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at Lahey

September/October 2003

Presenting at MassPRO

◆ Nancy Rainier, RN, BA

It is the nurses who make the difference in saving the lives of patients with pneumonia.

This was the sentiment expressed at the recent "Seventh Scope of Work" sponsored by CMS (Centers for Medicaid and Medicare Services) and MassPRO (Massachusetts Peer Review Organization) after Claire Drummond, RN, gave her presentation on the PDSA cycle developed on 7 West for community acquired pneumonia (CAP).

What we know: Pneumococcal disease kills more people in the United States every year—40,000 or more—than all other vaccine preventable diseases combined. About 1 out of every 20 people who get pneumococcal pneumonia dies from it. Anyone can get pneumococcal disease, but those over 65, the very young, and those with special health problems are at higher risk.

At Lahey Clinic a pathway was developed for patients with CAP to standardize our treatment and increase our compliance with the CDC and CMS recommendations. As part of a statewide collaborative, we track various parameters such as length of time to first dose of antibiotic, smoking cessation material given to patient, and vaccination prior to discharge. Because of the success of the pathway, Lahey

was designated a "best practice" site and was invited to present our findings at the June collaborative meeting. Claire Drummond presented the staff point of view and explained how the process worked at the staff level.

According to Drummond, the staff felt the biggest obstacle to
Continued on page 4

SPOTLIGHT

Claire M. Drummond, RN

Claire received her training as an LPN 30 years ago at Massachusetts General Hospital. Since that time she has worked all over the country in home care, pediatrics and other services. In 2000 she became an RN, received her AD from Gloucester County College in Sewell, NJ, and joined the oncology unit at Underwood Hospital in NJ. She moved back to Massachusetts in 2001 and joined the staff on 7W. Claire is currently studying at Emmanuel College, where she will receive her BSN this December and continue studying toward her MSN.



COUNCIL REPORTS

Clinical Practice Council

CPC, chaired by Jean Brown and Janet Habeshian, is in the process of reviewing and approving Nursing Practice Guidelines. The Central Venous Catheter Dressing Change policy is in revision to include the use of chlorhexidine. Jean Hurynowicz and the clinical educators developed a new policy, "Utilization of Intravenous Catheters." RNs may not use central lines until the correct placement of the line has been confirmed by chest X-ray or fluoroscopy.

Quality and Safety Council

Q&S, chaired by Carol Martel and Cynthia Fiekers, has a full agenda starting this September. They will continue to support the Nursing Peer Review and are looking into microbiology reporting and working on Pyxis issues.

Policy Coordination and Development Council

PC&D, chaired by Carol Howland and Sheila Cunniff, continues to review the various

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Lahey
CLINIC

CNO Corner

◆ Kathleen S. Jose, RN, MSN, Chief Nursing Officer

Many exciting projects are nearing fruition at Lahey Clinic. One that is almost completed is the ability for all of our nurses to have e-mail at the Clinic. We piloted this form of communication on 5 West, and it proved to be a very positive way for the staff to be kept apprised of all the happenings at Lahey.

As you all know, we've added the Nurse/Physician Partnership Council to our shared governance structure, and all nurses are invited to participate. We are moving toward creating a shared governance structure on each individual unit, whereby representatives would report to the main structure. This will ensure that all of our nurses have the ability to shape their professional practice environment by involvement in decision making and process improvement initiatives.

At this time we are all very excited about the expansion proposed for Lahey Clinic. We will be talking more about this at the All Nursing Assembly on Thursday, September 25. I want to personally thank all of our colleagues who participated in the design of the expansion plans. It is mission critical that those working within the environment have input into what will make the new units function best.

A warm welcome to our new graduates who have completed their program, and

our thanks to those who have so candidly shared their feedback in their daily journals and clinical narratives. Their observations and shared experiences will enable us to continue to make improvements. We also want to welcome all of our new nursing colleagues and support those who are currently enrolled in our re-entry program.

With fall on our doorstep, we look forward to a new year of progressive improvement as we provide our patients with the best that nursing has to offer.

Kathleen S. Jose, RN, MSN

Notes on NURSING at Lahey

September/October 2003

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DESIGN

Susan Dunne

Notes on Nursing at Lahey Clinic is a newsletter for and by nurses at Lahey. We hope to improve communication among nurses and bring you information you need. Let us know what changes can be made to make this serve you. Call us, send e-mail to Notes.on.Nursing@Lahey.org, or write to us care of Notes on Nursing, Nursing Administration, Lahey Clinic, 41 Mall R.d., Burlington, MA 01805.

COUNCIL REPORTS

Continued from page 1

assessment tools used in critical care, medical/surgical units, PACU, OR and ED. The council is developing a "Policy on Policies," to determine the process of developing a new policy and what committees need to see it before final approval.

Professional and Education Council

P&E, chaired by Gayle Gravlin, is reviewing all educational programs. The council is currently reviewing magnet hospital education standards and

measurement criteria. Also being developed is a nursing speakers bureau to provide education in the community.

Nurse/Physician Partnership Council

Chaired by Fran White, Kathie Jose, and David Schoetz, Jr., MD, N/PP has been working on the MRI screening form that will be used prior to a patient having an MRI. The council is also evaluating the effectiveness of phlebotomy rounds, and the process of admitting stable patients from the ED to the floor, with orders to be written on the receiving floor.

Nursing Graduates 2003

The Department of Education hopes you will join us in welcoming our new nursing graduates. A cohort of 16 graduates started on Monday, July 21, with their orientation through Human Resources. The next day, they began their nursing orientation with the revised introduction to nursing at Lahey Clinic presented by Alison O'Brien, RN, senior education coordinator.

On Wednesday of their first week, our new colleagues began the "New Graduate Program." This program consists of classes on Wednesday through Friday of the first week and a series of all-day classes for the next five Fridays. Speakers from nursing and many other different departments took part. Michelle Betinelli, off-shift education coordinator, facilitated the program. We particularly would like to thank the 2002 graduates who participated in a panel discussion on the transition from student to practicing nurse. Our grateful thanks to:

- Erin Walsh, 7 West
- Dan Donovan, 5 West
- Amy Beauchesne, 6 East
- Cheryl Fekas, 6 East
- Kara Pielvirentis, 6 West
- Jillian Sousa, 6 West Step Down

As we all know, the process of completing orientation and beginning your first year as a staff nurse can be very exhilarating and stressful. We hope that the combination of the New Graduate program, involved preceptors and clinical educators, and the support of the ANMs, managers and all of our nursing colleagues will make this transition coherent and rewarding.

EDUCATION CALENDAR

September	M	T	W	TH	F
	1	2	3	4	5
	8 Re-entry Program ACLS 2-day ⁺	9 ACLS Recert.	10	11 Nursing Research BCLS - CPR	12
	15	16 Basic Dysrhythmia ⁺ Path to Expertise	17 Skills Fair - LCN	18 All Day Cont. Ed. ⁺	19 Basic Dysrhythmia ⁺ Path to Expertise
	22 Critical Care Course ⁺	23 Basic Dysrhythmia ⁺ Path to Expertise	24 PALS 2-day Certification ⁺ SICU Lecture	25 All Nursing Assembly	26 Pacemaker Workshop ⁺
	29 Critical Care Course ⁺	30 Preceptor Workshop ⁺			

See below for details

† = Contact hours applied for

October	M	T	W	TH	F
			1 PALS 2-day Certification ⁺	2	3
	6 Critical Care Course ⁺	7 Skills Fair	8	9 Nursing Research BCLS - CPR	10
	13	14 All Day Cont. Ed. ⁺	15	16	17 12-Lead EKG Interp.
	20 12-Lead EKG Interp.	21	22	23	24
	27 CCRN Review ⁺	28	29 SICU Lecture Series	30 Pacemaker Workshop ⁺	31

SEPTEMBER

8 Re-Entry Program

◆ A four-week intensive of classroom and clinical observation for nurses returning to practice.

8, 9

ACLS Two-day certification⁺

9 ACLS Recertification

Time: 7:30 am–3:30 pm

Place: Alumni Auditorium

◆ Preregistration is required in person in Nursing Administration. Contact Joy Constantine, ext. 8725.

11 BCLS - CPR

Time: 1:15–3:15 pm

Place: Alumni Auditorium

Recertification only. Space is limited and preregistration is required. Call ext 8725 or 8552.

11 Nursing Research Series

Time: 4:30–6 pm

Place: Alumni Conference Room

◆ Open to all.

16, 19, 23 Basic Dysrhythmia Recognition⁺

Time: 9:30 am–12:30 pm

Place: Room 184, 31 Mall Road

◆ Preregistration is required, call ext. 8725.

Intended to help beginning critical care/telemetry nurses develop an understanding of basic dysrhythmias. Open to any RN.

16, 19, 23

Path to Expertise-Telemetry

Time: 1–4 pm

Place: Room 184, 31 Mall Road

◆ Follows morning session of Basic Dysrhythmias. A series of classes devoted to caring for the patient on telemetry. Includes acute coronary syndrome, CHF, devices of cardiology, and care of the surgical telemetry patient.

17 Skills Fair-LCN

Time: 4:30–9 pm

Place: Lobby Conference Room, Lahey Clinic Northshore

◆ Open to all nurses.

Remember: All staff nurses must attend one of the yearly sessions to complete their mandatory competencies.

18

All Day Continuing Education⁺

Time: 7:30 am–4 pm

Place: Auditorium

◆ Potpourri – A look at a variety of topics.

22, 23, 29, 30, Oct. 6

Critical Care Course⁺

Time: 8 am–4:30 pm

Place: 6K39 (6 East)

◆ Covers basic theories fundamental to critical care nursing. Each day may be taken as a single module or the series may be taken in its entirety. Open to any RN. Preregistration is required, call ext. 8725.

24, Oct 1

PALS Two-Day Certification⁺

Time: 7 am–5 pm

Place: 31 Mall Road, HR Training Room

◆ Preregistration is required, call ext. 8725.

24 SICU Lecture Series

Time: 7:30–8:30 am

Place: SICU Conference Room

◆ Open to all.

25 All Nursing Assembly

12:30 pm and 6:30 pm in Alumni Auditorium, LCMC

3 pm at LCN

◆ Open to all.

26 Pacemaker Workshop⁺

Time: 1–5 pm

Place: Room 184, 31 Mall Road

◆ A “hands-on” introductory workshop on temporary pacemakers. Preregistration is required, call ext. 8725.

30 Preceptor Workshop⁺

Time: 8 am–4:30 pm

Place: Room 184, 31 Mall Road

◆ Preregistration is required, call ext. 8725. Designed to help new preceptors develop the skills needed to be an effective preceptor for new staff members. Open to any department.

OCTOBER

6–24

Clinic Assistant Program

◆ A three-week intensive for new clinic assistants.

7, 8 Skills Fair

Time: 7 am on the 7th through

9:30 am on the 8th

Place: Auditorium Foyer

◆ All inpatient staff nurses must attend one of three yearly sessions to complete

their mandatory competencies.

9 BCLS-CPR

Time: 1:15–3:15 pm

Place: Alumni Auditorium

◆ Recertification only. Space is limited and preregistration is required. Call ext. 8725 or 8552.

9 Nursing Research Series

Time: 4–5:30 pm

Place: Alumni Conference Room

◆ Open to all.

14 All Day Continuing Education +

The Synergy Model / Research Process

Time: 7:30 am–4 pm

Place: Alumni Auditorium

17, 20 12-Lead EKG Interpretation Parts I & II +

Time: 10 am–2:30 pm

Place: 17th – 7K39, 20th – 6K39

◆ Preregistration required, call ext. 8725. Provides basic information about identifying EKG signs of cardiac ischemia, injury and infarction. Prerequisite: Completion of Basic Cardiac Dysrhythmias or demonstrated competency.

27, 28 CCRN Review+

Time: 8 am–4 pm

Place: Alumni Auditorium

◆ Preregistration is required, call ext. 8725. Free to Lahey Clinic nurses. Merrimack Valley Chapter of AACN members \$125, others \$250. (See article on Page 6.)

29 SICU Lecture Series

Time: 7:30–8:30 am

Place: SICU Conference Room

◆ Open to all.

30 Pacemaker Workshop+

Time: 7–11:00 pm

Place: 4W Conference Room

◆ A “hands-on” introductory workshop on temporary pacemakers. Preregistration is

PRESENTING AT MASSPRO

Continued from page 1

success was not having a physician order for vaccination. Once this was added to the CAP pathway, says Drummond, “Everybody on the floor worked really hard to make sure everyone was either immunized or that the refusal to be immunized was documented. We write the vaccination order on the one-time dose sheet for the date of discharge and have 100 percent compliance.” Another issue was the staff concern about giving a second vaccine to patients who may have previously received it yet did not remember. “We certainly didn’t want to do any harm, and once we learned that having a second vaccine might only cause a slight rash at the site, it erased all our fears,” Drummond says.

What was the experience like of presenting at a state conference? “I met with Maria Gray, of Quality and Safety, beforehand, and we went over the PowerPoint presentation. I wasn’t really nervous. I just decided to tell them what we did.” Drummond adds, “We had a problem that needed fixing, and the staff on 7 West volunteered to work on it. Now we have a real sense of accomplishment with a

system in place for treating CAP and preventing further infection.”

At the conference, Drummond met not only members of MassPRO, but also a number of Lahey colleagues, some for the first time. “You know, you come to work, do your job, and go home. This gave me the chance to meet people from many different departments.” According to Linda Campbell, RN, who also attended from Quality, “The MassPRO audience was extremely impressed with Claire and the entire Lahey Clinic presentation. We’ve been asked to repeat our presentation at the QIO’s (Quality Improvement Organization) national teleconference.”

The department of nursing is looking for more nurses willing to speak on a variety of issues. We hope to expand our speaker’s bureau to include more nurses to talk to community groups, schools and businesses, and to include nursing more often in state and national conferences. The experience of the 7 West staff was certainly well represented by Drummond. “I’ve had most of my experience doing presentations for school and I enjoyed this. I received a lot of support from my peers and I wanted to speak for them.”

LAHEY CLINIC 2003-2004

DEPARTMENT OF NURSING All Day Continuing Education Programs

Thursday, September 18, 2003

7:30 am to 4:00 pm

Potpourri

Tuesday, October 14, 2003

7:30 am to 12 Noon

The Synergy Model

1 to 4 pm

The Research Process

Thursday, November 13, 2003

7:30 am to 4 pm

Heartbeats 2003

Thursday, January 15, 2004

7:30 am to 4 pm

Ethics and Healthcare Decision Making

Tuesday, February 10, 2004

7:30 am to 4 pm

The Cutting Edge: Advances in Transplantation

Thursday, March 4, 2004

7:30 am to 4 pm

Trauma 2004: Facing the Challenge

Thursday, April 22, 2004

7:30 am to 4 pm

Innovations in Critical Care

Thursday, May 13, 2004

7:30 am to 4 pm

Take Time to Dance

Please note that effective October 2003, continuing education activities will be approved via the Massachusetts Association of Registered Nurses (MARN), an accredited approver by the American Nurses Credentialing Center’s Commission on Accreditation.

Detailed schedules will be distributed prior to each program. Each individual lecture of an all-day program is awarded contact hours via the Massachusetts Association of Registered Nurses.

All programs are held in Alumni Auditorium at Lahey Clinic Medical Center, 41 Mall Rd., Burlington. Preregistration is required. Call the hotline: 781-744-8708, 781-744-8725 or 781-744-8552

In My Opinion

◆ Nancy Rainier, RN, BA

Why so many changes? Why can't things stay the same?" I have heard these questions from many nurses, particularly when introducing a new piece of documentation. I want to share with you that you are not alone in feeling this way. We are all feeling it.

"There is nothing permanent except change." This is an old saying, yet increasingly true.

My e-mail address has changed three times in the past year as the cable company is bought yet again. My bank changed its name three times in three years, and I never get to finish the box of checks before being issued new ones. We are all being asked to make changes, keep up, learn new technology, and perform familiar tasks in a different way.

Nowhere is there more evidence of change than in the health care system. Not just new procedures, medications and therapies, but also new regulations, expectations and increasing data accountability. JCAHO (the Joint Commission on the Accreditation of Healthcare Organizations) and CMS (Centers for Medicare and Medicaid Services) dictate a never-ending supply of alerts and requirements. Our documentation is frequently changing to reflect new concerns, and the requirements for written, proven competency is increasing each week. As R.D. Laing said, "We live in a moment of history where change is so speeded up that we begin to see the present only when it is already disappearing."

Just about the time I figure out how to do something, it changes. We have new pumps, different defibrillators, a new kind of tubing, and yet another device for measuring something else.

Change is hard, unsettling, unfamiliar and, you are right—it's expedient. The rate of change is accelerating. According to futurist Peter Cochrane in *Tips for Time Travelers*, "Mankind's knowledge base is now doubling in a period of less than 2 years."

WELCOME!

We are pleased to welcome Jane Eyre-Kelly, RN, CIC, to the Lahey Clinic Infection Control Department. Eyre-Kelly comes to us from New England Baptist Hospital, where she practiced as an infection control practitioner. Additionally, she has practiced as an infection control nurse at Beth Israel Deaconess Hospital in Needham and Hahnemann Hospital in Boston. She received her nursing degree from Massachusetts General Hospital School of Nursing and her bachelor of science in nursing from Boston College. Eyre-Kelly joins Sandi Willey, MT, CIC, in our busy Infection Control Department. We are all very excited about the innovations and changes the two will offer our organization in the area of infection control guidance and education along with the Infectious Disease and Quality and Safety Departments.

RESEARCH LECTURE SERIES

Six times a year, the Nursing Research Committee sponsors a guest speaker at our Research Lecture Series.

These are informal but informative sessions where nurses have the opportunity to present the findings from their own nursing studies. Many of our speakers are Lahey staff nurses. Although the sessions are scheduled for an hour, the presentations often generates so many other ideas that the group stays on to sip coffee and debate the research question. We urge all interested staff to join us! The fall schedule is as follows:

Sept 11, 4:30–6 pm

*Michelle Lavery RN,
6 Central Hospital*

Quality of Life in Liver Transplant Patients

October 9, 4-5:30 pm

*Laurel Radwin, RN, PhD,
University of Massachusetts,
Boston*

Patients' Perspectives on Patient-Centered Care

November 13, 4-5:30 pm

Merrie Watters, RN, MSN

Prepare for Surgery Program

Certainly it is our responsibility to keep up—to keep learning, adapting, changing. But with all of the increased workload and pace, the one component of nursing that cannot, should not, change is the caring and compassion of the single nurse with a patient. This is, and I hope will always be, the cornerstone of the nursing profession: committed people, striving to stay on the edge of progress, who always remember that the patient needs our empathy, our kindness.

Recently, my daughter and son-in-law had their first child in North Carolina. I was fortunate to be there and, I admit, when things got a little problematic, it was nice to have all the equipment and monitoring in the room, but what made all the difference was her nurse, Lorell. We all trusted her, she knew what she was doing, and best of all, she cared and it showed in everything she did and said. This was not just "another delivery"; her attitude said that she was an active participant in a very important day and that she truly was "there" for us. This wonderful, compassionate nurse reminded me that in a nursing world full of change, the constant must always be the caring we show to the patient. We cannot allow ourselves to be so caught up in the new and the different that we neglect the hand that needs to be held, the moment of honest listening, or the eye contact that says "I'm here for you."

I can't find a source for the following, but I know the essence won't change: *People will forget what you said. People will forget what you did, but people will never forget how you made them feel.*

"In My Opinion" is a column open to any nurse. Please submit your opinion on any facet of nursing to Notes on Nursing.

RN Review Course

◆ Kathy Briscoe, RN, BSN, CCRN

Lahey Clinic is pleased to offer an adult CCRN review course to our colleagues. The purpose of the review course is to assist critical care nurses preparing to take the adult CCRN examination offered by the AACN Certification Corporation.

In this program, attendees are presented with a brief overview of the clinical content as well as information on how to obtain more in-depth material. The focus is on helping nurses identify areas they need to develop in order to successfully pass the exam. Course content includes an overview of cardiovascular/hemodynamics, pulmonary, neurology, gastrointestinal, renal, endocrine, hematology/immunology, multisystem failure, and the synergy model.

Thomas S. Ahrens, RN, DNS, CCRN, CS, a nationally known speaker, will participate as a guest lecturer. Ahrens has more than 20 years of critical care and emergency room nursing experience. He is an active participant in the American Association of Critical Care Nurses (AACN) and the Society of Critical Care Medicine (SCCM). He is also a professor and clinical faculty member at Southern Illinois University, St Louis University, and the University of Missouri.

Among his many professional activities, Ahrens serves on the editorial boards of *Critical Care Nurse* and the *Journal of Cardiovascular Nursing*, and reviews manuscripts for *Clinical Nurse Specialists* and the *Journal of Applied Nursing Research*. He also reviews grant proposals for the National Institute of Health. In addition, he is a research scientist at Barnes-Jewish

Hospital in St. Louis, Mo., and serves as president of Specialists in Critical Care, Inc, in St. Louis.

The two-day Adult CCRN review course is offered to Lahey Clinic colleagues free of charge. (For outside participants the fee is \$225 for both days.) The program will be held in Alumni Auditorium at Lahey Clinic Medical Center, from 9 am to 5 pm, October 27 and 28, 2003. To register, contact the Department of Nursing Education at Lahey Clinic at 781-744-8725.

CLINIC ASSISTANT PROGRAM

◆ Claire Eastwood, RN, BSN

In June 2003, the Department of Nursing Education, in collaboration with Human Resources, implemented a Clinic Assistant Training Program. This three-week course combines didactic learning and clinical experience. Participation of the ambulatory clinic staff—RNs, LPNs, and clinic assistants—was critical in making this program a success. Students were able to “shadow” colleagues in each clinic and understand what their job responsibilities would include. Colleagues within specialties presented and shared their experiences

and expertise. The entire program has been enhanced by the helpful and friendly attitude of staff who encouraged and supported the students as they adjusted to a new environment.

This program proved so successful, with most of the participants finding a position in the clinic, that a second program will be offered from October 6 through 24. Interviews will start in September. For more information call Claire Eastwood, RN, clinic assistant program coordinator, ext. 3840, or Jim Leonard, Human Resources, ext. 5714.

Notes on NURSING

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