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9-2023

Nursing News & Views - September 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 8
September 2023

A Note From the CNO

Dear fellow nursing colleagues,

I am noticing that the new Baystate Medical Center Employee Appreciation Plaza has more and more team members enjoying the outdoor space. The Plaza is dedicated to our employees to celebrate YOU. Our own Caitlyn Waddell, RN, M7 addressed employees that came together for the grand unveiling. Caitlyn stressed the importance of providing beautiful spaces like the rejuvenation rooms and outdoor space during our workdays and nights allows us to take better care of ourselves, each other, and our patients. Please take your breaks and take a few moments to experience the rejuvenation rooms, the healing gardens, and/or the new Plaza.

World Gratitude Day is an annual event that always takes place on September 21. In 1965, World Gratitude Day was conceived at a Thanksgiving inner at the United Nations in New York City by spiritual leader, Sri Chinoy. He said, the ideal of World Gratitude Day is to give people the opportunity to offer personal gratitude, and also to remember that gratitude is an essential emotion that should be universally shared. I had the good fortune to be the Tier 3 facilitator on September 21 and began Tier 3 with a World Gratitude Day reflection. I said that I was grateful to work in an organization that values a culture of safety including the most critical component that is creating a culture of psychological safety; the belief that none of us will be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes. Each day, every Baystate Health employee that participates in the Daily Management System has the opportunity to voice their concerns. I would love to hear your thoughts on how we can celebrate World Gratitude Day next year, feel free to email me at Joanne.Miller2@baystatehealth.org.

I hope that you enjoy this *Nursing News & Views* edition, it is full of meaningful recognition, celebrations, and the outcomes of your impactful questions. You will read how we are listening to understand your concerns and questions and following up with actions.

Be well.

With gratitude and love,

Joanne

Java with Joanne

Share what's on your mind. Ask questions in a comfortable space.

Please join in a chat with BMC's CNO Joanne Miller in your unit's breakroom and enjoy a coffee and sweet treat.

Below is information about the next couple of *Java with Joanne* sessions. We hope to see you there!



Tuesday, Oct. 24 at 2:30 p.m.	APTU/S6400
Tuesday, Nov. 14 at 2 p.m.	SW5/SW6

CULTURE COUNTS
We Appreciate and Value YOU



**Congratulations to our August DAISY Winner,
Elizabeth Curylo, RN II, MCU/NCCU**



Elizabeth Curylo, RN II, MCU/NCCU was surprised to

learn she was the August BMC DAISY Award recipient. She shed tears of joy as Jeremy Kele, manager of MICU/SICU read the nomination and Jonathan Recchi, director of Patient Care Services handed her the award. The DAISY Award is the international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. Elizabeth, an RN II in the MCU/NCCU was nominated by the mother of a patient, who wrote:



“Elizabeth Curylo was the night nurse in the ICU when my daughter arrived there early morning from Baystate Wing Hospital, intubated. When I was able to get back in the room to see my daughter, Lizzie filled me in on everything that happened during transport and upon arrival.

My daughter had to have a bronchoscopy and was stabilized. Even during all that, Lizzie managed to do a beautiful braid in her hair. We had this nurse for three nights and she was very friendly and compassionate, not only to my daughter and learning her care, but also towards me and making sure my needs were met with time for me to rest. My daughter and I quickly became comfortable, and we even managed some laughs and smiles during this difficult time.

After a week, they finally tried the first attempt to take her off the ventilator. It was not successful. One night we had a different nurse who was very nice. This nurse went to get Lizzie, who was with another patient, to ask their opinion of my daughter’s decline because she was familiar with her. My daughter was put on the ventilator again. Lizzie was very concerned and checked on me and my needs. Some time went on and we finally had Lizzie again upon request. Again, my daughter was pampered with cleaning and braiding her hair. She knew how to make her comfortable and my daughter enjoyed that time with them.

I was overtired and had cold chills. Lizzie sat me down and gave me a blanket and told me to sleep and said 'I got this' with caring for my daughter. Nursing is her calling, and she is great at it and compassionate care! After several weeks we did lose our daughter. Lizzie and another co-worker found the obituary and planted a tree in her honor. She will be forever in our hearts.”

History of Nursing



Baystate Medical Center has a long and incredible history which dates back to the 1883. Did you know that Baystate Health had a maternity hospital? Here is just little bit about the growth of the Maternity unit. The original Wesson Maternity Hospital was at the corner of High and Myrtle Streets and opened in 1908. The hospital had 25 inpatient beds and a nursery. With the baby boom of 1950s a new maternity hospital was needed, and construction began on a piece of land on Pratt Street. The 81-bed facility opened in September 1953. Today our state-of-the-art Wesson Women & Infants' Unit, Neonatal Intensive Care Unit, and Children’s Hospital demonstrates the commitment and need for ongoing maternal-child care within our community. Thank you to all our nurses and team members for the incredible care that is provided everyday to our moms and babies.

To read more about the history of Baystate Health, [click here](#).



Above left: A photo in Wesson Maternity's baby transport cart. This undated photo from the early 1900s shows babies in the nursery transport cart. Reportedly, the first eight babies born at the hospital were four girls named Elizabeth and four boys named Robert. Above right: a photo of the Wesson Building during construction in the 1950s.

What Would Florence Do?

Florence Nightingale, a pioneer in nursing, described the importance of fresh air and sun light for patients. Baystate Medical Center took it one step further by providing an outdoor space for staff to enjoy during breaks and lunch periods. During the Employee Entrance Dedication, Caitlyn Waddell, holistic nurse and creator of the podcast entitled “Elemental Healing by Cait,” provided words to describe the importance of this space to healthcare workers. Here are some of her moving words.



Employee Entrance Dedication Through the Voice of a Holistic Nurse, Caitlyn Waddell

What is holistic? While everyone may have a slightly different view on it, holistic is defined as the balance of mind, body, and spirit.

Holistic is treating a being as whole and not just parts.

Holistic is using the gifts from nature and within ourselves to heal ourselves or other beings emotionally, mentally, or physically.

Holistic is an exchange of energy between living things and using that energy to grow and connect.

Holistic is harmony with the world around us.

Florence Nightingale was the first nurse to describe the environmental theory, which focuses on altering the patient’s environment to promote change in their behavior. Environmental factors such as fresh air, pure water, and sunlight affect a person’s well-being. If any of these areas are lacking, Nightingale supports that a person may experience diminished health. This goes for all beings, not just patients.

Baystate Health is taking the initiative by promoting and supporting holism throughout the facility. We have a variety of renewal rooms available at BMC for team members to restore themselves in a peaceful environment.

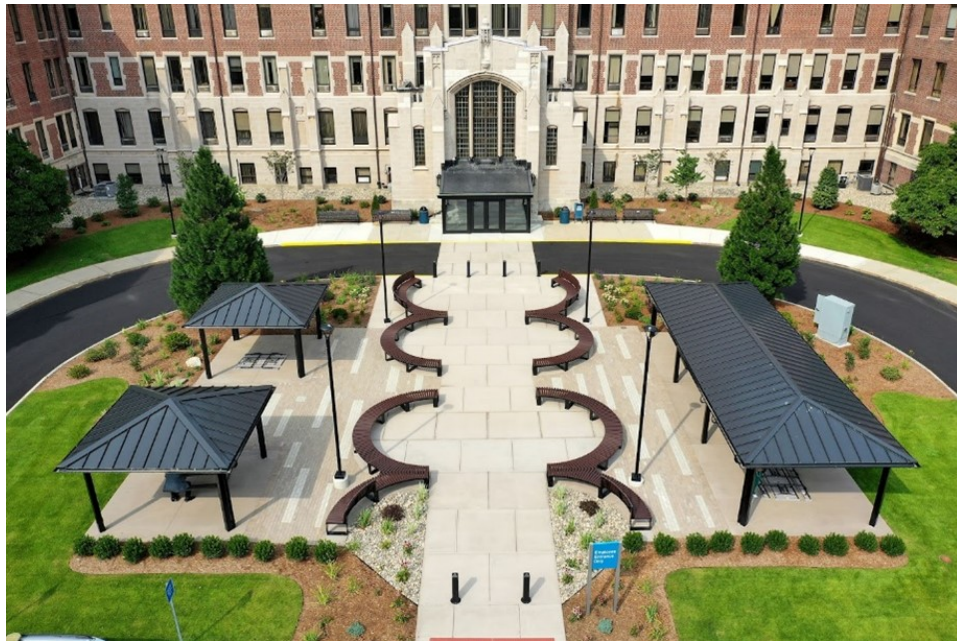


As a nurse, sometimes it is difficult to step away or have enough time for a quick break. How can you take care of patients if you cannot take care of yourself?

By creating beautiful spaces like the renewal rooms and the newly created outdoor courtyard, as nurses and healthcare workers, we can provide better care to our patients. Nature not only helps reduce stress but can also restore our focus. By taking time for us and using the energy from the blessings nature has to offer us, we can focus on a work-life balance and create a better work environment for our patients and ourselves. Please take your well-deserved break and come enjoy the outdoor courtyard that was created for all employees at Baystate Health.

Come sit down with no distractions. Be present in the moment, and allow yourself to heal. Take in the outdoor fresh air, the sun light and remember to breathe.

Working in healthcare can be daunting and we need to support ourselves the way we support our coworkers and patients. *We cannot pour from an empty glass.*



New Knowledge, Innovation and Improvements



September 2023 Clinical Informatics Tip of the Month

Changes to printing process:

On Wednesday, Aug. 9, there was an unanticipated change during the routine CIS maintenance which has changed a few steps in the process for printing of documents out of CIS, including, but not limited to:

Discharge Instructions/Post-Acute Discharge Summary report/ED Discharge Instructions

[Here is the link job aid](#)

Can I get a witness? What needs to be documented to make witness documentation complete:

- A nurse is named in the witness box (for those products/processes requiring a witness)
- The nurse named in the witness box is the SAME nurse attesting to witnessing the process
- The form is signed by both nurses within 24 hours

When these points are not addressed, the manager is made aware via their CIS Inbox and/or email to ensure the documentation is completed/corrected.

Note: LPNs are allowed to witness; Nursing students are not allowed (no license) to be a witness.

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

Getting in touch with your Clinical Informatics partner:

- Sign up on your unit's informatics rounding sheet (coming soon)
- Call or email your areas Informatics contact person. Contact list:[Inpatient Informatics Partners](#)

Nursing Grand Rounds Available On Demand!

Did you miss the last Nursing Grand Rounds? Don't worry, we recorded it and it is available ON DEMAND to watch again. Here are the rules around the On Demand Contact Hours:



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

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

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

Save the Date!
Art of Questioning Celebration
Thursday, Nov. 2

Click on the flyer image below to enlarge.



You are cordially invited to the
**Art of Questioning and Innovation
 Celebration
 at Baystate Medical Center**
 Sponsored by the Nursing Research Team

This Campaign is....

- Designed to inspire staff to ask clinical questions. As the experts at the bedside, nurses have the most knowledge and experience to make improvements at the point of care.
- Designed to help staff turn their idea into an actionable question to improve clinical care, workflow, or enhancements with technology and/or equipment

[CLICK HERE to RSVP!](#)

When: November 2, 2023 1:00-4:00p

Where: Baystate Medical Center, 759 Chestnut Street, Springfield, MA
 Chestnut 1 Conference Room

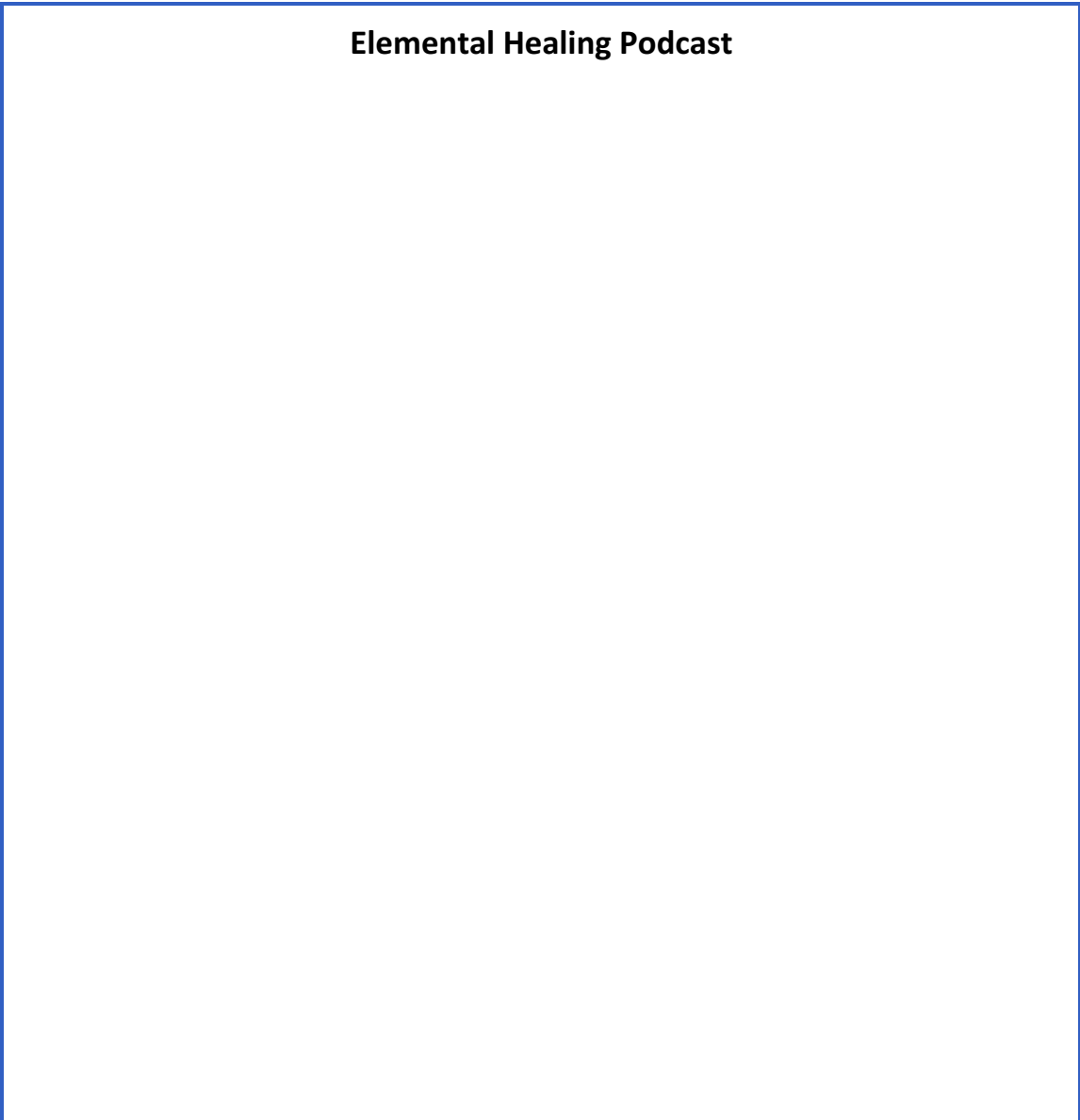
Keynote Speaker:

Oriana Beaudet DNP, RN, PHN
 VP of Nursing Innovation
 American Nurses Association



Holistic Corner

Elemental Healing Podcast





Elemental Healing by Cait

Podcast!!

ELEMENTAL HEALING ON SPOTIFY

Join me in learning about

#SelfCareInHealthCare !!



Baystate Health
ADVANCING CARE. ENHANCING LIVES.

Peer Support Program

Baystate Health's Peer Support Program is a network of trained colleagues that can be activated when a peer is involved in an adverse or emotionally challenging event or experiences a traumatic event at work. The role of a peer supporter is to be available to actively listen to and support their colleagues.

- We provide care, support, and respect to our caregivers
- One-on-one emotional first aid
- Our Peer Support Program is comprised of team members from a variety of disciplines
- 100% confidential
- Peer review protected
- No issue is too small

Fill out a referral for yourself or a colleague by going to the Quick Links box on the HUB homepage and selecting the Peer Support Icon.

Institutional Excellence in Holistic Nursing Practice Award for 2023

Celebration



At our August Integrative Healing Arts Council, we celebrated our incredible holistic nurses, child life specialists, and team members who are an integral part of our recent Institutional Excellence in Holistic Nursing Practice Award from the American Holistic Nurses Association (AHNA). The meeting was dedicated to the unique contributions of each of our holistic nurses. You continue to advance our holistic model of care and promote the foundations of holistic care. The award recognized our 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, accepted the award at the AHNA Conference in Orlando, Florida.



Thank you for your ongoing dedication to the holistic program.

Welcome to the Integrative Healing Arts Academy Cohort #6



Photo of IHAA Cohort #5 Graduation

Jodi Fortin, Case Manager (Baystate Franklin)
Jacquelyn Fouche, M2/Care
Cidalia Vital, Holistic Director
Dody Haber, Nurse Educator
Ilene Matos, M7
Amy McCoy, Mental Health (Baystate Franklin)
Brooke Chisholm, S3Onc
Faith Koroma-Coker, ICU
Jennifer Marion, NICU
David Bennett, M7
Thomas Tente, Emergency Department
Brenda Jones, Neonatal ICU
Colleen Bennett, Inpatient Perianesthesia
Janine Cardello, Heart and Vascular Critical Care
Krystal Aguayo, Neuro D5A/NIU
Cynda Hartgraves, Continuing Care Nursery/NICU
Shannon Dube, SW5
Mary Godin, ED
Amy Belanger, NICU
Julie Merritt, NICU
Heather Lopardo, M7
Shelby Lauer, D5A
Cinthya Rivas, W3
Kristin Rivera, W4
Rosie Leac, SW6

Tea for the Soul



Above: Chaplain Ken offering tea to Bogdan, an RN on M6. Below: Manager of Spiritual Services, Rev. Ute Schmidt, offers a chocolate to a Critical Care nurse.

A hot cup of aromatic tea, a specialty chocolate, a cookie, or some organic trail mix -- sometimes this is all it takes for someone working on one of our floors to pause, center, and re-group. We all know that shifts on the floors can be long, tiring, and emotionally draining. What better antidote for that condition than having a cart with carefully selected teas and snacks come right to you, with a chaplain at the helm ready to lend a supportive ear? Nurses spend so much time giving of themselves and focusing their attention on the patient that a small gesture of caring can make a profound difference.



Tea for the Soul has been part of staff support at Baystate Health since 2018. On some floors it's a weekly event, in other instances, a chaplain may notice a lot of stress on a floor or become aware of a challenging incident that caused many to feel sad, scared, or out of sorts, and a hot cup of tea for one and all may be just the thing. Oftentimes the nurse manager of the floor may request Tea for the Soul when the staff needs a little boost.

Chaplains in the Spiritual Services Department are assigned to individual units and over time become a fixture there. In addition to addressing the spiritual and emotional needs of patients and families, a primary goal of theirs is offering emotional support to nurses. The support can take many forms...circulating around the floor with hot tea and snacks is just one. Sometimes a quick off-hand question like "How's your day going?" or responding to a noticeable sigh with "Sounds like you've got a lot going on" can lead to 10-15 minutes of heart-opening conversation. Chaplains also can be an extra set of hands to get a cup of water or a warm blanket when the to-do list is way too long.

In 2022, Spiritual Services generated survey about the efficacy of Tea for the Soul, the majority of responding nurses and other unit staff reported that Tea for the Soul makes them feel cared for and helps them to have better interactions during the remainder of their shift. These findings match feedback from other healthcare organizations in the U.S. that have implemented Tea for the Soul into their staff wellness programs. Quoting from a survey published in the Journal of Health Care Chaplaincy, "TFS allows nurses to re-center their work at the bedside refocused on providing compassionate service as nursing professionals."

In addition to Tea for the Soul and impromptu listening sessions, chaplains

frequently participate in or run formal debriefs, take a lead role in responding to Code Yellows, and oftentimes learn and can share certain details about patients' lives and priorities that can be important in improving their care and overall experience while at Baystate. What's important to remember is that chaplains are here not just for patients and families, but for you too, and that goes for our reiki practitioners as well.

To request a Tea for the Soul, please contact the Spiritual Services Department.

Written by Ken Hahn and Ute Schmidt

Reference

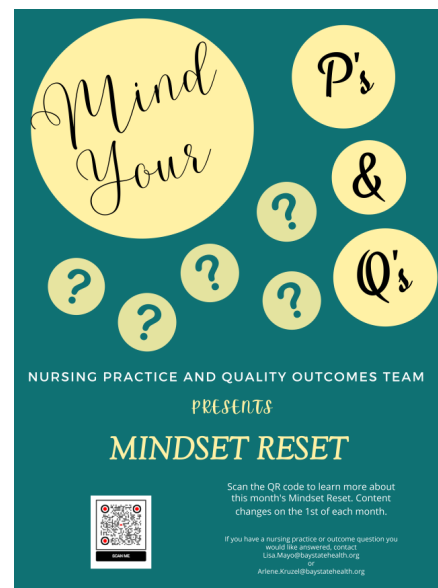
Annette Callis, Marysol Cacciata, Mary Wickman & Joseph Choi (2021): An effective in-hospital chaplaincy-led care program for nurses: Tea for the soul a qualitative investigation, Journal of Health Care Chaplaincy, DOI: 10.1080/08854726.2021.1932134

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.



Educate. Innovate. Celebrate!



News from the Baystate Midwifery Education Program



From left to right: Stefani Lauderdale, Samantha Carrier, Pearletta Lamey, Caitlin Murphy, and Moira Nolan.

Fall is here and that means a new semester has begun. The Midwifery Education Program has welcomed six new nurses. They hail from Chicopee, Southwick, and Boston as well as Middletown, CT and Chatham, NY. They have dived headfirst into the Advanced Health Assessment, Primary Care and Pharmacology courses. They start Foundations in Ambulatory Midwifery course in October. The first semester front-loads didactic in preparation for starting in the clinical setting in mid-October.

Meanwhile, the second-year students are starting their second semester of the Intrapartum Care and Postpartum/Newborn Care courses. They are joining Grace Brown, CNP, hospitalist with the Newborn Medicine team, gaining clinical experience in evaluation and management in the care of newborn babies. This is the first year students are working with Grace and the experience is phenomenal. The students are attending labors and births and seeing the moms postpartum with the midwives of Baystate Midwifery and Women's Health. Most of these nurses in midwifery training have caught 10-15 babies so far and have spent a lot of time with laboring patients and their families.

If this sounds like an exciting career path, consider coming to our Open House. The Midwifery Education Program will be holding a remote Open House at 5:30 p.m. on Tuesday, Oct. 17. To register, please contact Linda David, program coordinator, at linda.david@baystatehealth.org or call 413-794-4448.

As always, contact me should you have any questions about the profession, want to discuss career planning, or would like to arrange time to observe midwives in practice or join students in the classroom.

Written by Sukey Krause, MSN, CNM, Director, Midwifery Education Program, Baystate Medical Center

Summer Nurse Residency Program Newsletter

Click on the newsletter image below to read.



NEWSLETTER

Brittany Patterson, MSN, RN, & Julie Reicek, MSN, RN, NPD-BC, CCRN

In This Issue:

- Cohort 32 & 33's Seminar 1 IN PERSON
- Virtual Graduations of Cohorts 29 & 30
- NRP Faculty Spotlights
- BHNRP Featured in Podium Presentation
- NEDU SNAP Chat
- SNAP Facts

NRP Cohorts 29 & 30 Graduate the BH Nurse Residency Program!

The virtual NRP graduation continued with ceremonies for the nurse residents of cohort 29 in May 2023 and Cohort 30 in August 2023. Cohort 29 graduated 509 nurse residents from the program and cohort 30 graduated another 47 more!

* Congratulations to the MAs of Cohorts 29 & 30 *

NRP Faculty Spotlight!



Lynnette Johnson
 Baystate Health
 Senior Specialty, Learning & Development, Regional Coord Program Lead
 Email: lynnette.johnson@baystatehealth.com
 LinkedIn: lynnettejohnson

Time to Shine – I made it to 20 years in NRP and am often I'm still the baby in the room.
My Role – I am proud to be able to facilitate learning & develop new staff in our specialty areas. Much of what we do here is to help our staff learn and grow in our specialty areas.
Favorite part of your job – I really enjoy teaching and seeing people grow in their specialty areas.
Favorite quote – "I don't know if I'm a teacher or a learner."
Favorite ice cream flavor – I'm a fan of Vanilla Caramel.
Quick trivia – It's my birthday again, but I'm not sure how old I am!

Check us out on Facebook Workplace
 Baystate Health Nurse Residency Program
 Head over to BHNRP link to the Spotify page on the Newsletter link

Cohorts 32 & 33 of the BHNRP Pivot Seminar 1 Back to In-Person

As we moved into 2023, the Baystate Health Nurse Residency Program began its 10th year of supporting Nurse Residents with a robust Nurse Residency Program. And in late spring and summer, the program was excited to have the opportunity to have the opportunity to gather in person once again for seminar 1.



The Nurse Residency Program's 32nd and 33rd cohorts were able to participate in their first in-person seminar since the Covid pandemic began in early 2020. The Nurse Residents reviewed the BHNRP Handbook and then heard presentations from intergroup, or and translation services, as well as two holistic nursing driven presentations including managing stress in the work place and a listening circle to help support their wellness during their transition into their nursing practice roles.



Please join us in welcoming the 130 Nurse Residents of Cohorts 32 and 33 working at sites all across Baystate Health!



Fall Prevention Awareness Day

On Friday, Sept. 22, team members came together to celebrate Fall Prevention Awareness Day by hosting a fun event in the new Employee Appreciation Plaza. Lisa Mayo, nurse educator, Nursing Outcomes, Improvement & Magnet, and Megan Maynard, manager, Inpatient Safety Observation, spearheaded the event which included autumn-theme refreshments, a “fall” themed music playlist, a high-fall risk mannequin set up with video monitor demo, and fall prevention resources and information was shared. Both day and night shift teams members and even nursing students participated in the fun and shared their appreciation for BMC making patient safety a priority through fall prevention awareness.



Magnet® Journey Update

We are ten months away from submitting the document for our fifth Magnet® redesignation! To date, the writing team has submitted 43 stories that capture the excellent, exemplary care our team members provide to patients each shift. The application for redesignation was successfully submitted this month as well!

A requirement for achieving Magnet® designation is to demonstrate the nursing annual performance review process, which must include:

- Self-evaluation
- Peer feedback
- And setting individualized professional development goals

To ensure these three items are incorporated into the annual performance review, all clinical nurses, nurse leaders, and APRNs that fall under the Magnet® umbrella will be required to complete each section in order to advance in the process and be available for their manager to review. Further communication will be shared via email, *Manager News Now*, and *NEWS Flash* in the coming weeks.

Skin Integrity Bootcamp

Click on the flyer below to enlarge.



The flyer for the Skin Integrity Bootcamp Education features a group of four healthcare professionals in blue scrubs. The text on the flyer includes:

- SKIN INTEGRITY BOOTCAMP EDUCATION**
- Fun, hands-on skin education activities provided by the Wound Care Clinicians
- **THIS IS A REQUIRED CLASS FOR ALL SKIN CHAMPIONS AND NURSE EDUCATORS**
- SIGN UP VIA ELSEVIER** (with Elsevier logo)
- Course Code : SKIN
- Course Name: Skin Integrity Bootcamp
- LOCATION**: Chestnut 2 & 5 Classrooms
- Maximum class size: 25
- DATES**: October 9, 2023; October 31, 2023; 9 - 10:30a
- CHOOSE ONE DATE**
- More classes will be offered in the new year

Baystate Health General Nursing Team Orientation



BH General Nursing Team Orientation resumed in person on Sept. 13 after being virtual since

the beginning of the pandemic. This systemwide orientation will now occur every other Wednesday at the Baystate Health Education Center in Holyoke, MA. It is led by Baystate Health educators from Baystate Medical Center, Baystate Franklin Medical Center, Baystate Wing Hospital, and Baystate Noble Hospital. This orientation provides introductory knowledge on a wide array of topics, such as Safety, Value, Quality, and Experience, and how it applies to the whole nursing team. This orientation includes many different modalities of teaching including lecture, games, video, and a virtual escape room.



Special thanks to Arlene Kruzel, Stephanie Swan, Mandy Ritter, Kaleigh Hodgen, Stefanie Beaulieu, and Tracy Marshuk who have worked tirelessly to redesign this orientation over the last several months.



'Tis The Season for Updated Vaccinations

Flu season is coming, and COVID-19 numbers are already increasing. It's the time of year where ED visits increase, the hospital becomes even more crowded, and outpatient providers experience a significant increase in sick calls. As the leaves change, and the cooler weather creeps in, along with it comes the season for updated vaccinations. In an era of vaccine fatigue, it's even more important than ever to have the important discussion with patients about obtaining the seasonal flu vaccine. A recent push to "make every visit count" by educating patients and offering the flu vaccine outside of routine primary care health visits has resulted in significantly increased flu vaccine uptake.

Baystate Health serves a large community with many traditionally underserved populations – and these patients are the most at-risk. Baystate Health's significant impact on the health of our communities sets it apart as the leader on the frontlines of curative and preventative health. The WHO introduced the three C's model of vaccine refusal: convenience, complacency, and confidence. By offering the vaccine during every visit to eligible patients, both convenience and complacency barriers are eliminated; and with multiple providers addressing the vaccine, confidence can be increased through second (and even third or fourth) opinions built into every patient visit.

Education is empowerment, and by empowering patients to take control of their health this flu season, the entire community will reap the benefits. Taking every presented opportunity to have a discussion with patients regarding the flu vaccine, from outpatient visits to hospitalizations, can be a little act that makes a big impact.

References

Agnew T. (2022). Improving confidence in vaccination programmes to boost uptake. Nursing Times; 118: 1, 18-21.

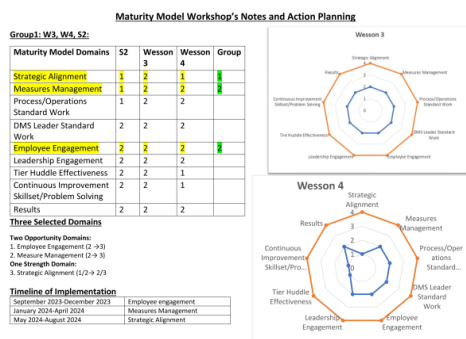
Centers for Disease Control and Prevention. (2022). Increase the proportion of people who get the flu vaccine every year. Healthy People 2030.

Valentino, S., & Suit, L. (2020). Increasing intent to vaccinate for seasonal influenza. Journal of Community Health Nursing, 37(2), 49–64.

World Health Organization. (2019). Ten threats to global health. World Health Organization.

Maturity Model Workshop’s Notes and Action Planning

Click on the image below to view the action plan.





New Grads Visit Friends of the Homeless



Here are the new grads that participated in our visit to Friends of the Homeless, including Melissa Cramer, Ben Duffy, and Carlo Reale:

Nataria English
Shea O'Neill
Olivia Fernandes
Allison Brissette
Samantha Goncalves
Alexander Szarkowski
Jayla Latham
Mia Rotatori
David Ivanov
Courtney Adams
Chase Carlson
Emily Schroeder
Kristin Nothe
Zachary Rajpold
Brianna Fontaine
Laura Moya
Jasmin Lantigua

The BMC Emergency Department welcomed 19 graduate nurses as part of its July 2023 cohort. Always looking to evolve and better the experience of the graduate orientation, this year's group spent a day at the "Friends of the Homeless" (FOH) homeless shelter located on Worthington St. in Springfield, MA. The charitable mission of Baystate Health is to improve the health of the people in our community every day, with quality and compassion.

Consistent with the recommendations of *The Future of Nursing 2020-2030 Report*, the aim of this experience was to put participants in direct touch with the needs of the homeless and challenges they face in achieving and maintaining a healthy life. Valuable discussion around social determinants of health, diversity, equity and inclusion ensued and reflections on how nursing can identify solutions and create the structures for improvement.

Baystate Medical Center as an organization is committed to honoring the dignity of all and to examining our system and behaviors to ensure advancement of shared prosperity, removal of barriers and a reduction in biases of decisions and actions. Nursing figures

prominently in this work and can have great impact in improving the health and quality of life for all.

The morning activities for those nurses who attended included a tour of the facility, meeting with members of the FOH Multidisciplinary Team to learn about their roles, and discussions with guests of the shelter. After serving lunch, the nursing participants ran a game of BINGO, assisted with arts and crafts with the guests, and given the heat advisory that was in effect that day, served ice cream in the afternoon.

The day's debrief and wrap up included a review of the objectives which were to:

- Identify five barriers to healthcare for those who are unhoused
- Identify three solutions to healthcare barriers
- Identify three barriers for safe discharge to a homeless shelter

Many many thanks to the BMC Emergency Department's Program Director of Professional Practice and Quality Ellen Smithline, RN, PhD, MS, RN CEN for making this entire event possible!



Empirical Outcomes



Nursing Outcomes Improvement Monthly Highlights September 2023

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

The Nurse-Driven Urinary Catheter Removal Protocol Resource poster should be displayed on all inpatient units. This resource provides information regarding nurse's 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.

Our CAUTI Champions Committee continues to meet monthly via zoom. On October 3, we will be having our first hybrid meeting held in the Chicopee/Agawam room. In-person attendance is strongly encouraged. Please support your CAUTI champions so they can attend for some collaborative and informative discussions. Our unit CAUTI champions are continuously encouraged to share best practice, report outs and updates with their units during staff meetings and or unit CPCs. Please reach out to them with any questions, they are a great resource!

We continue to meet regularly with the inpatient units and Deep Dive Team to identify opportunities for improvement with both nursing and providers. Our APRN and hospitalist team champions along with our infection disease physicians help make our deep dive process more informative and robust. We will continue to focus on utilizing our DMS boards to improve consistency of nursing documentation, insertion practice, and preventative maintenance of the Foley catheters as well as providers appropriate urine culturing with a suspected CAUTI.

CLABSI: Deep Dives and CUSP Reports continue to assist us in identifying the things we are doing well as well as identify our areas for improvement. 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 continue to focus on. The K Card Observations of Central Lines will take a pause for now. As of Sept. 1, we have collected 1093 observation since November 2022 (wow!). So many people have done such great work collecting all of this data—thank you! The Operations Excellence Department is collaborating with the CLABSI Task Force to create some analyzation of the data to determine our next steps. BMC has had a total of 20 CLABSIs as of Aug. 31.

In July, we had four CLABSIs and in August, there were two CLABSIs reported (2023 YTD total: 20; 2022 total at this time 30). We will continue working together to identify ways to improve our outcomes.

FALLS: In May we had our all-time lowest patient fall count of 29, but in June we had 46, July we had 45, and in August we had 46 patient falls. Our Falls Reduction Committee and Clinical Communities continues to meet monthly to discuss our hospitals current fall rates and what is existing in our fall prevention practices. To help standardize best practice, all inpatient units are using 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. Cerner Patient Observer is up and running. We strongly encourage staff to utilize this fall prevention technology to its fullest potential. We want to increase our video monitoring usage to help ensure our high fall risk patients are safe.

Our “Standing Tall Preventing Falls” contest is up and running. Check out the banner with growing flowers located in the Springfield 2 hallway outside the café. Each week the banner is updated with units who had zero patient falls for the week. Whoever gets to eight weeks first and grows the tallest flower will receive an award.

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

The most recent Skin Prevalence Day was on Tuesday, Sept. 12 and we appreciated 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!

The WOCN Nursing Team will be leading classes for all of the Skin Champions that will begin

this fall. The classes will reinvigorate BMC's *Getting Back to Basics* initiatives surrounding prevention, recognition and treatment. Posters advertising class times in the Chestnut nursing classrooms will be shared soon. It will be an expectation that all nurse educators and Skin Champions attend one training class within the next few months, so that they will be able to mentor and promote best practice about skin, wound and ostomy care.

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 that received excellent care on MM5

My mom was admitted to MassMutual 5 after she had decompensated on another floor. We had this one nurse named Marissa, who was unbelievable. She took the time to sit down with our family and mom and explain everything going on and made us feel very safe to have our mom at Baystate Medical Center. Throughout the night, Marissa continued to check on my mom to make sure that she was comfortable. Marissa is an amazing asset to Baystate Health's team. She worked diligently to make sure my mom and my family knew everything going on with her plan of care. She left an amazing impression on myself, my mom, and my family. She went above and beyond to make sure my mom was getting the best care.

Please enjoy this note from a family member thanking staff for the support given to both the family and patient while on MM7

I can't thank all of you enough for the kind support and guidance you gave me during my father's stay. It made him being here a lot easier on my mind every night I had to leave. You comforted me as well as him in a very tough situation.

Housekeeping and everyone else was pleasant and helpful! Beyond the 'norms' in other hospitals!

Dad said he would get used to this! It was like a penthouse with room service, etc, he felt. He was concerned he was in the "wrong" room, meaning more expensive! (LOL) He will be in rehab in NY, 40 minutes from me, which through all of the turmoil, works out to be the last scenario for him! (An hour and a half from Baystate Medical Center.)

Keep doing what you do! You made the world a better place because of it!



Nursing Recruitment

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

And the Daytime Emmy Goes to...

On Aug.31, Baystate Medical Center was invited to interview with Kayla Hevey at Mass Appeal on our local NBC tv station, WWLP 22News. Talent Acquisition Director of BMC Nursing and Provider Recruitment, Beth Fox and Chief Nursing Executive, BH and Chief Nursing Officer, BMC, Joanne Miller attended the taping and promoted nursing excellence at Baystate Medical Center, and throughout the organization.

Our focus was on the recent RN Hiring event, held on Sept. 14 at Baystate Medical Center, where experienced nurses were invited for on-the-spot interviews, tours of units and opportunities to meet with recruitment and nursing leadership. Beth discussed the benefits and growth opportunities available with Baystate Health, while Joanne shared our award-winning focus on holistic nursing, the importance of taking care of our nurses, so you can care for our patients, and BMC's Magnet journey. Want to check out the interview? [Watch it here.](#)



Baystate Health Nurse Residency Information Night

Up next, we are hosting a hiring event for SNAPs and nurse residents on Thursday, Oct. 5 in the Daly Lobby. This event will host December nursing graduates who are ready to start their careers with Baystate Health. We are also inviting spring graduates who are preparing early to educate them on the opportunities available at Baystate Health. Know someone

who is interested in applying for the Nurse Residency Program or a SNAP position? Refer them to apply, and if hired, earn a \$500 Referral Bonus! [Register here](#).

To submit an item for *Nursing News & Views*, please make your request [here](#). Please have your copy and any graphic/photo you'd like to include ready to add to the email. The deadline for submissions to *Nursing News & Views* is before 3 p.m. on the first Friday of each month.

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

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