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Nursing News & Views - September 2018

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Nursing News & Views

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September 2018

Inspire, Innovate, Influence

Dear Nursing Colleagues,

This month we received the results of our Employee Engagement survey on Nurse Excellence. As of January, 2018, hospitals submitting for re-designation as a Magnet organization must meet new criteria for submission. Data must:

- Be submitted on four of the seven categories of nurse satisfaction – autonomy, professional development, leadership access and responsiveness, interprofessional relationships, fundamentals of quality nursing care, adequacy of resources and staffing, and RN to RN teamwork and collaboration.
- To qualify under these requirements, over 50% of work units must have scores above the national benchmark on three of the four submitted categories.

The survey response rate was high which means the results are significant – 1,083 RNs responded.

2017 Results

2018 Results

ANCC Category	% of Work Units above the Natl Nursing Excellence July 2017 Mean	ANCC Category	% of Work Units above the Natl Nursing Excellence July 2018 Mean
RN to RN Teamwork and Collaboration	38.78%	RN to RN Teamwork and Collaboration	69.81%
Fundamentals of Quality Nursing Care	34.69%	Fundamentals of Quality Nursing Care	58.49%
Leadership Access and Responsiveness	30.61%	Leadership Access and Responsiveness	58.49%
Professional Development	34.69%	Professional Development	56.60%
Autonomy	34.69%	Autonomy	52.83%
Adequacy of Resources & Staffing	30.61%	Adequacy of Resources & Staffing	49.06%
Interprofessional Relationships	28.57%	Interprofessional Relationships	45.28%

I am so proud of all the work the leaders and staff have been doing to improve our employee engagement. It speaks to the level of commitment and dedication we feel for one another and for those we serve.

Areas to celebrate include:

- Fundamentals of quality nursing care. Units are demonstrating a commitment to patient & family-centered care. It is clear that our new care delivery model is making an impact. Nurses are stating involvement in quality improvement activities.
- RN to RN teamwork and collaboration. Nurses continue to help one another to care for patients. Our units are working well together and our nurse managers are encouraging teamwork.
- Leadership access and responsiveness. Nurse leaders are responsive when issues are raised. There is increased visibility of leaders in all areas of the organization.

Areas to focus on:

- Adequacy of resources and staffing: we will continue to work with Talent Acquisition on strategies to recruit and retain top talent.
- Interprofessional relationships: we will work with our provider colleagues to improve communication.
- Autonomy: we will continue to work towards involving nurses in decisions that affect their work. Our shared governance philosophy is strong.

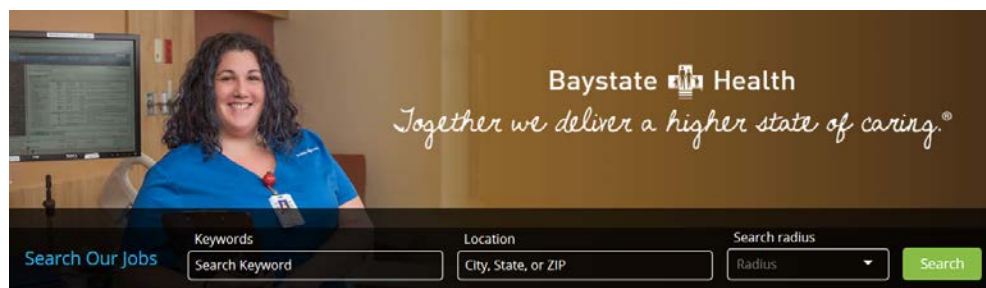
As we continue on our journey to a fourth Magnet designation, we are excited that your engagement results have resulted in five of seven ANCC categories with over 50% of units outperforming the national benchmark which allows us to submit our re-designation application!

I appreciate all you do every day and night to deliver exceptional care to our patients and families. Know that I support you in all you do.

Sincerely,

A handwritten signature in cursive script that reads "Christie Klucznik".

Nursing Recruitment and Retention



A Focus on Recruitment by Patty Samra

The Department of Talent and Acquisition is working diligently to create new and exciting avenues that will attract external candidates to Baystate Health. Many organizations are using “Indeed” as a recruitment strategy. Baystate is now a partner with the organization. Sponsoring jobs and hiring events on Indeed is one way to make our opportunities stand out. Sponsored jobs and events are jobs that are promoted by Baystate Health, and they remain high in the search results. Because they're the first jobs people see in the search results, they receive up to 5X more clicks. Upcoming October sponsored events and early results from September programs are listed below.

- Thursday 9/20/18 - 9a-4p BMC ED RNs & ED Technicians – more than 65 attendees were present. As of this letter, 5 RN offers have been accepted and 12 Nursing Support position are pending.
- Thursday 10/04/18 - 9a-4p BMC OR RNs & Surgical Technicians
- Thursday 10/18/18 - 9a-4p BMC Med/Surg RNs
- Thursday 10/25/18 - 9a-4p BMC Intercare RNs

These events will feature some unique programs and other offerings that would attract RNs to our organization. The communications to potential candidates will include all the funds in place to support nursing professional development and career advancement such as: Tuition Reimbursement, Nursing Forgivable Loan Program, Magnet designation and Shared Governance, Professional Nursing Recognition program, Certification course coverage and bonuses for attain ANCC certification to mention a few. Lastly, we are kicking off a Sign-on bonuses program for experienced RNs.

We are also attending professional conferences as part of our strategy. We will be attending Tuesday October 9 -11 - Horizons 2018 - A Critical Care Symposium in Manchester, NH. We will be hosting a cocktail reception to recruit Critical Care RNs at the conference hotel on 10/10 from 5:30-7:30 pm, this event will also be marketed at the venue and on Indeed as well. On Saturday October 27 we will attend the 2018 New England Minority Nurse Leadership Conference.

We have also signed a contract with O’Grady Peyton (OGP), and AMN Healthcare Company. OPG has more than 35 years of experience, and has set the standard as international nurse recruitment, placing thousands of nurses across the United States. Our 2019 goal is to recruit three cohorts of 20 experienced RN’s for 2 year placements in medical/surgical inpatient units as well as operating room settings.

Fundamentals of Quality Nursing Care

Efforts on Skin Integrity *By Pam Rivera, BSN, RN*



Do you know what the largest organ of the body is? If you answered skin, you are correct. Here at Baystate Medical Center we have a highly involved and dedicated group of staff that represents our ***Skin Integrity Committee***. In addition to completing a quarterly skin prevalence survey hospital wide, we also meet monthly. During these meetings we discuss pressure injury prevention techniques, provide educational seminars to promote continuing nursing education and empower our committee members to act as a resource for our peers. One of our recent projects included working together

to select a new line of skin care products. These will be available at all facilities in the Baystate Health System this fall.

If you are interested in joining our Skin Integrity Committee, our meetings are held the last Tuesday of each month from 5-6 p.m. in the Radiology Conference Room. We hope to see you there!

BMC Nursing Quality Update *by Melissa O'Malley Tuomi, PhD, RN*

The Skin Integrity Committee (story above) has been working to improve how nurses collect information about the prevalence of pressure injuries in our hospital as well as the incidence of hospital acquired pressure injuries. For Magnet, we must outperform the national mean in 5 out of the last 8 quarters. In the last two quarters of data collection, we have seen an increase in reported events most likely due to increased education and awareness around pressure Injury identification. The next quarter is looking much improved. Skin care products have been standardized and we have reduced the number of products from 23 to 11.

The Fall Prevention team co-shared by Kevin Shaw and Arlene Kruzel continues to review trends and lead practice change to prevent falls. Currently for the last 8 quarters we see a stable rate, but the group is looking to always improve. For Magnet, we are outperforming the national mean in 8 of the last 8 quarters in the Falls Metric and are 7 out of 8 in the Falls with Injury metric. The Ambulatory Falls Committee continues to meet and is working to more fully incorporate the group across all areas.



Nurse Residency Achieves Accreditation!

On August 6, the Nurse Residency Program was surveyed by the American Nurse Credentialing Center. The required document (which totaled 484 pages) was accepted by the center on first submission. The virtual visit lasted about three hours.



Almost twenty nurse leaders and staff participated in the survey. On August 27, we were notified that the Baystate Health Nurse

Residency Program was awarded ***Accreditation with Distinction, the highest recognition awarded by the American Nurses Credentialing Center's Accreditation Program.*** The BH Nurse Residency Program is only the second program to achieve accreditation in Massachusetts and the 53rd nationwide. Congratulations to Cara Chandler and the entire nursing team for their continued support of this initiative. Our residents express appreciation for this program as it leads to successful transition into practice.



Please see the link about our call: https://youtu.be/dhPtXCZsf_U

Leadership Access and Responsiveness

Holistic Nursing at BMC



This month we held our third training session on Holistic Nursing led by Dr. Veda Andrus, from the Birchtree Center for Healthcare Transformation. The all day program offered nurses a chance to self-reflect and learn about the caring and healing nursing process. This month's session was attended by almost 40 clinical nurses and nurse leaders. Nurses who attended commented about what they gained from attending the program:

- “To have my mind opened to the world of thinking differently about caring for myself and others.”
- “Being present with myself, caring for myself, and reawakening my spirit.”
- “Helped to redirect focus back on to caring for patients and compassion.”

There are two more sessions scheduled:

- Tuesday, October 9, 2018
- Monday, October 15, 2018



The sessions run from 8-4:30. They are held at the La Quinta Inn & Suites – Summit Room at 100 Congress St. in Springfield. Attendees receive 7.8 contact hours. To enroll in this workshop, do so through Web Based Training. On eWorkplace:

- 1) Click on Classes and Events tab
- 2) Self-Enrollment
- 3) Type “Holistic Nursing” in the search courses field
- 4) Click on Enroll Now next to the course when it is displayed

Check out the video – one of the engaging exercises at the session – we’ve got some movers and shakers at BMC! <https://youtu.be/7oMytCQcGRE>

Integrated Healing Arts Council by Allison Kostrzewa, MS, RN

Interest and attendance at the recent Holistic Nursing Retreats has been overwhelming. It is evident that nurses are interested in the concepts of self-care and in the incorporation of holistic concepts into their everyday practice. Please join us in our next steps to integrating holistic nursing care as a standard of nursing practice at BMC. We are forming a new “Integrated Healing Arts” shared governance council.

Holistic nursing recognizes that caring for the self is essential to caring for others. Focusing on the theoretical foundations of self-reflection, self-care, and stress management for care givers, the holistic nursing philosophy allows nurses to rediscover their joy in nursing. Holistic nurses integrate conventional nursing interventions with complementary health approaches such as aromatherapy, the M Technique[®], and guided imagery to enhance the healing, education, and well-being of the patient and family.

Please join us for our first meeting on November 13 at 2 p.m. in the MM6 Conference Room. Please contact either Allison Kostrzewa at allison.kostrzewa@baystatehealth.org or Lauri Deary at lauri.deary@baystatehealth.org for any questions. Reignite your passion for learning and living the art and science of nursing.

CNO for a Day by Christine Klucznik

This month I had the privilege of hosting Charlie Hanson, RN and Ashley Kelley, RN, staff nurses from Daly



6B as CNOs for the Day. Our day was chock full of high level meetings and conversations. We started with the Nursing Executive Council where we heard the latest about our International Nurse Recruitment efforts from AMN Healthcare. Patty Samra, RN also reviewed recruitment strategies that we are in the process of implementing. We met with Denise Schoen, RN, chief patient experience officer for BH and learned about the implementation of a new Patient Interactive system that

will be purchased this year. This is a television based application that will help patients interact about their care plans and also help with patient education. Deb Terry, from NASH (our staffing application) sat to explore other opportunities for using the tools. Dean Kathleen Scoble from the Elms College met with us.

Dr. Scoble and I are participating on a panel at the American Association of Colleges of Nursing. We plan on speaking about the collaborative partnership the school and hospital have established. In 2014, nine nurses were funded and enrolled in the Elms DNP program to become nurse practitioners. All graduated and are now employed within our health system. All in all, it was a great day to learn about nursing operations, projects in the works. I especially enjoyed meeting and learning the professional goals of these two awesome nurses!

Updates From IT *by Dave Miller*

Workstation Refresh

Baystate Health has over 7,000 desktop computers, ranging in age from new to 8+ years old. While the ideal industry “refresh/replace” age is 3-4 years, we have been challenged financially as an organization to keep up. We know the stability of these devices can be frustrating to say the least. We have recently nailed down a plan and secured funds to replace 1,000+ problem desktops over the next 12 months. The main focus is Clinical areas. We have replaced 27 devices in MICU/SICU and are starting on 35 devices in the BMC ED. More schedule info and detailed progress to come in October.

Wireless (AKA WIFI) connectivity

As most have experienced, there are many areas of the BMC campus that experience WIFI connectivity issues consistently. Our wireless infrastructure is 14 years old. With the proliferation of mobile devices and smart phones in this period, older wireless networks are challenged to meet modern needs. The Health System has approved investing \$3M over 3 years to modernize our WIFI network. Wireless networks use “Access Points” in the ceiling to form the WIFI network. Today the old network is comprised of 600 Access Points. The new network will require >1,260 Access Points. While the project will be multiple years, we are working hard to ensure the roll out plan focuses on making a positive impact on clinical areas up front, as much as technical requirements allow. This plan is being built and will be shared in the October operations meeting.

Professional Development

Professional Nurse Recognition Program 2018

The Professional Nursing Recognition Program is a professional advancement program rooted in the principle that self-enrichment not only benefits the nurse, but the patient, the unit, the organization and nursing practice. Our program is designed to promote the development of the nurse’s professional practice through participation in a variety of structured and self-defined activities that support a nurse’s professional goals. The decision to pursue advancement is an individual choice. This year we congratulate all those who have submitted intent to advance – congratulations to all on this remarkable achievement!

LEVEL II		LEVEL III	LEVEL IV
John Barrett	Chelcy Brooks	Savannah Lofgren	Megan Thompson
Grant Sampson	Mia Jacintho	Janet Ann Willemain	Diane Wisnoski
Karen Everett-Lambert	Allison T Radzicki	Daniel Ferguson	Shelley V. McAvoy
Tricia Hutchinson	Rebecca Szafir	Kayla Narey	Julie Olmos
Allison Dufour	Molly Pulchtopok	Kelly Donahue	Dale Parenteau
Hillary Gietek	Haleigh Scott	Liliya Kennedy	Audrey Vandervoort
Noelle Roy	Kelsey McLaughlin	Heather Herbert	Jennifer Do Carmo
Gregory St. John	Courtney Sullivan	Kirsten Pasterczyk	Melissa Pope
Karissa Gorman	Allissa Barnish	Ashley Sullivan	Michelle Keney
Catherine Towsley	Sandra Beach	Ricardo Borgos	Laurie Bannish
Holly Labrecque	Jasmine Pagan	Erin Sevilla	Christina Holmes
Matthew Fletcher	Kayla Rida	Linda Belkas	Gina Collins
Jennifer Denault	Allison Masi	Andrea Curtis	Laura E Mazur
Nicole Arnold	Hannah Coombs	Natasia Mysliwicz	Christine Kaleta
Bethany Hamilton	Lindsay Drobnak	Nina Southworth	Alisha Spano
Christopher Bayreuther	Margarita Bolden	Holly Krason	Barbara Eufemia
Jacquelyn Mongeau	Elaine Della Ripa	Cassandra Keller	Denise Gallant
Jillian Farnham	Amber Joy Feaster	Brittany Hulse	Beth Stadnicki
Johan Gaudron	Kristen Ahearn	Katherine Coscia	Alyssa Hairston
Angel Soto	Jessica Hannington	Caitlin Daley	Sarah Caddeo
Kelsey Niemiec	Lyndsey Santanello	Eva-Marie Sullivan	Christina Bushey
Raelando Miller	Rebecca Hart	Nicole McClelland	Sheryl Vieira
Joanne Sakowski	Dorothy Stewart	Mishaela Brennan	Colleen Bennett
Mackenzie Foye	Deidra Felici	Leeanne Fenney	Jessica Pietras
Rylee Lachat	Krista Mitchell	Sarah Freeman	Jeanne Hartmann
Hannah Broughton	Danielle Bourdeau	Nancy Jane Williams	
Taylor Selig	Allison Stiles	Amber Leary	
Autumn Neylon	Ryan O'Connor	Catherine DiRienzo	
		Linda Horton	
		Dorrett Leung	
		Patricia Saia	
		Janine Rose	

Autonomy

The “M” Technique Coming to an OR (Chestnut) Near You by *Maureen Fournier, BSN, RN, CNOR*

I recently attended the BMC nursing retreat entitled “ReAwakening the Heart, Caring and Renewal in Nursing Practice.” The seminar focused on the scientific art of holistic nursing practice. Some of the day was focused on self-care, self-renewal and the nurturing of ourselves. We learned that it is difficult to care for/nurse others when we are unable to do the same for ourselves. We also learned to cultivate the practice of “presence” in our relationships, to deepen and cultivate engagement within ourselves, with our patients, coworkers, family, and friends. Promoting a caring, healing relationship ideally develops an engaged communication between the nurse and patient. An atmosphere of intention and presence can help promote a trusting, therapeutic partnership.

One method to promote a holistic communication between the nurse and patient is The “M” Technique. It was developed by an ICU nurse, Jane Buckle in 1994. The “M” stands for mindful/manual. It is a structured touch therapy done a set number of times in a set pressure and set speed. The magic number is three, each touch is done three times at a pressure of three. It is akin to stroking; gentle, slow, and reassuring.

Touch is a fundamental means of communication. Acceptance of touch can vary based on culture, experience, education, trauma, etc. The technique should be explained to patients and then permission asked of the patient. The “M” Technique has been described as a gentle, soothing, physical hypnotherapy. It is a simple method once learned and can help us connect with our patients on a deeper level. It takes 7-10 minutes to perform the technique on both hands.

“M” Technique classes are being offered at BMC through professional development. It is a two hour class where you will learn and practice the technique for hands as well as feet. It is open to all staff/caregivers, and you do not need to be a nurse to take this course. It can be used on family and friends as well as our patients and each other! During a recent staff meeting we invited one of the instructors to perform the technique as our staff meeting was going on. The atmosphere appeared to be calmer and more relaxed. Those who had the technique done said many positive things about the experience. I have been incorporating it in to my work day, not only for patients but for staff as well. It is a way we can connect with each other. Touch can put the care back into our health care environment. I encourage everyone to give it a try and see if it would be something that could benefit not only your patients and family, but within yourself as well!

Nursing Model of care: “The MOC Squad” by Carlo Reale, MSN, RN

Last year, in order to provide a more contemporary framework for nursing, Baystate Medical Center’s Department of Clinical Practice introduced a new nursing model of care based on Kristen Swanson’s middle range “**Theory of Caring**”. This theory was selected for its close alignment with the intricately holistic work of the professional nurse in caring for others. Her theory consists of five caring processes which include *Knowing*: which is striving to understand an event; *Being With*: which is being emotionally present; *Doing For*: which is where you do for the patient as they would do for themselves if able; *Enabling*: which facilitates the patient through life transitions which are unfamiliar to them, and lastly *Maintaining Belief*: which helps a patient get through the process of healing.

Baystate adopted this theory and identified its own five caring behaviors: Moment of Caring, Nursing Bedside Report, No Pass Zone, Words and Ways That Work, and Hourly Rounding. Together, these five behaviors constitute BMC’s Nursing Model of Care. After great success in the initial roll out it was identified by a group of nurses that a plan to nurture sustainability was needed. Enter the **Medical /Surgical Nursing Model of Care (MOC) Education & Support Team**, enthusiastically referred to as “**The MOC SQUAD**”!

This newly formed committee is focused on educating and promoting the use of our Nursing Model of Care. The team is in pilot mode and is currently comprised of RN Champions from each of the Med/Surg Units (W3, W4, S2, S64, S3 Oncology, D6A and D6B as well as educators and manager sponsors. When fully formed the team will include members from the departments of Surgery, Heart & Vascular, Labor and Delivery as well as Neuro. The “MOC SQUAD” conducted its first monthly unit assessment of the behaviors on September 19th using a basic assessment tool. Teams of 1-2 RNs went to each of the listed unit areas and assessed for behavioral interactions using a basic observational tool with supportive material to facilitate open discussion and anecdotal story sharing. The group then reconvened after the assessment for a debrief. The approach of the group is not punitive but rather supportive. In addition to sparking discussion, the assessment promotes recognition and celebration of the work we do every day!

This team will meet to survey and assess again in October and November and will be formalized into a permanently active committee which can garner nurse points in the PNRP program for maintenance or advancement. More importantly, it will help unit members engage professionally and improve staff/patient satisfaction. More so, it will further edify the division of Nursing by empowering change while encouraging and educating to best practice around nursing care.

RN to RN Communication



Peri-anesthesia nurses Lee Nutting, BS, RN and Rachel BSN, RN recently presented their poster on “RN-Self-Auditing: A Perianesthesia Nursing Performance Improvement Project” at the Organization of Nurse Leaders MA, RI, NH, VT, CT fall quarterly meeting held in Worcester, MA. The goal of this work was to ensure that the content and quality of documentation in the medical record is complete and reflects the care provided. By participating in this process, nurses can earn points towards the PNRP advancement program at BMC. The Perianesthesia Unit has demonstrated an increased rate of completion of medical records since the introduction of this self-auditing project. Congrats to the team!

Adequacy of Resources and Staffing

Opening of Neurocritical Care Unit by *Fayla Anderson, BSN, RN, CCRN*

The Division of Neurosciences & Rehabilitation Services is pleased to announce the opening of the Neurocritical Care Unit (NCCU). The NCCU will begin taking patients October 1, 2018 and will be making use of four beds (5213-5216) in the SICU, converting them to a neurosciences focus. The NCCU will provide comprehensive monitoring and treatment for patients who are at the highest risk of neurologic decompensation with a specific focus on subarachnoid hemorrhage, large or unstable strokes, intracranial hemorrhages, and status epilepticus, as well as neurosurgical pre-and post-operative support. The NCCU will be staffed by Neuro-critical Care board certified attending physicians with 24/7 in-house coverage by NCCU advanced practitioners, and critical care nurses who will receive advanced neuro training.

Given the large number of critically ill patients with neurologic conditions, the NCCU team will be working hand in hand with the MICU team to triage the patients and provide the best possible care between the MICU, SICU, and NCCU. The NCCU team will also be available to provide consultative services for neurologic