

# Annual Nursing Report

## 2020





This has been a year like no other. The COVID-19 pandemic profoundly impacted every aspect of our personal and professional lives. As a provider for orthopedic surgery and the treatment of musculoskeletal

diseases, we accepted many daunting challenges well outside of our customary sphere. We did so to support patients and colleagues across our system and at a time when little was known about the virus or how to stop it. This presented a demanding call to service, particularly for our nurses, answered with expert critical thinking and deep compassion. Their contributions were monumental by any measure.

In short order, Baptist Nursing opened a new on-site community crisis stabilization unit, providing short-term intervention for individuals experiencing psychiatric crisis and freeing up much-needed space to care for COVID-19 patients throughout BILH. Surgical nurses redeployed to establish and staff a system-wide COVID-19 Call Center, providing BILH employees immediate access to critical information about the virus and other matters. Our nurses stood ready when a dramatic surge in COVID-positive patients produced record demands for skilled Medical-Surgical care.

Baptist nurses are known to deftly find answers to difficult problems by drawing from their vast knowledge and compassion. Never has this been more evident than throughout these extraordinary times when the stakes were at their highest.

Thank you to every one of our nurses for their exquisite care and for rising up time again for our patients, their families and each other in the Baptist Way.

With appreciation,

David A. Passafaro  
President



Welcome to the 2020 New England Baptist Hospital (NEBH) Annual Nursing Report. I am delighted to share the tremendous achievements accomplished during the unprecedented year of 2020.

COVID-19 hit in March of 2020 and impacted our surgical volume dramatically. We immediately aided the BILH system hospitals by caring for the medically complex and behavioral health patient populations while continuing with urgent and emergent musculoskeletal surgeries. Flexibility, compassion and teamwork were present within nursing.

NEBH nurses embodied a can-do attitude. They led with a sense of purpose on behalf of our patients and never wavered. When you become a nurse, you know that every day you will touch a life, or a life will touch yours. This year's Annual Report showcases the strong commitment, resilience, perseverance and passion for our patients, our professional practice environment and the countless accomplishments that have transpired.

The successes of FY20 are the direct result of NEBH nurses' pledge to improve quality, safety and outcomes for our patients. NEBH nurses make significant contributions to the quality of care delivered and the patient experience as clinical experts, educators, collaborators and advocates. I receive many letters that speak to how welcomed and supported patients and their families felt due to the expertise and compassion of NEBH nurses. This was especially true throughout 2020 when patients were often without their care partners due to the pandemic. Each day nurses sacrifice much to provide the highest quality care possible.

Thank you for your unwavering commitment to serve our patients and community.

Best,

Mary Sullivan Smith, DNP, RN, NEA-BC  
Senior Vice President, Chief Operating Officer and  
Chief Nursing Officer



On the cover, 4 East staff (left to right): Presensha Collymore PCA/US; Amanda Schneider, BSN, RN; Michael Taralli, BSN, RN; Julie Berry, BSN, RN; Christina Riccio, BSN, RN



# Empowered Leaders

All nurses are leaders who influence care at every step along a patient's journey. Guided by our Chief Nursing Officer, Executive Directors, Nurse Managers, Clinical Leaders and Educators, and Nurse Coordinators, NEBH nurses are empowered to cultivate a professional practice that encompasses advocacy, influence, knowledge and expertise.

Strong communication and collaboration with teams showcase innovative ideas leading to better patient outcomes. This has been evident during the COVID-19 pandemic. Nurses displayed their leadership by stepping up and leading during this time. We also continued to mature and evolve our professional practice through our

nursing governance structure. Nurses are chairing councils, committees, and work groups to improve workflow, impact care delivery and the work environment.

## Nursing Professional Practice Model

This is a visual representation of NEBH's Professional Practice Model. The model includes values and goals that define our professional nursing identity. The model captures the professional elements and identifies the what, how and why of what Baptist nurses do.



**Model is surrounded by the NEBH Mission**



**The five elements of our nursing practice are highlighted**



**NEBH core values are at the center of the model**

### Nursing Vision

We will be recognized as a leader in exemplary nursing practice, compassionate care delivery, research and innovation. We will foster a professional practice environment that engages nurses in improving the quality of life for patients and in enhancing the clinical environment.

### Nursing Mission

Nurses will transform lives through an unwavering commitment to excellence in patient care and outcomes.





# Expert Caring

The DAISY Awards were founded by the Barnes family in 1999 to remember their son Patrick, who died at age 33 from complications of the autoimmune disease idiopathic thrombocytopenia. The family wanted to create a way to honor the strong relationship their son had with his nurses. The Barnes family developed the DAISY program to say “thank you” to nursing staff for the exceptional care they provide. Today, the DAISY award program is in over 4,650 healthcare facilities and schools of nursing in all 50 states and in 28 countries committed to honoring nurses.

To date, NEBH has selected three extraordinary nurses from nearly 50 nominations submitted by colleagues, patients and families to receive the DAISY award. The awardees and all nominees receive a DAISY honoree pin for their ID badges. The awardees also receive “A Healer’s Touch” sculpture representing the bond between a patient and caregiver, and a banner to display on the unit in appreciation of their compassionate care.

Congratulations to the NEBH DAISY Award winners to date. This has been a new initiative in 2020 and we are delighted to highlight these nurses in our annual report.

NOVEMBER 2020

## Jennifer Goulet, BSN, RN, NEBOCC

### From the grateful patient:

*“This was my first surgery. I was terrified to say the least. I am 43 and had hip arthroscopy for labral tear and FAI. I went into the facility alone and scared due to Covid, not knowing what to expect. I was brought to the waiting room and introduced to Jennifer. Jennifer immediately attended to me, helped me prep for surgery, and got me a couple of warm blankets. She patiently video chatted with my husband to go over all the meds and protocol with us. I had a couple of personal issues come about in which she took the greatest care to help me feel comfortable in a situation where someone can feel pretty helpless. I had never met my surgeon, so met him*

*that day. She took the time to discuss with him concerns I had with my meds when I just couldn’t do it myself. I could not have gotten through this without Jennifer! I’ve had many medical visits these past two months, many leaving me feeling alone and dismissed. Jennifer is an outlier in the medical field, a true angel who treats you like a human, with compassion and understanding. NEBH is very lucky to have Jennifer as a representative of the facility and mission. After my surgery, she helped me get dressed, took me to the bathroom and got me situated to leave your facility with dignity. I am forever grateful to have had her by my side.”*



Jennifer Goulet, BSN, RN, Clinical Nurse, NEBOCC

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JULY 2020

## Stacy Bottary, BSN, RN 4 East

### From the grateful patient:

*"I came in for a total knee replacement on my left knee on Jan 17, 2020. The surgery went very well, and I was placed in room 403 under the care of Nurse Stacey Bottary and Megan Gilmore. The surgery was fairly invasive for me and I had a lot of pain to deal with. Stacey made sure I was comfortable and cared for. When I arrived in my room, I was hungry and thirsty, and she made sure I had drinks and crackers until I was satisfied. In addition, there were a number of new medications and other changes (Eliquis vs Xarelto) and Stacey took the time to clearly explain what the difference was and why Dr Talmo prescribes Eliquis. Whether I needed ice, more pillows, meds, someone to talk to about the operation/recovery, food, or anything else, Stacey helped and did so willingly and never got frustrated when I clearly wasn't the best patient. I will recommend New England Baptist to everyone who is looking for any orthopedic work. Thanks!"*



Stacy Bottary, BSN, RN, Clinical Nurse, 4 East

NOVEMBER 2019

## Nicole Brosch, BSN, RN, 5 West

### From the grateful patient:

*"During my stay at NEBH I had Nicole for a nurse. Nicole always asked if I needed anything before I could even ask for anything. Nicole was very attentive and sensitive to my needs during her shift with me. I cannot stress enough about how caring, attentive,*

*professional and personable she was to me for her entire shift. Nicole is such a valuable employee to NEBH. Nicole brings her wonderful work ethic and personality with her every shift she works. I hope that NEBH will recognize Nicole for her outstanding patient care."*



Nicole Brosch, BSN, RN, Clinical Nurse, 5 West



# Quality Achievement

Our quality outcomes are our signature. They are at the heart of the care we deliver. NEBH nurses make significant contributions to patient and organizational outcomes. Nurses are very involved in our robust continuous improvement (CI) efforts that directly impact quality, efficiency, effectiveness and outcomes of nursing practice. In their roles as leaders and partners in improvement initiatives, nurses use the latest evidence-based, best practices to guide their decision-making. At NEBH, we monitor our impact on nurse-sensitive indicators such as infections, patient falls and hospital-acquired pressure injuries. Our NEBH CI framework helps us collect, review and analyze data, and, with the new knowledge, implement, evaluate and sustain improvement activities to positively impact patient outcomes. As a Magnet® designated

organization, we strive for excellence in quality, safety and patient and nurse satisfaction. Excellence in patient and organizational outcomes

is only possible when we create the conditions where nurses can excel in their professional practice.



Colleen Berry, BSN, RN, Clinical Nurse, 5 West, in different PPE (left and center); Jeanne Capone McCabe, RN, Clinical Nurse, NEBOCC (right)

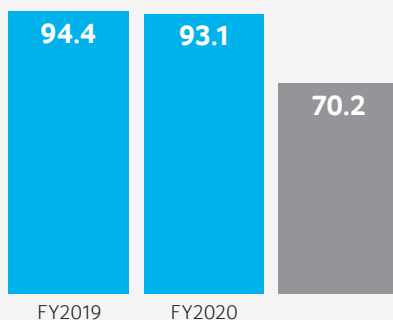
## Quality Data

### HCAHPS® — Percent of patients who responded “Always”

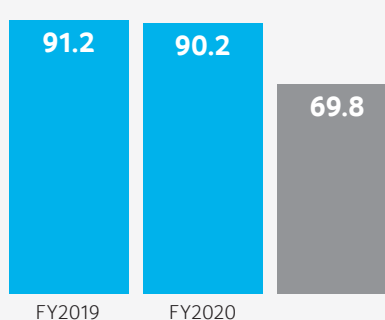
NEBH vs. Press Ganey Large Database Peer Group\*



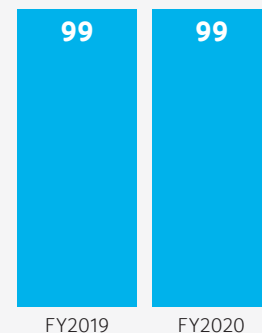
#### Likelihood to recommend



#### Overall Rating



#### NEBH Percentile Ranking



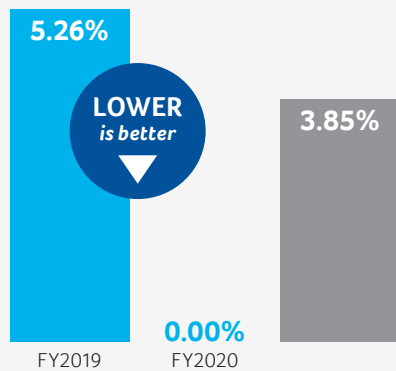
\*Hospital Consumer Assessment of Healthcare Providers and Systems, Source: Press Ganey

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### Percent of Falls with Serious Injury

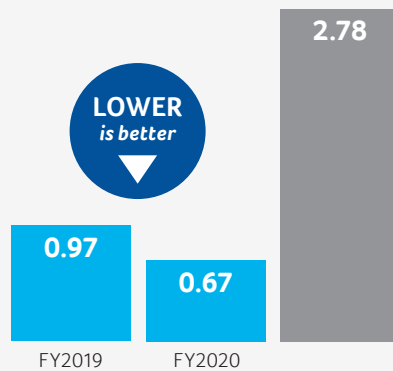
NEBH vs. NDNQI All Hospital Peer Group\*



\* Press Ganey, National Database of Nursing Quality Indicators

### Falls per 1,000 Patient Days

NEBH vs. NDNQI All Hospital Peer Group\*

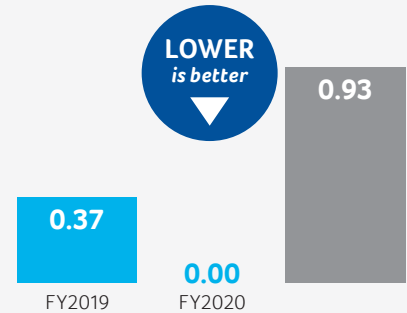


\* Press Ganey, National Database of Nursing Quality Indicators

### Hospital Acquired Pressure Injury Prevalence Study: Stage 2 and above

NEBH vs. NDNQI All Hospital Peer Group\*

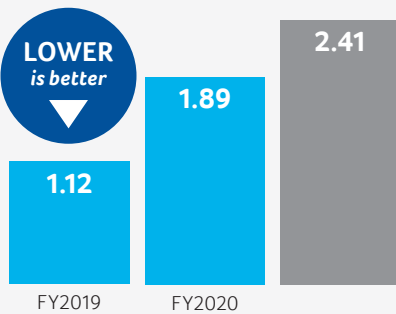
Number of hospital acquired Stage 2 or Above pressure injuries per number of patients assessed



\* Press Ganey, National Database of Nursing Quality Indicators

### Perioperative Pulmonary Embolism (PE) or Deep Vein Thrombosis (DVT) per 1,000 patients

NEBH vs. Premier Inc., 101–200 Beds\*

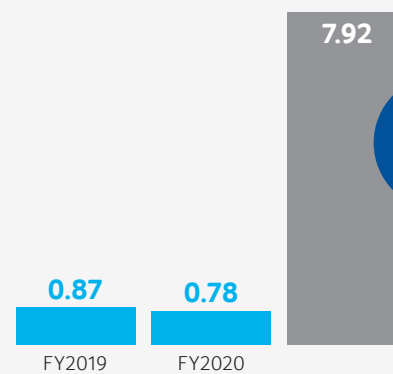


\* Premier Inc., National Quality Database

### 30 Day Unplanned Readmission Rate — All Cause

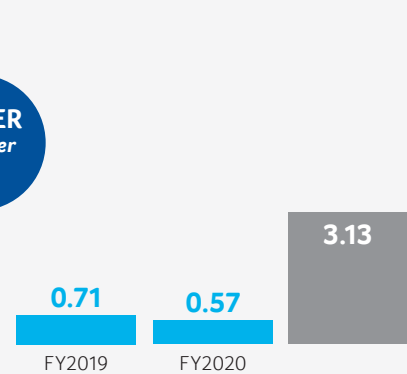
NEBH vs. Premier, Inc., 101 – 200 Beds\*

#### Overall Hospital Rate



\* Premier Inc., National Quality Database

#### Hip, Knee and Spine



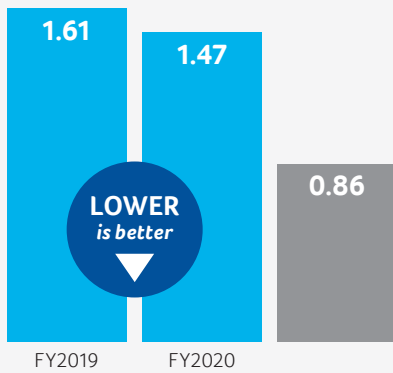
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PACU Clinical Nurses: Jennifer Weaver, BSN, RN; Jayne Campbell- Beaudet, BSN, RN; Yvette Anderson, BSN, RN; Kailie Baker, BSN, RN; Lisa Kelly, BSN, RN

### CAUTI per 1,000 Catheter Days

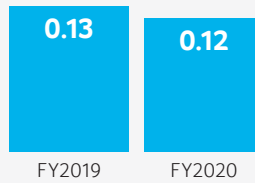
NEBH vs. NDNQI All Hospital Peer Group\*



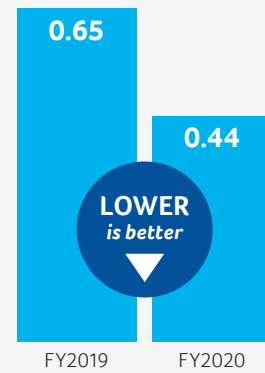
\* Press Ganey, National Database of Nursing Quality Indicators

### CAUTI Utilization Ratio

LOWER  
is better



### Laminectomy Infection Rate per 100 procedures



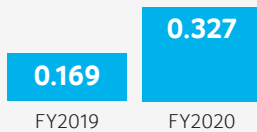
### Surgical Site Infections Standardized Infection Ratio (SIR)\*

Infections that were not present or incubating at the time of admission to the hospital that occur within 90 days of surgery.

LOWER  
is better

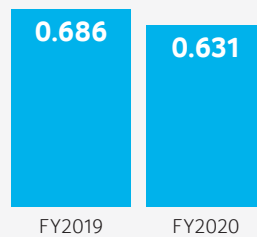
#### Total hip replacement

Benchmark: <1.000



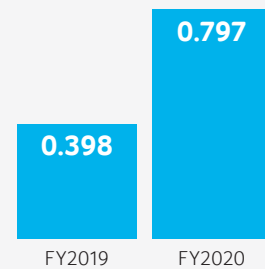
#### Total knee replacement

Benchmark: <1.000



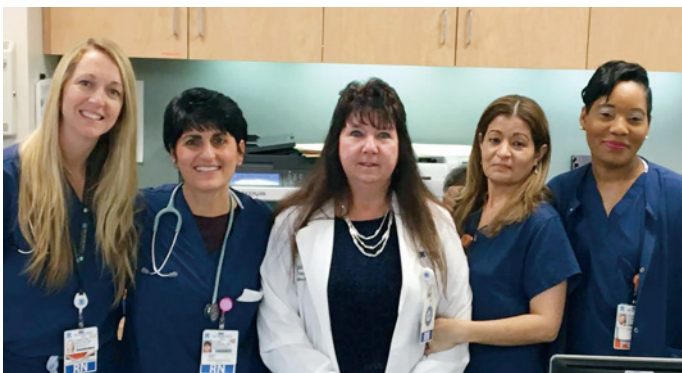
#### Spinal Fusion

Benchmark: <1.000



\* Source: National Healthcare Safety Network (NHSN)

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Bond Center Staff: Christine Bletzer, BSN, RN; Maria Alfonso, BSN, RN; Denise Cody, MSN, RN; Nancy Rodriguez, PCR; Mamie Aurelien, PCT



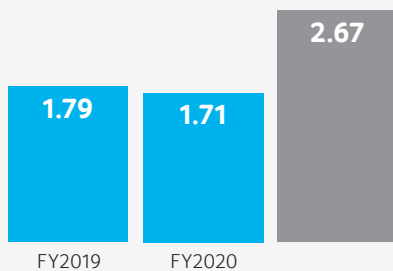
Janet O'Leary, BSN, RN; Laura Morgan, MSN, RN, Clinical Leader, 4 West; Nurse Managers Denise Cody, MSN, RN and Cathy Donovan, MSN, RN



## Average Length of Stay (ALOS) Hip, Knee, Spine

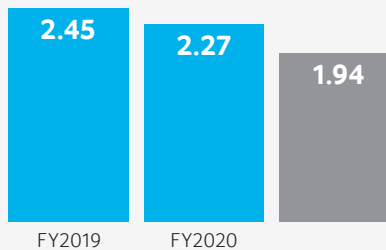
NEBH vs. Premier Bed Size 101 – 200 Beds\*

### Total Hip Replacement

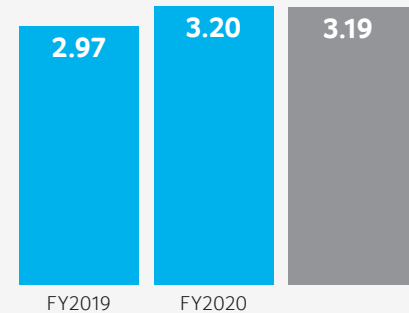


### Total Knee Replacement

Due to a combination of case complexity, a high volume of revisions, length of stay for knee patients is slightly higher than the national rate.



### Spine Surgery



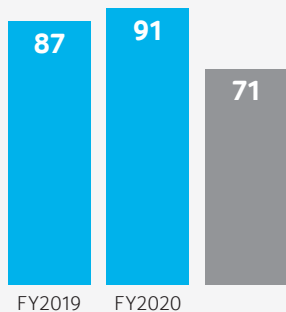
LOWER  
is better

\* Premier Inc., National Quality Database

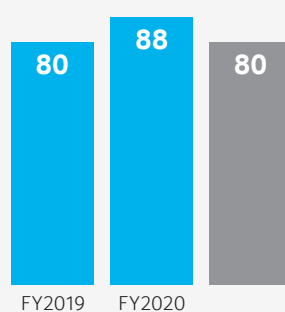
## Discharges — Percent of Patients Discharged to Home or Home with Home Care

NEBH vs. Premier Area- Northeast Hospitals\*

### Total Hip Replacement

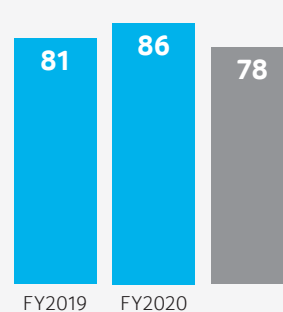


### Total Knee Replacement

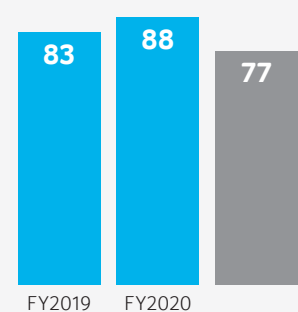


### Spine Surgery

Back and Neck, Spine Surgery - Dorsal/Lumbar Fusion



### Overall



HIGHER  
is better

\* Premier Inc., National Quality Database



ICU Clinical Nurses: Theo Simon, BSN, RN; Blanca Quinones, RN; Trish Flanagan, BSN, RN; Michelle Monahan, BSN, RN; Haley Devine, BSN, RN; Cindy Bolden, BSN, RN



NEBOCC Clinical Nurses: (bottom row, left to right) Jen Goulet, BSN, RN; Jess Crimaldi, BSN, RN; (top row, left to right) Gail Roach, BSN, RN; Jen Jenkins, BSN, RN

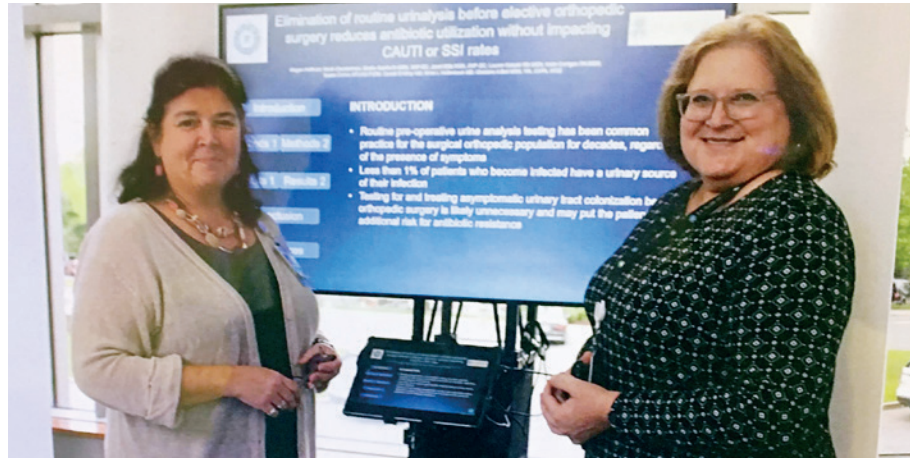


# Innovation

Nurses are called to be leaders and to advance the profession of nursing through the pursuit of new knowledge, innovations and improvements. NEBH embraces a culture of curiosity and visionary thinking to transform musculoskeletal care, nursing practice and our profession. Research is a powerful mechanism for advancing the science of nursing and improving the quality of patient care. Nurses are involved in many aspects of research and evidence-based practice. They design and conduct research and share their findings, innovations and best practices on the local and national stage.

In 2020, we recognize Maryanne Cole, MSN, RN, CNOR, ONC, who was published in *AORN* in August 2020 on *The Effect of a Skin Barrier Film on the Incidence of Dressing-Related Skin Blisters After Spine Surgery*.

We also recognize Christine Bell, MSN, RN, CAPA, WCC, for her successful



Chris Bell, MSN, RN, Clinical Nurse, Bond Center, and Betsy Draper, MBA, CIP, Research Protections and Operations

submission of her manuscript to the *Journal of Clinical Nursing* titled *Opioid Use Disorder Education for Acute Care Nurses*. Chris presented this work in March of 2020 at the Eastern Nursing Research Society.

In addition, we also congratulate the teams who had their posters/podium presentations accepted for NAON and ASPAN in 2020: *Using the Iowa Model*

for Evidence-Based Practice to Institute a Skin Tear Management Practice by our Wound Team, and Standardizing Care for Patients with Insulin Pumps by Denise Cody, MSN, RN. Due to the COVID-19 pandemic, conferences were cancelled and these have been submitted for reacceptance in 2021.

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NEBOCC Staff: Gary Cruz, BSN, RN, Clinical Leader; Amy Behnke, RN, Clinical Nurse; Stephanie Bennett, BSN, RN, Clinical Nurse; Alison Griffiths, BSN, RN, Clinical Nurse.



NEBOCC Staff: Judi Moscatel, MSN, RN, Nurse Manager; Ivory Quiogue, BSN, RN, Clinical Nurse

## CURRENT NURSING RESEARCH ACTIVITIES

RESEARCH TITLE	PRINCIPLE INVESTIGATOR
Impact of high risk OSA Stop Bang 5-8 in length of stay after orthopedic surgery	M. Dwyer, MSN
OSA in TKA patients with peripheral nerve blocks	S. Higgins, MSN
Aromatherapy for post operative nausea and vomiting	J. Matter, BSN
Measuring the effect of a pre-operative high carbohydrate drink in unilateral primary total hip and knee arthroplasty patients	D. Cody, MSN
The effect of composite hydrocellular foam dressing with silicone gel adhesive to prevent tissue damage in the prone surgical spinal fusion patient	K. Doller, BSN
Pre-operative screening urinalysis practice change and it's effect on surgical site infections and catheter associated urinary tract infections in an orthopedic population	C. Bell, MSN
Understanding pre-operative patient education (patient education for TKR)	P. Ide, DNP
Identifying contributing factors of presyncopal episodes in post-operative patients	A. Ell, BSN
Identifying nurses' perception of barriers to research at an orthopedic speciality hospital	K. McCarraher, C. Bell, MSN
The effects of a skin barrier film product on incidence of post-operative skin blister development in spine surgery: A randomized study	M. A. Cole, MSN
Oral transexemic acid reduces transfusion in knee arthroplasty	C. Bell, MSN
Retrospective study of skin blisters on post-operative orthopedic patients	C. Bell, MSN
Strategies to reduce elective surgery cancellations and post-operative complications in the high risk surgery	M. Robertson, BSN



Peri-operative staff (left to right): Derick Chan, PCT; Megan Paelera, BSN, RN; Don Trudeau, BSN, RN; Deb Rodgers, BSN, RN; Rachel Doherty, BSN, RN; Marjorie Bennett, BSN, RN; Jamie Kubik, BSN, RN; Jen Weaver, BSN, RN; Yvette Anderson, BSN, RN; Diana Virgilio, PSR; Rob Dunham, RN and Mel Hughes, BSN, RN.





# Lifelong Learning

NEBH is building a culture of lifelong learning and professional collaboration to encourage nurse development, academic achievement and professional growth. Guidance from our Clinical Education and Professional Development Department supports nurses as valuable active partners who disseminate their expertise to provide outstanding patient care and elevate the professional practice of nursing.

In 2020, NEBH began its journey to establish and become accredited with a transition to practice program for new graduates. This is a 10-month transition program for new nurses into a clinical environment. The nurse residency program, and ultimately the accreditation, is with the American Nurses Credentialing Center (ANCC). Upon completion and submission of a written document that demonstrates compliance with required program criteria and outcomes, a formal review by PTAP appraisers from the ANCC will determine our program status.

The 2010 Institute of Medicine's (IOM) Future of Nursing Report called for 80% of RNs to hold bachelor's degrees by 2020, noting the need for higher education in nurses to care for a higher complexity patient. NEBH has surpassed the national goal of nursing staff having a BSN, MSN or Doctorate level degree in nursing.

## NEBH Nursing by the Numbers

**411**

NUMBER OF  
AHA CERTIFICATIONS

**128**

CONTACT PROGRAM  
ATTENDEES

**12**

CONTACT  
PROGRAMS

**46**

CONTACT HOURS  
AWARDED

**89**

MOCK CODE  
ATTENDEES

**269**

SKILLS FAIR  
ATTENDEES

**29**

MOAB  
TRAINING

**22**

OR  
IN SERVICES

**12**

MED-SURG  
IN SERVICES

**5**

NURSING CASE  
REVIEWS

**75**

STUDENTS  
FROM...

**5**

ACADEMIC  
INSTITUTIONS

**350**

TOTAL  
RNS

**82%**

TOTAL BSN, MSN,  
DOCTORAL







New England Baptist Hospital, part of Beth Israel Lahey Health, is a regional and national center of excellence for orthopedic care. The hospital is a teaching affiliate of Tufts University School of Medicine and conducts teaching programs in collaboration with Harvard Medical School.

The 2020 Annual Nursing Report was produced by the Nursing Department at New England Baptist Hospital.

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