More than 9,000 nurses and nursing executives from top hospitals attended an inspiring, empowering, record-breaking conference October 7-9, 2015, in Atlanta, Georgia. Several of our Magnet nurses attended the annual ANCC National Magnet Conference.

The theme was World-Class Nursing. Innovative Patient Care.

This conference was both a celebration of accomplishment for newly designated Magnet organizations and a showcase of best nursing practices for the Magnet community.

These four nurses returned to Mount Sinai Health System energized to improve their nursing practice and equipped with proven methods to do so, and eager to share their experiences with us.

Continues on Pages 3, 5, 6, 7

Left to right: Katherine Noonan, Shane Princesa, Kimberly Zafra, Joanne Matibag and Josan Jorvina.

Celebrating 10 Years at Mount Sinai

By Carol Porter, DNP, RN, FAAN
Chief Nursing Officer/Senior Vice President

I would like to wish you all a very healthy, happy and safe 2016 filled with great moments, accomplishments and time to appreciate all that you do.

I have had the honor to be your Chief Nursing Officer for the past 10 years. Together we have accomplished great strides for Nursing at Mount Sinai Hospital. At this time of year I ask that you reflect on all of the great moments that you have had being a professional nurse.

Think about all of the patients and families lives that you have touched and how you have made a tremendous difference not only clinically but also in their ability to adapt to a difficult life event and end up stronger because of your support. You are in a unique position to share moments with patients and families that are happy and sad and your presence makes a tremendous difference.

Continues on Page 3

Inside the Magnet Newsletter

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Compassionate Care Conference
Winter 2016

Nancy Lamberson, MSN, BSN, RN
Our New Magnet Program Director

As the Magnet Program Director, I wanted to let you know that the New Year will be quite a busy one.

First, let me give you a quick recap of what went on in 2015. There was a lot of work behind the scenes to prepare our first electronic submission of the Demographic Data Collection Tool (DDCT). Countless meetings were held to prepare the document and then transfer large amounts of data to an electronic template. We could not have done it without the help of Maria DeLaVega and her wonderful IT team. Thanks Maria and team! Once the document was completed, we sent it and guess what? We crashed the system! Thankfully we submitted a test document first to make sure all was good. Our actual submission went through without any problems.

While this was going on, we were working on an electronic version of our DIF. You know this form, it is the one that nurses fill out every year to update their professional profile. This year it will be completely electronically, so be sure to look for emails about it. We again worked with Maria and her team to accomplish this goal.

Once again, 2016 will be busy right from the start. We will have to submit the DDCT again (it is an annual document) as it gives Magnet an overview of Mount Sinai Hospital and Mount Sinai Queens. We will also be submitting an Interim Report which will contain data on patient satisfaction, nurse satisfaction, and nurse-sensitive clinical indicators. We will also start working on our document for final submission in 2018. Going for a 4th Magnet designation means the bar is set that much higher, so we all need to work together to accomplish this goal. If you feel that something you are doing is a “Magnet Moment,” let me know about it via MSH email. For instance, if you are planning to implement a new practice, doing something innovative, tell me. Remember, we need to have the data to show something innovative, tell me. Remember, we need to have the data to show where we were before, what the change was, and where we are now. Just about everything we submit to Magnet requires data that shows a sustained improvement.

You will all see more and more of me throughout the year, and I will be asking you to continue to give our patients the excellent care that we are known for. In doing so, I am sure we can meet or exceed our patient satisfaction, nursing satisfaction, and nurse-sensitive clinical indicator benchmarks and show Magnet that we deserve a 4th designation!

Wishing you all the best in 2016.

Message from the Editor

It’s easy to go through life looking in the rearview mirror, focusing on what did not work out, the mistakes we have made, those who have hurt us, or those we have lost. But as long as you are living in regrets, focused on the negative things of the past, it’s going to keep you from a bright 2016.

Whether it happened 10 years ago or 10 minutes ago, let it go and move forward. And how do you let go? Quit thinking about it, quit talking about it, and quit replaying all the negative things that have happened to you. When those pictures come up on the movie screen of your mind, you have the remote control, so just change the channel.

In your car, there is a big windshield in the front and a very small rearview mirror. The reason is because what has happened in your past is not as nearly as important as what is in your future. Where you are going is more significant than where you have been.

For 2016, put on a new attitude, put the smile back on your face, get the spring back in your step, get your hopes up and experience a new beginning. Happy New Year!

With my best wishes for you and those you love,
Carla Alves-Miraldo, MSN, RN

To find out what’s happening right now, follow Mount Sinai on:
Twitter - @MountSinaiNYC
www.facebook.com/mountsinainyc

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Magnet Unit Open House

By Erin Figueroa, RN
Clinical Nurse Manager, KP 8 Maternity

The Mount Sinai Health System combines the Icahn School of Medicine at Mount Sinai and seven hospital campuses to provide the highest quality health care throughout the New York metropolitan area. Together we offer patients comprehensive care from birth through geriatrics, including some of the most complex cases. Our campus at the Mount Sinai Hospital has a total of 1,370 beds. Our mission is to provide compassionate patient care with seamless coordination. This coordination can be challenging at times, especially in a large academic medical center. Collaboration and teamwork are not always present in our clinical settings, yet improved teamwork and communication are described by health care workers as among the most important factors in improving clinical effectiveness and job satisfaction. Health professionals, specifically nurses, tend to work autonomously, even though we are part of a larger team. Patient safety and quality are often jeopardized by the communication and collaboration barriers that can exist between clinical staff, especially staff that work on different units.

As part of a way to break down barriers and improve collaboration, it was suggested by the Magnet committee champions that we hold a Unit Open House. Eight units were chosen for the inaugural event which took place on October 15, 2015. The Magnet committee members were broken up into four small groups for unit tours. The tours were led by staff nurses, many of them Magnet champions, who discussed demographics, quality projects and best practices. The initial feedback from the participants was overwhelmingly positive; the groups would like to make this an ongoing happening and new units have already volunteered for the next visit.

By Carrie Gerber, RN and Gracielle Ortiz, RN
KP 2 Labor and Delivery

The Unit Open House for the Magnet Champions was a great experience. We welcomed our colleagues to our unit, Labor and Delivery. It was a great opportunity to show them around and walk them through the labor process from both a patient and a nurse’s perspectives.

We shared some of our statistics, patient satisfaction and quality improvement projects with the group. They were all very impressed by the care we provide and the volume of patients we see annually.

We then had the opportunity to go to P5 to learn about a pediatrics unit. This was just as eye opening for us as L&D was for our visitors. It was very interesting to learn about their work, how they care for their patients, and the ways they try to make kids still feel like kids while they are in a hospital setting.

After our tour, we reflected about how we are all so busy and engrossed in our own units, and that we welcomed an opportunity to learn about another unit and appreciate all that they do for patients as well. Walking in “their shoes” definitely helped us appreciate our profession more. The love and the care that we give our patients...young or old, sick or well...are shown in both units.
Magnet Conference Reflections
(Continued from Page 1)
By Lynette Joy Romanovitch, BSN, RN, CRRN
KCC 3S TBI Rehab

I was very excited to join the Mount Sinai Health System delegation for the second time. It was a captivating, spiritual, rejuvenating, and heartwarming experience that reaffirmed my pride in who I am, what I do, where I work and the message I inspire to deliver.

The plenary session, Creating Leadership and Engagement at Every Level, presented by David Marque, a retired Captain Submarine Commander in US Navy, was powerful. The session focused on creating a workplace where everyone is engaged and committed to contributing their full intellectual capacity by taking steps to bring out the leadership potential in everyone.

Conference attendees were able to choose from hundreds of concurrent sessions. The one I attended was The Magic of Story Telling to Improve the Patient and Family Experience presented by Michelle Clements, BSN RN – Rex Healthcare, Raleigh, NC. She spoke about different strategies for helping patients form a powerful narrative that are individual, therapeutic and goal-centered. She shared different communication tools to teach patients how to tap into emotions that lead to increase engagement in health promotion.

The conference celebrated the year’s accomplishments with a ‘Light Up the Night’ welcome party that featured glow-in-the-dark gear, dancing, food and some of Atlanta’s popular attractions such as Georgia Aquarium, Center for Civil and Human Rights and World of Coca Cola. It was a celebration full of joy, camaraderie and fellow nurses from around the globe networking.

The closing plenary, The Virtual Choir- Nurses in Harmony, presented by Eric Whitacre, the creator of the Virtual Choir, was phenomenal. He used digital technology to combine voices of thousands of singers in a global chorus, a compelling parallel to the importance of peers sharing their talents with each other to create something bigger than themselves. Learning how to create and collaborate in a professional environment is essential not just to nursing but to healthcare in general.

Overall, ANCC Magnet Conference never fails to empower every nurse to dare to innovate, involve and inspire.

Celebrating 10 Years at Mount Sinai
(Continued from Page 1)

Let’s go down memory lane and reflect a bit:

- Together we have sustained the highest quality designation for Nursing in the U.S. – Magnet Program Designation 2004-2018. Our 2014 designation included our nurses at Mount Sinai Queens as part of the Mount Sinai Hospital designation. An excellent partnership between MSH and MSQ.
- Within the CNRE we developed our Global Nursing Leadership Academy (GNLA) which has grown to be a destination partnership for over 200 international nursing leaders both clinical and administrative. Many of you have participated in providing excellent educational experiences for our GNLA nursing colleagues. We have shared perspectives on similar nursing challenges worldwide and have learned from each other.
- The Edgar M. Cullman, Sr. - Chair of Nursing Department is the first endowed Chair of Nursing at the Mount Sinai Hospital and was established in 2011. I am honored to be the first Nursing Chair at Mount Sinai Hospital. During the convocation ceremony I was representing all nurses at Mount Sinai Hospital.

As a Nursing Department we have achieved numerous quality awards and individually you have made your mark on our profession not only locally but globally. The future is bright for nursing and recognizes the important role of nurses in the forefront of healthcare improvements.

I sincerely want to thank all of the Nursing staff at MSH and MSQ and all of the teams that support the clinical work with our patients. May your efforts and dedication bring you peace in 2016.
Remembering Our Children
By Nicole Geller, PhD, MS, RN, CNM
I attended Mount Sinai’s annual Children’s Memorial Service, an event to support families who have lost their children at Mount Sinai Health System. The memorial service was held in the Davis Auditorium on October 28, 2015.

The memorial service featured performances and readings by faith-leaders, physicians, nurses, social workers, therapists, interns, and students. Our hospital community created an inclusive, bilingual program wherein bereaved families of all denominations and cultural backgrounds could feel comfortable. The program included the opportunity to light a candle, the reading of names of all our children, and a whole series of songs whose lyrics resonated with the theme of the service. Mrs. Willette “Micki” Lewis, RN, from Mother-Baby (KP 8), serenaded the audience with “Home” by Charlie Smalls.

This well-attended event was also a place for reunions. Care-providers across the continuum of disciplines were able to return to their supportive place in the lives of our families. Bereaved families were able to see each other again and gain strength from each other’s journeys. And, care-givers of every discipline were offered a place of honor for their own feelings of loss.

The Mount Sinai Hospital Children’s Memorial Service takes place every Fall and is generously supported by the Rex Larsen Weinstein Bereavement Counseling Fund, The Auxiliary Board, family donors, and Absolutely Wild Florist. Please consider attending this healing event and lending your presence to this wonderful space of healing.

Compassionate Care Conference
By Sylvie Jacobs, RN, BSN, CPAN, KP6 Palliative Care Unit
Whether or not you are an experienced Zen practitioner or a complete beginner, attending the Buddhist Contemplative Care Symposium is a powerful and dynamic learning experience. It is an annual offering by the New York Zen Center for Contemplative Care. It is housed in a beautiful old gray stone/red brick monastery filled with wood and stained glass in Garrison, NY. The woods that surround the grounds offer beautiful views of the Hudson River.

It is in this setting that you are required to show up and permit yourself to be honest, open and vulnerable. The three Zen Masters or teachers, Dai En, Chodo and Koshin, lovingly but piercingly challenge you to explore, expand, grow and change with respect to your practice and beliefs towards patients, nursing care and your relationships. The exercises that we participated in required deep examination and the courage to explore our inner workings. They were punctuated by Zen meditation which consists of sitting still silently, connecting with breath, and counting to assist in detaching from thought. Of course thoughts come and go, but the intention is to slow them down (how compassion changes care of the self and others), and caregiving as contemplative practice. Collectively and individually, we examined ways in which we prolong our own suffering and prevent equanimity.

Collectively and individually, we examined ways in which we prolong our own suffering and prevent equanimity.

The training topics were contemplative care within healthcare, cultivating presence through meditation and mindfulness practice, methods for deepening contemplation in the moment, training in contemplative listening, ethical functioning in contemplative care, creating a sacred environment and discovering the difference between empathy and compassion (Continued on Page 5)
Magnet Conference Reflections
(Continued from Page 1)
By Joanne Matibag RN-BC, 7 Center Cardiac Care Unit

When I was officially approved to attend the ANCC Magnet Conference, there were many emotions running through my mind. For the most part I was excited, but I would be fibbing if I did not say I was anxious as well. It had been a professional and personal goal of mine ever since I decided to go into the nursing profession. This would be my ‘first time’, and as with all ‘first time’ moments, I knew that the experience would be a memorable one.

During the opening ceremony, I was in a room with so many nurses and it was an amazing feeling and experience. I could not believe I was surrounded by all the great people who had contributed so much to the nursing profession. After we were thanked collectively for attending the conference, introductions were made based on attendee’s backgrounds and experiences. At one point, the announcer called for all the ‘first timers’ to stand up. What may sound silly to some was something that hit me emotionally. It actually brought a few tears to my eye. Being a certified nurse from a Magnet facility, I felt proud to be there.

As the days progressed, I attended evidenced-based practice presentations on various areas of focus (C. Diff, heart failure and readmissions). In between sessions, there were plenty of vendors in the exhibit hall promoting new products on the market. Having exposure only to my clinical area of practice at Mount Sinai Hospital, it was a real eye opener to see so much in the nursing industry. There was even time for fun! Pictures with superheroes and caricature drawings were just some of the interactive and memorable experiences of the conference. One night, a section of Atlanta’s Olympic Park was closed for all the nurses, where we enjoyed catered food, live music and free admission to the Coca Cola museum, the Georgia Aquarium and the Civil and Human Rights Museum. My best friend even said at one point, “You're having too much fun!”

As the experience came to a close, one of the last activities I participated in was the Magnet Quilting Bee. It was an opportunity for any attendees to leave their mark on the annual Magnet quilt, which is currently hanging in the ANCC Headquarters in Maryland. I simply stitched “MSNYC” with teal thread (of course) on the quilt.

Looking back on everything, I can honestly say that the ANCC 2015 Magnet Conference was one of the highlights of my nursing career. It was an unforgettable experience that reinforced nursing excellence. What I learned in just a few days will continue to influence my nursing practice for years to come. I am looking forward to the next conference!

Compassionate Care Conference
(Continued from Page 4)

By Joanne Matibag RN-BC, 7 Center Cardiac Care Unit

It was eye opening in the discussion following the exercise to hear how people experienced the exercise, how revealing it felt even though no stories were told and how misleading it could be to only know one fact about a person. It taught us that each and every one of us had pain and suffering, that no one’s pain is worse than another’s and that until we accept and take care of our own pain we cannot be fully present to someone else’s.

John Lennon sang “Living is easy with eyes closed. Misunderstanding all you see.” Easy, perhaps, but filled with suffering and lacking in the full expression of love and joy.
Nursing Grand Rounds: Multimodal Pain Relief

(continued from page 5)

The strategy was illustrated with the case of a 15-year-old AML patient who was described as thoughtful, resilient, and considerate. During her second round of chemotherapy, she developed mucositis of her rectum. Mucositis can affect any part of the GI tract, often progressing to painful ulcerations, and in this young lady’s case, fissures.

The pain was extreme and refractory to IV Dilaudid, Fentanyl patches and topical Lidocaine as well as many of the adjuvant pain relieving approaches previously mentioned. A literature search found little information on treating pain associated with mucositis. The PICU team reached out to the Pain Service team who suggested topical Ketamine. Ketamine is a dissociative anesthetic used in the OR. It blocks NMDA receptors and interacts with nerve endings. It does not cause respiratory depression, but can cause hallucinations. It had not been used before in the Mount Sinai Health System, so the teams consulted with pharmacist Jason Babby, who researched topical Ketamine and came up with a recipe. The compound was made and the PICU staff applied a thin coating to this patient’s rectal mucositis. The resultant relief from pain was long overdue, and very welcome.

During the Q & A period at the end of this presentation, I learned that topical Ketamine can now be ordered through EPIC, and that the pharmacists will adjust the concentration/dosage depending on the patient. It is important to educate patients and family members so they do not try using this gel indiscriminately for pain elsewhere or on other people. Unused portions need to be wasted according to Schedule II drug wasting protocols.

This young patient who had suffered so terribly was finally able to obtain relief from her pain. Unfortunately, she progressed to multi organ failure after acquiring an E Coli infection and subsequently died. The amazing team who were involved in her care gave her the gift of being able to complete her life without pain and with the best quality possible.

Multimodal pain relief: not a new concept, but one that is hard to sell. Many patients refuse their prescribed Tylenol saying it does not do anything. Often they do not realize the effectiveness of multimodal pain management. But I learned that new breakthroughs are continuing to happen right here at Mount Sinai Health System.

Magnet Conference Reflections

(Continued from Page 1)

Shane Princesa, RN, Clinical Nurse, PACU

It was my first Magnet conference and it was an unforgettable experience. At first, I was overwhelmed with the large crowd, but I got used to it. I felt excitement and a “magnet energy.” I knew right then and there that it was going to be a great experience.

I met representatives from Mount Sinai Health System and even made friends with some of them. We went to the sessions together or individually, and we shared our experiences during our breaks. I learned a lot from the sessions that I went to: Transformative Power of Professional Practice Model; Empowering Nurses and Advance Nursing Practice; Job Stress and Satisfaction; Keeping the Magnet Fire Burning after Designation; and Pain Management.

One of my memorable experiences was on the first day of the conference during the opening general session. There was a great energy in the whole auditorium from the crowd. It was great to see the awarding of the Magnet prize winners and the Magnet celebration and accomplishments of the 2015 Magnet designees. That night we had our welcome party with the theme ‘Light Up the Night,’ and danced in the park with our glow in the dark gear.

Overall, it was a great turnout. I definitely feel that I have grown professionally. I was “magnetized” and inspired to get certified. When I came home from the conference, I shared my experiences and what I learned with my colleagues. The 2016 ANCC National Magnet Conference will be held October 5–7, 2016, in Orlando, Florida. If given the opportunity again, I would like to attend next year’s conference.
Magnet Conference Reflections
(Continued from Page 1)

By Nicole Ng, RN, BSN, CNOR
Clinical Nurse Manager Orthopedics

Before October 7th, I am sorry to say that I knew almost nothing about Magnet, only that it was a prestigious designation given to hospitals that recognized innovative, patient focused, nursing care. My Vice President, Ms. Lucy Duffy, however, had been to many Magnet conferences before, and spoke very highly of them. Our department, Perioperative, was encouraged to have their nurses attend, and Associate Director of Quality Fran Carpo, clinical nurse Florence Badoy, and myself accepted the opportunity. Together we navigated through the lectures and got some sense of the “Magnet lingo,” which can be very confusing if you do not live Magnet each and every day. It was extremely rewarding to see that Mount Sinai Health System was already practicing and providing nursing care according to the Magnet standards. Many of the innovative patient care interventions that were presented seemed to mirror a lot of the standard practices that are already being implemented at Mount Sinai Health System.

In addition, I noticed that a lot of the presenters’ were showcasing interesting studies of relatively small patient populations. Because the Mount Sinai Health System is very large and we provide care for thousands of patients, we are lucky to have a plethora of strong, reliable, valuable data here. With motivation, push, and encouragement, there are many interventions that we can provide at the nursing level that will alter and change the patient outcomes and advance the nursing profession.

Nurses are doing wonderful things and Magnet is one way where we can showcase all the great work we are ALL doing here at Mount Sinai Health System!

Ethical Issues in Nursing
(Continued from Page 4)

We had the distinct honor of hearing from various speakers:
Anita Tarzian PhD, RN, an associate professor of Nursing at the University of Maryland School of Nursing, gave a compelling talk about ‘Caring for Patients in Pain.’

In my capacity as the Wiener Family Palliative Care Unit Nurse Manager, I spoke about the ‘Nurses Responsibility to the Dying Patient.’

Francis Reith Ward PhD, MBE, RN, an associate professor of Nursing at Rutgers School of Nursing, shared with the audience about ‘Helping the Family of a Patient.’

Dianne LaPointe Rudow, ANP-BC, DNP, CCTC, an associate professor and Department of Health Evidence and Policy Director, and Director of the Zweig Family Center for Living Donation Recanti/Miller Transplant Institute at Mount Sinai Hospital, gave an impressive offering on ‘Representing Living Organ Donors.’

Francine Fakih MA, RN Director of Nursing at Mount Sinai Hospital, Fernando Rivera MSN, RN, Clinical Nurse Manager of the MICU, and Gayathri Sampath MSN, MHA, RN Clinical Coordinator of the MICU at Mount Sinai Hospital gave an overview of the ‘Nurses Responsibility in Responding to Infectious Disease Outbreaks.’ They fascinated the audience with the Mount Sinai team’s response to the Ebola threat. Their descriptions of the Ebola unit, and the dedication, resources and tireless efforts of so many participants were awe inspiring and provided insight into the magnitude of this very real and dangerous threat.

Dr. James Muyskens from CUNY spoke in general about the Ethics of Nursing, emphasizing the highest standards for ethical truth and advocacy. The afternoon presentations highlighted ‘challenging’ cases from nursing units at Mount Sinai presented by the staff of each unit, with a full panel discussion to follow.

The discussions around the ethical issues facing nurses were varied and unique. However, as we listened about cases from pediatrics, the surgical intensive care unit, neurosurgery, and medicine, there were also common themes in spite of the differences. It became clear very quickly that nurses are confronted with ethical issues at every turn, and that at the heart of our profession is true advocacy. In caring for the complex needs of sick patients and their families, nurses will continue to be challenged.