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Nursing News & Views - October 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 9
October 2024

A Note From the CNO

Dear colleagues,

As we enjoy the beauty of this October, I am filled with immense pride and excitement for the remarkable milestones we are achieving together. This month is particularly special as we prepare for our upcoming Magnet® site visit. Our collective dedication and hard work are on full display, and I am confident that we will shine brightly, showcasing the exceptional care and commitment that define our nursing practice.

In this issue of *Nursing News & Views*, I am proud to recognize September's DAISY Nurse Honoree, Nikolette Lacey, MSN, from LDRP! Niki was nominated for providing a patient-centered, unforgettable experience for her patient's first childbirth. Also, in this issue, you will learn more about:

- the 2nd annual Holistic and Nursing Scholarship Symposium, featuring 25 incredible posters and special keynote speaker Harpreet Gujral
- strengthened geriatric care on D6A
- our recent Reader Raves accolade for the best local hospital
- HAPI improvement efforts
- the new Acute Care Academy
- strong pipeline of nursing workforce with over 200 nurse residents hired in 2024

Thank you for your ongoing commitment to excellence and for making BMC a beacon of outstanding healthcare. Together, we continue to set the standard for nursing excellence.

With gratitude and appreciation,



Joanne

CULTURE COUNTS
We Appreciate and Value YOU



Congratulations to our September DAISY Honoree



Niki was nominated by her patient for demonstrating excellent, professional patient care and compassion, creating a wonderful experience for the birth of her first baby.

“Niki is an outstanding labor and delivery nurse, she made my husband and I feel extremely comfortable during our entire stay. Niki first came into my labor room after being admitted for about four and a half hours. I had contractions that felt to me like they were nearly unbearable. Niki immediately introduced herself as my nurse as soon as her shift started. She knew I was hesitant to make a final decision about an epidural but also knew I could sustain laboring the way I was -- less than an hour later anesthesia was at my bedside. Throughout the rest of the night, Niki was frequently in my room, helping with position changes, voiding, providing a popsicle, etc. Soon after the epidural, the baby’s HR went down on the monitor and she immediately came in, started working to get that problem resolved. she brought another nurse, Nadia, in with her (who was also absolutely wonderful). These two worked together, got all the right people to the bedside to check on us -- but during this whole time, Niki was calmer and more professional than any nurse I’ve seen. I didn’t even realize how many people would be in the room or how serious this issue could become because of how calm she was the entire time. My baby girl was born healthy and happy at 4:15 that morning with Niki by my side. I had a wonderful first experience, and it was because of the nurse I had. I felt extremely comfortable to ask questions throughout the whole process. Niki was the person who brought us to our next room, got us all settled and made she we had everything we needed to get settled. The next night, when I was on post-partum floor with my new baby girl and husband, Niki came in shortly after change of shift to check in -- even though she wasn’t even working on our unit. We felt like we had an advocate on our side through our entire stay. I felt so fortunate to have Niki by my side for the birth of my first baby. This is an experience we won’t soon forget. Any mama to be is lucky to be in her care we truly can’t mean that enough. As a nurse myself in the Baystate Health System (Baystate Noble Hospital) and knowing what it’s like firsthand to work at the bedside, I will go back to work and strive to provide the care and compassion that Niki showed to my family.”

Transformational Leadership



The Chief Nursing Officer (CNO) in a Magnet® designated organization is a knowledgeable, transformational leader who develops a strong vision and well-articulated philosophy, and strategic and quality plans in leading

nursing services.

For BMC's 5th Magnet® designation, the written document that was submitted contains stories demonstrating Joanne Miller's Transformational Leadership. The attached story, TL6, is just one example of how BMC achieved this Magnet® requirement.



[READ THE TL6 STORY](#)

History of Nursing



A Legacy of Excellence: The Baystate School of Nursing



In the August/September 2022 issue of *Nursing News & Views*, we celebrated the remarkable history of the Baystate School of Nursing. This esteemed diploma program, which began in 1892, produced over 3,000 graduates before its closure in 1999. Over the next few *History of Nursing* sections, we will spotlight various graduating classes and delve into the school's foundation and its lasting impact on nursing education in our region.

1894: The Baystate School of Nursing graduated its first six students, setting a standard of excellence that endured for 107 years.

1909: The school established key clinical affiliations with the Wesson Memorial Maternity Hospital, which later became part of Baystate.

1913: The first nursing licensure exam was introduced.

1924: The Porter Building, the first nurses' residence, was inaugurated (though it no longer exists today).

1945: The Cadet Nurse Corps was formed, with 111 Baystate graduates serving during World War II.

Stay tuned as we continue to explore the rich history and enduring legacy of the Baystate School of Nursing!

What Would Florence Do?

Navigating Modern Nursing Challenges

Florence Nightingale, the founder of modern nursing, faced numerous challenges in her time, from unsanitary conditions to a lack of formal training for nurses. While her pioneering work laid the foundation for the profession, today's nurses encounter a different set of challenges that Florence could scarcely have imagined. Here are some examples of modern issues nurses face today and how Florence's principles might guide us.



1. Technological Advancements

Then: Florence relied on basic tools and meticulous record-keeping to improve patient care.

Now: Nurses must navigate complex electronic health records, telemedicine, and advanced medical equipment. While technology enhances care, it also requires continuous learning and adaptation. Baystate's Center for Nursing Excellence and Innovation provides our incredible nurses with opportunities for professional development, attending conferences, and innovative ways to learn.

2. Public Health Crises

Then: Florence tackled issues like poor sanitation and infectious diseases with limited resources.

Now: Nurses are on the front lines of global health crises such as the COVID-19 pandemic, requiring rapid response, vaccination efforts, and public health education. Baystate Health nurses have been pillars of strength for our patients, and we are grateful for their tireless dedication.

3. Education and Professional Development

Then: Florence established one of the first nursing schools, emphasizing formal education and training.

Now: Nursing education continues to evolve with advanced degrees, specialized certifications, and ongoing professional development to keep pace with medical advancements. In the fall of 2024, Baystate Health welcomed 493 students from eight different Schools of Nursing.

While the landscape of nursing has transformed dramatically since Florence Nightingale's time, her legacy of compassion, dedication, and innovation continues to inspire. By embracing her principles and adapting them to modern challenges, today's nurses can navigate the complexities of contemporary healthcare with resilience and grace. Baystate Health's dedication to a holistic model of care and new knowledge and innovation has set us apart from other organizations. We are proud of our nurses and how they advance care at the bedside.

**New Knowledge, Innovation, and
Improvements**



**Celebrating Growth and Transformation at the
Second Annual Holistic and Nursing Scholarship Symposium**



Some of our attendees of the Symposium.



Clinical Nurse Christina Raco, RN, CMSRN (right) presents her PNRP EBP Poster. In photo with her is Elizabeth McLellan, president of Partners for World Health.



Faculty from Elms College Deana Nunes EdD, MSN, RN, CWCN (left) and Anne-Marie Albano DNP, RN (right) with Pediatric Surgery Program manager Yolanda S. Marrow, DNP-HSIL, RN.

Thank you to everyone who attended the **Second Annual Holistic and Nursing Scholarship Symposium**. It was incredible to reflect on our journey since our first symposium in November 2022. The event celebrated the dedication and hard work of our nurses in advancing holistic practice through evidence-based practice, quality improvement, and research. It also raised awareness about the importance of holistic care for both our patients and staff. Holistic nursing is about healing the whole person, and the theme of the event focused on growth and transformation leading to rebuilding.

Participants engaged in an interactive art piece in the Chestnut atrium. The loom art piece offered a moment to stop, reflect, and practice mindfulness and self-care. Together, we aimed to rebuild healthcare as a community, starting with healing our healers.

Heartfelt thanks were extended to the incredible planning committee for organizing the event. The committee members, including Cidalia Vital, Connie Blake, Lauri Deary, Bridget Gunn, Yolanda Marrow, Roxy McInerney, Debbie Naglieri-Prescod, Katy Patrick, Carlo Reale, Sarah Romain, Erin Sevilla, Arlene Kruzel, Ellen Smithline, Gina St. Jean, and Heather Walker were recognized for their hard work. Additionally, the 25 submitted posters were evaluated by a dedicated team of reviewers, who also mentored the authors through the process. The reviewers included Connie Blake, Lauri Deary, Bridget Gunn, Yolanda Marrow, Debbie Naglieri-Prescod, Katy Patrick, Sarah Romain, Ellen Smithline, and Heather Walker.

The holistic program has evolved, and the event marked its readiness to transform into the next phase. Updates on the program's progress were shared through slides.

Special thanks were given to Chief Nurse Executive Joanne Miller for her vision of holistic nursing. Her leadership inspired continued transformation, and in 2023, the program was recognized with an award for Institutional Excellence in Holistic Nursing Practice by the

Twenty-five quality improvement, evidence-based practice and research posters were presented. Over 120 attendees from across Baystate Health along with faculty and nursing students from Elms College, Partners for World Health, and the Elaine Marieb Center for Nursing and Engineering Innovation, UMass Amherst.

Our keynote speaker, Dr. Harpreet Gujral provided us with love and light with her incredible presentation on the Healing and Rebuilding.



*Keynote Speaker
Harpreet Gujral, DNP, FNP-BC*



Colleen Bennett BSN, RN, CAPA clinical nurse in perianesthesia, presents her poster from the Integrative Healing Arts Academy.



Michelle Whitney and Kristin Whitehead smile for the camera. They both presented posters from the Baystate Children's Hospital.

Threads of Renewal at Baystate

In Springfield's heart, where healing hands unite,
Baystate stands strong, a beacon shining bright.
The Integrative Council gathers, wise and true,
Healthcare's finest, weaving paths anew.

Clinicians, students, holistic nurses blend,
Together rebuilding, where brokenness can mend.
Each thread they weave tells stories of their pain,
A tapestry of hope, resilience through strain.

From the shadows of the past, they rise and stand,
Crafting a future, healing hand in hand.
At Baystate, light and love now intertwine,
A community reborn, its strength divine.

OpenAI. (2024). *Threads of renewal at Baystate* (ChatGPT). Retrieved [Date of Access].

Example: OpenAI. (2024). *Threads of renewal at Baystate* (ChatGPT). Retrieved September 18, 2024.

The following were the poster winners:



First Place: Journey to Wellness: Enhancing Well-Being Through a Holistic Retreat

Authors: CONNIE BLAKE, EDD, MSN, RNC-OB, HNB-BC; LAURI DEARY, MS, BSN, RN, CCRN, HN-BC; CAITLYN WADDELL, BSN, RN, HNB-BC; KATHERINE CIOLEK, BSN, RN, HN-BC; MEGAN THOMPSON, RN, PMHN-BC, HN-BC; MATTHEW COPPELLOTTI, BSN, RN, HN-BC; PATRICIA FARON, BSN, RN, CPAN, HN-BC; MAGDALENA BARRANDA, BSN, RN, RNC-MNN; BROOKE CHISOLM, BSN, RN; KIMBERLY LAREAU, BSN, RN-BC; JOANNE MILLER, DNP, RN, NEA-BC; CIDALIA VITAL, PHD, RN, CNL, CRRN



Second Place: Evaluating the Perceived Value of Holistic Certification Among Nurses Using the PVCT-12 Tool

Authors: CIDALIA VITAL, PHD, RN, CNL, CRRN; DEBORAH NAGLIERI-PRESCOD, PHD, MED; CYNTHIA PETERSON, PHD, RN; ELLEN BENJAMIN, PHD, RN; PATRICIA FARON, BSN, RN, CPAN, HN-BC; BRIAN NATHANSON, PHD

Third Place: A Mindful Moment: Using Mindfulness to Combat Burnout



Authors: COLLEEN BENNETT, BSN, RN CAPA;
SHANNON DUBE, BSN, RN; JACQUELYN FOUCHE,
BA, BSN, RN, RN-BC, VC; CIDALIA VITAL, PHD, RN,
CNL, CRRN



People's Choice: Acts of Random Kindness in a Level 1 Trauma Center

AUTHORS: KELLY FAMIGLIETTI BS, RN; LORETTA
KAPINOS BS, RN; JESSICA HANNINGTON BSN, RN;
KASEY FRAZIER BSN, RN

Please see all posters here:

POSTERS 1-12

POSTERS 13-25

[You can view all photos from the event here](#)

Congratulations to Our Nurses Who Obtained Professional Board Certification in September!

Annie LaCasse, CCRN
Michael Shvetsov, CCRN
Cierra Yorke, MEDSURG-BC

Journey to Magnet® #5! Baystate Medical Center Prepares for Magnet® Site Visit

BMC is abuzz with activity as we gear up for our upcoming Magnet Site Visit. This prestigious recognition from the American Nurses Credentialing Center (ANCC) is a testament to our commitment to nursing excellence and quality patient care. To prepare for the actual site visit, the Magnet® team conducted several mock surveys at the beginning of October spanning over the course of three days. These sessions involved interdisciplinary teams and unit tours in both inpatient and ambulatory settings, and proved invaluable in identifying areas of strength and what topics to focus on in the coming months.

The level of professionalism, team engagement, and pride that was demonstrated across the organization during each day of preparations was incredible! Each and every team member showed a tremendous amount of enthusiasm and commitment that was truly inspiring!

As we approach the Magnet® Site Visit, we are confident in our ability to demonstrate the

high standards of nursing practice at BMC. This journey has been a collective effort, and we are proud of the dedication and hard work of our entire team.

Stay tuned for updates as we continue on this exciting path towards 5th Magnet® designation! For more information, [click here for Magnet® site visit prep documents!](#)

(We have not received a date for our Magnet® site visit yet, and anticipate that it will take place in early 2025)

Innovation Unit on Daly 5A Baystate-UMass Collaborative for Better Care

Baystate Health is collaborating with The Elaine Marieb Center for Nursing and Engineering Innovation (EMCNEI) at the University of Massachusetts-Amherst, to develop an Innovation Unit. The goal of the Innovation Unit is to create a system that facilitates the efficient identification of challenges related to care delivery, exploration of potential solutions, development of those solutions, and testing of their efficacy. When effective solutions are identified, this process will include dissemination and, when appropriate, commercialization. The aims include improving the work environment for all care providers, enhancing outcomes for patients and families, and achieving greater efficiencies for the healthcare system. The Innovation Unit will initially be focused on Daly 5A, but the aim is to develop an innovation infrastructure that can facilitate engagement from everyone across the Baystate Health System.

The extraordinary clinical team on Daly 5A has already demonstrated an abundance of enthusiasm, engagement, and ideas. In just three weeks, three meetings were held to accelerate this work. More specifically, Colin Plover, a nurse and representative from the EMCNEI, was welcomed and met with unit leadership to discuss the Innovation Unit in greater detail and design a plan for the next steps. This included discussions on how to best engage the clinical team. Colin also attended the Clinical Practice Council meeting, which yielded a rich discussion of opportunities to innovate in ways that support nurses, allowing them to deliver higher-quality care more efficiently. This was followed by the first innovation ideation meeting, which led to a fruitful discussion of challenges and potential solutions.

The Innovation Unit offers incredible potential to address a host of healthcare system challenges that significantly impact nurses and patients. However, the exciting potential of this initiative can only be realized with the engagement of exceptional people. Special recognition should be given to the clinical leadership team, who have prioritized moving this initiative forward. Readers will appreciate that clinical environments present daunting and unpredictable challenges every day. Despite the adversity, Julianna, Jake, and Megan have coordinated with one another and their team to create the time and space necessary to make this possible. This is heartening and commendable. The Elaine Marieb Center for Nursing and Engineering Innovation extends its appreciation for these efforts and this collaboration. More updates will follow soon!



*Written by Colin Plover, PhD, MSN, MPH, MSED, RN-
Postdoctoral Fellow at the Elaine Marieb Center for Nursing and
Engineering Innovation and Research Associate at Baystate
Medical Center.*

Innovative Collaborations: Enhancing Nursing and Patient Care at Baystate Health and UMass

Along with our incredible collaboration with UMass and the Innovation Unit, D5A, The Elaine Marieb Center for Nursing and Engineering Innovation (EMCNEI) hosted nurses and nurse educators from Baystate Medical Center's Emergency Department on October 2 to discuss collaborations, needs, and ideas. This summer, EMCNEI and Baystate Health nurses developed a medical device handle to improve patient care by securely mounting monitors to hospital beds. Building on this success, the group discussed future collaborations to address current needs.



Ellen Smithline, PhD, RN, CEN, led the group at UMass, encouraging them to identify areas needing solutions. Seven nurses from various specialties engaged in robust discussions on improving patient care and safety through collaboration with UMass.

Key themes included:

- Improving patient access to care and information
- Streamlining technology and care workflows
- Enhancing workspace efficiency
- Developing noninvasive methods for advanced hemodynamics
- Increasing community health education for proactive care

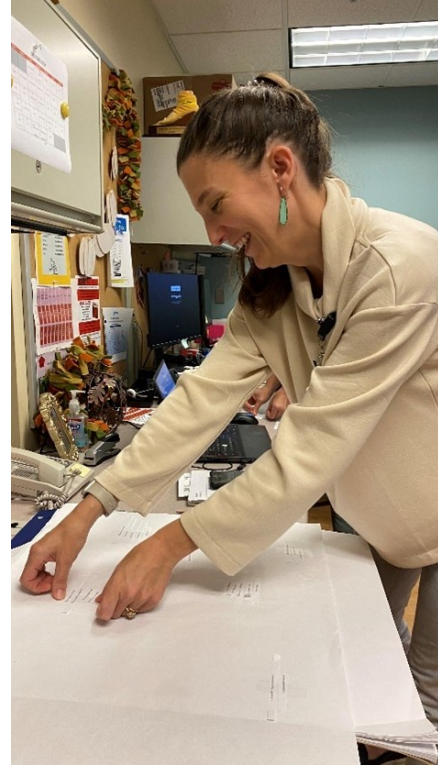
Dr. Smithline emphasized the value of the collaborative relationship with UMass. UMass faculty, EMCNEI leadership, and doctoral students shared research themes and led a tour of lab spaces, highlighting the commitment to solving healthcare challenges.

Exploring Nursing Workload: A Qualitative Approach at Baystate Health

When you think about nursing research, you might think about surveys, audits, patient health record data, or statistical tests. Research often relies on the analysis of numbers, or quantitative data. However, nurses trying to more deeply understand a topic or idea may turn to qualitative research. Qualitative research is research that relies on textual information, such as data from interviews, focus groups, and observations. These in-depth conversations and observations allow researchers to study people's attitudes, beliefs, behaviors, and experiences.

Here at Baystate Health, our nursing research team is using focus groups to better understand how nurses think about their workload. This qualitative research approach has clarified the complexity and broad scope of nurses' work. In this photo, Sarah Romain, part of the nursing research team, uses a qualitative analysis technique called coding. This qualitative

study will lay the groundwork for future research to better measure nursing workload.



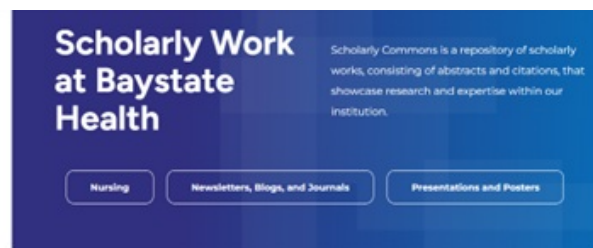
Written by Ellen Benjamin, PhD, RN, CEN Nurse Scientist in the Department of Nursing Research and Holistic Nursing

NEW Nursing Research Website

The Department of Nursing Research at Baystate Health, under the Center for Nursing Excellence and Innovation, is dedicated to advancing nursing science through evidence-based practice, quality improvement, and research. Their mission is to enhance patient health and well-being while improving the nursing work environment. We are pleased to announce the launch of our new website! [Center for Nursing Excellence and Innovation | Baystate Health](#).

Baystate Health is a Magnet-designated® organization, which signifies excellence in nursing. They sponsor Nursing Grand Rounds, integrate evidence into daily practice, and foster an environment of inquiry, nurturing nurses as scholars. The department also offers a Nursing Research Fellowship Program in partnership with Memorial Sloan Kettering Cancer Center, aimed at increasing nurses' research skills through mentorship and hands-on projects.

In collaboration with the Elaine Marieb Center for Nursing and Engineering Innovation at UMass Amherst, Baystate Health engages in interdisciplinary projects that bridge the gap between lab research and bedside patient care. This partnership has led to innovative solutions like a new medical device handle and a chest tube holder, enhancing both patient care and nurse job satisfaction.



Overall, the department of Nursing Research at Baystate Health is committed to fostering a culture of innovation and excellence in nursing, ultimately leading to better patient outcomes and a more supportive work environment for nurses.

Pilot Program Launched to Improve Outcomes Related to Hospital-Acquired Pressure Injuries

Starting on October 21, eight units at Baystate Medical Center have launched a pilot program to improve outcomes related to our pressure injury rate. The participating units—PICU, HVCC, STICU, MICU, D6B, SW5, S2, and D5A—were chosen because they care for the most compromised and sickest patients, who are at the highest risk for developing hospital-acquired pressure injuries.



The pilot will implement best practices using our Pressure Injury Prevention Bundle, known as the CARES Bundle. Each day, unit leadership will evaluate the use of the bundle on our highest-risk population. By utilizing our hospital medicine dashboard, the team leads have developed a more effective way to support unit leaders by highlighting patients who are at the highest risk using the Braden Scale, along with two other key factors: age and hospital length of stay.

Additionally, the pilot will promote the use of wedges and boots to better offload and support turning and repositioning our patients, conduct two-nurse skin assessments, ensure photos are being uploaded into the EHR and employ other key prevention strategies like preventive dressings to ensure that evidence-based practices are embedded into the daily work of care teams. Lastly, the pilot units will participate in an additional prevalence data survey to evaluate the effectiveness of this pilot.

Have questions or want to learn more? Contact Cidalia Vital:

Cidalia.vital@baystatehealth.org or Jonathan Recchi: Jonathan.recchi@baystatehealth.org.

Clinical Informatics Tip of the Month

Please click on the link below for I&T Tip of the month:

[October 2024: Observation patients and Infusion documentation](#)

Email trainingevents@baystatehealth.org with any questions or suggestions for more tips.

New Hire Notice OB/GYN

Please read the following message from Sukey Krause, CNM, MSN, FACNM, director, Midwifery Education Program (outgoing) and assistant professor, UMass Chan Medical School-Baystate.

WELCOME WINIFRED CONNERTON

Special Nursing Grand Rounds

Dementia: Approaches to Treatment

Susan Megas, DNP

Advanced Practice Nurse and Dementia Specialist

Date: November 5, 2024 | Time: 12:00 – 1:00 pm
Chicopee/Agawam Room

Join Zoom Meeting

One tap mobile: US: +13052241968,,96985077767# or +13092053325,,96985077767#

Meeting URL: <https://baystatehealth.zoom.us/j/96985077767?pwd=SHkxLy9tYTh5TzJ3NDIYWGxMZHBzZz09>

Meeting ID: 969 8507 7767

Passcode: 704500

Program Goal

The goal of this educational activity is to:

- Explain new and emerging healthcare initiatives.
- Explore and disseminate how new healthcare issues, policies, and innovations are utilized through evidence-based delivery systems.
- Discuss nursing excellence through the presentation of clinical case studies.
- Encourage professional development, energize the nursing workforce, and promote clinical excellence.

Target Audience

This educational activity is designed for nursing staff across Baystate Health

Learner Objectives

By participating in this continuing education program, the attendee should be able to:

- 1|Describe dementia syndrome symptoms.
- 2|Describe the process of diagnostic work up, common differentials and diagnosis.
- 3|Describe medical and non-medical treatment approaches.
- 4|Describe how dementia and delirium have overlapping symptoms.

Faculty Disclosure

The design and content of Baystate Continuing Interprofessional Education (CE) activities support quality improvement in healthcare and provide fair and balanced views of therapeutic options. Any relevant financial relationships are mitigated prior to the educational activity.

None of the planners or faculty for this educational event have commercial relationships to disclose with ineligible companies whose primary business is producing, marketing, selling, re-selling, or distributing healthcare products used by or on patients.

Behavioral Medicine Nursing Grand Rounds November 2024

Nursing Grand Rounds

The Behavioral Medicine Nurse A New Approach to New Challenges

Debra L. Baker RN, MSN
Director Patient Care Services

Melissa J. Buxton, MSN, RN, CMSRN
Nurse Educator

Diane Kos-Ditto, MSN, RN-BC, LSSBB
Nurse Educator

Samantha Lebiecz, BSN, RN, CMSRN
Springfield 2 Nurse Manager

Gina St Jean MSN, RN, CCRN
Program Director - Nursing Professional
Practice

Megan Thompson, RN, PMHN-BC, HN-BC
Behavioral Medicine Nurse

Date: November 6, 2024 | Time: 12:00 – 1:00 pm
Chicopee/Agawam Room

Join Zoom Meeting

One tap mobile: US: +13052241968,,96985077767# or +13092053325,,96985077767#

Meeting URL: <https://baystatehealth.zoom.us/j/96985077767?pwd=SHkxLy9tYTh5TzJ3NDIYWGxMZHBzZz09>

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- Discuss nursing excellence through the presentation of clinical case studies.
- Encourage professional development, energize the nursing workforce, and promote clinical excellence.

Target Audience

This educational activity is designed for nursing staff across Baystate Health

Learner Objectives

By participating in this continuing education program, the attendee should be able to:

- 1|Describe the roles and responsibilities of the Behavioral Medicine Nurse.
- 2|Define the qualifications and training of the Behavioral Medicine Nurse.
- 3|Describe the Behavioral Medicine Nurse's impact on a Healthy Work Environment.



The Pulse on Nursing Practice

Great Catches and Shout Outs!

- Congratulations to Jasmin Gaskin from Children's, who med requested amoxicillin and noticed that she received Augmentin.
- Congratulations to new grad RN, Sierra Statkiewicz. She was hanging Primacor/Milrinone and asked the nurse educator Marsha for help since it

was her first time, and they found an error in the order. The medication had been ordered for four times the maximum dose. They called the provider and pharmacist and corrected it.

- Shout out to Mackenzie Perrella, STICU RN, for completing her routine skin assessment underneath her C-collar. This is a routine part of the skin assessment but often requires more of the nurse's time and more help to hold the c-spine when the collar is removed. During the assessment, she recognized the beginning stages of a device-related pressure injury and promptly intervened, consulted the wound nurse, uploaded pictures, and filed an SRS. She collaborated with the provider team to escalate the concern and the providers were able to clear the collar that day, eliminating further risk from the device.

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

Send us your stories of great catches!

CAUTION

We have found that there are some staff placing the pulse oximetry disposable finger cuffs on their patients' foreheads. Please be aware that these readings (while showing a seemingly appropriate waveform) are inaccurate. Evidence shows that it is only accurate 50% of the time. There have been several studies done. This includes one by our very own ER team, led by Dr. Howard Smithline to outline the evidence. While there are forehead sensors on the market, they are designed very differently than the finger cuff.

<https://pubmed.ncbi.nlm.nih.gov/19406607>

Ordering Information:

Forehead SPO2 sensor D113018

Nasal Adult SPO2 sensor D291310

Thank you for your time and attention to this important clinical practice.

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

Username: Baystate Email address

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






















PLEASE BOOKMARK THE ABOVE LINK FOR EASE OF ACCESS IN THE FUTURE

If prompted: organizational URL is bshealth

Upon log in, please be sure to:

- Add nursing license to your profile
- Change your password

Why Should I Use Fall Tips?

		Patient Name: _____		Date: _____							
 Increased Risk of Harm If You Fall <input type="checkbox"/>		Fall Interventions (Circle selection based on color)									
Fall Risks (Check all that apply)		<div> <div>   </div> <div> Communicate Recent Fall and/or Risk of Harm </div> </div>				<div> <div>  </div> <div> Crutches </div> </div>		<div> <div>  </div> <div> Cane </div> </div>		<div> <div>  </div> <div> Walker </div> </div>	
<div> <div>  </div> <div> History of Falls </div> </div> <input type="checkbox"/>		<div> <div>  </div> <div> IV Assistance When Walking </div> </div> <input type="checkbox"/>		Toileting Schedule: Every _____ hours							
<div> <div>  </div> <div> Medication Side Effects </div> </div> <input type="checkbox"/>		<div> <div>  </div> <div> Bed Pan </div> </div> <input type="checkbox"/>		<div> <div>  </div> <div> Assist to Commode </div> </div> <input type="checkbox"/>		<div> <div>  </div> <div> Assist to Bathroom </div> </div> <input type="checkbox"/>					
<div> <div>  </div> <div> Walking Aid </div> </div> <input type="checkbox"/>		<div> <div>  </div> <div> Bed Alarm On </div> </div> <input type="checkbox"/>		Assistance Out of Bed							
<div> <div>  </div> <div> IV Pole or Equipment </div> </div> <input type="checkbox"/>		<div> <div>  </div> <div> Bed Rest </div> </div> <input type="checkbox"/>		<div> <div>  </div> <div> 1 person </div> </div> <input type="checkbox"/>		<div> <div>  </div> <div> 2 people </div> </div> <input type="checkbox"/>					
<div> <div>  </div> <div> Unsteady Walk </div> </div> <input type="checkbox"/>		<small>Fall TIPS ©Brigham & Women's Hospital 2016; do not alter without written permission.</small>									
<div> <div>  </div> <div> May Forget or Choose Not to Call </div> </div> <input type="checkbox"/>											

FALL TIPS saves time!

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

FALL TIPS was developed by nurses for nurses, right here in Massachusetts!

Click the image below to enlarge.

PRACTICE ALERT

CRITICAL IV FLUID SHORTAGE

CONSERVATION PLAN

In response to the recent hurricane and its impact on the Baxter manufacturing facility in North Carolina, we are initiating efforts to conserve current supplies of IV fluids. Although the expected road to recovery remains fluid, Baystate Health Supply Chain has identified the following items as critical:

- ✓ Lactated Ringers 1000ml solutions
- ✓ Dextrose 5% 500ml Bags
- ✓ 0.9% NaCL 250ml Bags
- ✓ Dialysate 4.25%

Please round on your patients once per shift to ensure that the IV fluids running are necessary.

In the event expired IV fluids are identified, please do not discard, and return unused inventory directly to Materials Management. Baxter is working with the FDA on evaluating the opportunity for extended beyond use dates and we will align with the FDA's decision.

Patient safety must remain at the forefront of our care delivery. Please consult with the provider for discretion and support in specific patient care situations.

On behalf of the entire leadership team, we appreciate the collective support of each and every member proactively collaborating and partnering together to ensure we continue to meet our patients' care needs. The Emergency Operations Center will continue to evaluate the situation daily and provide additional updates as they are needed and available.

Conservation Tactics: Hydration Management and Decision-Making

1. Evaluation of the need for IV hydration and consideration of oral hydration techniques when feasible (Pedialyte, Gatorade, etc.).
2. Encourage oral fluids up to 4 hours prior to the procedure when appropriate.
3. Consideration of IV hydration bag size: • Adults: IV hydration (when oral is not possible) shall be limited to use when 500ml or greater is required.
 - Surgical cases < 1 hr. in length: utilize the alternative of Saline lock flushes as an alternative to KVO.
 - Restrict secondary lines to 50ml or 100ml (NS or D5W) ONLY.
 - Consider utilizing smaller bag sizes (i.e. 100ml for pediatrics when possible).
 - Eliminate KVO for all patients outside of pediatrics/NICU populations.
 - Do NOT hang a new IV fluid if the full bag is not intended to be infused (i.e. pending discharge).
4. Continuous IV hydration: When continuous hydration is required, revision to practice guidelines to support changing IV bags every 48 hours (previously every 24 hours) for base fluids only – approved by nursing practice and infection control.

10.7.2024 NPPD

Screening Patients for Disabilities

Disability is the consequence of an impairment that may be physical, cognitive, mental, sensory, emotional, developmental, or a combination of these. Characteristics of disabilities include:

- Occurrence at any point of a person's life or including early childhood.
- Visible (amputation, paralysis, down syndrome) or invisible (anxiety, depression, fibromyalgia)
- Mobility, communication, sensory (hearing or visual), intellectual, psychiatric disabilities, and certain medical conditions (diabetes, arthritis, sickle cell).

While multiple factors contribute to poor health outcomes for people living with disabilities, **inadequate access to equitable, high-quality care is a major barrier**. To begin to address inequities and disparities in healthcare for people with disabilities and to improve patient outcomes, healthcare organizations must collect patients' disability status.

On August 28, Baystate Health began screening our patients for disability. The disability screening questions fire as a required task on the Nursing Admission Assessment for inpatient, observation, and emergency department encounters.

Care for Patients with Disabilities

Documentation of a patient's disability status will educate clinicians on care, services, and accommodations a patient may need. **Disability-Competent Care (DCC)** is person-centered and structured to respond respectfully to the person's choices, physical and clinical needs, while considering their dignity, emotional, social, intellectual, and spiritual needs. The three core values of the DCC model are a (1) person-centered approach, (2) respect for the person's choices, and (3) the elimination of medical and institutional bias, to ensure people with disabilities have a sense of belonging.

There are basic guidelines to help you care for patients and caregivers no matter the type of disability:

- **Speak Directly:** Speak directly to the patient and not only to the patient's family or caregiver. Do not assume they will not understand you. This includes when using interpreter services.
- **Do Not Make Assumptions:** Ask patients and caregivers if they require assistance and wait for their answer.
- **Ask Questions:** Learn about the patient and their history by asking questions, paying attention to, and respecting their answers. Do not be afraid to ask if you are uncertain.
- **Be Patient:** Allow for extra time for the patient to arrive, to complete a thorough exam, and learn about the patient's history.

Additional information can be found in [Baystate Health's Disability Screening Guide](#).

At Baystate Health, we are committed to celebrating the diversity of our patients, and dedicated to ensuring that every patient receives the best care possible regardless of race, ethnicity, sexual orientation, gender identity, ability, cultural background, or language proficiency. Thank you for supporting our mission and vision as we advance the care and enhance the lives of all patients and families we serve, together.

Acute Care Academy New for Fall 2024!

Calling all Acute Care nurses! 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 specific policies, procedures, and best practice guidelines to help support your transition into patient care at Baystate. 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

Medication Fact Sheet Flyer

To help with education at the bedside, use these during the patient's hospital stay to help educate on new or existing medications. You can leave it with them to take notes on.

Ask your educator and manager about them today!

MEDICATION FACT SHEET

National Pressure Injury Advisory Panel (NPIAP) Modules

Hospital Acquired Pressure Injury Education

Calling all nurses!

Is your patient population at risk of Hospital Acquired Pressure Injuries (HAPI)? Then you need to complete the online NPIAP Modules annually.

Visit the National Pressure Injury Advisory Panel's (NPIAP) website to complete three pressure injury modules. You will need to create an account and register as a guest using your Baystate email address. After completing modules 1-3 you will earn a certificate and 2 CE's. Please print the certificate and return it to your educator for your educational file. Please complete the following modules:

Module 1: Pressure Injury Staging

Module 2: Other Wound Types and Skin Injuries

Module 3: Pressure Injury Prevention

Please use this link: npiap.com

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.

2025 Skin Committee and Prevalence Days



2025

**Skin Committee
Meetings & Prevalence
Days**

**Quarterly Skin
Committee
Meetings**

Tuesdays
4-5PM
Hybrid: on campus
and ZOOM


February 25th
May 27th
August 26th
November 25th

**Quarterly Skin
Prevalence
Days**

Tuesdays
7:15am - 3pm
In Person Location
TBA

March 11th
June 10th
September 9th
December 9th

Active participation is required for Committee
Meetings and Prevalence Days for Skin
Champions



2025 Ostomy Bootcamp

OSTOMY BOOTCAMP EDUCATION 2025

DATES:

NOV 5, 2024
JAN 7, 2025
MAR 4, 2025
MAY 6, 2025
JUL 1, 2025
SEP 2, 2025
NOV 4, 2025
ALL COURSES: TUESDAYS,
9A-1030A

LOCATION:

CHESTNUT
2 & 5
CLASSROOMS

CLASS SIZE:
25

SIGN UP IN ELSEVIER:
COURSE NAME - OSTOMY BOOTCAMP
COURSE CODE - OSTOMY

Fun, hands-on ostomy
education with the Wound
and Ostomy Care
Clinicians!



QUESTIONS? EMAIL
Heather.Walker@baystatehealth.org

Holistic Corner

Clinical Aromatherapy for Healthcare Professionals (CCAP) Course Held

On Saturday, Sept. 14 and Sunday, Sept. 15 the Clinical Aromatherapy for Healthcare Professionals (CCAP) Baystate Health nurses-in-training met for their second course at Whitney Avenue to learn more about the benefits of Aromatherapy. The 13 nurses spent two full days learning the chemical components essential oils, their healing properties and how to safely blend certain ones together for therapeutic use. The nurses spent time sharing their individual case studies of essential oils they have used, since the last class, with family/friends. It was interesting to hear and learn the creative ways the nurses had used the oils to support people (ie: comforting foot soaks, treat nasal congestion, soothe itchy bug bites, and calm



gastric distress). They learned from each other and offered new ideas about how to effectively use essential oils in every-day life. The group participated in a healing circle where they all used lavender essential oils on their pulse points, held hands in a circle and were led, by their instructor, Kathy, in speaking some positive affirmations to themselves. It was two fun-filled days full of learning and inspiration to continue supporting complementary therapies for comfort and healing! Their next class is in December.



The Magnet® Mindset: Nursing Excellence Insights with Katy NEW EPISODE ALERT!

Episode #2: In this episode, we sit down with Cidalia Vital, program director for Nursing Research and Holistic Nursing at Baystate Medical Center. Cidalia shares her inspiring journey and the pivotal role she plays in supporting BMC's Magnet® journey and advancing the science of nursing. We delve into the innovative research projects she leads, her approach to integrating holistic nursing practices, and how these efforts are transforming patient care. Join us to discover how Cidalia's work not only supports BMC's commitment to excellence but also fosters a nurturing and healing environment for both patients and staff.

[Listen on Spotify](#)

[Watch on YouTube](#)

[Listen on Apple Podcasts](#)

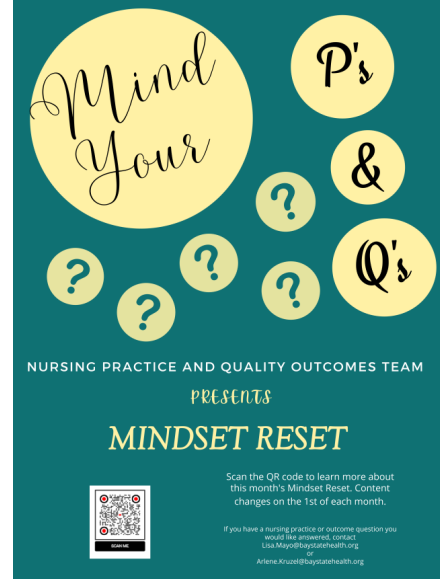
For more information about Nursing Research at BMC, visit the Center for Nursing Excellence and Innovation webpage here: <https://www.baystatehealth.org/research-at-baystate-health/nursing>

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

Click on the flyer at right to enlarge.



Educate. Innovate. Celebrate!



Thank You For Voting Baystate Medical Center Best Local Hospital in Reader Raves 2025



Baystate Medical Center once again has been voted as the “Best Local Hospital” for The Republican and MassLive Reader Raves contest! This is the 10th consecutive year BMC has received this designation.

We extend a heartfelt congratulations to our entire Baystate Health team. Thank you for helping to make a difference in the lives of our patients, families, and community. Thank you to our employees, patients, and community who took the time to vote for BMC.

View a ["thank you" video](#) featuring some of our BMC team members!



[LEARN MORE](#)

Revitalizing Daly 6A: Geriatric Care Reimagined Post-Pandemic



Daly 6A has undergone significant transformation this year, returning to its geriatric-focused roots after the COVID-19 pandemic disrupted its ACE (Acute Care for Elders) guidelines. On May 1, the unit celebrated the grand re-opening of its ACE room, and in April, Nadine Clue was hired as the new geri-associate to staff the room five days a week. This dedicated space, along with Nadine's support, offers a safe haven for geriatric patients who feel overwhelmed, stressed, lonely, or overstimulated. Patients truly enjoy their time in the ACE room, and for those unable to visit, an ACE cart filled with stimulating activities is brought to their bedside. These efforts promote both mental and physical stimulation, helping to prevent patient decline.

In September 2023, Daly 6A also filled ambulatory positions to further enhance patient functionality and maintain or improve their baseline health.

Another exciting addition is the creation of the NICHE (Nurses Improving Care for Health System Elders) program coordinator role. Since May 2024, Caitlyn Waddell, BSN, RN, HNB-BC, GERO-BC, GRN certified, has filled this position. NICHE is a national program complementing ACE foundations, focusing on education and strategies to improve geriatric care. By September 2024, 53% of the unit's core nurses had completed their Geriatric Resource Nurse (GRN) training, while 24% of core support staff had completed their Geriatric Patient Care Associate (GPCA) training. This training enables certified staff to serve as resources for one another and other units in providing quality geriatric care. Daly 6A's admission criteria require that 80% of patients be over 65 years old, reinforcing the unit's

focus on geriatric care. The NICHE Leadership Training Program—organized by NICHE and attended by unit manager Jessica Vadnais, BSN, GERO-BC, GRN certified, along with Caitlyn Waddell, and clinical nurses Shaina Rivera, BSN, GRN certified, and Michon Terra, ASN, GRN certified—has spearheaded the creation of a unit-needs assessment and action plans for continuous positive change.

Further strengthening the unit, one of Daly 6A's most senior clinical nurses, Stephanie Mason, BSN, RN, GERO-BC, GRN certified, mentors staff in implementing multidisciplinary clinical care progressive rounds (CCPR) and unit CPC meetings. These initiatives encourage autonomy, accountability, and staff-driven changes, all while maintaining geriatric care standards. To boost morale and camaraderie, the unit also launched a Spirit Committee, involved in projects like the Walk to End Alzheimer's, Magnet preparation, and inter-unit activities such as reverse trick-or-treating and "adopt a month." Additionally, clinical nurse Devon Forreth even created the unit's mascot.

With all these dynamic changes, Daly 6A continues to foster the health and well-being of not only patients and their families but also its dedicated staff.

Written by Caitlyn Waddell, BSN, RN, HNB-BC, GERO-BC, GRN

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 these two notes from grateful families for the compassionate care their loved one received on Springfield 3 Oncology.

We want to thank each and every one of the wonderful nurses, PCTs, environmental services, and doctors who took care of D.M. Not only did you all do the basic care but above and beyond in everything. A special thank you to Janea Barrett for taking care of not only DM, but our entire family as well. Please accept this small token of our thanks and appreciation for all that you do!

To the Staff of the Oncology Floor,
Thank you so much for the wonderful care you gave my dad, DK. The kindness and patience you showed him is greatly appreciated (even when the delirium made him a bit difficult!). Thank you for the work you do!

Please enjoy this note from a grateful family for the wonderful care received in STICU.

Homemade goodies for the wonderful staff at the Surgical Trauma ICU. I am updating you on my son, N.S., who you took outstanding care of him from October 2023 through January 24, 2024. He has made great progress, thanks to all of you.

Dr. Ryb just performed hopefully his last surgery. He underwent reversal of his colostomy on September 25, 2024. His bladder is all healed up. He is now recovering on South Wing. If you have time to swing by before he goes home over the next day or so. Thank you all so much from the bottom of our hearts. You will all have a very special place in our hearts for the rest of our lives. I tell him ever day how fortunate he was to have all of you involved in his care during a very serious and life-threatening time. He sure is a miracle!



Nursing Recruitment

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

Recruitment Update

The 2024 Nurse Residency Recruitment has been strong and steady throughout 2024. Participants in the Nurse Residency Program are recruited in cohorts, with start dates scattered throughout the year. So far in 2024, we have started, or have scheduled to start a total of 235 nurse residents, and the year has broken down as follows:

Start Date	Cohort	Number of Hires
11/19/23 - 2/26/24	COHORT 35	14
3/3/24 - 5/20/24	COHORT 36	41
5/26/24 - 8/26/24	COHORT 37	138
9/1/24 - 11/15/24	COHORT 38	40
11/22/24 - 2/ ??	COHORT 39	2
TOTAL 2024		235

Of those 235 nurse residents, 123 were internal promotions and 112 are external hires, representing two very strong pipelines for this program! We are excited to see what the end of the year brings!

Referring new nurse residents and experienced nurses to Baystate Health is a great way to earn some holiday spending money! "The Bring it, Baystate!" employee referral program is designed to reward Baystate team members for bringing new employees to Baystate Health. Current employees can receive a \$500 bonus for every candidate formally referred who gets hired!

Refer as many candidates as you wish. There is no limit on the number of \$500 bonuses an employee can receive, as long as program requirements are met.

For more information about the Nurse Residency Program and the Employee Referral Program, visit our career page at www.baystatehealthjobs.com.

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

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

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