

nsmcNow!

THE NEWS OF NORTH SHORE MEDICAL CENTER



The new Patient-Centered Partnership Model enables nurses like Jenna Stanley, R.N., of West 1 at NSMC Union Hospital, more time to spend caring for her patients.

WORKING TOGETHER

NEW MODEL IMPROVES PATIENT, CAREGIVER EXPERIENCE

If the patients on West 1 feel like they are getting a bit more attention of late, it is with good reason. Since December 2012, the bustling med/surg unit at NSMC Union Hospital has been piloting a new team-based care model that enables nurses to spend additional time at the bedside and more actively engage patients and families in the decision-making process.

Called the Patient-Centered Partnership Model, this new approach to caregiving is aimed at improving patient safety and satisfaction while also enhancing the work-life experience for frontline caregivers. In addition to West 1, the new model is being piloted on Phippen 6 and 7 at NSMC Salem Hospital and is expected to be rolled out on additional units in months to come.

"There are a number of key components to this new model, but the defining characteristic is that nurses are now formally working together in teams to care for patients," says Anne Barrett, R.N., M.S.N., Associate Chief Nurse and co-chair of the multidisciplinary committee that developed the Patient-Centered Partnership Model.

These teams, ideally comprised of two nurses and one nurse aide (although exact team configurations will vary based on available staff, patient volume and type of unit) are each

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Best Taste Ever!

Record Turnout for Annual Taste of the North Shore Fundraiser

On Friday, April 12, Acura of Peabody was transformed into a festive party scene as more than 400 guests—an event record—mixed and mingled at the 4th annual Taste of the North Shore fundraiser.

Fast becoming a "must-attend event" on the North Shore, this year's Taste featured food from many of the region's finest restaurants, beer and wine tastings, live entertainment and a lively auction hosted by Billy Costa of Kiss 108FM and NECN's TV Diner. An important part of the fundraising efforts associated with the North Shore Cancer WALK, all proceeds from the event will support the renovation of the inpatient oncology unit at NSMC Salem Hospital and support programs at the Mass General/North Shore Cancer Center.

This year's Cancer WALK is taking place on Sunday, June 23, at Salem Willows Park. For more information, please visit NorthShoreCancerWalk.org, email cancerwalk@partners.org or call 866-296-6900.



Television and radio personality Billy Costa working the crowd during the live auction at the 4th annual Taste of the North Shore.



NORTH SHORE
MEDICAL CENTER

The Perfect Patient Experience

Dear NSMC,

I am neither a patient nor family member, but rather a nursing student at North Shore Community College who was assigned to a clinical rotation in your organization. During my rotation, I had the privilege of meeting an employee whose actions, kind heart and comforting words will live with me forever. His name is Ruben Felix, a member of the environmental services/facility management team.

During the period I speak of, I was assigned to care for a patient whom I will refer to as “Mr. Smith.” Mr. Smith was a middle-aged man who had, just the day before, been informed that he was dying. As I cared for him, I became aware of how rapidly his condition was deteriorating. One day I was told that he had about a week to live, the following day I was

informed that it would be a few days or even hours.

While I cared for Mr. Smith, a gentleman named Ruben Felix came into the room to provide cleaning service. Mr. Smith immediately recognized Ruben from a previous stay at the hospital and shared his sad prognosis.

My heart sank as I saw the expression on Ruben’s face, he was visibly shaken by the news, yet he maintained his composure for the sake of Mr. Smith. As Mr. Smith spoke, Ruben reached out and held his hand. Mr. Smith began to cry. “Ruben, I can’t believe I’m going to die, I’m so young,” he said. Ruben continued to hold the man’s hand, offering him peace and promising him hope for the beautiful place that he would soon be visiting. Ruben and Mr. Smith exchanged a few words and Ruben then left the room, noticeably upset.

Fifteen minutes later, while Mr. Smith was asleep, Ruben returned to the room with two cheeseburgers. Mr. Smith had not asked for the cheeseburgers, it was a gesture that Ruben himself felt inclined to make. After speaking with the nurse and ensuring that it would be okay, Ruben, of his own accord, had found Mr. Smith a couple cheeseburgers.

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Information exchange (L–R): Jenna Stanley, R.N., Kaitlin Ferguson, R.N., Debbie Greene, R.N., and Marie Prophete, C.N.A., engaged in a team huddle on West 1 at NSMC Union Hospital.

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assigned a group of patients to care for during their shift. Together they constitute an autonomous, geographically co-located decision-making unit that can shift workloads and responsibilities as patient needs and priorities change.

“Typically, individual nurses were assigned a group of patients to care for during their shift,” explains Barrett. “They would work closely with other nurses, aides, techs and physicians as needed, but really, they were more or less solely responsible for overseeing those patients. In our new model, nurses work together to care for patients, which ensures a built-in support system and access to additional expertise when making important clinical decisions. This is especially useful for the novice nurse and opens up new possibilities for mentoring.”

Another key component to the Patient-Centered Partnership Model is Purposeful Rounding. “With this type of rounding, at least one member of the

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care team visits the patient each hour—unless the patient specifies otherwise—to check on pain levels, bed or chair positioning and toileting needs,” says Debbie Greene, R.N., Assistant Nurse Manager on West 1. “It also gives us an opportunity to organize the room, update the whiteboard and talk with the patient and family about any changes to the care plan.”

Formal team huddles held at the beginning, middle and end of each shift also have been initiated, giving teams a chance to share information in a more structured and standardized format. Currently taking place just outside the patient room, plans are under-way to move these huddles into the room itself to better engage patients and family members.

Integrated into all interactions, says Barrett, are the principles of RELATE communication training—now completed by 90 percent of all NSMC staff—which ensures consistent, respectful two-way dialogue between staff and patients during every conversation.

“This model represents a new philosophy of nursing care on our inpatient units,” says Bea Thibedeau, R.N., Senior Vice President of Patient Care Services and Chief Nursing Officer. “In addition, it aligns nicely with our nursing strategic priorities, which include workflow efficiency, clinical and service excellence and professional accountability. With an aim to deliver patient-centered interdisciplinary care, we believe this new approach positions the nursing service for success in a team-based model.”

“I love this new care model, it’s really making a big difference on our unit,” says Marie Prophete, C.N.A., a nurse aide on West 1. “Now I always have

backup and support and people to consult if I have questions. There’s also a much greater sense of camaraderie.”

As for the patients and families, Barrett says the early reports are positive. “The model is still very new and continues to evolve, but everything we are hearing from patients and families is very promising. They can tell they are getting an added level of attention and they really seem to appreciate it.”



(L–R) Debbie Greene, R.N., and Jenna Stanley, R.N., working together to care for patients on West 1 at NSMC Union Hospital.

Dr. Zarren Honored with Holyoke Award

Harvey Zarren, M.D., has been named the nineteenth annual recipient of the Dr. E. Augustus Holyoke Memorial Award. This award is given by the NSMC Medical Staff to members of the community to recognize

professional excellence.

Dr. Zarren received the award at the 29th Annual John B. Ballou, M.D., Memorial Lecture, held on February 28 at the Kernwood Country Club in Salem.

A dedicated physician and believer in using hope, humor and education to empower personal responsibility,

Dr. Zarren has been

caring for patients on the North Shore since 1975. He practiced medicine as an internist and a cardiologist for 32 years and, in 2001, began to focus his career on wellness, nutrition and healing through hypnosis.

Currently, Dr. Zarren offers patients wellness consults during which he takes extensive histories and uses clinical hypnosis to facilitate changes in body biology and is an Assistant Clinical Professor at Tufts University School of Medicine. He also continues to facilitate a number of educational programs for both patients and staff at NSMC, including the Schwartz Rounds at Union Hospital and the Healing Your Heart and Healing With Hope support groups. Dr. Zarren also sits on the boards of the New England Society of Clinical Hypnosis, the Integrative Medical Alliance and the Food Studies Institute. He is a Patron for New Approaches to Cancer in the United Kingdom and runs workshops and retreats around the United States and internationally.



Dr. Harvey Zarren and his wife, Gail, at the Holyoke Award Ceremony.



Sandy Votano, *Administrative Assistant, Maintenance Department, NSMC Union Hospital*

Sandy Votano likes to describe the maintenance department at Union Hospital as being the nerve center of the facility. With good reason. It is from their busy basement offices, after all, that a team of plumbers, electricians, heating and air-conditioning specialists, boiler room techs, groundskeepers and other skilled handymen monitor, maintain and repair all manner of systems and services that ensure normal daily operations.

As the first point of contact for anyone trying to reach the maintenance department (and the only woman on a team of 14), Votano knows better than anyone just how essential her department is to the daily functioning of

Union Hospital. She's the one who fields requests, coordinates work, orders parts, manages paperwork and otherwise makes sure that all jobs are tended to in a timely and professional manner. She is also the resident locksmith.

"The phone never stops ringing, we're just constantly busy," says Votano. "People contact us about everything and anything you could ever imagine, but the majority of our calls are related to plumbing, heating and air-conditioning. But really, there's always something out of order or making a strange noise that needs to be fixed."

Votano describes her work environment as being very friendly. "I feel like I'm working alongside my family, it's just a great group of people," she says. Until last year, she was working in the same building with her actual sister, Nancy Lauzon, R.N., a longtime operating room nurse at Union Hospital who recently retired.

A native of Lynn, Votano has been working at Union Hospital for more than two decades. She began her career in the blood bank and also held positions in the lab and in telecommunications before joining the maintenance department in 1994. Married with two grown children, she loves traveling and spending time with her grandchildren.

"I feel like I'm working alongside my family, it's just a great group of people."

Code Silver: NSMC Introduces New Security Warning

Following guidelines established by the Department of Homeland Security, North Shore Medical Center, Massachusetts General Hospital and healthcare organizations across the country have introduced a new security code to indicate the presence of an armed assailant on hospital property. The new Code Silver policy and associated guidelines for staff were rolled out in February.

"One only need watch the evening news to know why this type of security code is so important," says Phil Stewart, Director of Security. "It's unfortunate, but it's today's reality, and we have to be prepared for any possible emergency incident that might arise."

In addition to implementing the new Code Silver guidelines, the NSMC security staff has engaged in additional training related to the policy. An armed assailant security drill was also held this past winter that involved representatives from security, senior and clinical leadership, emergency preparedness and public relations.

Updated security badge extenders that include the new Code Silver policy along with other emergency information are now available from the Security Department. Please call 978-354-2521 (Salem) or 978-477-3669 (Union) for the new badge extenders. If you have any questions about the Code Silver policy or would like to schedule training, please contact Phil Stewart, Director of Security, at 978-354-2526.

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A short time after Ruben left, Mr. Smith awoke. I told him about what Ruben had done and his face, if for even just a moment, reflected that of a person who had not a worry in the world: "Ruben is a good man you know, a really good guy," he said. Mr. Smith proceeded to take a few bites of a burger. "Ryan, this is the most delicious burger I think I've ever had." Less than 48 hours later he passed away.

Typing this letter has come with great difficulty for me. No matter how hard I try to convey the great appreciation I have for Ruben, what he does and what he did on this day, I feel that words alone cannot accurately accentuate this enough. As a nursing student, working alongside people involved in direct patient care, I have tried to take pieces of each great person I have encountered in the hope of enriching my own future practice. Ruben is now one of these people and I thank him for going above and beyond and making such a lasting impression.

Respectfully,
Ryan A. Wilkins

The Perfect Patient Experience is a regular column featuring letters submitted to NSMC by patients and families that honor and celebrate staff who combine clinical expertise and compassion to deliver a perfect patient experience. Letters may be edited to fit space.

Employee Assistance Program

The Employee Assistance Program (EAP) is a workplace-based consultation, short-term counseling, information and referral program for employees and their families. The EAP offers assistance with all types of personal, family or work-related concerns. For more information, call 866-724-4327 or visit eap.partners.org.

Has Someone Made Your Day?

"Made Someone's Day?" is a simple and easy employee recognition program to acknowledge and celebrate service excellence at NSMC. Honor your colleagues: call 781-581-4567, e-mail NSMCRognition@partners.org or submit an online recognition form found on the NSMCConnect homepage.