

Annual Nursing Report

2023





I am honored to present New England Baptist Hospital's (NEBH) 2023 Nursing Annual Report to you. This report highlights the impressive year we experienced and recounts some of the incredible achievements of Baptist

nurses. The year 2023 was marked by an outstanding triennial site visit by The Joint Commission (TJC) and by The American Nurses Credentialing Center (ANCC) for NEBH's second Magnet® designation. External validation of the work, outcomes, and passion for excellence was palpable throughout 2023.

This report is organized by NEBH's nursing professional practice model (PPM): Empowered Leaders, Expert Caring, Quality Achievement, Innovation, and Lifelong Learning. Nurse-led interprofessional continuous improvement initiatives continued to accelerate with quality and patient safety, clinical excellence and innovations as the focus.

The two visits in 2023 by TJC and the ANCC showcased our dedication and passion for orthopedics, nursing and research. Through preparation, collaboration and teamwork, we shared our accomplishments and opportunities for continued improvement and growth. For the second time, New England Baptist Hospital achieved designation as a Magnet® hospital for nursing excellence

for a four-year period. Magnet® is the highest international recognition bestowed to an organization for nursing excellence. NEBH was lauded for 16 exemplars, or models of excellence, an unusually high number of examples for which to be recognized.

I extend my deepest gratitude to the incredible nursing teams at NEBH, who embody excellence in care, compassion, and innovation.

Your dedication to providing the highest standard of care truly makes a difference! Your tireless efforts exemplify the spirit of teamwork and continuous growth. Thank you for inspiring hope, enhancing the health and well-being of both patients and each other, and embracing the Baptist legacy with such grace and dedication. Your relentless pursuit of excellence sets a standard for all, and I am deeply grateful for the profound impact you make each day.

Best,

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

World-class

**Musculoskeletal Care and a
Commitment to Service
Excellence**



Among the top hospitals in the country for orthopedics.
Top rating of "High Performance" for hip and knee replacement.



Recognized for exceptional
patient satisfaction.



Nurse Residency
Transition to Practice
Program



The highest honor given
for nursing in the US.



Centers for Medicare
and Medicaid Services
Five-Star rated.



The Joint Commission
Advanced Certifications
for Total Hip and Total
Knee Replacement
and Spine Surgery, and
Shoulder Replacement



Boston Magazine and
Castle Connolly Top
Doctors



I am proud to share with you the New England Baptist Hospital 2023 Nursing Annual Report, highlighting the impressive achievements our nursing team has accomplished in the last year.

While no single report can capture the magnitude of all that our nurses do, we hope to offer a glimpse into the compassionate care and commitment to excellence that serve as the foundation for our achievements. As an organization, we are dedicated to elevating the standard of patient care, and nursing continues to rise to the challenge.

Over the last year we received numerous awards and recognitions including our second Magnet Recognition from the American Nurses Credentialing Center (ANCC), and Joint Commission (TJC) Disease Specific Certification for Advanced Total Hip/Total Knee Replacement, Advanced Spine Surgery and Shoulder Replacement. Incredible!

These awards among others, symbolize the professional expertise and exceptional patient care our nurses provide each day.

To all our New England Baptist Hospital nursing staff members, I am truly grateful for all that you do to support and care for our patients, their families, and each other. We are honored to have you as members of our team.

With appreciation,

David A. Passafaro
President



Lauren Babchuck, MSN, RN, ONC, Clinical Educator, Patient Care Units at December 2023 Organization Nurse Leaders conference in Framingham MA, presenting poster titled "Preceptorship: Creating, Cultivating and Celebrating Excellence"



President David Passafaro and SVP, COO, CNO Mary Sullivan Smith, DNP, RN, NEA-BC await the call from the Commissioner on Magnet from the ANCC

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 Mission

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

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.



Empowered Leaders

Every NEBH nurse is a leader. They are driven by their strong professional practice, focused on continuous improvement, and have the ability to effect change through their involvement on various committees and by influencing policies and practices that impact all levels of care. NEBH nurses

embody transformational leadership through evidence-based practice, teamwork, creativity, and dedication. Baptist nurses inspire each other, interprofessional colleagues, and our patients, all with the aim of achieving optimal outcomes.



2023–2026 Nursing Strategic Priorities

Stabilize and grow nursing/healthcare workforce	Advance nursing practice & nursing leadership at NEBH	Advance performance on quality, safety, patient experience, and RN satisfaction metrics	Leverage and amplify strategic partnerships and innovation
Engage, develop, & inspire nurse leaders as a critical presence towards building a strong nursing workforce	Provide contemporary, evidence-based best practices with timely accessible education content for nurses practicing at all levels	Achieve or exceed NEBH benchmarks on falls, HAPIs, CLABSI, CAUTI, Never Events, RN and Patient Satisfaction metrics	Strengthen and promote NEBH's relationship with academic partners, professional practice organizations
Promote healthy workplace practices to support team members' resilience and wellness	Leverage the Professional Practice Council (PPC) as a convener to promote sharing of new ideas, best practices, and lessons learned	Leverage Continuous Improvement framework, nomenclature, tools and learnings through initiative work	Cultivate partnerships with local and national thought leaders
Develop, promote, & leverage innovative recruitment and retention activities	Develop and disseminate new and original content internally and externally	Lead the BILH system in musculoskeletal care and services	Nurse Scientist leads NEBH presence on poster & podium presentations and EBP/Research articles

Professional Governance

Professional or Shared Governance is a model of planning and decision-making based on the principles of partnership, equity, accountability, and ownership. This framework provides the basis for a collaborative decision-making process whereby nursing councils can communicate and work as teams toward the collective goals of the organization. At NEBH, the Professional Governance council structure is entirely nurse-drive. This model provides the framework for a decentralized reporting structure, which allows nurses of all levels to make decisions and promotes autonomy. Professional governance members create and facilitate an environment that maximizes ownership and accountability.

Professional Governance Model



NEBH physicians and staff gathered in the Potter Conference Room for the call from the Commissioner on Magnet from the ANCC

Expert Caring

The DAISY Award® for Extraordinary Nurses

In 1999, Bonnie and Mark Barnes envisioned a way to honor their son's early death due to complications of ITP (Idiopathic Thrombocytopenia Purpura). As the Barnes family discussed what to do in their son's memory, they knew that first and foremost, they needed to show appreciation for the gifts that nurses give their patients and families every day, just as they had experienced. The goal is to ensure that nurses know how deserving they are of society's profound respect for the education, training, and skill they put into their work, and especially for the compassion with which they deliver their care. The DAISY Award® is an international award, which recognizes extraordinary clinical nurses who care for patients by providing exceptional care every day.

NEBH proudly recognizes the nurses who have demonstrated outstanding care through recognition of this award. The 2023 DAISY Award® recipients are Ciara Lordan, BSN, RN, Clinical Nurse, PACU and Paulette Greene-Wallace, BSN, RN, Clinical Nurse, ICU.

May 2023 DAISY Recipient

Ciara Lordan, BSN, RN, Clinical Nurse, PACU

"Ciara was working in the Recovery Room (PACU) when we had gotten word that the OR team lost neuro monitoring signals and the patient was possibly suffering from a stroke. The OR was going to stabilize the neck, close the incision and the patient was going to be transferred to the PACU. Ciara was the nurse that would be taking care of the patient. From the moment the patient rolled into the PACU Ciara was assessing & managing the patient. She advocated for a transfer to the closest stroke center. The transfer out was seamless, with only one hiccup. The ambulance that arrived was BLS. The patient had multiple IVs and an A-line that would have to be removed before the patient was transferred unless a doctor or

nurse went with the patient. Ciara did not hesitate. She volunteered to go to the stroke center with the patient in the ambulance so there was no delay in having to call a new ambulance. During the whole event Ciara was assessing and reassessing the patient, talking with multiple team members from the ortho team to the hospitalist to anesthesia and continued to communicate to the stroke units care team members, and all while assuring the patient that he was going to be ok and they were going to get him to the stroke unit. I thought the transfer was done exceptionally well and the patient was exceptionally cared for and it was amazing to watch as a fellow nurse. I was very proud of the whole team, but Ciara went above and beyond and deserves to be recognized."

— Grateful Patient



DAISY Award® Recipient May 2023

CNO Mary Sullivan Smith, DNP, RN, NEA-BC and Katelynn Cali, BSN, RN, CPAN, Clinical Nurse, PACU and co-chair of J.O.E. Council present the DAISY Award® to Ciara Lordan, BSN, RN, Clinical Nurse, PACU

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November 2023 DAISY Recipient

Paulette Greene-Wallace, BSN, RN, Clinical Nurse, ICU

“Paulette Wallace was my nurse. I was at Baptist for a two-stage spinal surgery. I remember stage 1 being so painful and when Paulette was with me it never seemed as bad. Her kindness and compassion really hit home. I was on the ICU for about 14 days. Whenever I had her I knew I was being cleaned, rubbed down, and always given a toothbrush. I know these things seem silly, unless you are the patient who needs the care. When I came back for stage 2, again I looked forward to having Paulette, knowing all my personal care was going to be take care and the love and support she showed me was also going to be there.

When I came back for stage 2, again I looked forward to having Paulette, knowing all my personal care was going to be take care and the love and support she showed me was also going to be there.

There are no words to tell you what it is like to spend about three and a half weeks of my summer in the hospital, and to get ok care and then to know what it is like to get amazing care, there was nothing she wouldn't do for me. That says a lot when you can do nothing for yourself.”

—Grateful Patient



DAISY Award® Recipient November 2023

Roberto Cruz-Gervis, MD, Director of ICU and Hospitalist Service; CNO Mary Sullivan Smith, DNP, RN, NEA-BC; Paulette Greene-Wallace, BSN, RN, Clinical Nurse, ICU; Rosemary O'Malley, MSN, MBA, RN, NE-BC, Executive Director Patient Care Services; Kelly Ranjo, MSN, NE-BC, Nurse Manager, ICU & 4 East and Tricia Ide, DNP, RN, NEA-BC, Executive Director Quality/Patient Safety and Clinical Education



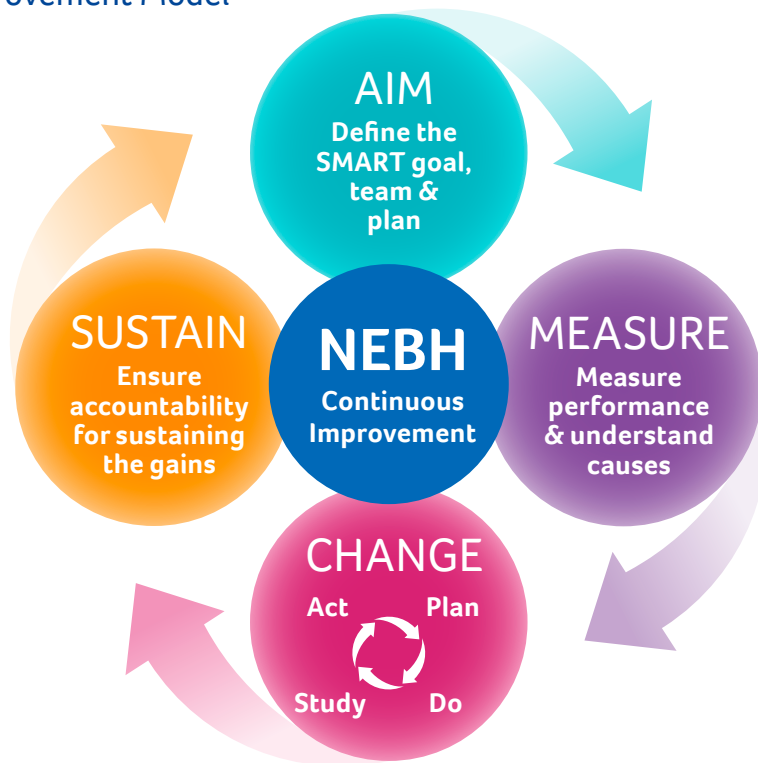
Anna Lorraine, BSN, RN, Clinical Leader, 4 West and Caroline Wheatley, BSN, RN, Clinical Nurse, 4 East



Quality Achievement

The Quality and Patient Safety Council assists in coordinating the hospital's patient safety program, conducts ongoing analysis and application of evidence-based patient safety practices to reduce the probability of adverse events, and analyzes any near misses and adverse events that occur. Each month, members discuss medication safety, infection control and patient falls as standing agenda items in addition to topics such as regulatory readiness and Joint Commission certification programs on spine surgery and total joint replacement surgery for hips/knees and shoulders. These certification programs demonstrate continuous compliance with performance standards in each of the disease specific areas, and they are a testament to the team's commitment to patient safety and high-quality care. NEBH's successful triennial Joint Commission Accreditation Survey was completed in January 2023 with low number of citations and only three clinical findings.

Our Continuous Quality Improvement Model



5 Press Ganey Awards!



2023 HX NDNQI Award Winner for Outstanding Nursing Quality®
demonstrates our commitment to elevating nursing excellence while improving the patient experience.

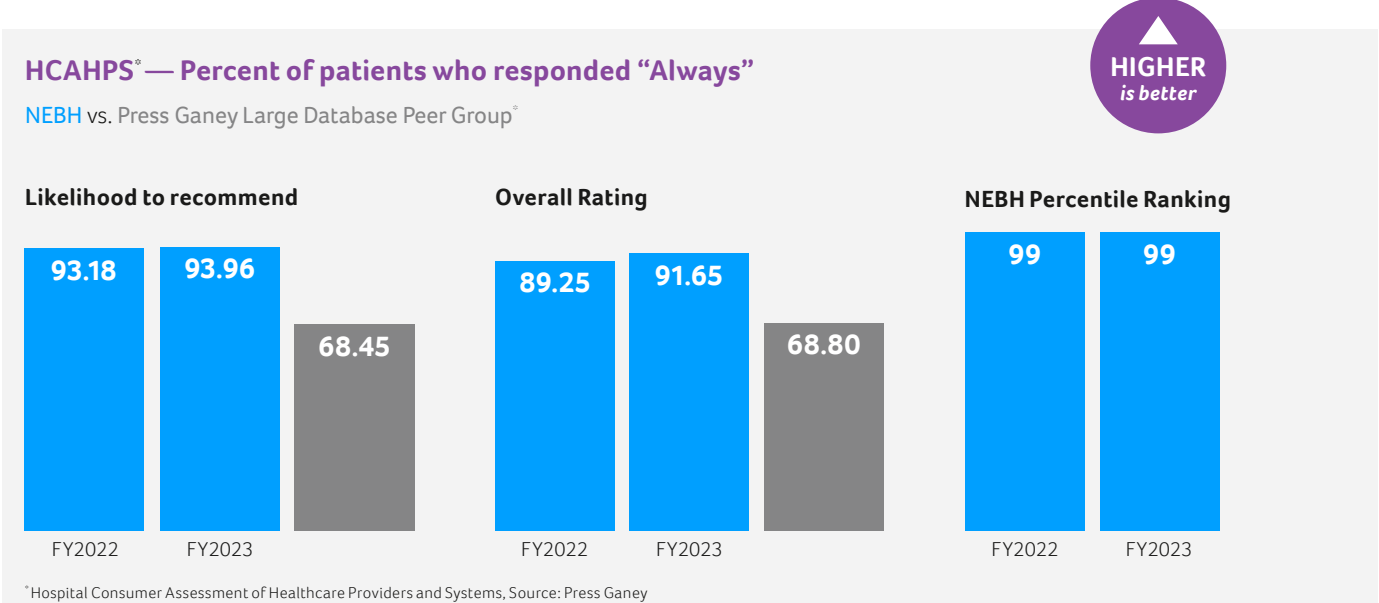


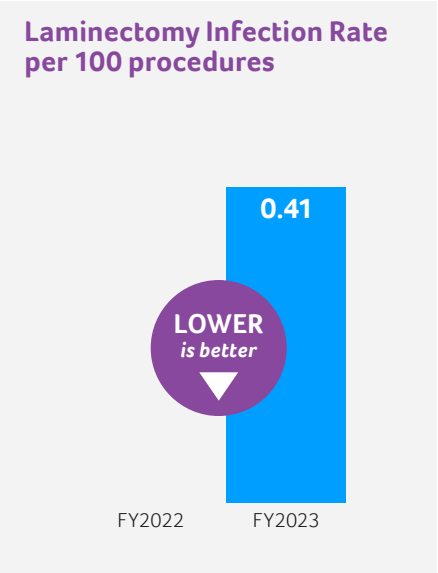
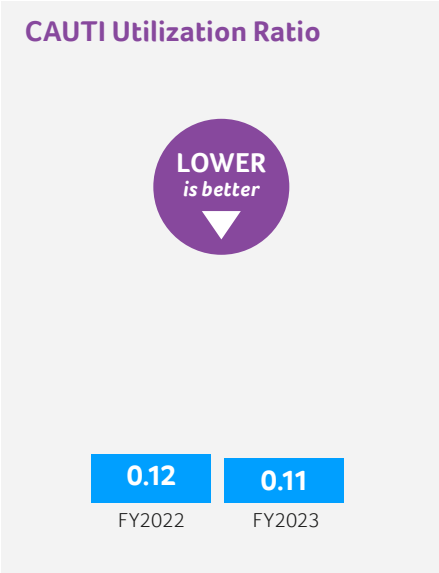
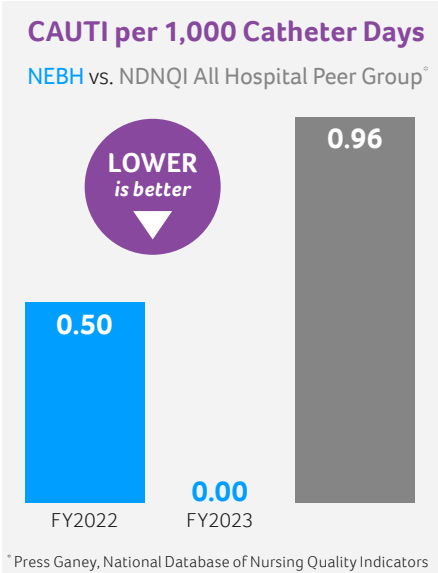
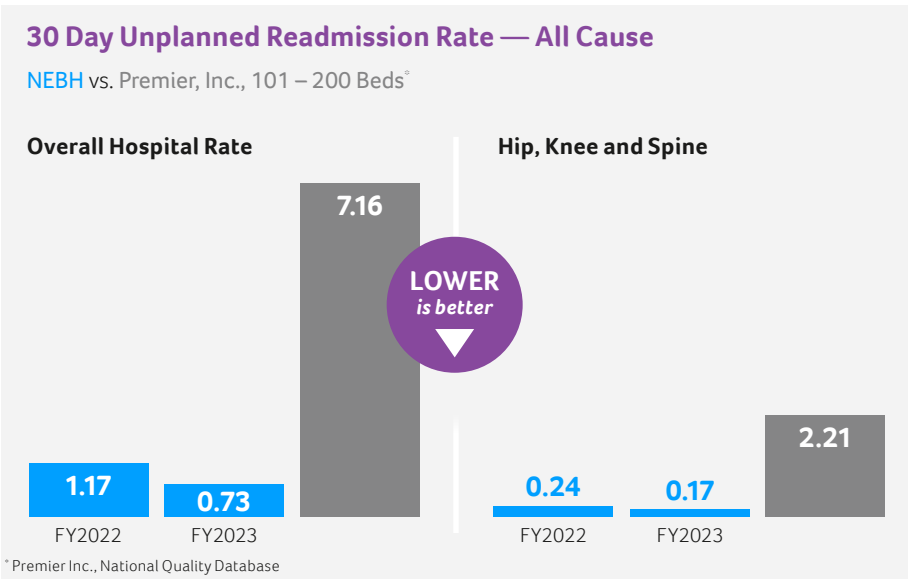
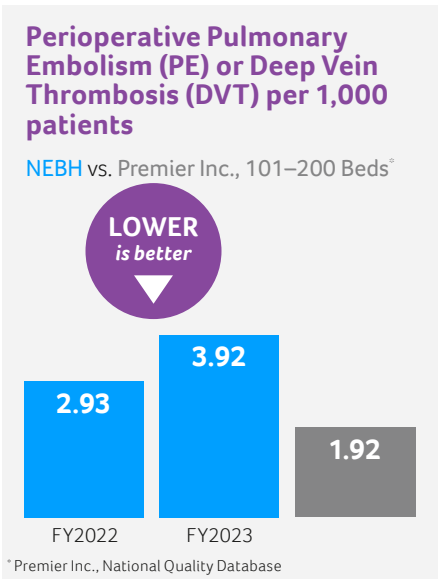
2023 HX Guardian of Excellence Award® (HCAHPS & Inpatient and Outpatient Rehabilitation)
demonstrates our commitment to the highest standards of patient experience.



2023 HX Pinnacle of Excellence Award® (HCAHPS & Inpatient)
demonstrates our commitment to putting the human experience at the heart of healthcare.

Quality Data





Margaret McCarthy, MSN, RN, Clinical Nurse, OR

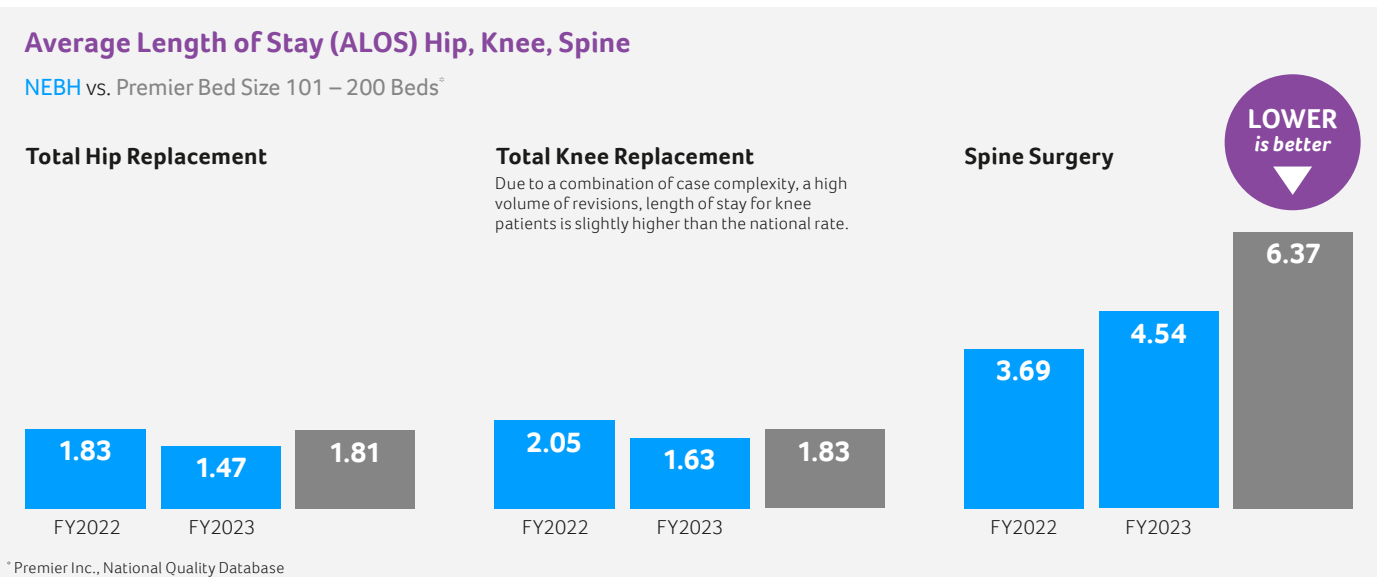
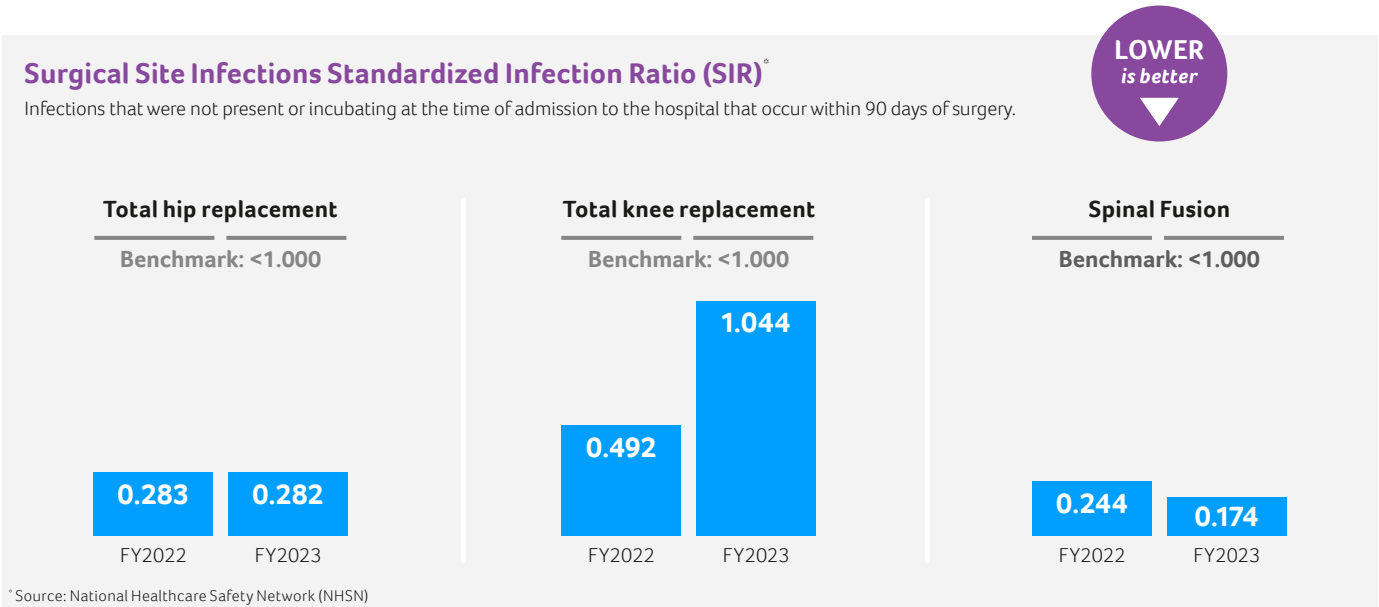


Gloria Deraney, BSN, RN, Clinical Nurse, 5 East



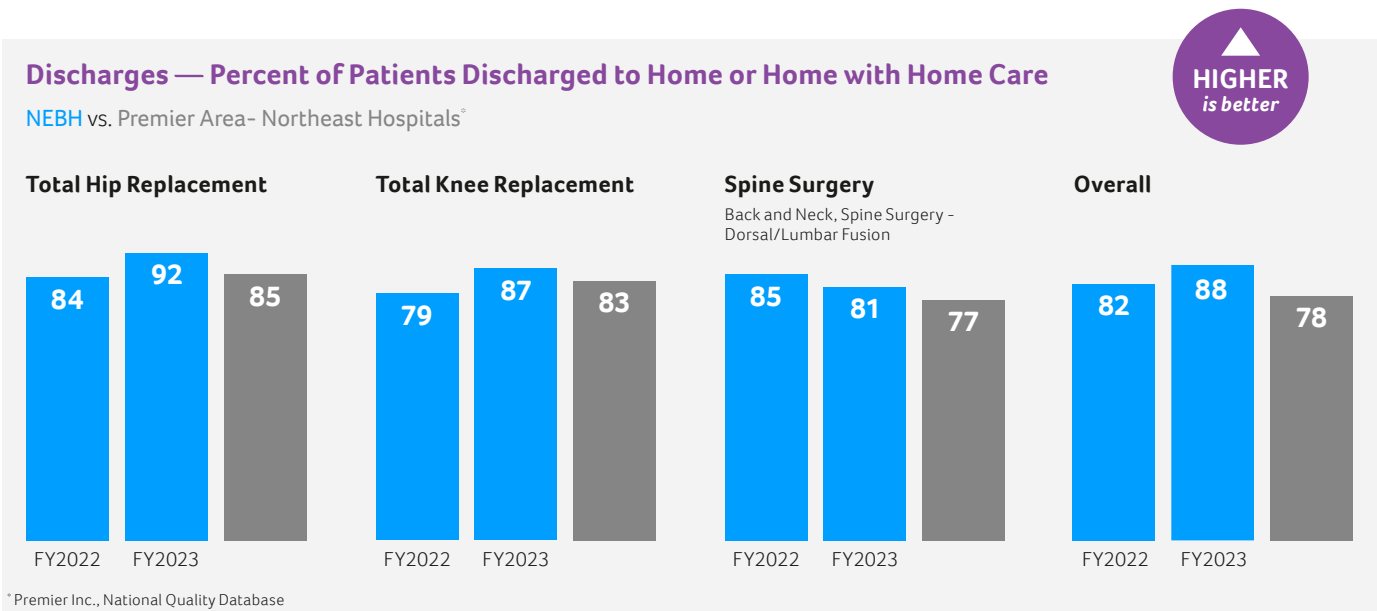
Sherry Gomes, BSN, RN, CNOR, Clinical Educator, OR

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President David Passafaro and SVP, COO, CNO Mary Sullivan Smith, DNP, RN, NEA-BC await the call from the Commissioner on Magnet from the ANCC

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Christine Bell, PhD, RN, CAPA, WCC, Clinical Nurse, Bond Center; Tricia Ide, DNP, RN, NEA-BC, Executive Director Quality/Patient Safety and Clinical Education; Jill Collins, MSN, RN, Nurse Manager, Bond and PACU; and Lauren Babchuck, MSN, RN, ONC, Clinical Educator Patient Care Units



Laura Morgan, MSN, RN, ONC, WCC and Katie Corrigan, MSN, RN, ONC, Quality Nurse Managers



Don Trudeau, BSN, RN and Shannon Hurley, MSN, RN, Clinical Nurses, PACU

CI Roadmap: Total Joint Same Day Discharges

10/24/2023 Owner: 4 West UBC

AIM

1. Background

Due to a younger and healthier patient population, surgical advances, and changes in insurance authorizations for those undergoing total joint arthroplasty, NEBH has seen a decrease in patient length of stay (LOS), *many discharging on the same day as their surgery*. As a result, 4 West discharges an average of 7 TH/TK surgical patients home same day each month. Transitioning from traditional inpatient discharge processes and workflows to an outpatient care model remains a work in progress.

2. Current State

- Pre-implementation data collection from March 2023 – May 2023 revealed:
- 22 total TH/TK patients discharged from 4 West on the same day as their surgery from 9 different attending surgeons
 - Majority of the patients had THA (68%)
 - 23% of patients were unanticipated same day total joint discharges
- On average, patients were discharged within 3 hours and 6 minutes of admission to 4 West
 - The shortest time to discharge was 2 hours and 35 minutes
 - The longest LOS was 7 hours and 45 minutes

3. SMART Goal

Decrease the average length of stay for 4 West total joint same day discharge from 3 hours and 6 minutes to less than 3 hours by December 1, 2023.

MEASURE

4. Analysis

Root causes of extended LOS (5–7+ hours) as identified by 4 West nursing staff through data collection include:

1. Difficulty contacting ortho for DC paperwork
2. Unknown causes
3. Errors on completed DC paperwork resulting in the need to contact ortho and then wait for corrections (mostly on Page 1s)
4. RN unsure which medications were pre-prescribed based off the DC med list
5. Issues with post-op orders (IP vs. DC per ambulatory care)
6. Spinal anesthetic slow to resolve

CHANGE

5. Proposed Countermeasures

The highest priority countermeasures include identifying specific barriers to expediting same day discharges, while improving the workflow and identifying roles and responsibilities. An interdisciplinary team was developed to create a process map of current workflow and countermeasures/proposed workflow. The team consists of nursing, rehab, physician's assistants, surgeons, case management and hospital leadership. Monthly meetings continue to finalize workflow and processes. Small tests of change have occurred throughout 2023, with the finalized go-live of the entirely improved same day program to be rolled out in October 2023.

6. Plan

- Re-initiate same day interdisciplinary work group and begin meeting monthly — **developed in 2020 and re-initiated in 5/2022**
- Create process map of current workflow — **completed 8/2022**
- Collect pre-data to determine root causes/barriers — **completed from 3/2023 – 5/2023**
- Update of outpatient order set — **completed 8/2023, go-live 9/26/2023**
- Meet with PA team to discuss roles and responsibilities — **completed 6/27/2023**
- 4 West nursing to collaborate with PA team to develop communication tree for which disciplines to call for assistance throughout different times in the day — **completed 7/12/2023**
- Determine medication and pre-prescribing workflow — **completed 8/29/2023** — determined that prescriptions will be completed in real time for better communication to RNs and ensuring that they are prescribed prior to patient's DC
- Finalize status types — agreed upon by interdisciplinary team on **3/8/2023** — details finalized and to be communicated to surgeon practises at November's Surgical Scheduler meeting
- GO-live of program in its entirety — **December 1, 2023**

SUSTAIN

7. Follow-Up

After all the elements of the improved same day program are implemented, data will be collected to ensure that the target of a discharge time of 3 hours or less is being sustained. The data collection periods will occur for 2 weeks at a time every three months throughout

the first year of implementation. If length of stay times begin to increase, the interdisciplinary group will be resurrected to assess for potential barriers and to ensure that the program elements are being sustained, making changes as necessary.

CI Roadmap: Spine Same Day Ambulation (SDA) in Post-Operative Spine Patients

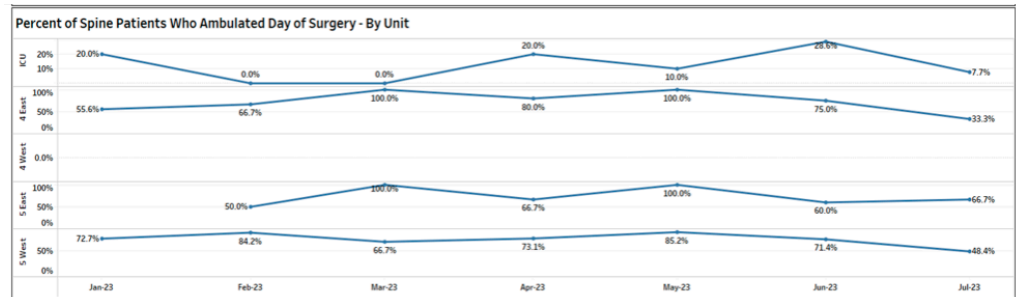
10/24/2023 Owner: 5 West UBC

AIM

1. Background

Currently, there is a high percentage of post-operative spine patients (pts) who are not ambulating on the day of surgery (DOS) or ambulation is not being documented in the medical record. Our goal is to ambulate spine surgery pts on DOS who are medically appropriate, 80% of the time, starting on 5 West.

2. Current State



3. SMART Goal

To improve SDA in post-operative spine patients at an average of 80% (monthly) on Jenks 5 West by December 2023. If a patient does not participate in SDA, there will be supporting documentation in the pts electronic medical record.

MEASURE

4. Analysis

1. There is a fair percentage of patients who decline out of bed (OOB) on the DOS due to the lack of pre-operative education and staff

reinforcement. Follow up documentation on why patients are not OOB DOS will assist in determining why a pt does not

ambulate — whether they refuse or there is a medical or pain issue limiting them from doing so.

CHANGE

5. Proposed Countermeasures

- Spine patients not OOB on DOS
 - Pt issue
 - Staff issue
- Preparing the pt — focus on goal oriented care — OOB as soon as able/appropriate DOS
- Preparing the staff — educate pt on importance of SDA and documentation for every spine pt for reasons why, if unable to ambulate DOS

6. Plan

- Patient education:
 - Changes to MD office documents pts receive pre-op — **complete**
 - Add posters around 5 West units/PASU for pt visualization — **complete**
 - Changes made to pre-operative spine class slides for use in class by 9/8/22 — **complete**
 - Meet with Clinical Affiliation and Quality Performance Manager to review changes in Ubicare education and implement Ubicare — **complete**

- Staff education:
 - Emails to educate importance of SDA to 5 West staff and use of audit tool created by Jess, documenting why pt not ambulating DOS by 8/10/22 — **complete**
 - Implement SDA audits which will address pt issues, staff discomfort to RN staff by 8/15/22 — **complete**
 - Meeting with RN Clinical Educators to discuss staff in-services to better educate regarding SDA by 8/17/22 — **complete**
 - Clinical update on documenting ambulation on day of surgery — 09/30/22 — **complete**
 - Rehab complete in-services on 5W (include poster) to increase staff confidence in getting patients OOB on day of surgery — **complete**

SUSTAIN

7. Follow-Up

- SDA Data will continue to be tracked throughout the remainder of 2023 and going forward
- Project rolled out on 5W, 5E and 4E — still not meeting goal of 80% monthly average — will re-group to plan other options and implement another PSDA cycle
- ICU patient appropriateness is parking lot item and will be further discussed with medical staff and team



Innovation

Every day, NEBH nurses utilize evidence as the basis for their practice. In addition to implementing the latest science, nurses follow their clinical inquiry to discover new knowledge through research. They also design and test innovations that improve patient care, enhance value, and optimize care delivery systems by improving quality and performance. This section highlights a few exemplars of nursing excellence and some of the recent contributions from the nurses that advance research, evidence-based practice, quality improvement and innovation in healthcare.

NEBH nurses involved in research, evidence-based practice, innovation, and continuous improvement initiatives exercise the ability to change policies, advance patient care, and demonstrate excellent outcomes.

Nurses integrate these actions into their clinical and daily processes to implement the safest and best practices for their colleagues, patients, and practice environment.

Developing evidence-based care results in improved outcomes for patients, their families, and the community at large. NEBH nurses are encouraged to pursue and conscientiously integrate new knowledge, innovations, and improvements into their clinical and operational processes.



Christina Riccio, BSN, RN, Clinical Nurse, 4 East at December 2023 Organization Nurse Leaders conference in Framingham, MA, presenting poster titled “Cardiac Alarm Management”

In 2023 NEBH launched the Nurse Scientist role. The inaugural role is held by Christine Bell, PhD, RN, CAPA, WCC. Chris is a change agent and a leader responsible for implementing an infrastructure that provides nurses support to shape the work environment by assuring their practice is evidence-based and nursing knowledge is generated through research. The Nurse Scientist promotes a culture of inquiry to bridge the gap between research and practice by engaging nurses in research and EBP with a focus on guiding the development of an infrastructure of resources including mentors and coaches.

The Nurse Scientist’s work is integrally involved and aligned with the goals of maintaining NEBH’s Magnet® designation as well as the organization’s and nursing’s strategic plans.

2023 Podium Presentations

RESEARCH TITLE	VENUE	PRESENTER(S)
Perception of Certification Value by Nurses in an Orthopedic Hospital	Massachusetts Society of PeriAnesthesia Nurses — Fall Conference, October 28, 2023, Waltham, MA	Christine AF Bell, PhD, RN, CAPA, WCC
Evaluating the Adverse Outcomes in Patients with or at Risk of Obstructive Sleep Apnea Undergoing a Total Knee Arthroplasty with or without Receiving a Peripheral Nerve Block	New England Baptist Hospital Research Symposium, July 19, 2023, Boston, MA	Sharon Higgins, DNP, RN, FNP, ONC, WCC
Celebrating Clinical Practice	Transition to Practice Symposium, May 15–17, 2023, Orlando, FL	Tricia Ide, DNP, RN, NEA-BC & Lauren Babchuck, MSN, RN, ONC

2023 Poster Presentations

RESEARCH TITLE	VENUE	PRESENTER(S)
Perception of Certification Value by Nurses in an Orthopedic Hospital	Massachusetts Society of PeriAnesthesia Nurses — Fall Conference, October 28, 2023, Waltham, MA	Christine AF Bell, PhD, RN, CAPA, WCC
Measuring the Effects of Aromatherapy on Antiemetic Use in a Total Joint Arthroplasty Population	7th Edition of Nursing World Conference, October 16–18, 2023, Boston, MA	Jensen Mattar, BSN, RN, ONC
Cardiac Alarm Management: Reducing Alarm Fatigue and Increasing Patient Satisfaction: A Quality Improvement Project	Organization of Nurse Leaders, Winter 2023 Quarterly Meeting, December 8, 2023, Framingham, MA	Christina Riccio, BSN, RN & Hailey Caragliano, BSN, RN, WCC
Preceptorship: Creating, Cultivating and Celebrating Excellence	Organization of Nurse Leaders, Winter 2023 Quarterly Meeting, December 8, 2023, Framingham, MA	Tricia Ide, DNP, RN, NEA-BC & Lauren Babchuck, MSN, RN, ONC
An Evidence-Based Practice Project to Develop a Skin Tear Management Protocol in a Specialty Orthopedic Hospital.	Wild on Wounds Conference iPoster, September 13–16, 2023, Hollywood, FL	Christine AF Bell, PhD RN, CAPA, WCC, representing the Wound Care Team of New England Baptist Hospital.



Lifelong Learning

NEBH Residency Program

In 2023, NEBH welcomed 19 new graduate nurses into the 12-month Nurse Residency Program:

- 13 to the surgical Patient Care Units, 6 to the Operating Room
- 8 nurse residents graduated from the nurse residency program, 6 from the surgical Patient Care Units, 2 from the Operating Room

2023 Nurse Resident Outcomes

- 100% of nurse residents who graduated the program completed and presented a nurse case review
- Nurse residents remarks regarding the program:
 - “This program was very helpful in helping to transition to practice. Helps relieve stress associated with being a new nurse/having a new job.”
 - “I think that the residency program is very well done! I have learned a lot and greatly enjoyed my inclusion in the program!”
 - “Very helpful for creating a smooth transition as a new graduate nurse.”
 - “I love coming together from different care areas.”
 - “The residency program has been very helpful becoming new nurse and helped orient me to my practice.”

“Let us never consider ourselves finished nurses ... we must be learning all of our lives.”

— Florence Nightingale

Retention of Nurse Residents

- 88% 12-month retention rate compared to the national 12-month retention rate for RNs 71.3%
- 63% 24-month retention rate

Wellbeing Program

At NEBH, creating a healthy work environment is a priority. Becoming well takes a village with leadership, resources, and education support. The Clinical Education/Professional Development department is committed to bringing wellness knowledge and awareness to each nurse at NEBH.

- The American Nurses Association recognizes the Duty to Self and Duty to Others, exhibited as provision 5 of the Code of Ethics for Nurses. The sentiment is purposeful that the duty to self comes before the duty to others.
- Mindfulness activities are an evidence-based approach, well studied among healthcare professionals to aid in well becoming.
- In 2023, we offered 3 educational offerings supported by our Nurse Wellbeing consultant.
- Of those who participated:
 - 100% intend to incorporate a mindful practice into work life
 - 100% are able to are able to identify proactive responses to stressful situations
 - 100% are able to discuss healthcare provider burnout
 - 100% are able to discuss stress management principles and burnout prevention
- Participants said that as a result of this program:
 - “It is very beneficial to reflect on nursing practice and how we need to care for ourselves in order to better care for others.”
 - “Anticipate it will enhance my personal life by being able to better manage my professional stress.”
 - “More balance throughout the day — trying to go for mini walks, unplugging for lunch, etc.”
 - “Implement these into my practice & encourage others to do the same.”

2023 Nursing Awards

With CNO Mary Sullivan Smith, DNP, RN, NEA-BC and Journey of Excellence co-chair, Katelynn Cali, BSN, RN, CPAN, Clinical Nurse, PACU

Recognizing nurses for their vital work is essential to honoring the importance of their contributions to NEBH and our patients. Nurses go above and beyond their duties to ensure our patients are safe, experience optimal outcomes, and are satisfied with their experience at NEBH. From delivering high-quality

patient and family care, to supporting our communities, Baptist nurses are key to our success, helping to elevate the nursing profession and improve health. In addition to acknowledging nurses' achievements, NEBH strives to recognize nurses by providing opportunities for professional growth. The amazing work nurses do every

day deserves ongoing recognition and celebration.

Congratulations to the following individuals, who received distinct honors at the NEBH annual Nursing Award ceremony in May 2023.

2023 Nursing Award Slate of Nominees

Bolded names denote recipient of award category

NURSES AS TEACHERS	NURSES AS LEADERS	J.W.S. EXCELLENCE IN CLINICAL PRACTICE	M.S.S. SPIRIT OF INQUIRY	NURSE STEWARDSHIP	DAISY
Lauren Kirk, BSN, RN, ONC	Jill Collins, MSN, RN	Roberta McCourt, RN	Jensen Mattar, BSN, RN, ONC	Barbara Williamson, RN, CNOR**	Vanessa Cherubin-Tintus, BSN, RN, CCRN, ONC
Pre-op Telephone Nurses	Janine Tayag, BSN, RN	Catarina Centeio, BSN, RN	Erica Gottlieb, MSN, RN, AGPCNP-BC	Heather Karafotias,* BSN, RN	Kathleen Buckland, BSN, RN
Cassandra Rocco, BSN, RN	Surgicare Nurses	Erika Neal,* BSN, RN	Victoria Schmaltz, BSN, RN	Laurie McCarter, RN	Astrid Burns, BSN, RN
Julianne Bridges, BSN, RN	Dante Mendoza, BSN, RN, Clinical Nurse, 5 East	Susan Delappe, BSN, RN	Erika Neal,* BSN, RN	Melanie Hughes, BSN, RN, CPAN, WCC	Kayli Berche, BSN, RN
Susan Collins, RN, CCM	Blanca Quinones, RN	Rachel Doherty, RN, CPAN	Lauren Babchuck, MSN, RN, ONC	Lisa Manning, MSN, RN	Ciara Lordan, BSN, RN
Heather Karafotias,* BSN, RN	Cathy Donovan, MSN, RN, ONC	Jessica Leonard, BSN, RN	Katelynn Cali, BSN, RN, CPAN	Yvette Anderson,* BSN, RN	Sarah McCaffrey, BSN, RN
	Yvette Anderson,* BSN, RN		Jacqueline Benevenia, BSN, RN		Pain Clinic Nurses
	Ann Ell, BSN, RN, WCC				

* Denotes a second nomination in another award category

** Denotes a second nomination in an award category

Continued on next page

2023 Nursing Awards, *continued*



2023 Nurses as Teachers

Cassandra Rocco, BSN, RN, Clinical Nurse, 4 East



2023 Jan Woodbury Sliby, MSN, RN, Excellence in Clinical Practice

Roberta McCourt, RN, Case Manager, Care Transitions



2023 Mary Sullivan Smith, DNP, RN, NEA-BC, Spirit of Inquiry

Jensen Mattar, BSN, RN, ONC, Clinical Nurse, 4 West



Resilient Leader

Cathy Donovan, MSN, RN, ONC, Nurse Manager 4 West,
Hospitalist APNs, Vascular Access and Diagnostic Testing



A. Elizabeth Kolligian Nursing Scholarship

Brittany Greenwood, BSN, RN, Clinical Nurse, PACU



DAISY Award

Ciara Lordan, BSN, RN, Clinical Nurse, PACU

2023 Professional Advancement Program (PAP)

NEBH is proud to recognize the numerous achievements nurses completed

Level III

Alyssa Fucci, BSN, RN, Clinical Nurse, ICU

Andrea Krause, BSN, RN, Clinical Nurse, NEBSC PACU

Castella Edward, MSN, RN, Clinical Nurse, 5 West

Christina Riccio, BSN, RN, Clinical Nurse, 4 East

Christine Peterson, BSN, RN, Clinical Nurse, Bond/PACU

Ciara Lordan, BSN, RN, Clinical Nurse, PACU

Colleen Cole, BSN, RN, Clinical Nurse, PACU

Danica Hurley, BSN, RN, Clinical Nurse, OR

Danielle Mackey, BSN, RN, Clinical Nurse, OR

Elizabeth Smolak, BSN, RN, Clinical Nurse, NEB Surgicare PASU

Erin Pearson, BSN, RN, Clinical Nurse, 4 East

Gina Healey, BSN, RN, Clinical Nurse OR

Janet Bridges, BSN, RN, CPAN, Clinical Nurse, NEBSC Pre-Op/PACU

Janet O'Leary, RN, Bond Center

Jayne Campbell Beaudet, BSN, RN, Clinical Nurse, PASU

Jessica Leonard, BSN, RN, Clinical Nurse, 5 West

Julie Berry, BSN, RN, Clinical Nurse, 4 East

Kailie Baker, BSN, RN, Clinical Nurse, PACU

Karen Bukis, BSN, RN, CPAN, Clinical Nurse, NEBSC Peri-Op

Katelynn Cali, BSN, RN, CPAN, Clinical Nurse, PACU

Kathleen Buckland, BSN, RN, Clinical Nurse, ICU

Kathryn Meade, BSN, RN, Clinical Nurse, 5 East

Keri Goodman, BSN, JD, RN, CPAN, Clinical Nurse, NEBSC Pre-Op/PACU

Margaret Watro, BSN, RN, CAPA, Clinical Nurse, Bond Center

Mary Belmonte-Segall, BSN, RN, Clinical Nurse, Bond Center

Meghan Paolera, BSN, RN, Clinical Nurse, PACU

Nannette Hanlon, RN, ONC, Clinical Nurse, 5 West

Noreen Howie, BSN, RN, ONC, Nurse Navigator, Care Transitions

Patricia Flanagan, BSN, RN, CCRN, Clinical Nurse, ICU

Paula Cote, BSN, RN, Clinical Nurse, 4 East

Paula Sylvester, BSN, RN, Clinical Nurse, OR

Rachael Doherty, BSN, RN, CPAN, Clinical Nurse, PACU

Regina Alessi, BSN, RN, Clinical Nurse, NEBSC Peri-Op

Sandra Anderson Peltier, BSN, RN, CNOR, Clinical Nurse, OR

Shannon Hurley, MSN, RN, Clinical Nurse, PACU



2023 Individual/Department Appreciation Award presented to Ashley Salvato, Philanthropy Coordinator and Chris Vaillancourt, BS, MA, MLIS, Librarian/CME Coordinator/Media

Continued on next page

2023 Professional Advancement Program, *continued*

Shannon Traft, BSN, RN, Clinical Nurse, ICU

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

Susan Boudreau, BSN, RN, Clinical Nurse, PASU

Susan Delappe, BSN, RN, Clinical Nurse, Bond Center

Vanessa Maloney, BSN, RN, CNOR, Clinical Nurse, OR

Yvette Anderson, BSN, RN, Clinical Nurse, PACU

Yvonne Dumornay, BSN, RN, Clinical Nurse, OR

Level IV

Ann Ell, BSN, RN, WCC, Clinical Nurse, RN

Cathy Botts-Deegan, BSN, RN, Clinical Nurse, PASU

Christine Bell, PhD, RN, CAPA, FNP, ONC, WCC, Clinical Nurse/Nurse Scientist, Bond Center

Jacquelyn McManus, BSN, RN, Clinical Nurse, OR

Kathleen McIsaac, BSN, RN, CNOR, ONC, Clinical Nurse, OR

Lisa Manning, MSN, RN, Clinical Nurse, Bond Center

Lisa Spencer, BSN, RN, ONC, Clinical Nurse, PASU

Marcia Robertson, BSN, RN, ONC, Clinical Nurse, PASU

Mary Dillon, RN, CAPA, Clinical Nurse, Bond Center

Melanie Hughes, MSN, RN, CPAN, WCC, Clinical Nurse, PACU

Monica Rothwell, BSN, RN, CNOR, Clinical Nurse, OR

Patricia Peters, BSN, RN, ONC, Clinical Nurse, Bond Center

Patricia Sidor, BSN, RN, CAPA, Clinical Nurse, Bond Center

New Awardees

Sarah Szumierz, BSN, RN, Clinical Nurse, OR

Virginia Percy, MSN, RN, CLNC, NEB Surgicare PACU

Vanessa Cherubin-Tintus, MSN, RN, CCRN, ONC, Clinical Nurse, ICU

Amy Hamnett, BSN, RN, Clinical Nurse, NEB Surgicare OR

Kathryn Maguire, BSN, RN, Clinical Nurse, OR

Paulette Greene-Wallace, BSN, RN, Clinical Nurse, ICU

Victoria Schmaltz, BSN, RN, Clinical Nurse, 4 East

Debra Pitts, BSN, RN, ONC, Clinical Nurse, NEB Surgicare OR

Marianne McAuliffe, DNP, RN, CPAN, PCCN, Clinical Nurse, NEB Surgicare OR

Sheila Gilbert, BSN, RN, Clinical Nurse, NEB Surgicare OR

Taylor McPherson, BSN, RN, WCC, Clinical Nurse, 5 East

Bridget Dowling, BSN, RN, ONC, Clinical Nurse, 5 West

Jaime Kubik, BSN, RN, Clinical Nurse, PACU

Shannon McDonough, BSN, RN, Clinical Nurse, PACU



2023 Award Recipients!

Continued on next page

2023 National Nursing Specialty Certifications

NEBH is proud to recognize nurses who hold a professional certification

Alicia Hall, MSN, RN, FNP-BC
Alycia Lacey, MSN, RN, ANP-BC
Amanda Ikonos, MSN, RN, FNP-BC
Andrea Machado, MSN, RN, ONC, WCC
Ann Ell, BSN, RN, WCC
Anna Peterson, MSN, RN, ANP-BC
Barbara Daly, BSN, RN, CNOR
Barbara Williamson, RN, CNOR
Bea O'Malley Foley, BSN, RN, CNOR
Bridget Dowling, BSN, RN, ONC
Carol Clark, RN, CCM
Carolina Mandeville, MSN, RN-BC
Cathy Donovan, MSN, RN, ONC
Charlotte Parker, BSN, RN, ONC
Chris Bell, PhD, RN, CAPA, WCC
Christie Fotopoulos, BSN, RN, CNOR
Christine Anderson, BSN, RN, ONC
Corinne Clancy, MSN, RN, AGACNP-BC
Danille Lafave, MSN, RN, FNP-BC
Denise Cody, MSN, RN, CPAN
Ed Burch, DNP, RN, CNRN
Eileen O'Donnell, BSN, RN, COHN-S
Elizabeth Weisberger, BSN, RN, WCC
Emer Grall, MSN, RN, ACNP-BC
Erica Gottlieb, MSN, RN, CNP
Flo Jacklin, MSN, RN, ANP-BC
Gail Roach, BSN, RN, CAPA
Georgia Kim, RN, CRNI
Ginny Williams, MSN, RN, CNL
Heather Maldonado, MSN, RN, ANP-BC
Jacquelyn McManus, BSN, RN, CNOR
Janet Bridges, BSN, RN, CPAN
Janet Donovan, RN, CNOR
Janet Mills, MSN, RN, ANP-BC
Jayne Campbell Beaudet, BSN, RN, CPAN, CAPA
Jeanne Capon McCabe, BSN, RN, CNOR
Jennifer Goulet, BSN, RN, CCRN-K
Jennifer Healy, MSN, RN, FNP-BC
Jensen Mattar, BSN, RN, ONC
Joanne Petrillo, MSN, RN, CPAN, CAPA
Judy Moscatel, MSN, RN, CNOR, NEA-BC
Karen Bukis, BSN, RN, CPAN
Karen Peters, RN, CNOR
Katelynn Cali, BSN, RN, CPAN
Katharine Campbell, MSN, RN, GNP

Kathryn Berry, BSN, RN, CNOR, ONC
Kathy McIssac, BSN, RN, CNOR, ONC
Katie Corrigan, MSN, RN, ONC
Kelly Ranjo, MSN, RN, NE-BC
Kim Pelrin, RN, ONC
Laura Morgan, MSN, RN, ONC, WCC
Lauren Babchuck, MSN, RN, ONC
Lauren Koloski, MSN, RN, CPHQ
Lindsay Healy, MSN, RN, CNP
Lindsay Zodda, MSN, RN, FNP-BC
Lisa Henderson, MSN, RN, CNOR
Lisa Spencer, BSN, RN, ONC
Liz Kiley, MSN, RN, AGPCNP-BC
Marcia Robertson, BSN, RN, ONC
Margaret Vilme, BSN, RN, ONC
Margaret Watro, RN, CAPA
Mary Beth Hamilton, MSN, RN, ONC
Mary Dillon, RN, CAPA
Mary Sullivan Smith, DNP, RN, NEA-BC
Mary Westwater, BSN, RN, ONC
Maryanne Cole, MSN, RN, CNOR, ONC
Maryellen Connolly, BSN, RN, CAPA
Matt Coombs, MSN, RN, ACNP-BC
Megan Gilmore, BSN, RN, WCC
Megan Haughton, MSN, RN, AGPCNP-BC
Melanie Hughes, BSN, RN, CPAN, WCC
Michele Deeney, BSN, RN, CNOR
Michelle Doherty, MSN, RN, FNP-BC
Michelle Dwyer, MSN, RN, ACNP-BC
Monica Rothwell, BSN, RN, CNOR
Nancy Scott, MSN, RN, ANP-BC
Nancy Sullivan O'Leary, MSN, RN, FNP-BC
Nannette Hanlon, RN, ONC
Noreen Howie, BSN, RN, ONC

Patricia Peters, BSN, RN, ONC
Patti Sidor, BSN, RN, CAPA
Rachael Doherty, RN, CPAN
Ruben De Los Trinos, BSN, RN, VA-BC
Sandra Peltier Anderson, BSN, RN, CNOR
Sean Fahey, DNP, RN, NEA-BC, ACM, CCM
Shanley Bellve, RN, VA-BC
Sharon Higgins, DNP, FNP-BC, RN, WCC, ONC
Sharon O'Brien, RN, CNOR
Sharyn Heinzelman, DM, MHA, BSN, RN, NEA-BC
Sheila Querfurth, MSN, RN, ANP-BC
Sherry Gomes, BSN, RN, CNOR
Steve Menichetti, BSN, RN, CCM
Sue DeBerardinis, BSN, RN, CCRN, WCC
Susan Collins, RN, CCM
Taryn Beuttler, MSN, RN, CNP, ONC
Taylor McPherson, BSN, RN, WCC
Theresa Jasset, BSN, RN, CNOR
Therese Robishaw, MSN, RN, ANP-BC
Tricia Ide, DNP, RN, NEA-BC
Trish Flanagan, BSN, RN, CCRN
Vanessa Cherubin Tintus, BSN, RN, ONC, CCRN
Vanessa Maloney, BSN, RN, CNOR
Virginia Woodbury, MSN, RN, ANP-BC

2023 Retired Nurses

Elaine Adams, BSN, RN, Clinical Nurse, 4 East
Helen Bartkow, RN, Clinical Nurse, Bond Center
Joanne Cassiani, RN, CNOR, Clinical Nurse, Operating Room

Remembering our Colleagues

With heavy hearts, we acknowledge and celebrate the significant contributions of two colleagues we said goodbye to:

Mesi Ayele, BSN, RN, Clinical Nurse, 5 West

Ann Callahan, BSN, RN, CNOR, Charge Nurse, Operating Room

NEBH Nursing By The Numbers

FY 2023

415

Total RNs & APRNs

31

Advanced Practice
Registered Nurses

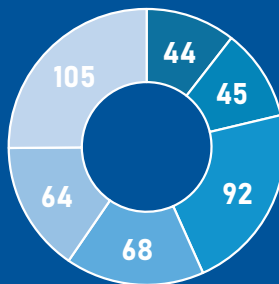
33%

Certified Nurses

Departments
Supported
by Nurses **21**



**Longevity
of Nurses
at NEBH
(years)**



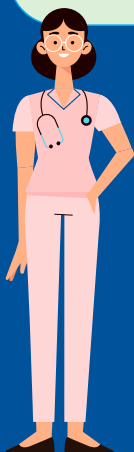
- >30
- 20 to 29
- 10 to 19
- 5 to 9
- 2 to 4
- <2

83%

BSN Rate

19

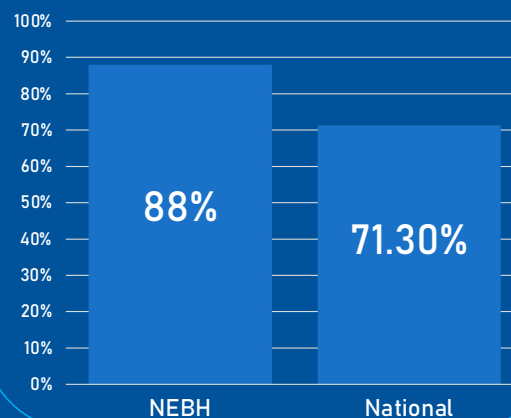
New Graduate
Nurses into
the Nurse
Residency Program



69

Clinical 3 and 4
Nurses

**Retention of
Nurse Residents**



Beth Israel Lahey Health
New England Baptist Hospital



Our Sites

New England Baptist Hospital Main Campus (NEBH)

125 Parker Hill Ave.
Boston, MA

- 16 Operating Rooms
- 4 Patient Care Areas
- 1 Critical Care Unit
- Clinics, Radiology (X-Ray, MRI, CT, Ultrasound, Nuclear Medicine), Laboratory

New England Baptist Outpatient Care Center-Dedham (NEBOCC)

40 Allied Drive
Dedham, MA

- Ambulatory Surgical Center
- 8 Operating Rooms
- Pain Center
- Radiology
- Outpatient Rehab

New England Baptist Surgicare (NEB Surgicare)

One Brookline Place
Brookline, MA

- Ambulatory Surgical Center
- 4 Operating Rooms
- Orthopedics, Plastics and General Surgery

New England Baptist Outpatient Care Center at Chestnut Hill

830 Boylston Street
Chestnut Hill, MA

- Outpatient Rehab
- Radiology

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 2023 Annual Nursing Report was produced by the Nursing Department at New England Baptist Hospital.

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