

Notes from Nancy



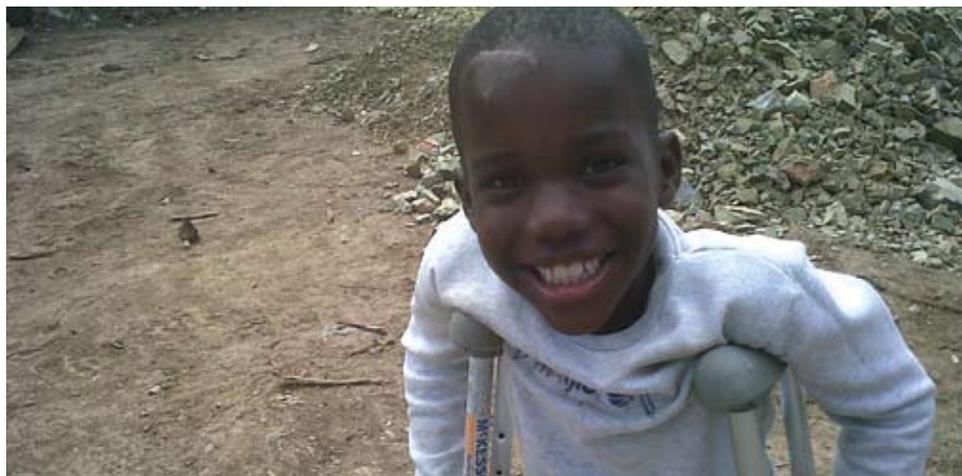
Reflections on Nurses' Week and Beyond

Nancy Gaden, RN, MS, System Vice President for Patient Care Services/Chief Nursing Officer

Every year, in all kinds of health care organizations around the US, we celebrate Nurses' week. It is always in May and always ends on May 12th, the birthday of Florence Nightingale. This year marked the 100th anniversary of her death in 1910. Nightingale transformed the public's perception of nursing. She was known for her passionate belief that nurses should be well educated and that the practice of nursing should be evidence based.

Evidence based practice is the foundation of our pursuit of Magnet Certification. Your journey is paved with nursing quality, pursuit of certification and participation in nursing research. Central to my journey is a constant thoughtful attention to a meaningful shared leadership - to the creation of a culture that embraces nursing input and to an environment that brings out the best in nursing practice. I want to inspire our leadership team to work with each of you to make Hallmark Health the very best place to be a nurse. We will do it with our teamwork in and between units, with our physician collaboration and with our leadership follow through in the implementation of your ideas. We will do it with our excellence in nursing care, and if we do it right, we will see it in your work satisfaction. This year, the Nurses' Week events were planned based on the feedback we got from many of you in our online Survey Monkey sent in February.

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HAITIAN VOLUNTEER RESCUE MISSION One of the many children who were helped by Hallmark Health staff at the Sacre Coeur Hospital in Milot, Haiti.

Hallmark Health Responds to the Needs of Haiti

By Cindy Gavin, RN, CRNI

On January 12th, a massive earthquake struck the area of Port Au Prince, Haiti leaving an estimated 300,000 dead and toppling more than 200,000 buildings. In the aftermath, the injured were triaged in makeshift emergency rooms that were quickly overwhelmed. There were not nearly enough doctors, nurses and beds for the thousands of injured. Quickly, roads were turned into runways and the agonized people of Port Au Prince were airlifted to hospitals around the country and to the US Naval ships that were brought in to help.

Before the earthquake, the Sacre Coeur Hospital of Milot, Haiti was a 73 bed community hospital built by the Brothers of the Sacred Heart of Montreal Province in 1986. After the earthquake, the hospital swelled to about 400 beds. A banana field next to the hospital was leveled and six large hospital tents erected to shelter many of the new patients. The hospital was staffed with Haitian citizens and mostly American volunteers providing assistance and mentorship.

Over the last few years as part of the volunteer effort, the faculty of Lawrence Memorial/Regis College of Nursing provided education to Haitian nurses there. But the massive influx of critically wounded from the earthquake overwhelmed and exhausted the small staff. In short order, needed volunteers provided assistance.

I arrived to Sacre Coeur on March 6th, almost two months after the quake, with **Henry Azzun**, RN, system float for Hallmark Health and three members of the Lawrence Memorial/Regis College faculty: **Mimi Pomerleau** RN, MSN, DNP, **Susan Prindeville** RN, MSN and **Barbara Maloney** RN, MSN. The nursing instructors had been to Sacre Coeur prior but it would be the first time there for Henry and myself. Knowing we were to work as relief staff for the Haitians, we were prepared for long hours.

My week's assignment was as part of a team of three nurses, a physician and a translator. I was to take care of 38 male patients in a hospital tent. There were also Haitian nurses who would appear sometimes during the day and always for the overnight. The patients were all victims of the earthquake. Many had amputated limbs or external fixators or casts for broken bones. Two of the patients had become septic from their wounds. Their families took care of most of the hygiene and toileting needs which is the culture in the Caribbean. I made assessments, took vital signs, passed medications and provided wound care. I ensured that they had their consults (mainly orthopedic and physical therapy),

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For nurses, by nurses

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While it is not possible to adequately thank each of you for your contributions to Hallmark Health and to our patients with one week of celebration, I hope that you found many choices, and many opportunities to enjoy a moment of reflection with your colleagues.

I continue to look forward to every opportunity to celebrate each of you and nursing at Hallmark Health. Thank you for leading, mentoring, caring and teaching. Thank you for embracing and accepting change, your teamwork and hard work. But above all, thank you for being a Hallmark Health nurse.

Hallmark Health Responds to the Needs of Haiti

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OUR ARRIVAL IN HAITI Henry Azzun, RN, (L) and Cindy Gavin, RN, CRNI to Haiti.

medications. The hospital had a new and expensive model ultrasound that I used for guided IV placements on very difficult patients.

The patients were wonderful, happy for the most part, despite their injuries and losses. They were very appreciative of the care they received. They had grown accustomed to their surroundings and the routine. Many of the earthquake victims, especially those that were trapped in rubble, had a lingering fear of being inside solid buildings and thus, preferred living in a tent. However, for some recovered patients, receiving word of discharge was a very stressful and emotionally volatile process. Many, had lost their homes, businesses and families and had nothing to go back to. There were expert counselors on hand to assist with the technical aspect of returning home but the process was still very traumatic.

The people of Port Au Prince have endured much pain and loss. Like other cities of the world that have suffered, I hope for its recovery. More than any other emotion, I feel very grateful for the experience that was given to me. It felt good to be involved outside of my specialty area for a while and just care for people.

There is still a tremendous need for volunteers in Haiti. I hope by my experience, others will be inspired and motivated to volunteer.

labs and x-rays done. The need for physical therapy was huge. Some of the patients had not been out of the tent in weeks. There was some resistance initially, but eventually all the patients were assisted off their cots, into wheelchairs and outdoors. To provide for physical therapy in the pediatrics ward, a dance was held.

I utilized my vascular access/infusion nursing specialty often. I carried a walkie-talkie and got calls from all different areas of the hospital for IV starts from the pediatric center to the OR. I assisted the nurses in mixing and hanging IV

Hallmark Health sponsors the Second Annual Christine Cameron Symposium on Evidenced-Based Practice and Quality Care

Nearly 70 nurses from Hallmark Health and other organizations were in attendance at the Second Annual Christine Cameron Symposium on Evidence-Based Practice and Quality Care on April 16th. Named in memory of **Christine Cameron**, Vice President of Quality, a much loved and respected member of the Hallmark Health family who passed away two years ago, this year's program focused on, "From Good Care to Great Care: Nurses on the Front Line."

Nancy Gaden, RN, MS, System Vice President for Patient Services/Chief Nursing Officer for Hallmark Health, opened the day with a warm welcome to the audience that included clinical nurses, nursing faculty, graduate-level nursing students, representatives from the Board of Trustees and four members of the Cameron family. Gaden noted the symposium was just the sort of event that Christine would have appreciated and supported since it embodied the values and best practices she valued so highly. Gaden closed by inviting attendees to visit a new feature of this year's symposium, the Quality Fair poster exhibit lining the hallway just outside the conference room. Sixteen colorful and creative story boards were on display providing information on a variety of topics including falls, central line bundling, bedside handoff, community acquired pneumonia and other topics.



Nancy Gaden, RN, (L), with John Grigan, husband of Christine Cameron, _____, _____ and Edward and Audrey Cameron, Christine's parents.

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Christine Cameron Symposium continued from page 2

Michael V. Sack, President and Chief Executive Officer of Hallmark Health System, commended the nurses in the audience for their dedication to quality care, patient safety and life-long learning as evidenced by their attendance at the Cameron symposium. Donna West, Chairman of the Board of Trustees, echoed these sentiments adding praise and appreciation from the Board for all that nurses do.

Keynote speaker, **Amanda Stefancyk**, RN, MSN, MBA, CNML, Nursing Director, Massachusetts General Hospital and author of a series of articles in the American Journal of Nursing, set the tone for the day with her inspiring talk on “Bedside Nurses Transforming Care.” She was followed throughout the day by a number of presenters who provided an eclectic mix of the practical and the theoretical. **Sharon Cody Turcotte**, RN-BC, CWS spoke on, “Virtual Wound Management and the CODII Method,” and **Martha Quigley**, RN followed with, “When the Best Care is Palliative.” **Edward Butler** MD, outlined the basics of “The IRB in a Community Teaching Hospital.” **Karen Giuliano**, RN, PhD, of Philips Healthcare rounded out the morning session with a dynamic discussion of her personal journey, “From Bedside Nurse to International Nurse Scientist.”

Following lunch, attendees returned to the conference room for the afternoon session. **Kathie Sherman**, RN and **Karen Costigan**, RN, BSN Director of Medical 5 presented an informative study on, “Vital Signs: Early Predictors of Patient Deterioration.” **Terri Niland** provided insights on, “Gathering the Data: Making the Case and Reviewing the Literature,” and **Barbara Marullo**, RN presented the results of her study, “CHF: Preventing Re-Admissions.” **Judith Mitiguy**, Executive VP, Nursing Communications & Initiatives, Gannet Healthcare Group, closed the day, with a presentation on, “Putting Practice into Print.”

The overall mood of the day was summed up by one of the attendees who commented, “I very much enjoyed the day...I am so proud to be a nurse!”

Hallmark Health submits application for Magnet® status

By Diane Hanley, MS, RN-BC, EJD, ACNO, Nursing Professional Practice, Quality and Education

The Hallmark Health System Nursing Department has been on the journey to Magnet® designation for nearly four years. Needless to say, members of our Nursing Department have moved forward in many ways.

The nursing department is collecting data on many nurse sensitive indicators which will provide us a way to look at our own progress and to also compare ourselves to other Magnet® designated organizations. “Nursing-sensitive” measures quantify data related to nurse characteristics, nursing processes in care and patient outcomes. Examples of measures we are formalizing are unit based results regarding pain assessment/intervention/reassessment cycles, peripheral IV infiltrates, patient falls, VTE prevention and pressure ulcer prevalence. Other key indicators we are tracking are our RN vacancy and turnover rates. These figures are important measures for us as they confirm our consistency with the basic premise of the Magnet® Recognition Program --- to identify and celebrate those organizations that attract and retain nurses in a rich, professional practice environment.

We are also looking at the percentage of staff holding professional nursing certification. Our goal is to meet or exceed the staff nurse certification rates for Magnet® designated organizations which is 27.65%. We are examining the highest level of nursing education, including baccalaureate nursing preparation and nursing master’s preparation. Why are these indicators important? Nursing education provides the foundation for critical and innovative thinking and professional certification adds the value of clinical experience to validate the ability to provide high quality care to our patients and families. Moreover, we believe that these indicators influence our quality outcomes. In addition, this year and annually thereafter, we are completing an NDNQI RN satisfaction survey focusing on the practice environment.

As a nursing organization we are committed to providing the best clinical care for our patients. I am proud of the high quality care, critical thinking and compassion that Hallmark Health nurses give to our patients and families. The challenge for each and every one of us is to demonstrate our gains and continue to set high goals as we move forward!

Why Should Nurses Be Certified?

Certification holds numerous benefits for nurses. Whether professional or personal, tangible or intangible, these benefits make a powerful case for pursuing nursing specialty certification.

Credentialing advances the nursing profession by encouraging and recognizing professional achievement. Some of the most important purposes for credentialing programs include:

- Protecting the public
- Meeting the needs of employers, practitioners and the public by identifying individuals with certain knowledge and skills
- Assuring consumers that professionals have met standards of practice
- Demonstrating an individual’s commitment to a profession and to lifelong learning
- Providing an individual with a sense of pride and professional accomplishment

Certification is the formal process by which a certifying agency, such as American Nurses Credentialing Center (ANCC), validates a nurse’s knowledge, skills and abilities in a defined role and clinical area of practice, based upon predetermined standards. Nurses achieve certification credentials through specialized education, experience in a specialty area and a qualifying exam.

Certification is a profession’s official recognition of achievement, expertise and clinical judgment. It is a mark of excellence that requires continued learning and skill development to maintain.

Hallmark Health is committed in its support of nurses pursuing certification. Nurses may use their \$400 yearly professional development allowance to offset the cost of any review course taken in preparation for taking a certified exam (prorated based on scheduled hours). Nurses may also receive reimbursement for the cost of the exam, even for re-certification, upon successful completion and correct documentation.

Visit www.nursecredentialing.org to review the complete listing of all ANCC certifications and their eligibility requirements.

Council Connection

The Nursing Resource and Government Affairs Council

This council is responsible for coordinating with the ACNO for Nursing Resource Management for issues around allocation of nursing resources. The council also monitors and responds to legislation on the local and national level that involves patient care. Most recently the council has been instrumental in working with our local state legislators in support of state Sen. Richard Moore's version of the Patient Safety Act.

The council is looking at issues surrounding patient safety and the development of Lift Teams. The council has also been instrumental in the development of equity in regards to nurses salaries. It is responsible for the selection of the quarterly Daisy Award and Physician Partner of the Year winners.

Currently the council is working on better utilization of Optilink and its acuity system and finalizing a robust self-scheduling policy. It is a hardworking group that is well rounded from both campuses and does lots to support nursing and our many partners. The council meets on alternating campuses the first Friday of the month. If you are interested in joining the council or need more information, contact Deb Cronin-Waelde, RN, BSN, ONC at ext. 3705.

The Nursing Informatics Council (NIC)

NIC served a vital part in the implementation of the electronic Medication Administration Record, eMAR, Bedside Medication Verification (BVM) and BVM computer applications. These applications help staff deliver safe care to our patients and reduce the risk of medication errors. The system also permits clinical information to be shared in an easier fashion to facilitate clinical decision making.

NIC is also an important part of the support team that assists physicians with inputting their orders into the computer. This application Computerized Provider Order Entry, CPOE, is used by all providers.

NIC was recently honored as April's Team of the Month for its SMART Team. SMART stands for Safe Medicating Distraction & Recording through Technology. Fostering collaboration between all health care providers is one of the most satisfying aspects of being part of the council. For more information, please contact Kathy Taylor, RN, Nursing Informatics Specialist at ext. 3886.

The Nursing Education and Research Council

This council is comprised of nurses who think critically and look at evidence to determine best practice that then transforms care at the bedside. Recent research projects using the Iowa Model, include: Approaches to Recognize, Prevent, Manage and Treat Delirium; Music Study in Endoscopy; Serenity Time at Maternity Services; Using an EBP Model to Prevent Post-Op N/V and the upcoming protocol on Therapeutic Hypothermia.

The council meets on the last Tuesday of the month from 9 a.m.-12 p.m., and alternates between campuses. If you are interested in joining or would like more information, please contact Sharon Codi Turcotte at ext. 6793.

The Nursing Quality and Practice Council

The council is represented by many members of the nursing staff from both campuses. The council invites experts from an array of disciplines within the system to speak in regards to current evidenced-based practices. It evaluates these new recommendations and updates policies and procedures to meet the standard of practice.

The council has made tremendous strides in nursing quality improvements in areas such as policy and procedure, safety awareness, nurse rounding, medication safety, patient safety, restraints and legal document awareness and restrictions. The council discusses core measures, NDNQI, and SCIP measures which improve the daily care given to Hallmark Health patients. Thanks to the mentorship from the two ACNOs **Brian Pinelle**, RN, MSN, NEA-BC and **Diane Hanley**, RN-BC, MSN, EJD, who oversee the council, the goal of guaranteeing the communities served by Hallmark Health the best nursing care possible, is being met. The council is co-chaired by LMH nurses **Kathy Sears**, RN, BSN, CNOR and **Joy Welsh**, RN-BC, BSN.

If you are interested in joining or for more information, please contact Kathy Sears, at ext. 6450.



Laurie McCadden, MSN, RN with Jennifer Ulicny, RN and Nancy Gaden, RN, Chief Nursing Officer.

Awards, Certifications and Recognitions

Jennifer Ulicny, RN, System Float nurse, Daisy Award.

Debroah Cronin Waelde, RN, BSN, ONC, recently published *Comprehensive Orthopedic Surgical Program to Improve Patient Experience Increases Satisfaction, Reduces Length of Stay, and Allows More Patients to Be Discharged Directly Home* on the web pages of the Agency for Healthcare Research and Quality of the US Department of Health and Human Services.

<http://innovations.ahrq.gov/content.aspx?id=2656>

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