



# BWFH NURSE

## NURSE RECOGNITION AWARDS HIGHLIGHT THE WORK OF THE MOST ACCOMPLISHED MEMBERS OF THE DEPARTMENT OF NURSING

Each year, as part of its National Nurses Week celebration, Brigham and Women's Faulkner Hospital 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 amazing work being done within the Department of Nursing on a daily basis.

On hand at the Nurse Recognition Awards ceremony was Chief Nursing Officer and Vice President of Patient Care Services Cori Loescher, MM, BSN, RN, NEA-BC, who thanked members of the Department of Nursing for the work they do to care for our patients and their families each and every day. "We are so proud of the work that you do and we owe you an enormous amount of gratitude," she said. "I also want to acknowledge our donor families. The reason we are here to give these awards is because of their generosity."

Continued on P2



**Michelle Aste, BSN, RN**



**Sheila Derby, RN**



**Cynthia Parker, BS, RN**



**Kettly Jean Felix, PCA 2**



**Kathy Armando, BSN, RN**



**Laurie Flahive, RN**



### WE'RE ON OUR WAY!

As of May 2018, the Department of Nursing has drafted 70 percent of the exemplars needed to submit its Magnet Designation application in August!

Brigham and Women's Faulkner Hospital President Michael Gustafson, MD, MBA, also spoke, describing what it is like to come from a family full of nurses and his admiration for the profession. "I personally know what it means to dedicate your profession and your life to a nursing career. It truly is a passion and a life commitment," he said. Dr. Gustafson went on to describe the high level of care Brigham and Women's Faulkner Hospital nurses provide to patients and their families, highlighting some of the accolades Brigham and Women's Faulkner Hospital has received this year for both patient safety and patient satisfaction. "None of this is possible without those who are around the bedside 24/7 and in our ambulatory areas. I want to celebrate your contributions," he said.

Michelle Aste, BSN, RN, from 7 South, Sheila Derby, RN, from the Gregory Endoscopy Centre and Cynthia Parker, BS, RN, from 6 North all received Mrachek Awards from Mr. Mrachek himself. The Mrachek Award was established in 1995 and is given to three members of Brigham and Women's Faulkner Hospital's Department of Nursing in recognition of their clinical skills and to support their continuing education in the nursing profession.

The Mary Devane Award was established in 1998 to be given to any member of Brigham and Women's Faulkner Hospital'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 Kettly Jean Felix, PCA 2, on 6 North.

Members of the McAlarney family were on hand to present their award to the Pain Management Center's Kathy Armando, BSN, RN. The Angela McAlarney Award was established in 2003 to be given to a member of Brigham and Women's Faulkner Hospital's Department of Nursing in recognition of excellence in patient and family education.

Finally, Laurie Flahive, RN, also from the Pain Management Center, 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 Brigham and Women's Faulkner Hospital within the practice and advance of nursing. This recipient should be continuing his or her nursing education.



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## COLLEEN WEST, DNP, MBA, RN, CPHQ, NAMED EXECUTIVE DIRECTOR OF NURSING PROFESSIONAL DEVELOPMENT, PRACTICE AND INNOVATION

Colleen West, DNP, MBA, RN, CPHQ, was recently named Executive Director of Nursing Professional Development, Practice and Innovation. She studied nursing at Saint Joseph's College and later earned an MBA at Boston College. This spring, West graduated from Simmons College with her Doctor of Nursing Practice.

Prior to joining Brigham and Women's Faulkner Hospital in January of 2017, West served as Director of the Center for Clinical and Professional Development at Dana-Farber Cancer Institute. Previous to that role she served as the Nurse Director for Quality and Magnet Programs, leading Dana-Farber Cancer Institute through a successful Magnet re-designation. West also has experience as a Nurse Quality Program Director at Brigham and Women's Hospital and Nurse Director of various units at Brigham and Women's Hospital and Cape Cod Hospital.

In her new role, West is responsible for Nursing Professional Development, Quality, Informatics and Practice. She will continue to be our Co-Magnet Program Director with Helene Bowen-Brady, DNP, MEd, RN-BC, and to support our Magnet document submission and the preparation for a site visit. West has led our work in becoming an American Nursing Association continuing education provider organization, revamping programs to enhance professional development. Her future vision includes increasing professional development and nursing quality improvement activities within the organization and at the unit-level.



**Colleen West, DNP, MBA, RN, CPHQ, Executive Director of Nursing Professional Development, Practice and Innovation**



Ellen McCarthy, MSN, RN, CCRN, Meaghan McCarthy, MSN, RN, and Patti Rabbett, MSN, RN, CCRN-K, attended National Teaching Institute and Critical Care Exposition in Boston where the theme for the upcoming year was revealed: "Our Voice, Our Strength."

# UNIT BASED COUNCIL MEMBERS SHARE IDEAS AND BEST PRACTICES AT SPRING SUMMIT

Brigham and Women's Faulkner Hospital's Department of Nursing recently brought together nurse leaders and co-chairs from each Unit Based Council (UBC) and Nursing Committee for the UBC Summit to share ideas and best practices. The program activities were designed to enhance knowledge and skills to support success as a nurse leader.

The day began with a welcome and ice breakers by Executive Director of Nursing Professional Development, Practice and Innovation Colleen West, DNP, MBA, RN, CPHQ, followed by a department update from Chief Nursing Officer and Vice President of Patient Care Services Cori Loescher, MM, BSN, RN, NEA-BC. Loescher began by saying, "This is one of my favorite days. It's wonderful to have so many of you here excited about our work." She went on to provide an update on the Nursing Strategic Plan, workplace safety initiatives, the department's Shared Governance structure and the work being done in our journey toward Magnet Designation.

To round out the morning, Workforce Development Program Manager Mary Duggan, MEd, joined the group to present on a multigenerational workforce, leadership and conflict management followed by the introduction of the department's new Mission, Vision and Values statements and review of the existing Professional Practice Model by Professional Recognition and Advancement Committee Co-Chairs ICU Clinical Leader Ellen McCarthy, MSN, RN, CCRN, and 6 South Clinical Leader Tracy Lane, BSN, RN-BC.

They also updated the group on our progress on the journey toward Magnet Designation. During the interactive presentation, summit participants also had the opportunity to vote on a design to help promote the new Mission, Vision and Values statements and took a pop quiz on the Magnet Designation process, all on their smartphones! Nurse participants confirmed the Professional Practice Model was still reflective of our nursing practice. One participant shared the educational experience will support the ability to "Incorporate the Mission, Vision, Values into practice."



**UBC members take a pop quiz on the Magnet Designation process**

After lunch, Nurse Scientist and Regis College Professor Margaret Oot-Hayes, PhD, RN, and Perioperative Nurse Director Robin Kaufman, DNP, APRN, FNP-BC, shared their new study, "iPad Education to Optimize Patient Education and Efficiency in the Preoperative Setting," and the Emergency Department's clinical nurses Joanne Hallahan, BSN, RN, and Kristen Dolan, BSN, RN, shared their research, "Health Care Providers and Patients Perceptions of Administration of Narcan Kits in the ED Setting." To cap off the day, each UBC had the opportunity to present an update on the work being done on their unit. In the evaluations for the day, one participant reflected, "It is exciting to listen to my colleagues describe their evidence-based projects. It is energizing and stimulating to be surrounded by so many good ideas and suggestions. It inspires me to bring new ideas to our unit."

For the ICU's Meigan Young, BSN, RN, this was her first UBC as a council member. "I think we're lucky to be part of an institution that values their nursing department. As a newer

nurse, it's inspiring to be a part of shared governance to make change that comes from the minds of bedside nurses. We are the ones in the trenches and working the front lines... it makes me proud that we are able to show how much of an impact we can make on patient care," she says. "I really enjoyed listening to all the nurse driven projects going on in all the different units. Sometimes we're so isolated in our own work and units, it's nice to come to together and collaborate with other nurses of other specialties to bounce ideas off each other. I am so impressed with the projects and official research studies that my colleagues have implemented! Strength comes in numbers, and together we can make a huge difference. As a nurse from a unit that is going through a lot of change right now, I am hopeful we will be able to come up with our own project to present by the next UBC Summit."



## 6 NORTH STAFF NURSE WINS PATIENT SAFETY AWARD

At Brigham and Women's Faulkner Hospital, delivering safe, high-quality care is at the center of all we do for our patients and their families. For staff members who exhibit exceptional care in regards to patient safety, the hospital recognizes them with a Patient Safety Award. 6 North's Karen Clougher, RN, was recently honored with a Patient Safety Award.

Clougher was recognized for her diligence after she reported a near miss in RL Solutions, Brigham and Women's Faulkner Hospital's patient safety reporting system.

Clougher's patient's orders called for Penicillin G sodium to be administered intravenously. When Clougher entered Penicillin G into the Smart Pump, she noticed an inconsistency in dose with the patient's orders. Upon investigation, it was discovered that the Smart Pump had defaulted to the wrong medication. "There are two types of Penicillin G—Penicillin G sodium and Penicillin G potassium—and they come in different package sizes," explains Director of Pharmacy Services Brian Zikaras, PharmD. "When you type in Penicillin in the Smart Pump, it defaults to Penicillin G potassium which is set for a 100ml bag at 100ml/hour. Penicillin G sodium, which the patient was set to receive, should be set for a 50ml bag at 50ml/hr." Clougher's good catch prevented harm to her patient and resulted in a fix that will prevent a similar medication error from occurring in the future.

Executive Director of Patient Safety, Quality, Risk, Infection Control, CDI and Clinical Compliance Christi Clark Barney, MSN, RN, surprised Clougher with her award on 6 North in front of her co-workers. "Your patient safety report resulted in a hospital-wide change," Barney said. "That diligence is truly exemplary nursing."

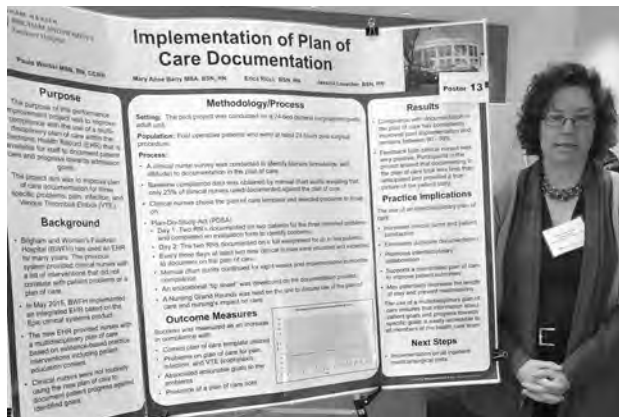
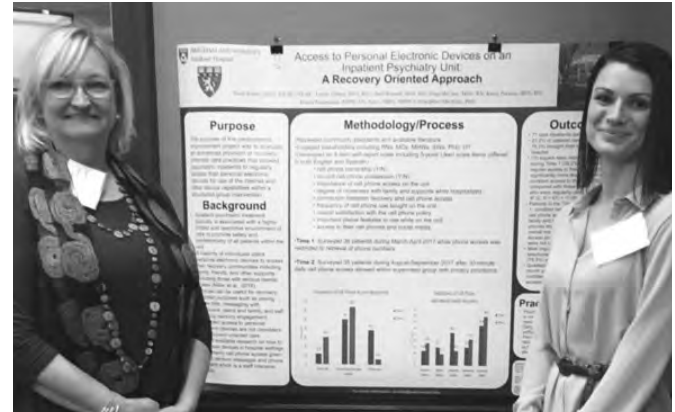
Clougher was touched to be recognized with a Patient Safety Award. "Advocating for my patients has always been one of my priorities. Therefore, as you can imagine, this award really means a lot to me. I am truly grateful for the recognition," she said of the honor.



Karen Clougher, RN

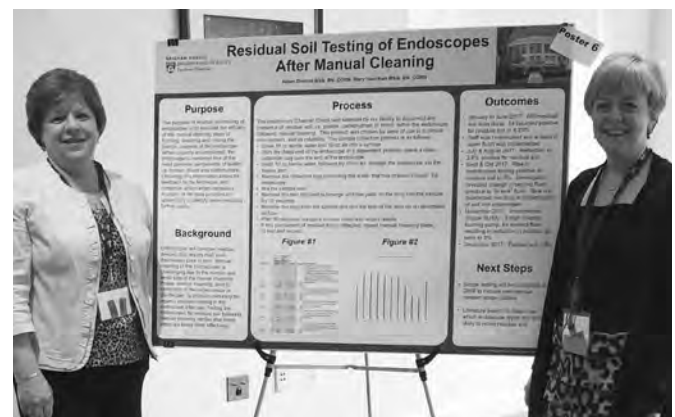
# BRIGHAM AND WOMEN'S FAULKNER HOSPITAL NURSES SHARE THEIR WORK AT NATIONAL AND REGIONAL CONFERENCES

Brigham and Women's Faulkner Hospital's Department of Nursing was well represented at the Organization of Nurse Leaders (ONL) for the Massachusetts, Rhode Island, New Hampshire and Connecticut Spring Meeting in Natick. During the conference, 2 South Nurse Director Paula Knotts, MSN, RN, NE-BC, RN-BC, and 2 South Clinical Leader Kerry Parsons, BSN, RN, presented their poster "Access to Personal Electronic Devices on an Inpatient Psychiatry Unit: A Recovery Oriented Approach" during the exhibit session.



At the 2018 New England Nursing Informatics (NENIC) Trends in Nursing Informatics Symposium, NENIC President and Brigham and Women's Faulkner Hospital's Program Manager for Informatics for Nursing/ Patient Care Services Paula Wolski, MSN, RN, CCRN, (not pictured) and 7 South Nurse Director Mary Anne Barry, MBA, BSN, RN, presented a poster on the plan of care documentation project that is currently ongoing on the inpatient units. Wolski also delivered the opening remarks.

Also at the 2018 NENIC Trends in Nursing Informatics Symposium, Helen Driscoll, BSN, RN, CGRN, and Clinical Leader Mary Hourihan, MSN, RN, CGRN, from the Gregory Endoscopy Centre presented "Residual Soil Testing and Endoscopes After Manual Cleaning."



# STUDY SEEKS TO IMPROVE EFFICIENCY AND INCREASE PATIENT KNOWLEDGE PRIOR TO SURGERY

At the 30th annual Eastern Nursing Research Society (ENRS) Scientific Sessions Conference, held recently in New Jersey, Brigham and Women's Faulkner Hospital's Nurse Scientist and Regis College Professor Margaret Oot-Hayes, PhD, RN, and Perioperative Nurse Director Robin Kaufman, DNP, APRN, FNP-BC, presented their new study, "iPad Education to Optimize Patient Education and Efficiency in the Preoperative Setting," during one of the podium presentations.

The study, funded by the Kaneb Grant at Regis College, is designed to help improve efficiency in the Weiner Center for Preoperative Evaluation and increase patients' knowledge leading into their surgery. "We found we were taking a lot of time out of our visits and repeating a lot of the same information," says Kaufman of clinicians' visits with patients in the Weiner Center for Preoperative Evaluation.

The team decided to record a video of preoperative instructions that patients can watch on an iPad before the start of their appointment with a clinician. "This way patients receive the information in multiple ways," explains Kaufman. "First they see it and hear it on the video, then we reiterate a lot of it during their office visit and finally they get it in writing after their appointment. This method addresses a lot of the different learning styles. And it makes clinic flow more efficient as patients come into the exam room armed with more targeted questions and allows NPs to assess knowledge deficits to provide more targeted intervention."

The study itself lasted six weeks. During that time, patients were divided into two groups: the control group received the usual care model and the intervention group received the new care model involving the iPad video. Kaufman says, "We measured patients' knowledge of the information using the same tool for the control group and the intervention group. We also measured their anxiety and their satisfaction."

The study found that the intervention was indeed successful in increasing patients' knowledge after the visit and that patient satisfaction was not impacted by the use of the iPad. What was surprising was patients' anxiety levels. The iPad group proved to have more anxiety than the usual care group.



**From Left: Helene Bowen-Brady, DNP, MEd, RN-BC, Margaret Oot-Hayes, PhD, RN, and Robin Kaufman, DNP, APRN, FNP-BC**

When Kaufman and Oot-Hayes presented these findings at ENRS, they found their audience of more than 60 to be very intrigued. Kaufman says, "It was really interesting at the conference to hear people's thoughts on why that had happened."

Some suggested the increase in anxiety might be that people were not comfortable using the iPad itself, or that perhaps the video went into more detail than the clinicians normally would when speaking with a patient or perhaps the more knowledge a person has, the more they have to worry about. Regardless of the reason, Kaufman says, "The great thing about it is it's feedback that will impact future work and help improve the care we give patients."

In addition to the presentation by Kaufman and Oot-Hayes, Co-Magnet Program Director Helene Bowen-Brady, DNP, MEd, RN-BC, presented a poster entitled, "Registered Nurses Perceptions of a Peer Review Program in a Community Hospital."





## PACU REACHES OUT

Each Friday, at the Thomas Edison K8 School in Brighton, 40 children identified as food insecure receive Boost Bags. Boost Bags are filled with food to help the children and their families get through the weekend. Recently, Ginny Ryan, MSN, RN, Kathleen Leone, MSN, RN, and Colleen Liljablad, BSN, RN, from Brigham and Women's Faulkner Hospital's PACU Unit Based Council visited the school to help prepare the Boost Bags for the week and deliver supermarket gift cards donated by the staff on the unit.

## 6 SOUTH NURSE WINS DAISY AWARD

Brigham and Women's Faulkner Hospital's Department of Nursing recently honored 6 South nurse Paula Hertello, BSN, RN, with a DAISY Award.

Hertello was nominated by a grateful family member whose mother had recently passed. "Paula was a huge help when my mother was a patient here. My mother was very ill, and myself and my family didn't realize the severity of her illness," her nominator wrote. "We thought my mother was going to be fine. She had had many health problems in the past that she had bounced back from. Paula stopped me one night and said my mother would not be getting better and to think about how we wanted the rest of my mom's time to be spent. Paula was very straightforward with us and very compassionate. My mom went on the Butterfly Project and died peacefully. Paula asked to take care of my mom when she was working and it made a really big difference for us dealing with our mother's last days. Paula had such compassion and truly cared. I would give her a dozen DAISY Awards! I have dealt with a lot of nurses taking care of my mother throughout her hospital stays, Paula was the very best. She also has the best sense of humor and was a real person to us. I can't thank her enough. She even came to my mother's wake."

Hertello was presented with her DAISY Award by members of nursing leadership, members of the Nursing Professional Recognition and Advancement Committee and her supportive co-workers. "I am truly humbled by this honor, and could not be the nurse I am without amazing support of my family and my 6 South team," she says.



**Paula Hertello, BSN, RN, accepts her DAISY Award alongside nominees Ellie Jaskowiak, BSN, RN, Cherry Mateo, BSN, RN, and Meaghan McCarthy, MSN, RN; Jestin Jose, BSN, RN, (not pictured) was also nominated for a DAISY Award**

At the presentation, four DAISY Award nominees were also recognized: Ellie Jaskowiak, BSN, RN, Cherry Mateo, BSN, RN, Meaghan McCarthy, MSN, RN, and Jestin Jose, BSN, RN.

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.

To learn more about the DAISY Foundation, visit [daisyfoundation.org](http://daisyfoundation.org).

Brigham and Women's Faulkner Hospital 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 at [www.brighamandwomensfaulkner.org/forms/daisy-award](http://www.brighamandwomensfaulkner.org/forms/daisy-award).



# A CELEBRATION OF OUR RECENT GRADUATES!

This spring, several members of Brigham and Women's Faulkner Hospital's Department of Nursing earned new degrees.

## Congratulations to all for a job well done!

NAME	SCHOOL	DEGREE
Helen Driscoll, BSN, RN, CGRN	Emmanuel College	BSN
Phyllis Garr, BSN, RN	Regis College	BSN
Paula Hertello, BSN, RN	Emmanuel College	BSN
Mary Malin, BSN, RN	Western Governors University	BSN
Jill O'Brien, BSN, RN	Regis College	BSN
Rose O'Donnell, BSN, RN	Emmanuel College	BSN
Sara Taccini, BSN, RN	Regis College	BSN
Jane Shufro, BSN, MA, RN, CPAN	Western Governors University	MA Integrated Health Management *non-nursing
Faydene Small-Jones, MSN, MHA, RN	Framingham State University	MHA *non-nursing
Maureen Holleran, MSN, BA, RN	Emmanuel College	MSN Nursing Education
Philip Malleon, MSN, RN-BC	Emmanuel College	MSN Education
Meaghan McCarthy, MSN, RN	Emmanuel College	MSN Nursing
Brenda Miele, MSN, BS, RN	Saint Joseph's College	MSN Nursing Education
Sheila Nazaire, MSN, RN	Northeastern University	MSN Psych NP
Larisa Depina, MSN, RN, FNP	UMass Boston	MSN, FNP
Virgenes Sarin, MSN, RN, FNP	Regis College	MSN, FNP
Allison Sciallis, MSN, FNP	Simmons College	MSN, FNP
Helene Bowen-Brady, DNP, MEd, RN-BC	Regis College	DNP
Colleen West, DNP, MBA, RN, CPHQ	Simmons College	DNP



1. Helene Bowen-Brady, DNP, MEd, RN-BC, and Phyllis Garr, BSN, RN, celebrate at Regis College

2. Phyllis Garr, BSN, RN, and Sara Taccini, BSN, RN, celebrate at Regis College

3. Paula Hertello, BSN, RN, Helen Driscoll, BSN, RN, CGRN, Rose O'Donnell, BSN, RN, Meaghan McCarthy, MSN, RN, Maureen Holleran, MSN, BA, RN, and Phil Malleon, MSN, RN-BC, celebrate at Emmanuel College

4. Meaghan McCarthy, MSN, RN, Phil Malleon, MSN, RN-BC, and Maureen Holleran, MSN, BA, RN, celebrate at Emmanuel College

## BRIGHAM AND WOMEN'S FAULKNER HOSPITAL CELEBRATES NURSES WEEK 2018!



Kettly Jean Felix, PCA 2,  
Laurie Flahive, RN, Kathy  
Armando, BSN, RN, Michelle  
Aste, BSN, RN, Sheila Derby,  
RN, and Cynthia Parker, BS,  
RN, celebrate at the Nurse  
Recognition Awards



The ICU's Tessie  
Parand, BSN, RN,  
receives a Blessing  
of the Hands

Department of Nursing leadership served cake to thank staff



Program Manager for Informatics for Nursing/ Patient Care Services Paula Wolski, MSN, RN, CCRN, Chief Nursing Officer and Vice President of Patient Care Services Cori Loescher, MM, BSN, RN, NEA-BC, and 7 South Nurse Director Mary Anne Barry, MBA, BSN, RN, serve cake

Michaela Carter, RN, Liz Gleeson, BSN, RN, Laurel Durning-Hammond, BSN, RN, and Nadine Santas, PCA 2, enjoy Rice Krispy Treats as they learn about the department's newly announced Values: Respect, Inquiry, Collaboration and Excellence





**BRIGHAM AND WOMEN'S FAULKNER HOSPITAL**

# DEPARTMENT OF NURSING

## **Our Mission**

Our mission is to provide compassionate high-quality, evidence-based, nursing care in a learning environment that meets the diverse needs of our patients, families and communities.

## **Our Vision**

To be the premier department of nursing in an academic community hospital in the New England area.

## **Our Values**

All of our nurses demonstrate a commitment to the profession of nursing through the following core values:

**RESPECT**

**INQUIRY**

**COLLABORATION**

**EXCELLENCE**



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