

BWFH NURSE

NEWS FOR AND ABOUT
BWFH NURSING STAFF



WE'RE ON OUR WAY!

BWFH has officially submitted its intent to apply for Magnet Designation. Members of the Department of Nursing are now busy gathering information, writing and preparing documents for submission in August of 2018.

Achieving Magnet Designation is our way of demonstrating that BWFH is:

- A high performing organization
- An organization in which nursing has a voice
- A destination hospital for both patients and employees

In the coming months, the Department of Nursing asks for your support in this important mission.

NURSE RECOGNITION AWARDS HIGHLIGHT THE WORK OF BWFH'S MOST ACCOMPLISHED NURSES

Each year, during National Nurses Week, BWFH celebrates its nurses with awards recognizing excellence in critical thinking, commitment to patient teaching, continuing education and outstanding delivery of patient- and family-centered care with compassion and dignity. This year's winners are just a few examples of the work being done each and every day within the Department of Nursing.

BWFH President Michael Gustafson, MD, MBA, spoke at the Nurse Recognition Awards ceremony, thanking the families who so generously support the Nurse Recognition Awards each year and congratulating the recipients. "We are so very proud of the nursing care that's delivered at BWFH. It is at an exceptionally high-quality level. It continues to amaze me on a day-to-day basis," he said.

Kimberly Danna, RN, from 6 North, Mary Malinn, BSN, RN, from the PACU and Brenda Miele, BSN, RN, from 7 South all received Mrachek Awards. The Mrachek Award was established in 1995 and is given to three members of BWFH's Department of Nursing in recognition of their clinical skills and to support their continuing education in the nursing profession.



Kimberly Danna, RN



Mary Malinn, BSN, RN



Brenda Miele, BSN, RN

The Mary Devane Award was established in 1998 to be given to any member of BWFH's Department of Nursing (RN, PCA, UST, MHW, Secretary) in recognition of their commitment to delivering patient care with compassion, kindness and humor. This year, the Devane Award went to Tonya Green, Department Secretary in the Gregory Endoscopy Centre. Members of the Devane family were on hand to present the award.

Members of the McAlarney family were on hand to present their award to Jill Benoit, BSN, RN, from the PACU and Erica Ricci, BSN, RN, from 7 South. The Angela McAlarney Award was established in

2003 to be given to a member of BWFH's Department of Nursing in recognition of excellence in patient and family education.

Finally, Helen Driscoll, RN, CGRN, from the Gregory Endoscopy Centre received the Elaine Hazelton Memorial Scholarship Award from Mr. Hazelton. Elaine Hazelton's family established this award in 2009 to be given to a nurse who demonstrates a dedication to BWFH within the practice and advance of nursing. This recipient should be continuing his or her nursing education.



Tonya Green



Jill Benoit, BSN, RN



Erica Ricci, BSN, RN



Helen Driscoll, RN, CGRN

LEADERSHIP UPDATE



Cori Loescher, MM, BSN, RN, NEA-BC, has been named Interim Chief Nursing Officer



Lynne Morrison, MS, RN, has been named Interim Associate Chief Nurse of Inpatient Nursing



Colleen West, MBA, BSN, RN, CPHQ, has been named Nursing Professional Development Director



Billy Babine, BSN, RN, has been named Acting Nursing Supervisor



Patricia Marinelli, MSN, RN, has been named Nurse Director of the IV Team in addition to her role as Nurse Director of the ICU



Aliesha Wisdom, MSN, RN, CNL, has been named Nurse Director on 6 South



Juliet Gleason, MBA, MSN, RN, has been named Nurse Director on 7 North



Mary Anne Barry, MBA, BSN, RN, has been named Acting Nurse Director on 7 South

LEADING THE WAY: UNIT BASED COUNCILS MEET DURING NATIONAL NURSES WEEK

During National Nurses Week, BWFH's Department of Nursing brought together nurses from each unit for a Unit Based Council Summit. Attended by nurse leaders and representatives from each of the Unit Based Councils, the day provided the opportunity to share ideas and best practices. The topics for the day supported on-going leadership advancement for nurses under the ANA leadership domains of "Leading the Way: Leading yourself, leading others, leading the organization."

The summit began with an update on BWFH's quest for Magnet Designation by Director of Nursing Professional Development Colleen West, MBA, BSN, RN, CPHQ. West told the group that BWFH has submitted its intent to apply, which has been accepted. The department now has an official application date of August 2018. She then went on to talk about the process and the importance of Magnet Designation where she outlined the history of the Magnet program and what the model looks like today. "It's all about nursing excellence," she said. West then pointed to the Magnet website which lists research showing how the structures and processes put in place by the Magnet model can make a difference. She said, "There are improved patient outcomes, better nurse satisfaction and better professional environments for nurses to practice within."

Later in the morning, there was a discussion about the Department of Nursing's strategic plan for 2017. The plan encompasses five areas: Growth, Financial Performance, Quality and Safety, Service Excellence and Staff Engagement. Each of the Unit Based Councils had the opportunity to share the specific things going on in their units to achieve these goals.

The morning was rounded out by a presentation by Program Director of Integrative Nursing at Dana-Farber Cancer Institute Shanna D. Hoffman, RN, MSN, AGCNS-BC, titled "Using Cognitive



7 North Clinical Leader Jackie DeJean, BSN, RN, shares her unit's Growth

Reframing During Stressful Situations" and a shared governance update by Associate Chief Nurse of Practice and Innovation Helene Bowen-Brady, DNP(c), MEd, RN-BC.

After lunch, Jodie Bavineau, BSN, RN, CGRN, and Kathy Glennon, RN, from the Gregory Endoscopy Centre were joined by Nurse Director for the OPIC and Gregory Endoscopy Centre Susan FitzMaurice, MPA, BSN, RN, Bowen-Brady and Nurse Scientist and Regis College Professor Margaret Oot-Hayes, PhD, RN, to share news of the poster and podium presentations BWFH nurses have done in 2017. Oot-Hayes and Bowen-Brady then conducted a session on writing abstracts for future submissions.

At the conclusion of the day, each Unit Based Council provided an update on the clinical questions they have been working on.

After a full day, Bowen-Brady thanked the group for their continued dedication. "I want to thank everyone for coming and participating and sharing," she said. "This is one of my favorite days of the year."



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NEW UNIT BASED COUNCILS GIVE VOICE TO MORE STAFF WITHIN THE DEPARTMENT OF NURSING

With the establishment of three new Unit Based Councils at BWFH, even more members from the Department of Nursing are focused on shared governance. Welcome to our newest Unit Based Councils!



Unit and Department Secretary Unit Based Council

Co-Chairs: Brittany Hall (front row, far right) and Carolene Lewis (not pictured)



Nursing Support Staff Unit Based Council

Co-Chair: Dela Lolonga, PCA (front row, far right)



Case Management Unit Based Council

Co-Chairs: Kathleen Lang, BSN, RN, (front row, left) and Jocelyn Alexandre, BSN, RN, ACM-RN (front row, right)

PRE-OP HOLDING CELEBRATES THE GRAND OPENING OF THEIR NEW PATIENT RESTROOM

In Pre-Op Holding at BWFH, staff help patients prepare for surgery. Patients are asked to sign paper work, tests may be performed on the day of the procedure, vital signs are checked, medications are reviewed and IVs are inserted. At this time, patients are also asked to change into a hospital gown. Unfortunately, the Pre-Op Holding area at BWFH does not have a restroom for patients, meaning they have to walk back through the patient area waiting room to use the facilities. But with the grand opening of a brand new patient restroom in Pre-Op Holding, patients can now feel much more comfortable.

Providing a close bathroom helps calm patients' anxieties as they wait to go into the OR. The proximity of the new bathroom helps maintain patient privacy and provides a feeling of comfort and being cared for.



Carolyn Geoghegan, RN, Phyllis Garr, RN, Margaret Foley, BSN, RN, and Gail Nuzzi, BSN, RN, cut the ribbon officially opening the Pre-Op Holding patient restroom

REGIS COLLABORATES WITH BWFH ON iPad STUDY

Is it more effective for patients to read instructions before surgery on a piece of paper or by watching a video on an iPad? A new study by Regis, a leading Catholic university in Greater Boston, and BWFH, will answer that question.

The collaborative study, “iPad Education to Optimize Patient Teaching and Efficiency in the Preoperative Setting,” aims to increase a patient’s knowledge and satisfaction, and decrease patient anxiety. BWFH’s Nurse Scientist and Regis College Professor Margaret Oot-Hayes, PhD, RN, and Weiner Center for Preoperative Evaluation Nurse Practitioner Robin Kaufman, DNP, APRN, FNP-BC, are the lead investigators of the study. The study was funded by a Regis faculty grant made possible by alumna Virginia Pyne Kaneb.

The study, launched in mid-January, gives a control group the standard paper version of the perioperative instructions and the experimental group receives an iPad to watch a video version of the instructions. “We hope that technological innovations are adopted in all units of the hospital to improve patient outcomes and reduce ineffective processes,” said Oot-Hayes.

The eight-minute video was produced by Patrick Brosnan Photography. Six iPads were donated by Regis and BWFH’s Director of Perioperative Services Kathleen Merrigan, MSN, RN, secured the donation of iPad covers and headphones. Results are expected soon.

BWFH NURSES PRESENT AT ONL SPRING MEETING

BWFH’s Department of Nursing was well represented at the Organization of Nurse Leaders (ONL) for Massachusetts, Rhode Island, New Hampshire and Connecticut Spring Meeting at Mohegan Sun. During the conference, where the topic was “Mental Health Integration—Improving Care for Patients with Behavioral Health and Substance Use Disorders,” nurses from both the Gregory Endoscopy Centre and the Outpatient Infusion Center (OPIC) had poster presentations during the exhibit session.

From the Gregory Endoscopy Centre, Kathy Glennon, RN, and Jodie Bavineau, BSN, RN, CGRN, presented a poster based on their Unit Based Council work titled “AM vs. PM Colonoscopy: Is It Timing or Lack of Patient Education?” For both nurses, this was their first experience presenting their work at a conference.

“I thought the conference was interesting,” says Glennon. “There was a lot of activity at our poster. Everyone seemed interested in our information and it was interesting to see what others are working on in their institutions.”

Bavineau was also impressed by the interest shown to their project. “People did stop to ask questions. Some were surprised about the outcome of the study,” she says. “Some people felt that the patients waiting for afternoon colonoscopies would not be as cleaned out as the people having colonoscopies in the morning. As usual other nurses were not afraid to speak about their experience with different preparations as well as their colonoscopies. It was enjoyable and interesting being there answering questions about our study.”

The OPIC also submitted its Unit Based Council work titled “Let’s Get to the Bottom of This: Reducing Hemolysis in Blood Bank Specimens for Transfusion Patients.” Stepping in to fill in for the OPIC’s Virginia Grace, BSN, RN, OCN, at the conference was Nurse Director for the OPIC and Gregory Endoscopy Centre Susan FitzMaurice, MPA, BSN, RN. “It’s so empowering for nurses to be able to share their work in a professional setting such as the ONL meeting,” she says. “Showcasing Unit Based Council work is inspiring not only to our own institution and nursing staff, but also



From left: Kitty Rafferty, MS, RN, NEA-BC, Jodie Bavineau, BSN, RN, CGRN, Susan FitzMaurice, RN, BSN, MPA, and Kathy Glennon, RN

to our colleagues throughout New England. Nurses taking an active role in the redesign of patient care is exciting!”

To help prepare both projects for submission to the conference, Nurse Director for Interventional Radiology/Interventional Nephrology and the Pain Management Center Barbara Peary RN, MS, who is also the Co-Chair of the Evidence Based Practice Committee, helped the teams write their abstracts and submit them to ONL. Once their projects were accepted, both teams worked on their posters and prepared for the conference with Associate Chief Nurse of Practice and Innovation Helene Bowen-Brady, DNP(c), MEd, RN-BC, Nurse Scientist and Regis College Professor Margaret Oot-Hayes, PhD, RN, and Peary.

At the conference, Glennon, Bavineau and FitzMaurice were all present, along with Associate Chief Nurse of Ambulatory and Perioperative Services Kitty Rafferty, MS, RN, NEA-BC, and Psychiatric Nurse Director Paula Knotts, MSN, RN, NE-BC, RN-BC.

PAWS WITH A CAUSE: ANIMAL ASSISTED THERAPY PROGRAM BENEFITS INPATIENTS AT BWFH

Pets bring great joy to a home. The same is true in the hospital setting. At BWFH, inpatients in the Psychiatry Department and on the sixth floor benefit from visits from certified therapy dogs. Through animal assisted therapy, patients' social, emotional and cognitive functioning can be improved, and their day is simply brightened when they are greeted by a wet nose and wagging tail.

Through the Pets and People Foundation, BWFH now has three therapy dogs who volunteer to visit along with their owner/handlers. The Pets and People Foundation trains the owner/handlers and their animals to provide "people therapy through pets." The foundation then pairs appropriate animals with institutions throughout Eastern Massachusetts.



Burton visits 6 South



Zoey visits 6 South



**Pheobe visits 2 South
and 6 North**

All visits from certified therapy dogs adhere to the stipulations laid out in BWFH's policy regarding animal assisted therapy (available at <https://hospitalpolicies.ellucid.com/documents/view/12280>).

WE CARE: RECENT I CARE RECIPIENTS GO ABOVE AND BEYOND TO MAKE BWFH A GREAT PLACE TO WORK AND RECEIVE CARE

BWFH's I CARE Award recognizes staff members who go above and beyond their regular job responsibilities to make BWFH a great place to work and receive care. In recent months, the Rewards and Recognition Committee has delivered I CARE Awards to staff members from all over the hospital.

Congratulations to all our I CARE Award recipients!



Patricia Hanley, BSN, RN



**Jessica Ollis, BSN, RN, Ellen O'Connor, BSN, RN,
and Alyssa Nania, BSN, RN**



Dela Lolonga, PCA



Saubrina Grant, PCA



Anne Marie Bosse, RN



Elaine Griffin, RN



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www.youtube.com/user/faulknerhospital

7 NORTH AND 7 SOUTH NURSES PARTICIPATE IN JACKI RESEARCH PROJECT

By Peggy Tomasini, RN, 7 South Clinical Leader, Mary Anne Barry, MBA, BSN, RN, 7 South Acting Nurse Director, and Jackie DeJean, BSN, RN, 7 North Clinical Leader

In the first week of December 2016, BWFH nurses on 7 North and 7 South nurses began participating in a study sponsored by Dana-Farber Cancer Institute to measure the reduction of pain in post-mastectomy patients by wearing a garment called the "Jacki." The study will continue through the end of December 2017. Nurses within the Department of Plastic and Reconstructive Surgery are also involved in the study.

The Jacki was invented by a cancer survivor who leads A Little Easier Recovery, a non-profit company in Massachusetts that supplies Jackis to patients recovering from mastectomy. The Jacki is a garment that includes pockets all around the inside bottom edge to hold drains, as well as stitching between pockets for a secure fit. The Jacki is also designed to be comfortable and easy to put on when mobility is limited. The Jacki provides independence, dignity and warmth, and helps the patient feel more like them self again. The investigators in this study are hoping to learn whether the jacket is effective in reducing pain and discomfort from the time the participants leave the hospital until the time their drains are removed.

During the first post-operative day, patients are recruited to participate in the study. The patients are randomly selected by Dana-Farber Cancer Institute. Study participants are given a Jacki and instructions on its use. Only women who undergo immediate reconstruction are asked to participate. Patients are solicited by Erica Fox, RN, MEd, a research study coordinator from Dana-Farber Cancer Institute. Fox offers an explanation of the study, obtains consent and is present at the post-operative follow-up appointment to gather patient data.

Patients are asked to keep a diary at home to track their experience, exclusive of both day of discharge and day of follow-up appointment. This diary is collected at their follow-up "drain pull" appointment.

The nurses on the seventh floor at BWFH are familiar with the Jacki, as well as providing patients with information on its use. This is the first time this jacket will be tested in a research study.



PACU CELEBRATES 500 DAYS WITHOUT A PATIENT FALL

At BWFH, the interdisciplinary Falls Committee continues to work hard to identify key factors and tools in fall prevention. Interventions championed by the committee, such as purposeful rounding, orange non-slip socks and fall free calendars, have proven to be effective in reducing the number of patient falls in both inpatient and outpatient settings. One area where this work has proven to be particularly effective is the PACU where, on March 29, 2017, the staff celebrated their 500th consecutive day without a patient fall. Congratulations to the PACU!

PACU staff nurse Ginny Ryan, MSN, RN, who also serves as a member of the Falls Committee and Chair of the Nursing Quality Committee (left), and the PACU team celebrate their 500th consecutive day without a patient fall with cake.



BWFH HOSTS NURSING KNOWLEDGE CENTER MEDICAL-SURGICAL NURSING WORKSHOP

Intended for nurses who plan to take the American Nurses Credentialing Center's (ANCC) Medical-Surgical Nursing board certification exam, the Nursing Knowledge Center Medical-Surgical Nursing Workshop was recently held at BWFH.

The course was taught by Patti Parker, MSN, ACNS-BC, ANP-BC, GNP-BC, RN-BC, from the University of Texas Arlington Graduate College of Nursing, Adult-Geriatric Nurse Practitioner Program and provided information relevant to current practice and review materials to prepare for the exam. In addition, participants earned continuing education contact hours and gained valuable study tips and information to be utilized in preparing for certification exams. Domains of practice in the workshop reflected the test content outline.

Of the 33 participants, the course was attended by 18 BWFH nurses. For 6 North's Ellen O'Connor, BSN, RN, it was a chance to thoroughly review the material needed to take the exam. "The instructor was very engaging and knowledgeable," she said. "I especially appreciated the detailed discussions regarding many

of the medications we frequently give to our patients as well as side effects and teaching points to remind us about when we are educating our patients and family members."

6 South Clinical Leader Jeanne Hutchins, BSN, RN, CCRN, also took part. Hutchins was impressed by the amount of information covered. "I was grateful to have had the opportunity to attend this," she said.

After completing the review course, participants are prepared to take the ANCC Medical-Surgical Nursing board certification exam if they meet the following requirements:

- Hold a current active RN license with a state or territory of the United States.
- Have practiced the equivalent of 2 years full-time as a registered nurse.
- Have a minimum of 2,000 hours of clinical practice in the specialty area of medical-surgical nursing within the last 3 years.
- Have completed 30 hours of continuing education in medical-surgical nursing within the last 3 years.



Patti Parker, MSN, ACNS-BC, ANP-BC, GNP-BC, RN-BC, leads the discussion at the Nursing Knowledge Center Medical-Surgical Nursing Workshop

7 SOUTH NURSE WINS DAISY AWARD

BWFH's Department of Nursing recently honored 7 South's Kerri-Anne Morse, BSN, RN, with a DAISY Award. The DAISY Award, established by the DAISY Foundation, is named in memory of J. Patrick Barnes who died at the age of 33 from Idiopathic Thrombocytopenic Purpura (ITP), an auto-immune disease. The Barnes Family was inspired by the care that Patrick received and established this unique program to recognize and thank the nurses nationwide who make a profound difference in the lives of their patients and families.

Morse was nominated by a patient's wife who describes her as "a ray of sunshine." The patient praised Morse for her bright smile and high-quality care. During his stay, the patient developed an irritation in his eye after having had surgery for prostate cancer. Morse went above and beyond to make sure the issue was addressed and the patient found relief. She also found help when the patient had problems with his television and provided detailed instructions for changing his foley bag upon discharge. "She couldn't have been kinder to us," the patient's wife wrote in her nomination. "Unfortunately, our family has had three cancer diagnoses within 10 months (all different forms). We have come to recognize outstanding service when we receive it, and receive it we did! We think Kerri should be recognized for her dedication and devotion to her patients. She was extraordinary!"

Morse was presented with her DAISY Award by members of nursing leadership, by members of the Nursing Professional Recognition and Advancement Committee and by her supportive co-workers. "I was extremely honored to receive this award. I believe as a nurse it is important to treat all patients with compassion and respect and I don't always realize how much that care means to them. This award, along with the letter from the family, reminded me how little things can go a long way and make a big difference during a patient's stay. I am truly touched," says Morse of the honor.

To learn more about the DAISY Foundation, visit daisyfoundation.org.



Kerri-Anne Morse, BSN, RN, (center in red) accepts her DAISY Award



BWFH DAISY nurses consistently demonstrate excellence through their clinical expertise and extraordinarily compassionate care. They are recognized as outstanding role models in our nursing community and make a profound difference in the lives of their patients and their family members. Patients, visitors, nurses, physicians and employees may nominate a deserving nurse by picking up a nomination form in the first or third floor lobby or by completing a nomination online at www.brighamandwomensfaulkner.org/about-us/general-information/Nursing/DAISY.aspx.

BWFH RECOGNIZED FOR ITS COMMITMENT TO MEDSUN EVENT REPORTING PROGRAM

The Medical Product Safety Network (MedSun) is an event reporting program launched in 2002 by the U.S. Food and Drug Administration's Center for Devices and Radiological Health. The primary goal for MedSun is to work collaboratively with the clinical community and partner healthcare facilities, as well as manufacturers to identify, understand and solve problems with the use of medical devices. Recently, BWFH submitted a report to MedSun that resulted in a manufacturer action.

"Last spring, surgeons and operating room staff members told us about two instances in which Allergan NATRELLE tissue expanders could not be filled because the product was

'sticking/adhering to itself,'" says Senior Risk Manager Maureen Fischer, MSN, RN, CPHRM. "We reported the issue to Allergan and our OR Materials Management team returned the product to the company. I then reported the issue to MedSun. Thanks to everyone's due diligence, Allergan has decided to make improvements to the product."

For their efforts, BWFH was awarded with a certificate signed by the Director of the Center for Devices and Radiological Health Dr. Jeffrey Shuren. The certificate recognizes BWFH's contribution to a significant safety action.



At BWFH, when you report an adverse event, or a near miss event, related to a problem with a medical device in RL Solutions, that information is relayed by BWFH's Risk Management team to the FDA through MedSun. In these events, remember to save the device's packaging in order for Risk Management to provide MedSun with the information needed. Questions? Contact Maureen Fischer at 617-983-7284.

UPDATE: GOING SOCIAL @ BWFH

By Tracy Healy, BSN, RN, 6 South Clinical Leader

Have you been seeing your colleagues on BWFH's Instagram and Facebook pages? To better engage staff, 7 South nurse Brenda Miele, BSN, RN, and 6 South Clinical Leader Tracy Healy, BSN, RN, took an interest in seeing how we could share information using social media.

We now have a new nursing homepage on BWFHconnect.org that was developed with input from our nurses to provide access to resources that are most frequently used. Features include having the policies, DAGs and even the cafeteria menu all on one screen. Check with your Unit Based Council chair to see how to set the page as your homepage on Internet Explorer when you are at work.

Also, as part of our shared governance work within the hospital, we encourage every nurse to take a role in defining, creating, approving and evaluating nursing practice through shared decision making by emailing the new BWFH Nurse Practice email address at BWFHnursingpractice@bwh.harvard.edu. Topics that will be addressed include concerns of the unit/clinic, staff and patient education, quality of care, patient and staff safety and clinical practice. The questions will be answered by a panel of colleagues

on the appropriate shared governance committee and then shared anonymously via the shared governance newsletter, *Pathway Towards Excellence*.

As part of the 2017 BWFH nursing strategic goals, we have been trying to utilize social media as a way to communicate in a fun, creative way to showcase what is happening on the units. Recently, each Unit Based Council was challenged to show how their unit connected to the five nursing strategic goals of Growth, Financial Performance, Quality and Safety, Service Excellence and Staff Engagement. Each unit submitted photos to Instagram. Congratulations to OPIC, ICU, 6 South and 7 South for completing the challenge and submitting photos for each goal.

At the latest Unit Based Council Summit, Unit Based Council chairs voted to pick six topics from the Professional Practice Model tree and show how they connect the topics to their unit's work. The six topics that will be featured are Communication, Advocacy, Dignity and Respect, Lifelong Learning, Interdisciplinary Collaboration and Autonomy. All staff are invited and encouraged to participate and follow along on BWFH's Instagram and Facebook pages.

Have a photo you would like to submit?

Send it to Caitlyn Slowe at cslowe@bwh.harvard.edu



Follow BWFH on Facebook: www.facebook.com/faulknerhospital



Follow BWFH on Instagram: instagram.com/bwfaulknerhospital



GROWTH: Our Preoperative Holding (POH) nursing staff submitted this: "This was our first open Unit Based Council meeting," says Gail Nuzzi, BSN, RN. "We had 100 percent turn out of all POH regularly scheduled nurses!"



FINANCIAL PERFORMANCE: "Here is a photo of 7 South staff utilizing our new state-of-the-art lifts," says 7 South nurse Brenda Miele, BSN, RN. "We captioned this, 'Great Value Delivered in State-of-the-Art Facilities.'"



QUALITY AND SAFETY: BWFH's ICU was "doing their job" on Super Bowl Sunday, keeping our patients safe and providing quality care. "We were taking care of patients like Brady takes care of the Patriots!" says ICU Clinical Leader Ellen McCarthy, MSN, RN, CCRN.



SERVICE EXCELLENCE: "As an example of Service Excellence we provide pet therapy to our patients," says 2 South's Nadia Sullivan, RN. Pictured with Nadia is the 2 South staff with Burton, a beautiful 150-pound Leonberger therapy dog who generously volunteered his time (along with his owner Pamela) to provide comfort to our 2 South psychiatry patients!



STAFF ENGAGEMENT: Staff from many different units throughout the hospital attended "Care of the Substance Misuse Patient: The Road to Recovery" workshop, hosted by our Addiction Recovery Program, 6 North and Professional Development staff. In this photo, participants are showing how they filled in information they learned on an owl outline. Creative decorating was encouraged, and participants filled in the feathers with new knowledge gained from the sessions.



STAFF ENGAGEMENT: 6 South nurses attended the ANCC Medical-Surgical Nursing Review Workshop held at BWFH. The two-day conference is intended to prepare nurses to take the for the ANCC Medical-Surgical Nursing board certification exam.

BOLD IDEAS, BIG SAVINGS

SHARE YOUR COST SAVINGS IDEAS!

The Bold Ideas, Big Savings program encourages ideas that improve service levels, either by reducing cost or increasing quality at BWFH. Ideas that are accepted and implemented through the program may be eligible for a cash reward based on the amount of savings!

**Do you have a cost savings idea? Submit it to the
Bold Ideas, Big Savings program online at
bwfhhboldideasbigsavings.org.**

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