

Notes on

at lahey clinic

Exceptional NURSES... Extraordinary CARE



From the

Kathleen S. Jose, MSN, RN Chief Nursing Officer

New Beginnings

I want to congratulate and thank you for all your accomplishments in 2011, and reiterate our goals moving forward. Staff in all areas have been educated in AIDET and, as you will read in this issue, nurse leadership rounding and hourly rounding has been implemented. Our patients' positive experiences are reflected in the upward trend of Lahey's HCAHPS data. Remember that your exceptional care is what sets Lahey Clinic apart and elevates our patient satisfaction scores.

Our first Magnet Champion meeting of 2012 was held on February 14. I am very proud and excited by the number of enthusiastic nurses who were able to attend. The continued commitment to maintaining Lahey's exemplary nursing practice will play a significant role in our goal to achieve Magnet redesignation in 2013. Contact Nurse Manager, 6/7 Southeast, Magnet Program Manager, Kate Scotti or Nurse Manager Janet Habeshian, 7 Central, for information on how to participate in this exciting initiative.

(Continued on page 3)

Staff Driven Peer to Peer (P2PR®) Review – A Key Ingredient for Exemplary **Professional Practice**

By Margie Sipe, MS, RN, Nursing Performance Improvement Innovator

Developing strategies that support exemplary professional practice is a high priority for demonstrating Magnet excellence. Positive patient outcomes are fostered by advancing the clinical practice of nurses through sharing and receiving feedback to and from peers (1, 2, 3). A staff driven peer to peer review (P2PR®) model was created using input from past experience, current literature, leadership and staff data, and pilot project experience. Since the personal stakes of peer review are high, staff needed to feel that the process was clearly defined, non-punitive, and executed with sufficient staff education.

During nursing leadership retreats in early 2010, participants were surveyed to determine their key concerns about implementing peer review. This feedback was used to design and implement an IRB approved survey that was administered to all nursing staff in August 2010 to determine their readiness for peer review. The outcomes of the survey were used to design a process that could be used institution wide throughout Lahey Clinic.

The nursing staff on 7 Central served as a pilot group to establish project guidelines, create and test tools, and design the process. These unit based champions helped to create an online Moodle learning program including an actual P2PR® video-taped session where they demonstrated the positive value of this process. Additionally staff input from all participants on 7 Central was instrumental in further defining the various roles of the P2PR® model: peer, peer reviewer, and facilitator. The results of their efforts has helped to create a tool kit which we are using for implementation and a project plan that has created excitement for the roll out of this process throughout the organization.

Facilitator workshops began in January for individuals who will serve in this role on their respective units. In March and April an extended pilot will be done including 7 Central, the OR, and the SICU to finalize the tools prior to the official roll out beginning in April. Each nurse will be formally reviewed every other year in the months of March through November on the year of the BLS recertification.

- 1. American Nurses Association (ANA). Peer Review Guidelines. Kansas City, MO: ANA; 1988.
- 2. Fujita, L. Y., Harris, M., Johnson, K. G., Irvine, N. P., & Latimer, R. W. (2009). Nursing peer review: Integrating a model in a shared governance environment. Journal of Nursing Administration, 39 (12), 524-530.
- 3. Haag-Heitman B, & George V. Peer Review in Nursing: Principles for Successful Practice. Sudbury, MA: Jones & Bartlett; 2011.

In This Issue

Patient Care Nurse's Week Recap Welcome and Congratulations **Nursing Performance**



LISTING YOUR CREDENTIALS:

A GUIDE TO "WHICH COMES FIRST?"

Gayle Gravlin EdD, MSN, RN NEA-BC Associate Chief Nursing Officer

FAAN

"What is the correct way to list my credentials?" This is a question that I am frequently asked by professional colleagues at all levels of academic preparation. Fortunately, along with my re-certification in January, the American Nurses Credentialing Center (ANCC), sent a pamphlet outlining the standard way in which credentials should be listed.

According to the ANA, standardization establishes consistency for the professional to efficiently communicate to colleagues and consumers. In addition, standardization ensures that everyone understands the significance and value of credentials (ANCC). The table below lists the order in which credentials should be displayed and offers examples of each credential category.

Order	Credential	Example(s)
1	Educational degrees	Doctoral (PhD, EdD), Masters (MA, MSN), Bachelors (BA, BSN), Associate (AD, ASN)
2	Licensure (required for you to practice)	RN, LPN
3	State designations or requirements which recognize authority to practice at a more advanced level in that state	Advanced Practice RN (APRN), Clinical Nurse Specialist (CNS), Nurse practitioners (NP)
4	National Certification, which is awarded through an accredited certifying body such as the ANCC	AOCN, CCRN FAAN (Fellow of the American
5	Awards and Honors that recognize outstanding achievements in nursing	Academy of Nursing)
6	Other certifications, including non-nursing certifications that recognize additional skills	EMT (awarded by the national Registry of Emergency Medical Technicians)

The highest education degree is listed first because it is a permanent credential, which does not expire. In most cases, listing one degree is enough. If you have earned a second degree in another relevant field, you may choose to list that, also. The highest non-nursing degree is listed first followed by the highest nursing degree. For example, Mary Smith, MEd, BSN, RN. If you have a doctorate and a master's degree, you need not include the baccalaureate credentials. For example, Jim Jones, EdD, MSN, RN.

Following the highest academic degree, indicate any earned licensure and state designations that are required for an individual to practice nursing. For example, Susan Billings, MSN, RN, APRN or Dan Anderson, MSN, RN, FNP-BC.

Next, list national certification credentials. These may be required or voluntary. For example, Mary Smith, BSN, RN, CCRN. Do you hold more than one national certification? Multiple nursing certifications may be listed in your order of preference. You may wish to use relevance to your practice or the order in which they were obtained (with the most recent first) as criteria. Non-nursing certifications should always be listed last.

Nursing awards and honors, then other recognitions, come next. These are always voluntary. For example, Rose Deeds, PhD, RN, FAAN. Additional non-nursing certifications, such as EMT, are the last listed.

As shown above, credentials should be listed as capital letters, without periods between the letters. Separate each credential with a comma.

Two final items to consider:

- 1.Legal documents such as prescriptions and notes in the medical record, the credentials required by your state for your area of practice must be used. For example, Sally Sands, RN
- 2. According to the ANCC, in all professional endeavors such as speaking, or when writing for publication, you should use all relevant credentials. However, it is acceptable to conform to a professional journals' order of credentials; journals may specify a different style.

Whatever your credentials may be, and however you choose to list them, always display them with pride. They reflect your commitment to your profession and to the delivery of excellent patient care.

For more information regarding how to display your credentials, please refer to the American Nurses Credentialing Center pamphlet "How to Display Your Credentials", which is available online at http://www.nursecredentialing.org., and the ANA Position Statement (2009) "Credentials for the Professional Nurse: Determining a Standard Order of Credentials for the Professional Nurse".





(Continued from page 1)

As you will read in the article about Lahey nurses traveling to Haiti, we continue to reach out to communities in need. Plans are already under way to return to Haiti and provide additional education in ACLS and BLS. We are also implementing further improvements in efficiency, as noted in the article on reconciling a patient's medication list in aChart. Another exciting initiative is Nursing Peer to Peer review. The Facilitator workshops are underway and 3 unit pilots will begin with 7W, the OR and the SICU.

Lastly, please join me in welcoming new nursing colleagues and congratulating fellow colleagues on their accomplishments. As noted in the "Did You Know" section, being a registered nurse has been ranked #1 in a list of the top 25 jobs of 2012 in a recent US News & World report.

Thank you for all your hard work and dedication to our patients and families.

Rotlen S. Jose, msn, Rn

DID YOU KNOW?

The Best 25 Jobs of 2012 Rankings

U.S. News and World Report ranked Registered Nurse as the number one occupation in a recent list of the best jobs of 2012. Competitive salaries and strong job satisfaction were used to compare the positions as well as their projected growth up to the year 2020. Nine of the 25 positions are healthcare related. The positions and their ranking are listed below.

#1 Registered Nurse

Also ranked in: Best Healthcare Jobs

#3 Pharmacist

Also ranked in: Best Healthcare Jobs

#4 Medical Assistant

Also ranked in: Best Healthcare Jobs

#8 Physical Therapist

Also ranked in: Best Healthcare Jobs

#10 Occupational Therapist

Also ranked in: Best Healthcare Jobs

#13 Clinical Laboratory Technician

Also ranked in: Best Healthcare Jobs

#14 Speech-Language Pathologist

Also ranked in: Best Social Services Jobs

#15 Paramedic

Also ranked in: Best Healthcare Jobs

#18 Social Worker

Also ranked in: Best Social Services Jobs



http://money.usnews.com/money/careers/articles/2012/02/27/the-best-25-jobs-of-2012-rankings

Thank a Murse!

Lahey Celebrates Nurses' Week

By Ann M. Dylis, PhD, RN, Nurse Research Scientist

National Nurses' Week is celebrated annually from May 6, also known as National Nurses' Day, through May 12, the birthday of Florence Nightingale, the founder of modern nursing.

Activities at Lahey kicked off early on Thursday, May 3, when Kristen M. Swanson, RN, PhD, FAAN, Dean of the School of Nursing and Alumni Distinguished Professor at the University of North Carolina (UNC) at Chapel Hill, as well as Associate Chief Nursing Officer for Academic Affairs at UNC Hospitals, returned to Lahey and presented Focused Care: When Patient and Family Needs Really Drive Health Care. The focus of her presentation was how her theory of caring could be translated by nurses in their everyday clinical practice.

Always a major focus of the Nurses' Week celebrations, the Ninth Annual Nursing Research Day started May 8 in Burlington with seven podium presentations of Institutional Review Board (IRB) approved studies. Fourteen research-based posters were also exhibited in the Southeast Lobby for the week. The posters not only represented the work of Lahey's Nursing Research Fellows, but also showcased various studies, evidence-based practice initiatives, and research-based projects completed by Lahey nurses in various practice settings. Research Day continued at Lahey North on May 11, with both podium and poster presentations. Research Day activities concluded with the announcement of the 2012 Lahey Nursing Research Grant winner by Kathleen S. Jose, MSN, RN, Chief Nursing Officer. Suzan Foy, MS, RN, CCRN, Nursing Informatics Specialist, and her co-investigators, Joan Alosso, BSN, RN, CCRN, Gregory Babcock, BSN, RN, CCRN, and Karen Clinton, BSN, RN, CCRN, were awarded the honor for their study Are We Meeting the Communication Needs of the Mechanically Ventilated Patient?

Other activities throughout the week included the Wall of Honor presentations in both Burlington and Peabody, an all-day continuing education session on "Contemporary Issues in Healthcare", a Nursing Ground Rounds presentation on "Ambulatory Nursing – Transitions in Practice," and the Annual Nurses' Week dinner.



Kathryn McNamara and Grayce Ventura at the Nursing Certification information table.



Guest speaker Kristen Swanson, RN, PhD, FAAN (center) with Ann Dylis, PhD, RN and Gayle Gravlin, EdD, RN, NEA-BC.



Nursing Shared Governance Ethics Council Members at the Council information table.



Nursing Research Grant Winners. From left to right: Suzan Foy, MS, RN, CCRN; Gregory Babcock, BSN, RN, CCRN; Chief Nursing Officer, Kathie Jose, MSN, RN; and Karen Clinton, BSN, RN, CCRN (not shown: Joan Alosso, BSN, RN, CCRN).



Research Day 2012 podium presenters. Back, from left to right: Claire MacDonald, DNP, RN; Ann-Mer Slebodnick, BA, RN; Arlene Stoller, BSN, RN. Front row, left to right: Barbara Moloney, DNPc, RN, CCRN; Kathie Jose, MSN, RN; Mindy Bloom, BSN, RN; Debralee Quinn, MSN, RN-BC, CNN.

The following seven podium presentations were presented on Nursing Research Day:

- The Relationship between Emotional Intelligence and Job Satisfaction in Newly Licensed Nurses by Claire L.
 MacDonald, DNP, RN, Central Educator, Coordinator of Student Placement and the Newly Licensed Nurse Program, 2007 Nursing Research Fellow
- Using a Checklist for Accuracy of Medication Orders With Bar Code Medication Administration by Jacqueline S.
 Bergeron, MS, RN, Associate Chief Nursing Officer, Medical Surgical Nursing
- Nurse's Perceptions of the Existence of Horizontal Violence in the Workplace by Alison O'Brien, MSN, RN, Senior Education Coordinator, 2008 Nursing Research Fellow and Arlene Stoller, BSN, RN, NICHE Program Leader, 2008 Nursing Research Fellow
- Celebrating 25 Classes of Lahey Clinic Nurse Re-Entry Programs: A Program Evaluation Study by Debralee Quinn, MSN, RN-BC, CNN, Clinical Educator, Coordinator of UAP and Nurse Re-Entry Programs, 2010 Nursing Research Fellow
- Exploring Extrinsic Motivators to Increase Specialty Nursing Certification in BSN Prepared RNs by Anne-Mer Slebodnick, BA, RN, Geriatric Resource Nurse, Staff RN, 7 Central, 2011 Nursing Research Fellow
- Exploration of Nurses' Comfort Level with Palliative and End-of-Life Care Communication by Mindy Bloom, BSN, RN, Staff Nurse, Medical Intensive Care Unit
- Evaluation of a Program for Haitian Nurses on Cardiovascular Nursing: A Pilot Study by Barbara Moloney, DNPc, RN, CCRN, Clinical Educator

Welcome and Congratulations

Welcome to Lahey CLINIC

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

Haley Aaron, ASN, RN, 6 East Nicole Ayvaz, ASN, RN, 7E Samantha Azul, BSN, RN, 6/7SE Stephen Belle-Isle, BSN, RN, 5 Central Cynthia Bellini, RN, Amb PACU Tamra Brennan, BSN, RN, 6/7SE Kelly Britton, BSN, RN, 6EH Amy Chmela, BSN, RN, Endocrine LCN Susan Christopher, BSN, RN, Neurosurgery Daniela Ciccolini, BS Maria Balboni, BSN, RN, 7CN, RN, 6/7Southeast Mindy Clarkson, BSN, RN, CCRN, Cardiac Surg Sabine Clasen, RN, DaVita Molly Collins, RN, 6W Maryellen Concotta, RN, OCN, GIM Deborah Conti, ASN, RN, 7EH Diane Cooney, BSN, RN, CPN, Anticoag Jayme Cormier, BSN, RN, 6C John D'Antonio, RN, Davita Kelly Cox, BSN, RN, 6EH Amanda Currier, ASN, RN, 6/7SE Kristyn Curry, BSN, RN, 6WH Kimberly DeCosta, BSN, RN, 6CH Whitney Dellea, RN, 7W John Derderian, RN, DaVita Robin Donahue, RN, OR Margaret Donovan, RN, Continence Center Carolyn Dooley, BSN, RN, 6 Central Loretta Dooley, ASN, RN, LCN OR

Ruth Ducrepin, BSN, RN, 6C

Kim Dunham, MSN, RN, 7WH

Stephanie Ellsey, ASN, RN, 6C Stephanie Faust, ASN, RN, 6 Central Lauren Fish, RN, Dialysis Sheila Fitzgerald, BSN, RN-BC, Cath Lab Scot Frink, BSN, RN, 6/7SE Kelly Forster, BSN, RN, 5W Claudette Frechette, BSN, Oto Clinic Briana Froemming, BSN, RN, 6/7SE Kylie Fulton, ASN, BS, RN, 5W Tara Giorgianni, BSN, RN, OR Emily Gorman-Melo, NP, Ipswich Katie Goyette, ASN, RN, 7 Central Kim S. Harvey, RN, Amb PACU Daria S. Hayward, ASN, RN, CCU/ICU Nancy Healy, RN, LCN Endo Josephine Jolly, ASN, RN, 7 West Peterson Kirsten, ASN, RN, 5 West Charlene Kolligian, RN, OCN, ASN, Infusion Andrew LaBran, RN, DaVita Chris LaBrecque, RN, Dialysis DaVita Jason Lago, BSN, RN-BC, 5C Fani Lazarova, RN, 7WH Seungeun Lee, ASN, RN, 6C Michele Lynch, LPN, Gen Surg LCN Karen Mackey, BS, RN, Amb Care LCN Lorrie Mackness, RN, Otolarygology Susan Mallen, RN, DaVita Bethann Matathia, ASN, RN, 5C Michelle Martin, RN, BSN, 7W Patricia McCabe, RN, BSN, Cath Lab Kimberly McCormack, BSN, RN, SICU Alyson McMahan, ADN, RN, 5C ICU/

Stacey Metivier, RN, Cardiac Catheterization Lab JoAnna Ming, BSN, RN, 7E Cheryl Montgomery, RN, Hemonc Mario Moreno, RN, Dialysis Stacy Nachman, RN, Davita Rachel Noel, RN, DaVita Erin O'Brien, BSN, RN, 7 Central Ann Marie Reitano, LPN, GIM Jessica Rich, ASN, RN, 5WH Ferrante Robin, LPN, Derm Ashley Sabourin, RN, 7C Stevenson Saint-Jour, ASN, RN, 6W Marie Sartorelli, RN, ICU/CCU Gina-Marie Sasso, ASN, RN, 5W Kathleen Sederquist, RN, BSN, PCU On Seng, ASN, RN, 6/7SE Lindsey Sheehan, BSN, RN, 7CH Caitlin Shepard, BSN, RN, Colon & Rectal Theresa Sing, BSN, RN, 6E Amanda Sousa, ASN, RN, 5WH Julie Stevens, MSN, MBA, RN, ED Katie Tauber, ASN, RN, 7W Carolyn Turke, ASN, RN, 6WH Catherine Village, RN, IV Therapy Staci Vines, RN, 7W Kelli Wanyo, ASN, RN, ER LCN Stacey Willard, BSN, RN, SICU Shannon Winn, BSN, RN, Anticoag Maggie Wittbold, RN, 6/7SE

CCU

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

Melissa Cassidy, Nurse Associate, SICU received her BS in sports movement and science/fitness and wellness.

Susan Flanagan, BSN, RN, Assistant Nurse Manager 6E, received her Bachelor of Nursing from Rivier College

Ashley Gallo, Nurse Associate, graduated in December with her BSN.

Brittany Holmes, Nurse Associate, graduated in December with her BSN. She has passed her boards to become an RN and is back in school to advance her degree for her MSN for FNP.

Marvel Larose, Nurse Associate, SICU, graduated in December. He has passed his boards to become an LPN.

Kathryn McNamara, MS, BSN, RN, CCRN, Assistant Nurse Manager MICU, graduated from Northeastern with a Masters of Science in Leadership with a graduate certificate in Healthcare Management.

Robert San Soucie, MS, BSN, RN, Staff Nurse MICU, graduated from Northeastern with a Masters of Science in Leadership with a graduate certificate in Healthcare Management.

Diane Waitt, BSN, RN, Staff Nurse
5 West, received her Bachelor of
Nursing from The University of
Phoenix.



DAISY Award Winners

AUGUST 2011 Jean Kaufman, LPN, Breast Imaging



SEPTEMBER 2011 Samantha Gallo, BSN, RN, 7E



OCTOBER 2011 Claire Drummond, BSN, RN, 7W



NOVEMBER 2011 Michele Rocha, ASN, RN, 6E



DECEMBER 2011 Allan Gourley, ASN, RN, Rapid Response Team



JANUARY 2012 Judy Vechmamontien, BSN, RN, Clinical Decision Unit



FEBRUARY 2012 Cindy Salerno, BSN, RN, ICU/CCU



MARCH 2012 Laurie Glass, LPN, Vascular Surgery



Nursing PERFORMANCE

Evidence-based Practice Tools in Action: Nurse Leader Rounding

Since its inception in December 2011, Nurse Leader Rounding has engendered significant discussion among nurse managers about how rounding has affected their units. Managers have approached rounding in many different ways. All keep rounding logs to share with staff, which helps to identify patient concerns and compliments. All promote multidisciplinary team meeting of everyone who touches patients and 6am rounds where RNs and Residents meet in patient rooms. All huddle with their staff, sharing patient letters (the good, the bad and the ugly), and brainstorming solutions to common communication issues. Overall improvements in 3 primary areas have been noted as a result of patient rounding. These are: patient room environment, unit noise and traffic, and staff responsiveness. The following examples highlight just some of these improvements.

Improvements in the patient room environment

- To increase patient comfort, 6/7 SE reports that they are working on developing staff awareness of room temperatures
- To increase cleanliness and neatness, 7W has implemented room assessments by NAs, and 7C has involved housekeeping in discussion about room cleanliness
- All units are involved in support service Rounding including Housekeeping leadership

2 Improvements in noise levels

- To decrease noise at night, all units have implemented the Yacker Tracker
- Several units, including 6/7SE, have worked with Environmental Services to adjust the time the Zambonis come through, in order to promote patient sleep

- To avoid use of intercoms and reduce noise, all provide for the patient the nurses Nextel number on the in-room communication board
- To preserve a quiet and safe atmosphere, 7C staff are encouraged to utilize the solarium as a meeting place in order to reduce the congestion and noise level at the desk

3 Improvements in pain management

- 5W has implemented several strategies to decrease noise including the use of Nextel phones which reduces the use of the Intercom System
- To enhance family and patient satisfaction, all staff are using the pain assessment as a method to increase patient and family awareness. Pain medication type, time and effectiveness are documented on the new communication boards

 As the NICHE Program pilot unit, 7C worked with the interdisciplinary team to better manage patient's pain

4 Improvements in staff communication

- 7W conducted a call bell analysis over a 24 hour period. Based upon this analysis, 7W has designated a "pump go-to person"
- To improve response times for bathroom, pain medication and beeping pumps, 6C reminded staff are reminded that prompt responses to patient needs to use the bathroom and pain management will decrease the use of call lights and increase patient/family satisfaction.
- Patient rounding by the nurse manager on every patient admitted to 2
 South LCN is working well.

- 6E has implemented "huddles" during the day to include reading "thank you" the nurse manager has received from patients and/or their families
- 6W has focused on improving nurse communication regarding medication teaching with patients.
 The nursing staff has also implemented "huddles" at the beginning of each morning.

Managers and staff alike agree that much has been learned from nurse leadership rounding on patients. Patient rounding advances our goal of providing excellent patient care, a Lahey goal and the right of every patient.

EDITOR

Janet Habeshian, MSN, RN

EDITORIAL BOARD

Ann Dylis, PhD, RN Gayle Gravlin, EdD, RN, NEA-BC Maureen F. McLaughlin, MSN, RN, CPAN, CAPA Margie Sipe, MS, RN

COPY EDITOR

Betsy Dempsey

EDITORIAL ASSISTANT

Laura Jewer

ART DIRECTOR

Kathleen Nardini

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 2012





Notes on Nursing

Lahey Clinic 41 Mall Road Burlington, MA 01805