

Notes on

NORSING at lahey clinic

Exceptional NURSES... Extraordinary CARE



From the CNO

Kathleen S. Jose, MSN, RN Chief Nursing Officer

Advancing Excellence

We are all fortunate to be part of the Lahey Clinic Nursing Department, which fosters an environment in which we never stop learning. We are constantly striving to enhance communication, improve the quality of care for our patients, and promote research and other educational opportunities. An All Nursing Assembly and a Nursing Leadership Development and Strategic Planning Retreat are two events that were recently held with a focus on our 2011 Nursing Service Goals.

One of our main goals is to strengthen our interdisciplinary approach to care. In addition, we aim to maintain our Pathway to Expertise, sustain our Magnet designation, maintain a robust Shared Governance Structure, and enhance professional communication.

Ensuring a safe patient environment is of utmost importance. We are excited about the addition of our electronic census boards. With these displays, we have been able to improve patient care by eliminating delays in contacting the appropriate provider and also enhancing nurse provider communication.

We have been piloting a performancebased initiative through the Nurse-Physician Partnership Council in order to ensure that nursing staff will be included in rounding with the medical/surgical teams. Nursing input is vital for positive patient outcomes,

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The Road to Magnet Redesignation

DOMAIN 2: STRUCTURAL EMPOWERMENT

By Kate Scotti, BSN, RN, Nurse Manager 6/7 Southeast and Magnet Program Manager

The essence of Structural Empowerment sets the standard that nurses throughout an organization are involved in and have a voice in self-governance and decision-making structures that establish standards of nursing practice and address issues of concern. At Lahey Clinic, the Nursing Shared Governance Model is truly a dynamic infrastructure that ensures the voice of the nurse is heard and that nurses are involved in setting and achieving Lahey's mission of excellence in patient care.

The Lahey Clinic Nursing Shared Governance Model



A subcomponent of the Structural Empowerment Domain is Professional Engagement. A crucial element is the flow of information. At the hub of our Shared Governance Model is the Nursing Practice Coordinating Council (NPCC), which ensures that there is bidirectional informational flow and decision making between the CNO, nursing leadership, nurses at the point of care, committees and councils at the nursing level and throughout the

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Nursing Advancement Welcome and Congratulations Emergency Nurses Association Nursing Education



Nursing ADVANCEMENT

Lahey Clinic Partnership

with MIDDLESEX COMMUNITY COLLEGE

By Tricia Tyler, Administrative Director, Professional Development & Simulation Director, Workforce Development

he Lahey Clinic-Middlesex Community College (MCC) Educational Partnership, which has been in place since 2005, brings nursing careers within reach of many Lahey colleagues who might otherwise not have this opportunity. This innovative partnership combines public and private interests to create a sustainable system of education designed to address the ongoing need for nurses. At the same time, it breaks down the scheduling and financial barriers that might prevent some candidates from pursuing a nursing career.

Through this partnership, qualified Lahey Clinic colleagues are able to enroll in MCC's part-time ASN program. MCC also has articulation agreements with Regis College, UMass Lowell and other four-year institutions to allow graduates to continue their education in pursuit of a BSN or higher degree.

By offering facilitated admission to Lahey colleagues, the Lahey-MCC Educational Partnership helps students get a substantial head start on beginning their nursing career. Through this program, colleagues enjoy access to:

- Onsite MCC Nursing Program information sessions
- ♦ Onsite College Placement Testing (CPT) sessions
- Onsite academic advising with an MCC counselor
- Onsite prerequisite and corequisite courses through MCC
- ◆ Facilitated admission to the Lahey-MCC Nursing Program
- Extensive financial incentives, including Tuition Assistance and Nursing Loan Forgiveness
- ♦ A comprehensive coaching and tutoring program

Every fall since 2005, the first year of the partnership, Lahey Clinic has filled its allotment of seats with qualified Lahey colleagues who aspire to be nurses. Lahey currently has eight seats each fall in MCC's three-year, part-time program. The first three classes of students have graduated, and there are three classes now in progress.

Nursing Education has offered group tutoring sessions as needed to help students understand their individual learning styles, improve study habits and learn valuable test-taking strategies. Students also have the opportunity to ask questions and review specific course content that they find challenging as well as take practice tests.

The impact and benefits of this partnership program are numerous. By removing barriers often cited as preventing colleagues from pursuing health-related programs of study, interested colleagues are able to advance their careers as well as their earning potential.

TESTIMONIALS

The following are comments from colleagues who have participated in the Lahey Clinic-MCC Educational Partnership.

I am so grateful for the part-time Lahey-Middlesex Nursing Program that allowed me to become a registered nurse. I am proud to be part of the first graduating class from this collaboration. Thank you, Lahey, for making this program happen!

ANNE-MER SLEBODNICK, RN (graduated May 2008)

Thanks to the wisdom and encouragement of the staff in HR, I applied to nursing school through Lahey Clinic and was immediately accepted. On behalf of everyone participating in the Lahey-Middlesex Nursing Program, I want to thank this great establishment, and each and every human being who helped to make the Lahey-Middlesex Nursing Program such an amazing experience for so many students. I look forward to my future at Lahey and in this wonderful career. I am so grateful.

ELENI DRAKOS, RN (graduated May 2009)

To speak plainly, it would be impossible for me to further my education and career at Lahey Clinic without [the programs Lahey offers]. I intend to show my gratitude to Lahey by caring for my patients with respect, caring and commitment. On behalf of all of the students in the Lahey-Middlesex Nursing Program, thank you.

KIRSTEN PETERSON, SECRETARY, PATHOLOGY DEPARTMENT (will graduate May 2011) Congratulations to the following nursing colleagues who received certification:

Sue Bellofatto, BSN, RN-BC, NICHE Geriatric Resource Nurse (GRN) Coordinator, received her certification in Gerontological Nursing.

Diane Castonguay, BSN, RN, CCRN from the CCU, and **Karen Clinton, RN, CCRN** from the MICU, passed their Critical Care Nursing certification exams.

Jeanette Douglas, BSN, RN from GIM, passed her Ambulatory Care Nursing certification exam.

Welcome and congratulations to the following advanced practice nurses who have been approved for appointment, reappointment or additional privileges:

Julie Alayne Farrar, CRNA, Anesthesiology, Hospital-Based Medicine Karen E. Flynn, NP, Cardiovascular Medicine/Internal Medicine Frances R. Lloyd, NP, General Internal Medicine/Internal Medicine Patricia A. Student, CNS, Psychiatry and Behavioral Medicine/Internal Medicine

Lisa S. Zaeder, NP, General Internal Medicine/Community Medicine

Sue Bellofatto, BSN, RN-BC, NICHE Geriatric Resource Nurse (GRN) Coordinator, was recognized for her Patient Care Resolutions that were included in the January/February 2011 edition of *Nursing Spectrum*. Sue states, "My goals are to always treat my patients with respect and dignity; offer the best geriatric sensitive care I can provide based on the latest research; reduce potential complications that could prolong their stay and prevent them from returning home to their loved ones; and infuse my institution with my passion for geriatric-sensitive care."



Congratulations to the following nurses who were recipients of the DAISY Award for Extraordinary Nurses:



JANUARY 2011 Jing Liu, ASN, RN, 5 Central ICU/CCU



FEBRUARY 2011 Sandra Scolaro, BSN, RN, Endoscopy



MARCH 2011 Wendy Doran, RN, CAPA, Ambulatory Surgery

Welcome to LAHEY CLINIC

Welcome to the following nursing staff who recently began working at Lahey Clinic:

Gail Cardelle, LPN, Gynecology Amanda Cefalo, BSN, RN, 6/7SE Vivianne Chioutsis, ASN, RN, OCN 7W Nicole Duchesne, BSN, RN, 5W Karen Flynn, MS, NP, CCRN, Cardiology Deborah Gregg, ASN, RN, 6W PCU Elizabeth Henderson-Cartledge, BSN, RN, 6E Doreen Kane, ASN, RN, 7E Wendy Levine, BSN, RN, 6W PCU Virgenes Limbo, BSN, RN, Davita Tanya Lombardo, BSN, RN, 6W Sarah MacDonald, ASN, RN, 7W Eileen Medeiros, BSN, RN, ER LCN Beth Michael, BSN, RN, 7W Rebecca Miller, RN, 5W Caitlin O'Mullane, BSN, RN, 6E Arthur Oberheim, BSN, RN, 6E
Paskalia Papa, BSN, RN, 5W
Jennifer Pelletier, LPN, Gynecology
John Purdy, BSN, RN, 6W
Constance Rastiello, ADN, RN, AMB PACU LCN
Katie Russo, ASN, RN, 6C
Ellen Shaughnessy, BS, RN, Nursing Supervisor

Emergency Nurses Association (ENA)

By Charla J. Scott, BSN, RN, MHA, Emergency Department, Lahey Clinic Medical Center, North Shore

I've been an emergency department nurse for over 30 years. Since early on in my career, I have used my professional organization, the Emergency Nurses Association (ENA), to support my professional practice and goals. In 1968, the organization formed on the West Coast to pool nursing resources and provide a united voice for nurses involved in emergency care. In 1985, the ENA changed its focus to specific emergency nursing practices and has grown into a national organization.

The ENA supports my practice and goals by offering quality and accessible education programs, practice-specific resources, and opportunities to participate in practice-specific research. I have participated in the ENA's online Geriatric Emergency Nursing Education (GENE) program, which provides special education regarding the elderly population, and I have participated in workshops concerning workplace violence and emergency department overcrowding/boarding.

The best part is when you get to meet colleagues from various locations and learn about how practices vary, yet how much they all have in common due to the work of the ENA to establish practice standards and organizational priorities. The Annual Conferences are held in a variety of cities, which meets my goal of going to new places, experiencing new things and meeting new people. ENA Leadership Conferences add another professional dimension. My most memorable travel experience was to Lebanon, where the ENA hosted a two-day Emergency Nursing Conference at the American University of Beirut. After the conference, the nurses at American University applied for international membership to the ENA and worked so that they could sit for the CEN exam.

Participating in the ENA allows me to feel engaged in my specialty, encourages me to keep thinking and have opinions about the care we provide as specialty nurses, and to have pride in the direction we are moving.



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patient satisfaction and staff satisfaction. Collaboration between nurses and physicians allows the best plan of care for each and every patient.

The design, building, testing, training and implementing of Lahey's EHR continues. The IT Team has been training staff nurses from all areas who are subject matter experts (SMEs) who will help during the transition period. We are also working to refine the Nursing Quality Dashboards, find ways to avoid preventable readmissions, and determine the best accountable care strategy.

Lahey Clinic offers many educational opportunities for nurses. In this issue of *Notes on Nursing*, you will find articles on structural empowerment, nursing education/continuing education, the Nurse Re-Entry Program, and the Emergency Nurses Association.

Thank you for all your efforts in helping to improve the quality of care for our patients. All you do to help deliver extraordinary care and advance excellence is much appreciated. We have had a busy beginning to 2011 and look forward to many exciting months ahead

Karkleen S. Jose, MSIN, RM



The Road to Magnet Redesignation (Continued from page 1)

organization. The NPCC and the unit-based councils have evolved and grown from our initial Magnet journey and are now the strength and driving force for the continued growth of outstanding nursing practice and professionalism at Lahey Clinic.

Other subcomponents of Structural Empowerment are Commitment to Professional Development, Teaching and Role Development, Commitment to Community Involvement and Recognition of Nursing.

In our initial Magnet submission, there were many powerful examples in these areas. As a result, a number of our examples of evidence were cited as exemplars of nursing practice by the American Nurses Credentialing Center (ANCC). Over the past two years, we have continued to set the bar high and reach for excellence in areas including specialty certification and professional development with initiatives such as NICHE, as well as our center of excellence designations in stroke, solid organ transplantation and bariatric surgery.

If you have stories or examples you would like to share from your units, specialty areas or locations, please send them to Laura Jewer in the Nursing Department (Laura.A.Jewer@Lahey.org). We look forward to your input and involvement in telling our next Magnet story.

Nursing EDUCATION

A Special Occasion: Celebrating 25 Nurse Re-Entry Classes

By Debralee Quinn, MSN, RN-BC, CNN, Re-Entry Program Coordinator

The Department of Nursing is celebrating an important milestone in 2011. We have had 25 classes of nurses who have completed our Nurse Re-Entry Program! The idea for the Re-Entry Program started almost ten years ago when our Chief Nursing Officer, Kathleen S. Jose, MS, RN, was approached at a job fair by a nurse who had been out of the workforce and was having difficulty finding nursing employment. Utilizing the input and expertise of both nurse managers and the Nursing Education Department, our Nurse Re-Entry Program was initiated in June 2002 as a way to assist nurses in their return to clinical practice.

When the 25th class ended in January 2011, 286 participants had completed the program. A professor from the University of Massachusetts Lowell taught the first class, but the second and subsequent classes have been taught by a multidisciplinary team of Lahey professionals, including those with expertise in various aspects of nursing, infection control and human resources. The Lahey Clinic program focus is a blended method of academics and clinical applications incorporating simulation. Contact hours are provided to participants. The re-entry class runs three times a year in January, May and September, and is facilitated by Debralee Quinn, MSN, RN-BC, CNN, Re-Entry Program Coordinator.

All re-entry participants must hold a current license to practice nursing. Demographic data from prior classes indicate that participants have been away from active nursing practice for a range of 3-24 years. Participants have varied clinical backgrounds from every nursing specialty. Their educational background also is diverse, and former participants include licensed practical nurses and registered nurses with associate, baccalaureate, and master's degrees. Some of the nurses also hold advanced degrees in business and law.

After completion of the Re-Entry Program, participants have secured employment in various health care settings including acute and ambulatory care. Over 20 of the re-entry graduates currently work at Lahey in multiple sites and practice areas. Others work in schools, for insurance companies and in the penal system. The Re-Entry Program is a tangible example of Lahey's Department of Nursing's commitment to our Professional Practice Model.

The following list consists of nurses who have completed the Re-Entry Program and are currently working at Lahey Clinic.

CLASS NO.	NAME	DEPARTMENT
1	Kathy Ablazey, RN	6 WPCU
1	Diane Currier, BSN, RN	7 Central
1	Nancy Payette, RN	7 Central
1	Rita Ross, RN	5 West
1	Maryann Zagami, RN	6 Central
2	Doreen Kane, RN	7 Central
2	Pam Keeney, RN	ED
2	Helen Kranz, BSN, RN	Nurse Recruiter
4	Cynthia Conkling, RN	7 Central
7	Debra Shontz-Stackpole, RN	Clinical Informatics
8	Denise Gustafson, RN	ICU
8	Judy Vechmamontien, BSN, RN	CDU
9	Donna Yeaton, RN	PACU
10	Ann Collern, RN	Dermatology, Lexington
10	Meghan Dennehy, RN	OR
10	Ann Kolek, RN	CCU
11	Karen Frisett, RN	OR
12	Mary Cummings, RN	OR
13	Susan Lundin, RN	Allergy
18	Sandra Tomassi, RN	ICU
22	Laurie Glass, LPN	Vascular Surgery Clinic
22	Ellen Porter, LPN	Community Group Practice

Program Description

The Re-Entry Program is a three-week program that meets four days each week and awards 50 contact hours. It includes:

- System approach of A&P review
- Nursing assessment, common disease presentation and implications, diagnostic tests, and frequent medications
- "Hands on" in a skills lab including C-spine and TLS precautions, airway and tracheotomy care, code/cardiac arrest, peritoneal dialysis, and Miami **I** Collar
- Current trends in health care delivery, nurse practice act, critical thinking, code of ethics and delegation
- Two four-hour clinical observations of nurses practicing in the hospital setting
- Prioritizing assignments
- Simulation experience in a skills lab
- Resume writing and interviewing techniques
- Evidence-based nursing practice

For more information, please contact Debralee Quinn (Debralee.Quinn@ Lahey.org).

Notes on Nursing

Lahey Clinic 41 Mall Road Burlington, MA 01805

Exceptional NURSES... Extraordinary CARE

It's All About the Patient

By Joanne Giugno, NP, Neurology

At Lahey Clinic, our focus is on providing the best possible patient care. Nurse practitioners are an important part of the health care team at Lahey Clinic. Nurse practitioners have advanced degrees in nursing, and our education combines nursing theory, evidence-based practice, research and clinical internships. We learn to care for patients in a holistic manner, integrating medical and nursing models of care. This approach allows the advanced care practitioner to provide patient-focused care that includes patient education and time for discussion with patients and their families regarding diagnosis, treatment and follow-up.

As a nurse practitioner working on an inpatient unit, I experience the collaborative effort of achieving this focus with my fellow colleagues every day. The combined effort of the nursing staff, physicians and nurse practitioners, as well as the essential ancillary staff, allows us to provide the patients with the exemplary care that they expect to receive at Lahey Clinic. I especially rely on the nurses to closely monitor my patients and report any change in their condition so that I may provide any needed services and readily communicate with their physicians and families. I would be unable to provide the care that I do without the support of my fellow nurses. In my role, I provide inpatient consults. I am responsible for seeing new consults and staffing them with the consult attending. I also follow up on the consults independently, with physician backup available. On any given day, I may see patients with change in mental status, focal neurologic findings such as right arm weakness, new onset seizures, prognostication after cardiac arrest, worsening Parkinsonism or dementia. It is my responsibility to recommend a course of treatment including medications, diagnostics and necessary lab work, and to follow up on the results. I work closely with the primary teams to provide the most comprehensive care possible.

Lahey Clinic strives to provide top-notch patient care, as evidenced by the Magnet and NICHE program designations we have earned and the NICHE program in which we participate. Without the shared effort of all clinicians and ancillary staff, this would not be possible. I feel it is an honor and privilege to work at such an outstanding facility where every employee is committed to providing exceptional patient care.

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Notes on Nursing at Lahey Clinic is a newsletter for and by nurses. Our goal is to communicate important information. We invite all nursing colleagues to share stories about their professional practice, unit successes and performance improvement projects. Send e-mail to Notes.On.Nursing@Lahey.org, or write to us care of Notes on Nursing, Nursing Administration, Lahey Clinic, 41 Mall Rd., Burlington, MA 01805.



SPRING 2011