Dear Nursing and Patient Care Services Colleagues,

I am pleased to share with you the 2017 Nursing and Patient Care Services (NPCS) annual report. These pages showcase the major accomplishments of our department and are a clear illustration of your impressive impact.

Despite a year of transitions at Dana-Farber, NPCS staff made significant contributions to the advancement of oncology nursing science and practice, improved the patient experience, advanced their education, and even found time for personal renewal, an essential component of an engaged and thriving workforce. Our history of alignment with medicine and other disciplines continues through strong interdisciplinary initiatives across the enterprise.

Our accomplishments reflect the strategic priorities of our department and institution. Nursing staff outperformed national benchmarks in patient satisfaction; nurse scientists received significant, new funding; program nurses continued to increase new patient retention with the calling program; and pediatric nurses have decreased CLABSI rates through their home visiting and education program. Patient care services...
staff helped improve the patient experience by introducing the “myDFCI” app in collaboration with the Patient and Family Advisory Councils. Outreach efforts to provide cancer screening and early detection with community partners remain strong.

The Nursing Council worked on a new schema for our Professional Practice Model, promoted board certification amongst peers, and considered ways to increase workforce diversity and inclusion.

We welcomed patient care units (6BCD) at Brigham and Women’s Hospital to the DFCI family. Along with Dana-Farber satellites and community cancer centers, the Dana-Farber Inpatient Hospital will become part of our Magnet application in 2018.

The reputations of Dana-Farber’s research nurse residency and palliative care nurse practitioner fellowship are positive and the selection processes highly competitive. Our continuing education programs were well-attended by nurses from around New England, and our work was disseminated locally, nationally, and internationally in conferences, symposia, and peer-reviewed journals.

I want to thank you for your unwavering commitment to Dana-Farber Cancer Institute. Together, we have achieved, and will continue to achieve, positive outcomes in oncology care, strengthening our reputation in advancing new knowledge and care for oncology patients and their families.

I look forward to working together in 2018 to achieve our strategic goals.

Warmly,
Anne

Anne H. Gross, PhD, RN, NEA-BC, FAAN
Senior Vice President for Patient Care Services and Chief Nursing Officer
In fall 2016, as Dana-Farber welcomed new President and Chief Executive Officer Laurie H. Glimcher, MD, there were also a number of leadership changes in the department of Nursing and Patient Care Services (NPCS). In December 2016, Anne H. Gross, PhD, RN, NEA-BC, FAAN, was appointed senior vice president for patient care services and chief nursing officer after serving in leadership roles for adult ambulatory nursing for 14 years.

“Anne has a deep passion, knowledge, and commitment to nursing, to our patients and their families, and an appreciation for the role of research in providing the best care,” said Glimcher. “We are excited to have such a skilled and caring professional in this important role.”

Gross soon identified her executive and leadership teams, which included promoting internal leaders and recruiting new talent from outside the Institute. Janet Bagley, MS, RN, AOCNS, NEA-BC; Emma Dann, MS, RN, OCN; Kristen Legor, JD, RN, OCN; and Nancy Hilton, MS, RN, NEA-BC, who had previously assumed director roles, were promoted to associate chief nurses. Alexandra McKeever, MBA, was also promoted to director of business administration. Angela Creta, DNP, RN-BC, CNL, NE-BC, an expert in nursing quality and the American Nurses Credentialing Center’s Magnet standards, joined the team in February 2017 as director of the Center for Clinical and Professional Development. New recruits and promotions strengthened the existing team of Donna Berry, PhD, RN, AOCN, FAAN, director, Phyllis F. Cantor Center for Research in Nursing and Patient Care Services; Mary Poyner-Reed, PhD, RN, CNRN, ANP, NEA-BC, associate chief nurse, Pediatric Oncology; and Deborah Toffler, MSW, LCSW, director, Patient and Family Programs and Services.

Rounding out a team of clinical directors at Dana-Farber satellites, Jane Worrell, MSN, RN, OCN, was recruited from Duke Health to fill a critical role leading nursing and clinical operations at Dana-Farber/Brigham and Women’s Cancer Center (DF/BWCC) in clinical affiliation with South Shore Hospital. Former clinical nurse coordinators Kecia Boyd, MSN, RN, AOCNS, BMTCN; Barbara Fine, RN, BSN, MHA; Teresa Mazeika, RN, BSN, OCN; and Sheila Rozanski, RN, MSN, OCN, were promoted to nurse manager roles, joining nurse managers Kelly Boyle, MS, RN; Mary O’Malley, BSN, RN, OCN; and Danielle Johnson BSN, RN, OCN, leading floor operations in Dana-Farber’s Yawkey Center for Cancer Care.

Dany Hilaire, PhD, RN, was hired as nurse director for the Dana-Farber Inpatient Hospital, collaborating with new clinical specialist Michaela Bonatti, MS, RN. On the pediatric side, Amanda Lulloff, MSN, RN, PCNS, CPHON, was hired as a new clinical specialist in the Jimmy Fund Clinic.

In nursing research and clinical trials management, under Legor’s leadership, Caryn Caparrotta, BSN, RN, OCN, and Kerry Hennessy, MSN, RN, AOCN, were promoted to research nurse manager roles. Caparrotta now focuses on the Longwood site while Hennessy
Many Dana-Farber nurses share their oncology knowledge and expertise regionally, nationally, and globally. Here are a few highlights.

REGIONAL: IMPARTING WISDOM THROUGH INVOLVEMENT

Brian Beardslee, MSN, RN, was a two-time Oncology Nursing Society (ONS) Boston chapter president, and is a member of the International Association of Clinical Research Nurses. He has also co-authored an article in *Nursing Ethics*, “Ethical challenges experienced by clinical research nurses.”

Emma Dann, MS, RN, OCN, associate chief nurse, Network, serves as local chapter president of the Southern New Hampshire ONS, and as a member of the Northern New England Clinical Oncology Society.

NATIONAL: EMPOWERING ONCOLOGY NURSING ADVANCEMENT

Kerry Hennessy, MSN, RN, AOCN, and Kim Noonan, MS, ANP-BC, AOCN, presented the Boston Oncology Nursing Society Oncology Certification Review course to the Albuquerque ONS chapter and at the recent Association of VA Hematology/Oncology meeting in Denver. By sharing their expertise, they contribute to the advancement of certified oncology nurses across the country.

GLOBAL: CREATING CULTURAL UNDERSTANDING

At the University Hospital in Mirebalais in Haiti, Ludmila Svoboda, BSN, RN, MA, OCN, made several trips this year to build on care established in 2012 by Dana-Farber’s Center for Global Cancer Medicine. By translating the curriculum into French, Svoboda delivered training closer to Haiti’s native Creole. Similar success occurred at Rwanda’s Butaro Cancer Center of Excellence with the translation of education materials as part of a recent quality improvement project. By eliminating communication barriers, patient and family understanding has increased markedly.
The Nursing Council is the collective voice of all Dana-Farber nurses. Council members represent nursing units, roles, and committees. It is accountable for priority-setting and decision-making about practice, standards, policies, and procedures and for ensuring that the practice environment supports clinical excellence and quality care. In August 2017, 11 new members joined the council, bringing the total membership to 39. The council has been in operation for nearly 15 years. Membership rotates annually to ensure all areas and viewpoints are represented. We congratulate and welcome the 2017/18 newly elected members/chairs and thank the outgoing mentors and chairs.
DANA-FARBER NURSING COUNCIL

Executive Sponsor
Anne H. Gross, PhD, RN, NEA-BC, FAAN, senior vice president for patient care services and chief nursing officer

Advisor
Angela Creta, DNP, RN-BC, CNL, NE-BC, director, Center for Clinical Professional Development, DFCI*

Mentor/Outgoing Co-chair
Judith Balboni, BSN, RN, OCN, VA-BC, staff nurse, Yawkey 2, DFCI*

Catherine Hulme-Freudenberger, BSN, RN, MS, OCN, infusion nurse, Dana-Farber/Brigham and Women’s Cancer Center at Milford Regional Medical Center

Co-chair, 2017-2018
Brian Beardslee, MSN, RN, program/research nurse, Early Drug Development Center, DFCI*

Lisa Chicko, RN, BA, OCN, infusion nurse, Dana-Farber/New Hampshire Oncology-Hematology

Co-chair, 2018-2019
Michelle Ranaghan, BSN, RN, OCN, infusion nurse, Yawkey 6, DFCI*

MEMBER
Janet Bagley, MS, RN, AOCNS, NEA-BC, associate chief nurse, Adult Oncology, DFCI*

Diane Becquart, BSN, RN, MM, OCN, program nurse, Dana-Farber/Brigham and Women’s Cancer Center at Milford Regional Medical Center

Kecia Boyd, MSN, RN, BMTCN, AOCNS, clinical nurse manager, Yawkey 8, DFCI*

Lynn Colicchio, BSN, RN, OCN, infusion nurse, Yawkey 10, DFCI*

Maureen Collins, BSN, RN, staff nurse, Radiation Oncology, DFCI*

Joan Deary, BSN, RN, staff nurse, Dana-Farber Inpatient Hospital

Sandra Dumont, BSN, RN, OCN, staff nurse, Dana-Farber at St. Elizabeth’s Medical Center

Donna Flynn, RN, OCN, program manager, Dana-Farber Community Cancer Care

Shanna Hoffman, MSN, RN, AGCNS-BC, nurse director, Integrative Nursing, DFCI*

Danielle Johnson, BSN, RN, OCN, Yawkey 11, nurse manager, DFCI*

Margo LaFreniere, BSN, RN, OCN, infusion nurse, Yawkey 8, DFCI*

Anna Lefebvre, MSN, APRN, CPON, nurse practitioner, Jimmy Fund Clinic, DFCI*

Kristen Legor, JD, BSN, RN, OCN, associate chief nurse, Research, DFCI*

Frances Leonard, MSN, RN, OCN, nurse director, Dana-Farber at St. Elizabeth’s Medical Center

Elizabeth Lynch, BSN, RN, infusion nurse, Yawkey 7, DFCI*

Kathleen McDermott, BSN, RN, OCN, BMTCN, program nurse, Yawkey 8, DFCI*, Outgoing Mentor

Jennifer Mosgrove, BSN, RN, OCN, infusion nurse, Yawkey 9, DFCI*

Marylou Nesbitt, MSN, RN, AOCNS, clinical nurse specialist, Dana-Farber at St. Elizabeth’s Medical Center, Dana-Farber Community Cancer Care

Kim Noonan, MS, ANP-BC, AOCN, nurse practitioner, DFCI*

Kelly O’Neill, BSN, RN, OCN, CCRP, research nurse, Yawkey 9, DFCI*

Ann Marie Ricciarelli, BSN, RN, OCN, clinical nurse coordinator, Dana-Farber/Brigham and Women’s Cancer Center in clinical affiliation with South Shore Hospital

Kaitlen Reyes, DNP, FNP, RN, research nurse, nurse practitioner, Yawkey 7, DFCI*

Meghan Underhill, PhD, APRN, AOCNS, associate director, Phyllis F. Cantor Center for Research in Nursing and Patient Care Services, DFCI*

NEW MEMBER
Diane Ciesluk, BSN, RN, OCN, staff nurse, Dana-Farber/Brigham and Women’s Cancer Center in clinical affiliation with South Shore Hospital

Mary Delaney, BSN, RN, OCN, infusion nurse, Yawkey 8, DFCI*

Victoria Germon, BSN, RN, research nurse, DFCI*

Beth Goddard, MS, APRN, AOCN, nurse practitioner, DFCI*

Kerry Hennessy, MSN, RN, AOCN, nurse manager, Satellite and Network Research

Mona Inocentes, BSN, RN, CRNI, staff nurse, Yawkey 2, DFCI*

Laura Ma, BSN, RN, OCN, program nurse, Head and Neck, DFCI*

Lauren McGovern, BSN, RN, infusion nurse, Dana-Farber/Brigham and Women’s Cancer Center at Milford Regional Medical Center

Courtney Shea, BSN, RN, staff nurse, Jimmy Fund Clinic, DFCI*

Margaret White, MSN, RN, staff nurse 6B, Dana-Farber Inpatient Hospital

Lisa Zimmer, BSN, RN, infusion nurse, Yawkey 10, DFCI*

*Dana-Farber Cancer Institute, Longwood campus
NURSING COMMITTEE UPDATES

Nursing supports a shared governance model that promotes participative decision-making, advances nursing practice, highlights the contributions of nurses, and engages all team members in the pursuit of excellence in patient care.

NURSING POLICY AND PROCEDURE COMMITTEE

The Nursing Policy and Procedure Committee, chaired by Susanne Conley, MSN, AOCNS, RN, CPON, ensures that the latest evidence-based guidelines are incorporated into adult and pediatric nursing practice. The committee includes clinical nurses, clinical specialists, nurse managers, and pharmacy and infection control representatives.

In 2017, the committee approved nine new policies and reviewed and updated 14 existing policies. In January 2017, the committee implemented a new policy (Insertion of IV Catheter, Policy IVT-101) based on updated Infusion Nursing Society standards. The new policy states that there should be no more than four IV attempts in one patient in 24 hours. This practice change helps with vein preservation and vein health standards in chronic illness.

In the upcoming year, Judy Dynan, MSN, RN, OCN, CNL, will assume co-chair responsibilities with Conley.

ADULT NURSE PRACTICE COMMITTEE

The Adult Nurse Practice Committee (ANPC) is charged with monitoring and improving nursing practice in the ambulatory setting in nursing documentation, workflows, interdisciplinary collaboration, patient- and family-centered care, patient flow, and nurse and patient/family satisfaction.

ANPC is co-chaired by Lynn Colicchio, BSN, RN, OCN, and Janet Bagley, MS, RN, AOCNS, NEA-BC, and has a robust membership of direct-care nurses from all clinical areas, clinical specialists, and nurse leaders.

Ongoing clinical issues the committee addressed in 2017 include workflows supporting primary nursing and the “Good to Go” communication between nursing and pharmacy to promote teamwork and efficiency. Other topics addressed this year include:

- staff safety concerns regarding transfer of bedridden patients arriving for appointments
- purchase of a Hoyer lift to support patient transfers and staff education
- impact of Epic updates/changes and how best to disseminate information
- implementation of improvements to initial new patient assessment form.

A topic to be addressed in early 2018 is workflow for nurse venous assessments for new consult patients seen at Dana-Farber to support the safe administration of chemotherapy.

ANPC has a flexible agenda that responds to safety concerns and new ideas as they are identified by nursing staff.
ADVANCED PRACTICE COMMITTEE

The Advanced Practice Committee, chaired by Kim Noonan, MS, ANP-BC, AOCN, DFCI’s lead nurse practitioner (NP), is made up of four subcommittees: Program, Credentialing, Practice and Patient Safety, and Marketing and Legislative. The charge of the committee is to enhance communication between NPs, improve visibility of NPs at Dana-Farber, and optimize professional and clinical practice. The committee meets 10 times a year and includes continuing nursing education programs in half of these meetings.

Key accomplishments in 2017 included working with the Office of General Counsel to update the NP Scope of Practice, hosting a day-long conference in collaboration with physician assistants and pharmacists, and conducting an evaluation of new orientee perceptions of the orientation experience (17 new NPs were hired and credentialed in 2017).

Goals for the upcoming year include implementing a mentorship program for NPs in doctoral programs and developing guidelines on privileges, procedures, and competencies.

PROGRAM NURSE COMMITTEE

The Program Nurse Committee provides a forum for program nurses at the Institute to problem-solve, set role standards, learn together, and improve care processes. The committee is co-chaired by Fran Fuller, MS, RN, FACHE, OCN; Laura Ma, BSN, RN, OCN; and Nancy Hilton, MS, RN. There are 65 program nurses on the committee, representing each disease center and satellite location.

In the past year, the committee focused on sharing knowledge and best practices, including processes that enhance next-day access calls and oral chemotherapy adherence teaching. To encourage collaboration, members present innovative strategies to meet patient needs. One recent example is the development of a patient education binder for pancreatic cancer patients.

The committee is committed to continuing to build a community of program nurses and recently launched its own teamspace page on Dana-Farber’s intranet to share information in an online forum. Nurses post questions and share tips or announcements here.

Committee goals for next year include developing a program nurse mentorship program.

NURSE EXECUTIVE COMMITTEE ON QUALITY

The focus of the Nurse Executive Committee on Quality (NECQ) is to design and implement the Nursing Department Quality Plan, determine nursing quality priorities, and evaluate performance.

The 34 committee members represent adult and pediatric, satellites, and network practices and include clinical nurses, nurse managers, clinical specialists, and nurse leaders. Anne H. Gross, PhD, RN, NEA-BC, FAAN, is the executive sponsor; the committee is co-chaired by Angela Creta, DNP, RN-BC, CNL, NE-BC, and Lisa Streeter, MSN, RN, CMSRN.

The 2017 nursing quality priorities focused on primary nurse team assignments, new patient access, oral chemotherapy, nurse sensitive indicators, and patient satisfaction. An important role of NECQ is to compare Dana-Farber performance against national benchmarks. In January 2017, Dana-Farber inpatient units began submitting falls and hospital-acquired pressure injuries to the National Database of Quality Indicators database. Finding established national benchmarks for nurse-sensitive indicators in the ambulatory setting is challenging; much of the work has been focused in acute care. As a National Cancer Institute-designated organization, Dana-Farber participates in the Cancer Centers Consortium Nurse Sensitive Indicator group to establish a national benchmark for chemotherapy extravasations in adult ambulatory care – work that was published in the Clinical Journal of Oncology Nursing (August 2017, Vol 21, 4).
DANA-FARBER’S COMMITMENT TO COMMUNITY OUTREACH

The Outreach and Mobile Vaccination Program and Clinics at the Whittier Street Health Center and the Dimock Health Center, both in metro Boston, are part of Dana-Farber’s commitment to serve the local community. The Cancer Care Equity Program’s clinics at Whittier Street and Dimock aim to reduce disparities in cancer care for vulnerable patients with low or no income who may also have cultural and language barriers, whereas the human papillomavirus (HPV) Outreach and Mobile Vaccination Program aims to reduce local HPV infection rates.

HPV OUTREACH IN PARTNERSHIP WITH THE COMMUNITY

As part of the HPV Outreach and Mobile Vaccination Program, initiated in 2015 in partnership with the Boston Public Health Commission, DFCI nurses visit area schools to educate parents and students about HPV and provide free, three-dose HPV vaccinations aboard Dana-Farber’s Blum Family Resource Center Van.

Designed to provide medically accurate and culturally appropriate HPV and cancer education through workshops in Boston Public Schools, the program expanded in fiscal year 2017 with the help of Eileen Duffey-Lind, MSN, RN, CPNP. “We have to communicate current, data-driven information about HPV so parents and young people can make the most educated decision,” she said. “It’s a decision that could change their lives.”
Dana-Farber Community Cancer Care at Whittier Street Health Center is designed to reduce health disparities by connecting patients from low-income, diverse, and medically vulnerable communities to cancer prevention, diagnosis, education, and treatment services, eliminating wait times for care. The five-year clinical outreach pilot program in Roxbury will build on its success this fall by recruiting a nurse practitioner and expanding its services to Roxbury’s Dimock Health Center. The new collaboration with Dimock will address the needs of the community’s patient population by focusing on lung cancer screening and smoking cessation services. “By keeping things flexible and creative, the program adapts to the needs of the community,” said Ludmila Svoboda, BSN, RN, MA, OCN. “We work with people with a history of cancer, a new diagnosis, or with those who need a survivorship plan.” Due to the rise in cases of oral and head and neck cancers related to HPV, the center has also collaborated with Whittier Street’s dental department. In 2017, 99 patients were seen at the center, 27 percent of whom were referred to oncology services.
REWARD AND RECOGNITION

CAREGIVERS HONORED FOR EXCELLENCE

Recognizing the accomplishments of individuals and teams is a tradition of the department of Nursing and Patient Care Services (NPCS). Dozens of staff were honored throughout the year.

The 2017 NPCS Award and Recognition Celebration honored awardees and nominees from various roles, practice locations, and disciplines across the Institute.

- President’s Award for Nursing Excellence, to Kathy Houlanah, MS, RN, MHA, NEA-BC, director, Pediatric Oncology nursing
- Award for Excellence in Relationship-Based Nursing Care, to Despina Stravos, BSN, RN, staff nurse, Jimmy Fund Clinic
- Outstanding Clinic Assistant Award, to Maria Gorman, clinic assistant, Dana-Farber/Brigham and Women’s Cancer Center at Milford Regional Medical Center; and Kina Burns, clinic assistant, Yawkey 6
- Certified Nurse of the Year, to Michelle Ranaghan, BSN, RN, OCN, infusion nurse, Yawkey 6
- Standing Ovation Award, to the Patient and Family Programs and Services Department; and Maggi Nicoletti, new patient coordinator, Dana-Farber at St. Elizabeth’s Medical Center
- Clinical Collaborator in Care Award, to Sara Nemitz, MSW, LICSW, social worker, Dana-Farber at St. Elizabeth’s Medical Center
- Thomas M. Kloss Leadership Award, to Lisa Doherty, MSN, APRN-BC, OCN, nurse practitioner, Neuro-Oncology

DAISY Awards are presented quarterly by Anne H. Gross, PhD, RN, NEA-BC, FAAN, and nurse leaders to recognize the extraordinary work nurses do every day.

This year’s winners included (pictured top to bottom):

- Katlin Boudreau, BSN, RN, staff nurse, Yawkey 8
- Katie Fiel, BSN, RN, OCN, staff nurse, Yawkey 6
- Erin Silva, BSN, RN, staff nurse, Dana-Farber/New Hampshire Oncology-Hematology
- Kelly Wharton, BSN, RN, OCN, staff nurse, Dana-Farber/Brigham and Women’s Cancer Center in clinical affiliation with South Shore Hospital
Each year the Boston Globe publishes a special “Salute to Nurses” supplement in which patients and families can pay tribute to those who care for them. This year’s honorees included:

- Shannon Byrne Antman, BSN, RN
- Kerry Beliveau, BSN, RN
- Kathleen Bielagus, RN, OCN
- Cindy Cao, BSN, RN, OCN
- Krista Cardini, BSN, RN
- Carla Chapman, BSN, RN
- Kimberly Coleman, BSN, RN
- Heather Cushing, BSN, RN
- Katie Flagg, BSN, RN
- Danielle Johnson, BSN, RN
- Elizabeth Lynch, BSN, RN
- Jennifer McKenna, NP
- Karyn O’Rourke, BSN, RN
- Sandra Ruland, RN, OCN
- Elahe Salehi, MSN, NP
- Marnie Salkovitz, BSN, RN
- Rachel Shaw, BSN, RN
- Robin Sommers, DNP, ANP-BC
- Katherine Stephens, MS, RN
- Lisa Stewart, NP
- Charlotte Stone, RN
- Caitlin Stratton, BSN, RN

**SERVICE AWARDS**

An organization with many long-standing employees, Dana-Farber honors its staff with Service Awards annually. The following NPCS staff were honored with 10 or more years of service:

**35 YEARS**
- Suzanne Oliver, BSN, RN; Maria Zano, BSN, RN, OCN

**30 YEARS**
- Judith Balboni, BSN, RN, OCN, VA-BC;
  - Sheila Rozanski, MSN, RN, OCN

**25 YEARS**
- Maureen Collins, RN; Barbara Fine, RN, BSN, OCN;
  - Bette Jeanne Kelly, RN, MN; Susan Riendeau, BSN, RN, OCN

**20 YEARS**
- Marian Loffredo, BS, RN, OCN;
  - Leslie Spencer, BSN, RN

**15 YEARS**
- Susanne Conley, MSN, RN, CPON; Kristen Graham, BSN, RN, CPON;
  - Allison Hester, BSN, RN, OCN;
  - Christin O’Brien, BSN, RN; Kathryn O’Shea Monroe, BSN, RN, CPON

**10 YEARS**
- Brenda Biggins, BSN, RN; Nishara Brewster;
  - Cheryl Brown; Derline Geneste; Catherine Hooper,
  - BSN, RN; BSN; Barbara Jones; Nadia Rezzouki;
  - Deborah Wallace, BSN, RN

**DAVID G. NATHAN NURSING EXCELLENCE AWARD IN PEDIATRIC ONCOLOGY**

The David G. Nathan Nursing Excellence Award in Pediatric Oncology, named in honor of Dana-Farber’s president emeritus, is given annually to recognize a nurse who demonstrates commitment to providing the highest quality oncology care to pediatric patients and their families. The award is made possible through the generosity of Rowena and Charles Simberg. This year’s recipients were Connie Dinning, RN, and Erin Santacroce, BSN, RN.

**ZARKIN PROGRAM**

The Zarkin Family Staff Support and Renewal Program Endowment Fund provides nurses with opportunities to relax together at events such as unit-based pizza parties, ice cream socials, massages, and Red Sox and Bruins games. The Zarkin family also personally acknowledges nurses on their birthdays and treats their families to a takeout dinner from a local restaurant, to demonstrate their appreciation for our nurses. The fund, which started in 2008, is supported through a generous gift from the Zarkin Family Foundation.

Michelle Ranaghan with her husband and son
NURSES ATTEND ANCC NATIONAL MAGNET CONFERENCE

Despite hurricanes affecting the host cities of the past two American Nurses Credentialing Center’s (ANCC) National Magnet Conferences, in October 2017, Dana-Farber sent a group of Magnet Champions to participate in the largest nursing conference in the United States. Dana-Farber clinical nurses and nurse leaders joined 9,000 of their peers in Houston for the conference. The theme of the multi-day event was Diversity in Practice: Strength Through Collaboration and included 150 sessions, 100 poster presentations, and several keynote speakers. The team networked with local, national, and international colleagues. Participants learned about shared governance, peer review, inter-professional teams, leadership challenges, and changing priorities in today’s volatile health care climate.

The role of Dana-Farber’s Magnet Champion is to raise awareness of ANCC Magnet standards, educate colleagues about the importance of Magnet accreditation, share unit examples of excellence with the Champion team, encourage ideas for improvement, and disseminate stories that showcase “Magnet moments” at the Institute.

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<tr>
<th>Magnet Champion</th>
<th>Area/Role</th>
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<tr>
<td>Angela Creta, Chair</td>
<td>Director, CCPD</td>
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<td>Lynn Armstrong</td>
<td>Radiation Oncology</td>
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<td>Hannah Bary</td>
<td>DFCCC – Lawrence</td>
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<td>Jackie Borelli</td>
<td>DFCCC – Methuen</td>
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<td>Lisa Chicko</td>
<td>DF/NHOH</td>
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<td>Tanya Desjardin</td>
<td>Yawkey 2</td>
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<td>Mindy Esposito</td>
<td>DF/BWCC – Milford</td>
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<td>Maura Ferguson</td>
<td>Yawkey 7</td>
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<td>Katie Fleming (Flagg)</td>
<td>Yawkey 9</td>
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<td>Donna Flynn</td>
<td>DFCCC</td>
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<td>Shanna Hoffman</td>
<td>Director, Integrative Nursing</td>
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<td>Kitty Hooper</td>
<td>Radiation Oncology</td>
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<td>Kristina Kelley</td>
<td>Research Nurse</td>
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<td>Holly Lopes</td>
<td>Yawkey 11</td>
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<td>Sheila Macauley</td>
<td>DF/BWCC – South Shore Hospital</td>
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<td>Kim Noonan</td>
<td>Nurse Practitioner</td>
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<td>Kathleen Poirier</td>
<td>Dana-Farber at St. Elizabeth’s</td>
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<td>Kelly O’Neil</td>
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<td>Marybeth Proulx</td>
<td>DF/BWCC – Milford</td>
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<td>Michelle Ranaghan</td>
<td>Yawkey 6</td>
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<td>Melissa Ann Richards</td>
<td>DF/BWCC – South Shore Hospital</td>
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<td>Eliza Silverman</td>
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<td>Jackie Tuskan</td>
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<td>Tanya White</td>
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<td>Rebecca Spitz</td>
<td>Dana-Farber Inpatient Hospital</td>
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<td>Joan Deary</td>
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Attended Magnet conference in October 2017
NURSE RESIDENCIES AND FELLOWSHIPS

PALLIATIVE CARE NURSE PRACTITIONER FELLOWSHIP

Postgraduate specialty training in palliative care is available for nurse practitioners through the Harvard Interprofessional Palliative Care Fellowship, overseen by Barbara Reville, DNP, ANP-BC, ACHPN. By participating in the program, Palliative Care fellows join interdisciplinary trainees from medicine, social work, and pharmacy for a year-long comprehensive curriculum and immersion as a palliative care clinician. Each fellow receives hands-on clinical mentoring by an advanced practice palliative nurse while working with patients at Dana-Farber and Brigham and Women’s Hospital. Training prepares nurse practitioners in complex pain and symptom management, advanced communication skills, teaching, and quality improvement. Since its inception in 2012, four fellow graduates have completed the program and a fifth fellow, Hilary Carroll McGuire, DNP, NP, is currently in training. Pictured left to right: Nicole Fernandez, NP, and Hilary Carroll McGuire, DNP, NP.

THE CANTOR CENTER POSTDOCTORAL NURSING SCIENCE FELLOWSHIPS

The nurse scientists in Dana-Farber’s Phyllis F. Cantor Center for Research in Nursing and Patient Care Services train new PhD graduates in two postdoctoral programs, the Mittelman Postdoctoral Fellowship in Integrative Nursing Science and the Harvard Catalyst/UMass Boston U54 Cancer Care Disparities Fellowship for Nurse Scientists. Each fellow spends two years learning how to be a nurse investigator, conducting original research to address the needs of patients with cancer or at risk for cancer by working with nurse scientists and interprofessional mentors. Pictured left to right: Olga Ehrlich, PhD, RN, CHPN, and Robert Knoerl, PhD, RN.

RESEARCH NURSING RESIDENCY

The Dana-Farber Newly Licensed Nurse-Research Nurse Residency Program (NLN-RNRP), which began in 2016, provides a supportive mentoring environment for the successful transition of a newly licensed, baccalaureate-prepared nurse into the clinical research nurse role. During the year-long program, nurses are trained and prepared to deliver ambulatory oncology nursing care to patients enrolled in Dana-Farber clinical trials. The residency experience includes structured online and classroom courses focused on oncology and research, along with preceptorships in research nursing and opportunities for practice in infusion and inpatient settings. Two residents have successfully completed the first year of the program and two new residents, (pictured left to right) Danielle Nunziato, BSN, RN, and Maggie Carey, BSN, RN, were selected for 2018.
DANA-FARBER HOSTS NURSING LEADERS FROM NCI-DESIGNATED COMPREHENSIVE CANCER CENTERS

In October 2017, Dana-Farber welcomed chief nursing officers from National Cancer Institute (NCI)-designated Comprehensive Cancer Centers for a two-day meeting. Held twice a year at rotating cancer center locations, the meeting is a time to collaborate with colleagues around the country on projects of mutual interest and to share best practices to advance the practice of oncology nursing. The meeting was also attended by the chief clinical officer of the Oncology Nursing Society, Lisa Kennedy Sheldon, PhD, APRN-BC, AOCNP.

The group was welcomed by Dana-Farber President and CEO Laurie H. Glimcher, MD; Craig Bunnell, MD, chief medical officer; and Anne H. Gross, PhD, RN, NEA-BC, FAAN, senior vice president for Patient Care Services and chief nursing officer. The Dana-Farber Nursing Council co-chairs presented on shared governance, and nurse practitioner leadership shared how they developed training and education for nurses who care for patients receiving engineered cell therapies. The group also discussed priorities for the coming year. They completed their visit with a tour of the Longwood campus, including Dana-Farber’s adult and pediatric practices.

“It is a pleasure to be part of this vibrant group!”
“I look forward to this meeting all day long.”
These are some of the sentiments shared by planning committee members who meet monthly to brainstorm ideas for the bimonthly Schwartz Center Rounds.

For the past 15 years, Dana-Farber has partnered with the Schwartz Center for Compassionate Healthcare to offer rounds to interdisciplinary caregivers. Schwartz Rounds are one way health care teams can meet to discuss what it feels like to care for a patient and navigate challenging family situations. The format includes a brief patient care scenario, followed by a facilitated discussion that
VISITING NURSE ETHICS SCHOLAR PROGRAM

When caring for patients in a complex cancer environment, challenging ethical situations arise for practicing nurses. The Visiting Nurse Ethics Scholar Program, a day-long program hosted annually, provides staff an opportunity to discuss ethical dilemmas with colleagues and with the expertise of ethical experts from outside Dana-Farber. The generosity of George Scott Langer and Karen Gottheim Wise enables the department of Nursing and Patient Care Services to host this program each year. This year’s scholar was Ellen Robinson, PhD, RN, co-chair of the Optimum Care Committee (Ethics Committee) and director of the Connell Ethics Fellowship Program at Massachusetts General Hospital. Robinson provided an early morning Nursing Grand Rounds and facilitated two case discussions. Topics covered issues of advocacy and the complexities of ethical decision-making.

According to participants, the three programs provided a helpful ethics framework for nurses to apply in practice, along with case studies that captured the importance of ethics discussions.

This program supplements Dana-Farber’s ethics consult service, available 24 hours a day, seven days a week.

OF SCHWARTZ CENTER ROUNDS

allows participants to reflect on similar situations they may have encountered in their own practice.

Topics explored this past year include substance abuse disorders, end-of-life decisions, and response to patients who express negative behaviors. The planning committee – including a physician, nurses, social workers, a dietitian, a program coordinator, and an acupuncturist – lend diverse perspectives, which are essential to understanding each other’s roles in caring for patients. Comments from attendees indicate that participants value the opportunity to explore personal misconceptions and bias in a safe environment and learn more about colleagues’ perspectives.
DANA-FARBER COMMUNITY CANCER CARE EXPANDS OPTIONS BEYOND BOSTON

Dana-Farber Community Cancer Care (DFCCC) is a physician practice that became part of Dana-Farber in July 2014. With three offices (Lawrence, Methuen, and Weymouth), DFCCC provides additional oncology care options for patients outside of metro Boston. Patients receive the latest therapies for cancer and blood disorders from experienced oncologists, oncology nurse practitioners, and nurses with direct access to colleagues and resources at Dana-Farber’s Longwood campus. Patients are seen for initial consultation, ongoing follow-up, and infusion nursing services.

Over the past year, using an inter-professional approach, DFCCC staff have been engaged in quality initiatives to integrate Dana-Farber resources and processes into evidence-based care. These include:

- realignment of workflows to optimize utilization of space and patient care activities
- integration of pharmacy into each of the sites to allow nursing to focus on direct patient care
- implementation of the Dana-Farber Safety Reporting System and interdisciplinary safety report reviews
- standardization of products and practices consistent with Dana-Farber nursing practices
- implementation of IV smart pumps
- ongoing support for National Committee for Quality Assurance certification
- incorporation of primary nursing
- inclusion in 2018 American Nurses Credentialing Center’s Magnet redesignation
- nurse participation in the Dana-Farber nursing committees (Nursing Council, Magnet Committee, Nursing Policy/Procedures)

PEDIATRIC ONCOLOGY FAMILIES FACE MANY CHALLENGES, INCLUDING LEARNING HOW TO CARE FOR THEIR CHILDREN AT HOME.

Pediatric oncology families face many challenges, including learning how to care for their children at home. In 2016, Jimmy Fund Clinic leadership secured nursing resources to support home visits from a pediatric oncology nurse. The nurse’s role is to reinforce the education families receive in the hospital and assess their ability to care for complicated intravenous dressings and lines. Through observation of central line care, the nurse identifies opportunities to further support patients’ care plan. This individualized patient-centered approach to patient education has led to a decrease in central line infections.
PANCREATIC CANCER BINDER HELPS PATIENTS STAY INFORMED

Staff at Dana-Farber’s Gastrointestinal Treatment Center identified that newly diagnosed pancreatic cancer patients were feeling overwhelmed with the amount of information provided at their first visit.

An interdisciplinary team, led by Program Manager for Patient Education Clare Sullivan, BSN, RN, MPH, OCN, developed an educational binder with information about treatment and symptom management.

Binders were distributed to 170 patients. After the binders were given out, patients, caregivers, and staff completed a survey. Results validated that the binder was effective. Many survey comments supported the purpose: “The binder kept us organized and current with our treatment plan.”

CHAPLAIN INTERNS BRING PATIENTS COMFORT

Katy Klutznick (pictured, far right) was working as a chaplain at Dana-Farber when a request came in: A patient had received bad news and wanted to speak with a rabbi. “She was outraged, asking, ‘What kind of God does this?’” recalls Klutznick. “I discussed the question with her, and suggested strategies for moving through the anger to a more comfortable place.”

Such moments became less intimidating for Klutznick and chaplain interns Louisa Fish-Sadin, Bridget Power, and Lisa Richmond (pictured, left to right). While pursuing master’s degrees at Harvard Divinity School, they spent time training with established Dana-Farber chaplains. “It’s so meaningful to encounter people at significant and vulnerable moments, and know that it’s my job to meet them exactly where they are, without a specific agenda other than their spiritual well-being,” says Fish-Sadin.

This vision of spirituality as crucial to total patient care is what inspired Walter Moczynski, DMin, BCC, director of the Center for Spiritual Care at Dana-Farber, to start the chaplain intern program two decades ago.

HEAD AND NECK ONCOLOGY COLLABORATION IMPROVES WORKFLOWS

The Head and Neck Oncology (HNO) endoscope reprocessing team worked for several months to design a stable, improved methodology for high-level disinfection of HNO endoscopes.

The team, co-led by Danielle Johnson, BSN, RN, OCN, included members from Process Improvement, Project Management, Materials Management, Central Sterile, Infection Control, Radiation Oncology, and Purchasing, as well as clinical specialists and Nursing and Patient Care Services staff from Yawkey 11. Clinical assistant (CA) staff provided input on how to implement changes that supported the redesigned workflow. CA staff were hands-on for all stages of development and implementation of the process changes. Clinical staff who work daily in HNO integrated this change with minimal disruption to patient care and provider workflow processing – on average, 350 endoscopes monthly.
NEW INITIATIVE FOCUSES ON NURSE WELL-BEING

In a national campaign to increase the well-being of the nation’s 3.6 million nurses, the American Nurses Association (ANA) launched its Healthy Nurse, Healthy Nation initiative, dubbing 2017 “The Year of the Healthy Nurse.” The initiative focuses on five specific areas of health and wellness – physical activity, sleep, nutrition, quality of life, and safety – and echoes what many Dana-Farber nurses have identified as health concerns. Dana-Farber joined the ANA as a premier partner and has committed to setting metrics for success and submitting progress reports to ANA.

Senior Vice President for Patient Care Services and Chief Nursing Officer Anne H. Gross, PhD, RN, NEA-BC, FAAN, championed the work, which has been led by Dana-Farber’s Integrative Nursing team with input from Nursing and Patient Care Services leadership, Nursing Council, and other members of the department. Together the team has set goals and identified strategies to positively impact the health of nurses and patient care services staff at Dana-Farber, including walking meetings, stretch breaks, fitness competitions, and team-building exercises. For the first team event, the group participated in the 2017 Boston Marathon® Jimmy Fund Walk presented by Hyundai (see right).

2017 BOSTON MARATHON® JIMMY FUND WALK PRESENTED BY HYUNDAI

This year, for the first time, Nursing and Patient Care Services (NPCS) staff participated in the annual Boston Marathon Jimmy Fund Walk presented by Hyundai, reinforcing the team’s commitment to Dana-Farber’s research and care mission. The Patient Care for a Cure team, led by co-captains Shanna Hoffman, MSN, RN, ACNS, and Alexa McKeever, MBA, included 13 staff members and friends. The effort was spearheaded by Senior Vice President for Patient Care Services and Chief Nursing Officer Anne H. Gross, PhD, RN, NEA-BC, FAAN, to build department camaraderie; support commitment to ANA’s Healthy Nurse, Healthy Nation initiative; and raise funds for department projects and programs.

“We had a small but mighty team, and we had a great time walking together for a great cause,” said Gross. “Next year we hope to double the size of our team and the funds that we raise.”

The Boston Marathon Jimmy Fund Walk has raised more than $125 million for Dana-Farber since 1989. This year’s walk raised $8.7 million and included 9,300 walkers and 1,000 volunteers. Patient Care for a Cure was one of 64 employee-led teams.
The mission of the Phyllis F. Cantor Center for Research in Nursing and Patient Care Services is to reduce the burden of cancer through scholarly inquiry and rigorous research focused on the patient/family experience of living with a predisposition to, diagnosis of, or survivorship of, cancer.

Three nurse scientists conduct innovative research with a focus on quality of life and quality of care for cancer patients and families. In 2016-17, seven new competitive grants were awarded to the nurse scientists.

**Donna Berry, PhD, RN, AOCN, FAAN**, director, received funding as co-investigator or co-principal investigator for:
- addressing cancer health disparities; postdoctoral fellowships (Dana-Farber PI: Viswanath). Funding: National Cancer Institute (NCI)
- myCARE2 – supporting caregivers and caregiving in cancer (co-PI: Dershung). Funding: NCI

**Mary Cooley, PhD, RN, FAAN**, received funding as a co-investigator or co-principal investigator for:
- brief behavioral intervention for dyspnea in advanced lung cancer (PI: Greer). Funding: NINR
- storytelling narrative communication intervention for smoking cessation in women living with HIV (co-PIs: Kim/DeMarco). Funding: Dana-Farber/Harvard Cancer Center Catalyst U54 Pilot

**Meghan Underhill, PhD, RN, AOCN**, associate director, received funding as principal investigator for:
- engaging patients to improve the process of cancer genetic counseling for multi-gene panel testing. Funding: Friends of Dana-Farber Cancer Institute
- a web-based intervention for survivors of Hodgkin lymphoma. Funding: Oncology Nursing Society Foundation
PREVENTING AND MITIGATING FATIGUE IN DANA-FARBER PATIENTS

Cancer-related fatigue (CRF) is the most common symptom experienced by patients with cancer. At Dana-Farber, not only is fatigue a common patient-reported outcome, it also is considered a symptom that nurses say is important to address. Exercise and activity is the most efficacious intervention to prevent and mitigate CRF.

After approval by the Nurse Executive Committee, a group was convened in February 2016 to strategize how to ensure that patients being treated at Dana-Farber would be introduced to exercise and activity as an intervention to prevent and/or mitigate CRF. In May 2016, a teaching sheet was developed and vetted by experts and stakeholders. In June, continuing education sessions were held for nurses, introducing the teaching sheet. The teaching sheet bundle was available on Dana-Farber’s intranet in October 2016 and then indexed under exercise and cancer in April 2017.

CONNECTING PATIENTS AND PROVIDERS: NEW VIDEO REMOTE INTERPRETING TECHNOLOGY

Dana-Farber’s Interpreter Services now offers video remote interpreting (VRI) in 35 languages to patients who prefer to receive care in languages other than English and for patients who are deaf or hard of hearing. VRI increases access to real-time, qualified medical interpreters, reduces interpreter wait time, ensures effective communication, and improves patient and provider satisfaction.
In spring 2017, members of the Clinical Trials Nursing Team developed a new curriculum for infusion nurses. Modules focused on the role of infusion nurses in caring for patients on clinical trials. Pre- and post-course assessments identified attendees’ knowledge and current level of confidence in caring for these patients.

The course introduction provided an overview of different types and phases of clinical trials, including a detailed explanation of sponsor-initiated trials vs. primary-investigator-initiated trials. Infusion nurses also reviewed patient placement criteria and learned about the responsibilities of the Scientific Review Committee and the Institutional Review Board.

In addition, participants practiced navigating the Oncology Protocol System. Protocol sections most pertinent to infusion nurses were reviewed in detail, including the alert page, drug administration, dose modifications, required study assessments, concomitant medication, protocol education sheets, drug diaries, and consent forms. Participants also reviewed how to locate, navigate, and use the Common Terminology Criteria for Adverse Events Grading System and discussed the differences between in-clinic and outpatient dosing.

The final section of the course focused on the differences between protocol deviations and violations and the role of the infusion nurse in each.

An interdisciplinary team shared results from a research study that examined the use of an anorexia/cachexia scale and associated referral process in lung cancer patients through a podium presentation at the International Conference on Cancer Nursing. Results of the project illustrate that:

- the Anorexia/Cachexia Scale-12 is a feasible patient-report survey to utilize in the infusion setting
- screening for cancer anorexia/cachexia syndrome in patients treated with chemotherapy for lung cancer can result in a high percentage of at-risk patients identified and referred for nutrition services

The team’s work has been accepted for publication in the Clinical Journal of Oncology Nursing, in an article entitled “Screening in an ambulatory infusion service and nutrition consultation for cancer anorexia/cachexia: a feasibility study.”

NEW CURRICULUM BOOSTS INFUSION NURSE CONFIDENCE

FEASIBILITY STUDY PRESENTED AT INTERNATIONAL CONFERENCE
DANA-FARBER RESOURCES
PATIENT AND FAMILY PROGRAMS AND SERVICES AT YOUR FINGERTIPS

Dana-Farber is committed to caring for the “whole patient,” recognizing that cancer affects every aspect of a patient’s life. The Division of Patient and Family Programs and Services, led by Director Deborah Toffler, MSW, LCSW, offers and promotes supportive, educational, and financial resources designed to help reduce the burden of these stresses.

Patient and family resource centers provide information, workshops, and classes to guide patients and families on a variety of topics at any stage of their disease. Concierge volunteers answer questions, and ambassadors escort patients and families to appointments.

A peer support program links individuals who have experienced diagnosis and treatment with those who are facing it for the first time. Patient and Family Advisory Councils (PFACs) give patients and families the opportunity to work in partnership with Institute leadership and staff to promote and advance the patient experience. A recent initiative spearheaded by PFAC is a reloadable Care Card that can be used in and around the Longwood campus.

For those experiencing the financial burden of cancer, resource specialists help income-eligible patients and families find ways to afford lodging, transportation, parking, and treatment-related medication co-payments. Donor funds help pay for basic daily necessities such as food and gas, which bridges immediate need and longer-term solutions.

NEW APP CONNECTS PATIENTS WITH RESOURCES

In an ongoing effort to enhance the patient experience, the Division of Patient and Family Programs and Services, in collaboration with a grateful donor and the Patient and Family Advisory Councils, launched the myDFCI app in 2017, bringing Institute information directly to iPhones and iPads. Developed pro bono by Next Steps Connect, the app took a year to complete and involved a complex planning process that brought collaboration from multiple stakeholders across the Institute.

The user-friendly app is designed to be as engaging as it is informative. Some unique features of myDFCI include:

• easy access to Dana-Farber program calendars
• the ability to make appointments with nutritionists, financial counselors, and psychologists
• support group listings and contact information
• meal planning
• campus maps.

The myDFCI app can be downloaded from Apple’s App Store.
A team of physicians, nurses, and clinical assistants improved assessment and management of pain in patients seen at Dana-Farber/Brigham and Women’s Cancer Center at Milford Regional Medical Center. The team uses the Plan-Do-Study-Act improvement methodology to address pain management as part of a Clinical Process Improvement Leadership Program. Through their efforts, the team identified that patients have many concerns about taking pain medication, which affects their pain control. Some concerns include fear of side effects and addiction and lack of knowledge about pain level reporting, which led to inconsistent adherence to the prescribed treatment plan. Team interventions included enhancing patient education materials, placing pain scales in exam rooms, and using pain medication conversion charts created by pharmacists.

The team found that the increased focus on patient and clinician education enhanced patients’ understanding of pain management.
MEASURING NURSING QUALITY

One way to measure the quality of nursing care is by evaluating patient satisfaction. To meet the American Nurses Credentialing Center’s (ANCC) Magnet standards, organizations are required to consistently outperform comparison benchmarks across all care settings. Domains that are submitted to ANCC include patient education, nurse responsiveness, patient engagement, and careful listening. Dana-Farber consistently outperforms on all four domains, with performance in patient engagement being the strongest. The Dana-Farber nursing professional practice model provides the foundation that supports nurses in actively including patients in defining their goals for treatment. In addition to patient satisfaction scores, DFCI also receives less formalized feedback from patients and families through DAISY Award nominations and patient letters. Common phrases from these nominations include “listened to me,” “explained things to me,” and “included me in decisions.” DFCI is committed to strengthening relationships with patients and families; their feedback helps nursing provide the highest level of care.

NUTRITION SERVICES HELPS PATIENTS MEET DIETARY NEEDS

This year, Nutrition Services worked closely with Food Services to increase food and beverage product options for oncology patients to support overall calorie and protein intake. One of the new offerings is the daily cart service on each oncology unit.

The team also introduced a Bone Marrow Transplant menu that features breakfast burritos, made-to-order omelets, and other high-protein items that assist in recovery.

PRACTICE IMPROVEMENT PROJECT AT DANA-FARBER AT ST. ELIZABETH’S MEDICAL CENTER

In early 2017, Clinical Process Improvement Leadership Program team members worked at defining workflows that support advanced clinicians in a collaborative practice model.

The goal was for the attending physician to introduce patients to the nurse practitioner (NP) or physician assistant (PA) after the initial diagnosis but before the start of treatment. The team aimed to have 75 percent of patient introductions prior to or on cycle 1, day 1 of chemotherapy. They met and exceeded their goal. According to Lee White, RN, OCN, the new process improved communication among attendings and infusion nurses. Adds charge nurse Nancy Grant, RN, OCN, “physician collaboration with the NP and PA, with our new workflow, facilitates timely triage and management of new patient symptoms, helps obtain timely orders, clarifies treatment plans, and reduces patient wait time.”
INPATIENT HOSPITAL ADDRESSES FALL PREVENTION IN A VULNERABLE POPULATION

Recognizing that oncology patients present with multiple fall risk factors (hypotension, anemia, nutritional status, functional state, deconditioning) and are at a higher risk for being injured when falling, Dana-Farber Inpatient Hospital nurses implemented a number of preventive interventions to decrease patients’ risk. Interventions focused on enhanced caregiver/patient communication and included implementation of hourly rounding, use of bedside commodes for patients with increased diarrhea, and targeted patient education that includes a new fall sign encouraging patients to call for assistance. Most recently, a new Inpatient Falls Task Force was formed, focusing on preventing falls in the inpatient setting.

QOPI RECERTIFICATION

Following a detailed review of Dana-Farber's adult care policies and practices and a two-day site visit in 2017, the Institute received a three-year recertification from the Quality Oncology Practice Initiative of the American Society of Clinical Oncology. The recertification, which applies to the Longwood campus and satellite clinics, shows that the Institute's clinical practices for adult outpatients meet the highest standards for quality cancer care.
ACHIEVEMENTS

Dana-Farber nurses actively pursue new knowledge and opportunities to advance professional nursing. Nurses demonstrate commitment to the profession through leadership roles in professional organizations and participation in scholarly endeavors.

We acknowledge and thank our nurse practitioner (NP) preceptors who facilitate the learning of NP students – valuable contributions that shape future nursing leaders.

NP PRECEPTORS: FALL 2016 – FALL 2017

Pamela Calaresu, MSN, APRN-BC
Thoracic Oncology

Melissa Cochran, ARNP-BC
Hematologic Malignancies

Lauren Czapla, MSN, AOCNP
Breast Oncology

Bonnie Dirr, MSN, APRN-BC
Hematologic Malignancies

Lisa Doherty, MSN, APRN-BC, OCN
Neuro-Oncology

Lisa Marie Doyle, MSN, FNP-BC
GYN Oncology

Elisa Frederick, MSN, PNP
Pediatric Oncology

Nicole Gamester, BSN, RN
DF/NHOH

Dan Gorman, MSN, NP-C, OCN
Palliative Care

Nina Grenon, DNP, AGNP, BC
Gastrointestinal Oncology

Shanna Hoffman, MSN, RN, AGCNS-BC
Integrative Nursing

Jean Landry, MSN, ANP-BC
Breast Oncology

Anna Lefebvre, MSN, CPNP, CPON
Pediatric Oncology

Elyse Mandell, MSN, RNCS
Benign Hematology

Margaret McMullin, MSN, APRN-BC, AOCNP
Thoracic Oncology

Kim Noonan, MS, ANP-BC, AOCN
Hematologic Malignancies

Melissa O’Connor, MS, CPNP, CPON
Pediatric Oncology

Kathleen O’Neill, MSN, NP
Benign Hematology

Kathleen Polson, MS, ANP-BC
Sarcoma Program

Cathleen Power, MSN, NP
Thoracic Oncology

Elahe Salehi, MSN, NP
Breast Oncology

Samira Sheth, ANP
Benign Hematology

Sara Shobin, CPNP
Pediatric Oncology

Karen Sommer, MS, ANP-BC
Gastrointestinal Oncology

Robin Sommers, DNP, ANP-BC, AOCNP
Gastrointestinal Oncology

Jennifer Stefanik, MSN, ANP
Neuro-Oncology

Katherine Stephens, MS, CNP, OCN
Hematologic Malignancies

Barbara Virchick, MS, APRN-BC
Hematologic Malignancies

Andrew Wolanski, DNP, AOCNP
Early Drug Development Center

Mary Ann Zimmerman, MS, PNP
Pediatric Neuro-Oncology

NEW DEGREE ATTAINMENT

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<tr>
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<tr>
<td>Kathleen Bielagus</td>
<td>Dana-Farber at St. Elizabeth's Medical Center</td>
<td>BSN</td>
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<tr>
<td>Michaela Bonatti</td>
<td>Dana-Farber Inpatient Hospital</td>
<td>MS</td>
</tr>
<tr>
<td>Mary C. Delaney</td>
<td>DF/BWCC in clinical affiliation with South Shore Hospital</td>
<td>BSN</td>
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<tr>
<td>Karyn Stebbins</td>
<td>Dana-Farber/New Hampshire Oncology-Hematology</td>
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<tr>
<td>Andrew Wolanski</td>
<td>Dana-Farber Cancer Institute, Early Drug Development Center</td>
<td>DNP</td>
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## NEW CERTIFICATIONS

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<td>Kelly Verrill</td>
<td>Jimmy Fund Clinic</td>
<td>CPHON</td>
<td>10/6/16</td>
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<td>Jennifer Pjosek</td>
<td>Yawkey 9</td>
<td>OCN</td>
<td>11/14/16</td>
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<tr>
<td>Angela Creta</td>
<td>Center for Clinical and Professional Development</td>
<td>RN-BC</td>
<td>2/1/17</td>
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<td>Amanda Lulloff</td>
<td>Jimmy Fund Clinic</td>
<td>CPHON</td>
<td>4/14/17</td>
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<td>Cindy Cao</td>
<td>Yawkey 10</td>
<td>OCN</td>
<td>5/1/17</td>
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<tr>
<td>Katie Murphy</td>
<td>Yawkey 7</td>
<td>Medical Spanish</td>
<td>5/2/17</td>
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<td>Denise Eames</td>
<td>Radiation Oncology, DF/BWCC in clinical affiliation with South Shore Hospital</td>
<td>OCN</td>
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<tr>
<td>Tracy Daly</td>
<td>Palliative Care</td>
<td>ACHPN</td>
<td>6/1/17</td>
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<td>Kathleen Mucciareone</td>
<td>Yawkey Lab Services</td>
<td>VA-BC</td>
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<td>Tanya Desjardins</td>
<td>Yawkey Lab Services</td>
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<td>Diana Spang</td>
<td>DFCCC – Methuen</td>
<td>OCN</td>
<td>9/27/17</td>
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<td>Jackie Borelli</td>
<td>DFCCC – Methuen</td>
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<td>9/28/17</td>
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<td>Dennis Cheng</td>
<td>Interpreter Services</td>
<td>CMI-Mandarin</td>
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<td>Ellen Lewis</td>
<td>DFCCC – Methuen</td>
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<td>Jamie Terwilliger</td>
<td>Yawkey 8</td>
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## PROFESSIONAL LEADERSHIP ROLES

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<th>PROFESSIONAL COMMITTEE</th>
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<tbody>
<tr>
<td>Brian Beardslee, MSN, RN</td>
<td>Boston Chapter Oncology Nursing Society</td>
<td>Nominating Committee</td>
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<tr>
<td>Lisa Caradonna, BSN, RN, OCN</td>
<td>Southern NH Oncology Nursing Society</td>
<td>Secretary</td>
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<tr>
<td>Michael Casey, APRN-BC, FNP</td>
<td>Health Information Management Committee</td>
<td>Outpatient NP Representative</td>
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<tr>
<td>Lisa Chicko, RN, BA, OCN</td>
<td>Manchester Community College</td>
<td>Advisory Council for Nursing Program</td>
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<td>Franklin Pierce University</td>
<td>Nursing Department Advisory Council</td>
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<tr>
<td>Emma Dann, MS, RN, OCN</td>
<td>Southern NH Oncology Nursing Society</td>
<td>President</td>
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<td>St. Anselm Continuing Education</td>
<td>Leadership Conference Planning Committee</td>
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<td>Northern New England Clinical Oncology Society</td>
<td>Planning Committee</td>
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<tr>
<td>Eileen Duffey-Lind, MSN, RN, CPNP</td>
<td>HPV/Cervical Cancer Summit at DFCI</td>
<td>Chair</td>
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<td></td>
<td>Massachusetts DPH HPV/CC Working Group</td>
<td>Co-chair</td>
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<td></td>
<td>Cervical Cancer-Free America, Massachusetts Chapter</td>
<td>Co-chair</td>
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<tr>
<td></td>
<td>Massachusetts Coalition for HPV and HPV-Related Cancers Awareness</td>
<td>Chair</td>
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CONTINUED ON NEXT PAGE
PROFESSIONAL LEADERSHIP ROLES, CONTINUED

Anne H. Gross, PhD, RN, NEA-BC, FAAN
Dean Search Committee, UMass Boston; College of Nursing and Health Sciences
Member

National Comprehensive Cancer Network Best Practices Committee
Member

American Academy of Nursing, Fellows Selection Committee
Member

American Academy of Nursing, Fellows Selection Committee
Co-chair elect

Rebecca Guy-Hamilton, BSN, RN, OCN
Massachusetts Nurses Association
Council Representative

Anna Lefebvre, MSN, CPNP, CPON
Boston Association of Pediatric Hematology/Oncology Nurses
President

Kristen Legor, JD, RN, OCN
International Association of Clinical Research Nurses, Conference Planning Committee and Educational Committee
Boston Chapter Board Member

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Boston Association of Pediatric Hematology/Oncology Nurses
Secretary

Mary O’Driscoll, BSN, RN, OCN
Central Massachusetts Oncology Nursing Society
Social Media Coordinator

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Forum for the Coordination of Interpreter Services
Vice President of the Board

Commission for Medical Interpreter Education (division of IMIA)
Secretary

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Southern NH Oncology Nursing Society
Director at Large

Clare Sullivan, MPH, BSN, RN, OCN
Cancer Patient Education Network
Secretary

Cameron Sze, BSN, RN
Boston Chapter Oncology Nursing Society
Social Media Coordinator

Kristie Weeks, RN, OCN, CBCN
New Hampshire Comprehensive Cancer Collaborative
Quality of Life Project

Andrew Wolanski, DNP, APN-BC, AOCNP
Boston Chapter Oncology Nursing Society
Program Committee

Massachusetts Nurses Association
Co-chair

University of Massachusetts
Student Representative

PUBLICATIONS

Berry, DL; Blonquist, TM; Nayak, M; Roper, K; Hilton, N; Lombard, H; Hester, A; Chiavacci, A; Meyers, S; McManus, K. “Screening in an Ambulatory Infusion Service and Nutrition Consultation for Cancer Anorexia/Cachexia: A Feasibility Study.” Clinical Journal of Oncology Nursing, in press, 2017.

Berry, DL; Nayak, M; Abrahm, J; Braun, J; Rabin, MS; Brzozowski, J; Lathan, C; Cooley, ME. “Clinician Perspectives on Symptom and Quality of Life Experiences of Patients During Cancer Therapies: Implications for eHealth.” Psycho-Oncology, 2017 May 12. doi: 10.1002/pon.4455. [Epub ahead of print] PMID 28497471.

Berry, DL; Hong, F; Blonquist, TM; Halpeny, B; Filson, CP; Master, VA; Sanda, MG; Chang, P; Chien, GW; Jones, RA; Krupski, TL; Wolpin, S; Wilson, L; Hayes, JH; Trinh, Q; Sokoloff, M; Somayaji, P. “Decision Support with the Personal Patient Profile-Prostate: A Multi-Center Randomized Trial.” Journal of Urology. doi: 10.1016/j.juro.2017.07.076. [Epub ahead of print].

Fann, JR; Hong, F; Halpeny, B; Blonquist, T; Berry, DL. “Psychosocial Outcomes of an Electronic Self-Report Assessment and Self-Care Intervention for Patients with Cancer: Randomized Controlled Trial.” Psycho-Oncology. 2016 Aug 17. doi: 10.1002/pon.4250. [Epub ahead of print]. PMID 27530529.
Underhill, M; Blonquist, T; Habin, K; Lundquist, D; Shannon, K; Robinson, K; Woodford, M; Boucher, J. “A State-Wide Initiative to Promote Genetic Testing in an Underserved Population.” Cancer Medicine. 2017;6(7):1837-44. PMID: 28556546.

Underhill, M; Hong, F; Jones, T; Sprunck-Harrild, K; Walsh, S; Boyajian, R; Berry, DL; Partridge, A. “Feasibility and Acceptability of a Web Site to Promote Survivorship Care in Survivors of Hodgkin Disease.” JCO Clinical Cancer Informatics. 2017;1:1-10. doi: 10.1200/CCI.17.00012. [Epub ahead of print].


PANELISTS

Beardlee, B. “The CRN as Study Coordinator: Overview of Responsibilities.” IACRN. October 2017. Providence, RI.

Berry, DL. “Wisdom and Wit: Updates from the ONS Distinguished Nurse Researchers.” May 2017. Denver, CO.


COURSES


O’Reilly, EA. WebMD online video lecturer for Medscape TV series. “Metastatic ER Positive Breast Cancer.”


PRESENTATIONS


Tung, N; Rimel, B; Anastasia, P; Arvine, L. “Targeting the DNA Damage Response Pathway: The Evolving Role of PARP Inhibitors in Cancer Therapy.” Oncology Nursing Society Congress. May 2017. Denver, CO.


Berger, A; Berry, DL; Underhill, M; Carter, P; Mikan, S; Rawl, S; Carter-Harris, L. “The Power of Mentoring.” Oncology Nursing Society Congress. May 2017. Denver, CO.

Brundige, K. “40 Years of Advances in Hematology Care.” Association of Pediatric Hematology/Oncology Nurses: 40 Years of Building a Legacy. 2017


POSTERS


Berry, DL; Halpeny, B; Underhill, M; Sanda, M; Master, V; Filson, C; Chang, P; Chien, G; Wolpin, S. “A Patient-Centered Practice Change: Finding the Best Approach for Prostate Cancer Decision Support.” American Urological Association’s 2017 Annual Meeting, May 2016. Boston, MA.

Chicko, L; Grant, N; Leonard, F; Llewellyn, E; Magni, K; Nesbitt, M; Tamba, ML; Theroux, N; Wharton, K. “Sharing Hints—Best Practice for Satellite Infusion RNs.” Northern New England Clinical Oncology Nursing Society’s Annual meeting. October 2017.


Gross, A; Leib, R; Bunnell, C; Hilton, N. “Impact of a Nurse-Calling Program on Retaining Patients with a New Diagnosis of Cancer.” Sixth Annual ASCO Quality Care Symposium. March 2017. Orlando, FL.

Habimana, O; Mukeshimana, V; Aishakiyi, A; Makau, P; Hagemekina, V; Muhayimana, C; Dushimimana, E; Shyirambere, C; Haley, J; Urasaro, S; Kennell-Heiling, S; Cardenas, C; Bhatt, A; Huang, F; Buswell, L. “Patient Education Quality Improvement Project for Newly Diagnosed Oncology Patients at Butaro Cancer Center of Excellence National Cancer Institute Annual Symposium on Global Cancer Research.” National Cancer Institute Annual Symposium on Global Cancer Research. April 2017. Bethesda, MD.

Wong, C; Quiles, A; Biltett, P; Lehmann, L; Albanti, I; Morissey, L; Houlahan, K; Rodriguez-Gallindo, C. “Developing a Tiered-System of Quality of Care Indicators for Pediatric Oncology Resource-Limited Settings.” International Society of Paediatric Oncology. October 2017. Washington, DC.

Santacroce, E; Wallace, D; Houlahan, K; Zimmerman, M. “Enhancing Safety: Development of a Nurse Verification Process for Home Administration of Oral Chemotherapy to Pediatric Oncology Patients.” Association of Pediatric Hematology Oncology Nurses National Conference. October 2016. Indianapolis, IN.

NURSING AND PATIENT CARE SERVICES LEADERSHIP

Anne Gross
Senior Vice President, Patient Care Services and Chief Nursing Officer

Janet Bagley
Associate Chief Nurse, Adult Oncology

Donna Berry
Director, Phyllis F. Cantor Center for Research in Nursing and Patient Care Services

Angela Creta
Director, Center for Clinical and Professional Development
Santacroce, E; Wallace, D; Zerillo, J; Billett, A; Houlahan, K; Zimmerman, M. “Standardizing Nursing Education for Ambulatory Pediatric Oncology Patients.” International Society of Pediatric Oncology. October 2016. Dublin, Ireland.


Magni, K; Chicko, L; Grant, N; Leonard, F; Llewellyn, E; Tamba, ML; Theroux, T; Wharton, K; Nesbitt, M; Dann, E. “Sharing Hints.” Northern New England Clinical Oncology Society Annual Meeting. October 2017. Stowe, MA.


Regan, E; Legor, K; Gautam, R. “Informed Consent for Cancer Clinical Trials: An Educational Intervention to Improve Knowledge and Communication Skills for Nurses.” International Association of Clinical Research Nurses Annual Conference. October 2017. Providence, RI.

Rizzo, PG; Sullivan, CM; Siegel, R; Grenon, N; Palmer, G; Spear, G. “Improving Patient Education: This Binder is for You.” International Cancer Education Conference. September 2017. Cleveland, OH.


Underhill, M; Blonquist, T; Habin, K; Lundquist, D; Shannon, K; Robinson, K; Boucher, J. “Result of the Implementation of a Nurse-Led Program to Promote Genetic Testing in an Underserved Population.” Oncology Nursing Society Annual Congress. May 2017. Denver, CO.


Emma Dann
Associate Chief Nurse, Network

Nancy Hilton
Associate Chief Nurse, Adult Oncology

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Associate Chief Nurse, Research

Mary Poyner Reed
Associate Chief Nurse, Pediatric Oncology
OUR VALUES
Dana-Farber Nursing and Patient Care Services

We demonstrate respect for patients, families, and colleagues through cultural sensitivity, active listening and response, and ethical conduct.

We create an environment of care that is patient- and family-centered, integrated across the continuum, healing and hopeful, and inspiring and motivating.

We deliver expert clinical care and preventive services through mindfulness-based practice, evidence-based practice, collaborative practice, and by partnering with patients and families.

We exhibit our professional commitment through individual integrity, honesty and reflection, and accountability to self and others.

We engage in collaborative decision-making, utilizing available data, expertise and wisdom of the collective, and teamwork.

We are committed to continuous improvement through a spirit of inquiry, innovation and risk-taking, and education and mentoring.

We are committed to teaching and supporting mindfulness-based practice for clinicians, researchers, staff, patients, and families as a means to improve care and reduce the stress, fear, and burden of cancer for patients, families, caregivers, and providers.