIOD  
NOW OPEN**

**★ Nursing Staff ★  
Excellence Award  
Nominations**

**Grace O'Neil  
Ambulatory**

**Sharon Smith  
Compassionate  
Caregiver**

**Structural  
Empowerment**

**New  
Knowledge**

**NOMINATIONS CLOSE ON APRIL 15, 2022**

Baystate Medical Center is committed to upholding the highest standards of practice in nursing and other professions that support the clinical care we provide. Consider which award category your nominee most clearly represents; we will provide definitions and criteria to guide your decision-making. The more detail you provide, the easier it is for us to determine their contribution and strengthen the nomination.

**GO TO: <https://www.surveymonkey.com/r/27FY2M6>**

**OR**

**Scan the QR Code to access the nomination survey**



## 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.

*I wanted to share an incredibly positive experience I had with Baystate between Feb. 10 - 13. I came to WETU on Feb. 10 in labor, and from the moment we walked in the door to when we left on Sunday, every staff member we met was patient, kind, attentive, and informative. It felt like every person who provided care to me and my baby were a blessing. The doctors, midwives and nurses in L&D were fantastic, and ensured that I felt safe during my delivery by reassuring and answering all of my questions. The amazing care continued after the birth of the baby. In particular, Larissa and Eunice on the post-partum floor*

*provided care for me on the overnight shifts and they were both unbelievably wonderful. They made our second night with a newborn as easy and painless as possible, and truly went above and beyond in every way. We could not have asked for a better experience welcoming our first baby into the world. Your staff is incredible.*

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*My mom was admitted on Wednesday, Feb. 2 and ended up in cardiac care. Her experience was nothing short of excellent and compassionate care. I visited 2 or 3 times and my experience was very good too. Thanks for taking such good care of my mom.*

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P.T. stated that the staff on D6B are unbelievable people. The staff were very kind, sincere, and helpful. Staff were also very caring and compassionate to her. P.T. said she knows the staff is short staffed and working under dire circumstances, but they all were absolutely amazing.

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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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