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Nursing News & Views - October 2023

Joanne Miller RN

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Nursing News & Views

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New Knowledge, Innovations & Improvements | Empirical Outcomes

Volume 2, Issue 9
October 2023

A Note From the CNO

Dear colleagues,

As a rule of thumb, I seldom use the words "always" and "never." Baystate Health's incredible Nursing teams have caused me to stretch my rule of thumb (or should I say green thumb). Our Nursing team collaborated with our Facilities and Groundskeeping teams and it appeared that the idea for our inaugural "Magnet® Garden" would become a reality.

On behalf of the Nursing Quality, Safety & Magnet® Council and the Integrative Healing Arts Council, they had a vision for a "Magnet® Garden" to enhance the well-being of our team members and for enhancing our new Baystate Medical Center Employee Appreciation Plaza.

On a perfect day to be outside on October 9, employees from various departments planted either hyacinth, daffodil, or tulip bulbs. This "Magnet® Garden – Lighting the Way" represented version 2.0 of a previous Magnet® theme "Nursing Seeds of Excellence." This version also provided opportunity for teams to be intentional and share words representing what they would like to see in the future.

The event sparked comments about hope, joy, and the future. The reflections from this event continued long after the bulbs were in the soil through continued conversations and group emails. Our intentions will blossom in the Spring and for seasons to come.

This *Nursing News & Views* also reflects our commitment to life-long learning, our commitments to safety and quality, and innovations. Please enjoy celebrating each other.

With gratitude for lighting the way with resilience,

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 information about the next *Java with Joanne* session. We hope to see you there!



Tuesday, Nov. 14 at 2 p.m.

SW5/SW6

CULTURE COUNTS
We Appreciate and Value YOU



Congratulations to Our BMC DAISY Nurse Leader Award Winner!



Emily Torcato, RN, nurse supervisor, Children's Specialty Center, has received Baystate Medical Center's DAISY Nurse Leader Award. Emily's team members nominated her for the award, describing her as a compassionate leader who promotes professional development opportunities for her colleagues and a collaborative member of the interdisciplinary team. The also credited Emily to the successful patient outcomes through her leadership in quality improvement projects. A number of Emily's team members came in on their day off to celebrate her receiving the award.

Here's more from Emily's nomination:

"When we heard about the Daisy Nurse Leader Award, Emily Torcato immediately came to mind. Throughout our time here, Emily has consistently proven she embodies every quality of a nurse leader. She strongly encourages her staff to utilize Baystate's core values of respect, integrity, teamwork, and lifelong learning. She holds herself to these standards as well and, as a team, the Pedi Endo nurses and MA's would like to recognize her for this. Emily is known for taking a deep dive into areas of concern and approaches every problem with a clear vision and process to achieve a resolution. She often involves her staff in decision-making, acting as a mentor to motivate us to become leaders in our field and expertise. She does this while always keeping patient care at the center of her priorities. She has always advocated for professional growth by encouraging her team to become certified in their area of expertise, be a part of professional organizations and advance on our clinical ladder.

Emily holds monthly nursing forums where each department can attend and collaborate. Here we openly share ideas and provide guidance based on the experiences each department has. Emily creates an environment that focuses on the nurse and MA roles and allows each individual to contribute. This type of open forum helps us to achieve better outcomes for ourselves and for our patients.

In addition, she has worked tirelessly to bring support to our clinics to help us better support patients including, pharmacy liaison support, care coordinator positions, the inpatient/outpatient collaboration committee, and most recently she has supported a nurse lead quality improvement project involving our team and behavioral health. Emily is compassionate in her leadership. She has an open-door policy. She makes herself available to discuss concerns and encourages work/life balance.

Emily's passion for her work motivates us to want to show up every day and be the best we can be for our patients and each other.

Emily makes her employees feel extremely valued by highlighting staff accomplishments and showing appreciation for what we do."

Congratulations Emily on this much-deserved recognition!

Congratulations to our September DAISY Award Winner, Khristine Morin, RN, Rapid Response Team at Baystate Medical Center



Khristine Morin, RN, Rapid Response Team at Baystate Medical Center, was surprised when she stepped into the MM5 Conference Room and saw her two children holding the DAISY Award banner. The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. Khristine was nominated for the award by her Rapid Response Team colleague Richard Barus, who was overcome with emotion as he shared his nomination:

“As a member of the Rapid Response Team, I routinely experience critical illness and life - changing diagnoses that have dramatic effects on patients and their loved ones. In 2020 I received a call from my dad who seemed scared. He had seen his primary care provider for pain after a minor fall while helping me with window trim on my home. He had an X-ray which showed multiple bony lesions concerning for malignancy and he was directly admitted to the hospital for further work-up. Unfortunately, I was away and with COVID restrictions visitation was limited. After he arrived at the hospital, I initiated a family requested rapid response consult. My friend and colleague Khristine Morin was the one who saw my father and ensured he was receiving optimal care. My father eventually received a diagnosis of multiple myeloma...,and he was prescribed a course of chemotherapy by the wonderful oncology providers and given his first dose by the spectacular oncology nurses. Having Khristine there when I couldn't be with my dad meant the world to me and my family. With my dad's consent Khristine always made sure that my mother and I were fully aware of how my dad was doing and what the plan was moving forward. My parents don't work in healthcare and Khristine routinely took the time to explain everything in a way they understood, both of them expressed how beneficial this was on separate occasions. I always knew Khristine to be an incredibly smart, compassionate, and hard working nurse but the way that she helped my dad really intensified these feelings.



After my dad left the hospital, she would always check in with me to see how my dad was doing and was always there for me when I needed someone to talk to. Initially it seemed my dad would have a pretty good prognosis...about seven months after his first admission and diagnosis my dad was admitted to the hospital with an infection. One again Khristine was there to help my dad and family to ensure he received great care and for emotional support and after a short stay he was discharged. One month later my dad still wasn't doing well, he was losing weight quickly and he was admitted to the hospital with failure to thrive...he decided to seek comfort instead of further care. As always Khristine was there to help, this time mostly for emotional support for my dad, my mother, and myself. Four days after my father decided to seek comfort he passed away with my mother and me by his side. Khristine's compassion didn't end there: she organized a collection and her and my other colleagues/friends gave me an incredibly generous donation that I gave to my mother to help with his extensive medical bills. I regret not nominating Khristine for this award sooner. After receiving the DAISY Award myself, I now understand the weight it carries and I am confident she deserves this same honor."

Thank you, Khristine for your extraordinarily compassionate care for your patient, family, and colleague and congratulations on this well-deserved recognition.

History of Nursing



Since we are dedicating this month's edition of *Nursing News & Views* to celebrating our Magnet® nurses, we wanted to highlight the history of Magnet® at Baystate Health. In 1990, the American Academy of Nursing approved the Magnet® Hospital Recognition Program for Excellence in Nursing Services with recognition based on 14 standards, eventually called "Forces of Magnetism," that help create "an environment conducive to attracting and retaining well-qualified nurses who promoted quality care."

Baystate Medical Center is a four-time Magnet® hospital and has been designated since 2005. That's almost 20 years of excellence in nursing practice and outcomes. We are currently on our journey to the fifth designation.

It takes a tremendous amount of time and effort to write the Magnet® document. The hospital must demonstrate through writing, the amazing care that our nurses provide and outperform other like organizations with patient satisfaction, nursing engagement, and nursing sensitive indicators.

Baystate Health's first journey in 2005 required two large volume textbooks with stories, evidence, and the hard work of the Magnet® writing team. Below you will see a photo of the massive textbooks being held by one of our former CNOs, Deb Morsi. In 2005 there were only 170 Magnet® hospitals and 13 in all of New England.

First Time Magnet® Recognition: 2005

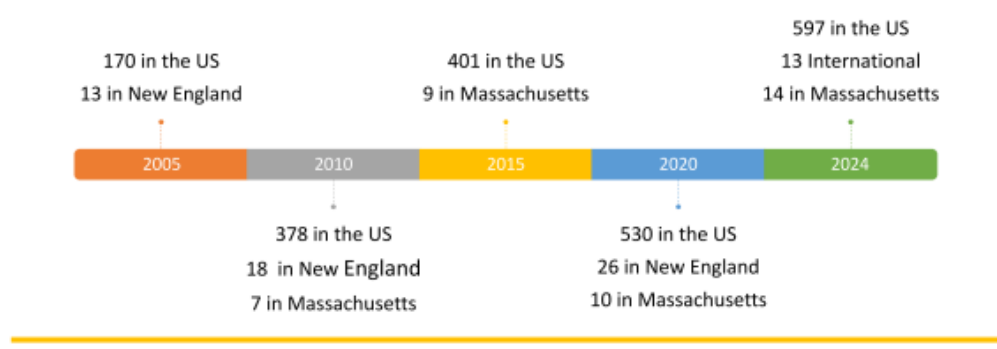
Read the following [article](#) from *Healthcare News*.

As we moved toward our second, third, and fourth designation, the process for documenting our outcomes shifted and more was required of our organization to

demonstrate outperformance. By 2015, the document transitioned to a CD-ROM submission.



Baystate Medical Center Magnet Journey

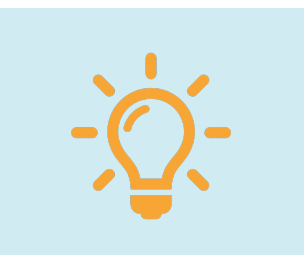


Our incredible Magnet® writing team is actively working on writing 102 stories with an application deadline of August 2024. The team is being led by our Magnet® program director Katy Patrick, MSN, RN, CNL. The pivotal role of the Magnet® program director is to set strategic direction of nursing to continuously improve care delivery. Katy helps align the organization with the current Magnet® standards and works closely with our CNO to identify gaps in practice and develop plans to sustain a Magnet® culture.

Magnet® Writing Team

Lauri Deary, Connie Blake, Stephanie Bathel, Arlene Kruzel, Lisa Mayo, Cara Parent, Heather Walker, Gina St Jean, Cidalia Vital, Renee Beaulieu, Julie Racicot, Brittany Patterson-Trinque, Brodi Willard, and Paula Davies.

New Knowledge, Innovation and Improvements



October 2023 Clinical Informatics Tip of the Month

When you need to “look back” for documentation in a patient’s record, the *All Results* component from the menu is a great way to get your information in one area! [Here are some tips](#) to set up your view.

The screenshot shows a clinical informatics interface. On the left is a blue sidebar menu with the following items: MyPage - Nurse, Overview, Review Chart, Diagnosis and Problems, Enter Charges (PK), Immunizations Schedule, Historical Immunization, All Results, Chart Search, Micro, Allergies (+ Add), Histories, Growth Charts, Orders (+ Add), Medication List (+ Add), MAR, MAR Summary, and Interactive Flowsheets. The main content area is titled 'All Results' and has tabs for Vital Signs, Laboratory, AP, Radiology, 48 Hour, All Results, and Pharmacy. Below the tabs is a 'Flowsheet' dropdown set to 'All Results Flowsheet' and a 'Level' dropdown set to 'ALL RESULT'. A 'Navigator' window on the left lists sections with checkboxes: MEDICATION SECTION, IV'S, VITAL SIGNS SECTION, PAIN SECTION, and PATIENT AUDIT INFORMATION. The 'Results' window on the right displays the following content: MEDICATION SECTION (Acetaminophen, ceFAZolin, Morphine), IV'S (Lactated Ringers Injection), VITAL SIGNS SECTION (Respiratory Rate, Early Warning Score), PAIN SECTION (Pain Intensity), and PATIENT AUDIT INFORMATION (Discharge Notice Sent).

If you have questions, trouble accessing material or suggestions for future tips email us at trainingevents@baystatehealth.org.

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

Nursing Communication using AIDET®: A Patient Experience Review

Across the Baystate Health system, there has been a consistent trend in our patient satisfaction feedback that patients value strong and effective communication with their nursing team. This trend has remained constant for several years and has remained a key driver for achieving our goal for "Willingness to Recommend." In fiscal year 2024, the Nursing leadership team, in partnership with the Office of Patient Experience, agreed to prioritize Nursing communication using AIDET® (Exhibit 1) across the system as a tool for enhancing communication between patients and their care teams. Created by the Studer Group, AIDET® is "a communication framework for healthcare professionals to communicate with patients and each other in a way that decreases patient anxiety, increases patient compliance, and improves clinical outcomes" (Studer Group, AIDET® Patient Communication).

[READ MORE](#)

Nursing Grand Rounds Available on Demand

Did you miss the last Nursing Grand Rounds?

Don't worry, we recorded it and it is available

ON DEMAND to watch again. Here are the rules around the On Demand Contact Hours:

For this month's Nursing Grand Rounds please go to the Ethos Site using the link below:

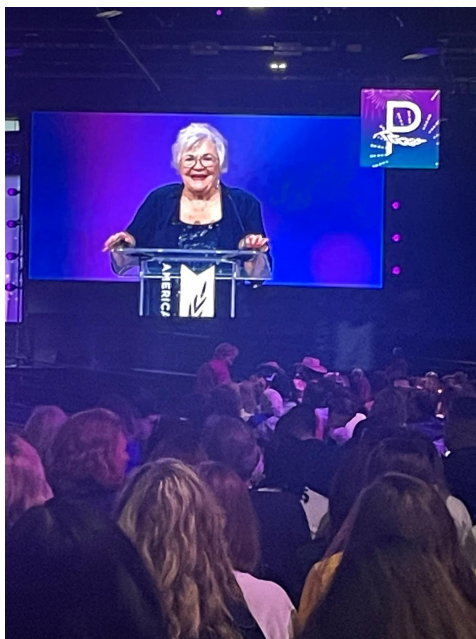
[2023 Nursing - Nursing Grand Rounds | Continuing Interprofessional Education \(baystatehealth.org\)](#)

1. Pick the session with the word RECORDING in it.
2. To Watch the Video, scroll down to the bottom of the page and click TAKE COURSE.
3. Select the recording, either in video or YouTube link, hit the START button.
4. Staff must watch the entire video, complete the evaluation, claim credit and print certificate.
5. The recording is only available for contact hours for one month.



BMC Nurses Attended the American Nurse Credential Center (ANCC) Magnet® Conference in Chicago, Illinois

Enjoy the photos below and read attendees' feedback about the conference [here](#).



Above: Dr. Patricia Benner, nurse theorist.





Congratulations to our Chief Nursing Executive and Chief Nursing Officer Joanne Miller, DNP, RN, NEA-BC for two podium presentations at the American Nurse Credential Center (ANCC) Magnet® Conference in Chicago, Illinois. With over 13,000 nurses in attendance and 3,000 abstracts submitted, it was a tremendous honor to be selected for two podium presentations with over 2,000 nurses listening to the amazing work happening at Baystate Health.



Joanne presented with Katy Patrick, MSN, RN, CNL, Magnet® Program Director on “Supporting High Reliability through Nursing Restructuring.” The amphitheater like venue was packed with nurses from across the world curious about how our leadership structure drives high reliability and better outcomes.

Additionally, Joanne presented with Cidalia Vital, PhD, RN, CNL, CRRN, Program Director of Nursing Research and Holistic Nursing on “A Holistic Model of Care: Lighting the Way with Resilience.” This presentation highlighted how holistic nursing at Baystate Health has driven a more resilient workforce through the pandemic and beyond. Joanne talked about the seven-year holistic journey and how the team benefited from practicing self-care particularly during the past few years.

During both presentations, our proud team sat in the front row cheering on the presenters and showcasing their Magnet® T-shirts.



Congratulations to Cheryl Crisafi, MSN, RN, CNL, HNB-BC who was recently awarded the American Society for Enhanced Recovery Overall Abstract Award for “Use of a Digital Platform to Foster Patient Engagement and Collect Patient Reported Outcomes to Customize Care” at the ASER Conference in Nashville, TN. Cheryl has also presented in many venues both nationally and internationally. She has presented in Lisbon at the ERAS World Congress, in Vienna, Austria at the European Association for Cardiothoracic Surgery, and Toronto, Canada at the American Association of Thoracic Surgery. She has put Baystate Health on the podium for our cutting-edge work on patient engagement, multimodal analgesia, enhanced recovery protocols, and surgical site infection reduction. **Congratulations Cheryl!**



At right: Cheryl (left) accepting the award at ASER.

Congratulations to Karen Giuliano, PhD, RN and Cidalia Vital, PhD, RN for their presentation at the ANA Enterprise Research Symposium on the “Academic-Clinical Practice

Partnerships: Engaging Clinical Nurses in Research and Healthcare Innovation.” Karen and Cidalia discussed the importance of having interdisciplinary and collaborative environments for frontline nurses to develop and thrive as clinicians, researchers, experts in implementation science, and leaders in healthcare innovation. The collaboration between the Elaine Marieb Center for Nursing and Engineering Innovation and Baystate Medical Center is important to improving patient care.



Holistic Corner

Have You Listened to the Elemental Healing Podcast?



Podcast!!



**ELEMENTAL
HEALING
ON
SPOTIFY**

Join me in learning
about

#SelfCareInHealthCare !!



Baystate  Health

ADVANCING CARE. ENHANCING LIVES.

**Board-Certified Holistic Registered Nurse Brings Peace and
Lovingkindness to BMC**



Jeffrey Wyda is a board certified holistic RN from Let it Go Holistic Stress Management L.L.C. in Ludlow, MA. Jeffrey has been partnering with the BH Integrative Healing Arts Council this fall. He specializes in integrative health and wellness for healthcare workers, veterans, and elder communities.

On September 6 during the Integrative Healing Arts Council meeting, Jeffrey offered a one-hour sound bath healing meditation to team members, where he utilized gongs, crystal and metallic singing bowls, vocals, percussion, and strings. His use of sound healing modalities to create a harmonious and safe space for inner exploration and personal growth encouraged participants to tap into their own innate healing potentials and mysteries within.

On October 4, during the Night Council meeting, Jeffrey presented a one-hour stress management circle for team members, where he engaged in using sound healing, movement, breathwork, and the expressive/integrative healing arts to guide the group through experiences that engaged all of their senses and set the tone for promoting relaxation and expanding the growth of one's inner self. We are grateful for his therapeutic presence and kindness. We look forward to continuing to partner with him for more special holistic events in the future!

Written by Connie Blake EdD, MSN, HNB-BC, RNC-OB

October 22-28, 2023

Chaplaincy and Mental Health: It's Healthy to Get Help



The Spiritual Services chaplains lift up the spiritual dimension in the lives of our patients and families to encourage a sense of hope and peace. They offer their compassionate presence and listening ear to all who come through our doors. Frontline caregivers, patients, and families have received care by this tremendous team. They nurture our caregivers with Tea-for-the-Soul, a blessing of their hands, reiki, or a compassionate chat. We want to take time to recognize each member of the Spiritual Services team: Adam Czarnecki, Ann Vanderburgh, Charlaina Stevens, Colleen Noonan, Fidelis Lemchi, Joseph Kimatu, Kathy Tardif, Ken Hahn, Marcus McCullough, Sandy Chessey, Greg Dawson, Sinh Trinh, Stephen Lavalley, Valerie Miller, and Ginny Maitland.

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.

Click on the flyer at right to enlarge.

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. Content changes on the 1st of each month.

If you have a nursing practice or outcome question you would like answered, contact Lisa.Mayo@baystatehealth.org or Arlene.Kruzel@baystatehealth.org.



Fall is a season of change and balance, reminding us to take a moment to slow down. The inpatient wound RN team recently took the opportunity to do the same. To align with a "Back to Basics Initiative," we provided a Skin Care Boot Camp for our unit-based educators and Skin Champions. The inpatient wound RN team decided to provide a fun, interactive, collaborative, and hands-on learning experience. This included education regarding pressure injury staging, wound care products available at Baystate Medical Center, pressure injury prevention, as well as how to perform a two-RN skin assessment on admission and transfer to a unit. Participants had an opportunity to practice wound care on wound care models and play pressure injury prevention games for a chance to win prizes. The response to Boot Camp 101 was overwhelmingly positive! The vision is to continue to provide this class to nurses on a quarterly basis, in hopes of reaching as many of our bedside nurses as possible.



Pictured above: Skin Champions learning about the importance of patient repositioning.

Emergency Nurses Week October 8-14, 2023



Emergency Nurses Day celebrations first started in 1989, and it has been observed ever since. It was established by the Emergency Nurses Association and is a part of Emergency Nurses Week. The day recognizes the extraordinary commitment and labor of emergency nursing professionals around the world. By 2001, the Emergency Nurses Association began celebrating the entire week as Emergency Nurses Week to better highlight the vast array of contributions made by emergency nursing professionals.

Historically, by the late mid-nineteenth century, emergency/accident services were provided by workmen's compensation plans, railway companies, and municipalities in Europe and the United States. It was not until 1911 that the world's first specialized trauma



care center opened in the United States at the University of Louisville Hospital in Louisville, Kentucky. It was further developed in the 1930s by surgeon Arnold Griswold, who also equipped police and fire vehicles with medical supplies and trained officers to give emergency care while in route to the hospital.

The BMC Emergency Department (ED) is a major diagnostic and resuscitation site in the western Massachusetts regional health care system. Nursing evolves its practice not only to keep pace with technological advances and contemporary models of care but also to drive and shape them to meet the needs of our patients. BMC ED nurses are major drivers in the provision of clinical care and are the holistic energy behind addressing the psycho, social, and spiritual needs of patients and families experiencing a sudden health crisis or trauma. The BMC ED nurses have, in the past year, been instrumental in the integration of new Vertical Care Delivery Model, spear headed multiple Emergency Preparedness events, supported the establishment of a Daily Management System, served as a core body of critical knowledge resources in precepting well over 50 new nurses, and have been leaders in the complex daily management of a high volume, high acuity emergency department. We salute this immense pool of talented, critical-thinking, and dedicated professional nurses who choose to call BMC their workplace of choice and are grateful every day! Thank you!

[MORE PHOTOS OF OUR EMERGENCY NURSES](#)

Empirical Outcomes



CAUTI: BMC has recently seen an increase in CAUTIs. There were only two for the month of July; there was only one, and there was a spike in August with a total of four. September CAUTIs are not entirely completed, but currently we stand at three. We continue to monitor common trends amongst the identified CAUTIs. Work continues to decrease our Standard Utilization Rate (SUR) by avoiding Foley insertion when not necessary and by utilizing our nurse-driven urinary catheter removal protocol as indicated. Please remember to use your nurse-driven urinary catheter removal protocol. A great example of nursing units utilizing their nurse-driven IUC removal protocol is D5A and NIU. D5A and NIU have recently trialed the removal of IUCs on patients with an indication of urinary retention within 72 hours. During each huddle, patients who have IUCs are identified, and discussions around IUC indications are held. If a patient with an IUC for urinary retention has had an IUC in place for longer than 72 hours, it is identified as a missed opportunity. Since the trial, D5A has had a 14% reduction in IUC days and NIU a 42% reduction since March 2023. If your unit has implemented a new initiative, please reach out and let us know so we can highlight the great work! Keep continuously assessing the need for indwelling urinary catheters and removing them when no longer clinically indicated.

The Nurse-Driven Urinary Catheter Removal Protocol Resource poster should be displayed on all inpatient units. This resource provides information regarding nurses' autonomy to remove unnecessary IUCs when they no longer meet the clinical indication. We have heard that obtaining the post-IUC removal protocol can be difficult, so a QR code is located at the bottom of the resource, which displays the correct documentation steps when the IUC is removed to trigger the post-IUC removal protocol. Our goal is to initiate the collaborative discussions needed to remove unnecessary IUCs during morning huddles.

Our CAUTI Champions Committee continues to meet monthly via Zoom. We had our first hybrid CAUTI champion meeting on October 3 in the Chicopee/Agawam room. This was a

great opportunity to meet in person and have those collaborative and informative discussions. During our meeting, we discussed forming an interdisciplinary workgroup to focus on creating guidelines that make nurse-driven urinary catheter removal easier for our nurses. Some CAUTI champions have reached out to join the workgroup and have invited a hospitalist, APRN, infection control practitioners, and urologist to join. Our unit CAUTI champions are continuously encouraged to share best practices, report-outs, and updates with their units during staff meetings and/or unit CPCs. Please reach out to them with any questions; they are a great resource!

We continue to meet regularly with the inpatient units and Deep Dive Team to identify opportunities for improvement with both nursing and providers. Our APRN and hospitalist team champions, along with our infection disease physicians, 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.

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. BMC has had a total of 22 CLABSIs as of October 1, and had two identified in September. The K Card Observations of Central Lines have been reviewed by The CLABSI Task Force and Operations Excellence. There were a total of 1134 total observations collected over 10 months: Nov. 22-Aug. 23. We never had a baseline data to start with but had anecdotal evidence of what our gaps were from the Deep Dives. Through these observations, we now have information to begin a path to move forward with.

The VAST Team has done a lot of great work supporting best practice and methods to decrease CLABSI risks including an upcoming trial of a new connector tip on central lines that has been shown to decrease the amount of microscopic blood left in the cap end at the end of an IV flush, decrease heparin/TPA use (starts Nov 7 in MICU, SICU, SW 5,6,7); they are presently doing mandatory “back to basics” training with their teams about drawing blood cultures and handling the specimens to make sure all standards of practice are consistent across the team. The VAST Team is going live on Oct. 30 with “Nurse Draw Magnets” that will be placed on the patient doorway. This magnet will identify if a patient has a central line, so that phlebotomy can easily identify these patients. The goal of these magnets is to improve the patient experience by not disturbing or waking patients who are nurse draws. Overall, we hope this will prevent unnecessary venipunctures and preserve vessel health. Many thanks to the VAST Team for all of their dedication and support!

FALLS: BMC has recently seen an uptick in patient falls and patient falls with injuries. In the month of September, we had a total of 52 patient falls, and 14 of those falls resulted in injuries. Our Falls Reduction Committee and Clinical Communities continue to meet monthly to discuss our hospitals current fall rates and what is existing in our fall prevention practices. To help standardize best practices, all inpatient units are using the fall prevention toolkit called TIPS. TIPS is a nurse-led, evidence-based fall prevention intervention that uses bedside tools to communicate patient-specific risk factors for falls. The Cerner Patient Observer is up and running. We strongly encourage teams to utilize this fall prevention technology to its fullest potential. We want to increase our video monitoring usage to help ensure our high-fall-risk patients are safe. During our Falls Reduction meeting this month, we had a great discussion surrounding the positives and barriers related to the video monitoring. Our Falls champions were asked to bring those conversations back to their unit for discussion. A huge shout out to our Baystate Wing Hospital partners! During our clinical communities back in September, I reached out asking other hospitals how they address high fall-risk patients wanting privacy while using the restroom. Brandi Fontaine, who is a performance improvement coordinator, offered her resource called "Stay for Safety." Feedback appeared to be very positive during our meeting, and our Falls Reduction Champions have been asked to bring this back to their units for more feedback. I am

looking forward to the follow up during our next meeting in November.

Our "Standing Tall, Preventing Falls" contest is up and running. Check out the banner with growing flowers located in the Springfield 2 hallway outside the café. Each week, the banner is updated with units that had zero patient falls for the week. Congratulations to the three following units who went eight weeks without a fall: NIU, PICU, and SW5! We submitted the units to a random generator, and PICU was chosen as the winner. Check out the trophy below! The trophy will be delivered to PICU.



HAPI: The Skin Integrity Committee and WOCN Nursing team continue to support the unit with evaluations of skin conditions, wounds, and ostomies.

The Skin Prevalence Day was held on Tuesday, Sept. 12 and we appreciate the flexibility and accommodations the inpatient units made for Prevalence Day. Together, the Unit Skin Champions, PCTs, and WOCN Team screened 494 inpatients. We had 34 reportable 2+ HAPI which produced a rate of 6.88% as compared to June when we saw 522 inpatients with 30 reportable 2+ HAPI/5.75% rate. We will continue to collaborate with our colleagues to identify opportunities to improve our incidence of HAPIs.

The WOCN Nursing team led new, interactive Boot Camp classes for all of the Skin Champions and Clinical Educators on Oct. 9 and Oct. 31. The mandatory classes will reinvigorate BMC's getting "Back to Basics" initiatives surrounding prevention, recognition and treatment and documentation. There will be more boot camps offered quarterly in 2024 for the team members who don't make it to the ones this fall, so that everyone has an opportunity to attend!

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 letter sent to Dr. Keroack from a patient that recently had surgery and is grateful to the surgical team and the team on South Wing 5.

I was recently admitted for a surgical thoracic procedure. The procedure was a success and I spent five days on South Wing 5.

Needless to say, I am very thankful and grateful for all the care and concern the team had for me during both the pre-op and post-op time periods.

There are so many staff professionals to thank, and I am having difficulty remembering them all—but please refer to all the team who cared for me during my stay. My surgeon, Dr. Katie Nason, surgical resident, Dr. Nsereko, and her team were incredible, including the robot, which I got to see in the Operating Room! I especially remember patient care director, Tom, unit manager, Crystal, PA Amy, all the pre-op and post-op team, South Wing RNs Delly, Denise, Tia, Brodi, Alyssa, as well as Caleigh, Haley, and also Nelson in Pulmonary. Everyone on South Wing 5 was extremely professional and caring.

Again, my heartfelt thank you to you and your incredible team. You can be extremely proud to have such a superbly and professionally-managed hospital.

Please enjoy this letter from a grateful family for the care their loved one received at both, Baystate Noble ER and South Wing 7.

We would like to take this opportunity to extend appreciation for RNs Lauren and Diane in the BNH ER Room 9 when she arrived by ambulance for what was originally only to receive stitches for a cut on her head she received from a fall at home; when it was learned she had also broken her hip in that same fall. Thank you for your kindness in taking care of her during her short stay at BNH (then transported to BMC at 4:30 in the morning to plan for the hip surgery!)

To the ENTIRE care team at BMC on SW701 (calling out each individually for their professionalism, their compassion, their demeanor during a very dark time for our family), and apologies to those who we missed calling our individually: Ashley, RN; Emily RN (traveler); Rapid Response Team Kate & Jordan; Respiratory Team; Mitch, RN (traveler); Stephanie, PCT, Megan, PCT; Zee PCT; Andy, RN; Jason, PCT; Spiritual Services chaplains, Adam, Gregory, and Ann. We cannot put into words or explain in words the wonderful care you gave your patient, our mother/wife. We are grateful to each and every one of you. We give special recognition and thanks to Theresa Bodak, RN, who believed in our plea for Masha to live, after the darkest night...she presented our plea to the hospitalist, Dr. Nimbalker, who met with us to hear it from us and then got the ball rolling to get her back to us so she could eventually actually get the hip surgery and get her where she is today (at a rehab facility). You, Theresa, are very special to us and you have our utmost and profound gratitude. Words cannot express how much you mean to us.

We know it takes a village, but this team went above and beyond for our mom/wife who has been to hell and back with so many complications in those nine days (as well as us, her family!). The entire care team for room SW701 did their jobs with T.L.C. and professionalism and compassion...We will be forever grateful for you.

We would appreciate you sharing our collective sentiments with this amazing group of individuals.

Nursing Recruitment

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

Baystate Recruitment Hosts Nurse Residency Recruitment Event



On Thursday, Oct. 5, the Baystate Health nurse recruiters from across the organization hosted nearly 30 nursing students in the Daly Lobby to learn more about the nurse residency program at Baystate Health. The Nurse Residency team and nursing leadership from Baystate Health joined us to mingle with the nursing students and promote the program in hope that they will choose Baystate Health to continue their education and launch their nursing practice.



Of those 30 students, 19 anticipate a December graduation, meaning many will be available to join us in just a couple short months. So far, the recruitment team is currently extending offers to qualified and interested candidates. We are so excited for these students to join us.

This is just the first of many upcoming events to promote the Nurse Residency program.

Stay tuned for additional events in the late winter/early spring for the May graduates.

These events are a great way for our team members to benefit from the Employee Referral Program. Refer a nursing student to the Nurse Residency Program and receive a \$500 referral bonus if they are hired.

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.

Please do not unsubscribe from this email. Unsubscribing will remove you from receiving ALL Baystate Health communications. Thank you.

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