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Nursing News & Views - April 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 4
April 2023

A Note From the CNO

Dear Colleagues,

We have had a full month of temperature teasers. On April 4, we had the lowest temperature of 21 degrees and on April 14, we felt the high of 94 degrees!

Even though the weather has been changeable, Baystate Medical Center nurses are known for their consistency – providing outstanding clinical, compassionate, and holistic care. Our incredible nurses step up in countless ways regardless of the challenges. I sincerely hope that you were able to enjoy in-person or on the news, baseball's opening day or an early season game or the beloved Boston Marathon.

Our April publication of *Nursing News & Views* celebrates several of our own team members that exemplify and role model our culture and values. They were recently recognized during our inaugural Culture and Values Awards. This edition also celebrates two DAISY recipients, one bedside nurse and one nurse leader. We are pleased to reinstate the DAISY Nurse Leader Award each quarter.

In this issue, you will learn more about how our profession has advanced and how data has historically and continues to drive our strategy and decisions. Technology IS our friend, we hope that you enjoy reading our new Clinical Informatics section along with the long-awaited implementation of Cerner Patient Observer (CPO), a great example of technology partnering with excellent clinical practice. This implementation demonstrates our continued focus on patient and staff safety.

We are excited to share that past issues of *Nursing News & Views* have been uploaded to [Scholarly Commons](#). If anyone Googles the newsletters, you will see them on this site! Please feel free to read any issues that you may have missed or share with family and friends. There are many great stories and photos to share and so much to be proud of. Thank you for inspiring each other and for your continued commitment to nursing excellence. I am truly humbled to work alongside you and for you.

With gratitude,

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!



UNIT	DATE/ TIME
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.

Celebrating Our Culture & Values Awardees



Eighteen awards were given honoring team members on April 5 by Baystate Health President and CEO Dr. Mark Keroack and other leaders at Baystate Health's First Annual Culture & Values Awards. The ceremony celebrated employees who exemplify Baystate Health's core values, based on Baystate Celebrates recognitions and nominations sent in by their peers. Awardees were honored for exemplifying Respect, Integrity, Teamwork, Lifelong Learning and the cultural aspirations of Equity & Belonging and Compassionate Connections. Additionally, six team members received luminary awards for Provider of the Year, Ambassador of the Year, Serving Leader of the Year, Team of the Year, and the Baystate Legend award.

Serving Leader of the Year

*Lisa Naglack, MSN, RN HVCC,
Director, Heart & Vascular Inpatient Nursing*

A leader that deserves recognition for embracing the core competencies and being a role model of servant leadership is a leader that would not expect to receive this nomination. Lisa Naglack is that leader. If she was selected to receive this recognition, although she would be extremely grateful and honored, I know her first response would be to give credit to her team. Lisa's core values, her character, and her humility are only a few of her many attributes that make her an excellent

candidate for this award. Instilling trust is Lisa's greatest attribute; she has gained the confidence of her employees through being transparent and honest, having integrity, and being authentic. Lisa naturally demonstrates these values in all her interactions every day. She is unflappable, she listens, maintains her composure, and exuberates a sense of calmness that allows her to have the ability to manage any situation that occurs with dignity and respect.



A recent example of her leadership capabilities was demonstrated during the transition of the Phlebotomist employees from the laboratory to Patent Care Services. Lisa demonstrated her ability to build and communicate a common vision and purpose with the newly formed VAST team (Vascular Access Service Team). Even though the plan for this transaction had been in the works for a few months, Lisa was just recently appointed as the director of this area. Lisa immediately assessed the situation, developed a plan, and took action. She learned everything she could about the history of the VAST initiative, and how it related to the mission of Baystate Health: to improve the health of the people in our communities every day, with quality and compassion. The formation of the VAST team would greatly enhance the patient experience. Lisa discovered that the employees were nervous about losing their jobs and had expressed concerns about not having a position because of the transition. Lisa's awareness of their concerns occurred a few days before Thanksgiving. As a result, Lisa wrote a memo to the entire team on November 22, 2022. She took the opportunity to introduce herself, communicate future state of the VAST department, and alleviate some of the fears by reassuring the staff that there were no plans for a reduction, in addition to wishing them all a Happy Thanksgiving. Her correspondence allowed them to focus on the holiday and their families. She also conducted a Town Hall a few days later to answer any questions the team might have had before the transition. Lisa did not have all the answers at the time of the meeting, but that did not stop her from getting in front of them and having a conversation. Her transparency and honesty were evident as she addressed the group. Her leadership style made them feel respected and heard. The Phlebotomy transition occurred on February 6, 2023. Lisa had a reception for both shifts, making everyone feel included and welcomed.

It is a pleasure to nominate Lisa Naglack for the Serving Leader of the Year award. As I have just demonstrated, with the example of the recent Phlebotomy transition, she is a leader who consistently exemplify a serving leader's attributes of trust, respect, and inclusivity. Lisa is a great leader who is a strategic thinker, she has so much knowledge and operational experience. She is honest, fair, and communicates with purpose. She has a genuine interest in improving outcomes. I have been accepted into her team which she leads with purpose, clear goals and an overall team approach. I couldn't think of a better person to be nominated.

Lisa has mentored and coached her managers who describe her as a role modeled who knows how to read the room, listen closely, and never react. Lisa is a tremendous leader who fosters growth and potential in her team. She works closely with everyone in the Heart and Vascular division and has created a strong and cohesive leadership team. Lisa is one of the most dedicated individuals we know and instills those values in those that report to her. Over the last several years, Lisa has held several roles within the organization, began and completed her Masters of Nursing degree, faced the many challenges of increased capacity and the COVID-19 pandemic; all while maintaining a motivating and positive presence both to her leadership team and to the employees on the units. She is a role model of what a serving leader should be. We consider ourselves fortunate to be a part of her team.

Lisa consistently demonstrates respect and integrity. She approaches situations with an

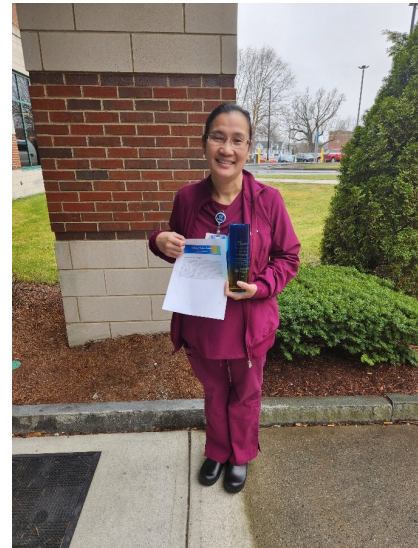
open mind. She is welcoming and thoughtful. Lisa leads by example; she is dedicated, prepared, has an infectious positive attitude, and is always the consummate professional. Even when a day or situation may look bleak, she will say: "It's all OK."

Respect Award

Gemma Evans, Patient Care Technician IV, Springfield 3 Oncology

Gemma Evans was presented with a Culture & Values Award for **RESPECT** this month. Gemma has worked at Baystate Health for the more than 15 years as a patient care technician (PCT). Working alongside of Gemma is truly a privilege as she often can connect with even the most withdrawn patient.

In November 2022 Gemma worked in the ICU alongside Catherine Manning as a behavioral resource technician (BRT). Catherine gave Gemma a shout out for Respect for how Gemma treated the patient knowing, when to intervene, and to not escalate the situation. Gemma's gentle demeanor and attention to detail makes her job seem effortless and her patients well cared for. Often Gemma is heard saying "just doing my job."



Thank you, Gemma, for all you do for your patients.

Integrity Award

Zionette "Zee" Manalastas, BSN, RN, Clinical Supervisor, Staffing, Adult Hospital Care

While rounding on the units during her shift, Zee was approached by a team member who informed her she had received a photo from a friend who works at another area hospital of a Baystate-owned tele monitor. The monitor had inadvertently been sent home with a patient who was later admitted to the other hospital, leaving the unit [the patient had been discharged from] without a tele monitor. This is a much-needed piece of equipment for the patient population on this unit. Zee reached out to the organization and arranged for a transport to go to that facility and retrieve our equipment and return it to the unit it belonged to.



Thank you Zee for your efforts in successfully obtaining our missing equipment and bringing it back to our organization.

Compassionate Connections Award

Erica Harp, Inpatient RN III, NICU

Erica, I was incredibly moved by your creative solution to help a blind mom "see" her infant. When a parent delivers and then suffers the loss of their infant, they are often comforted by photographs. This mom would never be able to appreciate the photographs, but your solution was truly patient-centered as



you created castings of hands, and feet and the sweet face and head of her infant for her to remember with her fingers. They are truly remarkable and being life-sized, are extra special. I've both made and seen multiple castings. Knowing that this mom would never view pictures of her newborn made this set of castings particularly memorable. I only imagine both the joy and sorrow that this non-visual mom received them with. This is palliative care legacy/memory building at its very best.

Leadership Spotlight



Janea Barrett, BSN, RN, HN-BC

Unit Nurse Manager, Springfield 3 Oncology

My name is Janea Barrett and I am the unit Nursing manager of Springfield 3 Oncology. I have been working at Baystate Medical Center for over fifteen years. I started at Baystate Health as a medical assistant at the D'Amour Cancer Center. That is where my passion for caring for oncology patients began.



I remember being petrified to care for patients during such a vulnerable time in their lives.

There was a point within my first year where I thought I couldn't do it and was going to leave the medical field. However, I was lucky enough to have such inspiring mentors who believed in me when I didn't see my own potential. One of my biggest supporters was and continues to be Dr. Tashanna Myers. She encouraged me to advance my career and I went back to college and then was accepted into Springfield Technical Community College for nursing where I received my Associate degree in Science in Nursing.

I started my first official nursing job on Springfield 6400 (again) where I was again surrounded by wonderful mentors. Shortly afterwards, after graduating, I finished my Bachelors of Science in Nursing at Westfield State University. After about three years, an opportunity presented itself to me and I transferred to Springfield 3 Oncology. The past few years have been a whirlwind of opportunities. I have been a clinical coordinator, supervisor at an outpatient monoclonal antibody infusion clinic, assistant nurse manager, and now manager. I am so grateful for the employees on the unit who support me as a new leader. They work hard to advocate and care for patients and to "make it nice."

I have grown up at Baystate Health and continue to grow. Since I've started working here I have been married, had two children, bought a home, and suffered losses. During every step of the way my colleagues have celebrated, supported, encouraged, and picked me up. Thank you for giving me the opportunity to share and to all those who have lifted me up.

Jennifer Sawyer, MSN, RN, GERO-BC
ACE Unit Manager, Baystate Medical Center



Jen with her grandfather at a rehearsal dinner.

My name is Jen Sawyer, and I am the unit manager of the ACE (Acute Care of the Elders) floor (Daly 6A) at BMC. I have been a registered nurse for 11 years and joined Baystate Health in September 2022. I earned my BSN from Elms College and my MSN from Grantham University.

I started my career in healthcare working in the food and service department in high school/college at BMC, and after obtaining my nursing degree I began working in long-term care on a dementia unit. After a year I became the manager of the dementia unit. Years later I moved onto becoming the assistant director of Nursing and finally the director of Nursing in the long-term setting before returning to BMC where I became a night nurse on the ACE unit. I immediately fell in love with the floor and the employees. I was lucky to have the opportunity to become their manager and watch the floor grow.

In my free time, I enjoy cooking, reading, traveling, and spending time with my sister's family and her two amazing dogs. I am grateful for family and the ability to have close relationships with my family.

I am grateful for the opportunity to be in this position and excited to see what the future of the unit can become.

CULTURE COUNTS
We Appreciate and Value YOU



**Congratulations to our March BMC DAISY Award Winner,
Madeline Dexter, RN II, Pediatric Emergency Department**



Congratulations to our March BMC DAISY Award Winner, Madeline Dexter, RN II, Pediatric Emergency Department! The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day.

“Maddie truly cared for our son in a holistic way, making him feel safe and understood. Maddie was introduced to his precious triceratops and immediately began including her and referring to her by name, assuring our son that they also specialized in dinosaur care. Regardless of how busy they may have been, Maddie swabbed the dinosaur, checked its vitals, gave the dinosaur medicine, and cared for it just as she did our son. Not only did this make him smile in scary circumstances, it also made him feel as though what mattered to him also mattered to her -- a wonderful play for a feeling of safety for a very scared little boy.



ER visits are inherently bad. But I am very comfortable saying that this visit was an excellent experience against all odds. We were seen promptly and received the best care possible even when the department was very busy.”

Meet Our Latest DAISY Nurse Leader Award Winner, Araksya (Roxy) McInerney, Unit Manager, M7



Congratulations Araksya (Roxy) McInerney, Unit Manager, M7, Baystate Medical Center’s DAISY Nurse Leader recipient! Roxy’s team members nominated her and some even came in for the surprise presentation on their day off, saying, “We would not miss this for the world. She is the BEST!”

See these excerpts from her DAISY Nurse Leader Award nomination:

“Roxy goes above and beyond every day for staff and patients on her unit. She ensures that all staff provide safe competent care. She arranges many check-ins with new staff and educators to ensure their progress is



going in a positive direction and gives real-time feedback...Roxy is quick to respond to any complaint whether it be staff or patients. She actively listens to all concerns and appropriately handles any situation she encounters. Roxy is always visible to both patients and staff and can frequently be seen rounding on the unit, answering call bells and assisting staff when necessary.

The M7 patient satisfaction scores consistently show that patients are happy with the care they receive on M7. These scores are directly related to Roxy's leadership on unit. Roxy has brought many issues forward that have helped the entire hospital. One of the most recent endeavors was to bring a safety issue to Tier 2 huddle in which providers were leaving patient beds in a high position and leaving the room. This resulted in a hospital wide practice alert reminding staff that the bed must be in the lowest position before leaving the room. Patient safety is always on the forefront of Roxy's thoughts.

Roxy is excellent about keeping her team informed on anything happening, either on unit or hospital level. She implements many forms of communication but always circles back to ensure everyone is getting the message clearly. Even before the DMS huddle format, Roxy held huddles with her team on a regular basis to be sure they all had any of the latest information necessary.

This is a small summary of all that Roxy does; she is a great leader and mentor and deserves recognition in the Daisy Leadership Award."

Congratulations Roxy for the outstanding care and leadership you provide for patients and members of your team!

This Gift Will Keep on Giving

Pictured from left: Emily Torcato, MSN; Dr. Nico Vehse; Donna Stafilarakis, MSN; Bob Vear; Cara Lemay; and Christina Walter.



Just before Christmas in 2022, the Vear/Stafilarakis family lost their beloved wife, mother, and sister, Mary Kay Vear, at the age of 69 after a long and valiant battle with Muscular Sclerosis (MS). As Mary Kay's birthday approached soon after her passing, Mary Kay's husband Bob Vear, her primary caretaker for over 25 years and husband for 49, wanted to find a way to honor his wife. Bob reached out to his sister-in-law, WETU and Wesson 2 nurse manager Donna Stafilarakis, MSN for help in finding a patient in need to donate her new vibration vest. This piece of equipment is most often used in patients with cystic fibrosis and other muscular dystrophies, such as MS, clear airway secretions. Mary Kay was only able to wear it once when a therapist trained her and Bob how to use it, shortly before her death.

The family contacted the manager of Baystate Children's Specialty Center, Pediatric Hem/Onc, Emily Torcato, MSN hoping she knew of a patient most in need of Mary Kay's vest. Emily responded that unfortunately, because of infection control reasons with this population, they would not be able to give it to another patient. However, her therapists did a lot of education regarding airway clearance and vest use and could use this donation to help *many* people learn how to use this piece of equipment. The vest they had for training was over 10 years old and had just been discarded because it was in such poor condition.

On March 22, 2023, Mary Kay's 70th birthday, Bob and her daughters, Christina Walter, Cara LeMay and sister-in-law Donna brought the vest to the Baystate Children's Specialty Center.

They were greeted by Emily and Dr. Nico Vehse, Chief, Division of Pediatric Pulmonary Medicine, who gave the family a tour of the unit and the training area where Mary Kay's vest would be stored and utilized.

Bob said it best: "Never in my wildest dreams would I have imagined Mary's vest could be used like this. To help many more people than just one. This is so much more than I could have asked for. Thank you for letting us know that we could help like this. I am so happy about this. All I ask for in return, is a picture."

Here you go Bob!

History of Nursing



Margaretta Madden Styles, RN, EdD, FAAN

On March 19, Baystate Health celebrated [Certified Nurses Day](#) by hosting several events over four days, including a recognition breakfast, free coffee and tea, a presentation by Karen Daley, PhD, RN with contact hours, a roaming ice cream cart, and a special "Certified Nurse" Yeti mug gift was given to all certified nurses! Over 500 professional board certified nurses were recognized for taking the extra step to ensure ongoing professional growth and development.

Why do we celebrate certified nurse's day on March 19? Ninety years ago, a woman was credited for being the architect of nurse credentialing or as we know it specialty nursing certification. [Margaretta "Gretta" Madden Styles](#) (1930-2005) was a professional nurse who has been recognized for her tireless work nationally and international to ensure we differentiate quality in all aspects of nursing practice.

She spent many years in academic settings including world famous nursing schools including Wayne State University, Detroit, University of Texas, San Antonio and University of California, San Francisco. She was also a scholar, researcher and past president of American Nurses Association.

The rich history of Certified Nurses Day has helped advance the nursing profession and distinguish the many different specialties.

Certification provides a sense of empowerment and professional growth.



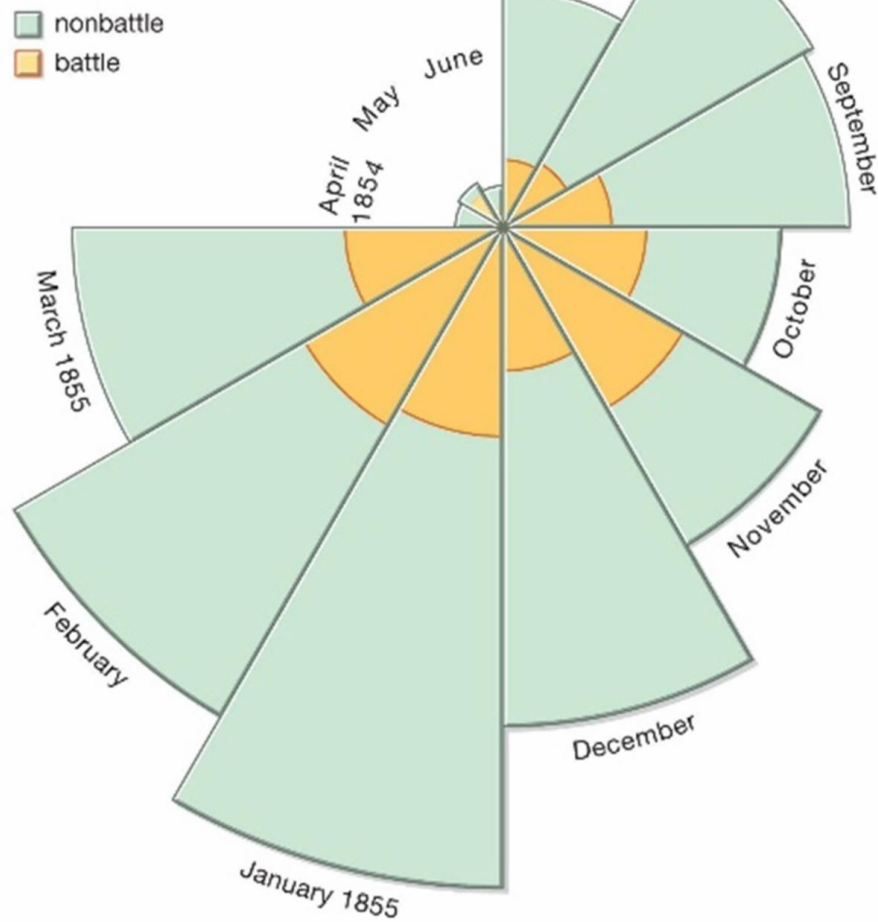
Certified Nurses Week celebrations!

What Would Florence Do?

In 1855, after the Crimean War, Florence Nightingale using her exceptional mathematics skills and created a coxcomb chart (below) to describe the causes of mortality of the army soldiers. The Coxcomb chart, like the pie chart, showcases the frequency by a relative area and depicts the alarming non battle mortality rates. Using charts and graphs and as an innovator, Florence identified patterns and trends including poor sanitation, filthy linens, unkept hospital wo, and poor access to light. She met with Queen Victoria and Prince Albert in 1856 to discuss the need to reform the British military. Using the Coxcomb chart which identifies the outcomes of Barrack Hospital, a Royal Commission was established. Using her statistical and data collection tools came reform to the military and military hospitals



Causes of mortality in the army in the east April 1854 to March 1855

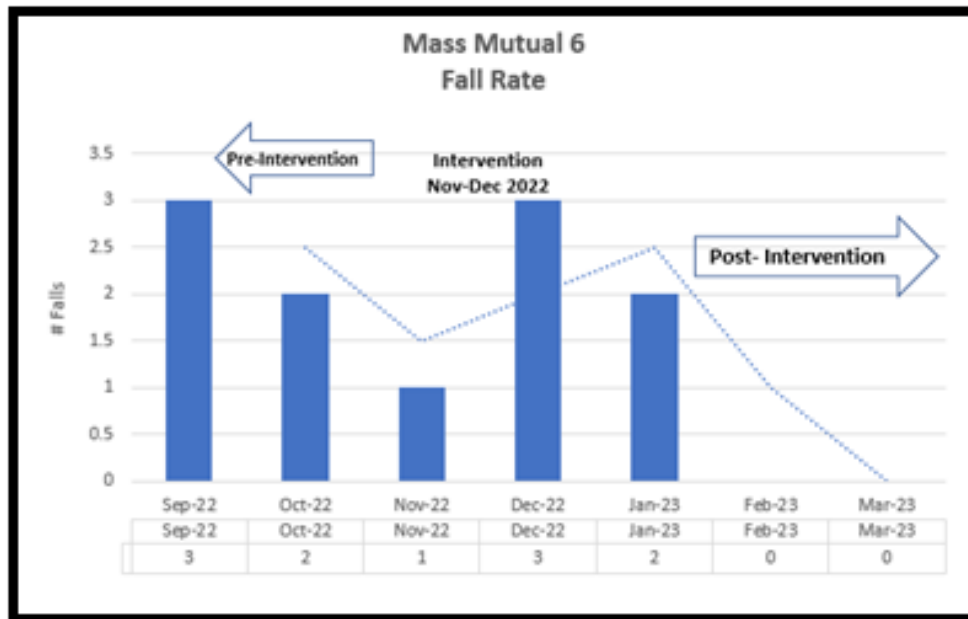


Based on Florence Nightingale's "Notes on Matters Affecting the Health, Efficiency and Hospital Administration of the British Army," 1858.

[Source.](#) Access Date April 12, 2023.

Nursing Now

Data is powerful! As an organization we collect data to evaluate how we care for our patients. We look at falls, catheter associated urinary tract infections, central line associated blood stream infections, hospital-acquired pressure injuries, and so many others. Many of our interventions are a direct result of an increase in one of these nursing sensitive indicators. *Why are they called nursing sensitive indicators?* They are called nursing sensitive indicators because the care of the nursing team has a direct influence on these types of patient outcomes. A great example is the work on MassMutual 6 introducing the Falls T.I.P.S. intervention to help decrease fall rates. Below is the graph that displays the improvement in patient falls after the intervention was put in place. Congratulations to the entire MM6 Team!



New Knowledge, Innovation and Improvements



NCLEX Pass Rates

In the April 2023 issue of the *American Journal of Nursing*, health journalist Liz Seegert reports that [NCLEX Pass Rates Drop Again](#). Due in part to disruption caused by the pandemic, passing rates for the National Council Licensure Examination (NCLEX) dropped for the third year in a row. From 2019 through 2022, NCLEX-RN pass rates decreased by more than 8 percentage points — from 88.18% to 79.90% — for all first-time U.S.-educated candidates. For baccalaureate program graduates, passing rates dropped from 91.22% in 2019 to 82.32% in 2022. For that same timeframe, passing rates in associate degree programs dropped from 85.17% to 77.91%. [Read more.](#)

Next Generation NCLEX

The Next Generation NCLEX (NGN) launched on April 1, 2023. The NGN is designed to better measure nursing students' critical thinking through the use of innovative questions. An increasing need to measure this was identified from information gathered during the 2013-2014 NCSBN Strategic Practice Analysis.

As part of the NGN project, several phases of research were conducted. All candidates sitting for their NCLEX after March 31, 2023 will take the Next Generation NCLEX.

Clinical Informatics' Tip of the Month

This month's tip outlines [how to document meds by history](#)

For an **interactive simulation** to practice **Documenting Meds by History** visit [PromisePoint](#)

- Lesson **BAY-1130 PWR-Document Home Medications** (13 minutes)

- Access from work or home computer at promisepoint.com/baystate/login
- Your username is your EN# (for travelers it is often your email)
- Lesson is preassigned to all RN/LPN employees
- All others can search and find it by name or number

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, trouble accessing material or suggestions for future tips email trainingevents@baystatehealth.org.

Holistic Corner

Many team members have participated in the "Clinical Aromatherapy in Hospitals" course offered by R.J. Buckle. The purpose of the course is to enhance clinical staff knowledge of aromatherapy including its chemistry, purity, side effects, method of extraction and how to apply principles of aromatherapy with patients with health challenges. These courses, along with our Certified Clinical Aromatherapy Practitioners, are being finalized as part of an aromatherapy guideline to be used at Baystate Health. The guidelines outline how to use aromatherapy as a complementary therapy for our patients and our employees. The workgroup has worked tirelessly to ensure that we are maintaining a safe patient environment and using high quality essential oils with our various patient populations. It is imperative that any aromatherapy guideline includes safety and storage considerations, procedure on how to use aromatherapy, scope of the policy, and how we validate team members on use of aromatherapy. Below is a photo of the recent group of nursing staff who attended the Clinical Aromatherapy Course by R.J. Buckle.



Above: Team members participating in the Clinical Aromatherapy for Hospital Education at Whitney Avenue. At right: Megan Myers, RN, HN-BC, Daly 5A and Matthew Coppellotti, RN, HN-BC, MM7 attending the Clinical Aromatherapy for Hospitals Course.



If anyone has questions or would like to be a part of the aromatherapy work group, please reach out to our Integrative Healing Arts Committee or Cidalia Vital, program director of Nursing Research and Holistic Nursing.

Cerner Patient Observer – Fall Prevention Video Monitoring

A Message from Joanne O. Miller DNP, RN, NEA-BC, Chief Nurse Executive,

New Technology Assists in Preventing Patient Falls

When technology meets excellent nursing practice and standard workflows, the road leads to eliminating preventable harm!

Baystate Health is excited to launch the implementation of our Fall Prevention Video Monitoring System, also known as Cerner Patient Observer. This initiative assists Baystate Health with advancing care and enhancing lives through investing in technology to support our patients and our frontline care providers. This technology will maximize time caregivers are able to spend at the bedside, eliminate preventable harm, improve employee engagement, and leverage technology with evidence-based practice.

Our Current Falls Prevention Efforts

Fall prevention presents a major challenge to hospitals across the country, including Baystate Health. We are fully committed to eliminating preventable harm and keeping our patients safe. The structures that we implemented to address fall prevention includes the inaugural BH Nursing Quality Clinical Community, Fall Reduction Committees in all Baystate Health hospitals and the launch of the Daily Management System (DMS). In 2022, the BH Chief Nurse Executive and Hospital Chief Nursing Officers convened a team focused on falls prevention across all four hospitals of Baystate Health (BH) using a Clinical Community framework. Clinical Communities are self-governing networks with a broad interdisciplinary representation who come together and achieve goals related to health care quality and safety. Clinical Communities build a strong core team and involve those closest to the point of care to bring forward innovative solutions while changing processes and behaviors (Gould et al., 2015; Whitehouse & Dixon-Woods, 2013).

The BH Nursing Quality Clinical Community meets monthly to evaluate the current falls program and propose a more innovative falls prevention program. The Baystate Falls Risk Assessment Tool is the standard nursing assessment falls tool across all hospitals and is completed in the electronic medical record twice a day by an RN. Clinical community stakeholders have requested further evaluation of the current tool to understand its validity in predicting fall risk. A secondary goal is to increase fall risk awareness, communication, and develop a patient centered fall prevention program. A pilot project will be evaluated using the Falls Tailored Interventions for Patient Safety (T.I.P.S.) Program.

Cerner Patient Observer

On April 11, we launched the Cerner Patient Observer on S6400, D5A, and SW5 at Baystate Medical Center (BMC). At an incremental basis, additional inpatient units at BMC, Baystate Franklin Medical Center, Baystate Noble Hospital and Baystate Wing Hospital will be investing in technology. So far 92 Cameras have been



installed throughout the organization: 12 at Baystate Wing, 12 at Baystate Noble, 12 at Baystate Franklin and 56 at Baystate Medical Center. Camera locations were determined by historical data related to patient falls and nurse managers together with their bedside nurses determined the exact rooms for each camera.

Patients who meet the inclusion criteria benefit from video monitoring in many ways. Video Monitor Technicians (VMTs) set up virtual motion zones on the camera to alert the VMT when a patient crosses the set zones. VMTs can use prerecorded

messages in eight languages to communicate with the patient or use the two-way audio to engage the patient in conversation. VMTs can relay information to unit staff to alert them to a patient's needs. The VMT can also trigger an audible alarm that sounds in the patient's room for any potentially unsafe situation, such as climbing out of bed.

VMTs will report directly to Megan Maynard, M.Ed, LMHC, assistant manager, Flex Team. Megan has supervised the behavioral resource technician team since 2018 and brings 13 years of clinical behavioral health experience to support the growth of this new team. They are located on the ground floor of the Springfield building, where up to nine stations will be utilized to monitor up to twelve patients each. The cameras do not record and have two-way audio.

There are countless team members to thank for collaborating and their continuous commitment to launch this initiative. I would like to specifically thank Laura Douglass, Juliana Nekitopoulos, Megan Maynard, Bill Ballard, Jennifer Stebbins, Allie Casey, Ali Alhajaj, Sarann Ton, Val Dos santos, Cassandra Sgueglia, Vanessa Acevedo, Carlos Rosado, and Raj Ghetia.

Thank you all for your continued patient safety efforts around fall prevention.

Why do so many people think midwives only deliver in the home?

Where does this myth come from? Midwives have been the traditional birth attendants for thousands of years. And birth was in the home. In the United States, birth moved into the hospital at the beginning of the twentieth century for two reasons: with the advent of pain relief opportunities (this was chosen by many women) and providing the efficient training of physicians. This move from home to hospital resulted in increased maternal mortality due to puerperal sepsis until the advent of antibiotics in the 1940s. Birth in the hospital setting was characterized by "twilight sleep," spinal anesthesia, episiotomy, and a forceps delivery. A shave prep of the perineal area and administration of an enema were considered standard of care. Women were restricted to bed, not allowed to ambulate, eat, or drink. And they labored alone.

There was no formal training for midwives in the U.S. 100 years ago. There were many midwives among immigrant groups practicing in this country that had received formal education in their country of origin. But anti-immigrant sentiment was high in the first half of the twentieth century and these providers were often characterized as "dirty" because they wore ethnic dress, and "uneducated" because of limited English language skill. Neither of these characterizations were true, and midwives did valuable work within their communities.

With the growth of the profession of the obstetrician, there was a concerted effort on the part of medical societies to discredit the midwife. Midwives were characterized as poorly trained, unsanitary, and dangerous. This is a stigma against which the profession struggles to this day. No midwives were permitted to deliver their patients in hospitals and those that continued to practice delivered solely in the home.

In many areas it became illegal to practice midwifery. In the south, the practice of "Granny" midwives in black communities was regulated out of existence through "public health" legislation with severe consequences to maternal and infant mortality. Many southern states have the worst maternal and infant mortality to this day due in part to the historical elimination of race concordant care within black communities.

Midwifery started to make a resurgence through public health nursing in the 1940s, resulting in the rebirth of midwifery as nurse-midwifery. Educational opportunities in

midwifery were mostly restricted to white women, resulting in the racial disparity we see in the midwifery workforce today. Similarly, medical education was restricted to white men almost exclusively until the 1950s, and later led to the loss of diversity in gender and race suffered by the medical profession. Today, a minimum of a Master's degree is required to practice and most midwives enter the profession through nursing.

The 1970s brought a surge in the growth of the profession due in large part to the coalescence of the natural childbirth and consumer movements. Women were demanding more choice over how their babies were birthed and were challenging many routine birthing practices. Women wanted more agency over their birth experience and they wanted their partners to be part of that experience. There was rapid increase in the number nurse-midwifery education programs in the 1970s and 1980s. The Baystate Medical Center Midwifery Education program educated its first nurses into the profession of midwifery in 1990.

But the history of midwifery in the U.S., the concerted effort to eradicate the profession, and the slow resurgence has left many with the belief that midwives deliver babies at home and doctors deliver babies in hospitals. And the belief that midwives are “lesser” than providers doctors persists for many.

In actuality, certified nurse-midwives delivered 8% of the babies born in this country in 2021, and 97% of those births occurred in hospitals. At Baystate Health, there are approximately 35 Certified Nurse-Midwives (CNMs) working in the Department of OB/Gyn. Here at Baystate Health, midwives birth 20% of the babies.

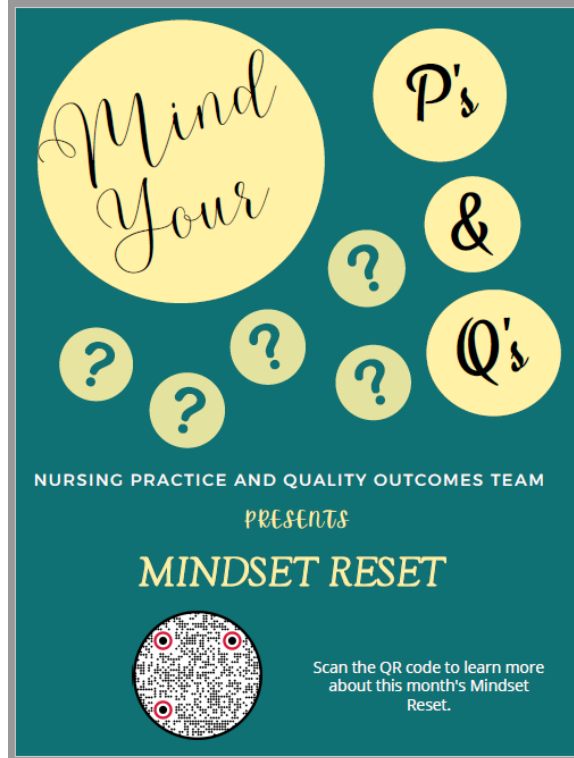
If you want to read more about the benefits of midwifery care, [this article](#) from Scientific American may be of interest.

If you want to talk more about the midwifery profession as a career path, feel free to contact me: [Susan Krause, MSN, CNM](#), director, Midwifery Education Program, Baystate Medical Center

Welcome to This Month's Mindset Reset

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

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



Exemplary Professional Practice



Baystate Medical Center Transplant Program Becomes a Living Donor Center of Excellence

Earlier this month, the Baystate Transplant Program was named a Living Donor Center of Excellence through the National Kidney Registry (NKR) Donor Care Network (DCN). They are among 31 centers to receive this designation, out of more than 250 transplant centers nationwide.

[Donor Care Network Center of Excellence](#)

Centers of Excellence through the NKR's DCN are an elite group of high performing transplant centers that agree to and maintain an extensive list of best practices and commitments to providing quality, patient centered care that support and protect all donors.

DCN centers are recertified annually to ensure they continue to abide by the commitments and guidelines required by a Center of Excellence and are offering the highest level of medical expertise and personal attention to make the donation experience as safe and positive as possible.

The team is excited for the opportunities and proud of the recognition received!



Click on flyer below to enlarge/view.

Pulse on Practice

The Pulse
on Nursing Practice

Fall TIPS Implementation continues

The Fall TIPS program (Tailored Interventions for Patient Safety) from Brigham and Women's is a validated tool. This laminated sign is posted in the patient room and helps all people in the room know what type of fall risk the patient is and what type of assistance they need when getting up. This validated tool has been in place for years and research has shown to help patient care teams reduce falls by allowing all people in the room to see quickly what the patient needs to get up safely. With the fall risk assessment in the electronic medical record, it is challenging for anyone answering call bells to know what the patient needs for assistance getting out of bed. Fall TIPS helps to communicate the risk and plan at a glance for anyone in the room wanting to assist.

Team Lead Patient Name:	Date:
<input type="checkbox"/> Increased Risk of Patient Fall	<input type="checkbox"/> Fall Intervention (Check when based on call)
Fall Risk (Check off your work)	Interventions
<input type="checkbox"/> History of Falls	<input type="checkbox"/> Bed Alarm
<input type="checkbox"/> Medication Side Effects	<input type="checkbox"/> Call Light
<input type="checkbox"/> Wandering	<input type="checkbox"/> Bed Pad
<input type="checkbox"/> Weakness	<input type="checkbox"/> Assistive Device
<input type="checkbox"/> Incontinence	<input type="checkbox"/> Bedside Commode
<input type="checkbox"/> Unsteady Gait	<input type="checkbox"/> Bed Exit Sign
<input type="checkbox"/> No Bedside Equipment	<input type="checkbox"/> Bed Exit Sign
<input type="checkbox"/> Unsteady Health	<input type="checkbox"/> Bed Exit Sign
<input type="checkbox"/> When Forgetful or Confused Need to Call	<input type="checkbox"/> Bed Exit Sign

Educate. Innovate. Celebrate!



2023 Nurses and Support Staff Week!

On Sunday, May 7 we will kick off Nurses and Support Staff week with the annual 5K Race/1K Walk! [See flyer for details](#) on how to register for the race.

The theme for the week is “We make THE difference” and will have two days full of opportunities to make yourself a priority. Other fun activities for the week will include Zumba, a dunk tank, block party, photo booth, pet therapy, High Tea Award Ceremony, Magnet Jeopardy, plus giveaways and more!

Registration for Magnet Jeopardy Live! is open now. [Reserve your spot](#) before space runs out!

What it means to YOU to be a Magnet Nurse

Thank you to everyone who participated in the Red Sox Nurse Appreciation Night contest, and congratulations to all of our winners! Twenty eight winners received two tickets to the Red Sox game on May 17, round-trip motor coach transportation, and two custom nurse t-shirts! Reading your submissions and learning what it means to YOU to be a Magnet Nurse was so heartwarming. The word cloud below was developed from direct quotes from all of the submissions. “Proud” was a theme that showed up again and again!



Submit Your Posters for Research Week

June 12-16

Nursing will be participating in a week-long virtual event highlighting research and education at Baystate June 12-16. 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. 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, nurses and residents.

To submit a poster: [Please fill out this form](#). Deadline for poster submissions is Monday, May 8 at 5 p.m.

Lighting the Way to Advancing Nursing Science

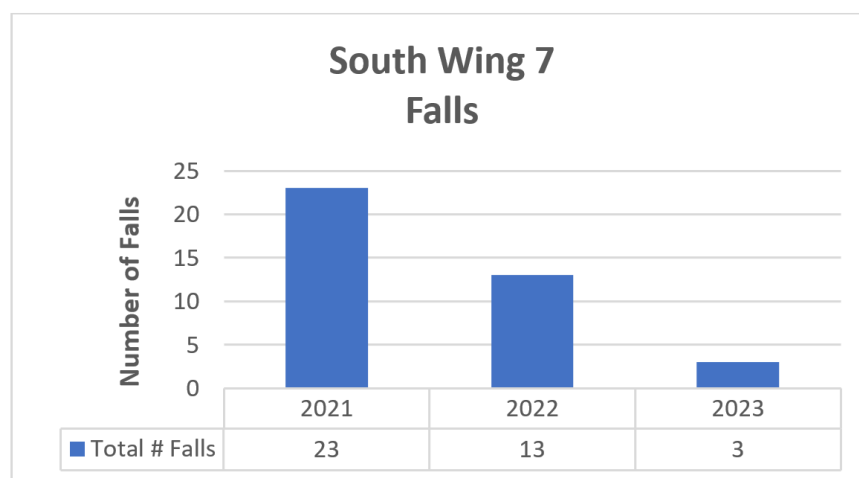
Please save the date for June 15 and June 16 for inperson research Events with a focus.



Daily Management System

South Wing 7: A Focus on Falls Reduction

South Wing 7 used fall reduction as one of their DMS measures from January 2023 to March 2023. They had a focus on falls as one of their safety goals since 2021. As a result, they saw a decrease in their fall rate from 23 falls in 2021 to 13 falls in 2022. Presently they've had three falls in 2023.



Here is how the South Wing 7 team has had a successful falls reduction program: As part of their Daily Management System (DMS) huddles, South Wing 7 completed monthly audits. The team approached the audits with a using a falls bundle to ensure each patient had customized falls interventions:

1. Falls Risk Screening completed on admission and every shift
2. Risk communication visible including yellow socks, magnet on the door, proper signage, fall risk band
3. Rooms free of clutter
4. Walkways clear

5. Bed in low position
6. Bed and chairs locked
7. Bed and chair alarms on

During quarter 1 of 2023, the SW7 team completed five falls audits/day. When a missed opportunity was identified, the leadership team talked to the individual nursing and team members to emphasize the findings and the importance of ensuring the fall bundle was being implemented. Additionally, the team communicated the importance of bedside shift report and communicating and double checking that fall risk band were placed appropriately, chair and bed alarms were on and plugged in correctly, asking about hourly rounding and ensuring patient did not need to use restroom before leaving the room. The missed opportunities were collated, and education was provided to team members.

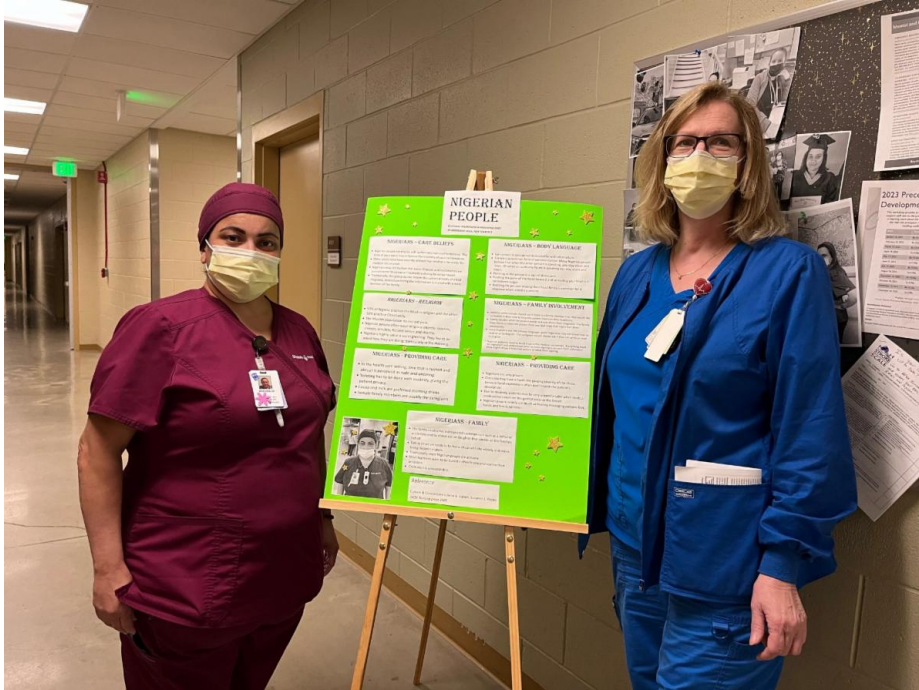
Using the DMS huddles as a tool for communication has raised awareness of the importance of falls prevention and the transparent and closed looped communication about missed opportunities allows staff to give feedback on additional interventions to continue to prevent falls.

Written by Nicole Verteramo RN, BSN - Assistant Nurse Manager SW7.



South Wing 7 Team next to their DMS board.

Engagement Through Learning About Different Cultures



Above: Brendaliz Vega and Katherine Downey with their informative poster about Nigeria.

Katherine Downey, Flex ANM, was inspired to start an engagement project where our Flex PCT employees research a particular culture and then share what they have learned with our team. Brendaliz Vega, PCT III, volunteered to complete our first board focusing on the Nigerian people and their culture. Katherine Downey put the board together and it has been proudly displayed outside the central staffing office, viewed by our team, the Environmental Services Teams, and all other teams in our area.

This project is educational for our employees and focuses on inclusion. We are proud of Kathy for coming up with this idea and of the team members who are eagerly lining up to participate.

Transformational Leadership



Nursing & Interprofessional Leadership Opportunity

Please take a moment to read if you are looking to lead others and enhance your career.

Beginning this past fall, UMass Chan Medical School's Tan Chingfen Graduate School of Nursing started to offer a Master of Science Degree, Nursing & Interprofessional Leadership (MS-IPL).

This may be an ideal opportunity to both promote your own learning and growth, but also help to better understand and address the layers of complexity in today's health care system. Navigating through the pandemic has imposed numerous challenges that have been experienced first-hand by nurses. The resilience demonstrated by this profession is profound. By becoming a nurse leader, you are given the opportunity to build relationships and inspire others to work together toward a shared vision. Through motivating others, you are promoting energy and engagement to the profession. Increasing the number of nurse leaders is of great value to Baystate Health and the communities we serve.

APP Leadership Team at Baystate Health

The role of our leaders at Baystate Health is, first and foremost to, work “Together to Deliver a Higher State of Caring” for our diverse patients, community, and employees. Baystate Health leaders are expected to act as dynamic stewards of the organization and to engage people in meaningful work that calls on each person to contribute what they do best to ensure organizational success. It is especially important that our leaders act in a way that demonstrates compassion, inclusiveness and raising the standard of excellence which holds true for our 18 APP [supervisors](#) and two APP chiefs.

The Advanced Practice Supervisors are responsible for providing leadership and oversight of the APPs within their respective service lines in collaboration with the medical director, medical chief and/or chair, and with the operations management for the division/practices of responsibility. The position has a dual role as a clinical provider and organizational leader. The AP Supervisor may provide direct oversight and/or act as a conduit for communication and information depending on the size, distribution and needs of the service line.

The AP Supervisors are responsible for ensuring the team is adequately trained and staffed to provide services to their designated patient populations. This oversight includes systems to support evidence-based practice, systems to ensure patient safety, systems to promote provider efficiency and productivity, systems to oversee Professional Practice Evaluation (OPPE/FPPE/Peer Review), and systems to promote professional development and participation in scholarly activities.

The APP supervisors also participate in professional leadership activities including quality improvement, educational opportunities, and professional practice evaluation of the APPs they represent. They work in conjunction with medical leadership to develop schedules and training programs that ensure adequate coverage and to develop contemporary coverage models to support the patient populations. They are responsible for ensuring competency skills are maintained and work to partner with clinical teams across the hospital and through the care continuum while maintaining consistency with the larger institution goals in collaboration with the department. The AP supervisor works with the Director of Advanced Practitioners to support initiatives, attend monthly AP leadership meetings, and assist with setting the agenda for workforce needs.

Written by Paula Brooks, DNP, FNP-BC, MBA, RNFA

Empirical Outcomes



Nursing Outcomes Improvement Monthly Highlight April 2023

CAUTI: Great news! BMC has seen a decrease in CAUTIs in Q1 of 2023 (nine) compared to quarter 1 of 2022 (13). We continue to monitor common trends amongst the identified CAUTIs.

Most recently we have noticed lack of peri-care/ inconsistent documentation, inappropriate provider urine culture orders, and chronic IUCs not being changed out at the 30-day mark. The nursing outcomes team continues to work with our vendor representatives to discuss continuous educational opportunities. We have recently gone live with our customized IUC insertion trays. The original tray came with one large peri-wipe. It was felt due to the intricacy of the folding process it posed a risk for cross contamination.



Our new trays now contain three peri-care wipes. Our Medline vendors rounded on the units during the initial go-live in March and found that staff really liked the change. Our unit educators and CAUTI champions team were provided with the customized IUC tray instructions for use along with other additional resources. We continue to meet regularly with the inpatient units and Deep Dive Team to identify opportunities for improvement with both nursing and providers. Most recently we have added an APRN and hospitalist team champion along with our infection disease physicians to help make our deep dive process more informative and robust. We will continue to focus on utilizing our DMS boards to improve consistency of nursing documentation, insertion practice, and preventative maintenance of the Foley catheters as well as providers appropriate urine culturing with a suspected CAUTI. We have heard feedback from the front-line staff about the necessity for an external male urinary device. BMC will be going live with Primofit and PrimaFit in early May! We have most recently had nursing units celebrate their CAUTI free days. Pictured above is Springfield 2 celebrating their great success with >400 CAUTI free days.

CLABSI: Deep Dives and CUSP Reports continue to assist us in identifying the things we are doing well as well as identify our areas for improvement. We continue to recognize that care and maintenance of central lines are challenging; CHG baths, the labeling of tubing/dressings and shift documentation are the areas we can focus on. Central Line dressings should not be reinforced (as their integrity has been compromised)—but can be changed if that is peeling/lifting is present. The K Card Observations of Central Lines continue monthly, and nurses are receiving feedback about some great compliance to the care bundles as well as implementing changes when there are identified areas to improve upon. Thank you to the staff who are working hard to do their best to provide safe and evidence-based care to their patients. BMC has had a total of eight CLABSIs in 2023 thus far. The teamwork from the CLABSI Task Force, Executive Sponsors and the front-line staff are making a direct impact on quality patient care, and we appreciate the teamwork from everyone!

FALLS: Our Falls Reduction Committee continues to meet monthly to discuss our hospital's current fall rates and what is existing in our fall prevention practices. M6 was one of the first units to trial 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 then, several other inpatient units have implemented TIPS as well. April's fall reduction meeting was held in person and seem to be a great success! We are hopefully looking forward to more interactive in person meetings.

Really exciting news! BMC has gone live with our "Virtual Sitter Program." This continuous technology will enable patient monitoring to help improve and prevent safety.

HAPI: The Skin Integrity Committee and WOCN Nursing Team continue to support the staff

with evaluations of skin and wounds. The WOCN Team welcomed a new clinical nurse from D6A to their team and we are all excited to have her passion and expertise. Welcome JungHee Lee!

Skin Prevalence Day was completed on Tuesday, March 21 and we appreciate the flexibility and accommodations the inpatient units and some wonderful “Skin Champion Float Nurses” made to ensure the success of this very busy day! Together, the staff evaluated a total of 498 patients, and identified a total of 24 hospital-acquired pressure injuries (HAPI) that were Stage 2 and greater. This gave BMC a HAPI rate of 4.82% which is a new low, since one-year ago, to celebrate together! Our previous quarters have been (respectively: Dec 2022 4.86%, Sept 2022 7.40%, June 2022 5.46%, Mar 2022 3.49%). We look forward to continuing our successful decline in our quarterly HAPI rates this year.

Written by: Lisa Mayo MSN, RN, NPD-BC & Connie Blake EdD, 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 note from a 9-year-old who recently had a stay in the Children’s and Adolescent Unit (CHAD).

To Jorden, Yvette, Joe, Kayla, Ana, Simone, the care team, and all my other nurses:

Thank you so much for taking good care of me! You guys made my stay here a bit more enjoyable! The activities were great to keep me busy! Joe, it was fun watching sports with you. You’re just a lovable guy! Jorden, thank you so much for always making me laugh. Kayla, you were a rockstar during the night keeping up with everything. Lastly, Yvette, I’ll never date a cry baby! Thank you for everything! You guys have been amazing!

Please enjoy this note from the daughter of a patient that was in the Surgical Trauma Intensive Care Unit (STICU).

Dear Lisa,

I just wanted to say thank you to you and the employees in the STICU for the kind and compassionate care provided to my mom and our family. I would especially like to recognize Dr. “Zach” and Dr. “Jacque” for their kindness, compassion, and patience; often repeating information several times to help my dad process the seriousness of my mom’s injuries. To nurses Katie and Courtney for connecting with me, nurse-to-nurse, when I needed to put on that hat to help guide care decisions based on shared knowledge and experience. To Shawn, the night nurse, for bringing my daughter and me warm, cozy blankets and big cups of water.

Sincerely,
Diane



ADVANCING CARE.
ENHANCING LIVES.



All Categories 

Keywords (optional)... 

SEARCH JOBS

Nursing Recruitment

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

April 2023 Updates

Recruitment is excited to share two staffing changes on our team!



Stephanie White, healthcare recruiter, has joined the Nursing Recruitment team. Stephanie will recruit for: MM5, MM6, MM7, HVCC, IV Team, Care Unit, Echo Lab & TEE, and Interventional Radiology/Imaging Procedures.

Stephanie started working at Baystate Health almost five years ago on the Provider Recruitment team as a provider onboarder. She was in that role for two years until COVID-19 began. At that time, Stephanie was asked to help the redeployment team, a challenging but rewarding opportunity. Stephanie was inspired by Baystate Health employees coming together during such a difficult time and continuing to provide excellent care. After nine months of redeployment, she was promoted to a healthcare recruiter.

Stephanie's first book of business was Patient Care Technicians (PCTs) for BMC, BNH and BWH. This was a very high volume, fast-paced book of business. Although overwhelming at times, Stephanie knew how important this position is for the organization and patient care. Led by Stephanie, the team has made great strides over the past three years, highlighted by open communication with managers and their dedication to partner with recruitment, the support from the recruitment team to share candidates that might have been a better fit for PCT roles, and engagement with the candidates for a speedy hire with excitement for them to join our organization. Stephanie is excited for the new challenges and eager to get started!

Teresa Frisino has been promoted to an associate recruiter role and has begun recruiting for PCTs. Teresa's journey with Baystate Health began back in 2013, where she started in a support role at the D'Amour Center for Cancer Care. After working at the Cancer Center for almost five years, she moved on to work for the Contact Center for a few years, leading her to HR last year as a recruitment & sourcing associate. She has worked to help support the nurse recruitment team, mainly focusing on the nurse



residency program. Teresa has represented Baystate Health at various college recruitment events and helped her realize her passion for recruitment.

When not recruiting, Teresa's family keeps her very busy! She has been married for 16 years to her wonderful husband and has two sons. She is often at various sporting events cheering on her boys because she is their number one fan! Teresa loves to vacation in Walt Disney World and anywhere near the ocean. She also enjoys yoga, hiking with her dog, and a good book. Teresa is proud to say that she works for Baystate Health and is very grateful for all the opportunities for growth that this healthcare system has provided her.



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Explore a Nursing Career with Us!

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BaystateHealthJobs.com

Lastly, Nurse's Week is right around the corner, and we would love your help in promoting Baystate Health's hiring efforts on social media. Download the image at left and share the week of May 6-12. The QR Code will point candidates to our career page. Don't forget to use #youbelongatbaystate in your post!

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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