

Baystate Health

Scholarly Commons @ Baystate Health

Nursing Newsletters

Newsletters, Blogs, and Journals

3-2024

Nursing News & Views - March 2024

Joanne Miller RN

Follow this and additional works at: https://scholarlycommons.libraryinfo.bhs.org/nursing_newsletters



Part of the [Medicine and Health Sciences Commons](#)



Nursing News & Views

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

Volume 3, Issue 3
March 2024

A Note From the CNO

Dear colleagues,

The March issue of *Nursing News & Views* is fantastic, it is filled with stories that represent our past and present nurses that plant seeds of excellence and light the way with resilience. Their efforts resulted in countless nursing achievements and avenues for Baystate Medical Center nurses to excel and thrive. In this issue, you will read about the reasons why and how we celebrate them.

This includes the nursing awards created to honor Sharon A. Smith, Grace O'Neil, Julie Ann Shea, and Charmaine Leary. We remember their contributions while recognizing and celebrating our present nurses who mirror their outstanding legacy during our Annual Nurses Week Awards.

Baystate Medical Center nurses carry out the Baystate Health mission "to improve the health of the people in our communities every day, with quality and compassion." Connie Blake EdD, MSN, HNB-BC and Cidalia Vital PhD, CNL, CCRN advance education for high school students in our surrounding communities and Marsha Chappel MSN, RN, CCRN led the successful training in how to respond to an emergency involving cardiac arrest. Our very own Araksya McInerney, Maureen Callahan, Caitlyn Waddell, and Alisha Span volunteered their expertise and time to help bystanders gain the necessary skills to help save a life.

We celebrate Hilary Morrissette as our March DAISY honoree.

A riveting Nursing Grand Rounds presented by Jessica Hicks, BS, RN, CCRN, "Healing Hands, Resilient Hearts: A Nurse's Experience and a Survivor's Triumph in the Trauma ICU." Jessica was nominated to throw out the first pitch at a Boston Red Sox game for Nurse Appreciation Night. [Please vote for Jessica Hicks TODAY!](#)

A special thank you to Lauri Deary for leading the Magnet Garden Fall Bulb Planting Project last October. The employee entrance looks magical. I encourage you to pause for a moment to savor the beautiful effects of planting the seeds of excellence and lighting the way.

With gratitude,

Joanne



**Congratulations To Hillary Morrisette from the
Emergency Department: Baystate Medical Center's
February DAISY Award Honoree!**



The nomination was submitted by a fellow ED nurse and read:

I would like to nominate Hillary Morrisette for the BMC DAISY award. Hillary has served as a leader in the adult Emergency Department for more than 20 years and spends each shift providing the most quality care for our patients. Recently Hillary was the flow coordinator of the department in which her role is to triage every incoming patient into the emergency department. This role takes strong clinical knowledge, experience, and quick thinking. On January 30, Hillary received an EMS call of a concerning story regarding a patient coming to the ER via ambulance. EMS did not call this patient in as a stroke alert, however, Hillary identified the need to activate the stroke team based on the story she heard. The ED and neurology team were placed on standby and the patient was taken immediately to get a CT scan. A clot was identified on imaging and the patient quickly received TNK. Without Hillary's quick thinking and strong clinical judgment, there could have been a significant delay in care for this patient. She was the foundation of saving this person's life. On this day, and every day, Hillary functions as a role model and truly embodies what it means to be a nurse and leader. Each patient, family, and staff are fortunate to cross paths with Hillary. She leaves every situation better than she found it and I am proud to know and work alongside nurses like Hillary.



Happy Birthday J. Patrick Barnes!

Twenty-four years ago, the Barnes family created The DAISY Foundation in memory of J. Patrick Barnes to help patients, families, and colleagues say “Thank You” to their nurses. Since then, over 2.5 million people have shared their stories of compassionate care.

On April 10, celebrate [#PatsDayofJoy](#) by sharing a nursing story that brought you joy and tied you to purpose. Consider highlighting an experience with a patient, family, or nursing colleague as a tribute to Pat’s memory and the care that inspired The DAISY Foundation.

Please post your videos, messages, and/or photos to your personal social media page, and tag using [#PatsDayofJoy](#) [#DAISYAward](#).

Help Us Celebrate

on April 10th, 2024



History of Nursing



Highlighting our Nursing and Support Staff Awards and the Indelible Mark These Legendary Nurses and Team Members Have Left at Baystate Health

Each year, Baystate Medical Center holds a celebration during Nurses Week to recognize our exceptional nurses. Over the years, we have honored many amazing nurses and support staff who have left an indelible mark at Baystate Health. March is **Women’s History Month** and we would like to highlight the following women who have been leaders, staff nurses, instrumental support staff, and pioneers in nursing at Baystate Medical Center. We are grateful for their contributions to the organization, and we continue to celebrate their impact each year during Nurses Week.



During the years that **Sharon A. Smith** was the vice president for Patient Care Services and chief nursing officer of Baystate Medical Center, she created a legacy of exceptional clinical and compassionate care, as well as collaborative practice with other clinical disciplines. She inspired deep pride and passion for the practice of nursing through her efforts to establish an environment that has enabled our nurses to excel. This award recognizes an exceptional nurse who practices with compassion, respect for person and integrity, in the delivery of care to patients and families.

Grace O'Neil was a nurse for more than 30 years. As a staff nurse, and then manager, she epitomized the term "professional nurse" in all interactions and encouraged her staff to reach their fullest potential. As a caregiver, she had an insightful warmth and empathy for people who were less fortunate, and advocated tirelessly for better access to healthcare and resources for all individuals. Grace recognized and valued the importance of nursing and community partnerships to improve healthcare for all.

Julie Ann Shea was a beloved member of BMC for over 20 years until her passing in December 2013. Julie Shea was described as a caring, compassionate, and selfless patient advocate by her peers. Julie was defined as a "life-giver," as she had the power to give life, spirit, love, praise, light, and hope. She displayed a warm smile, caring touch, and generosity to all; she strove for excellence in everything that she did.



This year we will be honoring a nurse who spent her 40-year career in our Baystate Emergency Department. Take a moment and read about her exceptional career. We will be giving The Charmaine Leary Legacy Award at our Annual Nurses Week High Tea in May.

Charmaine Leary worked as a registered nurse in the Baystate Medical Center Emergency Department for over 40 years. Throughout Charmaine's career, her coworkers and peers frequently referred to her as the "heart and soul" of the department. Charmaine was dedicated, loyal, and was known for putting the needs of her patients, their families, and her coworkers above her own. Through her work in the ED, Charmaine demonstrated strength, a strong work ethic, excellence, leadership, mentorship, loyalty, and compassion. Charmaine is remembered for her kindness and devotion to the homeless population and those with mental illness. Those who worked closely with her during her time as the ED nightshift supervisor have vivid memories of her ensuring each of her homeless patients were assisted with hygiene and foot care, not out of obligation, but because she genuinely cared. Charmaine's coworkers and mentees felt inspired by her work and wanted to become the best nurses they could be to make her proud. She was an essential team member for four decades, and many consider her to be an "ED legend." Those who worked with Charmaine knew that she wasn't just a coworker, she was a friend who would stand by her team and stand up for what was right. She loved being an emergency nurse and consistently gave her all. She truly leaves a legacy behind which cannot be matched. In addition to her unwavering dedication to her patients, the ED, and BMC, Charmaine was devoted to her family and simply enjoying life. Charmaine's legacy lives on at Baystate Health through the staff, patient, and family lives that she has touched over the years. This award honors Baystate Health nurses whose legacy leaves a significant and unforgettable mark.

What Would Florence Do?

Florence Nightingale never held an official position in government, but her influence on the future of nursing was remarkable. Florence brought reform to nursing education, hospital design, and data science. Two days after her death the *New York Times* said "...few lives have been more useful or more inspiring than hers." As nurses, we may not see ourselves as leaders. You are a leader, with or without a title. Nursing and healthcare need your voice, now more than ever, to be part of design, technology advancements, and reform of our healthcare system. Nurses are working in so many settings in healthcare, and your expertise and observations have an influence on the future



of our profession. Take a moment and recognize that you are important, and your voice and ideas are critical to the future of nursing. Just like Florence, you don't need an official position or title to make lasting impact on nursing.

"Let us never consider ourselves finished nurses...we must be learning all of our lives."

-Florence Nightingale

New Knowledge, Innovation, and Improvements



Heart and Vascular Nurses Help Teach CPR at Agawam Senior Center



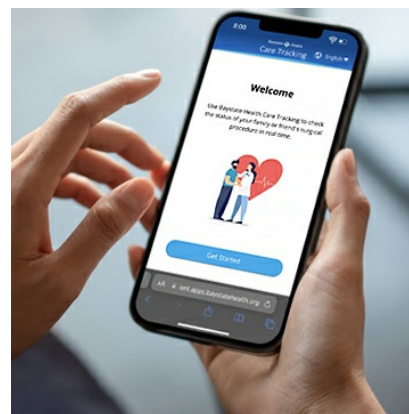
On Friday, February 23, a group of Heart and Vascular nurses volunteered their time to teach CPR to folks at the Agawam Senior Center. Under the direction of Marsha Chappel MSN, RN, CCRN (an American Heart Association CPR instructor), we successfully trained twelve people how to respond to an emergency involving cardiac arrest in recognition of The American Heart Association's Heart Month. February has been designated as Heart Month and brings focus on CPR. A survey conducted by the American Heart Association suggest increased visibility of the need for CPR has a positive impact on someone's willingness to respond if they are bystanders in a cardiac emergency. We responded to a request from the Senior Center and were able to fulfill their needs. Participants learned how to recognize an emergency, establish responsiveness, call 911, apply and operate an AED, as well as perform high quality chest compressions to adults, children, and infants. They also learned the principles of responding to choking emergencies. It was a successful event and we look forward to helping in our community again. Hopefully, in the event of an emergency, these bystanders will now have the skills necessary to step in and help save someone's life. Thank you to Araksya McInerney, Maureen Callahan, Caitlyn Waddell, Marsha Chappel-Callahan, and Alisha Spano.



Pictured left to right: Alisha Spano, RN; Marsha Chappel-Callahan, RN; Caitlyn Waddell, RN; Maureen Callahan, RN; Araksya McInerney, RN.

Care Tracking Connects Loved Ones During Surgery at Baystate Medical Center

Undergoing surgery can be a stressful event for not only patients, but their loved ones as well. Beginning April 1, Baystate Medical Center will offer [Care Tracking](#), a secure mobile website for the patient's loved ones or guardian to track the progress of a patient during their surgery or procedure. It's mobile, so they don't need to stay in the waiting room—a patient's progress can be followed on the go from anywhere. The website tracks a patient's care throughout their stages of surgery or a procedure including pre-operation, operating room, recovery in the post-anesthesia care unit, and can provide discharge or transfer instructions.



March 2024 Clinical Informatics Tip of the Month: Food Allergy

Does the Nutrition office get notified of the allergies listed in the comments?

[FIND OUT HERE](#)

Baystate Reference Lab Transition to Labcorp

The [following document](#) provides key information related to the changes as a result of the

News Resource for BRL Transition to Labcorp on the HU

Following the BRL transition to Labcorp, regular updates are being provided on the HUB with information on common questions and service-response needs for both inpatient and outpatient lab services. Updates will be dated as they are posted. Please visit the HUB regularly if you have questions. Additionally, the HUB resource

site includes FAQs, contact phone numbers, ways to access results, Labcorp locations, and much more. This temporary support site is available during this transition.



[GO TO THE HUB PAGE HERE](#)

2023 Nursing Research Department Year in Review

[CLICK HERE TO READ THE FULL REPORT](#)

2023 Evidence Based Practice, Quality Improvement & Research

Completed

- EBP = 3
- QI = 7
- Research = 4

Active

- EBP = 2
 - QI = 5
 - Research = 5
-

Local and National Presentations



Podium Presentations

10



Poster Presentations

4

Internal Poster Presentations



Research Week

- 34 Posters



Art of Questioning and Innovation

- 29 Posters



63 Teams Presented
a Professional
Poster in 2023



Congratulations to the following nurses who have published their work:

Grant, M. C., Crisafi, C., Alvarez, A., Arora, R. C., Brindle, M. E., Chatterjee, S., Ender, J., Fletcher, N., Gregory, A. J., Gunaydin, S., Jahangiri, M., Ljungqvist, O., Lobdell, K. W., Morton, V., Reddy, V. S., Salenger, R., Sander, M., Zarbock, A., & Engelman, D. T. (2024). Perioperative Care in Cardiac Surgery: A Joint Consensus Statement by the Enhanced Recovery After Surgery (ERAS) Cardiac Society, ERAS International Society, and The Society of Thoracic Surgeons (STS). *The Annals of thoracic surgery*, S0003-4975(23)01317-6.
<https://doi.org/10.1016/j.athoracsur.2023.12.006>

Full text link in ClinicalKey: <https://www.clinicalkey.com/#!/content/playContent/1-s2.0-S0003497523013176?returnurl=null&referrer=null>

Georgadarellis, G. L., Cobb, T., Vital, C. J., & Sup, F. C., 4th (2024). Nursing Perceptions of Robotic Technology in Healthcare: A Pretest-Posttest-Survey Analysis Using an Educational Video. *IISE transactions on occupational ergonomics and human factors* 1–16.
<https://doi.org/10.1080/24725838.2024.2323061>

Full text link on publisher page:

<https://www.tandfonline.com/doi/full/10.1080/24725838.2024.2323061>

Nursing Grand Rounds



March's Nursing Grand Rounds "Healing Hands, Resilient Hearts: A Nurse's Experience and a Survivor's Triumph in the Trauma ICU," presented by Jessica Hicks, BS, RN, CCRN Clinical Education coordinator for the Surgical Trauma Intensive Care Unit (STICU), captivated hearts through the story of one of our STICU patients named Ashley. With an audience of over 80 people, Jess presented the role of the STICU nurse and the moral distress that is felt when caring for trauma patients. Jess beautifully unfolded the impact the STICU providers had on one of the survivors. If you missed Nursing Grand Rounds, please take time and listen to the on-demand presentation. Please see [this flyer](#) for more details on how to access the on-demand sessions.

Join an Upcoming Skin Integrity Bootcamp Class



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

Course Code : SKIN
Course Name: Skin Integrity Bootcamp

LOCATION
Chestnut 2 & 5
Classrooms
Maximum class size: 25
Questions?
Email
heather.walker@baystatehealth.org

2024 DATES
Tuesday, February 20
Monday, March 25
Tuesday, April 16
Tuesday, May 21
Tuesday, June 18
Tuesday, July 23
Tuesday, August 20
Tuesday, September 17
Tuesday, October 22
Tuesday, November 19
Tuesday, December 17

ALL CLASSES ARE 9-11A

[CHOOSE ONE DATE](#)

Upcoming 2024 Nursing Grand Rounds

Held on the first Wednesday of each month via Zoom from 12-1 p.m.

Date	Presenter	Title
March 6	Jessica Hicks	Healing Hands, Resilient Hearts: A Nurse's Experience and a Survivor's Triumph in the Trauma ICU
April 3	Pat Coffelt	Using the 4M's to Support an Age-Friendly Health System
May 1	Peter Depergola	Requests, Refusals, and Revelations: Navigating the Moral Terrain of Contemporary Healthcare Delivery
June 5	Jordon Bosse	Reckoning with Transphobia in Healthcare: Experiences of Transgender and Nonbinary Patients and Nurses
August 7	Ellen Smithline & Ellen Benjamin	Nursing Prioritization of Waiting Room Patients: A Descriptive Observational Study
September 4	Alyssa Reardon	The Use of Reiki in the Acute Care Setting
October 2	Robin Pleshaw	Ambulatory Care Nursing
November 6	Brodi Willard	Creating a Culture of Kindness
December 4	Jenn Holley	Implementation of the Modified Dionne Egress Test on an inpatient medical and geriatric hospital and its impact on fall rates

JOIN VIA ZOOM HERE EACH MONTH



The Pulse on Nursing Practice

Great Catches During Bedside Handover!

Congratulations to the MICU team who found the incorrect tube feeding infusion on a patient during safe start. This error was quickly corrected preventing patient harm.

Another great catch was found during safe start when a dilaudid infusion did not match the ordered rate. The error was corrected quickly preventing patient harm.



Thank you for your commitment to best practice and patient safety!
Send us your stories of great catches during bedside handover!

Medication Errors

We continue to see several med errors where the medication was not scanned. Please remember to scan all patients and medications when possible.



New Defibrillators Coming Soon



We will be replacing the entire fleet of defibrillators in our patient care areas in the upcoming months. Please be on the look out for information on education from your education team. Classes are now available for sign up. Our planned go live is for early June.

Critical Results Documentation

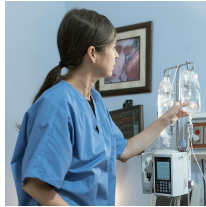
Please remember to document reporting of any critical results to the provider in the patient record. This is a Baystate Health policy and best practice. There was a practice alert recently regarding this. The policy has been updated and a new section under the "Patient Care" tab in the Interactive Flowsheet is now available to document this.

Security Reminders

- When security comes to help with a situation, please stay nearby if it is safe, so that you can provide valuable information.
- If you have a CMO patient and are expecting visitors after hours, please notify security so they can be sure to notify the front desk.

Blood Culture Draws off of Central Lines

When drawing blood cultures off of a central line, it is best practice to use a syringe to draw rather than the vacutainer connected directly to the line. This prevents backflow of the broth/medium in the culture bottle into the line as well as allowing the nurse to determine the volume they need to draw.



IV Tubing Changes

Continuous IV tubing is now good for seven days per the INS standards. Please see the Practice Alert that went out earlier this month.

Why Use Fall Tips?

FALL TIPS saves time! The FALL TIPS signs in your patient's rooms are designed to help others that are with your patient, assist with mobility. When the nurse or PCT/Tech is tied up with something else, the FALL TIPS sign lets others know if your patient can get out of bed and what type of assistance they need. This prevents them from needing to call and ask the nurse or PCT/Tech. The pictures are intended to be easy to read for everyone, including non-clinical staff, patients, and families.

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)		Walking Aids	
<input type="checkbox"/> History of Falls		<input type="checkbox"/> Crutches <input type="checkbox"/> Cane <input type="checkbox"/> Walker	
<input type="checkbox"/> Medication Side Effects		Toileting Schedule: Every _____ hours	
<input type="checkbox"/> Walking Aid		<input type="checkbox"/> Bed Pan <input type="checkbox"/> Assist to Commode <input type="checkbox"/> Assist to Bathroom	
<input type="checkbox"/> IV Pole or Equipment		Bed Alarm On	
<input type="checkbox"/> Unsteady Walk		Bed Rest	
<input type="checkbox"/> May Forget or Choose Not to Call		Assistance Out of Bed	
		<input type="checkbox"/> 1 person <input type="checkbox"/> 2 people	

PNRP Letters of Intent Due This Month

The PNRP Deadline for Letters of Intent is at the end of this month. Remember that ALL nurses who are currently an Advanced or Expert Professional Nurse need to submit letters of intent also. All documents and resources are located on the HUB under Departments, Nursing, BMC, PNRP/Clinical Ladder.

Holistic Corner

No One Dies Alone – Volunteers providing compassionate presence at the end of life at Baystate Medical Center

No one is born alone, and in the best of circumstances, no one dies alone. Yet from time to time, terminally ill patients come to Baystate Medical Center who have neither family nor close friends to be with them as they near the end of life. There are over 100 hospitals in the U.S. that have adopted the No One Dies Alone (NODA) program that was founded at Sacred Heart Hospital in Oregon in 2001. Baystate Medical Center, through the leadership



of Spiritual Services and Volunteer Services, engaged the first training class of volunteers in November 2015. Since then, our volunteers shared their compassion and humanity with many patients in the last hours of their lives. Their caring presence supported not just the patient, but was comforting to the nurses as well.

At Baystate Health, we have a small but dedicated group of 12 NODA volunteers who supported patients and nursing teams through the pandemic. Now, they are eager to be called by nursing teams to continue their compassionate service to our patients. Please call Spiritual Services to inquire about a NODA volunteer to come in for a few hours to support a patient dying alone, to give the family of a dying patient a break, or to sit with a lonely patient who doesn't get any visitors.

The NODA volunteers take comfort and encouragement from being with patients in their last moments of life, "those are sacred moments and I am grateful to be of service to another person," explains Kathy Martin, one of the first NODA volunteers in our Baystate program. Our NODA volunteers care for our patients and families with their compassionate presence, and by doing so, they support the nursing teams on the units. Please call 413-794-2899 to request a NODA volunteer.

Written by Rev. Ute Schmidt, manager of Spiritual Services, chaplain

BSEP Student Presentation

You Can't Pour from an Empty Cup: Self Care in High School



Baystate Springfield Educational Partnership (BSEP) at Baystate Health advances education for high school students in our surrounding communities. The program prepares them for careers that are committed to serving the health and well-being of all community members. Recently, Cidalia Vital PhD, RN, CNL, CRRN and Connie Blake EdD, MSN, HNB-BC, RNC-OB

engaged with students in two different groups to present 1) the significance and benefits of holistic self-care with complementary therapies; 2) about the diverse roles of the BH inpatient and ambulatory nurses. Students explored various holistic self-care modalities, including relaxation breathing exercises, aromatherapy, journal



writing, guided meditation and how to advocate for a “taking five minutes” when feeling overwhelmed. Engaging with the students was an absolute pleasure and there was a feeling of mutual respect, learning and inspiration that occurred. The BSEP program acts as such an asset to extend our hearts and intentions to high school students who are exploring the diverse opportunities in the health care fields.

Written by Connie Blake, EdD, MSN, HNC-BC, RNC-OB

SAVE THE DATE!
Join Us For A Holistic Celebration
6th Integrative Healing Arts Community

Please see the below invitation for the poster presentation and commencement for Cohort 6 of the Integrative Healing Arts Academy! The graduates would love to see you there to show your support of their holistic journey.



Clinical Aromatherapy for Health Professionals

Are you interested in taking an advanced aromatherapy course?

See the brochure below for more information.



Jane Buckle PhD RN

Dr. Buckle created this course following extensive clinical aromatherapy training. Dr. Buckle carried out one of the earliest aromatherapy clinical trials in a hospital. She has a B Phil in Complementary Medicine (UK), MA in Clinical Aromatherapy (UK) a PhD in Health Management (USA) and was an NIH-funded Research Fellow in CAM at the Center for Clinical Epidemiology and Biostatistics, University of Pennsylvania. She is the author of Clinical Aromatherapy: Essential Oils in Healthcare. Churchill Livingstone.

Kathleen Duffy LPN MH CCAP-I
Kathleen is a nurse, medical herbalist, Certified Clinical Aromatherapy Practitioner-Instructor for RJBA since 2000..

INSTRUCTOR

Kathleen Duffy LPN MH CCAP-I
Aromaherb123@aol.com

CO-ORDINATOR logistics/directions:

Cidalia Vital PhD, RN, CNL, CRRN
Cidalia.Vital@baystatehealth.org

Location and Dates

Baystate Medical Center
Springfield, Mass.

MOD I May 18 & 19, 2024
MOD 2 Sept 14 & 15
MOD III Dec 7 & 8
Mod I V March 22 & 23, 2025

EXAM : To be announced



CLINICAL AROMATHERAPY FOR HEALTH PROFESSIONALS

Cost: \$375 per module

Four modules over 12-15 months
plus exam

Endorsed by AHNA

14.33 Contact hours per module

DEPOSIT

\$150.00 deposit (refundable if
course does not proceed) is
required **before Apr 1, 2024**

Please write check to:
Clinical Aromatherapy LLC

Mail to:
Kathleen Duffy
95 Dunphy Drive
Florence, MA 01062

Aromatherapy Guideline Coming Soon!

In summer 2024, our hospital will be rolling out a new aromatherapy guideline for our patients. The Aromatherapy Guideline Committee has been working hard for the past three years to ensure we have a thorough and complete guideline to practice aromatherapy safely with our patients.



What is aromatherapy?

Aromatherapy is the use of essential oils from plants (flowers, herbs, or trees) as a complementary health approach. The essential oils are most often used by inhaling them or applying a diluted form to the skin.

Why aromatherapy?

Aromatherapy is one integrative approach in creating a healing environment. The intention of holistic nursing practice is to utilize aromatherapy to promote comfort for our patients, therefore, creating the healing environment. Aromatherapy may be used as a complement with pharmacological interventions. Aromatherapy *does not cure* and is not intended to take the place of pharmacological interventions.

Who can utilize aromatherapy at Baystate Health?

Baystate Medical Center and Baystate Children's Hospital, located at 759 Chestnut Street in Springfield, inpatient and outpatient departments, including Obstetrics and Pediatrics, will be included and can use the guideline. Aromatherapy should be kept

out of reach of children under 12 years of age. Children 5-12 years old should be overseen with adult supervision. Do not use with children under 5 years of age or neonates.

How will the aromatherapy be provided to our patients?

Aromatherapy at Baystate Medical Center will be administered by a personal nasal inhaler. This is a nasal inhaler that is infused with an essential oil to be used by the patient who can actively hold it to their nostrils and take deep breaths. **Only hospital-issued medical-grade essential oils may be used.**

What essential oils will be used and for what purposes?

Approved Essential Oil	Uses, Benefits, Cautions	Administration
Lavender Bergamot	May aid in promoting a healing environment. Examples: anxiety, pain, concentration.	Inhaled via personal nasal inhaler
Ginger Spearmint	May aid in promoting a healing environment. Examples: nausea, vomiting, anxiety and calming.	Inhaled via personal nasal inhaler

How are we documenting the use of the EO inhalers?

Obtain verbal consent from adults 18 years of age and older and parental/guardian consent for patients under 18 years of age. Documentation in the patient's chart will include consent, the outcome, and adverse effects, essential oil used, reported or observed effects.

Please document this under a narrative note:

Example: "Patient provided with a lavender bergamot nasal inhaler as a complementary therapy. Verbal consent obtained by nurse. Patient able to return demonstrate proper use of the inhaler and no side effects reported (Yes/No). Patient appeared to have an improved state of well-being and resting comfortably (Yes/No)."

What if I have a sensitivity to aromatherapy?

If an employee has a sensitivity to aromatherapy, they can choose not to work with patients who are receiving aromatherapy as part of the care plan. If an employee has a reaction to the aromatherapy, they should contact Employee Health Services 413-794-3254.

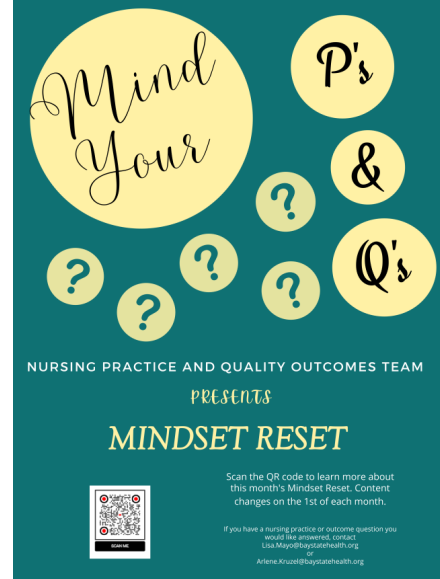
If you have any questions about the FAQs, please reach out to Cidalia Vital, program director of the Holistic Program, at Cidalia.vital@baystatehealth.org.

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.

Click on the flyer at right to enlarge.



Educate. Innovate. Celebrate!



University of Kochi Students From Japan Visit Baystate Medical Center



Pictured above: Joyce Hampton, associate vice president of Strategic Initiatives & dean, School of Arts, Sciences and Professional Programs, Elms College; Andrew Oberg, professor, University of Kochi, Japan; Cara Parent, BMC Clinical Facilitator and Coordinator, Nursing Schools; and Stephanie Bathel, BMC nurse educator, with University of Kochi-Japan students.

Ten students from the University of Kochi, Japan participated in a two-week exchange program with Elms College, in Chicopee, MA. As part of this exchange, these students were

invited to tour Baystate Medical Center, a clinical site for Elms College nursing students. The students' areas of study include nursing, social work, and nutrition. Special thanks to Melissa Cramer, Emergency Department nurse educator, for the tour of the ED and explanation of how nursing, social work, nutrition staff, and other interdisciplinary team members work together to provide excellent emergency care. The students asked thoughtful questions about caregiver identification and the role of respiratory therapists, which they don't have in Japan. The students were especially interested in the food choices we offer to our patients for meals. In Japanese hospitals, each patient is provided the same meal at the same time! After touring several specialty areas within BMC, the students were able to visit the healing garden and view one of our renewal rooms, which helped to highlight the importance of Baystate Health's Holistic Nursing program.

Did You Know?

Professional Certification

Professional certification is a voluntary designation earned by individuals who demonstrate a level of competency, skill, and knowledge in their field. Certification affirms advanced knowledge, skill, and practice to meet the challenges of modern nursing. The list below is all of the various professional certifications held by nurses at BMC (click on the image to view):

Certified Nurse Manager and Leader	CNML
Acute/Critical Care Clinical Nurse Specialist (Adult, Neonatal, Pediatric)	CCNS*
Progressive Care Nursing (Adult)	PCCN*
Certified Heart Failure Nurse	CHFN
Certified Gastrointestinal Registered Nurse	CGRN
Certified Clinical Transplant Coordinator	CCTC
Cardiovascular (Ed, telemetry, & stepdown)	CVRN-Level I
Certified Neuroscience Registered Nurse	CNRN
Certified Ambulatory Perianesthesia Nurse	CAPA*
Certified Post Anesthesia Nurse	CPAN*
Accredited Case Manager	ACM
Holistic Baccalaureate Nurse, Board Certified	HNB-BC
Holistic Nurse Board Certified	HN-BC
Ambulatory Care Nursing	RN-BC
Cardiac/Vascular Nurse	RN-BC
Nurse Executive	NE-BC
Nurse Executive, Advanced	NEA-BC
Gerontological Nurse	RN-BC
Maternal Child Nursing	RN-BC
Pain Management Nurse	RN-BC
Psychiatric & Mental Health Nurse	RN-BC
Registered Vascular Technologist	RVT
Certified Clinical Research Coordinator	CCRC*
Certified Emergency Nurse	CEN*
Certified Flight Registered Nurse	CFRN*
Certified Pediatric Emergency Nurse	CPEN*
Certified Hemodialysis Nurse	CHN
Registered Cardiac Electrophysiology Specialist	RCEs
Registered Cardiovascular Invasive Specialist	RCIS
Certified in Infection Control	CIC*
Certified Case Manager	CCM*
Clinical Nurse Leader	CNL*
Certified Nurse Operating Room	CNOR*
Certified Registered Nurse First Assistant	CRNFA*
Sexual Assault Nurse Examiner - Adult	SANE-A
AIDS Certified Registered Nurse	ACRN
Certified Registered Nurse Infusion	CRNI
International Board Certified Lactation Consultant	IBCLC
Certified Medical-Surgical Registered Nurse	CMSRN*
Wound Care Certified	WCC*
National Certified Counselor	NCC
Certified Respiratory Therapist	CRT

Congratulations!

Congratulations to our nurses who obtained professional board certification in February!

- Katarzyna Letowska, CPEN
- Susana Nute, Inpatient OB
- Kristen Ramirez, CCRN Adult

Finalists for the Ragan Award

Ragan is pleased to announce the 2024 Workplace Wellness Awards finalists for initiatives and programs and the people and places honorees working hard to create healthy workplaces. [Ragan's 2024 Workplace Wellness Awards: Honorees and finalists announced - Ragan Communications](#)

We are finalists in the following categories:

- Professional Wellness: Healing the Healer
- Work-Life Balance: Healing the Healer



Empirical Outcomes



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

CAUTI: BMC has been seeing an uptick in our CAUTI rate. We continue to monitor common trends amongst the identified CAUTIs. Work continues to decrease our Standard Utilization Rate (SUR) by avoiding foley insertion when not necessary and by utilizing our nurse-driven urinary catheter removal protocol as indicated. Please remember to use your nurse-driven urinary catheter removal protocol. Keep continuously assessing the need for indwelling urinary catheters and removing them when no longer clinically indicated. We have also identified opportunities to work closer with our provider partners in decreasing our CAUTI rates. Meetings with key stakeholders have been arranged and we are excited to collaborate in effort to improve patient outcomes. If your unit has implemented a new initiative, please reach out and let us know.

The Nurse-Driven Urinary Catheter Removal Protocol Resource poster remains displayed on all inpatient units. This resource provides information regarding nurses' autonomy to remove unnecessary IUCs when they no longer meet the clinical indication. A QR code is located at the bottom of the resource which displays the correct documentation steps when the IUC is removed to trigger the post-IUC 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. During our meetings, we discuss best practices, unit initiatives, and great catches. Please join us in welcoming Nancy Parrish as the new CAUTI Committee chair and Juliana Nekitopoulos and Megan Meyers have joined as the CAUTI Committee co-chairs. Please reach out to Nancy, Julianna, and/or Megan if you are interested in joining our collaborative committee. Our unit CAUTI champions are continuously encouraged to share best practices, 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 providing appropriate urine culturing with a suspected CAUTI.

CLABSI: The 2024 Deep Dives and CUSP Reports will continue for the year as we have benefited from identifying and reinforcing the things we are doing well as well as discovering the areas for improvement. As 2024 begins, BMC has had a total of four CLABSIs to date. The CLABSI Task Force, Unit Champions, Operations Excellence, and the VAST Team continue to collaborate on supporting the BMC CLABSI reduction.

1. The Central Venous Access Device (CVAD) Guideline has been updated with best practice guidelines according to the 2024 Infusion Nursing Society (INS)
2. A new needleless connector device for all central lines is currently being implemented in March. This new device will decrease the risk of catheter occlusions and CLABSIs, increase catheter dwell time, allow for fewer catheter replacements and re-sticks, eliminate the need for Heparin flush and decrease TPA usage
3. The lab has made changes in their equipment and supplies for obtaining and analyzing blood cultures. The new blood culture bottles contain a more sensitive medium for more accurate identification of any bacteremia or fungemia
4. The CHG Task in CIS went live on January 31. It is a dual task that fires for the nurses and PCTs every 24 hours. The completion of the task will occur from whomever addresses it first. Our Deep Dives confirmed that the CHG treatment was missed quite often, so we are hopeful that this new task will improve the compliance

FALLS: Way to go, BMC. In the month of February, we had a total of 34 patient falls, which was a decrease from December (51), and January (41)! Our Falls Reduction Committee and Clinical Communities continue to meet monthly to discuss our hospitals current fall rates and what is existing in our fall prevention practices. To help standardize best practices, all inpatient units are using the fall prevention toolkit called TIPS. TIPS is a nurse-led, evidence-based fall prevention intervention that uses bedside tools to communicate patient-specific risk factors for falls. Please update the TIPS sheet each day for each patient during engaged patient bedside report.

We have invited our Megan Maynard the manager of inpatient safety and visual observers to join our falls reduction committee monthly. Megan provides us with video usage updates, ideas to troubleshoot, and new opportunities. If you ever question whether a patient qualifies for visual monitoring, please reach out to our visual monitor technicians for assistance, they are always happy to help. We strongly encourage employees 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. During our Falls Reduction meeting this month, we had a great discussion surrounding the positives and barriers related to video monitoring. Our Falls champions were asked to bring those conversations back to their unit for discussion.

Please ask your fall champions for information to post in patient bathrooms called "stay for safety." We hope to reinforce the importance of staying with our high-fall-risk patients in the bathroom for their safety.

Our "Standing Tall, Preventing Falls" contest is still 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 that had zero

patient falls for the week. Be on the lookout for our next competition winter! Per feedback, moving forward, we may choose winners each week by unit type to give all units a fair chance at winning. Be on the lookout for the next unit to display their trophy for going eight weeks without a patient fall! We want our shared governance meetings to be team-led! We are still looking for a chair for our Falls Committee, please reach out to Lisa Mayo if interested in taking on this rewarding role.



HAPI: The Skin Integrity Committee, Skin Champions, and WOCN Nursing Team continue to support our teams with evaluations of skin conditions, pressure injuries, wounds, and ostomies.

This year, The Skin Boot Camp will continue, and all employees are strongly encouraged to go. It continues to be mandatory for all unit leaders, nurse educators, preceptors, and skin champions to attend a class. The WOCN team instructed over 100 team members in 2023 and are excited to continue teaching in 2024. Employees can view the monthly Boot Camp schedule in Elsevier and self-enroll in any class that fits their schedule.

BMC has already completed two Skin Prevalence Days! The first was February 10 and the most recent was March 12. The collaboration, renewed energies, and a focus on best practice across the hospital has demonstrated a reduction in our HAPI rates during both Skin Prevalence Days (yay!). We appreciate the supportive staffing, flexibility, and accommodations the inpatient units and all of our amazing Skin Champions do, to make these Prevalence Days so successful! Our teams are amazing, and we appreciate you all! The WOCN Team has been very busy investigating the latest new products! The team is in the process of planning many new and beneficial initiatives with a no-rinse foam skin cleanser, improved heel protectors, a fabric skin barrier, and new protective seal for stomas! Stay tuned for new and exciting things coming your way.

Our updated integumentary documentation screens have been live for since November and there has been an increase in the photos being uploaded to the patients EHR. This is a great support to the accurate evaluation and documentation of our patient's skin conditions. Please continue to spread the word to colleagues about the necessity of the photo uploader being used for every patient, when indicated. THANK YOU!

Structural Empowerment



Magnet Garden: Lighting the Way Spring Possibilities Blossom

Last fall, all BMC departments and Magnet ambulatory areas were invited to participate in flower bulb planting event. This project was an opportunity for team members to come together

to create intentions from their department (one to three words) and plant bulbs keeping those intentions in mind. It is a way of giving to ourselves, families, colleagues, patients, and communities. We had a great turnout, some of the intentions include self-compassion, hope, love, peace, collaboration, teamwork, family, celebration, kindness, and healing.

It is now spring, and the bulbs are pushing their way towards the sun, bringing the promise of longer, warmer days, new beginnings, and the opportunity to appreciate the beauty of the flowers and reflect on the intentions.



The Nursing Quality, Safety & Magnet Council and the Integrative Healing Arts Council invite all team members to take a few moments with colleagues and friends to enjoy the employee entrance courtyard lights and Magnet Garden spring blossoms by taking a photo with your departments' plantings and intentions, or with any intention or blossoms in the garden that inspire you. Please consider posting the pictures on your unit Magnet boards and send to Lauri.Deary@baystatehealth.org for future publication.

Many thanks to Building and Groundskeeping for their partnership in planning this event.

The IHAC and NQS&MC

Voices of our Caregivers and Patients

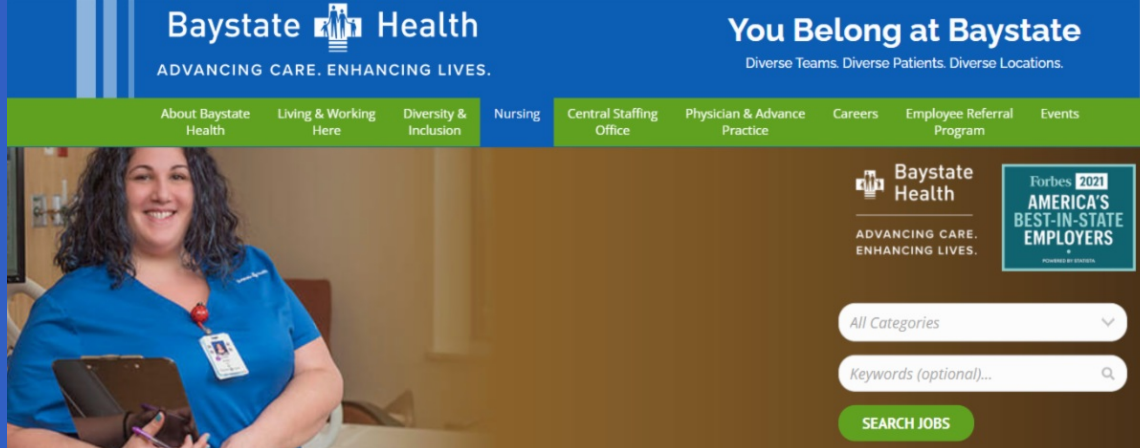


The Patient Perspective

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

"I haven't seen the respect, compassion, and care in a long time like I've seen on South Wing 5. Every team member, from janitors to all the docs and surgeons, has passed with flying colors with respect and compassion and all of the above. They deserve to be recognized. Whoever did the hiring on South Wing 5 did a kick-butt job."

"Felicia was amazing. My four-week-old was admitted for RSV. I was so nervous and Felicia make me feel at home. She was very comforting and took care of me and my son. She had incredible bedside manners and was very easy to talk to. I am thankful for the care this hospital provided. She stayed with me throughout the night and helped when I was exhausted. She introduced the oncoming nurse and was very informative. Also, my nurse Paula; I had her briefly when I was admitted and again in the morning. She was absolutely lovely. So caring, calm, informative, and made me feel good about going home. The nurse in the pediatric ED told me Paula was the best and even trained her. I felt confident with the team of nurses, doctors, PCTs, and operations officers, and that my son would be getting the best care."



Nursing Recruitment

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

Nurse Residency Recruitment Update



To promote the Nurse Residency Program and attract the soon-to-be graduates, the Baystate Health nurse recruitment team held a series of Nurse Resident Open Houses throughout the organization. At each of the community hospitals, nursing leadership and recruiters met with candidates to discuss the application process, the residency program and the benefits of launching their nursing career at Baystate Health.

These events culminated with a final Nurse Resident Open House and celebration on February 15 at the Baystate Health Education Center, with the theme, "Fall in Love with your Nursing Career." Our chief nursing officers, with the nursing recruitment team, hosted the event and dozens of nursing units from all over Baystate Health came together to decorate tables, run contests and meet the future nurses. Over 90 candidates attended the event and were met with swag bags, balloons, and teams excited to welcome them to the organization. Since the event, 76 candidates are in the process of interviewing, and 20 offers have already been accepted!

Cheers and thank you to all who made these events a success!

Since our Baystate Health Nurse Residency Open Houses in February, the spring Career Fair season is in full swing, and the RN recruitment team is visiting many local colleges, universities, and organizations promoting the Nurse Residency Program at Baystate Health. Often, in partnership with the Nurse Residency & Apprentice Nurse Programs (ANP), we participate in classroom visits, panel discussions and tabling/booth opportunities.

Our current events are always listed on the [Baystate Health Careers site](#). We have attended, or will attend the following events:

MARCH	APRIL
Westfield State University	Goodwin University
UMass Amherst School of Public Health and Health Sciences	Fairfield University
Assumption College	Horizon 2024
Elms College	Springfield Technical Community College
Holyoke Community College	

Spring is a perfect time for new beginnings, if you know someone who would make a great addition to the Baystate Health team, refer them today. “The Bring it, Baystate!” employee referral program is designed to reward Baystate Health team members for bringing new employees to Baystate Health. Current employees can receive a \$500 bonus for every candidate formally referred who gets hired!

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.

Baystate Health | 280 Chestnut St, Springfield, MA 01199

[Unsubscribe sue.fontaine@baystatehealth.org](mailto:sue.fontaine@baystatehealth.org)

[Constant Contact Data Notice](#)

Sent by bybhnewsflash@baystatehealth.org