

## **Department of Public Health reports no concerns with care at BMC**

“How are things going? Tell us about your care.”

These were some of the questions that surveyors from the state Department of Public Health asked BMC patients and their families on Wednesday, the day after BMC nurses staged a one-day strike. Patients are now being cared for by licensed and credentialed replacement nurses who will remain on the job until Sunday morning.

According to the DPH, all of the patients responded positively, saying they’ve had great interactions with the replacement nurses and no concerns about the quality of their care. BMC has engaged 274 nurses to replace the striking RNs. There were about 242 patients in the hospital on Wednesday and the DPH has noted no clinical concerns.

“We’re having a very typical day here at BMC,” said Diane Kelly, DNP, MBA, RN, the Chief Operating Officer of BMC, who observed that more than 30 surgeries took place on schedule, all out-patient services and programs were busy, and that no patient had voiced any problems with access to care.

She attributed the seamless transition to comprehensive preparation for the strike, the strength of BMC’s caregiver teams, and the experience of the replacement nurses who bring years of experience and clinical competence.

“We know that high-quality care is best delivered by a team,” Kelly continued. “Our patient care teams are made up of very skilled people from many different disciplines in healthcare – professionals such as Hospitalists, respiratory therapists, physical therapists, wound care specialists, nurse educators, social workers, the Rapid Response Team, LPNs, and others. The replacement nurses very quickly became part of the teamwork structure that is working so well at BMC.”

In addition, Kelly also noted that the DPH will survey the replacement nurses during their stay at BMC to ensure they are receiving whatever support is needed.

“We expect that the rest of the week will continue like Wednesday – another busy day at BMC,” she said.