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Nursing News & Views - June 2022

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Nursing News & Views

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

Volume 1, Issue 5
June 2022

A Note From the CNO



Dear Colleagues,

I hope that your summer is off to a great start! This edition of *Nursing News & Views* is largely dedicated to sharing some of the events and activities during Nurses and Patient Care weeks. We hope that the photos and the stories about the celebrations and comradery put a smile on your face. Please accept my sincere gratitude for the hard work and dedication you have put forth during turbulent and unexpected times. In addition to enhancing communication and a sense of community, *Nursing News & Views* attempts to reflect on your continued dedication to providing excellent and compassionate care to our patients and their families. Despite the challenges of the pandemic, you demonstrate pride in being a nurse at Baystate Medical Center. As leaders, we strive to develop intentional transformational leadership strategies to build our relationships with the bedside caregivers by:

- Listening to understand your concerns and following up in a timely manner
- Be present and visible
- Communicate and share information regularly
- Encourage self-care
- Role model teamwork

Together we are always better and I am grateful to those of you who share your comments freely and trust that your leaders are working diligently to develop healthy work environments. We truly believe that we have a great health system where you can learn and grow and develop long-lasting relationships.

Warm regards,

Joanne

This report highlights the achievements of Baystate Medical Center nurses and their continued focus and commitment to safety, quality, patient experience, and value.

[READ THE 2021 ANNUAL BMC NURSING REPORT HERE](#)



Leadership Spotlight



Celebrating Winners of the Excellence in Nursing Leadership Award

MaryAnn Westcott, BSN, RN, CNML Clinical Nurse Manager of the Children's & Adolescent Unit



Baystate Children's Hospital is very proud to congratulate one of our own as the 2022 recipient of the "Excellence in Nursing Leadership", presented May 12 during the High Tea Celebration of the Annual Nursing Awards to MaryAnn Westcott, BSN, RN, CNML, Clinical Nurse Manager of the Children's & Adolescent Unit. MaryAnn has been manager for 22 years, and over the years, she has taken on many additional roles, led her team through many changes and embraced those changes without ever losing focus on the patient and family. Nancy Rines, MSN, RN, NE-BC and Director of Women's Services & Baystate Children's Hospital nominated her and shares that MaryAnn is "compassionate, kind, smart and has maintained her sense of humor through it all. To say that the past 24 months has been a challenge might be the understatement of the year. And, although the adult population in our hospital suffered in different ways, the

children in our community suffered in unique ways. Prior to the pandemic, the unprecedented increase in our behavioral health population was underway and as the pandemic ramped up, so did our children struggling with behavioral health issues. Maryann has made significant inroads with this population of patients and has worked creatively with our outpatient behavioral health teams as well as our experts here to manage what often seems unmanageable. She leads the Children's Hospital Mental Health Coalition with both innovation and compassion. She arranged to have our colleagues from the Partial Hospitalization Program come to CHAD during the pandemic, truly making an effort to think outside of the box. MaryAnn has also been a staunch supporter of the SPS network in the children's hospital. She recognizes the need for continual improvement and leads by example. She has built teams and processes around several clinical problems and has shown marked improvement. In February of this year Baystate Children's Hospital was named "Hospital of the Month" by SPS and MaryAnn's leadership remains our team's

compass. Doing what is right and not simply doing what is easy is truly her mantra.” MaryAnn Westcott is the perfect recipient for this leadership award. Baystate Children’s Hospital is grateful to have her leadership, expertise and dedication: she really is a modern Florence Nightingale!

Carlo Reale MSN, RN, BSBA Director of Patient Care Services, Emergency Department

Carlo has gone above and beyond over the last year to manage the challenges faced by the Emergency Department. These challenges included infection control, COVID-19, increased patient volumes, increased patient acuity, short staffing, and increased wait times. He has advocated for change in many ways. Carlo advocated for new workflow processes within the department and



heavily lead the creation of the Rapid Medical Examination (RME) process in the waiting room. In the creation of the RME, he empowered staff to be a part of the process by hosting table-top exercises and roundtable sessions. Carlo continues to advocate for workflow change, especially when it comes to patient flow, patient safety, and patient experience. We are still hosting meetings to discuss new ideas to improve patient flow within the department and he encourages the team to think outside the box. For a period, Carlo also set an alarm to call-in to the 10 p.m. huddle from home to facilitate a structured meeting and assist in advocating for resources in the department. He has welcomed new job roles in the department including the ED medics and LPNs to support the staff. He has also listened to the floor staff and advocated for higher staffing pars and incentives. Carlo is always approachable, professional, and compassionate to patients, families, and staff. Staff know his door is truly always open and he makes himself available to them. He makes each person feel like they are his priority. He comes into the office everyday with refreshing energy, positivity, and enthusiasm. While managing this large and busy department, Carlo is also working towards a doctorate level degree and is passionate about process improvement and innovation. He applies tools that he has developed in his program and continues to share new knowledge, journals, and other medical literature with the leadership team. He works closely with our clinical informatics specialist assess areas for improvement, and to measure the outcomes of change. Carlo is highly attentive to core measures and monitors the departments Press Ganey Scores, sepsis markers, CAUTIs, falls, PPID scores, etc. He strives for excellence in these areas and can engage leaders and staff on these topics as well. He has taken on many new educators and managers, but he has greatly influenced our successes and growing confidence in these roles. Carlo is the leader we all look up to and aspire to be. He is deeply invested in this department and hospital, and inspires the same passion in those around him.

CULTURE COUNTS
We Appreciate and Value YOU



Celebrating Nurses Week in May 2022



Nurses from the ICU

Dunk Tank Fun

Doug Salvador, MD vs. Edyta Halastra and Kaitlyn Patrick



IR Nurses/Support Staff Week 2022

During IR Nurses/Staff Support Week, the nurses and the support staff for Interventional Radiology received shirts to recognize all they do.



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





There were so many activities the managers did for their teams including:

- PICU/PPU: they are working on putting new energy into bedside report, so they were each the recipient of new clip boards and some fun vinyl stickers for decoration, individually wrapped Krispy Kreme donuts
- LDRP: Michelle George wrote out 108 cards to each nurse about why she's proud to have them on the team – each with a personalized story, anecdote

Nurses Week 5K/1K Race



After two years of being held virtually, the annual Nurses Week 5K/1K race was back in person and better than ever! Over 60 team members and their families came to support the cause by participating in the 1K walk, the 5K road race, and volunteering to help make the

event run smoothly. BMC security partnered with Springfield PD to guide the course and keep everyone safe. All participants were entered into a raffle for a chance to win great prizes, and the top three race finishers received medals! We even had a trio of cousins, six and seven years old, complete the 5K in 38 minutes; a successful first 5K indeed! Congratulations to Joe Nichols who came in first place at 23 minutes!

All proceeds from the race went to the BH Foundation to support Nursing Professional Development.

How Sweet It Is

We appreciate our physician colleagues and THANK YOU to the Baystate Health Physician Leadership Team for treating our nurses to healthy dark chocolate candy bars! What a sweet and thoughtful surprise.



Rooted in Strength

In recognition of the 2022 Nurses Week theme, *Rooted in Strength*, all departments were asked to create and decorate a tree to be raffled off at the end of Nurses Week to nurses and support staff. The tree initiative was a huge success! Thirty one stunning trees were collected and displayed at our entrances and collectively showcased during the High Tea Excellence Award Ceremony.





Carley Murphy is Our May BMC DAISY Award Winner!

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

Carley was nominated by Michele Johansson, assistant nurse manager, Daly 6B, who wrote in her nomination:

"I had the pleasure of observing Carley Murphy go above and beyond for a patient at the end of their life. One of our patient's daughters was a healthcare provider while the other siblings had no health care experience. They had been leaning on this daughter to help make all decisions about their mother as her health started to decline. Carley was quite observant of this daughter's feelings of insecurity making the final decision about her mother becoming Comfort Measures Only (CMO). It was evident that it was the patient and family members wish, but she didn't want to say the words. Carley coordinated a meeting with the provider, herself, and all family members. She reiterated the wishes of the patient and family and stated, 'It sounds like you want comfort measures.' They all agreed. This took the moral distress away from the healthcare daughter of having to make that decision. She only wanted to be a loving and grieving daughter and not a health care provider. Carley Murphy took the time to recognize a need not only for her patient but also for her patient's family. She continued to provide this same care throughout her shift for both patient and family; from providing medication, repositioning to keeping the patient comfortable, and obtaining a small lamp for ambient lighting. Carley created a quiet and peaceful environment on a floor that is quite busy. She also obtained a recliner for the husband to stay with his wife through the night which turned out to be her last. The family was so grateful for Carley, they wanted everyone to know how much they appreciated her compassion, care, and dedication. Thank you, Carley, for all you do for our patients."

After the winner was chosen by the DAISY Committee, the daughter wrote:

I was elated when you called to tell me that Carly had been chosen for the DAISY Award, and thank you for inviting me to be a part of her recognition.

Words cannot express how grateful my family and I are for the outstanding care and

compassion that Carley demonstrated to not only my mother, but to my entire family.

Carley exemplified what nursing excellence truly means -- meeting the physical and emotional needs of both the patient and family with grace, skill, and empathy. Without prompting, Carley anticipated our every need, exceeding all our expectations and made one of the most difficult times in our lives a little more bearable. My family and I hold her in the highest regard and we will be forever grateful.



In above photo (left to right) are Michele Johansson (nominator), assistant nurse manager, D6B; Debra Baker, director, Patient Care Services; Kim Galiatsos (daughter); Carley Murphy; Joanne Miller, CNO, VP Patient Care Services; and Sue Sweeney, nurse manager, D6B.

Structural Empowerment



What's New With Our Nursing Residents?

View the Baystate Health Nurse Residency Program Newsletter

The summer 2022 Baystate Health Nurse Residency Program Newsletter is now available.

Once again, thank you for all that you do for our current, future, and past nurse residents and all the ways that you each support the Nurse Residency Program!

[CLICK HERE TO READ](#)



The Importance of Evidence Based Practice in Nursing *What Would Florence Nightingale Do?*

Evidence based practice (EBP) is a process that assesses the research, literature, clinical guidelines, and other information resources and applies the findings into nursing practice. EBP improves patient outcomes and enhances nurses' skills. As nurses we must practice using EBP in our daily work. This includes reviewing best practices available through the literature, through your own clinical experiences and understanding the cultural needs of patients. Many nurses have a burning clinical question. In the past, we held an event called the "Art of Questioning" where nurses questioned certain aspects of their practice. For example, one nurse asked, "why are we giving Lasix at bedtime?" A practice change occurred after that question was posed and all Lasix orders were changed to earlier in the day. This question improved care by allowing patients to rest at night. It is that easy! Reflect for a moment and think about a clinical question and what is known from clinical experience and how it can be done differently. Even Florence Nightingale questioned care that was provided in hospitals across Europe. Florence spent time assessing hospital layouts and designs. As she gathered her evidence, she knew the current layout was impacting patient outcomes. Even back then (almost 200 years ago) she used her clinical experience to change hospital architecture and designed hospitals to be in a pavilion style to improve nursing care. She knew that wards needed separate wings with vast windows, natural ventilation and isolation for those patients with infectious diseases. Florence asked questions, reviewed the data and proposed a solution to improve patient care. She was a pioneer for nursing and used evidence-based practice to revolutionize what nursing is today. Be sure to incorporate evidence-based practice into your daily work and be like Florence Nightingale and ask questions!



- **Cidalia J. Vital, PhD, RN, CNL, CRRN**

Holistic Corner

This month we are continuing to delve deeper into the projects from the third cohort of the Integrative Healing Arts Academy. The IHAA, led by Marie Shanahan and Veda Andrus from the BirchTree Center for Healthcare Transformation, is a nine-month immersive course in holistic nursing philosophy and integrative modalities. All participants work in small groups to design and implement evidence-based projects which they believe will have a direct impact on wellness for nursing staff. In March we looked at the first group project which focused on stress reduction via mindful guided meditation. In April we looked at the second group project which centered on the benefits and sustainability of intentional breathing techniques.



Massage chair, seasonal depression light, bluetooth speaker and table with charging



Himalayan salt lamp and Buddha fountain

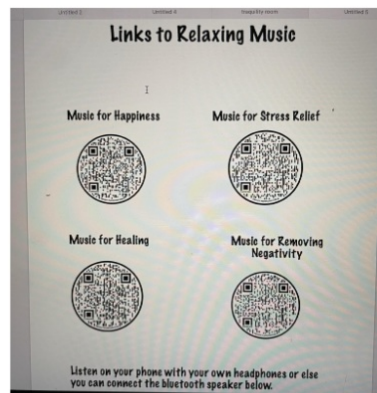


Stretching/Yoga area

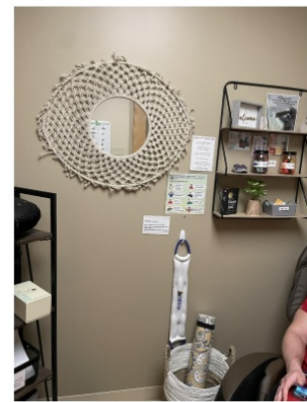
The final group project of cohort three looked at the effect of meditative music on stress and anxiety. The team was comprised of Nabi Mohamed, Ariana DeMarco, Heather Stamm, Kayla Robinson, and Janice Boyle. Their quality improvement project used musical selections available via QR codes. The team's project design used a pre-survey/education intervention/post-survey format. This format allowed for analysis of current knowledge gap as well as effectiveness of educational intervention. The surveys also assessed pre/post perceived stress and anxiety. 89% of respondents reported that they experienced a positive effect from meditative music stating that it decreased their anxiety, had an increased sense of calm, had increased energy, and that meditative music promoted overall wellness. 100% of respondents reported that they felt stress reduction with the use of meditative music and would continue to use this therapeutic technique in their personal practice. Additionally, 100% of respondents reported that they felt that the incorporation of meditative music into practice was beneficial for patients and staff. This group is currently working on a brochure which will be available in all renewal rooms containing the music QR codes.



Aroma therapy inhalers for staff, positive affirmation stickers, inspirational card deck



Scan the QR code to be linked to music to play while in the room



Yoga mat, heat wrap to warm and use while in chair, positive affirmations to read while looking in the mirror, *not pictured* kettle bell for exercise

Our most recently developed renewal room is in MICU/SICU. Michelle Bechard, a holistically certified member of the ICU team who was in the first cohort of the IHAA lead the development of this room.

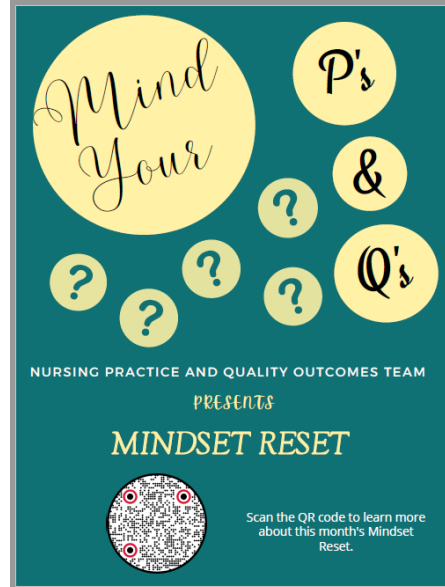
Mindset Reset

The Nursing Practice and Quality Outcomes Department is introducing tidbits of knowledge monthly using QR code technology. Mindset Reset will dispel practice myths and validate inquiries. The

goal is improved nursing and patient outcomes through knowledge sharing.

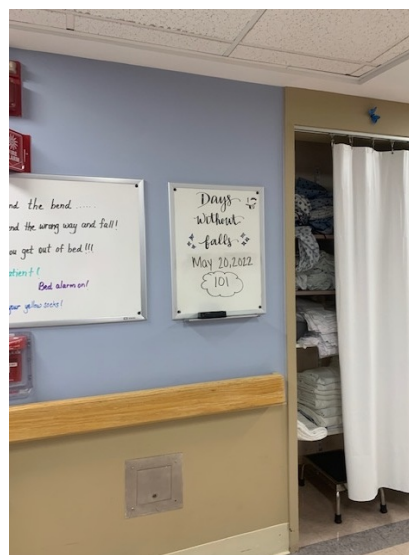
Scan the QR code (click on the image at right to enlarge) each month to discover a new fun fact, myth buster, or pearl of wisdom.

If anyone has ideas or questions they want answered related to best practice, contact Lisa.Mayo@baystatehealth.org or Arlene.Kruzel@baystatehealth.org.

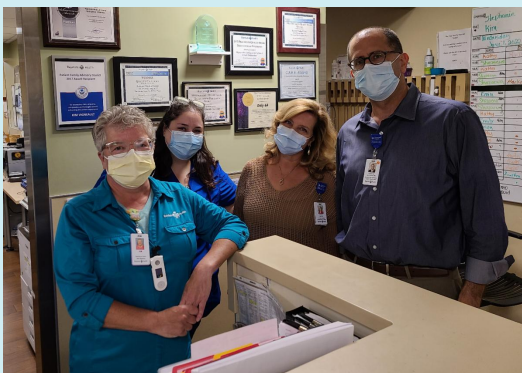


Safety & Quality Corner

Congratulations to the following units who had **"zero"** falls for the month of May:
NCCU, MICU, HVCC, W3, SW6, SW7, NICU/CCN, PICU, W2
And a big shout out to **W3** for a total of **121 days** without any falls!



Daily Management System



Kim Vigneault, Operations Assistant; Stephanie Mason, RN, Joanne Miller and Doug Salvador



Devon Forrett, RN Resident, Doug Salvador, SVP/CQO BH; Joanne Miller and Hillary Flanders, RN

As part of the Daily Management System (DMS) tiered huddle structure, leaders will be rounding in clinical, clinical support, and non-clinical areas at BMC next week. The focus of

the rounding is on safety and quality. Rounding provides the opportunity for leaders to listen to what is working well and to hear about concerns from those closest to the work, act upon concerns as needed, and actively seek employee improvement suggestions and good catches. Additionally for units/areas that have Tier 1 Huddle Boards, it is an opportunity to share the performance metrics and actions for improvement.

Leader Rounding will occur **every Wednesday at 10 a.m. beginning June 22 and monthly in the evening**. This open communication is key to support a safer work environment for our team members, patients, and their families.

When leaders round in your area, please share your:

- Experiences of best practices regarding safety and quality
- Safety and quality concerns
- Personal experience as an employee
- Ideas for improvement initiatives

Thank you for all your efforts in support of our mission, to improve the health of the people in our communities every day, with quality and compassion.

Questions? Contact Lisa Demko, 413-794-4198 or lisa.demko@bhs.org.

**Educate.
Innovate.
Celebrate!**



**Westfield State University
Department of Nursing and Allied Health Program:
Celebration of our Frontline Healthcare Workers**



Pictured left to right: Alyssa LaFlamme, Marcia Scanlon, Lauri Deary, Jessica Holden

On May 11, following the Nursing Graduation Pinning Ceremony, the WSU Nursing and

Allied Health Program hosted students, families and community partners in the unveiling of artwork created by WSU graduate Amy Davis in tribute to dedicated frontline healthcare workers.

We wish to express a heartfelt thank you to our alumni and all frontline workers who have embodied the spirit of care despite the challenges. We are humbled by the commitment, trials, and triumphs that you have endured throughout COVID-19.

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.

A compliment for Hospital Staff received in the Office of Patient Relations. Kudos to hospital staff!

May 15th 2022

DEAR SIRs

My name is Paul, I was a patient at Bay State Hospital, ARC¹ 30 2022. I was discharged May 2, 2022. I stay in room 6-117A

During my stay I encountered a young man whose name is JACKSON. I was under his care during the day. I just wanted you to know what an excellent provider this young man is. His dedication and performance is above standard.

This man is a jewel of an employee. Jackson shines, you should also know that everyone I encountered, from nurses, food service, to the people who wheeled me back and forth for tests impressed me, friendly, kind and concerned.

I wanted to acknowledge JACKSON and your whole crew. Exemplary!

Thank You



Nursing Recruitment Updates

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

Each month, we closely monitor the number of qualified, talented new employees coming to the organization. And, when we look at nurse recruitment, we are often really proud of the number of new RNs the nurse recruitment team engages with and ultimately hires. In May, our recruitment team made dozens of offers to qualified nurses, and many either have already started, or will be in the coming weeks. Thanks to a solid partnership between recruitment and nursing leadership, we are able to tell the best Baystate Health story, to help grow our organization.

Additionally, in the months of April and May we also attended and participated in a number of career events throughout the region, promoting RN and nursing support positions to hundreds of potential candidates. In April, we began the month by attending the Horizon Critical Care Conference in Portland, Maine, followed by a series of virtual recruitment events using The Hiring Platform on Indeed.com and nearly a dozen live, in-person events throughout the greater Springfield area.

Finally, as we have entered graduation season, we are so excited that so many Graduate Nurses, SNAPs and Nurse Residents have chosen Baystate Health to launch their careers. To date, a total of 119 Graduate Nurses and Nurse Residents, and since April, 39 SNAPs have joined the nursing staff at Baystate Medical Center. A huge shout out and thank you to their preceptors who help to make their careers here a success!

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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