

nsmcNow!

THE NEWS OF NORTH SHORE MEDICAL CENTER



Antonio Lugo of Environmental Services went out of his way to ensure that the Radiology Department had a successful Joint Commission survey.

10,000 ACTS OF KINDNESS

“MADE SOMEONE’S DAY” EMPLOYEE RECOGNITION PROGRAM HITS MILESTONE, CONTINUES TO GROW

The citations just keep pouring in. Since the “Made Someone’s Day” employee recognition program was introduced in 2009, between 40 and 60 citations are still received by the Human Resources Department on a weekly basis—each brimming with words of praise, gratitude and appreciation for NSMC staff members who have gone out of their way to make someone’s day a little brighter. The program recently hit—and then quickly exceeded—the 10,000-citation milestone.

“Simple acts of caring and compassion are the foundation of the ‘Made Someone’s Day’ program,” says Art Bowes, Senior Vice President of Human Resources. “The program also encourages behavior that reflects our Commitment to Excellence standards.”

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Future Perfect

Collaborative Workshop Engages Staff in Planning for Salem Campus Expansion

The excitement and creative energy were almost palpable in the Davenport conference rooms this past January 13–17 where more than 60 members of the NSMC community—a broad cross-section of clinical and administrative staff as well as a patient representative—came together for a workshop to brainstorm ideas for the new Emergency Department and inpatient units planned for the Salem Campus.

Facilitated by an instructor from the Virginia Mason Institute—an industry leader in healthcare process improvement methodology—the workshop encouraged participants to “think like a 12-year-old” and approach the experience with an open mind.

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Participants in the Salem Campus planning workshop engaged in a brainstorming exercise.

The Perfect Patient Experience

[Letter sent to Robin Rossignoll, R.N., Patient Care Director of ICU, Respiratory Therapy and Rapid Response]

Dear Ms. Rossignoll,

This letter is to express my family's deepest gratitude and appreciation for the extraordinary care delivered to my mother during her ICU stay in October 2013. Her diagnosis of bacteremia, septic shock, endocarditis and spinal abscesses required substantial medical expertise, which was certainly in evidence at your facility. What was most impressive to us, however, was your compassionate care and teamwork. This outstanding care enabled my mother to recover and was such a comfort to my entire family.



While everyone deserves praise, there are several examples we would like to share:

Dr. Christine Blaski was clearly a great leader, teacher and team builder who consistently went above and beyond. We were invited to join rounds and felt we had information and test results as soon as possible. She was always available to answer questions and discuss options.

Dr. Ruta Shah and the IV team spent a considerable amount of time patiently explaining to my understandably concerned father the process for, and infection risks of, inserting a PICC line.

Dr. Michael Medlock's incredible surgical skills that enabled my mother to regain use of her arm were exceeded by his kindness and empathy in discussing her prognosis.

So many were focused on mom's pain management and comfort, including Dr. Reid, Dr. MacDonald and nurses Molly, Michelle, Theresa, Ivy and John.

During a particularly difficult moment when I stepped out of the room, both the receptionist and Dr. Corina Filip came over to check on me.

I often tell people that the decision to bring my mother to a Partners hospital saved her life, and I truly believe that. Thank you for all that you did and continue to do for her.

Sincerely,

Jen M.
Washington, DC

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.

Made Someone's Day

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To celebrate the 10,000-citation milestone, *NSMC Now* is profiling three recent "Made Someone's Day" award recipients who have been honored by their peers or a patient.

Antonio Lugo, Environmental Services, Salem Hospital

When a delegation from the Joint Commission arrives to conduct an unannounced site survey, it's imperative that the entire facility be as clean and clutter-free as possible. For Antonio Lugo, a member of the Environmental Services team in the Radiology Department for the past five years, this is an easy goal since his unit consistently exceeds cleanliness standards.

This past November, however, Lugo was thrown a curve ball when the Joint Commission arrived on the Salem Campus. In addition to his normal responsibilities, he was also called upon to address some unexpected facility-related ventilation concerns in his area that, while not serious, required immediate attention. Without hesitation, Lugo helped rectify the situation.



"Antonio took on tasks that were well beyond his everyday job responsibilities to ensure that we had a positive survey outcome," says Irene Tate, CT Supervisor, who nominated Lugo for a "Made Someone's Day" citation. "He has a great work ethic and wonderful attitude and we are very lucky to have him on our unit. He has a lot of fans!"

The imaging area at NSMC Salem Hospital is so tidy, in fact, that patients and visitors often go out of their way to mention it to Tate and other staff members. One patient



recently went so far as to laud the unit's cleanliness in a customer satisfaction survey focused on clinical care. "Never in my career has a patient commented on the cleanliness of the radiology facility in a clinical satisfaction survey," laughs Tate. "The fact that someone mentioned it says a lot about Antonio."

Andrea Reddy, R.N., Infusion Center, Union Hospital

Welcome to the "No Worry Zone." That's how Andrea Reddy, R.N., describes the Infusion Center at NSMC Union Hospital—a place where patients and families can rest assured that they will be well cared for by a close-knit staff that prides itself on delivering exceptional care in a supportive atmosphere.

Known as much for her playful sense of humor and lively banter as for her clinical expertise, Reddy says her goal is to make every patient feel welcome, relaxed, comfortable and just a little bit pampered.

"When a patient first arrives in the Infusion Center, they are usually feeling pretty worn out and frightened—some have been quite sick," says Reddy. Many, she adds, are also feeling overwhelmed by the prospect of an extended regimen of daily—if not twice-daily—visits to the hospital for

treatments, each lasting an hour or more. "I treat the patients as though they are guests in my home and try to make the whole experience as pleasant as possible. I tell them to leave the worrying to us."

The patient who nominated Reddy for a "Made Someone's Day" citation—a woman with limited mobility due to a severely infected spider bite—compared her experience in the Infusion Center to a stay at a "fancy hotel." Working in close collaboration with staff from other departments at Union Hospital, Reddy made sure that this patient received VIP treatment from the moment she arrived without ever having to leave the comfort of her infusion chair.

"I love being a nurse, what can I say?" laughs Reddy. "It may sound strange after all these years, but I'm as passionate about it today as when I first started 34 years ago."

Joseph Cole, Sitter, Salem Hospital

This wasn't a typical assignment for Joseph Cole. A sitter at NSMC Salem Hospital for the past three years, Cole's job is to keep a close eye on patients who are in any way a safety risk either to themselves or others. More often than not, this involves sitting at the bedside of patients who are elderly, frail,

confused or extremely sick and who are at risk of falling. It's an important position that requires a great deal of patience, focus and compassion.

It was Cole's role in caring for an active pediatric patient with special needs, however, that earned him accolades from the nursing staff at MassGeneral for Childrens at North



Shore Medical Center. "Joe didn't just sit at the bedside with this patient, he was an active participant in his care and became a valued member of our team," says Jennifer Faragi, R.N., who recognized Cole with the "Made Someone's Day" citation. "Whether it was getting him dressed, helping him brush his teeth, taking him for walks, getting him a snack, joining him for games or listening to music, Joe was committed to keeping this patient happy and safe."

The patient, a teenager who required 24/7 observation over an extended inpatient stay, was mostly non-verbal, which added another layer of complexity to an already challenging situation. Cole rose to the occasion. "Joe learned to understand the patient's body language and was always able to meet his needs," continues Faragi. "He could tell when the patient was getting restless or upset and knew how to redirect his attention and keep him occupied."

For his part, Cole says he felt a special connection with this particular patient since they were relatively close in age. "He was just a really nice kid and I enjoyed getting to know him," says Cole modestly. "That's what I like about being a sitter, I meet all kinds of different people and do my small part in making their hospital experience a little better."

Future Perfect

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Participants in the Salem Campus planning workshop engaged in a hands-on activity.

Chief Medical Officer and Senior Vice President of Medical Affairs. "We have a unique opportunity to build a facility that will enable us to not only deliver high-quality, patient-centered care that is safer and more cost-effective, but will also set a new standard for how healthcare is delivered on the North Shore for decades to come."

Broken into two workgroups—one focusing on the Emergency Department, another on the inpatient med/surg units—the participants engaged in a variety of brainstorming exercises, hands-on activities and lively discussions over the course of the week, each geared toward understanding and improving the patient experience. In preparation for the event, three months of observation and data collection were also conducted in units across the medical center to give participants a snapshot of the current patient experience and inform the planning process. By all accounts, the atmosphere over the course of the week was one of collaboration, collegiality and creative thinking.

"The whole week was a blast," says Lee Ann Baldini, R.N., Director of Case Management. "Being able to focus exclusively on doing what's best for the patient, without any restrictions, really gave us a chance to look at things differently." For Baldini, working with staff from other areas of the hospital was key to the success of the experience. "We all come into contact with patients in different ways and hearing the perspective of other staff members was incredibly informative."

Kate Pettis, R.N., of the Salem Hospital Emergency Department, also found the inclusive nature of the workshop beneficial. "I often feel as though I work in an emergency room bubble, so it was good to hear everyone else's perspective," says Pettis. "It was also great to have nurses and other direct caregivers involved in the process because we are with the patients every day and have a good sense of what needs to happen to care for them."

"What was really evident from the very beginning of the workshop was that everybody wants our patients to have a perfect experience," says Barry Jones, Director of NSMC's Laboratory. "We all approach the planning process from a different perspective and bring our own expertise to the table, but we're all in it together."

Ideas gathered at the workshop are being compiled into a final summary report by a planning committee, which will then be used to help direct the design process as it moves forward. The Virginia Mason Institute will also continue to provide guidance and support throughout the project.



WINING AND DINING FOR A CAUSE

BILLY COSTA TO HOST 5TH ANNUAL
GOURMET GALA ON FRIDAY, MARCH 28



Over the past four years, NSMC's Gourmet Gala—formerly known as the Taste of the North Shore—has become a “must-attend event,” drawing hundreds of guests to enjoy delicious food from some of the area's finest restaurants, spirited entertainment and a lively auction. Hosted by radio personality Billy Costa of KISS 108FM, all proceeds from this year's event will support oncology services at North Shore Medical Center and the Massachusetts General/North Shore Cancer Center.

Among the restaurants participating this year are: 5 Corners Kitchen, 9 Elm, 62, The Blue Ox, Colonial Hall at Rockafellas, Creative Catering, Davio's, Finz, Henry's, Legal's C Bar, Opus, Pellana, Salem Waterfront Hotel & Marina, Tavern in the Square, Topsfield Bakeshop, Treadwells, Turner's Seafood at Lyceum Hall and the Whoo(pie) Wagon.

The 5th annual Gourmet Gala will take place on March 28, 6 to 9 p.m., at Acura of Peabody, 233 Andover Street, Peabody. Tickets are \$60. To order, visit northshorecancerwalk.org or call 866-296-6900.



SAVE THE DATE
Sunday, June 22!

FOR THE 2014 NORTH SHORE CANCER WALK



Eileen Morris, R.N., Pacemaker / ICD Clinic, Salem Hospital

When patients have an ICD—or implanted cardiac defibrillator—they live with the knowledge that they could receive an electrical shock at any time, in any place. Albeit a shock that jump-starts the heart should it begin to beat dangerously fast, but a significant shock nonetheless—one that some have even likened to being kicked in the chest by a mule.

“As technology gets more sophisticated, patients are less likely to receive a shock and more never will,” says Eileen Morris, R.N., of the Pacemaker / ICD Clinic. “But just knowing that it *could* happen can cause a lot of anxiety.”

Implanted near the collarbone of patients at high risk for sudden cardiac arrest due to an abnormally fast heart rhythm, an ICD is a small electronic device roughly the size of a pocket watch that both monitors the heart and delivers a quick jolt if an erratic rhythm is detected. A pacemaker is a similar, smaller device that helps the heart maintain a regular rhythm through low-level electric stimulation.

“Both pacemaker and ICD patients are monitored closely and have their devices checked at least four times a year either in our clinic or via web-based technology,” says Morris, who has been working with pacemaker and ICD patients at NSMC since 1977. “There are currently more than 2,500 patients being monitored by our clinic, some who have been coming in for more than three decades.”

Because some ICD patients worry about experiencing a shock, they tend to benefit greatly from support groups where they can share their concerns and learn from others, says Morris. NSMC currently runs two such support groups, one that is open to men and women of all ages and another exclusively for young, active women. The latter, cleverly called the Defibrilladies, was started by Morris several years ago at the urging of a patient and, to her knowledge, is the only such group of its kind in the country.

A 1972 graduate of the Salem Hospital School of Nursing, Morris started her career in the Salem Hospital ICU before moving to the Cardiac Catheterization Lab and has been associated with the Pacemaker/ICD Clinic ever since, exclusively for the past 10 years.

“There are currently more than 2,500 patients being monitored by our clinic, some who have been coming in for more than three decades.”

Team NSMC Needs You!

Would you like to serve on the Team NSMC Cancer WALK Committee? Meetings are held once a month from March through June for 45 minutes. Staff from all locations are needed to promote the WALK and help build excitement for the event. Members will also assist with special projects and help brainstorm new ideas. If you would like to serve on this committee, please contact Susan Lausier at slausier@partners.org or 978-825-6232.

Save the Date: NSMC Employee Golf Tournament – June 16

NSMC will be hosting its annual golf tournament for employees, medical staff and their guests on Monday, June 16, at the Ferncroft Country Club in Middleton. The cost to participate is \$150 and includes golf fees, cart, dinner and gift. Check-in will be open at 12:30 p.m. and the tournament will begin at 1:30. For more information or to register, please contact Rachel Chase at rmchase@partners.org or 978-825-6236.

Achievements

Beth Baker, R.N., B.S.N., P.C.C.N., of Davenport 5 at the NSMC Salem Hospital recently passed the AACN progressive care exam.

Joanne Corsetti, M.S., R.N.B.C., recently earned certification in nursing professional development from the Association for Nursing Professional Development.

Maureen Curley, R.N., M.S.N., C.I.C., of Infection Prevention, recently passed the certification board of infection control exam.

Bridget Hurlburt-Webster, R.N., B.S.N., C.C.R.N., C.S.C., recently earned certification in cardiac surgery from the American Association of Critical Care Nurses.

Angela Mather, R.N., an IV therapy nurse at NSMC Union Hospital, recently passed the vascular access certification exam.

Melanie McGilloway, R.N., B.S.N., C.C.R.N., recently passed the American Association of Critical Care Nurses exam.

Howard Waldman, M.D., Ph.D., was part of a team that published a research paper entitled “Reporting Trends and Outcomes in ST-Segment-Elevation Myocardial Infarction National Hospital Quality Assessment Programs,” in the January 14, 2014 issue of *Circulation*, the Journal of the American Heart Association.

Pandy Corey, R.N.; Katelyn Ferguson, R.N., B.S.N.; Debbie Greene, R.N., B.S.N.; and **Katie Rathbun, M.S., R.N.**, of West 1 on the NSMC Union Hospital campus, each passed the ANCC medical surgical exam this past fall.

Ann DeLuca, R.N., C.P.A.N.; **Judy Gallagher, R.N., C.P.A.N.**; **Maggie Kilczewski, R.N., C.P.A.N.**; **Jeanne Kornachuk, R.N., C.P.A.N.**; **Lisa O’Neil, R.N., C.P.A.N.**; and **Julie Perry, R.N., C.P.A.N.**, from the Salem Campus, and **Patti Calascibetta, R.N., C.P.A.N.**; and **Lois Cakounes, R.N., C.P.A.N.**, from the NSMC Union Hospital campus, all recently received specialty certification in perianesthesia nursing.