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Nursing News & Views - March 2023

Joanne Miller RN

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Nursing News & Views

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

Volume 2, Issue 3
March 2023

A Note From the CNO

Dear colleagues,

As New Englanders, we tough out the March winds, the temperature teasers, lose one hour of sleep while we gain one hour of sunlight, follow college basketball, and for those who celebrate, there is St. Patrick's Day. March represents the subtle signs that spring is close by; a few of my favorites include chirping birds, budding trees, and the first sighting of the robin red breast. The robin red breast is a symbol of spring song and good fortune. As the story goes, it also symbolizes passion, new beginnings, and rebirth. With a good dose of patience and wisdom, the robin teaches us that even after the harshest of winters the light of spring will always appear. Spring is a sign of new beginnings and renewal.

Our March publication of *Nursing News & Views* features many signs of new beginnings and renewal. In this issue, you will be inspired by Mia Jacintho, our February BMC DAISY Award winner. Mia's exquisite and compassionate nursing care to her patient, inspired the patient's wife to nominate Mia. You will be renewed and inspired by Mia's holistic approach to patient and family care. This issue illustrates the importance of keeping up with change as an essential part of meeting the new demands of healthcare. Our own Paula Brooks, DNP, FNP-BC, MBA, RNFA shares exciting news for Baystate Health advanced practice providers (APPs). Much like the spring, Baystate Medical Center provides new opportunities for growth and development through our partnership with Memorial Sloan Kettering Cancer Center for our inaugural Nursing Research Fellowship Program.

You asked for additional opportunities for advancing holistic nursing practice. There are two "save the dates" for learning the M Technique® and clinical aromatherapy. You will learn more about our dedication to Professional Practice and ensuring that we have the structure in place to provide the necessary resources that we all need to provide outstanding care to our patients. See how team engagement rules with the Medicine Division nursing team in their innovative and fun approach to supporting and valuing each other.

This issue further provides notable examples of our commitment to enhancing our culture of safety through the amazing outcomes of our Daily Management System (DMS) and the tireless work from our own Lisa Mayo and Connie Blake.

Please accept my heartfelt thanks to each of you for inspiring each other every day. Much like a Spring Awakening, you inspire me with your renewed spirit and commitment to nursing excellence.

With gratitude,

Joanne Miller

Joanne

Java With Joanne

Share what's on your mind. Ask questions in a comfortable space.

Please join in a chat with BMC's CNO Joanne Miller in your unit's breakroom and enjoy a coffee and sweet treat.

Below is a list of upcoming *Java With Joanne* sessions. We hope to see you there!



Units	Date & Time
Daly 4A (CHAD)/Daly 4B (MICU/PICU)	Wednesday, 4/19 @ 3 p.m.
ED Adult/ED Pedi	Thursday, 5/11 @ 3 p.m.
MM3 HVCC/MM2 Care Unit & HVOR	Monday, 6/5 @ 2 p.m.
D6A/D6B	Tuesday, 7/11 @ 1 p.m.
S1400/S1500	Monday, 8/7 @ 1 p.m.
S2/Springfield 3 Onc/S3 Discharge	Monday, 9/11 @ 2 p.m.

CULTURE COUNTS
We Appreciate and Value YOU



**“My Heart was Happy to Hear How Much She Cares”
Congratulations to Our February DAISY Award Winner!**



Congratulations, Mia Jacintho, our February BMC DAISY Award winner! The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. Mia was nominated by the wife of a patient in the HVCC, who wrote:

“Mia Jacintho was part of the nursing team that cared for my husband before his passing...Mia went above and beyond not only providing exquisite and compassionate nursing care to my husband but to me.



Mia totally surprised me when I met her. I went into my husband’s room and found gloves filled with warm water under his hands. My initial concern was that there was something wrong. Mia assured me that she does this, so the patient feels they aren’t alone. My heart was so happy to hear how much she cares.

Mia also heard all my comments about my husband’s love of music and put a play list on the white board for the next shift to know. They were quick with a hug and gentle reassurances.

Much to my surprise – Mia sent flowers for my husband’s funeral! These are just a few of the highlights of the type of care that Mia provided to my husband and me. She was so gentle, respectful, and sympathetic. She listened to me cry, vent and answered all of my questions. She held me and let me cry and made sure I had a support system. It was amazing to watch Mia do her job!"

History of Nursing



Baystate Health has a strong history of nurses having a seat at the table to promote a higher state of caring. The first nursing council was formed in **1978** to achieve the following functions that helped enhance the voice of the nurse at the bedside:

1. To provide a forum for discussion of major issues in nursing
2. To give direction to the development of nursing as a professional entity
3. To develop nursing within the goals established for Baystate Medical Center
4. To coordinate nursing at Baystate Health so that nursing as a unified group can have an impact on the delivery of quality care
5. To provide an opportunity for interaction between staff
6. To provide the means by which communications between nursing and other groups can be enhanced (Murphy, 1984, pg. 182)

Currently, we have many nursing councils and committees in which frontline nurses are asked to provide feedback and engage in decision making to support the advancement of nursing. As a Magnet organization, one of the central components of being Magnet is to promote accountability and responsibility for making decisions through shared governance.

When nurses feel empowered to make decisions, they are more likely to own the practice. A great example of this is from a recent Skin Committee meeting. A nurse asked for an additional field to be added to CIS to help streamline communication and documentation. With our Clinical Informatics partners at the meeting, the issue was immediately acknowledged and resolved. Baystate Health has a rich history promoting professionalism in nursing and give nurses a seat at the table through shared governance. Shared Governance is defined as “a structural model through which nurses can express and

manage their practice with a higher level of professional autonomy” (Porter-O’Grady, 2003).

The following word cloud was created by the Coordinating Council to identify how we define shared governance at Baystate Health. Many words stand out when looking at the word cloud like decisions, seat, table, voice. What do you see?



Word cloud created by the Coordinating Council, February 2023

Murphy, J. S. (1984). *A rich heritage: one hundred years of nursing at Baystate Medical Center. Baystate Medical Center.*

Porter-O’Grady T. *Researching shared governance: a futility of focus. J Nurs Adm. 2003;33(4):251-252.*

What Would Florence Do?

Florence Nightingale did not have a traditional childhood as she was raised by governesses and extremely wealthy. Her parents did not want Florence to be a nurse and deterred her from pursuing a nursing job as it didn’t align with their wealthy lifestyle. Despite those challenges, and with her persistence to change nursing, she was able to receive education to be a nurse in Kaiserswerth, a religious community in Germany. She learned about medicines, dressing changes, and caring for the sick and dying. Florence said, “now I know what it is to love life.” Her passion to be a nurse reflected in her ability to transform it from a poor person’s job to a true professional role that required dignity, respect and an identity.



Nursing Now

Florence changed the way society viewed nursing. Her landmark work *Notes on Nursing*, written over 200 years ago, established many of the foundations of nursing. She was truly a holistic nurse by ensuring the mental and physical well-being of the sick were at the center of care. At Baystate Health, we continue to develop our holistic model of care and are inspired by the words of Florence Nightingale.

***“When I am no longer even a memory, just a name,
I hope my voice may perpetuate the great work of my life.”***

-Florence Nightingale, written on a wax cylinder in London July 30, 1890

New Knowledge, Innovation and Improvements



Publications and Presentations

Congratulations to the following nurses who are disseminating their work through professional presentations:

Patterson, B., & Racicot, J. Professional Pathways: Engaging Nurse Residents in Exclusive Experiences for Professional Growth and Development. Accepted for a Podium Presentation at the PTAP Conference from May 15-17, 2023, Orlando, FL.

Miller, J. & Patrick, K. (2023) Supporting High Reliability through Nursing Restructuring. Podium Presentation. Magnet Conference, October 12-14, Chicago Illinois

Miller, J. & Vital, C.J. (2023) A Holistic Model of Care: Lighting the Way with Resilience. Podium Presentation. Magnet Conference, October 12-14, Chicago, Illinois

Spice, L. Educational Initiative to Support Nurses and Parents through DCF Removal of Newborn. Poster Presentation at the AWHONN Conference June 17-21, New Orleans, LA

Czaplicki, J. & Naglack, E. Improving Medication Adherence Using a Multifaceted Approach. Poster Presentation at the 2023 UNOS Transplant Management Forum, Denver, CO

Advanced Practice Providers (APPs) as Medical Team Members

Keeping up with change is an essential part of meeting the demands of the ever-evolving healthcare field. Gaining independent practice authority in the state of Massachusetts on January 1, 2021, has set the stage for further advancement of the profession. Motivated by this headway, Director of Advanced Practice Providers, Paula Brooks, DNP, FNP-BC, MBA, RNFA, has devoted efforts and successfully achieved another great stride: ***Physician assistants, nurse practitioners, nurse anesthetists, and nurse midwives can now be full members of the medical team with voting privileges.***

Paula assisted in rewriting the bylaws and orchestrated the movement of APP from affiliate staff to medical employees with voting rights at Baystate Medical Center (BMC), Baystate Franklin Medical Center (BFMC), Baystate Wing Hospital (BWH), and Baystate Noble Hospital (BNH). Granting medical team privileges to our APPs at Baystate Health enables these clinicians to contribute to developing and implementing hospital and medical team policies that improve quality and appropriateness of patient care related to practice. **This will also encourage a culture that promotes interprofessional and collaborative practice improving and strengthening provider relationships.**

Some of the many **benefits** of moving from affiliate to active medical team members include the following:

- Obtain political rights, such as the right to vote and to attend meetings
- Allows for greater participation in hospital operations but is not related to employment

- Enables contribution in developing policies and practices that improve quality patient care
- Participate in Baystate Medical Center's continuous quality improvement program by conducting all required and necessary activities for monitoring, evaluating, and improving the quality and efficiency of medical care
- Make recommendations to the Board of Trustees concerning practitioners' appointments and reappointments to the medical team
- Participate in, conduct, and monitor Baystate Medical Center's medical education and training programs
- Develop medical team bylaws and rules and regulations that are consistent with sound professional practices, organizational principles, and external requirements and to enforce compliance with them
- Participate in Baystate Medical Center's long-range planning activities, to assist in identifying community health needs, and to work jointly with the Board of Trustees in developing and implementing appropriate institutional policies and programs to meet those needs
- Participate in an organized health care arrangement with Baystate Medical Center, a Baystate Health affiliated covered entity, solely for purposes of compliance with the Health Insurance Portability and Accountability Act of 1996 and related privacy regulations

Altogether, welcoming APPs to become part of the medical team is a major accomplishment that offers new and engaging opportunities and endorses a culture of respect and collaboration.

It is a with immense pleasure to share that in the brief time, nearly one month, since this achievement **over 40 APPs** have now become medical team members with Baystate Health. This is an extremely exciting time for Baystate Health APPs. Please thank your physician colleagues for supporting the APPs and including APPs as medical team members!

Written by Jennifer Alli, DNP, FNP-BC

Daily Management System

Improving Hospital Acquired Pressure Injury Rates in the Heart and Vascular Critical Care

In the Heart & Vascular Critical Care (HVCC) unit we have noticed a rise in our pressure injury occurrences. This led to HVCC choosing pressure injury prevention bundle completion for our current Daily Management System (DMS) metric. Our goal is to have bundle completed daily at 100%. Daily chart reviews were conducted with metrics including:

1. Two-hour repositioning
2. Two RN skin assessment on admission
3. Nutrition consult entered for those meeting criteria
4. Moisture prevention
5. Mepilex applied to high-risk patients
6. Chair cushion used for patients who are out of bed

Education was provided to teams including bundle components and pressure injury prevention. Findings of the chart audits were discussed at huddle and an action plan was developed to address areas of opportunity. Our action plan included the development of a turn and reposition record on the PCT Safe Start form in which the RN and PCT would initial and record patient repositioning every two hours. The AACN Early Progressive Mobility Criteria was also added to the form for RNs to assess their patient's readiness to get out of bed. To promote engagement and accountability, the nursing leadership team played a

song every two hours to remind staff to turn and reposition their patients. The songs chosen were “You Spin Me Round (Like a Record)” and “Turn! To Everything There is a Season.” We continue to monitor our HAPI rates and look forward to sharing more of our best practices.

Written by Kim Gagne, Clinical Coordinator, Heart & Vascular Critical Care

Daily Management System Springfield 2 Falls Reduction



Springfield 2 decided to focus on falls as a DMS Tier 1 measure so they started by observing their Fall Bundle process, tracking data, and establishing a root cause to focus on. Once they established the root cause of their process breakdown, they continued through the PDCA cycle by brainstorming possible solutions. Eventually they implemented an hourly safety rounding visual aid in the patient rooms. This visual aid allows all caregivers to observe the last time a safety check was done for that patient. Through Breanna’s leadership and the team’s engagement, ***Springfield 2 has gone nearly a month without a fall to date!***

Nursing Research Fellow

Baystate Health has partnered with Memorial Sloan Kettering Cancer Center (MSK) on a Nursing Research Fellowship Program. The purpose of the Nursing Research Fellowship is to increase nurses’ understanding and skills to conduct small research projects. The fellowship follows an academic model and provides learning and skills about research that is guided by nurse scientist mentors. Each candidate applied for the fellowship and had an interview. Three nurses from Baystate Health were selected to participate in this prestigious program in 2022. Each one of the fellows is being mentored by one of our three nurse scientists. The full program timeline is 18 months from the first class to the final presentation. A total of 18 protected days are required and the fellows attend didactic class sessions and complete independent assignments. Faculty of the program include nurse scientists from MSK, Miami Cancer Institute, Hospital for Specialty Surgery, and Baystate Health.

Patricia Faron, RN, BSN, CPAN, HN-BC

Patty graduated with a Bachelor of Arts and Political Science from St. Anselm College in New Hampshire in 1993 and a Bachelor of Science in Nursing from UMass Amherst in 2000. Prior to pursuing a nursing degree, Patty volunteered and lived in Nepal for two years. This experience broadened her ideas about the concepts of

health, wellness, and healing. In-depth exposure to a culture very different from her own greatly impacted her perceptions on the interconnectedness of a person's physical, mental, and spiritual health.

“It was my experience in Nepal which gave me the courage to pursue a degree in nursing and sparked the interest in alternative/complimentary medicine.”

Patty has spent the past 25 years working at Baystate Health in various capacities, including medical-surgical nursing, perianesthesia nursing and pain management. Patty is certified as a perianesthesia and holistic nurse.

“As a procedural staff nurse at Baystate Health's Pain Management Clinic, I help patients cope with anxiety when receiving spinal procedures. As a certified holistic nurse, who completed the Clinical Aromatherapy Course for Hospitals, I am well-versed with integrative modalities. The knowledge has transcended into a deep interest in researching the use of clinical aromatherapy on my patients to alleviate anxiety.”

Patty's research is focused on the use of aromatherapy during pain interventions that require anesthesia to help alleviate anxiety and pain. She is being mentored by Nurse Scientist Cidalia Vital, PhD, RN, CNL, CRRN.



Karen Giuliano Awarded Fulbright U.S. Scholar

Karen Giuliano, PhD, RN, nurse scientist at Baystate Medical Center, has received a [Fulbright U.S. Scholar Program Award](#) in Nursing and Public Health for 2023-2024. Karen is also co-director of the Elaine Marieb Center for Nursing and Engineering Innovation at UMass Amherst and she will spend six months as a visiting research professor at the Edinburgh Napier University (ENU) School of Health and Social Care. We are so proud of Karen and are excited for all the work she has done in the nursing research department at Baystate Health in her short tenure. Her passion for having nurses at the table and involved early in the design process is a critical component to the future success of nursing innovation. As a Fulbright scholar Karen will continue to engage in cutting edge research. We look forward to fully supporting Karen during her time at ENU. Congratulations!

M Technique

The "M" in "M Technique®" stands for mindful.

The M Technique® is a method of gentle massage performed on hands using a set sequence and pressure which is choreographed and completed in five minutes. M Technique® is part of our holistic model of care as it provides an opportunity for nurses and patient care team members to use a technique for comfort and care that promotes healing and wellness. This technique requires the practitioner to be wholly present and treat the entire person with touch. M

Technique® promotes rest, sleep, and reduces the perception of pain, anxiety and stress.

To become trained in the M Technique®, please consider attending one of the following classes. Click on flyer at right to enlarge.

PROFESSIONAL DEVELOPMENT
'M' Technique® Staff Training Classes



I have been using M Technique® for my 90 year old mother-in-law. She has chronic pain and she wants me to do it every day.
~Elizabeth Sumner, RN, PRN

The 'M' Technique® puts touch back into our health care and is effective on adult and pediatric populations. Anyone can learn this technique; it is suitable for nurses, other patient team members, caregivers, family members, volunteers. [M Technique video](#)

The 'M' Technique® was developed by a critical care nurse and is used in many hospitals throughout the US and UK. Using gentle touch of the hands/arms OR the feet/lovely leg, completed in a set pattern, pressure, and pace. The 'M' can enhance communication, convey caring and has been shown through multiple studies to decrease pain, stress, and anxiety in multiple patient populations.



The 'M' Technique® can be completed in as little as 2-5 minutes and is an independent nursing intervention which, once taught, it can be given by nurses, PCT's and Constant Companions, as well as Spiritual Services, NODA Volunteers, and family members.



Classes are open to all staff:
Training includes demonstration and hands-on practice giving and receiving on hands and/or feet
Please register through Web-Based Training

Classes will all be held be in Chestnut 5

[April 5, April 19, May 3, May 17, May 31, 7:30am-9:30am](#)

[April 11, May 9, May 23, 10:30am-12:30pm](#)

[Apr 25, 8:30am-10:30am](#)

3/15/2023 WCH Baystate Medical Center Baystate Children's Hospital

Clinical Aromatherapy for Hospitals: Opportunity for Nurses to Attend

Save the Date: Aromatherapy Class
April 12 and 13, 8:30 a.m. - 3:30 p.m.

The purpose of this program is to educate nurses and other licensed health professionals on the research-based use of six essential oils to enhance nursing or health care in a rapid and safe manner.



Aromatherapy can be used by nurses in all settings from birth through death, in wellness and illness care, as well as with critically ill patients. Research has shown that aromatherapy can affect the physical, mental, emotional or spiritual aspects of people of all ages. In addition, aromatherapy can be used to nurture and promote self-care by nurses, who can also apply these principles to themselves.

An evaluation of the module is conducted to measure learner satisfaction with the activity as well as perception of achievement of objectives. A student who completes both taught days, the evaluation tool and the test will verify achievement of the program objectives related to nursing practice and will receive a certificate for contact hours.

If you are interested in attending the course in April please email Cidalia.vital@baystatehealth.org.

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

Mind Your P's & Q's

NURSING PRACTICE AND QUALITY OUTCOMES TEAM
PRESENTS
MINDSET RESET

Scan the QR code to learn more about this month's Mindset Reset.

Exemplary Professional Practice



Click on each flyer below to enlarge/view.

Providing Care to Psychiatric Patients on Medical Units

Baystate Health

Providing Care to Psychiatric Patients on Medical Units

Presented by the Behavioral Resource Team

The goal of this live, virtual class is to improve the comfort level of nurses caring for patients with psychiatric conditions outside of behavioral health departments.

- April 14, 2023
- May 12, 2023
- June 9, 2023
- July 14, 2023
- August 11, 2023
- September 8, 2023
- October 13, 2023
- November 10, 2023
- December 8, 2023

This course will be provided monthly
Registration is in Elsevier Course Code: BH 2023

Pulse on Practice

The Pulse
on Nursing Practice

SBAR Communication from ED to floors
Education continues and we are monitoring our improvements with this process. Utilizing tele-tracking we will be able to ensure report is sent and received from the ED to the inpatient units.

Inpatient Columbia Suicide Screening
We went live with our inpatient Columbia Suicide Screening Assessment on Wednesday, March 22. The admission assessment was changed to have the PHQ2 and PHQ9 no longer mandatory and the Columbia Suicide Screening added as a mandatory field. If positive, it will fire each day at 9 a.m. If unable to answer it will fire the next morning for reassessment.



Clinical Informatics Tip of the Month

This month's tip shows how to *Reschedule Task Times from the Task List* – **March Tip**

Getting in Touch with your Clinical Informatics Partner:

- Sign up on your unit's informatics rounding sheet (coming soon)
- Call or email your areas Informatics contact person. Contact list: [Inpatient Informatics Partners](#)

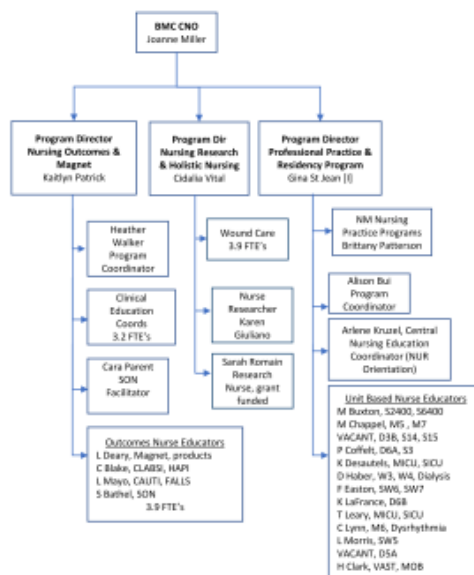
If you have questions or suggestions for future tips, email

trainingevents@baystatehealth.org.

Center for Nursing Excellence and Innovation

The Center for Nursing Excellence and Innovation will become the hub for Baystate Health's efforts to train current nurses and develop the next generation of nurses in western Massachusetts. While the plans for this physical space are underway, nurse leaders and their teams who are dedicated to Professional Practice, nurse residency, nursing outcomes improvement, Magnet, nursing research, and holistic nursing continue to promote and drive nursing excellence forward. We want to provide our teams with all the resources they need to continue providing outstanding care to our patients.

For details about the organizational structure of the Center for Nursing Excellence and Innovation department, refer to the graphic below (click to enlarge).



Feel free to reach out to Kaitlyn, Cidalia or Gina for more information about their individual scope.

Save the Date! Research Week

June 12-16

Nursing will be participating in a week-long virtual event highlighting research and education at Baystate Health on Monday, June 12 through Friday, June 16. We are asking all nursing departments to consider sharing scholarly activities including research to enhance the depth and breadth of work that has been happening at Baystate Health. The theme for this year is “Engaging Diversity, Equity, and Justice in Clinical Research, Education, and Practice.” The event will feature lectures, presentations, and posters from our clinical faculty and residents. **Poster submission deadline is Friday, April 28, 2023.** Submission link to follow soon.



(Above) Kim Mendibe and Sarah Brandt sharing their scholarly work at the First Annual Holistic and Nursing Scholarship Symposium.

Please consider sending in your scholarly work for Research Week. Please contact Cidalia Vital for further details Cidalia.vital@baystatehealth.org.

Attention ASN Nurses!

Are You Interested in Completing Your BSN Degree?

Baystate Health is affiliated with many local RN-BSN programs. There are virtual options available. You can complete your degree in as little as 12 months. You may be eligible for a nursing forgivable loan along with tuition reimbursement.



Why complete your BSN?

- Career progression
- Climb the clinical ladder
- Advanced nursing knowledge and enhanced patient care

To hear more about Baystate’s affiliation with local RN-BSN programs, please reach out to BMCSchoolofNursing@Baystatehealth.org. It is a Magnet® goal to increase our percentage of BSN nurses every year!



DAISY Nurse Leader Award

Would You Like to Celebrate a Nurse Leader? Share Your Story!

The DAISY Nurse Leader Award recognizes nurses who are extraordinary in the impact they have on compassionate patient care. Honorees can be any nurse leader who impacts patient care directly including supervisors, managers, educators or nurses who specialize in case management, informatics or patient flow.

To submit a nomination, complete the nomination form on [SurveyMonkey](#).

The nomination review committee (representing nursing education, hospital medicine, patient safety, Patient Family Advisory Council, clinical nurses, and patient care services) has assembled and is ready to start reading your wonderful submissions! One DAISY Nurse Leader will be awarded quarterly.



Team Engagement

The Medicine Division's nursing team participated in a team building and engagement event in February. Each team member was instructed to provide an anonymous compliment to each other on a small piece of paper that was added into a blue canning jar full of fairy lights to be placed on their desk. The team member was instructed when they are having a moment of "blueness" to pick a piece of paper in the jar and read it. The kind words lets them know their team supports, appreciates, and values them as a person and a leader.

Missing from photo: Alyson Bruneault, Jess Vadnais, and part of Kristin Fournier

Empirical Outcomes



CAUTI: 2023 is a new calendar year for CAUTI reporting and we are hopeful that we will see an improvement from 2022. After reviewing common trends among the identified CAUTIs in 2022, it was noted that 16 of them were identified within seven days of insertion. As a response to most recent trends, there have been some great ideas submitted by our CAUTI champions to help streamline our peri/foley care documentation. These ideas have been submitted as a project request to CIS and are pending approval. We have also listened and heard that the one large peri wipe provided in the Medline IUC insertion tray is a huge dissatisfier for our frontline staff. There are valid concerns that the one wipe may cause cross-contamination which may be contributing to our CAUTI's identified within seven days of insertion. The nursing outcomes team has worked with our vendor representatives and have designed a customized IUC tray that includes three peri wipes in place of the one. On March 14, our Medline representatives rounded all the inpatient units at BMC to help support and educate on the new three peri wipe process. Old IUC kits were removed from the units and the new customized kits were stocked in their place. As a process measurement, we will be sure to monitor and track our windows of infection to see if we have a decrease in CAUTI's within seven days of insertion.

We recently trialed a new female and male external urinary device "Primafit" and "Primofit" on three inpatient units. We received overwhelmingly positive feedback on both products and will be moving forward with the Primafit to replace the Purewick and awaiting a final budgetary decision on the male Primofit. We will keep you updated as to when we go live with Primafit.

We continue to meet regularly with the inpatient units and deep dive team to identify opportunities for improvement with both nursing and providers. There has been one APRN and hospitalist identified as the CAUTI deep dive champions. Our hopes are that the interdisciplinary collaboration during our deep dives will help disperse the education, communication, and recommendations that come out of each CAUTI case. Our nursing education will remain focused on consistent nursing documentation, insertion, and maintenance of the foley catheters as well as providers appropriate urine culturing with a suspected CAUTI.

CLABSI: In January, we had two CLABSIs and in February, we had four CLABSIs reported. While two of those last six line infections had concerns and suspicion of patient manipulation of central lines, the K cards also inform us of our areas for improvement which include documentation of assessments, labeling of dressings and tubing as well as the use of CHG wipes every 24 hours. We continue with completing the Deep Dives and CUSP Alerts to promote awareness and support staff education. The CLABSI Task Force continues to review opportunities for decreasing risks of infection which include looking at recent literature about best practice, any equipment updates, and supporting team members with making sure that they have all of the resources that they need.

A practice reminder when drawing blood cultures: the standard practice is to draw the cultures from peripheral sites and not from the central line (see Policy IC-93). Blood cultures drawn from a central line require a provider order, with the exception of hematology/oncology patients (see neutropenic fever protocol) and pediatric patients.

FALLS: Way to go BMC! Our falls for January and February remained the same on the low end resulting in 46 falls each. Our Falls Reduction Committee continues to meet monthly to discuss our hospital's current fall rates and what is current in our fall prevention practices. M6 has recently trialed Brigham & Women's Hospital fall prevention tool kit called TIPS. TIPS is a nurse-led, evidence-based fall prevention intervention that uses bedside tools to communicate patient-specific risk factors for falls. Since the implementation, M6 has seen a statistically significant decrease in their overall fall rate. M6 also had "zero" falls for the month of February! Since our last falls reduction meeting, other units such as SW7 are excited and will be trialing TIPS, we can't wait to hear their report out. We are looking forward to TIPS going live house-wide!

Really exciting news! In the very near future, Baystate Medical Center, along with Baystate Franklin Medical Center, Baystate Noble Hospital, and Baystate Wing Hospital will be introducing a "Virtual Sitter Program." The cameras have already been installed in selected rooms within BMC. This continuous technology will enable patient monitoring to help prevent patient falls and promote patient safety.

HAPI: The Skin Integrity Committee and WOCN nursing team continue to support the staff with evaluations of pressure injuries, skin conditions and wounds. The latest Skin Prevalence Day was on March 21. On that day, we were hopeful that every inpatient unit had the support to allow the Skin Champions the time they needed to assess and document about each patient. Please remember, team members should be using the photo uploader to document skin conditions in the medical record. In order to be accurate with the data collection, the expectation is that when there is a concern of a patient with a pressure injury, the Skin Champions upload an image into the electronic health record. Then, the WOCN team should be consulted (in real time) so that they can determine the etiology and the Pressure Injury Staging can be validated.

Written by: Lisa Mayo MSN, RN, NPD-BC & Connie BlakeEdD, MSN, HNB-BC, RNC-OB

Voices of our Caregivers and Patients



The Patient Perspective

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 the PICU and MM5 team members.

This is a story about a very grateful patient that took the time to text one of our wonderful ED Patient Advocates.

I would like to share something with you all about one of our amazing employees in our Emergency Department that happened on Friday afternoon. A simple act of kindness was able to make a difference in a young woman's life.

This young woman was an ED patient, is seven months pregnant, and currently homeless due to some unfortunate circumstances. She originally was a patient in WETU for two days where the staff there took good care of her. She was instructed to come to the Emergency Department after the staff in WETU had exhausted their resources for her and had given her several numbers to call for homeless shelters. Her calls to the shelters were unsuccessful as there was an impending winter weather advisory and the shelters were all full.

I happen to be at the ED triage desk when the patient was brought over by a WETU staff member. The young woman was sitting in the wheelchair with her head down and crying. I immediately looked to my right where I saw an angel, Jahaira Munoz. I knew if anyone would be able to help this young lady right now, Jahaira could, and I called her over. Jahaira Munoz is a patient advocate that works on our team in the ED. She has an amazing background, and we are so grateful to have her on our team. Prior to coming to Baystate,

Jahaira worked in the community and has many connections to community leaders that assist homeless people, pregnant women, etc.

I explained the situation to Jahaira and let her know that I tried calling the social worker however, one went home early, and another would not be at work until 5pm and asked her to work her magic. Jahaira got the young woman some food and then started making phone calls to her community connections.

Jahaira, the beautiful angel, was able to find a safe place in Amherst, at a church. All we needed to do was call her a ride thru Lyft. Our other OA, Erica, who is a new OA in the ED, arranged the Lyft ride and we thought everything was all set.

When I came into work the next day, I received a message from Jahaira that the Lyft ride never came. Jahaira then ordered the Lyft ride from her own cell phone and paid for the ride herself to make sure this young woman got to Amherst before it was too late. When I opened my work email this morning from home, Jahaira sent me a screen shot of a text message that the young woman texted her, thanking her for being so kind. Jahaira not only found her a place to stay, but she was also able to get her additional resources that were already set up for Monday morning.

This is why I work in the Emergency Department. We have great staff and great teamwork. Many people do not realize what we do every day for our patients behind the scenes. These are wonderful acts of kindness that need to be shared.

I feel so fortunate to have team members that truly care and have a heart.
Dorothy Jacques, RN III, Emergency Department

Please enjoy this story about a very grateful patient that received lifesaving advice from his nurse in Endoscopy and took the time to write her a Thank You note.

Nurse Mary Forbes in ENDO was checking in an inpatient when she noticed a suspect mole on his shoulder. Mary brought this to the patient's attention and told him he should follow up with his PCP. The next day she went to see the patient on the floor to make sure he would contact the PCP, Mary found the patient had been discharged. Mary then contacted the patient at home and assisted with getting him into the PCP ASAP. A few weeks later Mary received a letter from the patient, thanking her for saving his life. The mole was indeed cancer and removed. I believe he was days from having to undergo chemo.

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March Update



Recruitment events are back, and candidates are finding their pots of gold with Baystate Health! On Thursday, March 16, the Talent Acquisition Nursing Recruitment team hosted it's first Nurse Residency event since 2019. Over 50 eligible, graduating nurses RSVP'd for the event, and more attended!

For the first time, all the Baystate Health hospitals and entities were represented and actively recruited nursing candidates for their open positions, as well as the Nurse Residency Program. Over 60 nursing leaders throughout the organization attended. The overwhelming participation and collaboration continue to inspire both us and our candidates, proving to them that YOU BELONG AT BAYSTATE.

To learn more about nursing practices and opportunities in our various areas, candidates participated in a Scavenger Hunt to encourage them to visit all the units at the Hiring Event. It was a great success, and many candidates left the event with a newfound interest in several units that they had not thought about before.

As a special treat, our BMC Chief Nursing Executive, Joanne Miller, along with Karli Barrett, CNO/CAO, Baystate Wing Hospital, and Lissette Grimaldi, CNO/CAO, Baystate Noble Hospital, attended the event. They welcomed candidates to the event and helped to excite them about a career at Baystate Health.

Recruiters were on hand with laptops and armed with benefit information to help candidates apply on the spot. We are so excited to see these candidates start with Baystate Health in the next couple of months.

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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