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Nursing News & Views - January 2023

Joanne Miller RN

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Nursing News & Views

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Volume 2, Issue 1
January 2023

A Note From the CNO

Dear colleagues,

January can feel like a long month – 31 cold days and nights certainly makes it feel that way. Our bedside clinicians, educators, education coordinators, and leaders are working purposefully to improve the working environment to improve staffing and caring for our team members who are suffering from fatigue and burnout. Caring for each other provides a sense of believing and belonging. Believing that we are all in this together and care deeply for each other and belonging to a greater mission.

Our January *Nursing News & Views* features a story of extraordinary care and compassion our nurses delivered to a special patient on Springfield 3 Oncology and features another beautiful DAISY Award presentation, this one honoring Kayla Beswick, an RN II in Perianesthesia Services. Kayla's family, coworkers, and the grateful patient who nominated her were all present. This edition is chock full of safety stories. Learn more about how the history of nursing laid the foundation for our current clinical and safety practices today. We have great news about how changes to our default browser will expediate your ability to care for patients, decrease clicks for you and bring best-practices to the bedside. Our Emergency Department shares their story about the safety benefits of Rapid Medical Exam. A great shout out to our NICU with outstanding outcomes on their journey to zero harm with their drastically reduced CLABSI rates.

This edition illustrates the pride and reputation of our safety culture. On our journey to zero harm, the Daily Management System provides a scientific methodology to continually enhance our safety culture. Your voice matters! During your Tier 1 huddles, you identify good catches every day. You identify safety, process, equipment, supply and staffing concerns. I cannot underscore how much your voice matters, your concerns are escalated to Tier 2 and Tier 3 huddles every day. We are listening to understand and ensuring that your concerns are escalated and ultimately resolved. Some are easier to resolve than others, some are resolved sooner versus later, nonetheless all are taken seriously. Please keep doing what you are doing. We recognize that it takes courage to speak up! We want to congratulate every team member that speaks up and ensure public recognition receiving a Baystate Celebrates! We are making every effort to deliver safe, error-free care to our patients.

Please accept my heartfelt thanks to each of you for inspiring each other every day. I feel honored to call you my dear colleagues.

With respect and gratitude,

Joanne

Leadership Spotlight



Cristina Parent, RN, BSN, CAPA Endoscopy Nurse Manager, Baystate Medical Center

My name is Cristina Parent. I am currently the Endoscopy nurse manager at Baystate Medical Center. I have worked at Baystate Health for 23 years. I knew that I wanted to be a nurse since the age of three. My sister spent much of her childhood in the hospital, and I was always amazed by the care I saw from all the nurses.

Prior to coming to Baystate Health, I became a certified nurse's aid through the American Red Cross immediately after graduating high school. I started at Baystate Health as a registration clerk in the emergency room and from there I became a medical assistant in the ED. I continued to work as a medical assistant in the ED while I was going to nursing school. I graduated from American International College in May 2005 and was accepted into the new grad program at Baystate Health in the Emergency department. The new grad program was great; I learned so much and felt that I was well prepared and supported by the entire ED staff. I worked as an ED nurse for three years and then transferred to the Endoscopy department as a staff nurse. I was then asked if I would be interested in transferring to the Chestnut Surgery pre-op and PACU as a staff nurse, which I accepted. I advanced to a charge nurse, clinical coordinator and finally assistant nurse manager. In November 2020 I was asked to become the interim nurse manager for the Endoscopy department, which I gladly accepted, and later took the position permanently. It was great to be back home where I had previously been.



I have been so fortunate to have such amazing mentors through my years here, who have always encouraged and supported me to become the leader I am today. I am truly blessed, in both my professional and personal life. It is an honor to lead the Endoscopy department. We have such an amazing, resilient, and hardworking team here in Endoscopy. I am so proud of each and every one of them. Teamwork is an essential part of healthcare and we sure do have it here.

Outside of work I enjoy spending time with my family. I have an amazing and supportive husband, Michael, who has always encouraged me to be the leader I am today. I also have two beautiful daughters, Elizabeth (9) and Anna (7); two very supportive parents, plus my sister (who helps us out tremendously with childcare). Both my girls are very active in soccer, basketball and Girl Scouts. I love dogs; I have a standard poodle named Ella who completes our family.



Donna's Team on Springfield 3 Oncology Helped Spread Holiday Cheer This Season



Donna is a vivacious, feisty, and loving soul. From the first interaction with her, it is easy to see why so many people are showing an outpouring of love and support. Donna was recently diagnosed with leukemia in the beginning of December. She had an increase in bruising and a rash on her legs that brought her to her primary care provider (PCP) where they drew some lab work. Donna's PCP, Dr. Hanumagutti, received a call overnight that Donna's labs came back critical.

"She saved my life," Donna told me. Donna went on to say the provider attempted to call her several times that night and with no response, the provider contacted local emergency services to perform a wellness check. Donna said the police came to her home at 1 a.m.

"I feel fine," she told them and was shocked when she spoke with Dr. Hanumagutti. The provider told her she likely had leukemia and needed to go to the emergency room. Donna was admitted on Dec. 9 to Springfield 3 Oncology. Donna is a librarian four days a week at John Ashley Kindergarten School and Coburn Elementary School one day a week for the past 21 years. During her first week in the hospital, one of Donna's coworkers, Loreen Devine, called the unit and spoke with Sarah Donahue, operations associate. Loreen shared that Donna's coworkers wanted to show Donna how loved she was and remind her that she was not alone during her lengthy hospitalization. Loreen told Sarah they wanted to come to sing her Christmas carols, as Christmas is Donna's favorite holiday.

Sarah coordinated with Donna's coworkers by sending pictures of where to park, what day and time to show up, and where to stand. On the day of, Emily Feid, registered nurse, and Marianne Hansen, interim manager, helped to surprise Donna. Emily coordinated with Donna's friends to ensure there would be enough time in between her chemotherapy doses for her to enjoy the caroling. Since Donna is immunocompromised, she was unable to be with the large crowd of people. Emily brought Donna down to a sitting area on the unit that overlooks the Chestnut Street entrance. Donna was shocked to see a group of her friends and coworkers standing below, who named themselves "Donna's Team." They were wearing Santa hats and holding signs that said, "We love you Donna."

Emily called Loreen, who was outside with the rest of the carolers, and they started to sing holiday songs over a speaker they brought. Donna stood and listened to her team bring her the holiday spirit until it was time to receive her next round of chemotherapy. With tears in her eyes, Donna expressed an immense amount of gratitude to her support system and the team on Springfield 3 Oncology. She said she is extremely well cared for and is so grateful for her “angels” on Springfield 3 Oncology

Written by: Janea Barrett BSN, RN, HN-BC

Congratulations to Our December BMC DAISY Award Winner, Kayla Beswick!

*“Kayla’s quiet presence gave me the strength
and sense of safety necessary to feel at peace.”*



Congratulations to our newest DAISY Award winner at BMC, Kayla Beswick! The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. Kayla, an RN II in Perianesthesia Services, was recently recognized at a surprise ceremony with family, coworkers and BMC leaders. She was nominated for the award by a grateful patient who wrote:

“Having tested positive for the ovarian cancer gene, my doctor recommended a bilateral salpingo-oophorectomy. Being a recent widow, I was also overwhelmed with not only the diagnosis and surgical intervention, yet the possible impact this procedure may have on my two sons. As a 55-year-old woman with no history of IVs, anesthesia and/or surgeries, I was beyond nervous for my first ever IV (two, one in each hand), anesthesia and surgery.



Trepidation and anxiety does not even begin to encapsulate the myriad of feelings I was having on the morning I arrived at the pre-operation area. Having checked in and traversed down a pathway of halls, I came upon a large room and was immediately met with the friendly face of Kayla Beswick. Kayla, with her long hair, her glasses and gentle voice, guided me through every step of the pre-op process. She was professional, explaining to me every detail of the actions and tasks they were performing on my body.

Kayla was empathetic when I wept from fear of the unknown. She remained by my side as a team of nurses and doctors came to me, explaining the details of the procedure. Kayla's quiet presence gave me the strength and sense of safety necessary to feel at peace. I am sure this is their everyday routine; however, for me on this day of many firsts, they left a lasting impression, one that I will never forget and am eternally grateful to have experienced."

Thank you, Kayla for your calming presence and care for a patient in a time of great stress and anxiety. You are truly making a difference in our patients' lives!

History of Nursing



Harriet Tubman

Did you know that Harriet Tubman was a nurse? Not only did she serve as a scout, spy, soldier, but she also worked as a nurse for the Union Army during the Civil War. Her greatest accomplishment was to help others gain freedom while putting her life in danger. Additionally, Harriet joined Elizabeth Cady Stanton and Susan B. Anthony in their quest for women's suffrage.



To learn more about Harriet Tubman take a moment and read the [Harriet Tubman Biography](https://www.womenshistory.org/biography/harriet-tubman) ([womenshistory.org](https://www.womenshistory.org)).

If Florence Could See Us Now

Florence Nightingale was a true pioneer of science and clinical practice. She predominated much of her work around empiricism. Empiricism is defined as knowledge justification through our sensory experience or our observation. This remains a predominant scientific method today. She drove improved outcomes through observation of the sick, environment or while teaching health. Florence's key contributions to nursing science were driven by observation including her work with environmental factors such as dampness and dirt.



Nursing Today

How do observations drive clinical practice and science today? As an organization, we rely heavily on staff nurse observations related to various quality indicators and or nursing sensitive outcomes. These include handwashing audits, restraint audits, CLABSI K cards, and CAUTI K cards, as just some examples. Those observations are calculated and then reported to different committees to improve our practices or gaps are identified. As staff nurses and nurse leaders, we must take the observations and/or audits and help drive and improve practice. Through much of the work in the Daily Management System, we are asked to do

process confirmations or observations of the work to improve workflow and decrease human error. Florence Nightingale changed the landscape and the work environment 200 years ago and as you can see it still applies today.

New Knowledge, Innovation and Improvements



Default Browser Update Coming in Late February 2023

In clinical settings, the ability to simplify and expedite activities is a welcomed opportunity. The Internet enables nurses to gain rapid access to information that can aid in the care of patients or access their professional organizations practice standards. To accelerate surfing to those helpful internet sites many clinicians use favorites/bookmarks.

A favorite/bookmark is a web browser feature used to save a web site's address for quick future access.

At Baystate Health, we support Google Chrome (preferred) and Microsoft Internet Explorer 11 (IE11) for web browsing. The IE11 browser has reached end of support by Microsoft and we will be removing it from all PCs as part of security patching in the last two weeks of February.

We will begin support for Microsoft's Edge browser ahead of this change. This allows for continued support for applications which do not work with Google Chrome.

If you do not use IE11, no action is required. If you do use IE11, please launch Microsoft Edge and import your favorites. You can follow [these instructions](#) from Microsoft. More information to come as the date gets closer.

Nursing Research Fellow Highlight

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

Taylor Heck, BSN, RN, CWOCN, Nursing Research Fellow

Taylor was selected as a research fellow from Baystate Medical Center. Taylor graduated from Fitchburg State University in 2018 with a BSN. While in her undergraduate studies, she took a special

interest in wounds and made a goal to become certified in Wound, Ostomy and Continence (CWOCN). She started her nursing career on a medical-surgical unit at Baystate Medical Center. As a staff RN, she became a member of the organization's skin committee and participated in the quarterly skin prevalence study. In 2020, Taylor transitioned to a wound clinician in the Inpatient Wound and Ostomy team. Taylor passed her certification exams for CWOCN in 2022.



"Being a part of the wound and ostomy care team at Baystate Health brings along a lot of opportunities for research and we would greatly benefit from having a team member who is familiar with the research process."

Taylor's research will study the use of breast milk as a topical treatment of diaper dermatitis in premature infants. She is being mentored by nurse scientist Ellen Smithline, PhD, RN, CEN, program director of Professional Practice, Quality and Outcomes at Baystate Medical Center.

Publications and Presentations

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

- Kimberly Grady, MSN, RN, Cidalia Vital, PhD, RN, and Cheryl Crisafi, MS, RN, CNL for having their manuscript entitled "Changing a Culture of Pain Management in Postoperative Cardiac Surgical Patients" accepted to the Journal of Nursing Care Quality.
- Alyssa M. Reardon, BSN, RN, Kaitlyn Patrick, MS, RN, CNL and Cidalia Vital, PhD, RN for having a podium presentation accepted to the American Holistic Nurses Association Conference in Orlando, Florida. Their presentation is entitled "Journey to a Holistic Model of Care at a Magnet Organization"
- Cidalia Vital, PhD, RN along with Memorial Sloan Kettering Cancer Center, Miami Cancer Institute and Hospital for Specialty Surgery will be presenting at the Eastern Nursing Research Society Conference in Philadelphia on their collaboration with the research fellowship program. The presentation is titled "Promoting New Knowledge and Innovation: Designing, Implementing, Disseminating, and Expanding Nursing Science Using a Nursing Research Fellowship."



If anyone has a poster, presentation or manuscript accepted and wants to be highlighted in the newsletter please send it to [Cidalia Vital](#), program director of Nursing Research and Holistic.

Clinical Aromatherapy for Hospitals: Opportunity for Nurses to Attend

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

The purpose of this program is to educate nurses and other licensed health professionals on the research-

based use of six essential oils to enhance nursing or health care in a rapid and safe manner.

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



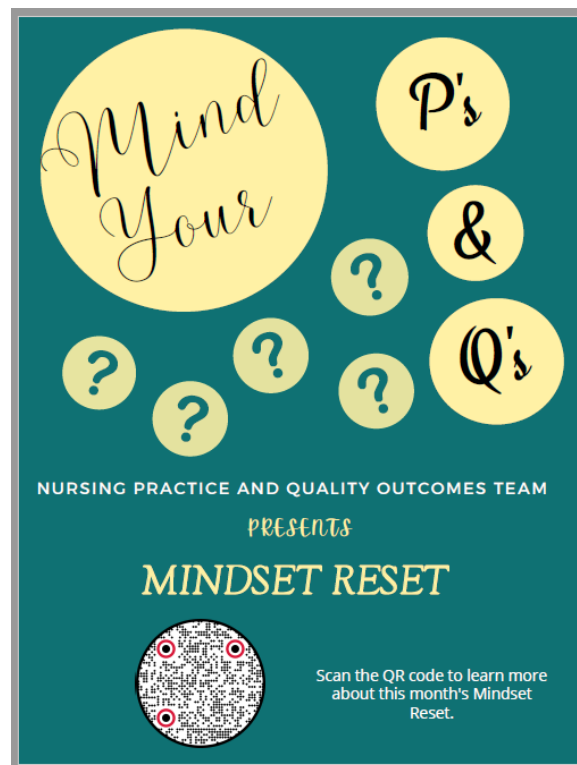
An evaluation of the module is conducted to measure learner satisfaction with the activity as well as perception of achievement of objectives. A student who completes both taught days, the evaluation tool and the test will verify achievement of the program objectives related to nursing practice and will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

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

Welcome to This Month's Mindset Reset

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

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





The BMC Emergency Department (ED) has worked this past year to improve the safety of patients visiting Baystate Health seeking care for varying degrees of severity. The Rapid Medical Evaluation (RME) was developed and put into practice in our triage and waiting room areas. The focus of this model addressed high acuity patients most in need of care. Along with improved processes, which included a dedicated staffing model, formal nursing education regarding flow, and the addition of Triage Reassessment Assistants (TRA's), more acute patients were seen quicker and an improvement of patients who left without being seen was realized.

In collaboration with Operations Excellence, ED nursing and provider leaders will be working to further improve safety and the patient experience by implementing a front-end process known as the Vertical model. The premise behind vertical treatment are spaces designed for short-term occupancy. If patients can forgo lying down unnecessarily, they are more likely to experience a shorter ED visit, which helps to increase the staff's operational throughput and efficiency. Improved patient throughput supported by high quality clinical care increases quality and patient satisfaction.

A visit by the BMC ED Project Team to a hospital where this model is currently being utilized is planned for late January.

First Time Manager Program **RN Graduates in 2022**

In this 18-hour learning series, new-to-management leaders learn how to make a positive impact at Baystate Health.

Focus areas are transition to management, conflict, feedback, interviewing, engagement, performance, time/project management and delegation.



Graduate	Title
Crystal Allen	Innovation Mgr
Andrew Bean	Unit Manager Nursing, BNH
Chelsi Derrig	Unit Manager Nursing, BNH
Shannan Hayre Smithers	Clinical Sup Amb Practices
Stephanie Johnson	Asst. Nurse Mgr, BFMC
Keturah Joseph-Morgan	Sup Surgical Services, BMC
Cheryl-Ann Matulewicz	Sup Surgical Services, BMC
Amy Quinn	Regional Manager Nursing, BMP
Karla Schoenthal	Mgr, Interventional Radiology
Jennifer Siewers	Asst. Nurse Mgr, BMC
Alicia Whyte-Bartley	Asst. Nurse Mgr, BMC

BH Manager Certification by Dale Carnegie



Congratulations to our RNs who completed the Baystate Health Manager Certification in 2022! *(Pictured above from left to right: Elizabeth Goncalves, Maureen Callahan, Michele Harrington, Karla Schoenthal, Debra Meyer, Tonya Howell and Roxanne Dunn)*



As part of Baystate Health's commitment to life-long learning, and to creating an engaging work environment for our teams, *Baystate Health Manager Certification* has been offered online through the Dale Carnegie organization since fall 2019.

This year seven nurses in various roles such a practice manager, nurse manager, supervisor, and educator have each engaged in 21 hours of coursework to earn their manager certification. This online learning asset, administered by the Talent Management Team as part of the **Baystate Health Leader Academy**, is highly rated by participants and continues to grow in popularity.

Congratulations to all who have invested time in these programs!

How the BH Manager Certification by Dale Carnegie Works

The curriculum is a series of live online virtual courses that strengthen managers' confidence and capability as leaders. The frameworks equip managers to build a culture of engagement and meet operational goals in their management roles. The program is elective and targeted to mid-level managers with some experience in a leadership role.



Magnet Project Launch

Happy New Year! 2023 is going to be a big year for our Magnet Journey. This month we partnered with HealthLinx for the next phase of our journey and launched the writing portion of the project. Over the course of two days the writing team brainstormed and reviewed potential Magnet stories, aligning with each of the 102 sources of evidence that are required for the next Magnet document submission. Each month the team will be committed to writing and submitting four to 15 stories with supporting evidence and data. This timeline will keep us on track for a successful fifth designation!

In other news, the Nursing Quality, Safety & Magnet Council is developing a "Magnet 101" brochure containing the history and facts about the Magnet Recognition Program and BMC-specific Magnet facts. This resource will be available in February for distribution. The committee will also be kicking off a friendly hospital-wide competition. As we have done in previous years, each unit will decorate their Magnet board based on this designation's theme! Stay tuned for more details.

Certified Nurses Day: Call For Selfies!

Certified Nurses Day is a worldwide day of recognition that celebrates nursing specialty, subspecialty and advanced practice certification, and provides an opportunity to thank certified nurses for their dedication, achievements and deep commitment to patient safety.

Each year Certified Nurses Day is celebrated on March 19, which will be here before we know it! In preparation for the celebration, we would like a collection of photos* with nurses holding up their certification certificate, badge, or just a selfie with their name and certification info. Please submit your photos to Kaitlyn.patrick@baystatehealth.org.

**Please be sure to wear your mask in your photos if you are in a clinical setting where patients receive care. Thank you.*

Empirical Outcomes



Nursing Outcomes Improvement Monthly Highlights Outcomes/Nurse Sensitive Indicator

CAUTI: Over the past few months, the hospital has seen an overall increase in identified CAUTIs. Staff continue to meet regularly with the inpatient units and Deep Dive Team to identify opportunities for improvement with both nursing and providers. We will continue to focus on consistent nursing documentation and 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 and that product will be trialed (along with a new external female device) on three high-use units in January. We are looking forward to the feedback.

CLABSI: Most inpatient units began performing K Card Observations of central lines in November. Observations will continue monthly for approximately 4-6 months and then we will be able to review our overall data on the care and maintenance of central lines. We appreciate the time and energy it is taking for units to dedicate time to completing these! The Critical Care and InterCare units requested extra securement devices to prevent dressing lifting with the heavier central lines—especially the Cordis lines that may be too heavy for a single layer dressing. We are grateful that the nurses will now have individually wrapped securement devices to use when “extra” reinforcement is needed with the central line dressings instead of opening/wasting a second central line dressing kit.

Deep Dives and CUSP Reports continue to be disseminated to staff for CAUTI & CLABSI cases, so that transparency provides learning opportunities and identifies gaps in practice for nurses and providers. Recommendations for best practice serve as a tool kit, assisting in decreasing hospital acquired infection. Together, working on our culture of safety will improve the patient outcomes.

FALLS: Our Falls Reduction Committee continues to meet monthly to discuss our hospitals current fall rates and what is current in our fall prevention practices. M6 has recently trialed Brigham & Women’s Hospital Fall Prevention Tool Kit called TIPS. TIPS is a nurse-led, evidence-based fall prevention intervention that uses bedside tools to communicate patient-specific risk factors for falls. Since that implementation, M6 has seen a decrease in their overall fall rate.

Really exciting news! In the very near future, BMC along with BPMC, BNH, and Wing will be introducing a “Virtual Sitter Program”. This is continuous technology will enable patient monitoring to help improve help prevent falls and promote patient safety.

HAPI: The Skin Integrity Committee and WOCN Nursing Team continue to support the great decrease in our Pressure Injury Rates from our December surveillance day. The committee will be meeting at the end of the month to plan the new goals for 2023! The WOCN Nursing Team will be handing out coffee gift cards to any nurse that demonstrates that they have used the Photo Uploader to document the patient’s skin conditions. The Photo Uploader provides clear documentation and proof of assessment; it also aids staff & providers in recognizing the improvements or worsening of conditions, so that correct, evidence-based interventions can be ordered and implemented. Let’s “see” those pictures in the EHRs!

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

NICU Team's "Red Folder" Project Underway

Our NICU team of nurses are all engaged in our “Red Folder” project to get our CLABSI rate ZERO!

In September of 2017, NICU was at its highest CLABSI rate, we had 8 from January to September of that year. We knew we had to get together as a team and look at what we could do to decrease this. The above interventions were put in place from January 2018 through March of 2020.

As COVID hit it affected the hospital’s staffing, and we had some retirements and staff leaving their positions,



we started to see an increase in CLABSI again.

As a team we decided to re-educate staff. We called it “Back to Basics”

We started to put reminders in the Weekly wrap-up (it’s our weekly email to staff to inform them of information they need to know), about basic infection control practices and do complete the red folders.

We re-started to do our weekly audits (audits were on hold for a while due to COVID)

We sent out recognition for red folders completed.

We provided immediate feedback for decrease compliance.

Remind staff of our accomplishments in our weekly wrap-up.

Added an education sheet for staff as part of red folder so staff could refer to. (Night shift had an influx of new staff). Some did not know some of the general guidelines of maintenance of central lines. Therefore, having a quick easy access reference sheet help. For example, knowing who the PICC nurses were for dressing changes.

In addition, since we had such an increase of new staff. I asked our educator if I could do a class for new staff members on CLABSI prevention. We prepared a class to review all our practices and why we do what we do. New staff have benefited from this education, and it has also helped with our decrease. Knowing why they do what they do is important to them.

One of major contributors to our decreasing CLABSI rate is our “Red Folder” Every patient with a central line has a red folder at their bedside.

The red folder alerts staff of the central line. It reminds them to discuss it on rounds. They fill out the Daily maintenance data once a shift. They document dressing changes, patient VS, or any issues on there shift. It helps us tract any trends or issues, in case there is an RCA. The red folder is a team effort, and everyone understands the importance of preventing a CLABSI for our “tiny patients.”

NICU CLABSI Rate

- Standardized 2-person sterile line change.
- Standardized 2 person PICC dressing change.
- UVC insertion process standardized.
- No blood draws from UVC.
- STAT seal use on all PICC insertions.
- Central Line cart in operation.
- New Centurion dressing.
- Pre-made PICC Dressing Kits.
- Developed new standard kits for both UVC and PICC lines.
- CHG use for PICC dressings and insertions and UVC and UAC insertions.

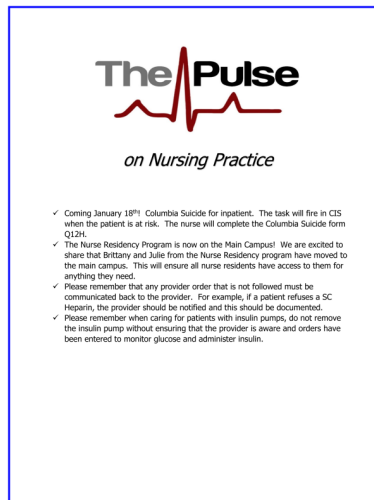
Development of Red Folder contents: Central Line information sheet to replace bedside card:

- Daily maintenance sheet.
- Parent information sheet.
- Weekly central line rounding (send out BSC for completion of red folder DMS)
- Develop Validation program for Infection Control with emphasis on Central line maintenance practices
- CHG for IV starts and Central and venous blood draws
- Closed Medication System



The Pulse on Nursing Practice

Click flyer below to enlarge.



Voices of our Caregivers and Patients



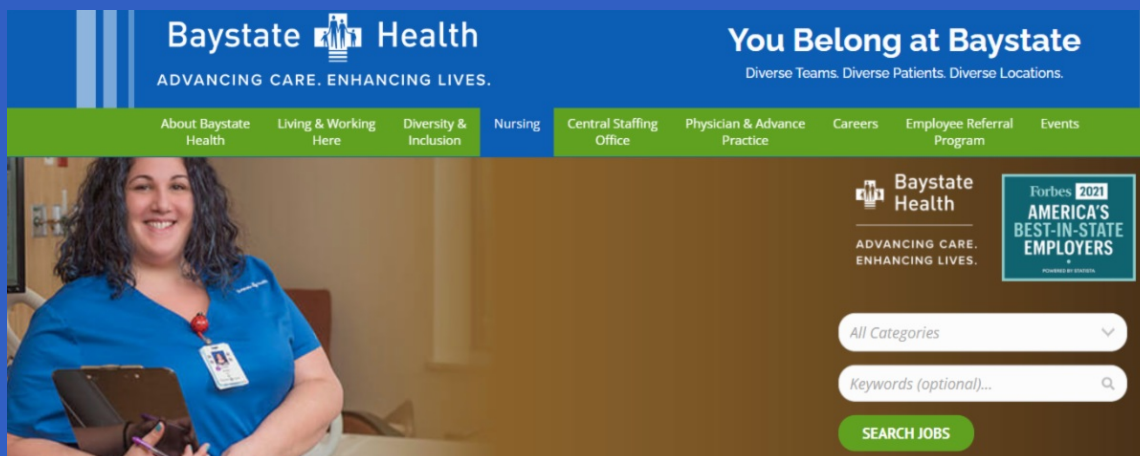
The Patient Perspective

Our mission is to improve the health of the people in our communities every day, with quality and compassion.

Please enjoy this month's Patient Perspective narratives highlighting the compassionate care provided by the PICU and MM5 team members.

This is an email I received from Stephanie Bathel. She gave me permission to share!

I spent six hours in the care of the wonderful WETU staff and I wanted them to be recognized. I was seen immediately from the registration desk by a kind PCT Amanda Kissell. Kim Hufnagel was my primary nurse while I was there. She was kind, listened to me, and gave me her full attention while she was with me. The quality I am most grateful for is that she came back to check on me exactly when she said she would. I was so relieved to know that I could trust her to come back. I saw two providers while there, Krysten the midwife, and Dr. Kelsey Carman (resident for Dr. Thompson). My questions quickly gave me away as a nurse, and my professional opinion was asked for and considered. Again, both providers listened to me, were patient, clearly communicated the plan and came back when they said they would. I was transported by two professionals, and had an equally good experience in ED Ultrasound. I was treated with the utmost respect and clearly communicated with by every single person I encountered. Please recognize your team and thank them again!



Nursing Recruitment

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

Are you inspired to grow your career? There is opportunity to grow your career at Baystate Medical Center with a variety of nursing leadership positions currently available. Review the table below for current opportunities; for some positions, we have candidates in various stages of the recruitment process. If you are interested in nursing leadership be sure to check baystatehealthjobs.com for regular updates, or contact Beth Fox, recruitment manager, for more info. If you would like more information about an opportunity, click on the recruiter's name to email us.

Still considering if management is right for you? The Talent Development team offers programs and education, through the Baystate Health Leader Academy to help you navigate the next steps in your career. Visit the [Leader Academy page](#) on the HUB to learn more.

Title	Management Level	Job Opening ID/req Number	Recruiter
Supervisor, Surgical Services	Supervisor	R20734	Kimberly Jeznach
Assistant Nurse Manager, MICU/SICU	Assistant Manager	R21495	Monique Jesus
Unit Manager, ED	Manager	R14807	Jessica Morse
Unit Manager, Neurosciences	Manager	R19721	Beth Fox
Unit Manager, APTU	Manager	R20998	Kimberly Jeznach
Unit Manager, ICU	Manager	R21420	Beth Fox
Unit Manager, Intercare	Manager	R21668	Beth Fox
Director, Perianesthesia	Director	R19597	Beth Fox
Director, Patient Care Services	Director	R21419	Beth Fox

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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