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9-2024

Nursing News & Views - September 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 8
September 2024

A Note From the CNO

Dear colleagues,

September is a month often associated with change as we move from summer to fall, leaves start to change their color, and it's time to start a new school year. So too at Baystate Health are we embracing change and new beginnings. We are reminded of the importance of embracing transformation and innovation in our nursing practice. Nursing is a field that thrives on adaptability, and as the healthcare landscape evolves, so must we. This issue highlights several examples of how our team is leading the way in that transformation.

In this issue of *Nursing News & Views*, I am especially proud to recognize August's DAISY Nurse Honoree, Erica Jurczyk, BSN, RN from the Adult Emergency Department, who exemplifies the compassion and dedication that define our profession. Also, in this issue, you will learn more about:

- our container shipment program, designed to reduce unnecessary waste
- our new Aromatherapy intervention for the comfort of our patients which will go live on October 22
- the latest information on our journey toward Magnet® designation #5
- our recent gold win in a global competition for our BMC Nursing Report
- our nursing outcomes improvement highlights which showcase the measurable impact we're making in patient care and operational performance

Thank you for your dedication and openness to change as we continue this journey of growth and improvement. You are essential to our mission: to improve the health of the people in our communities every day, with quality and compassion.

With gratitude and appreciation,

Joanne

CULTURE COUNTS
We Appreciate and Value YOU



**Congratulations to our August DAISY Nurse Honoree,
Erica Jurczyk, BSN, RN from the Adult Emergency Department!**



Congratulations to our August DAISY Nurse Honoree, Erica Jurczyk, BSN, RN from the Adult Emergency Department! Erica took the initiative to check in on a family member who was waiting for her mother's nurse and followed up in order to get the correct evaluations completed for the most appropriate discharge. She is an example of true teamwork and going above and beyond to ensure the best possible outcome for BMC's patients.

The family member's nomination is as follows:

"My mother was admitted to the ER at Baystate Medical Center for a fall. She was diagnosed with a small hip fracture, that I was told was weight bearing, and not requiring surgery. I personally asked the Dr and Nurse on duty about this fracture and about seeing if my mother was able to weight bare. As she was living in an assisted living facility and would not be able to return if she was not able to independently walk.



I returned back to the ER after leaving for a few hours to nap. Upon my return, I asked to speak to her nurse to see what the discharge plans for my mother were. As I was standing there Erica asked what I was waiting for. I explained the situation about needing to know if she was able to stand. if she was being discharged to assisted living or to Rehab. Erica said she would find my mom's nurse and ask. She found out her nurse was busy with a crashing patient at the moment. She looked into what was going on for me. We found out they scheduled her to be discharged to the AL facility without a PT consult.

At that point Erica cancelled the discharged. She then had her admitted back in. She arranged for a PT consult and case management. Without her going above and beyond to assist me making sure my mom had the proper assessments. My mom would have been discharged and sent back to the ER. Mom ultimately was not able to completely weight bare and was sent to rehab. Huge shout out to Erica for the compassion and going above and beyond to help us out. Greatly appreciated."

Congratulations, Erica!

History of Nursing



In 1911, the Wesson Maternity Hospital's (eventually became part of Baystate Health in 1976) Bylaws of the Trustees were very specific regarding nursing. Article VI, titled "Nurses," outlined several general rules for nurses:

- "Lingering in the halls, loud talking, laughing, and conversing among themselves when not on duty is forbidden."
- "The nurses' uniform of the hospital shall be white of the usual pattern."
- "Nothing shall be served in or taken from the diet kitchen except to patients, without permission of the Superintendent."
- "If a nurse on night duty or in charge of a patient in critical condition leaves her duty or goes to sleep, she shall be suspended and reported at once to the Board of Managers."

Reflecting on nursing practice today, it is evident that the profession has evolved significantly. Nurses are now respected for their knowledge, expertise, and exceptional patient care. Our code of conduct and professional attire policy align more closely with the role of nursing as an autonomous profession, playing an instrumental and critical role within the organization. Additionally, nursing is no longer a solely female profession; it is highly regarded and diverse. Each nurse reading about the history of nursing should reflect on how far we have come.



"Graduates 1900" by Baystate Health Sciences Library (bhs.org)

What Would Florence Do?

The role of nursing in modern healthcare has evolved significantly, expanding far beyond traditional bedside care as well as since the Florence Nightingale era.

Use of Technology: The integration of technology has transformed nursing. Electronic health records (EHRs) have streamlined documentation, and telehealth allows nurses to provide remote care, increasing access to healthcare services. Advanced medical

devices and software are also used for patient monitoring and treatment.

Leadership and Management: Nurses are increasingly taking on leadership roles within healthcare organizations. They serve as nurse managers, directors of nursing, and chief nursing officers, overseeing team members, developing policies, and ensuring high standards of patient care.

Holistic Care: Modern nurses provide holistic care, addressing not only physical health but also emotional, social, and psychological needs. They act as patient advocates, educators, and researchers, contributing to all aspects of healthcare.

Interdisciplinary Collaboration: Nurses now work more collaboratively with other healthcare professionals, playing a crucial role in patient care teams to deliver the best possible outcomes.



New Knowledge, Innovation, and Improvements



Clinical Informatics Tip of the Month Change in Code Status Orders

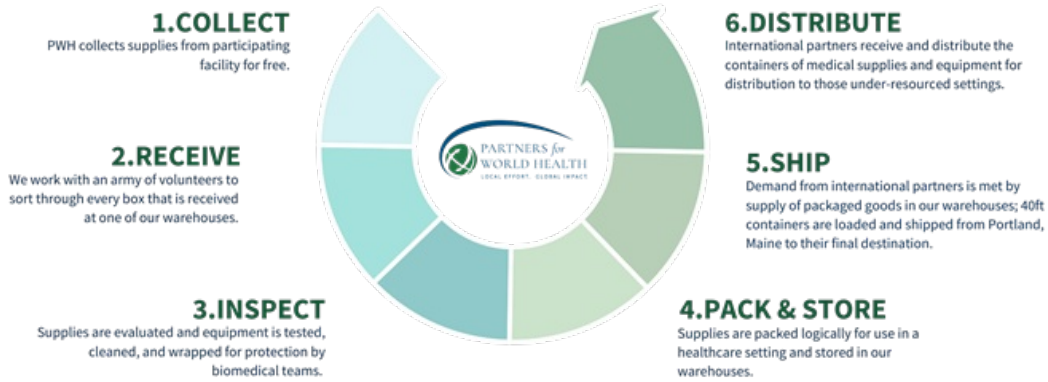
Click below to learn about change in code status orders via Work Tips.

TIP OF THE MONTH

Nursing Grand Rounds

During the September Nursing Grand Rounds, guest speaker Elizabeth McLellan, chief executive officer and founder of Partners for World Health, described the importance of creating a local effort through the container shipment program at Baystate Medical Center. The container shipment program has been piloted on three units: Springfield 3 Oncology, MICU, and NICU. Brenda Jones, RN in the Neonatal Intensive Care Unit, started the program and has done a tremendous job with collecting supplies that have already made a global impact. Both Joshua Lariviere, RN, MICU and Brooke Chisholm, RN, Springfield 3 Oncology, have piloted the program on their respective units and the three combined units have donated over 17,000 pounds! The program takes repurposed medical equipment and supplies and provides them to under-resourced hospitals. Every year, the healthcare industry throws away \$756 billion worth of supplies. Partners for World Health provides structure for organizations to collect supplies and help reduce the unnecessary waste. The rest is done by PWH. Here is a diagram of how it works:

How Our Work Works



Guest Speaker Elizabeth McLellan presenting at the September Nursing Grand Rounds.

Upcoming Nursing Grand Rounds

Zoom Link: <https://baystatehealth.zoom.us/j/96985077767?pwd=SHkxLy9tYTh5TzJ3NDIYWGxMZHBzZz09>

September: Elizabeth A. McLellan, MSN, RN, MPH, chief executive officer and founder of Partners for World Health; Arianna Walker, Sustainability coordinator, Baystate Health

October: Robin Pleshaw - Are you a Telehealth Nurse? The answer may surprise you...

November: TBD

December: Jenn Holley - Implementation of the Modified Dionne Egress Test on an Inpatient Medical and Geriatric Hospital and its Impact on Fall Rates

Testimonials from Nursing Grand Rounds

- This is an incredible presentation. Your presentation is evidence-based and discusses clinical excellence and compassionate care. If you have not done so yet, please*

consider submitting this as an abstract to present this nationally. Well, well done..

- *Wow, your presentation was incredible! Thank you for making a significant impact every day for our patients and team members. Thank you.*
- *I don't think there is a dry eye in here.*
- *Incredible presentation. I see a TED talk in your future!*
- *Award winning presentation thank you.*
- *This makes me proud to be a nurse, proud to do what we do, and proud to work with all of you. Thank you for sharing this story with us! Wonderful presentation.*

Did You Miss the Last Nursing Grand Rounds?

Don't worry, we recorded it, and it is available ON DEMAND to watch again. Here are the rules around the On Demand Contact Hours:

<https://education.baystatehealth.org/2024-x-rss-nursing-nursingt-grand-rounds>

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



The Pulse on Nursing Practice

Great Catches and Shout Outs!

- A M5 nurse found their patient had the wrong gender on admission. Great catch!
- A S6400 team member found that a non-isolation patient was admitted to an isolation room by mistake. Great job preventing a patient from exposure.
- RN Lucy was walking down the hall on S3 medical and noted a patient in a room having a seizure. She was able to call for help and keep the patient safe.
- An HVCC night nurse, Pamela (PJ) Olsen, prevented a patient from receiving the wrong medication. A beta blocker was loaded in the wrong cubie in the medication pyxis by mistake. This prevented an already bradycardic patient from receiving a beta blocker by mistake.

Thank you for your commitment to best practice and patient safety!

Send us your stories of great catches! Email gina.stjean@baystatehealth.org.

Reminder: log in and complete all web-based training (WBT) modules!

CALLING ALL ACUTE CARE NURSES!

Acute Care Academy

New for Fall 2024

The Department of Professional Nursing Practice is excited to announce the launch of a new Core Curriculum for our Acute Care nurses! The Acute Care nurse educators have been hard at work behind the scenes developing a curriculum for the Acute Care nurses called the "Acute Care Academy."

This month-long program will meet once per week and provide evidence-based education on best practices for respiratory, cardiovascular, neurological patient care, and so much more! The acute care team of clinical nurse educators will provide nurses with Baystate Health- specific policies, procedures, and best practice guidelines to help support your transition into patient care at Baystate Health. Each new nurse in the acute care area will be enrolled in the Acute Care Academy and receive a certificate of completion, CEUs, and an Acute Care Academy shirt upon completion.

New acute care nurses will be enrolled during orientation.

Current experienced acute care nurses, see your clinical nursing educator for more details if you are interested in attending or teaching!

SIGN UP IN ELSEVIER:

Course Code: Acute Care

Course Title: Acute Care Academy

CEUS PROVIDED

Professional Development Classes

2024 Professional Development Classes

(see individual flyers for registration/date & time location details)

V: Virtual I: In Person

Providing Care to Psychiatric Patients in the Med-Surg Setting (V)

2nd Friday of the
month 1p-2p

9/13, 10/11, 11/8, 12/13

Care of the Diabetic Patient (V)

2nd Monday
of the month 11a-12p

10/14, 11/11, 12/9

Charge RN Workshop (I)

3rd Wednesday of the
month rotating times
(8a-11a or 1p-4p)

9/18, 10/16, 11/20, 12/18

Emergency Response in the Hospital Setting (I)

Quarterly
rotating times
(9a-11a or 1p-4p)

10/29

IV Class (I)

2nd Tuesday
of the month
rotating times
(8a-10:30a or 1p-3:30p)

9/19, 10/17, 11/21, 12/19

PCA Class (I)

3rd Monday of the month
rotating times
(8a-9:30a or 1p-2:30p)

10/21, 11/18, 12/16

Preceptor Workshop (I)

3rd Thursday of the
month
rotating times
(8a-10:30a or 1p-3:30p)

9/19, 10/17, 11/21, 12/19

PCT Class (I)

1st Thursday of the month
7a-3:30p

10/3, 11/7, 12/5

Acute Care Academy (I)

Mondays, every other
month
8a-11a

9/23, 9/30, 11/11, 11/18,
11/25

****Please note that dates may change. Always refer to registration method(i.e. Elsevier) on specific class flyer for the most up to date information. Links for virtual classes are included in virtual registration confirmation.****

Medication Fact Sheet

This sheet can provide information on commonly prescribed medications and the most common side effects of those medications.

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Baystate
Health

REASON FOR MEDICINE	MEDICINE NAMES: GENERIC (BRAND) EXAMPLES	MOST COMMON SIDE EFFECTS
PAIN OR DISCOMFORT	<ul style="list-style-type: none">✓ Fentanyl✓ Hydrocodone/Acetaminophen (Vicodin®, Lortab®)✓ Hydromorphone (Dilaudid®)✓ Morphine✓ Oxycodone/Acetaminophen (Percocet®)✓ Oxycodone (Roxicodone®)✓ Tramadol (Ultram®)	<ul style="list-style-type: none">✓ Drowsiness✓ Constipation✓ Queasiness✓ Throwing up✓ Itching✓ Confusion
NAUSEA AND VOMITING (Throwing up)	<ul style="list-style-type: none">✓ Ondansetron (Zofran®)✓ Prochlorperazine (Compazine®)✓ Scopolamine Patch	<ul style="list-style-type: none">✓ Headache✓ Constipation✓ Tiredness✓ Drowsiness
HEARTBURN OR INDIGESTION	<ul style="list-style-type: none">✓ Famotidine (Pepcid®)✓ Pantoprazole (Protonix®)	<ul style="list-style-type: none">✓ Headache✓ Diarrhea
HIGH CHOLESTEROL	<ul style="list-style-type: none">✓ Simvastatin (Zocor®)✓ Atorvastatin (Lipitor®)✓ Rosuvastatin (Crestor)	<ul style="list-style-type: none">✓ Headache✓ Muscle pain✓ Stomach upset✓ Diarrhea
BLOOD THINNER FOR BLOOD CLOTS	<ul style="list-style-type: none">✓ Enoxaparin (Lovenox®)✓ Heparin✓ Warfarin (Coumadin®)✓ Aspirin✓ Clopidogrel (Plavix®)✓ Apixiban✓ Rivaroxaban	<ul style="list-style-type: none">✓ Risk of bleeding✓ Bruising

gstj, ap, 8.2024

Inpatient Flu Campaign

September 16, 2024 - 12:00 PM

Inpatient Flu Campaign Begins Tuesday, 9/17/24

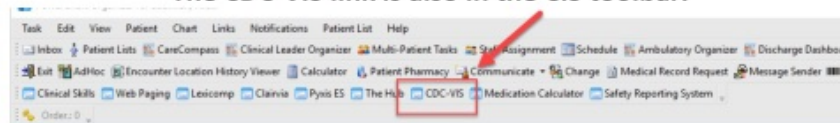
Beginning on Tuesday, 9/16/24, the flu vaccine history questionnaire will be required during the admission assessment of all admitted patients. As in years past, this will generate an age appropriate flu vaccine order due on hospital day 2 at 0800.

This year's available flu vaccines for inpatients:

- Fluzone Trivalent (6 months - 64 years old)
- Fluzone Trivalent High Dose (>65 years old)

When looking to print vaccine information sheets (VISs) for your patients, you can find them on the CDC website.

The CDC-VIS link is also in the CIS toolbar.



The Published Date will auto fill in for 8/6/2021

Influenza - Live, Intranasal (8/6/21)
Influenza - Inactivated (8/6/21)

Published: 8/6/2021

Relias Learning

Free CEUS and Certification Review Courses for all RNs at
Baystate Medical Center

We are excited to announce that the Relias platform is now available for all BMC RNs. The Relias Learning Management System will now be our go-to system for free CEUs and certification prep.

To log in, use the following URL:

[Relias Authentication \(reliaslearning.com\)](https://reliaslearning.com)

Please bookmark this link for ease of access in the future!

Username: Use your Baystate Health email address

First time password: baystate (Case sensitive, please update upon log in)

If prompted: organizational URL is bshealth

Upon logging in, please be sure to:

- **Add nursing license to your profile**
- **Change your password**

Holistic Corner









Comfort Menu

The comfort menu was designed by Sarah Framarin, CCLS and Jennifer Zollo, RN for pediatric patients in the Pediatric Procedure Unit (PPU). It offers a range of options with descriptions to alleviate pain and anxiety during IV starts and injections. This menu includes Freezy spray, medicated cream; EMLA or LMX, Buzzy, comfort holds, guided imagery, breathing techniques, M[®] Technique, alternate focus; I-Spy, a mind reader game, VR Headset, fidget toys, and more. By providing these options, children can have some control and make choices about their care. This approach is a holistic, patient-centered modality that addresses not only the physical pain but also the emotional and psychological well-being of the patients, ensuring a more compassionate and supportive healthcare experience.

Comfort Menu

Here in the Pediatric Procedure Unit, our goal is to keep pain to a minimum for our patients.

We have a variety of pain management options to choose from!

Technique		Description
Freezy Spray		A cold spray that we spray on your skin right before a needle poke. This can help dull the pain of the needle
Medicated Cream		A cream we put on your skin and let sit for approximately 20 minutes. This cream can numb the skin before a needle poke. Use of this cream may add time to your visit. Ask your nurse about options for applying a medicated cream before your visit
Buzzy		Buzzy helps interrupt the 'brain-body' connection during a needle stick. Many patients tell us that using buzzy has helped them not feel needle pokes at all
Comfort Hold		For some procedures, caregivers can help hold their child in a 'comfort position' that will allow the nurse to perform the needle stick while the child is being held. Your nurse and child life specialist can give you more details about different comfort positions that could help.
Guided Imagery		A relaxation technique designed to help the patient 'go somewhere else in their mind' during a procedure.
Breathing Techniques		A child life specialist can guide you in a breathing exercise, meant to take your focus off of the procedure.
M Technique		The 'm' technique® is a registered method of touch – a series of stroking movements performed in a set sequence and at a set pressure. The 'm' technique® is gentle, soothing and almost hypnotic and can be performed on a patient's hands or feet by a nurse or child life specialist.
Alternate Focus		Your mind is very powerful. Sometimes, focusing on something else helps reduce pain during a needle stick. Collaborate with your child life specialist and nurse to see what might work best for you! This could be conversation, playing "I-Spy", using our "mind-reader" game, virtual reality headset, or even your phone!

Encaustic Wax Activity

On August 13, the Holistic Nursing team joined the Lactation Services and Parent Education department's team meeting to offer some therapeutic listening to support employees in sharing what their holistic needs are when they are at work. They explored their feelings and shared thoughts about what kinds of things would make them feel loved, valued, and respected while at work? During that time, they participated in making encaustic wax cards. The melted wax is an ancient form of art passed down from the Greeks. The melted wax creates images on a card that can be interpreted by the person for peace, inspiration, or intentions about their own path in life. People created multiple encaustic wax cards and each one was unique and beautiful—a true expression of the amazing people they are!



M Technique® for New Graduate Nurses

On August 30, the Holistic Nursing Team partnered with Sarah Freedman MBA, MSN, RN-BC, nurse manager, Transition to Practice and Julie Racicot MSN, RN, NPD-BC, CCRN with a visit to the 37th cohort!

During their time together, the newest group of 141 nurse residents learned how to perform the M Technique® to the hand and lower arm. The M Technique offers a gentle structured touch (like a gentle massage) that enhances for relaxation and comfort. It takes approximately five minutes to complete and provides an opportunity for the nurse and patient to connect with one another. Nurse residents learned how to do the M Technique® on one another, because caring for the caregiver is just as important as caring for our patients. Nurse residents were encouraged to bring it back and to the staff and patients in their own departments. Holistic nursing continues to grow across BMC and we have almost 900 nurses and support staff trained in this complementary therapy.



Nurse residents from the 37th Cohort.

Aromatherapy Personal Nasal Inhaler Go Live October 22, 2024

On Tuesday, Oct. 22, BMC and BFMC will be rolling out a new Aromatherapy intervention for the comfort of 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. **Here are some Frequently Asked Questions about the Guideline:**

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 utilizing hospital-grade essential oils as an option to further promote comfort for our patients, which may offer an enhanced healing environment. Aromatherapy may be used as a complement with pharmacological interventions. Aromatherapy *does not cure any ailment* and is not intended to take the place of any pharmacological interventions.

Who can utilize aromatherapy at Baystate Health?

Baystate Medical Center, Baystate Franklin Medical Center, and Baystate Children's Hospital's 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. Adult supervision is required for children 5-12 years of age. Do not use with neonates, children under 5 years of age, or during any active breastfeeding sessions.

Is Aromatherapy a fragrance?

Essential oils are highly concentrated oils extracted and distilled from shrubs, flowers, trees, roots, bushes, and seeds. Essential oils are pure and have no synthetic perfumes, preservative, or additives. **They are NOT a fragrance**, as determined by Baystate Health Human Resources and Employee Health Services, thus are not in violation of the fragrance-free policy at Baystate Health.

How will [the Aromatherapy](#) be provided to our patients?

Aromatherapy will be administered via a pre-made Personal Nasal Inhaler (PNI). The PNI will be infused with a blend of hospital-grade essential oils. It will be used by the patient who can independently hold it to their nares and take deep breaths. **Only the hospital-issued medical grade essential oils PNI may be used.**

What essential oil PNI will be used and for what purposes?

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

How are we documenting the use of the Essential Oils Personal Nasal 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 verbal consent, essential oil used, the outcome, any adverse effects, reported or observed effects. Please document this under a narrative note:

Example: *"Patient provided with a lavender bergamot personal nasal inhaler as a complementary therapy. Verbal consent was obtained by nurse/Child Life Specialist working with 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?

- This should be a very low-risk issue as the patient will only be using a PNI. The PNI contains a low concentration of EO and those are primarily emitted from PNI upon active nasal inhalation from the patient. When not in use, the PNI will be capped and in a sealed plastic bag at the patient's bedside.
- 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.

How will others know Aromatherapy/PNI is being used by a patient?

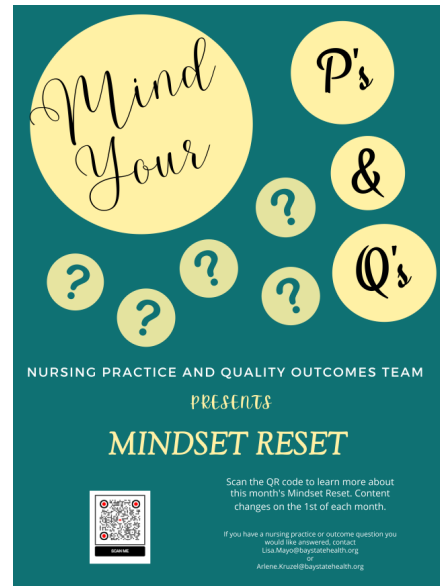
An "Aromatherapy in Use" Sign will be placed at the doorway of a patient's room or above

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!



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

Renee Chevalier	MEDSURG-BC
Amy Belanger	HNB-BC
Andrea Boudreau	RNC-OB
Yisu "Ray" Kim	CCRN
Bethany Murphy	CCRN

Journey to Magnet® #5!

Now that our written Magnet® document has been submitted and is in the process of being reviewed by our ANCC Magnet® Appraiser team, we are kick-starting our Magnet® site visit prep with the **2024 Magnet® Board Contest!** Please use [these directions/helpful hints](#) to help revamp your unit/area Magnet Board. In past years, this has been an optional activity. However, we are really shooting for 100% participation this year so each and every area can have an updated reference point during the Site Visit with our Magnet® appraisers.

Please also review and share the handy [Magnet® 101 flyer](#) for information about our 5th Magnet® redesignation to date and upcoming site visit prep events!

NEW PODCAST ALERT!

The Magnet® Mindset: Nursing Excellence Insights with Katy

Join us on The Magnet® Journey, where we dive into the inspiring story of Baystate Medical Center, a four-time ANCC Magnet® designated hospital located in Springfield, MA. Hosted by Katy Patrick, the Magnet® Program Director, this podcast explores the dedication, innovation, and excellence that have propelled BMC towards its 5th Magnet® designation. Tune in to hear firsthand accounts, expert insights, and the remarkable efforts behind achieving and maintaining this prestigious recognition. This podcast offers a unique glimpse into the heart of BMC's commitment to nursing excellence and patient care.

Episode 1: Magnet 101

In this inaugural episode, we dive into the Magnet® Model, exploring its core components and the transformative impact it has on nursing practice. Join us as we discuss the essence of Magnet® Culture and how it fosters an environment of excellence, innovation, and professional growth. We'll also highlight the unique ways in which Baystate Medical Center supports the professional development of its nurses, ensuring they have the resources and opportunities to thrive in their careers. Tune in to this episode to hear from Amanda Sevinc, BSN, RN, CMSRN, who shares her experiences and insights on her professional journey in a Magnet® hospital! Click one of the buttons below to listen.

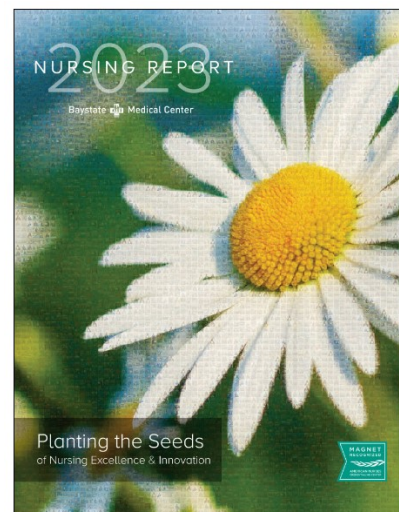
[YOUTUBE](#)[SPOTIFY](#)[APPLE PODCASTS](#)

Baystate Medical Center's Nursing Report Earns Gold in Vision Worldwide Competition

Congratulations on the 2023 Baystate Medical Center Nursing Report, produced by the Division of Nursing and Marketing & Communications, for earning Gold in its category and highlighting the work of Baystate Health's caregivers on a global stage. The League of American Communications Professionals (LACP) Vision Awards Annual Report Competition receives entries from the most well-recognized organizations, Fortune 500 and others, throughout the world and this year drew one of the largest number of submissions ever, comprising nearly 1,000 organizations representing 20 countries, so competition was exceptionally tough.

Along with winning Gold within its industry, the report earned:

- Overall Score – General Competition: 98 out of 100
- Top 50 Ranking Among the Americas Region (#12 among all)
- Americas Region Best Report Narrative (Bronze)
- Country-Based Honors: Top 20 American Reports of 2023
- Technical Achievement Award (Overall excellence in art and method)



LACP also recognized Baystate Medical Center for garnering award recognition for four consecutive years, demonstrating consistent leadership and excellence in its organizational

communications throughout this period. The BMC Nursing Report is required as part of Baystate Medical Center's ANCC Magnet® application and recognizes the achievements of BMC nurses. It is used for fundraising, recruitment, and the President's office throughout the year. Congratulations to all team members involved with the production of the report for earning this distinguished recognition!

Empirical Outcomes



Nursing Outcomes Improvement Monthly Highlights

Written by: Lisa Mayo MSN, RN, NPD-BC & Jen Duquette, MSN, RN, CMSRN

CAUTI: BMC has been seeing an uptick in our CAUTI rate with a running total of 24 since January 2024. We continue to monitor common trends amongst the identified CAUTIs. There are upcoming modifications to our CO Policy 2.662 Indwelling Urinary Catheter (IUC): Criteria for utilization, care, and removal. The following updates are based off best practice recommendations.

- Remove the IUC after 72 hours for a voiding trial on patients with the indication of “urinary retention”
- If a urine culture is ordered on patients with an IUC and it's been in place >24 hours, exchange the IUC with a new IUC and collect the urine culture. Work continues to decrease our Standard Utilization Rate (SUR) by avoiding Foley insertion

The following units have launched the CAUTI Reduction Project D5A, ICU, M5, S64, S2, and SW5. The CAUTI Reduction Project was successfully initiated by Nancy Parrish MSN, RN-BC, Nurse manager of D6B and her leadership team. Nancy and her team gathered recommendations from each of their CAUTI deep dives and implemented a process in which helps nurses' decision making when urine cultures are ordered on patients with IUC's. Gina St. Jean, MSN, RN, CCRN, program director for Nursing Professional Practice, is working closely with each of those units' nurse educators and reporting results to senior leaders. We are confident the CAUTI Reduction Project will bring forward positive changes and improve our patient outcomes.

IUC Best Practices

- Please remember to remove IUCs when no longer necessary by utilizing our **nurse-driven urinary catheter removal protocol** as indicated.
- 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.
- If a UA and/or Urine culture is ordered on patient with an **IUC and unknown date of insertion, the IUC should be removed and replaced with a new one if still necessary** and the urine sample collected from the new IUC.
- Also, any patient that has been **diagnosed with a CAUTI most 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 monthly. During our meetings, we discuss best practices, unit initiatives, and great catches. Nancy Parrish continues her role as CAUTI Committee chair and Juliana Nektipoulos 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 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.

Highlights of unit success for CAUTI Prevention! (Numbers are as of 9/9/2024)

- Units with > 2 years without CAUTI: SW6, SW7
- Units with > 1 year without CAUTI: MM7, S3 Onc, S14, CHAD

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 Sept), BMC has had a total of eight (13) CLABSIs to date. We proudly reported zero CLABSIs in June. We have had three CLABSIs in July and two in August. The CLABSI Task Force co-chairs, in conjunction with Infection Prevention and the VAST team, are working with senior leadership to reinvigorate the Task Force with new team members and renewed perspective to focus on the known opportunities identified through the years of CLABSI work and Deep Dives. This team will be working with Operations Excellence to streamline our CLABSI reduction efforts at BMC.

- 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. VAST is also in the process of developing a nursing reference tool for the care and maintenance of all types of CVAD lines.
- Following the successful implementation of the Theraworx product in The Children's Hospital, the adult ICUs, HVCC and Springfield 3 Oncology have trialed this product with success and the nursing education and value analysis teams are working on strategies to roll out this product to all adult areas. Theraworx is an alternative to CHG bathing treatments for patients who have a CHG allergy or refuse CHG bathing due to its "sticky feeling" on the skin. The primary bathing treatment for patients with central lines will remain CHG, but this offers us an alternative to only bathing with soap and water for patients who cannot have CHG.
- The CLABSI Task Force is working on strengthening the Deep Dive process to incorporate following up on identified opportunities and assigning ownership to those who can assist with ensuring the learnings make it to the providers inserting and caring for the CVAD lines.

Highlights of unit success for CLABSI Prevention! (Numbers are as of 9/9/2024)

- Units with 5 years or more without a CLABSI: NIU, CCU, W1, W2, APTU! Incredible!
- Units with 4 years without CLABSI: MM7
- Units with 3 years without CLABSI: NCCU
- Units with 2 years without CLABSI: MM6, S64, CHAD
- Units with 1 year without CLABSI: NICU, PICU, SW6, MM5

FALLS: 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. The Get-Well Network includes mandatory falls education video which must be viewed prior to accessing the Get-Well Network. This short video highlights and familiarizes our patients with Baystate Health's fall reduction initiatives.

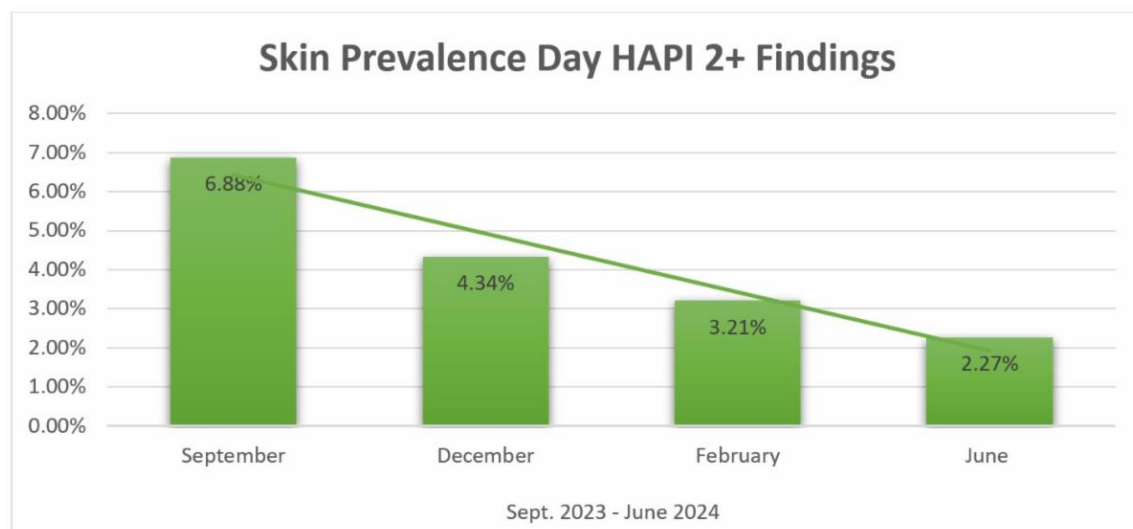
The manager of inpatient safety and visual observers has joined our falls reduction committee meetings. She provides us with video usage updates, ideas to troubleshoot, and new opportunities. If you ever question whether a patient qualifies for visual monitoring, please reach out to our visual monitor 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.

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.

HAPI: The Skin Integrity Committee, Skin Champions and WOCN Nursing Team continue to support the staff with evaluations of skin conditions, pressure injuries, wounds, and ostomies. In addition to the Skin Integrity Committee, a recently formed HAPI Task Force was created in June 2024. With the support of senior leadership, this Task Force is working with Operations Excellence on HAPI improvement efforts. The Task Force and OE conducted a well-attended Rapid Improvement Event, with a focus on identifying all gaps or opportunities in skin care maintenance and pressure injury prevention. Using the DMAIC model, the Task Force continues to work through the steps of analyzing our current processes and identifying root causes for opportunities. The HAPI Task Force is highly engaged and multidisciplinary including members from nursing, education, wound care team, providers, IT, nutrition, clinical documentation, and more.

The Skin Boot Camp continues monthly, and all staff are strongly encouraged to go. Boot Camps are scheduled in Elsevier and available through December of 2024. Schedule for 2025 Boot Camps TBA. Please continue to send unit staff when available and all new hires during orientation.

With our upcoming September 2024 Skin Prevalence Day around the corner, we reflect on the previous four quarters of findings. BMC must report any Hospital-Acquired Pressure Injuries stages 2 or higher to NDNQI. Below is our rate of HAPI 2+ over the last year.



Wow! Our teams have been able to achieve a 67% reduction in HAPI 2+ in the past year. This is an incredible achievement. The focus and drive of the HAPI Task Force is to continue this ongoing improvement and reduce as many hospital-acquired pressure injuries

as possible. One key initiative in continuing these efforts is the initiation of HAPI Deep Dives. Similarly to CAUTI and CLABSI Deep Dives, pressure injuries that develop are reviewed by a team of HAPI Task Force key stakeholders along side the unit staff to identify gaps. After several Deep Dives, we have been able to identify opportunities in process, education, and products, for which the focus group continues to work towards improvements for. We look forward to sharing these learnings hospital-wide.

Voices of our Caregivers and Patients



The Patient Perspective

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

Please enjoy this wonderful letter from a very grateful patient for the compassionate care she received on MM5.

I had the [unfortunate] opportunity of becoming a patient on your cardiac floor. I'm a healthy 46 year old single mom of two. I eat healthy, workout almost daily with my significant other, and stay on top of my necessary appointments. On June 20, I went into cardiac arrest. I was with my sister who knows CPR and performed it on me along with a stranger.

Besides the obvious fear of this happening to me, my brain was shot. My memory was wiped out and I was having a hard time conveying simple statements. My normally jovial mood was no longer upbeat and happy. I was scared, frustrated, and angry. I would consider those days beast-like. Physically, emotionally, and mentally, I learned of a new hell.

There were five nurses who went out of their way to make sure I was OK even if my mood was snarky. They took me for walks, lifted me up, boosted my spirit, and assured me that I would be ok. They had no idea how a 15-minute chat got me through that time.

The world needs more women like you: Marissa, Shannon, Ellie, Jacquelyn, and Rachel.

Please enjoy this beautiful letter from a patient expressing his heartfelt gratitude for the exceptional care he received on SW6.

I am writing to express my heartfelt gratitude and admiration for the exceptional care I received during my recent stay on SW6 at Baystate Medical Center. The professionalism, compassion, and dedication of your team members left a profound impression on me, and I feel compelled to share my positive experience with you. From the moment I was admitted to when I walked out the door four days later, I was greeted with warmth and understanding, and an experience which far exceeded my expectations.

I would like to extend a special thank you to nurses Ashley, Eli, and Dorothy. Their expertise, combined with their caring and compassionate approach, provided me with comfort and confidence during a very difficult time. Nurse Ashley's humor and kindness were particularly uplifting, making even the most difficult moments easier to bear. Her positive energy is not only infectious, it's healing. Nurse Eli's dedication and attention to

detail were evident in every interaction. Eli's exceptional clinical skills and unwavering patience were truly remarkable, especially during my more challenging times during my stay. Nurse Dorothy's gentle and empathetic nature truly made me feel seen and cared for. She is an exceptional team member who has a gift for connecting with her patients.

I would also like to acknowledge the exceptional work of the PCT team members, Hannah and Genesis. They are medical rock stars and both, I am sure, will have long and successful careers in their future. Their unwavering dedication and genuine concern for my comfort and well-being were evident in every task they performed. Hannah's friendly and positive attitude and Genesis's remarkable professionalism and compassion, were invaluable to my recovery. A special shout out also to Zee, who, while not as involved with my care as Hannah and Genesis, still provided warmth, comfort, and humor.

The collective efforts of your staff created an environment of healing and support, which significantly contributed to my positive outcome. It is clear that each member of your team is dedicated not only to their professional duties but also to the emotional and psychological well-being of their patients.

It was also clear to me that the high level of professionalism I experienced is directly related to the management of that floor. Kim Mendibe's leadership has enabled her team to achieve the highest of standards and is obviously reflected in the exceptional care provided by her team members. She is someone who should be heralded!

Please convey my deepest appreciation to Kim, Ashley, Eli, Dorothy, Hannah, Genesis, and Zee. Their outstanding service and unwavering commitment to excellence are a testament to the high standards of Baystate Health. I am profoundly grateful for their care and will always remember their kindness and dedication. The exceptional quality of the SW6 team members have made a lasting impact on my life.

Warmest regards,
S.H.

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Please see the kudos below praising the Baystate Health trauma team, thoracic, and all employees at Baystate Health. As they say, it takes a village! Fantastic work!

Thanks to Baystate staff for amazing care

I had the recent misfortune of sustaining serious injuries on June 25, when I was struck by a car while riding my bicycle. I was taken by Easthampton EMS to Baystate Medical Center, where I received several procedures, including major surgery to stabilize multiple rib fractures.

I am writing to commend all of the staff at Baystate, from the thoracic surgeons, Drs. Rose Ganim and Jacques Townsend, to the acute trauma surgery team, to the ICU and South Wing 5 nurses, patient care technicians, respiratory therapists, and housekeepers and dietary staff, as well as to the radiology and laboratory technologists, and the physical and occupational therapists, every single person was kind, professional, and competent. The physical spaces of the ICU and the South Wing 5 were spacious and immaculate. I can't thank everyone who played a part in my treatment enough. In some ways I was very fortunate, and hope to make a full recovery, although I'm sure that it will take many months. Hats off to everyone at Baystate Medical Center. Amazing care.

DR. JOSEPH E. LELLMAN
Florence



Nursing Recruitment

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

Recruitment for our 2024 Nurse Residency Program is wrapping up and will officially close in October, when we will partner with nursing leadership to host our final NRP Open House of the year. Interested candidates can still apply through our website at baystatehealthjobs.com, or by attending our upcoming recruitment event. We encourage you to submit your application early, or if you know an interested, future nurse, take advantage of our Employee Referral Program to earn a \$500 referral bonus.

As we make preparations to hold our upcoming Halloween-themed NRP Open House, we are eager to bring on board future nurses, who graduated in August and will graduate in December, who are ready to make a significant impact at Baystate Health. Our Nurse Residency Program is more than just a career opportunity; it's a chance to become part of a supportive community dedicated to excellence in patient care and professional development.

For more information about the Nurse Residency Program, visit our [nursing career page](#).

We look forward to welcoming the next generation of nurses to our team. Together, we'll shape the future of healthcare and make a lasting difference in the lives of our patients and their families.

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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