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Nursing News & Views - June 2023

Joanne Miller RN

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Nursing News & Views

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

Volume 2, Issue 5
June 2023

A Note From the CNO

Dear colleagues,

A special thank you to our incredible caregivers for your strong dedication, diligence, and steadfast passion for outstanding clinical care. This issue of *Nursing News & Views* is chock full of best practices, improved outcomes, and growth and learning opportunities. This page-turning edition has announcements of new awards bestowed upon Baystate Medical Center thanks to you. These stories inspire me and fill my bucket with pride and joy.

Our June publication of *Nursing News & Views* features many signs that you are engaged and taking advantage of all of our offerings to learn and grow. In this issue, you will be inspired by our DAISY honorees, Shelbie Delaneyh RN II in the NICU and Rick Barus, RN, Rapid Response Nurse, who both provided exquisite clinical and compassionate nursing care to their patients and their families. Our holistic nurses are leading the way by expanding our renewal rooms and translating new knowledge into daily practice. We now have over 1,000 nurses trained in holistic modalities, enhancing healing and the art of nursing. Learn more about our incredible midwives and the impact that they have on the health of our community.

Enjoy each others' unmasked smiles and help us to hardwire AIDET, our communication framework that improves patient care and the patients' perception of their care. As always, we hope that you enjoy the photos that tell a part of the story of the outstanding nursing outcomes.

I wish you and your loved ones some hot fun in the summertime, as well as time for rest, relaxation, and rejuvenation.

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 a list of upcoming *Java with Joanne* sessions. We hope to see you there!



UNIT	DATE/ TIME
D6A/D6B	Tuesday, 7/11 @ 1 p.m.
S1400/S1500	Monday, 8/7 @ 1 p.m.
S2/Springfield 3 Onc/S3 Discharge	Monday, 9/11 @ 2 p.m.

CULTURE COUNTS

We Appreciate and Value YOU



"She Gave Me Faith My Baby was Going to be Okay"

Congratulations to our April BMC DAISY Award Winner!

Congratulations to our April BMC DAISY winner, Shelbie Delaney, an RN II in the Neonatal Intensive Care Unit, who was honored for the compassionate care she provided to a new mother and her son who was born very prematurely. The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day.

Shelbie Delaney was nominated by Kim Dazelle, the mother of the NICU patient via our electronic nomination form, where she wrote:

"The rug was ripped out from under me when my healthy pregnancy came to an abrupt end at 27 weeks gestation, in which my first-born child came into the world. From there he spent 87 difficult days in the NICU.

His primary nurse, Shelbie Delaney, met my baby on his second day of life, and from there she became my lifeline. My husband wasn't able to be present during my son's NICU stay and Shelbie saw that, and she stepped in to not only provide top of the line care for my child but took so much time helping me through the experience as well. She gave me faith that my baby was going to be okay, on days that I couldn't convince myself that it was true.

In the three months, we went through multiple different scary diagnoses and two surgeries. The thought of my three-pound baby having invasive [surgery] was unbearable. Shelbie didn't hesitate when she heard the news of the surgery; she went out of her way to switch her entire schedule and work on her day off so she could be with my child. She sat by my side and listened to me cry day after day because I wanted my baby home. He was finally released home on oxygen support so he could continue to grow and heal at home.



He is now approaching his first birthday and he has been successfully discharged from all preemie associated specialists and is off of oxygen support. I truthfully don't know if he would be thriving if it wasn't for Shelbie. In my four years in healthcare, I have had the pleasure of working with so many great nurses in an outpatient practice, but Shelbie was so much more than any nurse I've ever seen. She went above and beyond and truly saved my baby's life."

"Baystate Medical Center is Full of Angels" Congratulations to our May BMC DAISY Award Winner!



Congratulations to Richard Barus, RN, our May winner of the BMC DAISY Award!

Richard, who is a part of the Rapid Response Team, was nominated by a family friend of a patient who passed away, who shared:

"I received a call over the weekend with some devastating news. The young man on the other end of the phone was someone I had once babysat. He shared that his mother (and my late mother's dear friend) had passed away. I asked him where she was cared for and he told me Baystate Medical Center.

He shared that Baystate His 'full of angels.' When asked to elaborate, he shared with me the group he referred to as 'Paw Patrol' then described them as wearing red scrubs.

Immediately I knew this to be the compassionate team of Rapid Response employees. He even called out one in particular, Rick Barus. He said that Nurse Rick went out of their way, spending time with them, explaining what was happening, and putting her current health status into words that made sense. None of the children of this patient are in the healthcare field, and he said that Rick was his angel at Baystate .

I felt so moved by this story that I wanted to share it with whomever will hear it. Thank you to Rick Barus for your grace and sympathy during the last days of my friend's life. Her children and I are forever grateful. RRT is usually working through intense moments, and I am in awe that this compassionate connection is what my friend's son is going to remember about the end of her life."

Thank you, Richard – who is also celebrating 15 years with BMC this year – for the thoughtful moments you shared with this family during a trying time.

Gift Basket Winner

Congratulations to Diana Chung-Edwards, RN from the ED for winning the priority skin facial basket at the nursing and care team week block party! Enjoy!



History of Nursing



What Would Florence Do?

Florence Nightingale was called the "Lady with the Lamp" by lighting the way to improve the care of wounded soldiers, hospital conditions, and formalizing the role of nurses.

In 1860, she established the foundation of modern, professional nursing by opening a school of nursing at St. Thomas' Hospital in London. Our 2023 Nurses Week theme was *Lighting the Way with Resilience*, in honor of all our incredible nurses and support staff who have dedicated themselves during turbulent times. Florence established holistic nursing by integrating the care of patients via mind, body, and spirit. For Nurses Week we focused on the nurses and support staff to make themselves a priority in mind, body and spirit. During 2023, we celebrated Nurses Week with a focus on remembering the impact Florence had on our profession and reinforced the importance of taking care of themselves during their workday.



Next Generation of Nurses

The spring semester wrapped up last month for our nursing students! Thank you to all of the employees that helped to educate, mentor, and grow the next generation of nurses. The foundation you set for their future careers is invaluable. You are appreciated!



STCC first year nursing students that had clinical on W4 this semester!



UMass junior nursing students that had clinical on LDRP this semester! (Photo taken at UMass where masks were not required)



UMASS senior student JJ Wilson with preceptor Erica Schlosstein in the Pedi ED!

New Knowledge, Innovation and Improvements



Congratulations & Appreciation for Preceptors



This year's recipients include Rachel Hamlett, PA-C; Ryan Flynn, DNP, AGACNP-BC; Kyle Deaver, PA-C; and Kristin Dardano, MD.

Now is the time of year that is centered around celebrating those who have recently graduated. This is an ideal moment to not only thank those who helped along the journey, but also recognize those that will continue to guide and share their time and expertise in a real-world setting as a mentor or preceptor. Especially in these times surrounding the pandemic, finding devoted preceptors can be challenging.

Are you aware that the Baystate Health Nurse Residency program has been designed for both undergraduate to graduate level nurses? For new family nurse practitioner graduates, there is an opportunity to join a 12-month full time residency in one of the Community Health Centers. This well-rounded grant-funded program includes didactic training, precepting, and mentoring.

Both precepting and mentoring students and new graduates is a direct means to “give back” to the profession, as well as to reinforce one’s own knowledge. Although there are several nursing values that contribute to successful preceptorship, some worth noting include empathy, passion, and enthusiasm. With intent to express sincere gratitude to these individuals, an annual *APP Preceptor Appreciation Event* open to all those interested is hosted by the Healthcare Education Office and the Director of Advanced Practitioners, Paula Brooks, DNP, FNP-BC, MBA, RNFA. This year’s recipients include Ryan Flynn, DNP, AGACNP-BC; Kristin Dardano, MD; Rachel Hamlett, PA-C; and Kyle Deaver, PA-C who will be honored this month.

The dedication and demanding work steered towards the future of healthcare for sure needs to be celebrated. Perhaps, even consider becoming a preceptor yourself!

Please take a moment to express thanks to highly valued preceptors and mentors who have helped to shape your personal career path.

Written by Jennifer Alli, DNP, FNP-BC, Advanced Practitioner, Division of Baystate Infectious Disease, APP Council APRN Co-Chair, Baystate Noble ICTU

Clinical Informatics' Tip of the Month

May 2023

The Clinical Informatics tip of the month for May is *How to Request/Suggest a Change in CIS* – May 2023 Tip Of the Month

Getting in Touch with your Clinical Informatics Partner:

- Sign up on your unit’s informatics rounding sheet (coming soon)
- Call or email your location’s Informatics Business Relationship Manager: [Inpatient Informatics Partners](#)

June 2023

This month’s tip is a guide to some of the tasks assigned to adult and pediatric patients (not an all-inclusive list). **Reminder - please refer to your unit or population-specific documentation requirements.*

- Adult Nursing Units: [Guide to CIS Documentation](#)
- Pediatric Nursing Units: [Guide to CIS Form Documentation Pediatrics](#)

Getting in Touch with your Clinical Informatics Partner

Call or email your Unit/Department Clinical Informatics contact: [Inpatient Informatics Partners](#)

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

Nursing Research at the Point-of-Care: Injury Prevention for Both Patients and Nurses in the ICU

At right: Dr. Karen Giuliano and Traci Leary submitting the Research Fellowship Project to the Institutional Review Board (IRB)!

When the opportunity to participate in a Memorial Sloan Kettering (MSK) Nursing Research Fellowship

presented itself, Traci Leary, MICU/SICU/NCCU Nurse Educator was “intrigued by the idea, and a bit frightened.”

The MSK Nursing Research Fellowship is designed to increase nurses’ understanding and skills to conduct research. The fellowship follows an academic practice model as seen, used as the foundation to support research skill development guided by nurse scientist mentors on each research project. The full program timeline is 18 months from the first class to a final research presentation. A total of 18 protected or indirect days are required to attend formal classes and for independent assignments.



Baystate Health is currently supporting three MSK research fellows: Traci Leary, MSN, RN, CCRN; Taylor Heck, BSN, RN, CWOCN; and Patricia Faron, BSN, RN, CPAN, HN-BC.

As Traci learned more about the fellowship “it became obvious that this would be an excellent opportunity to learn how to identify barriers to care at the bedside, and to hopefully mitigate them,” she said. The working title of Traci’s research is “Pressure injury prevention in the intensive care unit: Improving practice through identification and reduction of knowledge and practice barriers.” As the project has progressed, the focus has expanded to include how these barriers affect both patients and those clinicians providing direct care. As a RN for 30 years, Traci understands the constant worry that this turn, or this boost will be the one that causes a career ending injury, therefore safe patient handling has also become a key focus of the project. If there is a way that can limit harm to both patients and care providers, Traci is excited to be leading this project.

According to Traci, the journey thus far has been interesting, and at times overwhelming.

“The more I learn, the more I realize how little I know. I am fortunate to have part time nurse scientist, Karen Giuliano, PhD, RN as my mentor, as well as the support of the entire BMC MSK team, which also includes program mentors Ellen Smithline, PhD, RN and Cidalia Vital, PhD. This team of nurse researchers are there to pick me up when I fall and encourage me to keep moving forward. If you ever wondered if there was a better way to do things, but you weren’t sure how to go about making change, I would recommend participating in this fellowship,” said Traci.

Library Resources for Evidence Based Practice

Evidence-based practice (EBP) is a critical component of nursing, linked to improved quality of care and patient outcomes. You can find the most recent and relevant evidence to support patient care through Baystate Health’s Library & Knowledge Services. Here are some tips for making the most of our EBP resources:

1. **Use point-of-care tools:** databases such as UpToDate, Lexicomp, VisualDx, and ClinicalKey for Nursing all have features that support clinical decision-making. You can also download their free mobile apps to allow for more convenient access at the bedside.
2. **Use scholarly databases:** for more thorough investigation, databases such as PubMed, CINAHL, and Cochrane are excellent for finding evidence-based research articles, systematic reviews, and guidelines on any given disease or patient population.
3. **Consider your search strategies:** use multiple keywords and filters to optimize your search results. For example, start with the PICO format (Patient, Intervention,

Comparison, Outcome) to structure your search query and find studies most relevant to your question. Filter results by date and publication type (e.g. systematic review, randomized controlled trial) to find the most current and highest quality evidence. For more detailed search tips, check out our [EBP libguide!](#)

4. **Access full text articles:** use the database links and journal catalog on the [Library & Knowledge Services website](#) to ensure you are connecting with our full-text holdings. For those articles we do not have immediate access to, request full text by using the form on our website or by sending the citations to our document delivery email (librarydocs@baystatehealth.org).
5. **Stay current:** nursing research is constantly evolving, making it a challenge to stay up-to-date on the latest evidence in your field. Current awareness tools such as search alerts and electronic Tables of Contents can be sent to your email on a regular basis to keep you informed. The library also has a mobile app called BrowZine, which allows you to keep tabs on your favorite journals using a virtual bookshelf.
6. **Last but not least, contact the library!** We can assist in your EBP efforts by conducting literature searches, sending you full-text articles, and providing training on how to use our resources more effectively. Contact us at library@baystatehealth.org or 413-794-1865!

Written by Bridget Gunn, MSLS, MS, AHIP, Information & Knowledge Services Librarian

Art of Questioning and Innovation



The Art of Questioning and Innovation (AOQI) is a campaign designed to inspire employees to ask clinical questions. As the experts at the bedside, nurses have the most knowledge and experience to make improvements at point-of-care related to clinical care, workflow, or enhancements with technology and/or equipment.

This campaign provides a forum for nurses to ask relevant and important clinical questions using a standardized format. The survey window opens in August, and nurses will have an opportunity to submit a question into Survey Monkey. The question will then be assigned to a content expert/mentor who will reach out and work with the nurse(s) to help formulate a PICOT question. The team will also find literature to support best practice. The mentor will help create a poster to showcase at the Art of Questioning and Innovation Event in November. We hope you will participate in this important nursing event.

DATE	EVENT
8/1/23-9/8/23	Survey Monkey open for staff to enter questions
9/9/23-9/29/23	Mentoring of staff to get the question into PICOT format
9/30/23-10/6/23	Poster deadline
10/7/23	Group reviews posters
Celebration!	Art of Questioning and Innovation Event November 2, 2023 Chestnut 1a/b from 1-4 PM

Holistic Nurse and Support Staff Week Offerings

With the theme of this year's Nurse and Support Staff Week being "We Make THE Difference," we wanted to offer Baystate Medical Center nurses and support staff opportunities to honor and recognize the difference they truly make in patients' and families' lives.

With the goal of introspection and self-care, focusing on Holistic practices during this special week just made sense. That Monday and Thursday were both named "Make Yourself a Priority" days. On these days, Cidalia Vital PhD, RN, CNL, CRRN, nurse scientist and program director, Nursing Research, Holistic Nursing & Inpatient Wound/Ostomy Team, was accompanied by holistic nurses and support staff making rounds with a cart loaded with hot tea, aromatherapy inhalers, lavender satchels, and journals. It was wonderful to see what a positive reaction we received from the staff on the floor – we even had to restock the journals mid-week!

Another arm of the "Make Yourself a Priority" campaign was offering M-Technique, reiki, pet therapy, and chair massage sessions at each of the Renewal Rooms at BMC. Thank you so much to our holistic nurses who volunteered their own time to make that happen!



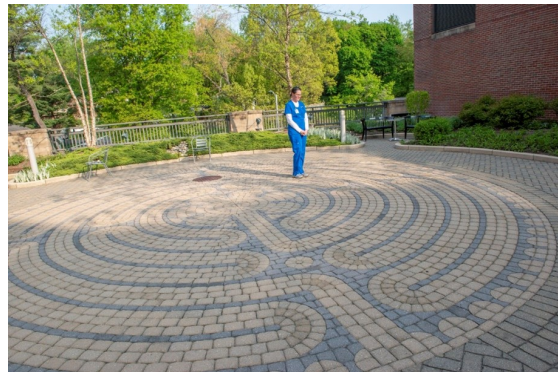
Yoga on the lawn and pet therapy.

We also opened **two** new renewal rooms during Nurse and Support Staff Week! The first grand unveiling was on MassMutual 3, organized by Mia Jacinto, RN with a brand-new massage chair, yoga, and aromatherapy counter. The massage chair was enthusiastically supported with a quick

approval from our Chief Nursing Officer/Chief Nurse Executive Joanne Miller, DNP, RN NEA-BC and the Baystate Health Foundation. The second Renewal Room grand opening was at Baystate High Street Health Center. The inauguration of this renewal room, which took place on Wednesday, May 10, is particularly special: it is the first renewal room outside of Baystate Medical Center. Sariann Figueroa, RN, Lilac Team nurse, and Milleycha Balleste, RN, Yellow Team nurse at Baystate High Street are the wonderful nurses that spearheaded this project based on their own needs and experiences when they were “new” nurses.



In addition to Baystate Medical Center-based practices, we collaborated with The Yoga Shop Ludlow and Westfield Yoga to offer several free yoga classes to any and all BMC staff available. To add to the peace of the week, a guided labyrinth meditation was offered by Patty Faron. Additionally, Michelle George, RN, nurse manager, Labor & Delivery, offered two Zoom workshops titled “Building Resilience in Challenging Times” – offering support and coping skills to help manage stress and anxiety. BMC was also lucky enough to have two days of pet therapy dogs and volunteer handlers roaming the units to help bring moments of joy and calm.



Baystate High Street Health Center renewal room grand opening and Labyrinth Walk in the MassMutual Healing Garden.

As always, Nurse and Support Staff Week culminated with the Nursing Awards Ceremony on Florence Nightingale’s birthday, Friday, May 12. This year, we were thrilled to add two Holistic categories to the lineup. First, the Holistic Nurse Award was presented to Lauri Deary, MS, BSN, RN, HN-BC. Lauri is a groundbreaking leader of Holistic care at BMC. The second award, entitled the Holistic Team Member Award, was presented to Eunice Ventura, PCT Labor and Delivery. Eunice was noted as being incredibly caring and compassionate, and always willing to go the extra mile for the patients on her unit. Congratulations to both Lauri and Eunice!



Lauri Deary, Holistic Nurse Award

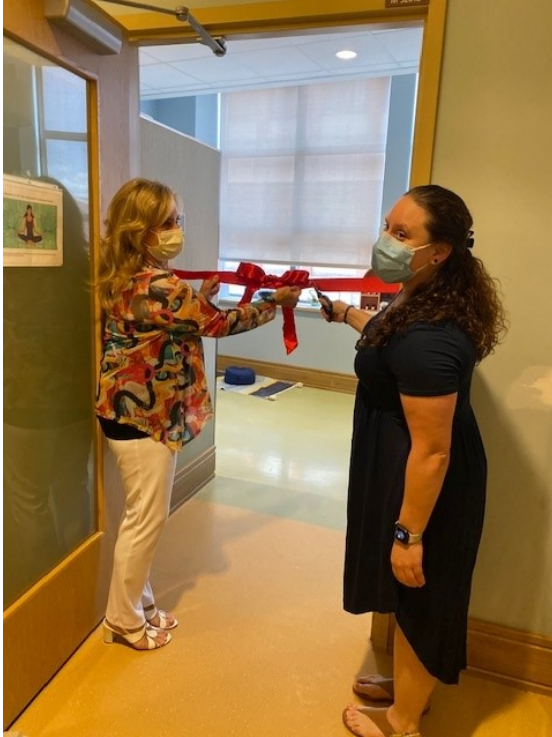


Eunice Ventura, Holistic Team Member Award

Baystate Medical Center is rapidly becoming one of the leaders in the field of Holistic Nursing, as evidenced by the award presented at the American Holistic Nursing Association Conference this month. We are “on the map” of Holistic Nursing due to our dedicated, compassionate, and open-minded nursing and support staff, and we are so grateful to be able to help foster those practices every day here at BMC!

Renewal Room Inauguration, MM3





Integrative Healing Arts Academy Applications Now Available to Apply for Cohort #6

Click on the flyer below to enlarge.



Integrative Healing Arts Academy

The Integrative Healing Arts Academy™ is an in-depth program in which participants are engaged in creating caring cultures and healing environments. The program provides the following for participants:

- Prepare nurses for holistic practice in all healthcare settings across the continuum of care
- Develop knowledge and competency in evidence based holistic practice and integrative modalities suitable for clinical practice.
- Synthesize the overlapping concepts of employing holistic nursing practice with providing an exceptional patient experience

The IHAA curriculum is congruent with and explicates the five Model Components of the ANCC Magnet Recognition Program™ through individual and group assignments

Integral with the curriculum is development of the nurse healer through self-renewal and self-care practice.

Dates

October 24-27, 2023
January 9-12, 2024
April 9-12, 2024

If you are interested in being a part of the Integrative Healing Arts Academy, please complete the application by July 31, 2023.

We have 25 seats available for this program. Applications will be evaluated and scored by a team from the Integrative Healing Arts Council. Notifications will be sent out via email by mid-August.

<https://www.surveymonkey.com/r/TYTGRSZ>

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

Educate. Innovate. Celebrate!



Baystate Medical Center Awarded Institutional Excellence in Holistic Nursing Practice Award



(Above) Pam Rivera, Cidalia Vital, Karen Marcoux, Megan Meyers, Connie Blake, Lauri Deary, Roxy McInerney, Alyssa Reardon, Joanne Miller, Heather Stamm and Katy Patrick with the AHNA Institutional Excellence in Holistic Nursing Practice Award for 2023.



(Above left) Connie Blake, Lauri Deary, Cidalia Vital, Alyssa Reardon, Joanne Miller and Katy Patrick at the Podium Presentation by the team at the AHNA Conference in Orlando Florida.

Baystate Medical Center was recently recognized at the [American Holistic Nurses Association](#) Conference in Orlando, Florida with the Institutional Excellence in Holistic Nursing Practice Award. This award recognizes an organization for incorporating holistic nursing practice and demonstrating the core values of holistic nursing.

Lauri Deary and Connie Blake, two instrumental holistic certified nurses who have supported and lead various holistic initiatives and are part of the organization's Integrative Healing Arts Council, accepted the award.

Several other BMC nurses were in attendance, including our chief nurse executive, Joanne Miller; program director for Holistic Nursing, Cidalia Vital; program director of Magnet and nursing outcomes, Katy Patrick; and holistic certified nurses Alyssa Reardon, Pam Rivera, Roxy McInerney, Heather Stamm, Megan Meyers, and Karen Marcoux.

The team also had a podium presentation entitled "Journey to a Holistic Model of Care at a Magnet Organization," presented by Cidalia Vital, Alyssa Reardon, and Katy Patrick.

Congratulations to all the holistic nurses at Baystate Health who continue to promote, engage and support this important work. We honor each of you with this award and look forward to continuing on promoting our holistic model of care.

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



In April of 2023, the Baystate Transplant Program was named a Living donor Center of Excellence through the National Kidney Registry (NKR) Donor Care Network (DCN). They are among 31 centers to receive this designation, out of more than 250 transplant centers nationwide.

[Donor Care Network Center of Excellence](#)

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

protect all donors.

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

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

Midwifery Graduation



On May 5, during Nurses Week and on the International Day of the Midwife, the Baystate Medical Center Midwifery Education Program graduated its most recent class. The ceremony and celebration were held at Black Birch Winery, with program faculty and graduates' family and friends present. The graduation speaker was Vanessa Ross, MSN, CNM. Laurie Friedman performed the Blessing of the Hands. This year's newest midwives (pictured above, from left to right) are Kara Mears, Yazmilie Gomez, Madison Somers-McNary, Emily Marino-Babcock, and Samantha Roberts.

The Blessing of the Hands is a midwifery tradition that is practiced in varying forms by many midwifery education programs in the county. The graduates form a ring with their hands extended. They are encircled by all midwives present at the ceremony. The ceremony symbolizes the sharing of the strength and power of experience with the new midwives. Below is a poem, written by Jan Wingrad-Smith, that is used often for this ceremony.

Hands

These are my hands.
Through these hands I have come to see the
world.
These hands have measured the growth of life
and documented the stalling of time.

They guide my ears to places where I hear the watch-like beat of tiny hearts.
My hands have felt the hard bony framework of passages
And the softness of muscles which will bulge like petals of a rose.
My hands have opened windows to the energy of the souls of those I have touched.
They have felt the frigid rigidity of steel instruments and the softness of a friend.
There are stories in these hands, read from the pages of the work of women.
With my hands I felt the power of the strength it takes to grow and release a new spirit.
My hands were born with the knowing of touch.
The journey has added the how and when, and the time to ask for help.
Teaching hands engulfed mine until they were ready to fly.
My hands are joined in a circle which is Unbroken through time.
Their most important work will be still with fingers laced
Sometimes my hands do nothing and bear witness to
The “art of doing nothing” passed from one generation to the next.
Mine have been taught by some of the most powerful hands to watch and wait.
This is perhaps the hardest for hands born to touch.
If I have nothing else to give to you, let me teach you how to see with your hands.
How to open the windows of life, and closed the door softly when it is time.
In the darkness it is your hands that will light the way.
These are my hands. These are the hands of a midwife.



Midwifery Education Program Attends Conference

On May 6-8, the students of the Baystate Medical Center Midwifery Education Program attended the 68th Annual Meeting of the American College of Nurse-Midwives held in Orlando, FL. Several faculty members attended as well. The students experienced being surrounded by over 1,000 midwives joining in education sessions, enjoying nationally recognized speakers, and generally relaxing in the glow of midwifery during the time between semesters. There was time to network, view exhibits, and enjoy the pool.



The Pulse
on Nursing Practice

Fall Reduction Success!

Congratulations to the entire care team as our falls this month were down

considerably! This was a fantastic accomplishment by everyone on the care team. Thank you so much for your commitment to patient safety! Please share your good catches and feedback with your department leadership on what helped us make this improvement.

Baystate Health		Patient Name: _____		Date: _____	
Increased Risk of Harm if You Fall <input type="checkbox"/>		Fall Interventions (Circle selection based on color)			
Fall Risks (Check all that apply)		Communicate Recent Fall and/or Risk of Harm		Walking Aids	
History of Falls <input type="checkbox"/>	Medication Side Effects <input type="checkbox"/>	<input type="checkbox"/>	Crutches	Cane	Walker
Walking Aid <input type="checkbox"/>	IV Pole or Equipment <input type="checkbox"/>	IV Assistance When Walking	Toileting Schedule: Every _____ hours		
Unsteady Walk <input type="checkbox"/>	May Forget or Choose Not to Call <input type="checkbox"/>	Bed Alarm On	Bed Pan	Assist to Commode	Assist to Bathroom
		Bed Rest	Assistance Out of Bed		
			1 person	2 people	

Bedside Communication using AIDET

We continue to roll out our bedside communication using AIDET. We are doing well and most staff feel that this is “just what they do.” The hardest part is hardwiring the practice with all the competing priorities. We will be keeping an eye on our patient experience scores regarding nursing communication to measure our success with this important initiative. Plus it is a great time to share your new “unmasked” smile with your team and your patients!

AIDET®

is a communication framework from StuderGroup that improves patients' perception of their care

A	Acknowledge <ul style="list-style-type: none"> • Knock before entering the room • Call the patient by his/her name
I	Introduce <ul style="list-style-type: none"> • Introduce yourself by name • Mention role/specialty/depart
D	Duration <ul style="list-style-type: none"> • How long the interaction will be • Time expectation of how long a test or procedure will take
E	Explanation <ul style="list-style-type: none"> • Explain the reason for the interaction • Explain any pain or discomfort expected
T	Thank you <ul style="list-style-type: none"> • Thank patient for their cooperation

Relias (Formerly known as CE Direct)

We are working behind the scenes to get our new Relias (formerly known as CE Direct) platform up and running. We hope to have a go live date very soon. Thank you for your patience.

Restraints

Please remember that **restraints are not protocol orders**. There is no protocol that allows restraints as needed. There must be an order from a provider and must be renewed every 24 hours or if the restraints are discontinued for any period of time

they need to be re-ordered.

The inpatient units have done a tremendous job of reducing their vest restraint use over the past several months. Our daily average is down from 12-14 to 3-5. This is fantastic! And our falls were less!

As you know, vest restraints are a safety risk to our patients. We will become vest restraint free in the inpatient areas on Wednesday, July 5. Thank you for your incredible work.

Nursing Notes

Please remember that nursing notes should be in PIE format, per policy. Please do not re-chart what you have documented in the flowsheet unless it pertains to the problem you are referring to. The purpose of the PIE note is to simply identify the problem your patient is having (P), what interventions you have done (I), and evaluate if they worked or not and what the plan is moving forward (E).

SBAR

We continue to monitor our progress with SBAR communication. Please continue to provide feedback and great catches to your nursing leadership. Thank you!

2023 Nurses and Support Staff Week!



During the week of May 7, we celebrated all the amazing BMC nurses and support staff. We had beautiful weather for the 5K Race/1K Walk kick-off event and lucked out weather-wise each day after. The daily lunch time dunk tank was a HUGE success, and we are so grateful for all of the volunteers that took the plunge into the chilly water!



Throughout the week, we focused on offering nurses and support staff ways to make themselves a priority, from the popular Self Care Cart rounding, to unveiling a brand-new Renewal Room at Baystate High Street Health Center. The Change of Shift Block Party featuring the Batch ice cream truck was a smash hit, and the ice cream was incredible.

Thank you so much to our very own BMC nurse, Deb LeRiche, and her husband Dave for bringing their delicious truck around!

As always, the week culminated with the Nursing and Support Staff Awards ceremony. Being able to invite friends and family back to campus to celebrate the skilled,

compassionate care of our staff was such a welcome change! We are so humbled and honored to have the remarkable employees that we do here at Baystate Health, and we appreciate you all each and every day.



Empirical Outcomes



Nursing Outcomes Improvement Monthly Highlights May 2023

CAUTI: Great work! BMC has seen a decrease in CAUTIs in Q1 of 2023 (9) compared to quarter 1 of 2022 (13) and only two for the month of April. We continue to monitor common trends amongst the identified CAUTIs. Although our CAUTI rates have decreased our Standard Utilization Rate has increased (SUR). This leads us to believe that IUCs are being left in longer than expected. In order to try and combat this issue we have created a Nurse-Driven Urinary Catheter Removal Protocol Resource for all units to display near their morning huddle boards. 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 on the bottom of the resource in which displays the correct documentation steps when the IUC is removed to trigger the post removal protocol. Our goal is to initiate the collaborative discussions needed to remove unnecessary IUCs during morning huddles. 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. Our customized IUC insertion trays have been out on the floors for a couple months. Our new trays now contain three (3) peri-care wipes. We are hopeful that this may be playing a factor in our overall decreased infection rates. From 4/26-5/4, the Sage Stryker Reps were in-house and assisted with the implementation of the Primo/a Fit External Urinary Device and we are excited to have had the opportunity for BMC to support the cost and the transition plan for our patient's safety and comfort.

CLABSI: Deep Dives and CUSP Reports continue to assist us in identifying the things we are doing well as well as identify our areas for improvement. We continue to recognize that care and maintenance of central lines are challenging; CHG baths, the labeling of tubing/dressings and shift documentation are the areas we can focus on. The K Card Observations of Central Lines continue monthly, and nurses are receiving feedback about some great compliance to the care bundles as well as implementing changes when there are identified areas to improve upon. Thank you to the staff who are working hard to do their best to provide safe and evidence-based care to their patients. Once the K Card data has been logged for April, we will be able to examine 6 months of K Card observations and make some further plans on the next steps to support decreasing our CLABSI rates. BMC has had a total of eight (8) CLABSIs in Q1 and have had four (4) CLABSIs in Q2 thus far (in 2022 we had 14 at this time). At the last CLABSI Task Force Meeting, there were suggestions made about another adhesive product that may be helpful in some cases where skin adhesion is a challenge—the VAST Team and CLABSI Team will be working together to consider implementing this product as another option to use for certain patients.

FALLS: Way to go BMC! We continue to see reductions in patient falls each month. Our Falls Reduction Committee continues to meet monthly to discuss our hospital's current fall rates and what is existing in our fall prevention practices. We have made great strides in implementing strategic interventions in order to keep our patients safe. Several units have gone live with utilizing the 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. We have also gone live with our Cerner Patient Observer. This has allowed BMCs to improve our staffing and hospital coverage by freeing up BRTs and PCTs by utilizing patient cameras with two-way communication to redirect patients before a fall may occur. Lastly, we have hired new team members on several units into a new job role "Patient Ambulation Technicians." These technicians continually round on our patients and assist them with ambulation and activities of daily living. Since these new interventions have been implemented, we have seen an overall decrease in the patient fall rate here at BMC. Congratulations to the following units who had falls in the previous months to having "zero" falls for the month of April; D6B, S64, M6, SW5, and SW6.

HAPI: The Skin Integrity Committee and WOCN Nursing Team continue to support the staff with evaluations of skin and wounds.

On May 23, the Medline Skin Product Reps will be at BMC to conduct a Discovery Assessment. The Assessment will include them asking questions (anonymously—no people's names or units will be identified) nurses and PCTs about what skin products they use the most, what their routine patient care consists of with skin assessments and treatments etc.—it will just be a few questions. After the information is collated—they will be able to give us a report on the strengths and weaknesses of our product use, so that we can continue to support best practice and offer more education about any gaps identified. Please share your honest thoughts if approached to answer their questions. We want to do our best to learn what the front-line staff wants/needs/prefers.

The next Skin Prevalence Day will be on Tuesday, June 20 and we appreciate the flexibility and accommodations the inpatient units make for each Prevalence Day. We have some

wonderful Skin Champion Nurses & PCTs who work hard ensure the success of this very productive day! Our previous quarterly reports have demonstrated a rate in March 2023 of 4.82% HAPI 2+ rate (24 reportable wounds) (respectively: Dec 2022 4.86%, Sept 2022 7.40%, June 2022 5.46%). We look forward to continuing a successful decline in our quarterly HAPI rates this year.

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 note from a patient who received outstanding care on MM7.

Good Morning Roxy,

I was a patient at Baystate and discharged yesterday. I had an AFIB ablation and spent Wednesday and Thursday on your unit. I was assigned to Lynn Lu and Michelle Berthiaume as my nurses. I just wanted to take a moment to let you know what a positive and healthy experience I had with them taking care of my needs. Both of them were so knowledgeable and explained everything to me but they also were so kind and helpful as well. They really made me feel at ease and not only were professional but went that extra mile to make me feel good and calm during my time of generally feeling horrible. People are so quick to complain but never quick to compliment. So, I'm taking the time to notify you how lucky you are to have these nurses as part of your team, and I hope they are recognized for all of their efforts. It's extremely fearful being a patient and these nurses have so much responsibility, yet they had compassion as well. It was a pleasure having them care for me. Again, you are lucky to have them on your team.

Please enjoy this note from a family member regarding the compassionate care they received in the Emergency Department, NIU and D5A

Recently, my husband was taken by ambulance to Baystate Medical Center. He was cared for in the Emergency Department and later transferred to the neurology floor.

During the four days that he was there, I was with him for several hours each day. I am so grateful that we have such a valuable medical resource available to us. We read and hear about the staff shortages (RNs, CANs, etc.), so I have even a deeper appreciation for the care he received. Yes, he did have to wait for the call bell to be answered, but when it was he was never treated as a bother but as someone who needed care.

Yes, it was difficult waiting to find out "what was next," but when I asked, it was answered with patience. When some of his actions made for more work from the IV team or the RN, he was treated with understanding.

Being there with him, I witnessed the staff caring for very sick and vulnerable people with kindness and professionalism. I am grateful for the level of care we have available in our area.



All Categories

Keywords (optional)...

SEARCH JOBS

Nursing Recruitment

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

Human Resources has recently announced a **new policy change** that allows us to welcome back employees, including nurses, who have left the organization. If they return to Baystate Health within six months of their departure date, all seniority will be reinstated upon their new hire date. This policy is also in effect if a current per diem employee was full or part time, and moved to a per diem role. If they wish to return to full or part time, all seniority will be reinstated, if the new transfer date is within six months. Know someone who recently left the organization? Let them know about our new policy update!

We are currently actively recruiting clinical resource nurses to support and train the new nurse residents that will be joining our organization. Providing support, mentorship, and leadership will help our new nurses be more successful at the launch of their nursing career. A clinical resource nurse must have 15 years of bedside nursing experience to qualify. Do you know a nurse who has retired and wants to come back to healthcare, or is looking for a change after several years of direct patient care? Refer them to Baystate Health to help them find a new purpose, and you may be eligible for a \$500 referral bonus!

Baystate Health has also recently signed **AARP's employer pledge** recognizing the value of experienced workers and committing to an age-diverse workforce. AARP is the nation's largest nonprofit, nonpartisan organization dedicated to empowering people 50 years and older to choose how they live as they age. The AARP Employer Pledge Program encompasses a nationwide group of employers who understand that the multigenerational workforce yields a strong pipeline of talent, protects business continuity and taps into new resources to address labor shortages. AARP [research](#) notes that given the need for talent by so many employers today, it makes sense to hire experienced workers. We will also have the ability to post jobs on their job board, participate in virtual and in person career fairs and feature our organization to experienced, qualified candidates both locally and nationally.

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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