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# Notes on NURSING

at Lahey

September/October 2002

## *The Team Begins with You*

◆ Nancy Rainier, RN, BA

**T**he nursing shortage, the demand for excellence in health care services, the patient's shorter length of stay, and the complexity of cases are all issues that require a model of care based on an interdisciplinary framework—a team approach. We are shifting from a hierarchal treatment mode to the coordination of all services.

According to John C. Maxwell (*The 17 Essential Qualities of a Team Player*), "Organizations of all types accomplish more when people work together." In the health care setting, teams involve physicians, nurses, nutritionists, case managers, therapists, and support personnel. It is the individual players who determine whether the team is successful. As Maxwell states, "Developing a better team always begins with *you*. To improve the team, improve the individuals on the team."

One example of a skilled team player is Charles (Chuck) Bertoli, a nurse in the 6 Central hospital unit. A graduate of North Reading High School, Bertoli spent 20 years as a chef prior to becoming a nurse.

"I had to learn how to plan ahead, see what was needed, and then get the job done. It's the same in nursing. I tell orientees they need to be in there listening in order to be part of the team," he says.

On 6 Central, a busy hepatobiliary and general surgery unit, patients have incredibly complex medical conditions that require the integration of many services. According to Gail Fallon, RN, clinical educator, "Chuck

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## COMMITTEE ROUNDUP

### Research Committee

The Research Committee met over the summer to discuss a research study being conducted by Anita Tucker, a doctoral candidate at Harvard Business School. A survey from Tucker's study, entitled "Interruptions in Continuity of Care," will be sent to staff nurses throughout the country. Tucker is in the process of applying for IRB approval to distribute copies to nurses at Lahey.

Tucker has spent hundreds of hours observing nurses at work in other institutions to determine what interruptions affect their ability to provide quality care to patients. The survey will provide additional data for her study. Tucker has promised to share her findings with us at one of our Research Lecture Series presentations when she has completed the study. Look for the survey in your mailbox.

As this issue went to press, the committee was planning the fall Research Lecture

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## SPOTLIGHT

*Charles Bertoli*

Charles Bertoli, RN, BSN, graduated from Salem State College in 1999. After working in the food service sector for 20 years, he went to college to study biology, thinking he might become a teacher. During his first semester, he worked at North Shore Rehabilitation Center—and promptly changed his major to nursing. He started at Lahey Clinic in his second year as a float nursing assistant and then joined 6C when it opened as the hepatobiliary unit. He stayed on after graduation as an RN.

Many of Bertoli's patients continue to write to him and stop by when they are at Lahey. "I don't do anything special," he says, "I just do what I normally do."



**Lahey**  
CLINIC

# Coming This Fall to a Nursing Station Near You

**M**editech is a new software package for inpatient ADT (admission, discharge, transfer), bed management, and patient registration for the ED and Ambulatory Surgery. IDX is undergoing a major upgrade and will continue to be used in the Clinic settings for scheduling and registration. Both systems—Meditech and IDX—will be able to “talk” to one another. In the Community Group Practices, IDX will be the only system used.



The change to the combination of Meditech and IDX will make for a more efficient system and allow us to take advantage of system updates as they become available.

Because of the tremendous number of users who will need to become familiar with Meditech, the Information Technology Department will be responsible for formal training that will take place in the fall. Although the system is fairly self-explanatory, everyone who will be using it will receive training, either through direct classes or from a train-the-trainer cascade.



## NEWSFLASH

The Department of Laboratory Medicine announces the following changes:

- ◆ Specific fungal blood cultures and AFB cultures using the Isolator blood culture tube are not necessary as routine tests. These tests will be available only for patients who meet the appropriate criteria.
- ◆ In-house data show that yeast, the most common fungi found in blood cultures in patients with fungemia, are easily detected in the ESP Blood Culture System used at Lahey. If a Dimorphic fungi is suspected, such as Histoplasmosis, an infectious disease consult is recommended.
- ◆ In-house data show that acid fast bacillus (AFB) from blood cultures at Lahey Clinic is exceedingly rare. AFB blood cultures should be ordered only on patients who are severely immunocompromised, such as those with HIV, where Mycobacterium intracellulare (MAI) is possible. If MAI is suspected, an infectious disease consult is recommended.
- ◆ Consultation with the Microbiology Laboratory is required for any of the conditions described above. Please call or e-mail Kimberle Chapin, MD, head, Microbiology Section, with any questions.

## THE TEAM BEGINS WITH YOU

*Continued from page 1*

rounds with the entire team, and that alone plays a huge role in why he is included in the decision making and planning.”

Bertoli usually arrives on the unit a half hour before the change of shift to listen to reports and check out the patients’ needs. When the shift starts, he is on the floor working with his patients.

“I love bedside nursing,” Bertoli says. “I hate being at the desk. I want to be with my patients.” Bertoli is a strong supporter of an interdisciplinary approach and believes that it is up to individual nurses to make themselves a part of the team. “I want to be a valuable member of the team, but first I have to do my homework, get the information I need, and plan ahead. If a physician goes into a patient’s room, I’m right there.”

Working at Lahey involves being part of a team effort with other nurses and other disciplines. According to Bertoli, “The best teams treat nurses

with respect and want our input. If a physician says ‘What do you think?’ it’s so much easier to do my job. But you have to be on top of it and always be two steps ahead.”

Bertoli is enthusiastic about working at Lahey. He states, “I’ve worked with good people here, first as a nursing assistant with Alison O’Brien and Bev McCabe in the float pool, then with Janet Habeshian, and now with Fran White, Linda Foley, Joanne Pratt, and Gail on 6C. With my wife’s encouragement I left the restaurant business and became a nurse. For me, to have a college education, to be able to use it and adapt what I’ve learned at the bedside, and be able to take care of someone in that bed—it’s wonderful!”

## Notes on NURSING at Lahey

September/October 2002

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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](mailto:Notes.on.Nursing@Lahey.org), or write to us care of Notes on Nursing, Nursing Administration, Lahey Clinic, 41 Mall Rd., Burlington, MA 01805.

## COMMITTEE ROUNDUP

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Series. The lectures will be held on the second Wednesday of September, October, and November in the Alumni Conference Room from 4-5:30 pm. Previous presentations have been fascinating and have stimulated some great dialogue. Please mark your calendars and join us!

—K. DeLeskey, RN, MSN

# EDUCATION CALENDAR

See below for details.

+ = MNA contact hours applied for

September	M	T	W	TH	F	
	2	Nursing Research Series CPC PC&D	3	4	5	6
	9	ACLS Recert.	Nursing Research Series Basic Dysrhyth- Path to Expertise	11	12	13
	10	BCLS (CPR) LCN		BCLS (CPR)		Basic Dysrhythmias- Path to Expertise
	16	P&E	17	18	19	20
	23	Evaluating Paced Rhythms +	24	25	26	27
30						

October	M	T	W	TH	F	
		Nursing Research Series CPC PC&D	1	2	3	4
	7	8	9	10	11	
	P&E	BCLS (CPR) LCN	Nursing Research Series Critical Care Course+	BCLS (CPR)		
	14	15	16	17	18	
	Critical Care Course+	CPC PC&D		All-Day Continuing Education + Q&S	Basic Dysrhythmias- Path to Expertise	
21	22	23	24	25		
Critical Care Course+ P&E		Basic Dysrhythmias- Path to Expertise		Basic Dysrhythmias- Path to Expertise		
28	29	30	31			
Skills Fair	CPC					

## SEPTEMBER

### 3 Nursing Research Committee

Time: 9:30–10:30 am  
Place: 6E Conference Room  
◆ Open to all.

### 4 Preceptor Workshop +

Time: 8 am–4 pm  
Place: 31 Mall Rd  
◆ Preregistration is required, call ext. 8725.

### 9, 10 ACLS + 10 ACLS Recertification

Time: 7:30 am–3:30 pm  
Place: Alumni Auditorium  
◆ Preregistration is required, call Stella Peters, ext. 8725.

### 10 BCLS (CPR) LCN

Time: 1:30–4 pm  
Place: Lahey Clinic Northshore Lobby Conference Room  
◆ Preregistration is required, call ext. 4501.

### 11 Nursing Research Series

Time: 4–5:30 pm  
Place: Alumni Conference Room  
◆ Open to all.

### 11, 13, 20 Basic Dysrhythmia Recognition +

Time: 9 am–12 noon  
Place: Varies  
◆ Preregistration required, call ext. 8725

### 11, 13, 20 Path to Expertise–Telemetry

Time: 1–4 pm  
Place: Nursing Conference Room  
◆ Follows the morning session of Basic Dysrhythmias.

### 12 BCLS (CPR)

Time: 1:15–3:15 pm  
Place: Alumni Auditorium  
◆ Preregistration is required. Call Stella Peters, ext. 8725.

### 17, 18 Skills Fair

Time: 7 am Sept. 17 through 9:30 am on Sept. 18.  
Place: Auditorium foyer

### 19 All-Day Continuing Education +

Time: 7:30 am–3:30 pm  
Place: Alumni Auditorium

### 23 Evaluating Paced Rhythms +

Time: 1:30–3:30 pm  
Place: 31 Mall Rd.  
◆ Preregistration is requested. Call ext. 8725.

### 24, 25, 26, 27 New Graduate Course

Time: 7 am–3:30 pm  
Place: Varies  
◆ Preregistration is required. Call ext. 8725.

## OCTOBER

### 1 Nursing Research Committee

◆ See Sept. 3.

### 8 BCLS (CPR) LCN

◆ See Sept. 10.

### 9 Nursing Research Series

◆ Open to all. See Sept. 11.

### 9, 14, 15, 21, 22 Critical Care Course +

Time: 8 am–4 pm  
Place: Varies  
◆ Preregistration is required, call ext. 8725.

### 10 BCLS (CPR)

◆ See Sept. 12.

### 17 All-Day Continuing Education +

Time: 7:30–3:30 pm  
Place: Alumni Auditorium

### 18, 23, 25 Basic Dysrhythmia Recognition +

Time: 9 am–Noon  
Place: Varies  
◆ Preregistration is required. Call ext. 8725.

### 18, 23, 25 Path to Expertise–Telemetry

Time: 1–4:00 pm  
Place: Nursing Conference Room  
◆ Follows the morning session of Basic Dysrhythmias.

### 28, 29 Skills Fair

Time: 7 am on Oct. 28 through 9:30 am on Oct. 29. Place: Auditorium foyer

### Nursing Governance Structure at Lahey Clinic

All of the nursing councils need new members. Please join. Let your voice be heard to influence change.

**CPC:** Clinical Practice Council meets 9/3, 9/17, 10/1, 10/15, and 10/29 at noon, ED Conference Room.

**PC&D:** Policy Coordination & Development Council meets 9/3, 9/17, 10/1, and 10/15 at 2 pm, Alumni Conference Room.

**Q&S:** Quality and Safety Council meets 9/19 and 10/17 at 11:30 am, ED Conference Room.

**P&E:** Professional & Education Council meets 9/16, 10/7, and 10/21 at 8:30 am, Lobby Conference Room.

## CNO Corner

◆ Kathie Jose, RN, MSN, Chief Nursing Officer

Congratulations to all of you for maintaining the standards of care that allowed Lahey Clinic to be named in the *U.S. News & World Report's* 2002 edition of "America's Best Hospitals." Lahey ranked among the best in nine different specialties. One of the criteria used to determine the rankings is the ratio of full-time, on-staff registered nurses to hospital beds. This is the fifth consecutive year Lahey has been recognized for excellence, and the honor is a tribute to the entire team that delivers care to the patient.

As you know, our triannual JCAHO survey takes place this December. JCAHO, the Joint Commission on Accreditation of Healthcare Organizations, is an accrediting agency that establishes the standards hospitals must meet in order to participate in Medicare-funded programs, which account for approximately 40 percent of our income. JCAHO evaluates and accredits more than 17,000 health care organizations and programs in order to "improve the safety and quality of care provided to the public" (JCAHO.org).

You will be hearing a great deal about the JCAHO survey over the next three months as we prepare for this visit. The surveyors review documentation and meet with hospital leaders. About half the survey takes place in the patient care

areas. During this time the surveyors may speak with staff nurses and other direct-care providers, patients, and managers. They look at the environment, standards of practice in all disciplines, and the coordination of care for patients. "Hot button" items this year include restraints and documentation, pain assessment and management, initial patient assessment, patient and family education, and colleague competency assessment.



I want to thank all of you for your input into the process improvement project of refining our documentation in the patient medical record. The staff nurses who developed the new initial patient assessment, the interdisciplinary patient plan of care, and the new area flow sheets did a wonderful job making them thorough and user friendly. Our governance structure of nursing councils worked extremely well in guiding this project to completion.

Finally, please welcome our new colleagues who have returned to nursing after participating in this summer's Nursing Refresher Course. For many, the return to nursing marked a shift in priorities and a desire to be of service. As we approach the anniversary of September 11, I hope we can all reaffirm our commitment to providing excellent nursing care for those who need us. Our values show in what we do and must reflect the caring and support we offer our patients, each other, and all members of our health care team.

*Kathleen S. Jose, RN, MSN*

## New Trauma Program Coordinator

Sue Drew, RN, MSN, has joined Lahey Clinic as coordinator, Trauma Service. Drew has an extensive background in critical care and trauma services. A graduate of Beverly Hospital School of Nursing, she received her BSN at Boston College and her MSN in cardiovascular nursing at St. Louis University.

Drew has been the trauma coordinator at Beverly Hospital for the past five years, increasingly involved with trauma care services at the state level. As program coordinator at Lahey, she will oversee the day-to-day operation of the Trauma Service in addition to being the liaison with the community and EMS. She will also serve as a resource for nurses taking care of trauma patients. Don't hesitate to call her at 781-744-2567.

## Notes on NURSING

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