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Nursing News & Views - February 2022

Joanne Miller RN

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Baystate  Medical Center

ADVANCING CARE. ENHANCING LIVES.

Nursing News & Views

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

A Note From The CNO

Dear Colleagues,

Thank you for your feedback regarding the new format for *Nursing News and Views*. Your comments were overwhelmingly positive! This edition is chock full of examples of your continued dedication to each other, our patients and their loved ones. In this issue, you will learn more about our plans for Certified Nurses Day, enjoy photos from Thankful Thursdays, learn about our achievements in clinical excellence, and hear voices of gratefulness from fellow caregivers and our patients.

February 17 was National Random Acts of Kindness Day, and throughout that day, we shared reflections about kindness. As you reflect upon the past year, what feels important is not likely the number of patients you cared for, but rather the people you met and the difference you made. Kindness enhances your chance to learn the best about people. It's the impact that kindness makes on even the briefest encounters. These are the stories that you inevitably share with each other and your loved ones at home.

Please know how proud I am of our strong nursing and patient care family. Enjoy this issue and savor the micro-moments of connection with each other.

My warmest regards,

Joanne

#Bedside is the Best Side
#CNO Proud
#BaystateNursesRock

Happiness is the new rich.
Inner peace is the new success.
Health is the new wealth.
Kindness is the new cool.

Leadership Spotlight – Transformational Leadership

Lisa Naglack MSN, RN
Director H & V Inpatient Nursing

Pictured left to right, Richard (the forever fiancé), Ruger and Lisa.

This June will mark 30 years since Lisa began her nursing career at Baystate. Lisa graduated with her BSN from Fitchburg State College in 1992 and was hired as a staff nurse in Oncology on the night shift. Over time and as units transitioned, Lisa became a nurse on Springfield 5 which was originally a respiratory unit and eventually became a cardiac unit. As cardiac services began to grow, a new position was introduced to the service-line, and she moved from being a charge nurse on night shift into the new Triage Coordinator role. This new role was pivotal to progressing patient throughput and



maintaining smooth unit operations. Drawn to leadership, in 2009, Lisa became the Unit Manager of Springfield 5. During her 12 years as manager, Lisa led her team with a strong focus on the patient experience, staff engagement, and safe patient care. Lisa is a transformational leader that assisted with the transition of inpatient vascular care to Springfield 5 and helped in the design and creation of the Hospital of the Future, now known as the Mass Mutual Building. One of her most memorable moments at Baystate was moving her unit, Springfield 5, into the new Mass Mutual building (MM6) in March 2012.

In 2018, Lisa was appointed Interim Director of Heart & Vascular Inpatient Nursing and continued in the role of Unit Manager of MM6. In 2021, Lisa graduated from the University of Phoenix with a Master's Degree in Nursing and handed over the reins of MM6 to officially become the Director of Heart & Vascular Inpatient Nursing. Over the past few years while in the Director role, Lisa progressed care on the cardiac nursing units to include care of patients undergoing many new and innovative cardiac procedures including TAVR's, Watchman procedures, and CardioMEMs. Most recently, Lisa assisted in the creation of a Nurse Driven ECMO program in the HVCC, helped navigate the nursing teams through the Covid-19 pandemic, and created a new Cardiac Progressive Care Unit (PCU) on MM5.

Lisa has a passion for building highly functioning teams through coaching and mentoring. She enjoys spending time on the nursing units talking with staff and getting to know them.

In her spare time, Lisa enjoys taking walks, gardening, and spending time with her family and pets. She lives on a family farm that has been in the family for over 80 years and enjoys being neighbors with many other family members that also built their homes on the vast farm acreage.

Allison Kostrzewa, MSN, RN, CNRN, HNB-BC, CCAP Nurse Manager, Neuroscience Units Daly 5a and NIU

Allison joined Baystate Medical Center in 2006 as a staff nurse on the neuroscience unit. While in that role, Allison worked collaboratively to begin standardization of the NeuroCore nursing education on the acute and intercare units. In 2018, Allison assumed the role of neuroscience nurse educator. During her time as educator, Allison



completed the standardized education and orientation process for the neuroscience units. She created evidence based clinical pathways for the major neuroscience populations. Allison collaborated with multidisciplinary teams to design and implement the Neuroscience Bowel Protocol – a standardized approach to prevent constipation associated with the neuroscience population and the Agitated Behavior

Scale – a validated tool to assess and treat brain injured associated agitation. In 2018, Allison assumed her current role as nurse manager for the Neuroscience Units Daly 5A and NIU.

Allison has been a co-chair for the Professional Development Committee and the Manager’s Operations Council. She facilitated the Pain Resource Nurse Council and currently facilitates the Integrative Healing Arts Council. Allison served as project lead for the implementation of the holistic nursing modalities of the M Technique and Reiki. Allison has been Principle Investigator on four IRB approved quality projects and one research study. She has presented at three national conferences and four times locally. Allison’s master’s thesis was published in *Creative Nursing* and she has provided public testimony before the Connecticut Legislature. She is currently working on a grant funded safety project to reduce brain injured agitation in the neuroscience population.

Allison completed her graduate studies at University of Hartford receiving a Master’s of Science in Nursing with a concentration in Public Health. She is board certified in both Neuroscience and Holistic Nursing. She is a certified clinical aromatherapist, level II Reiki practitioner, and full body M Technique practitioner.

Allison is originally from Charleston, South Carolina. She is married with 4 children and 4 dogs. Allison loves the beach, saltwater marshes, and turtles. She enjoys learning about indigenous cultures and has been privileged to visit archeological sites of the Anasazi, Mayan, and Incan peoples.

We Appreciate and Value YOU!



Sandra Velez is our January BMC DAISY Award Winner

Congratulations to Sandra Velez, our January BMC DAISY Award Winner! Sandra was nominated by the parent of a patient when she was a staff RN on Children's and Adolescents. She has since transferred to our MICU/SICU, and recently both teams came together as Joanne Miller, CNO & VP, Patient Care Services presented award. The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day.



In the nomination form, the family member wrote:

"After suffering from migraine-like symptoms for a week and after two trips to the ED, our son was admitted. He was given medication that eased his symptoms. Unfortunately, the next morning the doctors informed us the medications used for pain would have to be stopped because lab work showed he had AKI (acute kidney injury) and the medications were not safe to use. The next 10 hours were awful. He was in a dark room with no television, lights or phone. Even with the help of ice packs, he was writhing in pain. At times, he was unable to open his eyes because he was so light sensitive..."

As a parent watching my son, who is a star athlete and a prime example of someone who eats healthy and exercises daily and has never called out of work sick in three years, writhe in pain, I was devastated.

Sandra was my son's nurse on that first day. The entire unit was full and everyone was extremely busy. However, every encounter with her made us feel like our son was the most important patient on the unit. She took time to listen to me and relay my concerns to the doctor. Sandra knew we were trying to get him better pain control and we were frustrated. She reminded us that as our nurse she would be doing as much as possible to get pain relief. Sandra was patient with my son and asked how she could better treat him to decrease further pain and discomfort.

There was a point in the day where our son just couldn't bear the pain any longer. I knew I had to advocate for him but after another visit from the doctor, I felt I wasn't advocating correctly. Sandra happened to walk in the room just as the doctor exited. I pleaded with her to help me advocate for my child. I asked her with tears in my eyes, what I needed to do to get the pain under control. Sandra's response was 'I'll be right back.' She returned with a narcotic to help with the pain. About 30 seconds later, our child relaxed and went to sleep. Sandra told us it would only be every four hours and would need a new order each time... Sandra was diligent and would repeatedly communicate with the doctor until the order was received.

She is a true nurse champion. For the entire time we had her, we felt she was there for us and let us know what was going on each step of the way. The report given to the next nurse had every aspect of our son's care. Not one detail was left out which made us feel like we would continue to receive the same quality care from the next nurse and we were right. This nurse deserves the DAISY Award as they are indeed an Extraordinary Nurse!"

Thank you, Sandra for creating a compassionate connection for this family and collaborating with the whole team!

Thankful Thursdays Thanks to RRR!

ICU Winter Wonderland Event in December

ICU Winter Wonderland was held in December 2021 for a week to appreciate/celebrate our wonderful ICU staff.



*Above: One of our RNs, Lauren Woytowicz
At right: Our PCT, Jahaira Vazquez, who led the decorating*



Some Springfield Lobby Fun



Teresa Pilat, Sterile Processing Department



Heather Clark RN, Felicia Easton RN, Edyta Halastra RN, Dr. Amir Lotfi



Edyta Halastra RN, Nichole Arnold RN, Dr. Gladys Fernandez



Annette Stevens from Dietary; Joanne Miller RN, Interim CNO

Holistic Nursing Corner

Integrative Healing Arts Academy

The Integrative Healing Arts Academy is a three-session intensive class in holistic nursing. Upon completion, team members are eligible to sit for their board certification in Holistic Nursing. Upcoming session dates are:

- May 23-26
- September 13-16

If you are interested in joining a future cohort, please contact your nurse manager.

A Season of Gratitude and Self-Care

With the gracious financial support of Joanne Miller, holistic nurses packaged and delivered over 3,400 self-care gift bags to team members at Baystate Medical Center. Each bag contained a special message of gratitude, a lip balm, and a bergamot essential oil inhaler. A QR code was included with the inhaler to aid in aromatherapy data collection and quality improvement. Thank you to all team members who assisted with this project.

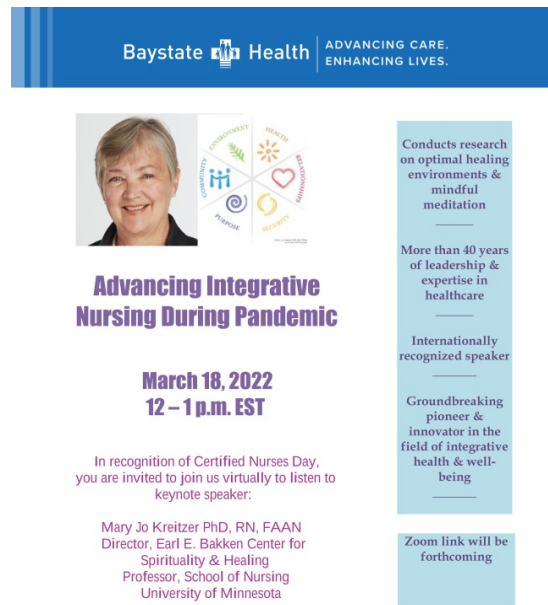


Professional Development

SAVE THE DATE

Advancing Integrative Nursing During Pandemic

Click below to enlarge the flyer for this virtual talk.



Baystate Health | ADVANCING CARE. ENHANCING LIVES.

Advancing Integrative Nursing During Pandemic

**March 18, 2022
12 – 1 p.m. EST**

In recognition of Certified Nurses Day, you are invited to join us virtually to listen to keynote speaker:

Mary Jo Kreitzer PhD, RN, FAAN
Director, Earl E. Bakken Center for Spirituality & Healing
Professor, School of Nursing
University of Minnesota

Conducts research on optimal healing environments & mindful meditation

More than 40 years of leadership & expertise in healthcare

Internationally recognized speaker

Groundbreaking pioneer & innovator in the field of integrative health & well-being

Zoom link will be forthcoming

Professional Certification Recognition Program

The Professional Certification Recognition Program at Baystate Medical Center is designed

to promote Nursing Excellence and career advancement for our valuable team members. Achieving professional certification gives you the opportunity to demonstrate your commitment to nursing, mastering your skills and knowledge, and dedication to lifelong learning.

Professional certification is one component of the nursing professional advancement model (i.e. PNRP) at BMC. Eligible employees may sit for their certification exam to satisfy a requirement for advancing within the Professional Nurse Recognition Program. BMC will reimburse for the certification exam registration fee upon successful achievement and the RN will also receive a onetime bonus!

Next month, on Friday, March 18, we will be celebrating Certified Nurses Day by recognizing the hard work and dedication of our certified nurse team members with some fun events, prizes and gifts! More details will be shared as the date approaches.

For more information on Professional Nursing Certification please see the policy [NA 4.300 Professional Certification Recognition Program](#), or [click here](#) to link to the Nursing homepage on The HUB to learn more about the Professional Nurse Recognition Program.

Clinical Excellence

Way to go BMC!

The Nursing Outcomes Improvement Team would like to express our gratitude for your ongoing efforts in providing excellent, safe patient care. Recognizing ongoing challenges, the patient falls rates have consistently averaged 60 falls per month house wide. We understand that even with all our efforts, sometimes patient falls are unavoidable. Nevertheless, we have had some success in improving this nurse sensitive indicator. In January, there were 42 patient falls which is a 35% reduction over previous months! A special shout out to the **ED and M6 staff**, who had a 92% reduction in falls and a 67% reduction in falls last month (respectively).



Congratulations to the following units that had zero falls in January:

NCCU
MICU

NICU/CCN
PICU

LDRP
W2

Pedi ED

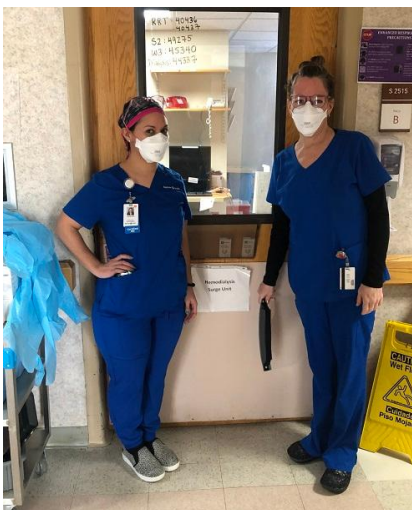
Voices of our Caregivers and Patients



A Valentine's Day Wedding



Donna Elliott married Robert Danczak on D6B on Valentine's Day at 4 p.m. They were attended by their friends and family. Donna's brother Daniel Boucher and their friends Nancy Geffken and Nick Alfano were there as witnesses. The staff supported the ceremony with decorations and music. It was a beautiful celebration of love on the most appropriate day.



(In photo: Julie-Ayn Montalvo BSN and Krista Bouchard RN)

During the pandemic, the hemodialysis unit at Baystate Medical Center has provided great patient care and served as a support to their local community and dialysis centers. The staff forged ahead throughout COVID, providing one-on-one treatments to the patients throughout the hospital during isolation.

When the fifth wave of the pandemic arose, the need for additional support to the unit was apparent, and the HD medical director, Dan Landry, and nursing medical service line director, Deb Baker, were there to support the unit needs. A multi-disciplinary team which was led by Aneta Wachta, ANM of W3 and dialysis, was quickly assembled to develop the offsite COVID surge unit to support the increased needs of COVID dialysis patients in 72 hours. The Springfield 2 Endoscopy PACU area became the surge unit for these patients. With the help of Elizabeth Fortier and her staff, the surge unit came together with the help of many other supporting departments. These included infection control, clinical engineering, EVS services, PPE coaches, transport services, and engineering.

With the overwhelming amount of teamwork within the organization, the COVID HD surge unit was a success. The dialysis staff were able to care for up to four COVID stable patients at a time, who were able to come to the unit, which decompressed the off unit needs for the dialysis staff. The dialysis team worked together seamlessly in the new workspace. The efforts of all those involved are much appreciated. And it shows how in the hardest of times, Baystate as a team comes together and supports one another to prevail even through a pandemic. This is what it is all about, TEAMWORK.

Respectfully submitted,
Medical Service Line Leadership Team

To the Staff of the Monoclonal Antibody Treatment Program. 1-19-22

I am writing to let you know how incredibly grateful I am to have the opportunity for this treatment.

Advances in medical technology have saved my life 3 times in the past. Once when diagnosed with diabetes, now using a scanning sensor + meds, once when diagnosed with breast cancer through mammography + effective treatments (10 years ago) and once when 2 brain tumors were accidentally discovered with an MRI and removed last year. (non malignant)

Yes, I consider this treatment up there with those. I have done all I could to remain free of COVID for the past 2 years including masking, vaccines, boosters distancing, and still contracted it. However, I put it off long enough to miss the more lethal strain and to come here for this treatment.

Do NOT let anyone tell you that what you do is not important. You may very well be saving me from dying of COVID or suffering in the hospital. It's important to know that you are valued! Thank-you

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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