

Communication

Enhanced communication is one of the long-term goals within our strategic plan. The Chief Nurse and her nursing leadership team use multiple communication forums, both formal and informal, to achieve this goal of clear and open communication.

The following examples were provided in the Magnet application:

- **Staff Nurse Advisory Committee** - The Chief Nurse meets monthly with Staff Nurse representatives from nursing units within MGH. This long-standing committee provides a forum for the Chief Nurse and Staff Nurses to discuss issues that affect the patients they care for and the institution as a whole. Roughly 50% of the time is devoted to announced topics, and 50% to open forum, during which time nurses are free to bring up any issue that they, or the nurses they represent, want the Chief Nurse to be made aware of.
- **Caring Headlines** – The Caring Headlines “Q & A” provides a forum for the Chief Nurse to convey information related to a variety of timely topics. It is often written in direct response to questions from Staff Nurses at the monthly Staff Nurse Advisory Committee. In addition, in the Chief Nurse’s column that appears in every issue of Caring Headlines, key information is also shared.
- **PCS News You Can Use** - Written by the Chief Nurse, this bi-weekly electronic newsletter is sent to leadership and staff throughout Patient Care Services regarding time-sensitive information.
- **Participation in Unit Staff Meetings** - The Chief Nurse and/or Associate Chief Nurses attend unit Staff Nurse meetings at various times throughout the year. This forum provides an opportunity for the Chief Nurse to reinforce the mission, goals and strategic plan and to have direct contact with Staff Nurses.
- **E-mail** - E-mail has improved the quality and timeliness of communication between nursing leadership and Staff Nurses at MGH. Every Staff Nurse has e-mail. Staff Nurses are encouraged to e-mail directly to leadership (including the Chief Nurse, Associate Chiefs, Nursing Directors and Clinical Nurse Specialists), as well as their unit committee representatives. The request for e-mail access was identified through the Staff Perceptions of the Professional Practice Environment survey, Staff Nurse Advisory meetings, and through staff meetings and forums.