

Baystate Health

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6-2024

### Nursing News & Views - June 2024

Joanne Miller RN

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# Nursing News & Views

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

**Volume 3, Issue 5**  
**June 2024**

## A Note From the CNO

Dear colleagues,

The June issue of *Nursing News & Views* celebrates and recognizes the many, but certainly not all, of the outstanding examples of nursing excellence and innovation. This edition is rich with your stories that exemplify the difference that our nurses make every day in the lives of our patients and their loved ones.

Presentations at national conferences have become our “norm.” Wait until you see how beautifully your colleagues represent Baystate nurses all around the country. Like me, you will be beaming with pride.

I encourage you to pay special attention to the Empirical Outcomes section which shares important information about eliminating preventable harm. Many of you are involved with improving outcomes through your active participation in your DMS huddles and stringent adherence to our bundles.

I sincerely hope that you enjoyed receiving the 2023 Nursing Report in the mail during Nurses Week last month. Lastly, please enjoy the beautiful pictures that appear in this publication which were taken during Nurses Week.

Enjoy the summer months with your family, friends, and colleagues.

With gratitude and appreciation,

Joanne

**Transformational Leadership**



**Management Operations Council**

Kim Mendibe and Crystal Wilson, as a growing and learning opportunity, served as co-chairs of the Management Operations Council. Through this council, they lead their peers and discussed operations, patient experience, nursing shared governance, and change management. With oversight from the CNO, they were coached and mentored before each meeting. After a two-year term, they are now passing the baton to two new aspiring managers, Tonya Howell and Stephanie Adam. Welcome Stephanie and Tonya!

Kim and Crystal share: The purpose of the Management Operations Council is to discuss topics of concern for the nurse managers. Therefore, the agenda was developed by our colleagues by calling for agenda items prior to the meeting. Our colleagues would bring forth issues or concerns and as the co-chairs of the Management Operations Council we would find the appropriate person to present information on the topic or our colleagues would ask for time on the agenda to talk about new information.

The biggest benefit of leading this committee is the relationships you form on a committee. The Committee work allowed us to gain knowledge and skills that we would not have had within our day-to-day role. Learning from our colleagues and hearing about different points of view assisted us in expanding our knowledge as well as our fellow colleagues. This opportunity gave us the avenue to improve upon our communication skills and leadership skills.

## CULTURE COUNTS

### We Appreciate and Value YOU



### BMC's April 2024 DAISY Nurse Award Winner!

Laurie Bannish has been with Baystate Medical Center for nearly 33 years. As a professional nurse currently on the Flex Team, Laurie was recently awarded the DAISY Nurse Award for her outstanding care of a patient and family in the PICU:

“My son was admitted unexpectedly to the pediatric ICU when he was just four days old. It was a very stressful time following his delivery, and I had not slept in several days. I was very worried coming up to the PICU, not only about his medical condition but also about how I would be able to care for him. Laurie welcomed me to the unit in a calm and supportive manner. She made sure I had everything I needed to get some sleep and take care of myself. Her care of my son was so calm and compassionate. She reassured me that the team would figure out what was going on, and she made sure I got some rest. Laurie made an overwhelming and unexpected hospitalization so much easier. I am so grateful for Laurie's care during those first hours in the PICU! I am not sure that I could have gotten through the experience without her. She is an exceptional nurse who truly embodies what the DAISY award represents.



I should mention that I am a pediatrician at the hospital where Laurie works. My worries about my child being in the PICU were a bit different because of this. Laurie was able to effortlessly and kindly support me as a parent while making sure that I also felt comfortable as a medical provider. Laurie is a skilled nurse who combines competence with compassion effortlessly for her patients and families. I will be forever grateful for her care during an

incredibly stressful time. May we all provide such great care for our patients and families!”

Laurie’s expertise, calm demeanor, and compassion helped calm a parent and adeptly care for her child. Amazing job, Laurie!

## BMC’s May DAISY Award Winner is Nasharee Branch, RN!

The DAISY Award is an international recognition program that honors and celebrates the skillful, compassionate care nurses provide every day. Our May winner is Nasharee Branch, RN from the BMC Emergency Department. She was nominated by a very grateful patient for her attention to detail and calming presence:

“Nasharee, an ER nurse with a heart of gold, exemplified the epitome of compassionate care during my time of need. From the moment she walked into the room, her warmth and empathy were evident, instantly putting me at ease despite the uncertainty swirling around my condition. With each interaction, Nasharee’s genuine concern for my well-being shone through, as she took the time to listen attentively to my concerns and address them with patience and understanding. Beyond her professional duties, Nasharee went above and beyond to foster a sense of connection and comfort. She not only inquired about my medical history but also took a genuine interest in learning about my family and personal life.



Our conversations ranged from lighthearted anecdotes to deeper reflections, providing a welcome distraction from the challenges I was facing. In sharing snippets of her own life, Nasharee created a bond that transcended the caregiver-patient relationship, making me feel valued and understood. Throughout my stay, Nasharee remained true to her word, fulfilling every promise she made with a sense of dedication and reliability that was truly commendable. Even as the busy hours of the night pressed on, she made it a point to check in regularly, ensuring that my needs were met and my concerns addressed. As the night drew to a close, Nasharee’s thoughtfulness shone through once more as she took the time to bid me farewell before heading off for a well-deserved rest, leaving behind a lasting impression of kindness and professionalism that I will always cherish. In Nasharee, I found not just a nurse, but a guardian angel whose compassion and care made all the difference during a challenging time.”

Congratulations to Nasharee on this prestigious award – your compassionate care made a difference in the life of this patient!

## History of Nursing



Aromatherapy, the use of inhaled essential oils to improve health and overall well-being, has a rich history dating back to ancient Egypt. Hippocrates, the father of modern medicine, recognized the health benefits associated with essential oils. In modern acute care settings, aromatherapy is gaining renewed attention.

Baystate Medical Center is rolling out a guideline this fall to allow the use of aromatherapy in our organization. Aromatherapy is a rapidly growing complementary therapy, with Americans annually spending over \$30.2 billion on this type of treatment. Ongoing research is being conducted on the use of aromatherapy in hospitals, with the National Institutes of Health National Center for Complementary and Integrative Health specifically dedicating research efforts to aromatherapy as a mind-body therapy.



During the early days of the Crimea War, Florence Nightingale was stationed in Turkey with a team of 38 nurses. Faced with deplorable conditions and neglected patients, Nightingale was determined to make a difference. Medical supplies were scarce, and soldiers lay on bare floors, suffering from infections like cholera and typhus. Cleanliness and hygienic practices were virtually nonexistent. Undeterred, Nightingale and her team worked tirelessly to improve the hospital environment. Through rigorous cleaning efforts, they managed to reduce the mortality rate by an impressive 45%. Additionally, Nightingale introduced the use of essential oils, applying lavender to the brows of injured soldiers in the belief that it would provide soothing relief.

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## What Would Florence Do?

### *Aromatherapy in Hospitals: Enhancing Patient Care*

How is aromatherapy regulated and used in hospital settings? As an organization, we are working with an accredited aromatherapy training program through RJ Buckle to ensure our teams are trained on the practice of safely using essential oils in the hospital setting. Dr. Jane Buckle created a course that has been used worldwide. Her book *Clinical Aromatherapy: Essential Oils in Healthcare*, provides guidance to many organizations and is on its third edition. In 1997, the RJ Buckle course was used by the Massachusetts State Board of Nursing (BORN) as a blueprint to accept clinical aromatherapy as part of holistic nursing care. This was the first state to do so. [See the advisory ruling here.](#)



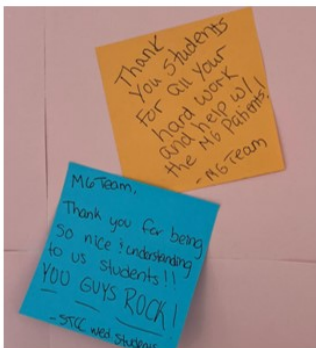
Since 1997, numerous hospitals have embraced aromatherapy programs to enhance patient care and integrate complementary modalities into their practices. Building on the legacy of Florence Nightingale, who used lavender to soothe soldiers, Baystate Health is at the forefront of revolutionizing care by incorporating holistic approaches into daily practice.

**New Knowledge, Innovation, and  
Improvements**



**Student Nurse Success!**





Fifty-one senior nursing students had the opportunity to complete their clinical preceptorship experience at Baystate Health this spring. Students were placed in all areas of the hospital and Springfield-based clinics, which allowed them to gain an understanding of the diverse world of nursing! This would not be possible without dedicated preceptors like you. Thank you for sharing your energy and wisdom with the next generation. The foundation you set for their future careers is invaluable. You are appreciated!

Questions about our partnership with local schools of nursing? Reach out to [BMCSchoolsofNursing@baystatehealth.org](mailto:BMCSchoolsofNursing@baystatehealth.org).

## Clinical Informatics Tip of the Month

### May 2024 Tip of the Month *Updating Social Histories information*

Social History provides a way for you to view and document a patient's social habits that may impact their health care, such as alcohol, tobacco, or substance abuse.

[Click here](#) to view how to modify or add information to the component.

### June 2024 Tip of the Month *Mobile Cart Locations*

*Dear Informatics,*

*Why do some mobile carts show my unit's location list and other do not?  
Can I fix this? Thanks!*

*Monica Mobile*

[Mobile Cart Locations – WorkTips](#)

**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

## Congratulations to the Following Nursing Team Members on Their Recent Grant Awards

### Daisy Foundation Research

**Grant: Award \$10,000**

Vital, C.J., Deary, L., Blake, C.,  
Romain, S., Clark, R., Scagliarini, S.  
The Use of M Technique® to  
Reduce Pain and Agitation in the  
Cancer Patient at the End-of-Life,  
Springfield 3 Oncology

### American Holistic Nurses

**Association Research Grant:**

**Award \$5,000.00**

Faron, P., Vital, C.J., Peterson, C. A  
Pilot Study of Aromatherapy on  
Anxiety and Pain in Patients  
Undergoing Spinal Procedures,  
Pain Management Center



*(Pictured above) Patricia Faron BSN, RN, CPAN, HNB-BC receiving the AHNA Research Grant from AHNA President Jan Foote to support her research study using aromatherapy during spinal procedures to reduce anxiety in pain. Patty's study is part of her Nursing Research Fellowship Program in partnership with the Memorial Sloan Kettering Cancer Center.*

**Elaine Marieb Center for Nursing and Engineering Innovation, Umass Amherst: Award \$15,000**

Xu, Yanfei, Vital, C.J. Synergistic Fusion: Advancing Thermal Therapy Systems for Patient Safety through Nursing-Engineering Collaboration, Surgical Services

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**Congratulations to the Following Team Members Who Had Poster Presentations at the American Holistic Nurses Association Conference in Rochester, Minnesota and the St. Anselm's Nurse Educator Conference in Cape Cod, Massachusetts**

Vital, C.J., Peterson, C., Faron, P. Exploring the Perceived Value of Holistic Certification Among Nurses



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Rivera, P., McInerney, A. The Wake-Up Call: The Truth About Sleep



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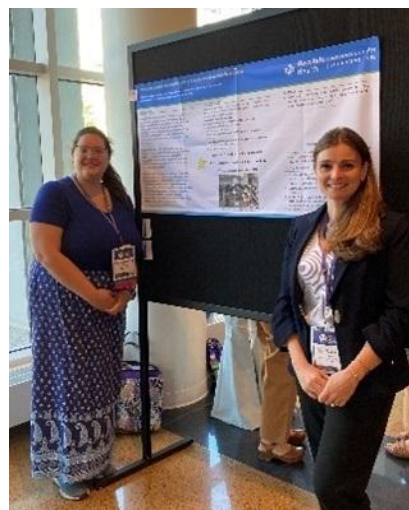
Waddell, C., Vital, C. J. How to Improve Nursing Resilience Through a Holistic Podcast





#### **AHNA Conference:**

Vital, C. J. & Walker, H. Developing a Holistic Program at a Large Academic Medical Center.

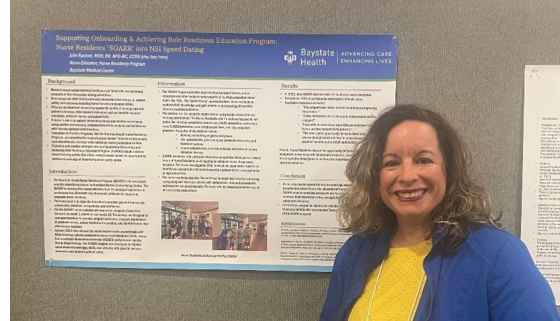


#### **Nurse Educator Conference:**

Whitehead, K., Decosmo, M. Breaking New Ground: An Innovative Approach to Standardizing Behavioral Health Onboarding Education in the Pediatric Emergency Department



Racicot, J. Supporting Onboarding & Achieving Role Readiness Education Program: Nurse Residents "SOARR" into NSI Speed Dating



Kruzel, A., Swan, S. Transformation of a System Wide Nursing Team Orientation: Bridging the Past with the Future

## Welcome Nurse Scientist Ellen Benjamin, PhD, RN, CEN to the Nursing Research Team

We would like to welcome Dr. Ellen Benjamin, who started at Baystate Medical Center this month as a per diem nurse scientist. Ellen is an assistant professor at the University of Massachusetts Boston. Ellen has over eight years of clinical experience in Baystate Health's Emergency Department. Her research focuses on patient flow management and the organizing work of nurses, including the ways that nurses prioritize patients, ration and allocate resources, and manage patient care trajectories. Ellen is passionate about engaging frontline nurses in research and quality improvement. As a Baystate Health nurse scientist, Ellen hopes to support innovative problem solving to improve nursing practice and patient care.



## Hospital Acquired Pressure Injury Task Force

Pressure injuries (PI), with an estimated 60,000 annual deaths, pose a significant patient safety concern in U.S. healthcare. A recent meta-analysis of 22 studies found that the average PI rate ranged from 10% to 25.9%, with the sacrum and buttocks being the most common locations. In February 2024, nursing leaders at Baystate Medical Center established an interdisciplinary team to standardize protocols, enhance skin assessments, improve communication processes, and ensure accurate documentation for pressure injury prevention. The HAPI Task Force aims to enhance patient outcomes, increase staff accountability, and align with industry best practices.



*The photo above shows an interdisciplinary breakout group with Taylor Budiyono, Jeremy Kele, Jessica Hannington, Connie Blake, Karen Lafrance, and Gregory St. John, evaluating current practices and future changes needed to improve patient care and prevent HAPIs.*



## **The Pulse on Nursing Practice**

### **Great Catch During Bedside Handover!**

- Congratulations to William on S6400 who identified an SI patient with a call bell and was able to remove it and prevent harm.
- Thank you to Lucy on S3 who prevented a patient fall when she responded quickly to an alarm.

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

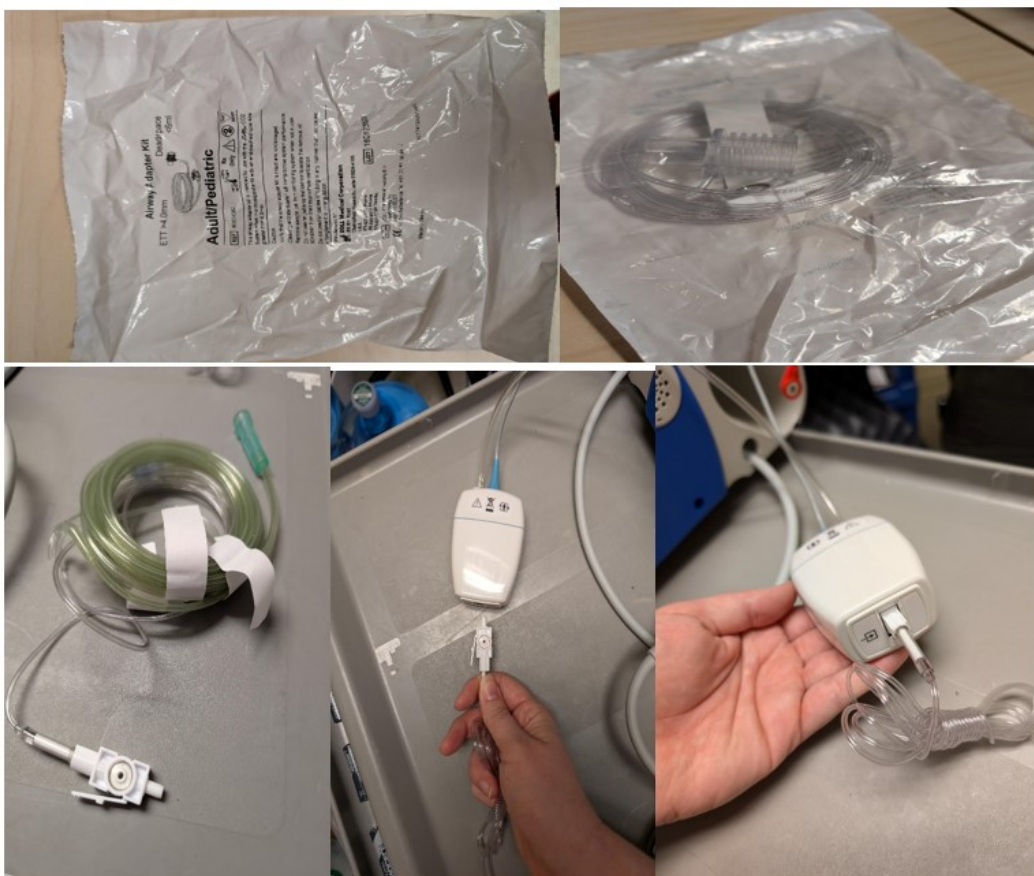
### **New Zoll Defibrillators Are Here!**

Some friendly reminders from your critical care teams:

1. Code Cart sheets may be ordered from the print shop
2. Laminated Algorithm forms for the code cart should come up on the cart from Equipment Depot

**The End Tidal CO<sub>2</sub> tubing for the Zoll is different than the one used for the Phillips monitors. We will now stock both. Please see below for the new ETCO<sub>2</sub> tubing.**

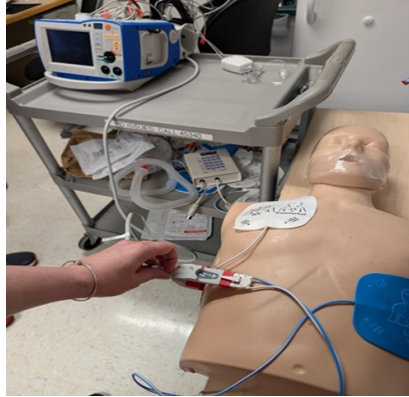




**When connecting pads, remove the connector from the device, and plug it into the pad connector.**







### ***Need a refresher?***

Ask your superusers or educator to review it with you on your unit.

## **New Interpreter Devices are Here!**

### ***Propio is Here! New Platform for Interpreter and Translation Services Adds 100 Languages to Improve Consumer Care Experiences***

The week of June 24, we began the transition of telephonic and video interpreting from AMN/Stratus to Propio Language Services. Propio One is an all-in-one audio and video platform that provides us with high-quality service and over 350 languages. This helps to ensure a smooth and equitable care experience for all Baystate Health patients.

#### **WHY THIS CHANGE:**

Our current contract for AMN/Stratus has ended, and over the past year, we have experienced many days when Stratus video was not available at all for all or part of the day. This was not acceptable. After an extensive RFP process and recommendations from a large hospital in Boston and a cancer network in New York, we are confident and excited with the enhancements Propio One will provide.

#### **TRANSITION & TRAINING:**

- **Device Swapping:** Propio removed AMN/ Stratus devices and delivered new iPad-enabled video units to locations throughout the system.
- **Onsite Training:** Propio will also provide training to team members as they deliver the new devices. Each device will have an easy-to-follow quick reference guide attached.
- **Digital Learning:** Go to Baystate Health's Technology Training platform, WorkTips, to watch a video and learn more about how to use Propio One.
- **Telephonic Interpreting:** Continue to access by calling and entering your Access/PIN code for your department as you have been doing. From a desktop phone, as before, you will call: 71234 / 794-1110 From cell phones, you will need to call: 855-330-685.
- **End of July:** We will continue to work with AMN/Stratus through the end of July to allow for a smooth transition. We look forward to bringing this improved tool to enhance employee and patient experience.

## **Two New GetWell Network Education Features**

### **Mandatory Fall Prevention Video**

A mandatory fall prevention video will now play when a patient is admitted. This

three-minute video will help reinforce best practices for your patients and families to prevent falls in the hospital.

### Patient Education Videos Available for Get Well Network

When choosing education for discharge, you can now pick videos that will play in the GetWell Network Platform. Start planning prior to discharge and assign them so your patient and family can view them early in their hospital stay.

## What is Primary Source Verification?


Primary Source Verification (PSV) is required by healthcare organizations to ensure that healthcare providers possess a valid license, certification, or registration to practice a profession that is required by law or regulation. This evidence must show that the provider was licensed, certified, or registered while providing care and that it did not lapse.

Here at Baystate Medical Center, the Nursing Professional Practice performs PSV for all nurses. We keep that PSV on file to show that patients received care from qualified professionals.

## HRSN Screening Questions (in CIS)

There is a Nursing Task that fires for Inpatients and Observation Status patients related to HRSN screening. It is a required task in CIS.

- For question 3, a response of “I (my child) do not have housing” or I (my child) have housing today, but am worried about losing it” will result in an automatic Social Work consult in CIS (projected go live 7/1/2024)
- A response of No, Unsure, or Choose not to answer to question 5 that asks about safety will result in an automatic Social Work consult in CIS (currently



Disability Question	Ages
1. Are you deaf or do you have difficulty hearing?	All ages
2. Are you blind or do you have difficulty seeing?	All ages
3. Because of a physical, mental, or emotional condition, do you have serious difficulty concentrating, remembering, or making decisions?	5 and older
4. Do you have difficulty walking or climbing stairs?	5 and older
5. Do you have difficulty dressing or bathing?	5 and older
6. Because of a physical, mental, or emotional condition, do you have difficulty doing errands such as visiting a doctor's office or shopping?	15 and older

- For inpatient and observation encounters:
  - Task will fire on Nursing Assessment to administer disability screening
  - Additional task will fire on Nursing Assessment to administer Functional Screening (aka accommodation needs)
- For ED encounters:
  - Task will fire to administer disability screening when Primary Nurse is assigned
  - Must complete form to complete discharge from ED

## Holistic Corner

Welcome Connie Blake, EdD, MSN, HNB-BC, RNC-OB as  
Holistic Nurse Educator

We would like to welcome Connie Blake EdD, MSN, RNC-OB, HNB-BC into her new role as Holistic Nurse Educator for the Department of Holistic Nursing.



Connie has been a nurse at Baystate Health for 31 years. She began her career as a Student Nurse Apprentice (SNAP) on Labor and Delivery (LDR-P) in 1992. Connie obtained her nursing degree from American International College in 1993 and transitioned from a SNAP To RN on LDR-P. She spent 22 years as a staff nurse, preceptor and charge nurse, and then transitioned to become the Women's Departments nurse educator (WETU, LDR-P & Wesson 2) in 2015. Connie remained a nurse educator until 2021, when she then moved to the Nursing Outcomes Improvement Team. On the Outcomes team, her role expanded beyond the scope of OB/Gyn and broadened to take on a hospital-wide educator role, focused on new product implementation, supporting hospital unit nursing educators, and the nurse-sensitive indicators of CLABSI and pressure injuries.

With a deep love for teaching, in 2008, Connie began teaching clinical for AIC and attained her MSN in Nursing Education from the University of Hartford. In 2011, she was hired as the first full-time faculty member of Westfield State University's Nursing Department where she assisted in building the nursing curriculum for the first nursing class enrolled. In 2018, while at WSU, she decided nursing education was her passion and returned to school to obtain her EdD in Nursing Education from Southern Connecticut State University. She is currently an adjunct faculty member at WSU and at UMass Amherst.

While she was faculty at WSU and educator on LDR-P, she frequently held "Listening Circles" for staff/students to share their thoughts, feelings, and angst in a safe space. Helping people to feel heard, finding ways to cope, and to respect where they were coming from is something that Connie holds dear to her heart. When BMC embarked on exploring a holistic nursing model of care, Connie attended the Integrative Healing Arts Academy and then became certified as a Holistic Nurse in 2018.

During the COVID-19 pandemic, she brought listening circles back as a way for teams to express their moral distress, exhaustion, and fears during that time. Those circles have continued and now support team members to talk in a safe space on a regular basis in the inpatient and ambulatory settings.

"It's meaningful, heart-led work to enter into the lives of people who are working so hard to care for others, but who need to be gently cared about too," she says.

She has been supporting holistic nursing initiatives in the hospital since 2018 and has firsthand seen the impact it has on nurses' quality of life in and out of the workplace. She is inspired by the heart-centered empathy, compassion, and teamwork that her fellow nurses exemplify each and every day.

Connie has been a member/facilitator of the Integrative Holistic Arts Committee (IHAC) since 2016 (formerly the Pain Committee). IHAC has supported multiple initiatives at BMC with support from hospital leaders which include; 1) the M-Technique® training that now has over 700 employees trained, 13 renewal rooms in inpatient and outpatient areas, 3) Aromatherapy for staff (and soon for patients too), 4) Reiki and meditation practices. Connie has co-led the Holistic Self-Care Retreats for employees in February 2023 and 2024 and plans for this to be an annual event.

Connie has once again transitioned to a new nurse educator role this month and is now the Holistic Nurse Educator for BMC. In her interview, she stated "while friends and family take care of your heart and soul at home, I want to be the one to take care of your heart and soul at work." Connie's mission is to begin a new chapter for nurses/patients and help them feel a renewed compassion and empathy from a holistically-focused perspective. Soon you will see her on units and at team meetings asking how we can embark on this new journey together and asking what teams want and need from the holistic perspective when they are at work! Welcome Connie, we look forward to you advancing holistic nursing within the Baystate Health community and beyond.

## Second Annual Holistic & Nursing Scholarship Symposium

Thursday, September 19 from 12-2 p.m.

Chestnut 1 A/B

# Baystate Medical Center 2024 Holistic & Nursing Scholarship Symposium

save the date!

Join us for an incredible afternoon showcasing Baystate Health's evidence-based practice, quality improvement, and research projects!

Submit your posters today!  
[cidalia.vital@baystatehealth.org](mailto:cidalia.vital@baystatehealth.org)

### JOIN US:

Thursday, September 19

Chestnut 1 Conference Room

12:00 - 2:00p

Poster Viewing & Light Refreshments

Special Keynote Speaker



DR. HARPREET GUJRAL  
DNP, FNP-BC

Nurse Practitioner  
Integrative Health

BMC Nurses Lighting the Way

Save the date for the Second Annual Holistic and Nursing Scholarship Symposium. The goal of this program is to highlight the scholarly work of our nursing staff



through dissemination of evidence-based practice, quality improvement and research. We invite you to submit a poster. **The poster deadline is Friday, August 30.** We have mentors that will be assigned to employees to help support them through creating a poster.

#### POSTER TEMPLATE

Poster viewing will take place between 12-1 p.m. We will also have a live art display for attendees to participate with a focus on **Rebuilding**. We will have a Keynote Address from Dr. Harpreet Gujral, nurse practitioner in Integrative Health.

Our event will focus on how holistic nursing practices enhance care at Baystate Medical Center. We will have posters from:

- Integrative Healing Arts Academy Graduates
- Nurses in the Nursing Research Fellowship Program
- Professional Nurse Advancement Program (PNRP)
- Posters presented at National Conferences
- UMass Elaine Marieb Center for Nursing and Engineering Innovation (EMNEI)

### Baystate Nurses Attend the Certified Clinical Aromatherapy Practitioner Course (CCAP)

On Saturday, May 18 and Sunday, May 19, 15 Baystate Health nurses and a nurse practitioner spent 16 hours learning about the benefits of aromatherapy as a complementary therapeutic intervention for patients' comfort. This is the second BH cohort that is being taught by Kathy Duffy, a Certified Clinical Aromatherapy Practitioner, through our partnership with RJ Buckle and Associates. The course is broken up into four weekend modules over the course of one year (May 2024-April 2025). Outside the classroom, the participants will initiate and complete their own relevant research studies and develop 40 case studies about the restorative use of multiple essential oils. At the end of the course, participants will sit for a three-hour exam to then become the second group of BH-Certified Clinical Aromatherapy Practitioners to care for our teams and patients. During their coursework, they learned about how to formulate different essential oils into restorative self-care items such as diffusers, sanitizers, hand and foot soaks, baths, and roll-on applicators. This BH group is excited to their learning journey as they strive to learn more alternative opportunities that will impart care, comfort and compassion through the use of nature's essential oils.



*Written by Connie Blake EdD, MSN, HNB-BC, RNC-OB*

### Reflections Upon My First AHNA Conference

By Patricia Faron BSN, RN, CPAN, HNB-BC

From June 4-8, I attended the 44th annual American Holistic Nurses Association (AHNA) in Rochester, Minnesota. This was my first time attending the AHNA



conference and only my second time attending any national nursing conference. The engaging presentations I attended focused on utilizing mindfulness in nursing to build therapeutic relationships, a nurse-led well-being and resilience program designed for health care organizations to implement with their nursing teams, and also a presentation on how the various practices of yoga can be utilized for self-care and to bring healing to patients and their communities. The AHNA conference was an amazing, joyful experience which left me with feelings of gratitude,

growth, and healing. It was also inspiring to interact with many nurses over retirement age who continue to practice and explore professional advancement because they enjoy holistic nursing practice and continue to feel vital and professionally relevant regardless of their chronological age.

Baystate Medical Center had a strong presence at this year's AHNA Conference. It was wonderful to have the time in a professional yet relaxed environment to meet and reconnect with nurses from various departments at Baystate Medical Center. I am so grateful to work in an organization with kind, genuine, and compassionate people who are passionate about the quality of care they provide. I am also grateful to work with collaborative leaders who strive to provide their nurses with the necessary skills to care for themselves and for others.

Karen Marcoux, RN, Daly 5A and Matt Coppellotti, RN, M7 enthusiastically attended the conference to enrich their professional development. Pamela Rivera, RN, BSN, CMSRN, HN-BC and Araksya McInerney RN, BSN, MA, RN-BC, HNB-BC presented *The Wake-Up Call: The Truth about Sleep*. Cidalia Vital, PhD, RN, CNL, CRRN and Heather Walker, MEd, conversed with conference attendees about their poster, *Developing a Holistic Program at a Large Academic Medical Center*. Cidalia, Cynthia Peterson, PhD, RN, NE-BC, CCRN-K, and I presented a research paper, *Exploring the Perceived Value of Holistic Certification Among Staff Nurses*. Excitedly, Baystate Health also received the 2024 AHNA Research Grant Award for the research study the Baystate Pain Management Center will be performing on the use of clinical aromatherapy to address procedural anxiety in interventional pain management patients.

The exhibit hall was filled with a variety of vendors and representatives from academic institutions and wellness programs that offered all sorts of graduate degree and certification programs such as the Integrative Nurse Coach Academy and the Healing Touch Program. Although a website can be packed with a ton of useful, descriptive information about a product, an academic program and learning a therapeutic skill, interacting in person allows questions and thoughts to evolve as the conversation with the representative generates ideas and feelings about the information gained. Being inquisitive, I greatly enjoyed exploring different integrative modalities of which I knew little or nothing about until walking by the exhibit booth. Walking around the exhibit hall I felt like an excited little girl in a candy shop thinking, "Oh I will take one of those and experience this and get a degree in that and a certification in this!" Never mind the fact I work full time in Pain Management. I am a nurse research fellow for the Baystate/Memorial Sloan Kettering partnership and I just began the process of becoming a certified clinical aromatherapist. I have to consciously remind myself there are only so many hours in one day. As I articulated potential professional goals to the exhibit/vendor representative, I clarified for myself the professional direction in which I wish to evolve and created a tangible outline of how to achieve those goals.

The plenary address focused on sharing Holistic Practice Stories from a diverse group of nurses. During the plenary address three speakers shared their experiences of prejudice and their desire professionally and personally to break down barriers and

discrimination in order to create a true healthcare culture of inclusivity and to foster appreciation for the diversity of humanity. Christina Jordan, MSN, RN, HNB-BC, CMT spoke about her own personal experiences navigating the healthcare system as a person who identifies as LGBTQIA+ and also as a healthcare provider offering inclusive care to LGBTQIA+ populations. Caroline Ortiz, MSN, MPH, RN, NC-BC spoke about caring for her elderly Mexican-American father as he mentally, physically and emotionally wrestles with his experience of diabetes and his own mortality. Latonia Clark Chambers, DNP-TCN, APRN, PMHNP-BC, NC-BC, RYT-200 spoke about health equity, anti-racism, and the Strong Black Woman Superwoman phenomenon. As I listened intently to the dynamic speakers, I felt their stories invited me to have an introspective, honest conversation with myself about how I perceive people of color, LGBTQIA+ people and about how I am perceived by others given my own age, race, and ethnicity. It was an invitation to recognize that when interacting with people of diverse backgrounds, there is an opportunity to respond to their shared life stories with reverence and respect, a chance to create a space that allows dialogue for empathy, education, understanding and healing. Patient interactions and collaboration with other health care providers offer an opportunity to be consciously aware and mindful about how my thoughts, attitudes and behaviors project my beliefs and values concerning the diversity of humanity.

The Sharing Circles were very deep, psychologically intimate environments where nurses shared professional and personal experiences that shape their lives and led them to their current mental, emotional, and professional state. The circles were a space to feel safe, to be honest, open, and receptive to whatever thoughts and emotions are shared by the circle participants. I had not expected such deep, cathartic experiences to occur nor to result in some physical/mental rejuvenation and emotional healing. I also did not expect to sense a metaphysical, thematic thread of connection in our shared stories of loss, growth, and renewal. It was a great method to process the AHNA conference as one was experiencing it and to also connect with other nurses from across the country. It was my impression that no one went into the circle with any intention or agenda beyond being open to whatever transpired within oneself and others. The unexpected, spontaneous emotional release of sharing our professional/personal life stories provided affirmation and comfort from like-minded individuals.

Overall, the AHNA experience felt like a gift, an opportunity to grow professionally and to share newly gained knowledge, skills and contacts with my Baystate Health colleagues.

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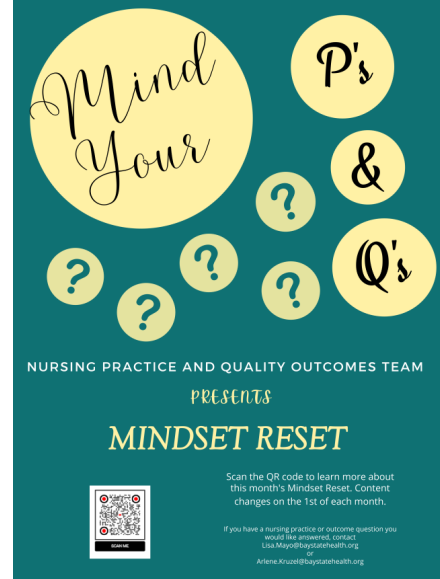
## Welcome to This Month's Mindset Reset

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](mailto:Lisa.Mayo@baystatehealth.org) or  
[Arlene.Kruzel@baystatehealth.org](mailto:Arlene.Kruzel@baystatehealth.org).

Click on the flyer at right to enlarge.



Educate. Innovate. Celebrate!



## Nurses Week Event Photos

Click on the buttons below to view photos from each of the events held during Nurses Week.



TEA CART

DUNK TANKS

5K RACE

M5 REJUVENATION ROOM OPENING

NURSING GRAND ROUNDS

ICE CREAM  
TRUCK

THANKFUL THURSDAY

HIGH TEA  
AWARDS



## Journey to Magnet #5

We are officially closing in on our Magnet document submission due date for Magnet #5! The written document is due to ANCC Magnet Program Office on Thursday, August 1. Once the document is received, our assigned Magnet Appraisal team will begin to review the document, which will take roughly four months to complete. Once the written document review is complete, BMC will be notified about the next phase in the Magnet journey which is scheduling a site visit. We anticipate that our site visit will take place in the spring of 2025! During the site visit, three Magnet Program Appraisers will come to BMC and basically validate all of the amazing stories that were submitted in the written document. The appraisers will meet with nursing teams and hear about all of the incredible work our teams do each shift. This is your time to shine and brag about yourselves and your teams! We will be hosting site visit prep meetings throughout the fall and winter, so stay tuned for more details.

If you are interested in becoming a Magnet ambassador and supporting the site visit phase of our Magnet journey, please reach out to Kaitlyn Patrick for more info!

### Empirical Outcomes



#### Nursing Outcomes Improvement Monthly Highlights: June 2024

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

**CAUTI:** BMC has been seeing an uptick in our CAUTI rate with a running total of 21 since January 2024. 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.

- Please continue to label your IUCs with the insertion date and time. The last date of insertion must be known when a UA or UA with culture is ordered. Any patient with an IUC in for 14 days and greater, must have it removed, reevaluated for continued need and collect a urine sample via straight catheterization, clean catch, or collected off a newly inserted IUC.
- Also, any patient that has been diagnosed with a CAUTI must have the IUC removed in which the sample was collected and a new IUC inserted if still necessary. Our goal is to initiate the collaborative discussions needed to remove unnecessary IUCs during morning huddles.
- Please ensure that the most recent IUC insertion date and time is in the “urinary indications for use” task each time it is documented

Our CAUTI Champions Committee continues to meet hybrid monthly. During our meetings, we discuss best practices, unit initiatives, and great catches. Nancy Parrish continues her role as CAUTI Committee chair and Juliana Nektopoulos and Megan Meyers are 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 team 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 of publication (mid June), BMC has had a total of eight (8) CLABSIs to date. The CLABSI Task Force, Unit Champions, Operations Excellence, and the VAST Team continue to collaborate on supporting the BMC CLABSI reduction. We have had four CLABSIs in January and then four more since then. We proudly reported zero CLABSIs in April.

- The VAST Team has been an integral partner with the CLABSI Task Force in performing audits on CVAD lines and performing real-time teaching with nurses and PCT's at the bedside, when indicated.
- The Children's Hospital has implemented the use of Theraworx for the small population of their children who may not want CHG treatments for CVAD indications due to the "sticky feeling in their skin" or an allergy (< 2% population) to CHG. The Adult ICUs, HCVV and S3Onc will be trialing the Theraworx in July. CHG will remain the standard treatment for all CVADs across BH, but the Theraworx will be used for the rare occasion of patient/family refusal of CHG or allergy. It will provide us a better product to use against CLABSI risk than soap and water.
- The CHG Task that went live in January 2024 has a request in process for an additional box to be added for documentation. Once built, it will list as non-CHG wipe, so that chart audits will still demonstrate compliant patient care.
- Due to Deep Dive discoveries, the VAST Team and members of the CLABSI Task Force are in process of creating a reference tool for nurses and providers to share. The tool will identify all the types of CVAD lines we use, their indication and duration. Deep Dives have taught us that there are varying levels of understanding of CVAD lines and this will help support education as well as provide support for thoughtful conversations during team huddles and interdisciplinary rounding.

**FALLS:** Way to go, BMC! In the month of May, we had a total of 28 patient falls, which was a tremendous decrease from prior months! Our Falls Reduction Committee and Clinical Communities continue to meet monthly to discuss our hospital's 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. The Get-well Network has also gone live with a mandatory falls education video which must be viewed prior to accessing the GetWell Network. This short video highlights and familiarizes our patients with Baystate Health's fall reduction initiatives. The manager of inpatient safety and visual observers has joined our falls reduction committee meetings. She 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 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. 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 winner! Be on the lookout for the next unit to display their trophy for going 8 weeks without a patient fall! As always it is our bedside clinical staff that make all the difference in our patients care. We want you, the bedside clinical staff, to lead the shared governance meetings and have your voices heard! 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 teams with evaluations of skin conditions, pressure injuries, wounds, and ostomies.

The Skin Boot Camp continues monthly, and all staff are strongly encouraged to go. It has been mandatory for all unit leaders, nurse educators, preceptors, and skin champions to attend a class. BMC nursing leadership is now expecting all staff nurses and newly hired nurses to attend a bootcamp. It is preferred for new nurses to attend during orientation, while they remain out of the count. Teams can view the monthly Boot Camp schedule in Elsevier and self-enroll in any class that fits their schedule. PCT's are always welcome in any SKIN Bootcamp class as well...they have been great partners and advocates in supporting a reduction in pressure injuries.

Coming this fall! The WOCN Team will be debuting a new Ostomy Class for nurses to learn more...stay tuned!

NDNQI has released a new Pressure Injury Prevention Module that staff will be instructed about in upcoming PDC and CPC meetings.

BMC has completed its third Skin Prevalence Day! The most recent one on June 11 gave BMC a 2.27% reportable rate of 2+ HAPIs. For comparison, February 2024 was 3.21%, March 2024 was 2.65%. The collaboration, renewed energy, and a focus on best practice across the hospital continues to demonstrate a steady reduction in our 2+ HAPI rates. We appreciate the supportive leadership, staffing, flexibility, and accommodations the

inpatient units make as well as all of our amazing work Skin Champions do, to make these Prevalence Days so successful! Our teams are absolutely amazing!

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 trialing a new protective seal for stomas and are working diligently at balancing the work of consults, treatments, classes and in-the-moment bedside teaching with staff, patients and families. The WOCN Team has a wide scope of expertise and we appreciate their daily work and dedication to patient safety and team education.

## 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 would like to share some feedback on my wife's recent hospital stay at Baystate Medical Center, please share with whomever you see fit....

(RE: Jill Buzzell, veteran Baystate surgical technologist and recent patient on Daly SW6)

For 36 years my wife has proudly served Baystate Medical Center and its patients. In February of 2024, she unexpectedly became a patient herself while dealing with serious illness. She faced complications throughout, and especially during recovery from surgery. She nearly died during this recovery process, receiving six units of blood after life-saving surgery. Throughout this process, the expertise and empathy displayed by Baystate Health employees became readily apparent at all levels, and my family was impressed by the high standard of care across the board. I wanted to take the time to offer my family's sincerest thanks, and to commend the teams we encountered during my wife's five-week stay as a patient. Everyone from the Colorectal Surgery team, ICU, and the team on Daly SW6, made this experience as positive as possible, under difficult circumstances. Several members of our family work in public safety, where it is typical to honor individual units for meritorious service. I would like to humbly suggest that a unit citation be given to the team on Daly SW 6 in particular, for the empathy, exceptional care, and service provided during my wife's stay. The individuals that we encountered, (in every conceivable role) truly went above and beyond to show my wife that she mattered as a patient. Please consider sharing this with the leadership of your hospital, as a fresh reminder:

The facilities, waiting areas, and technologies that are utilized by your hospital may be impressive... but not once did I think to consider them during my wife's stay. It was the hard-working teams of your hospital who stood out, proving once again that people are your most valuable resource. And these people in particular, deserve to be recognized. On behalf of our family, thanks for everything.

Respectfully submitted,  
Gary Buzzell and family

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Words will never express my gratitude for every single nurse, ANP, PCT, phlebotomist, physician, resident, that genuinely tended to my care.



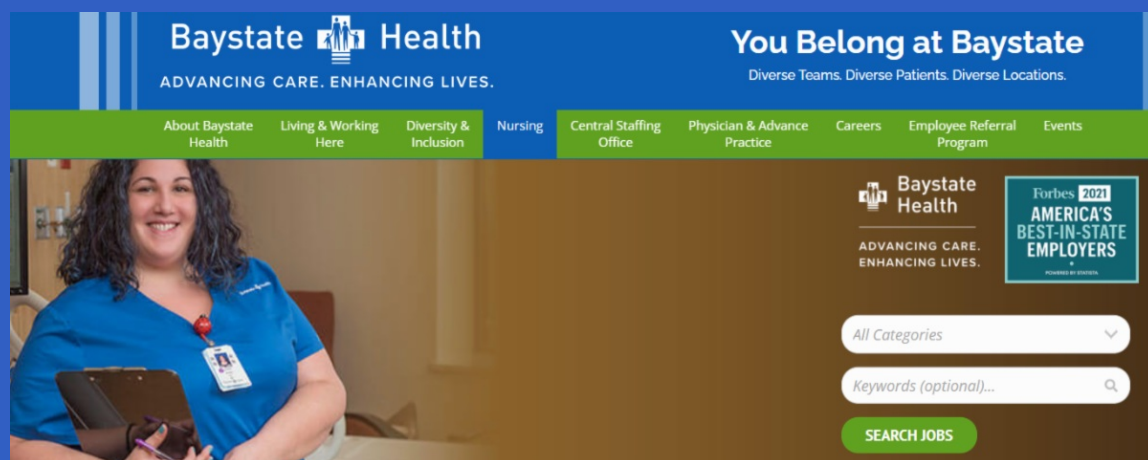
Every interaction was pure, kind, and beautiful. We are so lucky to have these angels caring for our community!

### ***From a family of a patient on SW5:***

I cannot thank you enough for the wonderful care you provided to my mom. As you know she was in and out quite a bit over the past seven months, so I was able to see first hand the kindness, care, and empathy she was afforded during every stay.

When people would say that it was a shame she was back in the hospital, I would always be relieved to know that she was in such good hands, getting the best medical attention possible.

While losing my mom is difficult, I can take comfort in the fact that she is no longer suffering. I am very grateful to everyone on South Wing 5 and for the important and difficult work you do every day.



## **Nursing Recruitment**

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

## **Want Some Extra Spending Money This Summer? Refer Someone to Join Team Baystate!**

“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! And, you could win other prizes, and there is no limit to your rewards!

### **Important eligibility requirements**

To be eligible for prizes and bonuses, and considered a formal referral, a candidate must:

- Be a new employee hired as a direct result of your formal referral
- Identify Employee Referral as the source on their applications
- List your name as the referring employee on their applications

### **Referral payments**

Payments will be made to referring employees within 30 days of the newly hired employee's start date. To receive the award payment, the referring employee must be an



active employee at the time the payment is made.

Thank you for helping bring more talent to Baystate Health! Who can you refer today?

### **Give more rewards!**

We just honored our nurses during National Nursing and Support Staff Week, but don't let the celebrations end! Employee recognition programs, like Baystate Celebrates, play a pivotal role in fostering a culture of appreciation and motivation within organizations. Our program acknowledges and celebrates the valuable contributions and achievements of all of our employees, ranging from exceptional patient care to demonstrating teamwork in action. By publicly recognizing employees for their dedication and hard work, Baystate Celebrates boosts morale and job satisfaction and cultivates a sense of belonging and loyalty.

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## **Recruitment Strategy**

In response to the evolving needs of our health system, we're shifting our recruitment messaging from using language focusing on Med/Surg nurses to highlighting and calling out the specialized Acute Care nursing roles within the Department of Medicine. This strategic move aligns with our commitment to providing the highest quality of care to our patients and fostering professional growth opportunities for our team members.

Acute Care nurses on our medical units bring a wealth of expertise and skills tailored to the unique challenges and opportunities within these departments. By recruiting nurses with specialized training and experience, we aim to enhance our ability to deliver exceptional patient care and achieve our organizational goals.

### **Our recruitment strategy will include the following:**

1. **Clear Definition of Needs:** We've clearly defined the skills, qualifications, and personality traits required for nurses to succeed on our medical units, ensuring that we attract candidates who are the right fit for Baystate Health.
2. **Targeted Job Descriptions:** Our job postings will be tailored to highlight the responsibilities, certifications, and qualifications required for acute care nurses to be successful on our Medical units. We'll emphasize opportunities for professional growth, development and longevity.
3. **Networking and Social Media:** We will partner with Baystate Health's social media team to leverage social media platforms, connecting with potential candidates and showcasing what sets us apart as an employer of choice.

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

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