



# Healing · Leadership · Global Action



MASSACHUSETTS  
GENERAL HOSPITAL

Patient Care Services  
Annual Report 2005

# Patient Care Services

## **DISCIPLINES**

Chaplaincy

Medical Interpreter Services

Nursing

Occupational Therapy

Orthotics and Prosthetics

Physical Therapy

Reading Disabilities

Respiratory Therapy

Social Services

Speech, Language & Swallowing Disorders

Volunteer Services

## **PROGRAMS**

Cancer Resource Room

*Caring Headlines*

Child Protection Consultation Team

Diversity

HAVEN Program — Helping Abuse and Violence End Now

Information Systems

Informational Ambassadors

International Program

The Knight Nursing Center for Clinical & Professional Development

Ladies Visiting Committee Retail Shops

Patient and Family Lodging

Management Systems

Maxwell & Eleanor Blum Patient and Family Learning Center

MGH Quit Smoking Service

Office of Patient Advocacy

Office of Quality and Safety

Systems Improvement

Yvonne L. Munn Center for Nursing Research

# annual report

Cover photo: Two miles off the coast of Banda Aceh, Indonesia, aboard the USNS Mercy, MGH staff nurse Renee Cloutier, RN, provides care and comfort to a young girl and her mother following the devastating tsunami.



**Dear Friends and Colleagues:**

2005 proved an exciting year for Massachusetts General Hospital (MGH) and Patient Care Services (PCS). Time and time again — both at the bedside and beyond our walls — we reaffirmed the promise of our MGH founders: “When in distress, every man becomes our neighbor.” We witnessed extraordinary acts of what internationally recognized nurse historian and author Louise C. Selanders describes as “Healing, Leadership and Global Action.”

Where we could ease pain and suffering we stepped forward, both individually and in teams. When an acutely ill father was in our care on his daughter’s wedding day, we helped him get into his tuxedo for a family photo — a powerful healing moment. When natural disasters devastated coastal regions — not once, but on two separate occasions — the MGH community came together to provide relief. Members of Patient Care Services led the way.

PCS also witnessed many significant events: We celebrated the 100th anniversary of the founding of medical Social Services, which began right here at the MGH. We read with pride as *The Boston Globe’s* four-part series focusing on our New Graduate Critical Care Nursing Program appeared on the paper’s front page for four consecutive days. We mourned the death of our widely admired friend, colleague and trailblazer, Jean Nardini, RN, a leader in the MGH community for more than 30 years.

Behind the scenes, we advanced our practice through a variety of innovations: giving thousands of families and friends of patients peace of mind by helping them keep in touch with one another via a new Web-based patient information service, introducing an online electronic dashboard to ensure that MGH meets or exceeds the needs of patients while keeping them as safe as possible, and being among the first in the nation to post our nursing staffing data publicly on the Internet.

We have plenty to be proud of — more than we can recount — and to all of my colleagues in Patient Care Services, I say “thank you” for all you do to make MGH the world-class institution that it is today. I hope you enjoy a quick glimpse of the year that was ... 2005.

With gratitude,

A handwritten signature in dark ink that reads "Jeanette Ives Erickson". The signature is written in a cursive, flowing style.

Jeanette Ives Erickson, RN, MS  
Senior Vice President for Patient Care  
Chief Nurse

# Healing · Leadership · Global Action

*Patient Care Services represents 11 clinical disciplines, 18 programs, and 4,600 professional and support staff. We are many in number. But what truly defines Patient Care Services is our unity of purpose — providing the best care possible for the patients and families whose lives we touch. This is our common vision, one we can achieve day in and day out because we are blessed with the most valuable of resources — one another.*

# Healing



*We are a community of healing and of humanity that knows no bounds.*

## A Family of Caregivers

Throughout 2005, more than 45,000 patients were hospitalized at Massachusetts General Hospital and another 1,395,890 were cared for in our ambulatory and health center settings. Caring for each of these individuals means doing all we can to address their physical, spiritual and emotional needs. The story of a patient we will call “Angela” provides one example of the care offered throughout the MGH.

Angela had moved to the US from Cape Verde and, as her illness progressed, she ended up living in a local shelter. By the time she came to MGH, she was confused, extremely ill with an array of symptoms ... and very much alone.

Following a battery of tests, Angela was diagnosed with a rare and incurable neurodegenerative disease. Although there was no known medical treatment, as her condition continued to deteriorate she continued to receive the best available care.

Nurses, physicians, patient care assistants, unit service associates, operations associates, social workers, physical therapists, speech, language and swallowing specialists, chaplains, and so many more formed a community of caring around the young patient. They provided support as her symptoms worsened and worked to manage her pain. They brought her flowers and visited when the workday was over. MGH staff from Cape Verde attended to her personal needs, dropping off small gifts and talking to her in her native language.

It was clear Angela would never recover from her illness. Eventually, it would take her life, but her caregivers never let it rob their patient of her dignity or her humanity.

Angela’s story may seem unusual. Yet every day throughout the hospital we witness the extraordinary in everyday acts of caring and kindness. These continue to define MGH patient care. We are a community of healing and of humanity that knows no bounds.



Pictured above and on the opposing page are several of the team members on White 12 who cared for “Angela.”

# 2005 highlights

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## African American Pinning Ceremony

“Uniquely African American” provided the theme for this year’s annual Pinning event, focusing on the issue of maintaining self-identity in a world that does not look like you. Massachusetts State Representative Byron

Rushing gave an engaging keynote speech on Black history, racism in America and the evolution of Black History Month. As always, MGH honorees received a traditional Black Heritage pin and an African shawl.



## Project HOPE honored at the White House

At a formal ceremony on the South Lawn of the White House, President George W. Bush honored the Project HOPE disaster relief team, which included nearly 100 MGH clinical volunteers — all of whom assisted in post-tsunami relief efforts.



*Nursing Spectrum* honored Eileen Flaherty, RN, nurse manager, Bigelow 11 Medicine Unit, with its annual Nursing Excellence Award for “Leadership.”



## MGH Quit Smoking Service joins PCS

For some people, a hospital stay offers a golden opportunity to quit smoking. This year, the MGH formally moved its Quit Smoking Service into Patient Care Services to better position smoking counselors and frontline providers to work more closely together. By the end of the year, patient referrals to smoking counselors more than doubled.

**COLLABORATIVE GOVERNANCE: The Nursing Practice Committee made new practice recommendations, reviewed and approved new products, and articulated practice changes throughout PCS, including the approval of new transfusion procedures and a Universal Protocol Checklist.**

## PCS introduces CarePages

CarePages allows patients and families to stay in touch 24 hours a day, seven days a week via the Internet. Through a private, customized patient Web page, those in the circle of friends and family can post up-to-date information, well wishes and even photos. Families can update one another in 30 seconds versus 30 phone calls.

## Learning online

In collaboration with Northeastern University and St. Joseph’s College of Maine, the MGH Department of Nursing introduced on-site, online baccalaureate programs for MGH nurses interested in returning to school.

## Colleague helping colleague

As MGH physical therapist Alison Squadrito planned her upcoming wedding, she became focused on how to involve her grandmother, who had developed advanced Alzheimer’s disease. She had always pictured her grandmother taking part in the celebration, and it was hard



Alison Squadrito and her grandmother

to imagine anything less. Squadrito’s professional training allowed her insights into many issues — particularly the physical challenges of her grandmother’s strength, endurance, her ability to get in or out of a car and climb stairs, and the handicapped accessibility of her home and the church — but there was also the need for expert advice regarding the management of the emotional and cognitive issues associated with Alzheimer’s disease. Squadrito turned to colleague Barbara Guire, RN, a psychiatric clinical nurse specialist within the hospital’s Networking to Improve the Care of Health System Elders (NICHE) initiative, a multidisciplinary team of providers focused on issues facing older adults. Together, they were able to map out a plan that both ensured her grandmother’s safety and comfort, and allowed her to share in the joy of Squadrito’s big day.

**COLLABORATIVE GOVERNANCE: The Ethics and Patient Education committees** helped heighten awareness and understanding among MGH clinicians regarding key ethical topics and issues. This year, they cosponsored an Advance Directives Booth in which nearly 1,000 packets of information were distributed throughout the MGH community.

### Respiratory therapists

Respiratory therapists worked with a multidisciplinary team in the Medical Intensive Care Unit (MICU) to develop highly successful ventilator discontinuation protocols, implemented by respiratory therapists and nurses. These have proven to safely decrease the amount of time patients need to remain on a ventilator and in the ICU itself. MGH is now collaborating with academic medical centers throughout the country to establish these as universally accepted, best-practice protocols for all mechanically ventilated patients.

### Recruiting the next generation

The National Youth Leadership Forum on Nursing program is designed to provide high school students with a formal introduction to nursing. This year, 210 staff nurses — from nearly every nursing specialty — volunteered to share their knowledge and experience with more than 200 visiting students.



High school students involved in the National Youth Leadership Forum



Jean M. Nardini, RN

### MGH bids farewell to “Nurse of Distinction”

Jean M. Nardini, RN, nurse manager of the Hemodialysis Unit and member of the MGH community for more than 30 years, died in May following a long illness. Nardini is remembered by colleagues throughout the hospital and throughout the country as a strong and caring leader, committed

patient advocate, compassionate caregiver, teacher, role model and friend. Shortly before Nardini’s death, MGH chief nurse Jeanette Ives Erickson, RN, presented her friend and colleague with the first Jean M. Nardini, RN, Nurse of Distinction Award. The hospital also approved a recommendation to rename Nardini’s patient care unit the Jean M. Nardini, RN, Hemodialysis Unit at Massachusetts General Hospital. Both are well-deserved honors — ensuring that Nardini’s legacy endures.

### For times of trouble

During times of crisis, we often come together to reflect — to find strength and comfort amid confusion. Through the generosity of the MGH Ladies Visiting Committee, the MGH Chaplaincy created a booklet entitled *Prayers, Songs, Poems and Readings for Times of Trouble*. The collection represents a variety of religious traditions and secular resources and is distributed to the MGH community during times of crisis.



### One fish, two fish ...

This year, the food chain joined the communication chain in the Same Day Surgical Unit (SDSU). A newly introduced school of “beeper fish” allows families to move throughout the hospital while their child is in surgery, receive regular progress reports and stay immediately available. The design is a perfect complement to the underwater motif featured throughout Pediatric services.

**COLLABORATIVE GOVERNANCE: The Research Committee** helped translate evidence-based practice into reality through its Nursing Research Day scientific presentations, the Yvonne L. Munn annual lecture and nursing research awards, its “Did You Know?” research utilization posters, and its Journal Club.

### MGH Physical Therapy

MGH Physical Therapy (PT) celebrated PT Month with the theme “Your health, our hands.” Festivities included a series of both on- and off-site presentations, demonstrations, educational forums and the 23rd annual Marjorie K. Ionta PT Lecture. Along with their colleagues in Occupational Therapy, the department led a charge to raise funds for the MGH Social Services Discretionary Fund and relief efforts for Hurricane Katrina.



# Leadership



*MGH Social Services has remained true to its founding principles of providing patient-centered care, identifying and interpreting the psychosocial aspects of illness, placing the patient within the context of his family and life, and teamwork.*

## Innovation at 100

One hundred years ago, MGH established the first hospital-based Social Services department in the country. Healthcare social workers throughout the US regard this as the beginning of this social work specialty.

To mark the historic occasion, the MGH Department of Social Services organized a two-day symposium and gala dinner at Boston's Hynes Convention Center. Colleagues from throughout the Partners HealthCare System and across New England who attended "Innovation at 100" enjoyed an opportunity to learn about advances in social services and celebrate the milestone. Keynote speeches, presentations, breakout sessions and a dedicated poster session highlighted a variety of innovative tools, techniques and programs relevant to the profession. The event planning was led by retiring Social Services director Evelyn Bonander.

A gala dinner provided just the right setting to celebrate this important century mark. Amid the festivities, Ann Daniels, PhD, executive director of MGH Social Services, reminded those assembled that her department has held true to its founding principles of providing patient-centered care, identifying and interpreting the psychosocial aspects of illness, placing the patient within the context of his family and life, and teamwork.

MGH Social Services appears well positioned to meet the challenges of the next hundred years.



1942 Coconut Grove fire



Boston's West End, circa 1916



Social Work students at MGH in 1918

# 2005 highlights

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*The Department of Homeland Security honored the Boston-based International Medical Surgical Response Team (IMSuRT) with its Under Secretary Award for outstanding work in emergency management.*

*The prior year the team was deployed to Bam, Iran, to assist earthquake victims with medical relief. The team — which included many MGH and PCS clinicians — represented the first official US delegation to set foot in Iran in nearly 25 years.*

*Throughout 2005, MGH volunteers contributed 182,483 hours — the equivalent of a \$3,291,993 gift to the hospital.*

## **The Office of Patient Advocacy**

The Office of Patient Advocacy hosted a statewide Patient Advocacy Conference — “Chicken Soup for the Patient Advocate’s Soul” — designed to share best practices among colleagues.

## **“Promise of Nursing” for Massachusetts**

This year’s bi-annual Johnson & Johnson “Campaign for Nursing’s Future” fundraising event proved to be the country’s single largest such effort, raising more than \$710,000 for student scholarships, faculty fellowships, and nursing school grants. The evening provided an opportunity for nurses throughout the state to come together to celebrate their passion for nursing and its future.



**Pictured (left to right) Marianne Ditomassi, RN, MSN, MBA, executive director, PCS Operations and event coordinator; Curt Selquist, company group chairman for J&J; Jeanette Ives**

**Erickson, RN, MS, senior vice president, Patient Care and chief nurse, and event chair**

## **PCS Management Systems**

With the launch of an online electronic dashboard, the PCS Management Systems team did its part to ensure that MGH meets or exceeds the needs of its patients while keeping them safe. At the touch of a button, nurse managers throughout the department can access unit-

specific data and compare key quality measures with benchmark scores and target ranges. The information provides a powerful tool for maintaining quality performance and identifying best practice on an ongoing basis.

## **PCS Information Systems**

MGH cares for some of the most acutely ill patients from throughout the region and the world. Matching the right level of care with the often rapidly changing health status of patients is critical. In recognition of its leadership role in this area, in 2005 MGH was presented the Richard C. Jelinek Vision Award. This honor recognizes hospitals for their innovative and creative use of QuadraMed Patient Focused Solutions (PFS) — an automated productivity measurement system — to manage daily and ongoing operations more efficiently and effectively, and to improve, protect and promote the highest-quality patient care delivery.

## **COLLABORATIVE GOVERNANCE:**

**The Diversity Committee helps to enhance the awareness and understanding of the various aspects of diversity (i.e., culture, ethnicity, religion, gender, sexual preference, age) that can often influence the delivery of care. To better assist those with language barriers, this year, the group launched a “May I Help You” ID badge initiative in 19 different languages.**





Joey Buizon became the hospital's first summer intern to be sponsored by the MGH Council on Disabilities Awareness (CDA) and the Massachusetts Commission for the Blind. Buizon, who is visually impaired, earned his bachelor of science degree in social work with a minor in psychology from Bridgewater State College. Buizon is now a fixture at MGH, working as speech-language pathology associate.

**COLLABORATIVE GOVERNANCE: The Patient Education Committee** conducted a comprehensive practice survey designed to measure learning needs regarding assessment, resource knowledge and use, teaching methodologies, and documentation of patient education, in order to chart the group's future work.

**Knight Visiting Professor Program**

Norman Knight is a dear friend and supporter of MGH Nursing. Thanks to his continued generosity, this year Betty Ferrell, PhD, FAAN, research scientist at the City of Hope National Medical Center in California, became the department's first Knight Visiting



Norman Knight

Professor. The annual program will support MGH Nursing's commitment to achieving clinical excellence and providing an environment with opportunity for professional growth by bringing nationally recognized nurse scientists/scholars to MGH to present and discuss their programs of research.

**A special day for Mr. J. and his family**

In Annette Kavanagh's narrative about her 50-something-year-old patient, Mr. J., we learned he had suffered a stroke, leaving him with left-sided paralysis and at risk for another stroke if he left the hospital without being anticoagulated. On one particular morning Kavanagh recognized the sadness and disappointment in his eyes and in his flat, one-word responses. It was his daughter's wedding day, and she would be visiting that afternoon with a photographer — at change of shift. Mr. J. wanted to wear a tuxedo for this special photo opportunity, and Kavanagh pledged to do whatever it took. She attended to his clinical needs, scheduled an MGH stylist for a shave and haircut, and later worked with colleagues to get Mr. J. into his tux. The team transferred him to a cardiac chair, moved him to the more aesthetically pleasing solarium, and connected 30-foot IV tubing to ensure that no medical equipment would appear in the family photo. Staff scheduled to go off duty put their plans on hold and stayed to enjoy the celebration with Mr. J. When his family arrived, the emotions flowed. The family's surprise and joy at seeing Mr. J. in the hospital in his tux will likely be a treasured memory for all involved.

*Interpreter Services added American Sign Language to its repertoire.*



**MGH Nursing in the news**

Throughout the year, a *Boston Globe* reporter and photographer were in and out of MGH working on a long-term project about nursing. They spent their time in the Surgical ICU shadowing two nurses, Michelle “MJ” Pender, RN, and Julia Zelixon, RN. The two were participating in the MGH New Graduate Critical Care Nursing Program — Pender as a preceptor, and Zelixon as her new graduate preceptee. As Pender mentored Zelixon throughout the six-month program, the *Globe* staffers were able to observe, listen and learn about their practice firsthand and unfiltered. The result was a four-part, front-page series entitled “Critical Care: The making of an ICU nurse” — unprecedented coverage for this vital profession.

# Global Action



## TSUNAMI RELIEF EFFORT

Each day, Black Hawk helicopters transported patients to the ship to receive care and brought clinicians to the mainland — eight at a time — to areas where their help was desperately needed.





Aftermath of the Gulf Coast hurricanes

## Humanitarian Relief

2005 began in dramatic fashion just after a devastating tsunami hit the coast of Indonesia. Tens of thousands of people perished, and countless more were left injured and suffering in the wake of the tragedy. The US pledged its help to these victims, and more than 75 MGH clinicians answered the call — both overseas and back at home. As staff stepped forward to travel to the disaster-torn region, their colleagues at home provided a solid foundation for the initiative. Throughout the hospital, countless staff teamed up to provide whatever coverage was needed for the duration of the relief effort.

Shortly after the new year began, the first wave of MGHers stepped aboard the recommissioned US Naval Ship Mercy as part of a relief effort organized by Project HOPE. For many weeks the ship was their home and base of work, anchored two miles off the coast of Banda Aceh. Each day, Black Hawk helicopters transported patients to the ship to receive care and brought clinicians to the mainland — eight at a time — to areas where their help was desperately needed. This was the first time in history that the US government had allowed civilian healthcare providers to work alongside their military colleagues. The pilot program proved a huge success and, just months later, was replicated closer to home.

It seemed inconceivable when in the fall — for the second time in less than a year — a catastrophic natural disaster struck an entire coastal region, causing widespread devastation and an outpouring of relief efforts. Hurricanes Katrina and Rita left more than a million people along the US Gulf Coast homeless and/or displaced. Again, the MGH community answered a call from Project HOPE to provide aid to area victims. Many other MGH staff went to the Gulf Coast with the US Public Health Service and the Massachusetts Disaster Medical Assistance Team. Dozens and dozens of MGH volunteers stepped forward to help, and countless clinicians lined up to provide the coverage needed during their colleagues' absence. Karen Holland, RN, a staff nurse in the Emergency Department and prior volunteer on the USNS Mercy, served as chief nursing officer aboard the USNS Comfort, where she oversaw all Project HOPE nursing volunteers aboard the ship.

# 2005 highlights

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Brenda Miller, RN, nurse manager of the MGH Pediatric Intensive Care Unit and Pediatric Ambulatory Care, and other volunteers provided humanitarian aid to more than 300 patients in schools and villages in underserved areas of the Dominican Republic.

*A new name for the Department of Speech, Language & Swallowing Disorders was designated to better reflect practice.*

## Basrah Children's Hospital

Children under the age of five account for 56 percent of Iraq's cancer patients. This year, the US made a commitment to help improve that country's healthcare system, and one of the largest initiatives centers focuses on constructing and opening Basrah Children's Hospital (BCH) in southern Iraq.

In partnership with Project HOPE, MGH has taken a lead role in educating the BCH's new nursing staff and in mentoring the chief nurse. This fall the hospital's first chief nurse spent several weeks at MGH, where she was able to observe staff and leadership in a variety of disciplines, identify best practices, and meet those who will serve as role models and resources as she looks to the future. MGH chief nurse Jeanette Ives Erickson, RN, continues to support her new Iraqi colleague and the training program for the hospital's 300 new nurses.

## Healing environments

Kelly Perfetti, RN, a staff nurse in the Medical Intensive Care Unit (MICU), set out more than a year ago to help create a soothing and healing environment for MICU patients and their family members. An ad she placed in the Museum of Fine Arts newsletter touched artist Caleb Neelon and four of his friends. Together, they created an array of colorful ceiling tiles, each in their own distinct and recognizable style. The tiles are now on display over MICU patients' beds, giving them something uplifting to focus on while in the hospital.



Sukaina Matter, RN, chief nurse at Basrah Children's Hospital

## COLLABORATIVE GOVERNANCE:

The Quality Committee evaluates the MGH's various programs, systems, policies and procedures through a quality and safety lens to identify opportunities to enhance patient care and ensure that care delivery remains as safe as possible. Among its more significant

contributions to this cause in 2005, the group organized a full-day conference entitled "The Different Faces of Performance Improvement: Creating an Environment of Quality and Safety."

## PCS strategic planning retreat

Senior leadership in Patient Care Services dedicated considerable time and effort to its strategic planning initiatives, culminating in a two-day planning retreat. The session offered a springboard for new ideas, new programs and new ways of thinking about the work of Patient Care Services. Overall, the strategic planning efforts marked the beginning of a process of sorting out priorities and establishing a long-range plan for the



Colorful ceiling tiles appear over patient beds in the Medical ICU.

*“A registered nurse will be responsible for your nursing care at all times.”*

Pledge appearing on the MGH Nursing Quality and Safety Web site



Pictured at the Reading Gala (left to right): Eileen Faggiano, event chair; Karen Lincoln, visual coordinator for Long’s Jewelers; Bob Rottenberg, CEO, Long’s Jewelers; Liz Brunner, WCVB-TV, Channel 5 co-anchor; and Phyllis Meisel, director of MGH Reading Disabilities, at the 2005 Reading Disabilities Gala.

future. The work continues in bimonthly PCS Executive Committee meetings and smaller workgroups focusing on quality and safety, improved communications, and enhancing the PCS diversity program, to name only a few priority areas.

### Reading Gala

This year marked the first “Opening Doors to Literacy” gala event and benefit auction for the PCS Reading Disabilities program. Held at Long’s Jewelers in Boston, the event helped to promote awareness about dyslexia and supported the theme “Help Us Bring Reading to Children.” The monies raised by the enthusiastic planning team helped MGH reach out to scores of children who otherwise could not have afforded these important services.

### COLLABORATIVE GOVERNANCE: The Staff Nurse

**Advisory Committee** remained a key forum to address issues impacting practice and quality of work-life at MGH. Issues impacting nursing throughout 2005 included examining nurses’ work hours, creating a culture of safety, and following and supporting the Patients First legislation, the first statewide posting of nursing safety data.

### Quality and Safety

The MGH Department of Nursing became the first hospital in the state to begin to make key nursing quality indicators publicly available via the Internet. In 2005, the department launched a user-friendly Quality and Patient Safety Web site.

The site contains general information about MGH nursing, professional achievements, links to relevant articles in the news and a number of safety pledges.

The site is regularly updated and can be viewed at [www.massgeneral.org/nursing\\_quality](http://www.massgeneral.org/nursing_quality)



Ann Daniels, PhD, LICSW, was named executive director for Social Services and Chaplaincy.



MGH occupational therapist Joanna Akladiss, OTR/L, brought critically needed care to underserved populations in Honduras, specifically for patients with upper extremity injuries. She provided wound care, fabricated splints and assisted in establishing the therapeutic plan of care and functional treatment ideas with resident OTs and physicians. Patients lined up outside a local clinic in hopes of receiving care — some after walking for an entire day.

*PCS officially launched its efforts targeting health disparities with the Nurse Recognition Week presentation, “Health disparities: Nursing’s voice in practice.”*

PCS Director of Diversity  
Deborah Washington, RN, MS





# 2005 development

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*Each year, countless donors provide ongoing support for the various programs within Patient Care Services at MGH, and 2005 was no exception. Without this support, many of our more innovative and rewarding patient care programs might not exist. Although there are too many acts of generosity to list, the following provides a glimpse of what has been made possible through the ongoing commitment of the extended MGH community ... thank you.*



Post-hurricane New Orleans

### **The Ladies Visiting Committee**

Since the earliest days of the MGH, the sick and the needy have found care and comfort within our walls. Even so, patients with limited means often have small or even temporary needs that stand in the way of true healing. The MGH Ladies Visiting Committee (LVC) consistently steps in to fill these gaps that life sometimes can leave.

Founded in 1869, the LVC is one of the oldest hospital auxiliaries in the United States. Its volunteer members oversee the LVC retail shops, which include the MGH General Store and Flower Shop, the MGH General Hair Care Center, the Images Boutique, and the General Store at the hospital's Yawkey Center.

Proceeds from their enterprises support a variety of much-needed programs and services — too many to mention. But when MGH began organizing a team of providers to travel to the Gulf Coast following hurricanes Katrina and Rita, the LVC stepped in to cover some related costs. They supported MGH's efforts to create a more comfortable environment for patients and their visitors. Their generosity helped the hospital purchase new furniture for the hospital's many visitor lounges. The LVC consistently supports the Social Services Ancillary Fund, which provides financial assistance to needy patients. Needs range from the very small and simple — buying a hearing aid battery for patient — to helping a patient who no longer can afford the rent because he or she is out of work due to illness.

The LVC's support continues to make a noticeable and real difference in the lives of patients and their providers every day.



Carol Ghiloni, RN

### Oncology Nursing Fellowship

Carol Ghiloni, RN, MSN, OCN, served the MGH

community as a nurse, mentor and leader in the field of oncology nursing for more than four decades. Her commitment to explore the limits and potential for cancer care resulted in the establishment and growth of the oncology specialty practice within the MGH Department of Nursing and the hospital's Cancer Center.

The Johnson & Johnson "Campaign for Nursing's Future" has for several years provided ongoing support of the Carol A. Ghiloni Oncology Nursing Fellowship Fund at MGH. The fellowship provides a precepted clinical experience designed for nursing students and baccalaureate nursing faculty, with the goal of enhancing their knowledge of oncology practices, various nursing roles and specialty content. On a larger scale, the fellowship supports MGH in its efforts to recruit the nurses of tomorrow into cancer care while providing faculty with a valuable opportunity to enhance their clinical skills.

Johnson & Johnson has honored a nursing visionary with a fitting tribute, while advancing oncology nursing practice for generations to come.

### Honoring an extraordinary patient

Brian McEachern was a quiet hero who went out of his way to help others. He grew up in Charlestown, MA, and served on the Boston Fire Department for 31 years. His colleagues describe him as an ordinary man who performed extraordinary deeds. McEachern never expected any accolades. When he was diagnosed with lung cancer, he sought treatment at MGH. Throughout his long illness, McEachern's family recalls that he met an array of caregivers and employees, many of whom were remarkable for their expertise, caring and concern.

Despite the compassionate care he received, ultimately McEachern lost his arduous battle with this disease. Today, his indomitable spirit, compassion and giving nature live on through the Brian M. McEachern Extraordinary Care Award.

Sisters Geraldine McEachern and Diane Leason established The Brian M. McEachern Extraordinary Care Award to honor their beloved brother. Each year the McEachern Award recognizes clinicians whose practice is characterized by extraordinary acts of compassion, advocacy and empowerment.

Today — thanks to the family and friends of Boston firefighter Brian McEachern — his name will forever be associated with everyday acts of the extraordinary.



2005 McEachern Award recipient, Christine McCarthy, RN (directly behind plaque), with members of the McEachern family, members of the award selection committee, friends and former colleagues, and senior vice president for Patient Care, Jeanette Ives Erickson, RN (second from left). Award recipient, Tessa Goldsmith, CCC-SLP, was unable to attend. Her husband, Clifford (back left), accepted on her behalf.

### To support the work of MGH Patient Care

#### Services please contact:

MGH Development Office  
165 Cambridge Street, Suite 600

Boston, MA 02114

617.726.2200

[www.massgeneral.org/donate/draft.asp](http://www.massgeneral.org/donate/draft.asp)

# The year in review MGH Patient Care Services 2005

## MGH Facts and Figures

<b>Inpatient beds</b>	<b>899</b>
<b>Admissions</b>	<b>45,359</b>
<b>Surgical procedures</b>	<b>34,952</b>
<b>Average length of stay</b>	<b>5.88 days</b>
<b>Admits to observe</b>	<b>5,994</b>
<b>Occupancy</b>	<b>81.31%</b>
<b>Outpatient visits</b>	<b>1,395,890</b>
<b>MGPO visits (approx.)</b>	<b>544,318</b>
<b>Clinic visits, hospital and some group</b>	<b>462,413</b>
<b>Total health center visits</b>	<b>312,994</b>
<b>ED visits</b>	<b>76,165</b>

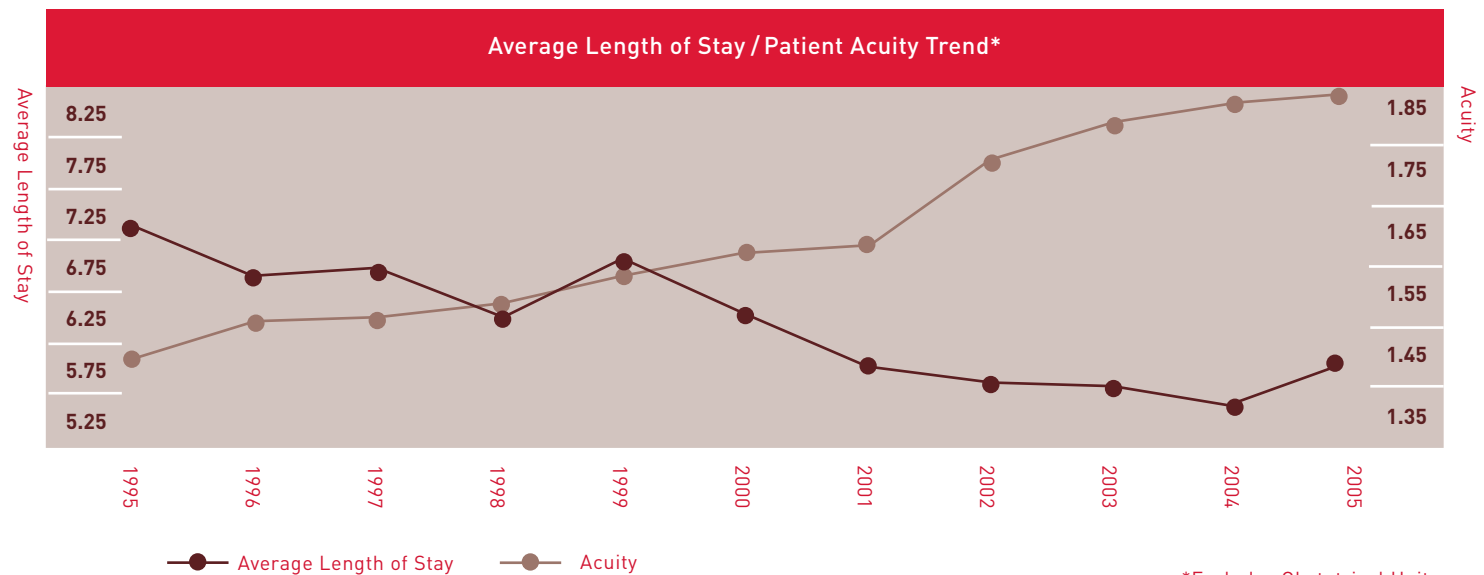
Increasing patient volume and acuity along with high marks in patient, staff and satisfaction remained the theme throughout 2005. Clearly, the demand for clinical and support staff and their expertise has never been greater. After a decade of steady increases, patient acuity remained relatively stable at 1.84, as compared to 1.85 for 2004, while length of stay rose slightly to 5.88 days.

At the same time, Patient Care Services staff satisfaction with the practice environment remains very strong. We conduct surveys of our clinicians every 18 months to assess a variety of organizational characteristics that are important to professional practice: autonomy and control of a practice, strong clinician-physician relationships, communication and teamwork, conflict-management skills, and motivation and cultural sensitivity. Feedback from these surveys helps to inform and shape the strategic plan for clinical and professional development for the coming years. The most recent survey had a response rate of 46 percent among PCS clinicians. Fully 90 percent of respondents reported that they are either satisfied or very satisfied with their professional practice environment.

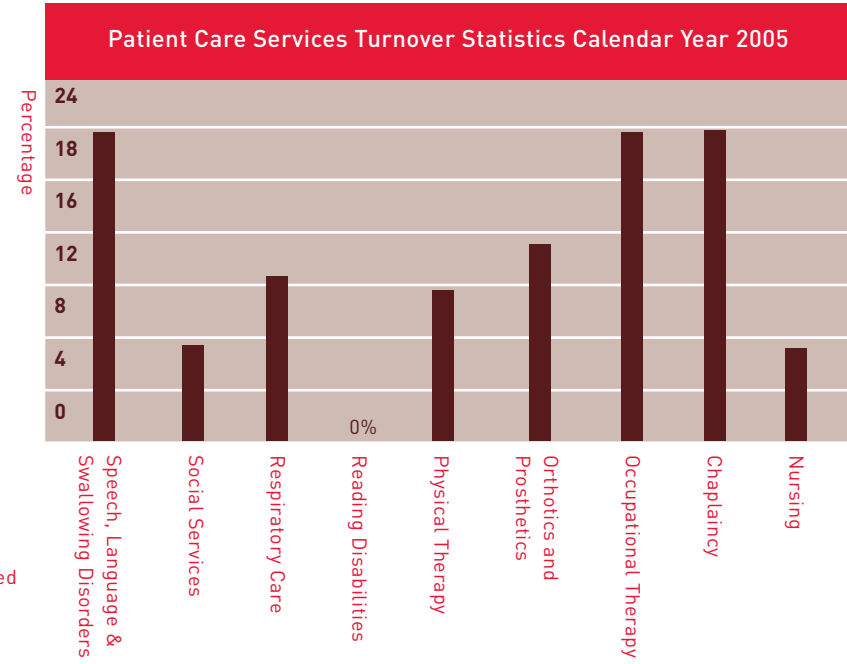
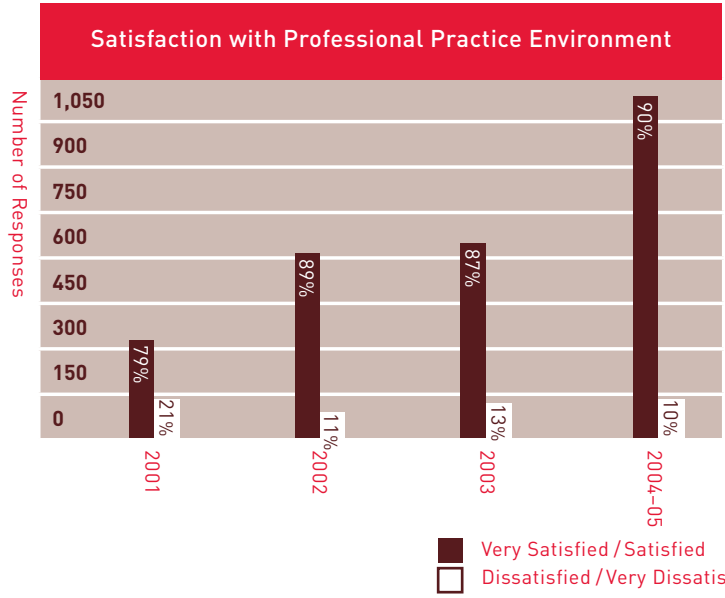
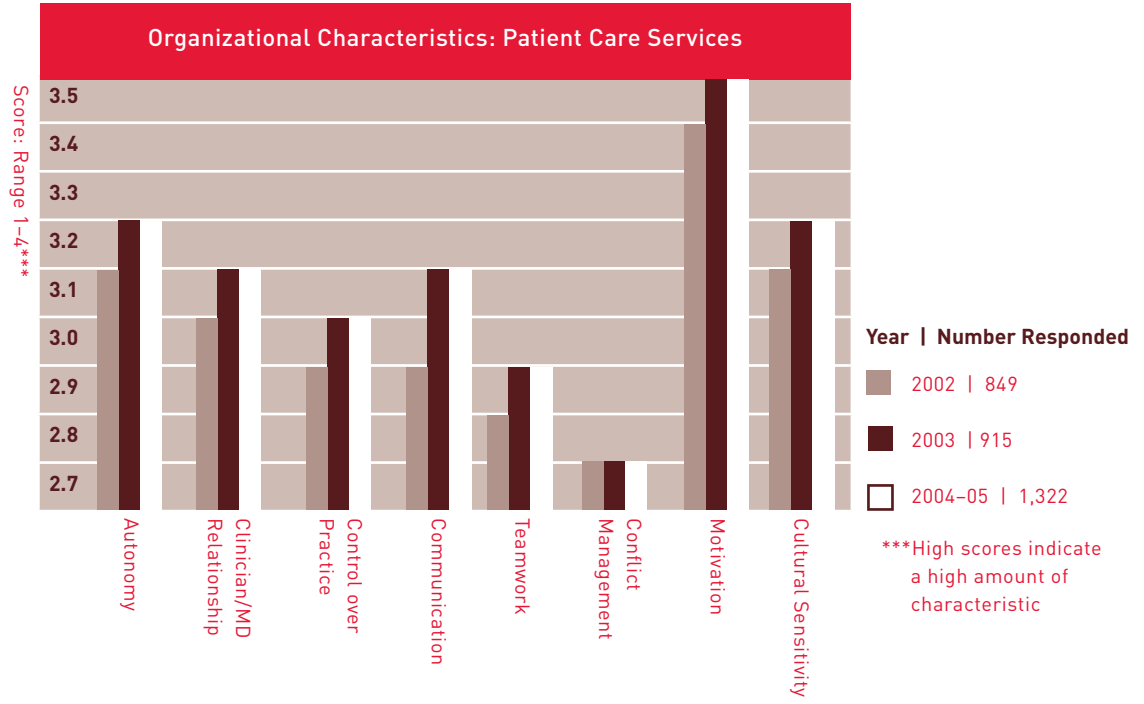
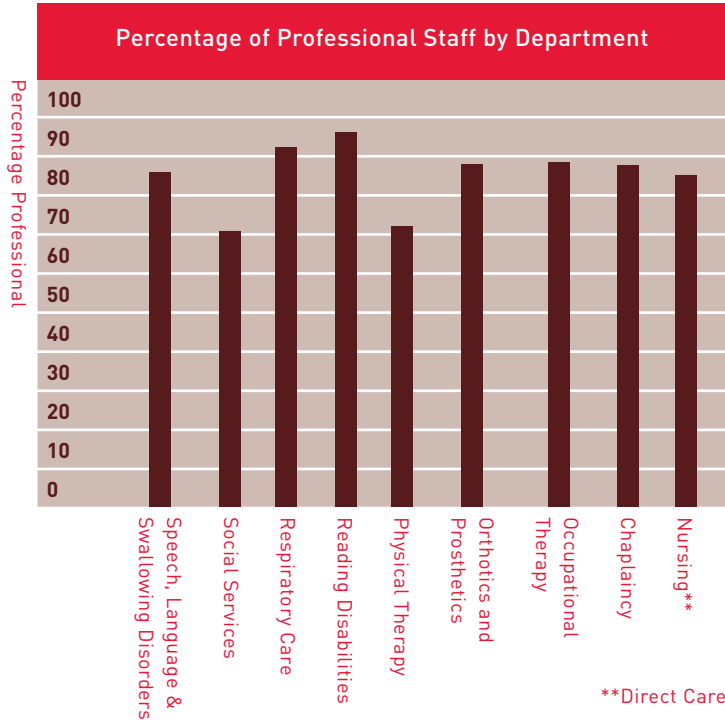
PCS staff feel supported in their practice within this dynamic, academic medical setting, and, because of the supportive professional practice environment, 746 clinicians and support staff joined the Patient Care Services team in 2005. The PCS vacancy and turnover rates remain significantly lower than national rates for nurses and therapists.

## Total Staff in Patient Care Services

<b>Nursing</b>	<b>4,179</b>
<b>Chaplaincy</b>	<b>23</b>
<b>Occupational Therapy</b>	<b>33</b>
<b>Orthotics and Prosthetics</b>	<b>8</b>
<b>Physical Therapy</b>	<b>152</b>
<b>Reading Disabilities</b>	<b>25</b>
<b>Respiratory Care</b>	<b>95</b>
<b>Social Services</b>	<b>117</b>
<b>Speech, Language &amp; Swallowing Disorders</b>	<b>27</b>
<b>Combined Total</b>	<b>4,659</b>
<b>Total Hired in 2005</b>	<b>746</b>



\*Excludes Obstetrical Units



# professional achievements · awards

## Patient Care Services

Immacula Benjamin, RN, Pediatrics  
*African American Pinning Honoree*

Virginia Capasso, APRN, PhD, BC, CNS,  
The Knight Nursing Center for Clinical  
& Professional Development  
Mary Larkin, RN, BSN, CDE,  
Diabetes Center  
*The Yvonne Munn Nursing Research Award*

Mandi Coakley, RN, PhD,  
Department of Nursing  
*Yvonne L. Munn Postdoctoral  
Fellowship in Nursing*

Michael Diluigi, Emergency Room  
Admitting Assistant, Emergency Department  
Eulawn Heron, Operations Associate,  
Vascular Surgery  
*The Anthony Kirvilaitis, Jr., Partnership  
in Caring Award*

Amanda Dimatteo, RN, BSN, Infusion Unit  
*Marie C. Petrilli Oncology Nursing Award*

Judy Foster, RN, MSN, Oncology/Bone  
Marrow Transplant  
Jackie Mulgrew, PT, CCS, Physical Therapy  
Virginia Sigel, MSW, LICSW, Social Services  
Ann C. Sullivan Eastman, RN, BSN,  
Vascular Surgery  
*Stephanie M. Macaluso, RN, Excellence  
in Clinical Practice Award*

Whitney Foster, RN, BA  
Anastasia Michaelidis, RN  
Alyona Runyans, RN, MA  
Diane L. Carroll, RN, PhD, FAHA  
*(continued)*

Marion Phipps, RN, MS, CCRN  
Jennifer O'Neill, RN, BSN  
*The Yvonne Munn Nursing Research Award*

Tessa Goldsmith, SLP, Speech-Language  
Pathology  
*Brian M. McEachern Extraordinary Care Award*

Ronald Greene, RN, BSN, Case Management  
*African American Pinning Honoree*

Nicola Gribbin, RN, BSN, Cancer Center  
Infusion Center  
*Norman Knight Preceptor of Distinction Award*

Shanna Heffernan, RN, Neonatal Intensive  
Care Unit (NICU)  
*The Ben Corrao Clanon Memorial Scholarship*

Jackie Lynch, PCS, Human Resources  
Generalist  
*African American Pinning Honoree*

Christine McCarthy, RN, Staff Nurse,  
Medical Intensive Care Unit  
*Brian M. McEachern Extraordinary Care Award*

Patricia McGrail, RN, BSN, Gynecology  
*Marie C. Petrilli Oncology Nursing Award  
The Pediatric Family Centered Care Award*

## MGH

Diane L. Carroll, RN, PhD, FAHA  
Sally H. Rankin, RN, PhD, FAAN  
Glenys A. Hamilton, RN, DNSc  
“Peer Advisors Improve Physical Health  
Outcomes in Elders”  
*Poster of Distinction  
MGH Scientific Advisory Committee  
(SAC) Meeting*

Danielle Doucette, RRT, BS,  
Respiratory Therapy  
*The Orren Carrere Fox Award for  
NICU Caregivers*

Raj Patel, Volunteer  
*Janet Ballantine Oncology Volunteer Award*

Yi Lin “Hope” Kuo, RN, Staff Nurse,  
Phillips 21  
*The Paul W. Cronin and Ellen S. Raphael  
Award for Patient Advocacy*

Charles McCarthy, Volunteer  
*The Jessie Harding Award for  
Outstanding Volunteers*

Operating Room Nurse Liaisons  
Post-Anesthesia Care Unit  
*Trustees Award for Outstanding Support  
of the Volunteer Program*

Constance Roche, RN, NP  
Edward Kielty, Technician  
*Susan and Arthur Durante Award for Exemplary  
Care and Service with Cancer Patients, MGH  
Cancer Center*

## State and Regional

Virginia A. Capasso, APRN, PhD, BC, CNS,  
The Knight Nursing Center for Clinical  
& Professional Development  
Development and MGH Wound Care Center  
*2005 Clinical Excellence Award  
Massachusetts Association of Registered  
Nurses (MARN)*

Sheila Davis, ANP, Infectious Disease  
*Boston Neighborhood Fellows Award  
City of Boston*

Jennifer Dubose, LPN, Blood  
Transfusion Services  
*Excellence in Nursing Award  
The New England Regional Black Nurses  
Association*

Eileen Flaherty, RN, MBA, MPH, Bigelow 11,  
General Medicine  
*Nursing Excellence Award in the Leadership  
Category  
Nursing Spectrum Magazine*

Jeanette Ives Erickson, RN, MS,  
Senior Vice President, Chief Nurse  
*Elaine Sherwood Award  
Massachusetts Organization of Nurse Executives  
(MONE)*

Jeanette Ives Erickson, RN, MS,  
Senior Vice President, Chief Nurse  
Annabel Edwards, APRN, BC  
*2005 Champions in Health Care  
Boston Business Journal*

Adele Keeley, RN, BSN, MA, Medical  
Intensive Care  
*Award for contributions to the  
field of Dispute Resolution  
University of Massachusetts Boston,  
Master of Arts Program*

Alecia Laing-Dell, RN, BSN, Case  
Management  
*Excellence in Nursing Award  
The New England Regional Black  
Nurses Association*

The MGH Gray Family Waiting Area  
OR Scheduler Program  
*President's Award for Outstanding  
Program Development  
New England Association Directors  
Healthcare Volunteer Services*

Laura Mylott, RN, PhD, The Knight  
Nursing Center for Clinical &  
Professional Development  
*Early Career Teaching Award for 2005  
Massachusetts Association of Colleges of  
Nursing (MACN)*

Ivonnny M. Niles, RN, AD, Orthopaedics  
*2005 YMCA Black Achiever Award*

Ivonnny M. Niles, RN, AD, Orthopaedics  
*Excellence in Nursing Award  
The New England Regional Black  
Nurses Association*

Joan B. Fitzmaurice, RN, PhD,  
Quality and Patient Safety  
*Alumni Achievement Award for Health  
Boston College Alumni Association*

### **National**

Kathryn Brush, RN, MS, CCRN, FCCM,  
Surgical Intensive Care  
*Presidential Citation  
Society of Critical Care Medicine*

Ann A. Daniels, MSW, PhD, LICSW,  
Social Services  
*Hyman J. Weiner Award  
Society for Social Work Leadership in  
Health Care*

Christina M. Graf, RN, PhD  
Sally Millar, RN, MBA  
Charlene Feilteau, RN, BSN  
Paul Lindquist, BA  
Janet Madigan, RN, MS  
Nancy McCarthy, RN, MSN  
*Richard C. Jelinek Vision Award  
QuadraMed Users Group*

The International Medical Surgical  
Response Team (IMSuRT):  
Jennifer Albert, RN  
Susan Briggs, MD  
Kathryn Brush, RN  
Sheila Burke, RN  
Lin-Ti Chang, RN  
Anthony Forgione, LPN  
Ron Gaudette, RPH  
Edward George, MD  
Annekathryn Goodman, MD  
Robert Goulet, RRT  
Pamela Griffin, RN  
Patrick Kadilak, RN  
David Lawlor, MD  
Marie LeBlanc, RN  
Jesslyn Lenox, RRT  
Tom MacGillivray, MD  
Barbara McGee, RN  
Leandra McLean, RN  
Patricia Owens, RN, BSN  
Joseph Roche, MD  
Maryalyce Romano, RN  
Jay Schnitzer, MD  
Joan Tafe, RN  
Barbara Walsh, RN  
Brenda Whelan, RN  
*Department of Homeland Security  
Under Secretary Award  
United States Government*

Barbara J. Levin, RN, BSN, ONC, LNCC,  
MGH Orthopaedic and Neuroscience Service  
*National Leadership Award  
American Association of Legal Nurse  
Consultants (AALNC)*

Susan Loomis, RN, MSN, CS, Partners  
Occupational Health  
Brian French, RN, MS, BC, The Knight  
Nursing Center for Clinical &  
Professional Development  
*Sharps Injury Prevention Award  
International Sharps Injury Prevention Society  
and Managing Infection Control Magazine*

Peter Moran, RN, C, BSN, MS, CCM,  
Case Manager, Emergency Department  
*Case Manager of the Year Award  
Case Manager Society of America (CMSA)*

Pat Rowell, Director, MGH Volunteer Services  
*2005 Award for Excellence  
American Society of Directors of Volunteer  
Services (ASDVS)*

Emily Smith, PT, Physical Therapy  
*Clinical Educator of the Year Award  
Clinical Education Symposium, University of  
Massachusetts – Lowell*

Jackie Somerville, RN, MS, CMAC, Nursing  
*Arthur L. Davis Publishing Agency Scholarship  
Massachusetts Association of Registered Nurses  
(MARN)*

Alison Squadrito, PT, DPT, GCS,  
Physical Therapy  
*Emerging Leader Award  
American Physical Therapy Association –  
Section on Geriatrics*

Laura Sumner, RN, MEd., MBA, MSN,  
APRN, BC, ONC  
Gail Alexander, RN, BSN, CCRN  
Mary McAdams, RN, BSN, BC  
*Second Prize: Poster Presentation Evaluation  
of the Drug Dosage Calculation Guide on the  
Registered Nurses' Multi-Step Calculation Scores  
on an Orientation Medication Assessment  
National Nursing Staff Development  
Organization (NNSDO), New Orleans, LA*  
Rev. Angelika Zollfrank, BCC, MGH  
Chaplaincy Department  
*Len Cedarleaf Award  
Association for Clinical Pastoral  
Education (ACPE)*

# professional achievements · presentations

## State and Regional

**Barbara Brien, RN, BSN**

**Colleen Dunbar, RN, BSN**

**Liz Goodwin, RN, BSN**

Nursing Strategies to Change End-of-Life Care in the Intensive Care Unit  
*Hospice & Palliative Care Federation of Massachusetts, Marlborough, MA*

**Kathryn Brush, RN, MS, CCRN, FCCM**

Advanced Bedside Procedures: Impact on Nursing  
*New England Regional Trauma Conference, Burlington, MA*

**Virginia Capasso, APRN, PhD, BC**

Leg Ulcers  
*MGH Vascular Center, Waltham, MA*

**Constance Dahlin, APRN, BC, PCM**  
Quality and Outcomes in Palliative Care, Communication, and APN Role in Palliative Care

*Art & Science of Palliative Care Nursing Conference, Newton, MA*

**Constance Dahlin, APRN, BC, PCM**  
Oral Complications in End-of-Life Care  
*Hospice and Palliative Care Federation of MA Conference, Marlborough, MA*

**Constance Dahlin, APRN, BC, PCM**  
Advanced Practice Nursing in Palliative Care  
*Practical Aspects of Palliative Medicine, Boston, MA*

**Constance Dahlin, APRN, BC, PCM**  
National Initiatives to Promote End-of-Life Care  
*Massachusetts Hospital Association, Waltham, MA*

**Marie Egan, RN**  
Radiofrequency Identification in the OR of the Future: More Than Just a Promise  
*TIPS-Technology, Innovation and Patient Safety: Myths and Truths About Medication Safety, Plymouth, MA*

**Linda Gelda, MSW, LICSW**  
Treating Eating Disorders  
*Northeast Counseling Group, Plimouth Plantation, MA*

**Christina M. Graf, RN, PhD**  
Health Care Finance 101  
*Massachusetts Organization of Nurse Executives, Waltham, MA*

**Mary Guanci, RN, MS, CNRN**  
Stunned Heart: Implications in the Care of the Neuroscience Patient  
*Annual Ann Levielle Seminar, Providence, RI*

**Natascha Gundersen, LICSW**  
**Karon Konner, LICSW**  
Social Work's Role in Disaster Medical Response  
*Massachusetts Chapter of The National Association of Social Work's quarterly meeting of the Disaster Response Committee, Waltham, MA*

**Jane Harker, RN, MS, BSN, CGRN**  
Endoscopic Ultrasound: The Basics and Beyond  
*Cape Cod Healthcare "Spring into Endoscopy," Hyannis, MA*

**Jeanette Ives Erickson, RN, MS**  
Nursing Now and in the Future  
*Introduction to Business and Management in Health Care, Harvard Medical School, Boston, MA*

**Jeanette Ives Erickson, RN, MS**  
Patient Care Partnerships ... Healthcare in the Balance  
*Massachusetts College of Pharmacy, Newton, MA*

**Jeanette Ives Erickson, RN, MS**  
Doctor-Patient III  
*Health Policy and Economics, Harvard Medical School Boston, MA*

**Ann Jampel, PT, MS**  
Innovative Approaches to Clinical Education  
Fostering Clinical Instructor Development Through Use of a Small Group Case Analysis Format  
*New England Academic Center Coordinators Clinical Faculty Institute, University of Massachusetts-Lowell, Lowell, MA*

**Eileen Joyce, LICSW**  
**Lorena Lowenthal**  
The Unique Challenges of Working with Lung Cancer Patients  
*National Association of Oncology Social Workers annual conference*

**Eileen Joyce, LICSW**  
Geriatric Oncology Consortium's Advancing Cancer Care in the Elderly conference  
*Psychosocial Aspects of the Geriatric Oncology Assessment*

**Adele Keeley, RN, BSN, MA**  
**J. Andrew Billings, MD**  
Palliative Care in the ICU Setting  
*Harvard Department of Continuing Education course, Practical Aspects of Palliative Medicine, Boston, MA*

**Patricia Kent, RN, MSN, CPNP**  
**Kathie Pazola, RN, MSN, CPON**  
**Kate Stakes, RN, MSN**  
A Palette of Professional Practice  
*Boston Chapter, Association of Pediatric Oncology Nurses (APON), Boston, MA*

**Susan L.W. Krupnick, APRN, MSN, BC, CARN**  
Workplace Violence: Building Respectful and Safe Organizations  
*Western Massachusetts Occupational Health and Safety Association Conference on Violence in the Workplace, Springfield, MA*

**Susan L.W. Krupnick, APRN, MSN, BC, CARN**  
What Does Nursing Need? The Commonwealth's Response  
*Becker College Nursing Symposium, Worcester, MA*

**Suy-Sinh Law, PT, OCS, M-AC**  
Physical Therapy Profession  
*American Physical Therapy Association of Massachusetts, Boston, MA*

**Barbara J. Levin, RN, BSN, ONC, LNCC**  
Avoiding Legal Pitfalls  
*Advance Magazine Job Fair, Nashua, NH*

**Barbara J. Levin, RN, BSN, ONC, LNCC**  
Fractured Foundations  
*Massachusetts Nurses Association, Canton, MA*

**Kelly Macauley, PT, DPT, GCS**  
APTA: Working for You  
*North Shore Community College, Danvers, MA*

**Mary McKenna Guanci, RN, MS, CNRN**  
Considerations in the Care of the Subarachnoid Hemorrhage Patient with Stunned Heart  
*Lehigh Valley Hospital, Lehigh, PA*

**Mary McKenna Guanci, RN, MS, CNRN**  
Brain Freeze: Managing Temperature in the Intensive Care  
*National Training Institute, American Association Critical Care Nurses/Medivance, New Orleans, LA*

**Patricia Mian, RN, MS, APN-BC**  
**Susan Warchal, RN**  
The Impact of a Multi-Faceted Intervention on Nurse and Physician Attitudes and Behaviors Toward Family Presence During Resuscitation  
*Yvonne Munn Nursing Research Lecture, Boston, MA*

**Sally Millar, RN, MBA**  
Hepatitis C: The Patient's Perspective  
*New England Society of Gastroenterology Nurses and Associates, Boston, MA*

**Logan Monahan, OTR/L**  
Role of the Occupational Therapist  
*Respiratory Care Conference, Boston, MA*

**Susan Morash, RN, BSN, MA**  
Bringing It All Back Home: Creating a "Conflict Wise" Workplace  
*New England Chapter Annual Meeting, Tyngsboro, MA*

**Kathleen M. Myers, RN, MSN**  
**Claribell Amaya, RN, BS**  
**Ivonny M. Niles, RN, AD**  
Clinical and Mentoring Support for the Foreign Born Nurse: 2003 and Beyond  
*MGH PCS Diversity Steering Committee, Nursing Career Ladder Initiative (NCLI) Boston Private Industry Council*

**Donna Perry, RN, PhD(c)**  
Building Bridges of Human Dignity with Cuba through Nursing  
*Nurse Recognition Week at the Spaulding Rehabilitation Hospital, Boston, MA*

**Angelleen Peters-Lewis, RN, PhD**  
Racial Health Disparities in Colon Cancer Screening and GI Treatment  
*Society of Gastrointestinal Nurses and Associates Regional Conference, Hyannis, MA*

**Marita Prater, RN, MS**  
Focusing on Nursing ... One Manager's Journey  
*Massachusetts Organization of Nurse Executives, Waltham, MA*

**Marita Prater, RN, MS**  
Transforming the Work Environment – Best Practices  
*Massachusetts Hospital Association meeting, Waltham, MA*

**Edgar Savidge, PT, DPT**  
Small Group Case Analysis Format  
New England Academic Center Coordinators  
*Clinical Faculty Institute, University of Massachusetts-Lowell, Lowell, MA*

**Ameec Seitz, PT, MS, OCS**  
Shoulder Evaluation and Treatment  
*Tufts University, Boston, MA*

**Rosalie Tyrrell, RN, MS**  
Understanding and Leading a Multigenerational Workforce  
*Massachusetts Organization for Nurse Executives (MONE) Leadership Workshop, Waltham, MA*

## National

**Virginia Capasso, APRN, PhD, BC, CNS**  
**Joanne, Empoliti, APRN, MSN, BC**  
**Joan Gallagher, RNC, EdD, BC, AOCN**  
**Ann Martin, APRN, MSN, BC**  
Wound Care: All You Need to Know  
*National Primary Care Conference (NPACE), Boston, MA*

**Diane L. Carroll, RN, PhD, FAHA**  
Peer Advisors Improve Physical Health Outcomes in Elders  
*Eastern Nursing Research Society 17th Annual Scientific Sessions, New York, NY*

**Kathy Clair-Hayes, LICSW**  
**Carla Cucinatti, LICSW**  
**Nancy Leventhal, LCSW**  
**Rebecca Murphy, LICSW**  
"Kids Express": First Aid for Families When Trauma Strikes  
*American Trauma Society Conference, Social Workers Seminar in Arlington, VA*

**Amanda Coakley, RN, PhD**  
**Diane Stanley, LPN, MBA**  
Pet Therapy  
*National Youth Leadership Forum on Nursing, Cambridge, MA*

**Constance Dahlin, APRN, BC, PCM**  
The Impact of the Clinical Guidelines in Palliative Care for Gerontological Nursing  
*National Association of Gerontological Nursing Conference, Myrtle Beach, SC*



# professional achievements · presentations

## National (continued)

### Constance Dahlin, APRN, BC, PCM

Palliative Care Guidelines – Report from the National Consensus Project with Judi Lund Person and Perry Fine

*Clinic Meeting of the National Hospice and Palliative Care Organization, Atlanta, GA*

### Constance Dahlin, APRN, BC, PCM

The Future of the National Consensus Project Guidelines for Quality Palliative Care with Diane Meier, Betty Ferrell, Deb Sherman and Judi Lund Person  
*Annual Assembly of HPNA and AAHPM, New Orleans, LA*

### Regina Doherty, MS, OTRL

Ethics for OT Managers and Educators: Practical Application of Evidence-Based Approaches and Resources  
*American Occupational Therapy Association National Conference, Long Beach, CA*

### Annabel D. Edwards, APRN, BC

Opioid Induced Hyperalgesia  
*Annual Meeting of the American Society for Pain Management Nursing, Albuquerque, NM*

### Marie Egan, RN

TATRC Research Planning Meeting on Patient Safety in the Perioperative Environment  
*US Army Telemedicine & Advanced Technology Research Center, Maryland*

### Brian M. French, RN, MS, BC

### Beth Nagle, RN, MSN, BC

High Fidelity Simulation: Enhancing Patient Safety and Outcomes  
*National Nursing Staff Development Organization Annual Convention, New Orleans, LA*

### Jane Harker, RN, MS, CGRN

### Christopher Robbins, RN, CGRN

The Dave Project  
*Society of Gastrointestinal Nurses and Associates (SGNA) Annual Conference, Minneapolis, MN*

### Jane Harker, RN, MS, CGRN

Basic Endoscopic Ultrasound: Anatomy and Imaging  
*Society of Gastroenterology Nurses and Associates (SGNA) Annual Conference, Minneapolis, MN*

### Erin Hart, RN, MS, CPNP, RNFA

Recognition and Treatment of Common Neonatal Orthopaedic Problems  
A Day in the Pediatric Orthopaedic Clinic: Common Diagnoses and Clinical Management  
*National Association of Orthopaedic Nurses (NAON) Annual Congress, Phoenix, AZ*

### Jeanette Ives Erickson, RN, MS

Disclosures  
*The Joint Commission's 19th Annual Conference on Quality and Safety, Chicago, IL*

### Ann Jampel, PT, MS

Education Strategic Planning Group for Year 2020  
*American Physical Therapy Association – Department of Education, Washington, DC*

### Elizabeth Johnson, RN, MSN, AOCN

Oncology  
*National Youth Leadership Forum on Nursing, Cambridge, MA*

### Adele Keeley, RN, BSN, MA

Merging Palliative Care in the Critical Care Unit  
*American Association of Critical Care Nurses National Teaching Institute, New Orleans, LA*

### Mary Lou Kelleher, RN, MS

Creating a Pediatric Center of Excellence within a Large Adult Medical Center  
*National Initiative for Children's Healthcare Quality (NICHQ), San Diego, CA*

### Mary Lou Kelleher, RN, MS

Pediatrics  
*National Youth Leadership Forum on Nursing, Cambridge, MA*

### Mary Lou Kelleher, RN, MS

Keynote Speaker, Advancing the Journey: Leadership for Family Centered Change  
*The 13th Annual Phillips M. Payson Conference "Safe Patient-and-Family-Centered Care" Portland, ME*

### Aimee Klein, PT, DPT, MS, OCS

Diagnostic Imaging: Applied Information for the Physical Therapist  
*Columbia University, New York, NY*

### Mary Larkin, RN, BSN, CDE

Obesity and Type 2 Diabetes from the Family Perspective  
*American Diabetes Association, San Diego, CA*

### Mary Lavieri, RN, MS, CCRN

Care of the Critically Ill Patient on CVVH  
*Critical Care Symposium, National Teaching Institute, New Orleans, LA*

### Barbara J. Levin, RN, BSN, ONC, LNCC

Standards of Care in Nursing Practice: Ethical, Legal and Moral Issues  
*National Association of Orthopaedic Nurses (NAON) Annual Congress, Phoenix, AZ*

### Barbara J. Levin, RN, BSN, ONC, LNCC

Fractured Foundations  
*American Association of Legal Nurse Consultants (AALNC) Conference, San Diego, CA*

### Barbara J. Levin, RN, BSN, ONC, LNCC

Leadership Forum  
*American Association of Legal Nurse Consultants (AALNC) National Conference, Anaheim, CA*

### Barbara J. Levin, RN, BSN, ONC, LNCC

Broken Bones, Shattered Lives  
*American Association of Legal Nurse Consultants (AALNC) National Conference, Anaheim, CA*

### Barbara J. Levin, RN, BSN, ONC, LNCC

Keynote Speaker, More Than Bare Bones Care  
*Missouri State Nursing Conference, St. Louis, MO*

### Mary Lussier-Cushing, RN, MS, CS

Psychiatric Nursing  
*National Youth Leadership Forum on Nursing, Cambridge, MA*

### Mary Lou Lyons, RN, MSN

Making Computerized Documentation Work for You  
*Association of Women's Health, Obstetric and Neonatal Nurses (AWHONN) National Convention, Salt Lake City, UT*

**Ann T. Martin, MSN, APRN, BC-ANP**  
**Erin Cox, MS, RN, CCRN, CS**  
**Kathryn Brush, MS, RN, CCRN, FCCM**  
The CNS and Evidence-Based Practice:  
Implementing a Beta-Blocker Therapy Program  
*National Association of Clinical Nurse  
Specialists, Orlando, FL*

**Theresa Michel, PT, DPT, MS, DSc, CCS**  
Diabetes Update: How Physical Therapy  
Fits In  
*American Physical Therapy Association Annual  
Conference, Boston, MA*

**Sally Millar, RN, MBA**  
Information Systems: Planning, Purchasing,  
Implementing  
*Development of a Patient Advocacy Program  
American Association of Critical-Care Nurses  
National Teaching Institute, New Orleans, LA*

**Sally Millar, RN, MBA**  
Richard C. Jelinek Vision Award  
*QuadraMed Annual Conference,  
San Antonio, TX*

**Lauro Munoz, MOT, OTR**  
NDT and Adult Hemiplegia  
*Texas Occupational Therapy Association,  
Corpus Christi, TX*

**Lauro Munoz, MOT, OTR**  
Introduction to NDT  
*Texas Occupational Therapy Association Annual  
Conference, San Antonio, Texas*

**Paige Nalipinski, MA, CCC-SLP**  
**Audrey Cohen, MS, CCC-SLP**  
Speech-Language Pathologists in Acute Care:  
Maintaining the Breadth of Our Practice  
*2005 American Speech, Language and Hearing  
Association (ASHA) Convention, San Diego, CA*

**Danny Nunn, MS, CCC-SLP**  
Oral Pharyngeal Laryngeal Motor Exercises for  
Swallow: Controversial Subject  
*2005 American Speech, Language and Hearing  
Association (ASHA) Convention, San Diego, CA*

**Lynn B. Oertel, ANP, MS, CACP**  
Anticoagulation in Primary Care  
*National Conference for Nurse Practitioners,  
Orlando, FL*

**Georgia W. Peirce**  
Creating Cultures of Safety — The  
Leadership Imperative  
*National Patient Safety Audio Conference,  
Washington, DC*

**Angelleen Peters-Lewis, RN, PhD**  
Excellence in Endoscopy Nursing:  
The Magnet Journey  
*Society of Gastrointestinal Nurses and Associates  
Annual Conference, Minneapolis, MN*

**Angelleen Peters-Lewis, RN, PhD**  
The Use of an Education Video with Ambula-  
tory Ph Probe Patients: A Nursing Intervention  
*Society of Gastrointestinal Nurses and Associates  
Annual Conference, Minneapolis, MN*

**Marita Prater, RN, MS**  
Nursing: Not Your Mother's Career  
*National Youth Leadership Forum on Nursing,  
Cambridge, MA*

**Christopher Robbins, RN, CGRN**  
Advanced Endoscopic Ultrasound:  
Pancreatic Cyst Drainage  
*Society of Gastroenterology Nurses and Associates  
(SGNA) Annual Meeting in Minneapolis, MN*

**Amee Seitz, PT, MS, OCS**  
Rehabilitation of Partial Scapulectomy in  
Recreational Athlete  
American Physical Therapy Association  
Combined Sections Meeting – Sports Physical  
Therapy Section, New Orleans, LA

**Dawn Tenney, RN, MSN**  
MGH OR of the Future  
*AORN Executive Nursing Surgical Summit,  
Phoenix, AZ*

## International

**Paula Downes-Vogel, PT, MS**  
How to Set Up an Outpatient Pulmonary  
Rehabilitation Program  
*King Edward VII Memorial Hospital, Bermuda*

**Joan Fitzmaurice, RN, PhD**  
**George Reardon**  
**Cy Hopkins, MD**  
**Carrie Mazoff**  
**Carol Markus, RN, MS**

**Linda Devaux**  
Building a High Reliability Organization  
Through a Multi-Method Approach to  
Monitoring the Practice Environment  
*International Conference on Healthcare Systems  
Ergonomics and Patient Safety, Florence, Italy*

**Alice Gervasini, RN, PhD**  
Nursing Assessment by System: A Quick  
Triage  
*King Edward VII Memorial Hospital, Bermuda*

**Mary Lavieri, RN, MS, CCRN**  
The Nurse's Role in the Management of  
Sepsis: Integrating Lab Results and Clinical  
Assessment  
*King Edward VII Memorial Hospital, Bermuda*

**Talli McCormick GNP, MSN**  
**Patricia E. Sullivan, PT, DPT, PhD**  
An Update on Fall Prevention and Exercise  
*Oxford Round Table on Successful Aging,  
Oxford, England*

**Danny Nunn, MS, CCC-SLP**  
Dysphagia Research/Practice/Multi and  
Interdisciplinary Approach  
Working with Swallowing: Oral Motor  
Exercises Approach vs. Dysphagia Therapy  
Approach, Similarities and Differences  
*4 Congresso da Fundacao Otorrinolaringologia  
(4th Conference of Otorhinolaryngology  
Foundation), a National Brazilian Foundation  
of ENTs, Curitiba, Parana-Brasil*

**Lynda Tyer-Viola, RNC, PhD**  
Promoting Nursing: How to Demonstrate  
Your Value as a Team Member  
*King Edward VII Memorial Hospital, Bermuda*

**Lynda Tyer-Viola, RNC, PhD**  
Obstetrical Nurses Attitudes and Care  
Intentions Regarding HIV-Positive  
Pregnant Women: Podium Presentation,  
Research Abstract  
*Sigma Theta Tau: Honor Society for Nursing  
International Conference, Kona, Hawaii*

# professional achievements · poster presentations

## State and Regional

**Ellen Abele, LICSW**  
**Shannon Bennet, MA**  
**Brett Litz, PhD**  
**Shira Maguen, PhD**  
**Tami May, LICSW**

**Barbara Sarnoff Lee, LICSW**  
**Fredda Zuckerman, LICSW**  
The Perinatal Loss Project and the Boston Perinatal Loss Initiative: A Multi-Center Study to Understand the Psychological and Social Consequences of Pregnancy Loss  
*Innovation at 100, Boston, MA*

**Elizabeth Alterman, BS**  
**Katie Binda, LICSW**  
**Barbara Cashavelly, RN, MSN, ACON**  
Meeting the Needs of Support Staff at a Patient- and Family-Centered Oncology Center  
*Innovation at 100, Boston, MA*

**Katie Binda, LICSW**  
**Marilyn Brier, LICSW**  
**Diane Doyle, MS, APRN, BC**  
**Regina Holdstock, RPh**  
**Evelyn Malkin, LICSW**  
**Stacey Paiva, MBA**  
Living with Cancer, Moving Forward After Treatment: A Multidisciplinary Collaboration  
*Innovation at 100, Boston, MA*

**Evelyn Bonander, MSW**  
**Catherine Carlo, LICSW**  
**Kitty Craig-Comin, LICSW**  
**Susan Fisher, LICSW**  
**Leigh Horne-Mebel, LICSW**  
**Lisa Mortimer, LICSW**  
**Barbara Olson, LICSW**  
Pioneering a Profession: A History of Social Work Innovation at the MGH 1905-2005  
*Innovation at 100, Boston, MA*

**Marilyn Brier, LICSW**  
Developing a Prostate Cancer Support Group  
*Innovation at 100, Boston, MA*

**Kathy Clair-Hayes, LICSW**  
**Elyse Levin-Russman, LICSW**  
Take Good Care Packs: Promoting Communication and Comfort for Children with Cancer  
*Innovation at 100, Boston, MA*

**Mary Connolly, RN**  
**Susan Fisher, RN**  
**Joan Monahan, RN**  
**Paula Murphy, LICSW**  
**Barbara Olson, LICSW**  
**Alice Rotfort, LICSW**  
Community Care Programs: The Social Worker/Nurse Teams Bring Care into the Home  
*Innovation at 100, Boston, MA*

**Marisol Coreas, Haven Advocate**  
**Niza Troncoso, Haven Advocate**  
**Carolyn Vega, Haven Advocate**  
“De Mujer a Mujer” – Woman to Woman  
*Innovation at 100, Boston, MA*

**Sheryn Dungan, LICSW**  
**Eileen Joyce, LICSW**  
**Michele Lucas, LICSW**  
When Does Care End: Providing Bereavement Care in Cancer Centers  
*Innovation at 100, Boston, MA*

**Debbie Essig, LICSW**  
Can This Marriage Work? Weaving a Clinical Perspective into an Oncology Web Site  
*Innovation at 100, Boston, MA*

**Marie Elena Gioiella, LICSW**  
**Marilyn Wise, LICSW**  
Narratives in Social Work: Illustrating Our Clinical Practice  
*Innovation at 100, Boston, MA*

**Kathleen Grinke, RN, MSN**  
**Catherine Griffith, RN, MSN, BC**  
**Kathleen Walsh, RN, PhD (c)**  
**Mary Larkin, RN, BSN, CDE**  
**Virginia Capasso, APRN, PhD, BC**  
*(continued)*

Promoting Research Utilization – The MGH Nursing Committee  
*American Nurses Credentialing Center Institute for Credentialing Innovation, Boston, MA*

**Michelle Hazelwood, LICSW**  
**Eileen Joyce, LICSW**  
It Takes a Village  
*Innovation at 100, Boston, MA*

**Beth Holleran, LICSW**  
**Susan Lipton, LICSW**  
**Alice Newton, MD**  
**Andrea Vandeven, MD**  
**Mark Sapp, MD**  
Child Protection Team: Working Toward a Safer Future for Children and Their Families  
*Innovation at 100, Boston, MA*

**Leigh Horne-Mebel, LICSW**  
**Fredda Zuckerman, LICSW**  
Every Mother, Every Baby, Every Family ... Compassionate Care for All  
*Innovation at 100, Boston, MA*

**Michele Lucas, LICSW**  
The Unique Needs of the Primary Brain Tumor Patient Population  
*Innovation at 100, Boston, MA*

**Members of the MGH Social Work Diversity Council**  
The Experience of a Diversity Council  
*Innovation at 100, Boston, MA*

**Rebecca Murphy, MSW, LICSW**  
**Marilyn Wise, LICSW**  
Getting to Know Patients Who Cannot Speak on Their Own Behalf: Commitment to an Ethic of Care  
*Innovation at 100, Boston, MA*

**Christine S. Wolf Dresp, LICSW**  
Dreamwork in Clinical Practice  
*Innovation at 100, Boston, MA*

**Mary Zwirner, LICSW**  
A Case Study: Interdisciplinary Care of the Patient with Brain Injury of Unknown Etiology Experiencing Sympathetic Storming  
*Innovation at 100, Boston, MA*

### National

**Claribell F. Amaya, RN, BSN**  
**Ivony M. Niles, RN, AD**  
**Kathleen M. Myers, RN, MSN, APRN, BC**  
**Megan Cellitti Brown, MBA**  
Addressing The Nursing Shortage and Health Disparity: Clinical and Mentoring Support for the Foreign Born Nurse: 2003 and Beyond  
*National Association of Orthopaedic Nurses Congress, Phoenix, AZ*

**Rachel Bolton, RN, CPON**  
**Catherine Mannix, RN, BSN, OCN**  
**Patricia McManus, RN, BA**  
Beam Me Up: Proton vs. Photon Radiation  
*Association of Pediatric Oncology Nurses, Portland, OR*

**Joan Braccio, RN**  
**Ruth J. Bryan, RN, MSN, CAPA**  
**Bessie Manley, RN, MPA/HA**  
We Are PAINED!  
*American Society of Post-Anesthesia Nursing, (ASPAN) National Conference, Chicago, IL*

**Debra Burke, RN, MSN, MBA**  
**Anand Dighe, MD, PhD**  
**Arjun C. Rao, MBBS, MBA**  
Enhancing Patient Identification Using Bar-Coded Wristbands: A MGH Clinical Performance Management Initiative  
*Institute for Healthcare Improvement, Orlando, FL*

**Diane L. Carroll, RN, PhD, FAHA**  
**Glenys A. Hamilton, RN, DNSc**  
**Barbara K. Kenney, RN, BSN**  
Changes in Fears and Concerns in Recipients of the Implanted Cardioverter Defibrillator  
*American Heart Association Scientific Sessions, Dallas, TX*

**Kathy Clair-Hayes, LICSW**  
**Elyse Levin-Russman, LICSW**  
Take Good Care Packs: Promoting Communication and Comfort for Children with Cancer, Siblings and Parents  
*Association of Pediatric Oncology Social Work (APOSW), Norfolk, VA*

**Amanda B. Coakley, RN, PhD**  
**Jacqueline Somerville, RN, MS**  
**Maureen Ward**  
**Sharon Bouvier, RN, MS**  
**Eileen Flaherty, RN, MBA, MPH**  
**Marie LeBlanc, RN, MH**  
**Joan Stack, RN, MS**  
**Heather McDonald, RN, BSN**  
**Joan Tafe, RN**  
**Maureen Bonanno, RN**  
**Maria Romanoff, RN, BSN**  
*(continued)*

The Response of a Pet Therapy Encounter on Patients, Volunteers and Nurses Across Three Different Clinical Sites  
*Eastern Nursing Research Society, New York, NY*

**Amanda B. Coakley, RN, PhD**  
**Anne Marie Barron, RN, PhD, CS**  
Experiences of Nurses Providing Therapeutic-Touch in an Inpatient Oncology Setting  
*Eastern Nursing Research Society, New York, NY*

**Janet M. Dorrwachter, RN, BS**  
**Kathleen M. Myers, RN, MSN, APRN, BC**  
**Jill Taylor Pedro, RN, MSN, ONC**  
**Harry E. Rubash, MD**  
**Andrew A. Freiberg, MD**  
Minimally Invasive (MIS) Two Incision Total Hip Replacement: Pre-Operative Education and Post-operative Care  
*National Association of Orthopaedic Nurses Congress, Phoenix, AZ*

**Ann M. Fiore, RN, MSN, APRN, BC**  
**Kathleen M. Myers, RN, MSN, APRN, BC**  
Interdisciplinary Roadmap to Quality in the Care of the Orthopaedic Oncology Patient  
*National Association of Orthopaedic Nurses Congress, Phoenix, AZ*

**Jane Flanagan, APRN-BC, PhD**  
**Dorothy Jones, RNC, EdD, FAAN**  
**Ginger Capasso, APRN-BC, PhD**  
Nursing Theory: Linking the CNS Role and Innovations in Practice  
*National Association of Clinical Nurse Specialists (NACNS), Orlando, FL*

**Grace Good, ACNP, MSN, BC**  
Implementing the Acute Care Nurse Practitioner Role within a Hospitalist Service in an Academic Medical Center  
*American College of Nurse Practitioners 2005 National Clinical Conference, Palm Springs, CA*

**Sioban Haldeman, RN, MSN, APRN, BC**  
**Colleen Gonzalez, RN, MSN**  
**Judy Silva, RN, MSN**  
Job-Sharing in the CNS Role: Who Does What?  
*National Association of Clinical Nurse Specialists (NACNS), Orlando, FL*

**Sioban Haldeman, RN, MSN, APRN, BC**  
**Colleen Gonzalez, RN, MSN**  
**Chelby Cierpial, RN, MSN**  
**Erin Cox, RN, MSN**  
**Diane Carroll, RN, PhD**  
**Judy Silva, RN, MSN**  
Who Develops Clinical Staff?  
*National Association of Clinical Nurse Specialists (NACNS), Orlando, FL*

**Marian Jeffries, RN, MSN, FNP-C**  
CNS Development of a Patient Teaching Plan for Tracheostomy Patients  
*National Association of Clinical Nurse Specialists (NACNS), Orlando, FL*

**Marian Jeffries, RN, MSN, FNP-C**  
**Susan Gavaghan, RN, MSN, CCRN, BC**  
CNS Intervention to Improve Care of the Respiratory Compromised Patient  
*National Association of Clinical Nurse Specialists (NACNS), Orlando, FL*

# professional achievements · poster presentations

## National (continued)

**Linda A. Lauretano, RN, BSN**

**Paul Craigie, RN, BSN**

**Carol Card, RN, BSN**

**Janet D. Quigley, RN, MSN**

**Ruth J. Bryan, RN, MSN, CAPA**

**David Berger, MD**

**Suzanne Sokal, MSPH**

**Michelle Kerwin, RN, CNOR**

**Diane McGrath, RN**

**Kathy Bowse, RN**

**Elizabeth Kelley, RN**

**Autoquay Peters, ST**

**Carmen Atkinson, ST**

**Pytoise Despagne, ST**

Improving Surgical Efficiency Makes an Impact on Patient and Nurse Satisfaction!

*Association of periOperative Registered Nurses (AORN) Congress, New Orleans, LA*

**Amy D. Levine, RN**

**Janet D. Quigley, RN, MSN**

**Ruth J. Bryan, RN, MSN, CAPA**

**Jane Wardrobe**

A New and Improved Approach to our Turnover Team

*Association of periOperative Registered Nurses (AORN) Congress, New Orleans, LA*

**Mary McAdams, RN, BSN, BC**

**Nancy C. DeCoste, BS**

**Thomas P. Drake, BA**

**Brian M. French, RN, MS, BC**

Designing and Implementing a Hospital-Based Training Program for High School Students as a Healthcare Career Promotional Strategy  
*(continued)*

*National Nursing Staff Development*

*Organization (NNSDO), New Orleans, LA*

**Walter Moulaison, Jr., RN, MSN, MBA**

**Cynthia LaSala, RN, MS**

**Deborah Zapolski, RN, BSN, BS**

Building an Effective Nursing Team: The Link to Quality Patient Care Outcomes, Workplace Satisfaction, and Knowledge Development in Licensed and Unlicensed Nursing Staff  
*American Organization of Nurse Executives Annual Meeting, Chicago, IL*

**Jennifer Repper-DeLisi, RN, CS**

**Monique Mitchell, RN, CS**

**Michael Bierer, MD**

**Gregory Friscchione, MD**

**Barbara Guire, RN, CS**

**Mary Lussier-Cushing, RN, CS**

**Robin Lipkis-Orlando, RN, CS**

**Andrew Karson, MD**

**Rhodes Berube**

**Martha Kane, PhD**

**Joan Quinlan**

**Firdosh Pathan, RPh**

**Theodore Stern, MD**

The Successful Implementation and Outcome of an Alcohol Withdrawal Pathway  
*The Association of Psychiatry and Medicine, New Orleans, LA*

**Kristen M. Samatis, BS, CHES**

State of the Art Computer and Web Site Technology in a Consumer Health Library Setting  
*Health Care Education Association, St. Louis, MO*

**Donna M. Slicis, APRN, MS, BC**

**Jennifer Neves, APRN, MSN, BC**

**Ruth J. Bryan, RN, MSN, CAPA**

**Bessie Manley, RN, MPA/HA**

Exploration of Nurse-Nurse

Practice Partnerships

*Association of periOperative Registered Nurses (AORN) Congress, New Orleans, LA*

**Erin Sullivan**

**Alan Goostray, RN**

The Anatomy of a Construction Project

*Association of periOperative Registered Nurses Annual Congress, New Orleans, LA*

**Laura Sumner, RN, M.Ed., MBA, MSN,**

**APRN, BC, ONC**

**Gail Alexander, RN, BSN, CCRN**

**Mary McAdams, RN, BSN, BC**

Evaluation of the Drug Dosage Calculation Guide on the Registered Nurses' Multi-Step Calculation Scores on an Orientation Medication Assessment

*National Nursing Staff Development*

*Organization (NNSDO), New Orleans, LA*

**Nancy Terres, RN, PhD, BC**

**Jean Ashland, PhD, CCC-SLP**

Tracking Patterns of Children's Feeding Problems in a Hospital Based Feeding Team  
*Society of Pediatric Nursing, Philadelphia, PA*

**Lynda A. Tyer-Viola, RN, PhD**

Development and Psychometric Evaluation of the Pregnant Women with HIV Scale  
*HIV Nursing Research Summit: ANAC, Palm Springs, CA*

**Pam Wrigley, RN, MS**

**Janet D. Quigley, RN, MSN**

**Ruth J. Bryan, RN, MSN, CAPA**

Maintaining Communication with Parents of Children in the Perioperative Setting  
*American Society of Post Anesthesia Nursing, (ASPAN), National Conference, Chicago, IL*

## International

**Diane L. Carroll, RN, PhD, FAHA**

Implementation of Efficacy Enhancement Interventions with Unpartnered Elders  
*Canadian Gerontological Nursing Association National Conference, Halifax, Canada*

**Diane L. Carroll, RN, PhD, FAHA**

**Glenys A. Hamilton, RN, DNSc**

**Barbara K. Kenney, RN, BSN**

Long-term Effects of the Implanted Cardioverter Defibrillator on Quality of Life  
*European Congress of Cardiology, Stockholm, Sweden*

**Elizabeth Whitney, PT, PhD, MS**

Cerebellar Basket and Stellate Cells in Autism  
*International Meeting for Autism Research, Boston, MA*

# professional achievements · officers

## MGH

### **Mimi Bartholomay, RN, MSN, AOCN**

Member, Board of Directors,  
The Kenneth B. Schwartz Center  
Member, Programming Committee,  
The Kenneth B. Schwartz Center  
Member, Co-Chair, Host Committee,  
Celebration of Women in Health Care,  
The Kenneth B. Schwartz Center  
Member, Advisory Council, HAVEN  
Domestic Violence Program,  
Massachusetts General Hospital

## State and Regional

### **Diane L. Carroll, RN, PhD, FAHA**

Member, Awards Committee, Eastern Nursing  
Research Society

### **Constance Dahlin, APRN, BC, PCM**

Past President, Hospice and Palliative  
Nurses Association  
Board Member, Hospice and Palliative Care  
Federation of Massachusetts  
External Advisory Committee, Aetna  
Compassionate Care Program

### **Sheila N. Kaiser, CRNA, MS**

Vice Chair, Massachusetts Board of  
Registration in Nursing  
Member, National Council of State Boards  
of Nursing Advance Practice Advisory Panel

### **Susan L. Krupnick, MSN, APRN, BC, CARN**

President, Massachusetts Association of  
Registered Nurses (MARN)

### **Mary Larkin, RN, BSN, CDE**

Member, Clinical Expertise Advisory Panel  
in Nursing Research, Massachusetts Board of  
Registration in Nursing

### **Cynthia A. Lasala, RN**

Member, Board of Directors, Massachusetts  
Association of Registered Nurses (MARN)

### **Amy D. Levine RN, BSN**

Chairperson, Northeastern University Nursing  
Alumni Society (NUNAS)  
Chairperson, Nominating Committee of  
AORN Mass., Chapter One

### **Janet M. Madigan, RN, MS, CNAA**

President, Massachusetts Organization of  
Nurse Executives (MONE)

### **Mary McKenna Guanci, RN, MSN, CNRN**

President, Greater Boston Chapter, National  
Association of Neuroscience Nurses

### **Theresa Michel, PT, DPT, MS, DSc, CCS**

Chair of the Faculty, MGH Institute of Health  
Professions

### **John Murphy, RN, MS**

Treasurer, Greater Boston Chapter, National  
Association of Neuroscience Nurses

### **Gayle Peterson, RN, C**

Member, Legislative Issues and Access to Care  
Council, Massachusetts Pain Initiative Council  
Member, Advisory Board, Massachusetts Pain  
Initiative Council  
Secretary, American Society for Pain Manage-  
ment Nursing, Massachusetts Chapter  
Member, Health Policy Committee of Mas-  
sachusetts Association of Registered Nurses  
(MARN)  
Appointed, American Nurses Association  
Nurse Political Action Leader for the 7th  
Congressional District  
Appointed President-Elect, American Society  
of Pain Management Nurses – Massachusetts  
Chapter (ASPMN)

### **Gayle Peterson, RN**

### **Regina Holdstock, RPh**

### **Ellen Robinson, RN, PhD**

Appointed, Harvard Ethics Leadership Council

### **Jacqueline Somerville, RN, MS**

Appointed, Associate Clinical Scientist,  
The Phyllis F. Cantor Center, Dana-Farber  
Cancer Institute

### **Melanie Struzzi, PT, DPT, MHS**

Member, Northern Metropolitan District  
Assembly Representative, Massachusetts  
Chapter of American Physical Therapy  
Association

### **Jill Taylor Pedro, RN, MSN, ONC**

Secretary, NAON of Massachusetts, National  
Organization of Orthopaedic Nurses

## National

### **Kathryn Brush, RN, MS, CCRN, FCCM, CNS**

Named to the University Health Consortium  
Steering Committee on Central Venous  
Catheter Line-Related Bacteremias  
Appointed, Disaster Planning and Research  
Task Force, Society of Critical Care Medicine  
Appointed, Disaster Committee, Society of  
Critical Care Medicine

### **Debra Coglianese, PT, DPT, OCS, ATC**

Item Writer, Specialty Academy of Content  
Experts (SACE), American Physical Therapy  
Association, Orthopaedic Section

### **Erin Cox, RN, MS, CCRN, CS**

Member, Society of Vascular Nursing Carotid  
Guidelines Taskforce

### **Constance Dahlin, APRN, BC, PCM**

Steering Committee Member National  
Consensus Project for Quality Palliative Care

### **Constance Dahlin, APRN, BC, PCM**

### **Andrew Billings, MD**

Members, National Steering Committee,  
Clinical Practice Guidelines for Quality  
Palliative Care

### **Annabel Edwards, APRN, BC**

President-Elect, American Society for Pain  
Management Nursing (ASPMN)

### **Karen Hopcia, MS, APRN-BC, COHN-S**

President-Elect, Theta-at-Large Chapter of  
Sigma Theta Tau International Nursing  
Honor Society

### **Jeanette Ives Erickson, RN, MS**

Member, Editorial Advisory Board,  
Nursing 2005  
Member, Review Board, Online Journal of  
Issues in Nursing

### **Ann Jampel, PT, MS**

Advisory Panel on Education, APTA Summit,  
American Physical Therapy Association

### **Susan L. Krupnick, MSN, APRN, BC, CARN**

Advisory Committee: Partnership Plan,  
American Nurses Association

### **Suy-Sinh Law, PT, OCS, M-AC**

Member, Public Affairs Committee, American  
Physical Therapy Association

### **Catherine M. Mannix RN, BSN, OCN**

Inducted, Sigma Theta Tau International,  
Honor Society of Nursing

**Sally Millar, RN, MBA**

Member, Education Committee, American Organization of Nurse Executives

**Victoria Morrison, RN, BSN, MPA, PhD, CIC**

Member, Nominating and Awards Committee Association for Professionals in Infection Control and Epidemiology (APIC)

**Lauro Munoz, MOT, OTR**

Member, Editorial Review Board, American Journal of Occupational Therapy

**Lynn B. Oertel, RN, MSN, ANP, CACP**

Member, National Certification Board for Anticoagulation Providers  
Member, Editorial Review Board, Journal of Thrombosis and Thrombolysis

**Rev. Felix C. Ojimba**

President, Uli Development

**Georgia W. Peirce**

Member, Health Research & Educational Trust (HRET) Fellowship's Board of Advisors

**Thomas Quinn, RN, MSN, AOCN**

Nominating Committee, American Society for Pain Management Nursing

**Amee Seitz, PT, MS, OCS**

Member at Large, American Shoulder and Elbow Society

**International**

**Diane L. Carroll, RN, PhD, FAHA**

Nurse Fellow, European Society of Cardiology (NFESC)

**Jeanette Ives Erickson, RN, MS**

Member, Review Board,  
*Worldviews on Evidence-Based Nursing*

**Susan L. Krupnick, MSN, APRN, BC, CARN**

Member, Nominations Committee,  
International Society of Psychiatric-Mental Health Nurses  
Member, Conference Planning Committee,  
International Nurses Society on Addictions

**Clinical Recognition Program**

The MGH Clinical Recognition Program serves as a formal way to recognize excellence in practice, encourage professional development and build a diverse community of reflective practitioners within Patient Care Services.

Applicants work with their managers or directors to analyze their practice relative to clinician-patient relationship, clinical knowledge and decision making, teamwork and collaboration, and movement for Occupational Therapy and Physical Therapy professionals. Criteria within these themes define four levels of clinical practice: Entry-Level Clinician, Clinician, Advanced Clinician and Clinical Scholar.

**Recognized in 2005:**

**Advanced Clinician**

Denise Montalto, PT  
Kristin Appel, RN  
Rachel Bolton, RN  
Clorinda Buenafe, RRT  
Gary Collymore, RRT  
Heahter Coombs, RN  
Elizabeth Crawford, SLP  
Susan Curley, OTR/L  
Lori Darragh, RN  
Denise Dreher, RN  
Erika Ehnstrom-Carr, RN  
Cheryl Gomes, RN  
Eileen Joyce, LICSW  
Heather Kuberski, RN  
Donna Lawson, RN  
Jesslyn Lenox, RRT  
Sara Mahoney, RN  
Christine Mattera, RN

Margaret Munson, RN  
Deborah Nelson, RN  
Judy Pagliarulo, RN  
Meredith Pitzi, RN  
Melissa Roddie, RN  
Kathleen Ryan, RN  
Deborah Scannell, RN  
Linda Shuman, RN  
Emily Smith, PT  
Angela Sorge, RN  
Timothy Sowicz, RN  
Kimberly Stewart, SLP  
Joan Tafe, RN  
Anne Turner, RN  
Ines Williams, RN  
Mary Louisa Zwirner,  
LICSW

**Clinical Scholar**

Dana Allison, RN  
Darleen Crisielo, RN  
Erica Edwards, RN  
Kelley Grealish, RN  
Debra Guthrie, RN  
Janet Kimbrough, RN  
Janet Kleimola, RN  
Barbara Levin, RN  
Marianne Pastore, RN  
Kathryn Pazola, RN  
Edna Riley, RN  
Virginia Sigel, LICSW  
Maureen Tully, RN  
Marilyn Wise, LICSW  
Pamela Wrigley, RN  
Fredda Zuckerman,  
LICSW

# professional achievements · publications

## Authorship of Books and Chapters in books

**Rae Allain, MD**

**Sharon Brackett, RN, BS, CCRN**

**William E. Hurford, MD, FCCM**

Chapter "Ethical and End-of-Life Issues," in the *Critical Care Handbook of the Massachusetts General Hospital*

4th Edition

Lippincott Williams & Wilkins

**Kathryn Brush, RN, MS, CCRN, FCCM**

**Ulrich Schmidt, MD, PhD**

Chapter "Prophylaxis," in the *Critical Care Handbook of the Massachusetts General Hospital*

4th Edition

Lippincott, Williams and Wilkins

**Debra Coglianese, PT, DPT, OCS, ATC**

Book review of *Low Back and Neck Pain: Comprehensive Diagnosis and Management*

3rd Edition

3rd Edition

W. B. Saunders Company

**Regina Doherty, MS, OTR/L**

Chapter "The Impact of Advances in Medical Technology on Rehabilitative Care" in *Educating for Moral Action: A Source book in Health and Rehabilitation Ethics*

and *Rehabilitation Ethics*

F.A. Davis Company

**Lisa S. Krivickas, MD**

**Vanina Dal Bello-Haas, MEd, PhD**

**Suzanne E. Danforth, MS, CCC-SLP**

**Gregory T. Carter, MD**

Chapter "Rehabilitation" in

*Amyotrophic Lateral Sclerosis*

Marcel Dekker

**Barbara J. Levin, RN, BSN, ONC, LNCC**

**Patricia Iyer, RN, MSN, LNCC**

**Mary Ann Shea, RN, JD, BS**

*Medical Legal Aspects of Medical Records*

Lawyers & Judges Publishing Company, Inc.

**Barbara McGee, RN, MSN**

Chapter "Environmental Terrorism and Disaster Nursing" in *Forensic Nursing*

Elsevier

**Theresa Michel, PT, DPT, DSc, CCS**

Chapter "Physical Therapy" in *Massachusetts*

*General Hospital Handbook of Pain Management*

3rd Edition

Lippincott Williams & Wilkins

**Theresa Michel, PT, DPT, DSc, CCS**

**David Nathan, MD**

**Linda Delahanty, RD**

Chapter "Activity and Exercise: Move, Move, Move" in *Beating Diabetes*

National Institute of Health

## Articles

**Karsten Bolse, MSc, RNT**

**Glenys A. Hamilton, RN, DNSc**

**Jane Flanagan, RNCS, PhD**

**Diane L. Carroll, RN, PhD, FAHA**

**Bengt Fridlund, PhD, RNT**

Ways of Experiencing the Life Situation

Among United States Patients with an

Implantable Cardioverter Defibrillator:

A Qualitative Study

*Progress in Cardiovascular Nursing*

**Debra Burke, RN, MSN, MBA**

**Arjun C. Rao, MBBS, MBA**

**Anand S. Dighe, MD, PhD**

Implementation of Bar Coded Wristbands in a Large Academic Medical Center: Impact on Point of Care Error Rates

*Point of Care: The Journal of Near-Patient Testing & Technology*

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**Monica M. Ulles, RN, CNS, PNP**

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**Marianne Ditomassi, RN, MSN, MBA**  
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**Susan Kilroy, RN, MS**

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**Elizabeth Whitney, PT, PhD, MS**

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*Developmental Brain Research*

**Rev. Angelika Zollfrank, BCC**

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*Journal for Supervision and Training in Ministry*

## PCS Vision and Values

As nurses, health professionals and Patient Care Services support staff, our every action is guided by knowledge, enabled by skill and motivated by compassion. Patients are our primary focus, and the way we deliver care reflects that focus every day.

We believe in creating a practice environment that has no barriers, is built on a spirit of inquiry and reflects a culturally competent workforce, supportive of the patient-centered values of this institution.

It is through our professional practice model that we make our vision a demonstrable truth every day by letting our thoughts, decisions and actions be guided by our values. As clinicians, we ensure that our practice is caring, innovative, scientific and empowering, and is based on a foundation of leadership and entrepreneurial teamwork.

## Guiding Principles — The following values guide our work:

- We are ever alert for opportunities to improve patient care; we provide care based on the latest **research** findings.
- We recognize the importance of **encouraging patients and families to participate** in the decisions affecting their care.
- We are most effective as a team; we continually strengthen our relationships with each other and actively promote **diversity** within our staff.
- We enhance patient care and the systems supporting that care as we work with others; we eagerly enter new **partnerships** with people inside and outside of the Massachusetts General Hospital.
- We never lose sight of the needs and expectations of our patients and their families as we make clinical decisions based on the **most effective use of internal and external resources**.
- We view **learning as a lifelong process**, essential to the growth and development of clinicians striving to deliver quality patient care.
- We acknowledge that maintaining the **highest standards** of patient care delivery is a never-ending process that involves the patient, family, nurse, all healthcare providers and the community at large.

## Strategic Goals

- We lead the industry in providing patient- and family-centered care.
- We partner with the community to better understand the healthcare needs of the diverse population of patients we serve, and to establish a shared vision of care and services.
- We are the healthcare industry leader for quality and safety.
- We develop and advance systems, technology and programs to promote individualized patient care and support those who provide care.
- We are the “employer of choice” for all professions and support staff, and we value diversity in our workforce.
- We work to promote and support the institution in realizing sound financial growth.
- We position nurses, therapists, social workers, medical interpreters, chaplains and support staff within the hospital to have a strong voice in issues impacting patient care.
- We continuously create throughput systems and processes that drive delivery of safe, efficient, timely and patient-centered care.
- We provide excellent leadership, and we foster leadership growth opportunities.

# nurse managers

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