

Superb care is priceless. Your support makes it possible.

Lahey Clinic is committed to ensuring high levels of patient satisfaction and employs the survey services of Press Ganey Associates.

2008 Survey Results Excerpt

- Ambulatory Surgery: *over 90 percent of respondents reported that the staff worked well together.*
- Inpatient: *over 89 percent of respondents felt that the nurses' sensitivity and responsiveness to pain was good or very good.*
- Burlington ambulatory clinic: *over 93 percent of respondents rated the nurses using language they could understand as good or very good.*
- Peabody: *100 percent of respondents rated the nurses' instructions for post-procedural care as good or very good.*

Dear Benefactor,

At Lahey Clinic, we know that exceptional nurses lead to extraordinary care. Our 1,200 nurses share an absolute commitment to continuous learning, the ongoing mastery of best nursing practices, and complete dedication to patient-focused care. Our first priorities are to provide safe, quality care and to enhance the patient experience at Lahey. Here are highlights of the 2008 accomplishments of the team. We hope you enjoy learning about some of the many ways your contributions have made a difference in the very distinctive way our nurses care for patients at Lahey.

Journey to Excellence

In March 2008, the Nursing Department held celebrations in the main lobbies of Lahey's Burlington and Peabody medical centers to celebrate the "kick off" of our journey to excellence. The Magnet Recognition Program was developed by the American Nurses Credentialing Center to recognize health care organizations that provide nursing excellence. The program also provides a vehicle for disseminating successful nursing practices and strategies. Studies show that the nursing care in Magnet facilities contributes to lower general and disease-specific mortality rates and higher patient satisfaction. Lahey is successfully proceeding on a journey to join the exclusive 5.5 percent of all health care organizations in the United States that have achieved Magnet recognition status.

Kathie Jose, M.S.N., R.N., Chief Nursing Officer, cutting the ribbon to open the display of the Wall of Honor, celebrating nurses who have achieved certification during the 2008 Nurses' Week.



Nursing's Wall of Honor

One of the highlights of the 2008 Nurses' Week Celebration was the inaugural Wall of Honor Celebration Tea. The tea celebrated the addition of many names to the Nursing Wall of Honor in recognition of Lahey nurses who have achieved certification in their nursing practice specialty. Nurses who have attained certification have their names inscribed on plaques that are publicly displayed in the Alumni Foyer across from the auditorium entrance.

Studies have demonstrated that certification has a significant positive impact on patient care and patient safety.



Cynthia L. Fiekers, B.S.N., R.N., Associate Chief Nurse for Informatics and Quality, demonstrates the CareFusion handheld device.

Advances in Patient Safety

Medication errors and adverse drug events are among the most serious concerns for patients and their families. In 2008, Lahey joined the leading five percent of hospitals nationwide that focus on the final step of the medication administration process. Lahey began trials of CareFusion™ portable bar code scanning technology. Lahey nurses scan a barcode on their ID badges that associates them, via user ID, with each transaction within CareFusion. They then match the medications ordered and the patient by scanning barcodes on patient ID bands and the medications themselves. This ensures that the right patient gets the right medicine, via the right route, at the right time and in the right dose—for the patient's safety.

For more information about Nursing at Lahey, please visit <http://www.lahey.org/nursing>

To discuss making a gift to support Nursing at Lahey, please contact the Philanthropy Office at 781-744-3333.

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Specialized Training Update

Nursing Research: Patients benefit in positive ways from Lahey's implementation of a formalized Nursing Research and Evidence-Based Practice (EBP) program. Research is the scientific foundation for safe and effective nursing practice that improves patient outcomes. Lahey nurses increase their research knowledge through participation in the Nursing Research Council, the Nursing Research Fellows Program, and the monthly EBP Review Group. In 2008, a series of five research courses was developed and taught by Ann Dylis, Ph.D., R.N., Lahey's newly hired nurse research scientist.

Also in 2008, the Nursing Department established the inaugural Lahey Clinic Nursing Research Grant. The grant is designed to encourage the research career development of nurses at Lahey Clinic and to provide funds for nurse researchers to conduct studies that will improve nursing practice, nursing evidence-based practice, nursing leadership, nursing education, or nursing informatics at Lahey.

Nursing Student Stipend Program: Although the recession has encouraged some nurses to put off retirement or return to work, acute-care and emergency room nurses are still in high demand. When the economy rebounds, nurse levels are expected to drop steeply, perhaps creating an even greater shortage of nurses than before, according to the *Washington Post*. Lahey's nursing student stipend program is a creative response to address the nation's nursing shortage.

Through collaboration with Middlesex Community College (MCC), Lahey empowers qualified staff members in non-nursing roles to transition into professional nursing. The part-time Associate of Science in Nursing degree program is designed to enable Lahey colleagues to balance work, school, finances, and other commitments while in nursing school. Beginning nursing students in this program are able to reduce work hours to accommodate classroom and clinical training schedules. Lahey provides stipends to replace part of the salary lost through reduction of hours. The stipend component addresses two formidable barriers faced by student nurses—the time to devote to their studies and the money to help them meet their financial obligations while they are in school. The first class of Lahey-MCC new nurses graduated in May 2008.

Nursing Internships: When you or a loved one are critically ill, specialized nursing care is vital. The Lahey Nursing Internship Program gives new nurses a greater depth of training that better qualifies them, more expeditiously, to enter the complex world of critical care nursing. Nurses are selected from colleges throughout New England and work with experienced critical care nurse mentors, or coaches, at Lahey over the summer. In 2008, four of the initial interns successfully completed their internships, graduated with their bachelor's degrees, and joined the Clinic's staff to care for Lahey patients.

2008 Critical Care interns

Front row, from left to right:
Jenna Bristol, Lindsey Tarzia,
Melissa Foley, Laura McNeill

Back row, from left to right:
Jessica Daigle, Stephanie Frey,
Sammy Kimani,
Jennifer Wheeler



**Donor generosity makes advances in Lahey nursing possible.
Thank you for your support.**