

# Using Social Media:

## Communication tools to connect with peers, patients, employees and experts



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Jennifer Ngure, MSHI, RN – Nursing Informatics Specialist, Spaulding Rehabilitation Network  
Stephanie Altavilla, MSMI, RN – Boston Children’s Hospital  
Lee Williams, PhD(c), RN – Boston Children’s Hospital

# Today's Speakers



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# Agenda

- Why Social Media Is Important
- Facebook Training
- LinkedIn Training
- Twitter Training
- Guidance for Practice

# Value of Social Media

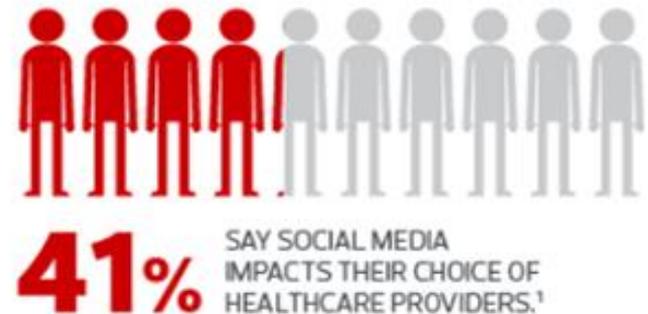
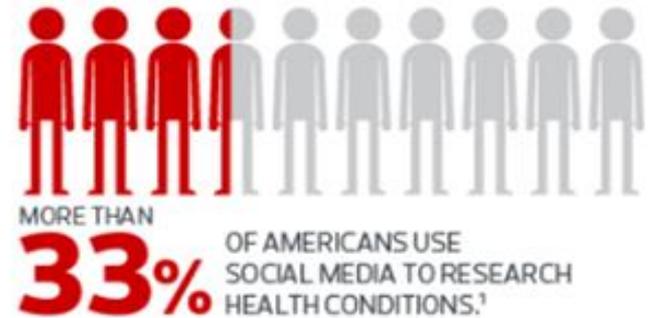
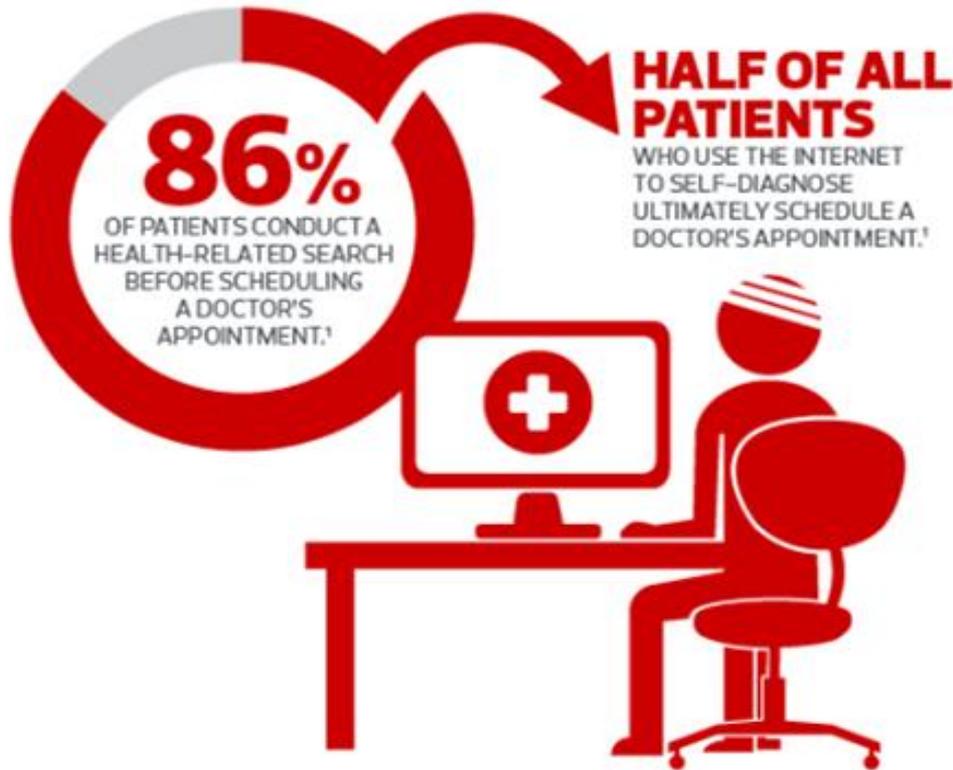


Leung, S. (2014, September 3). Template For Success: 5 Keys to Creating A Winning Social Media Plan. Retrieved June 21, 2015, from <http://www.forbes.com/sites/salesforce/2014/09/03/creating-winning-social-media-plan/>

# Today's Digital Patient

The digital patient is...

**EDUCATED AND INFORMED BEFORE SEEING A DOCTOR**

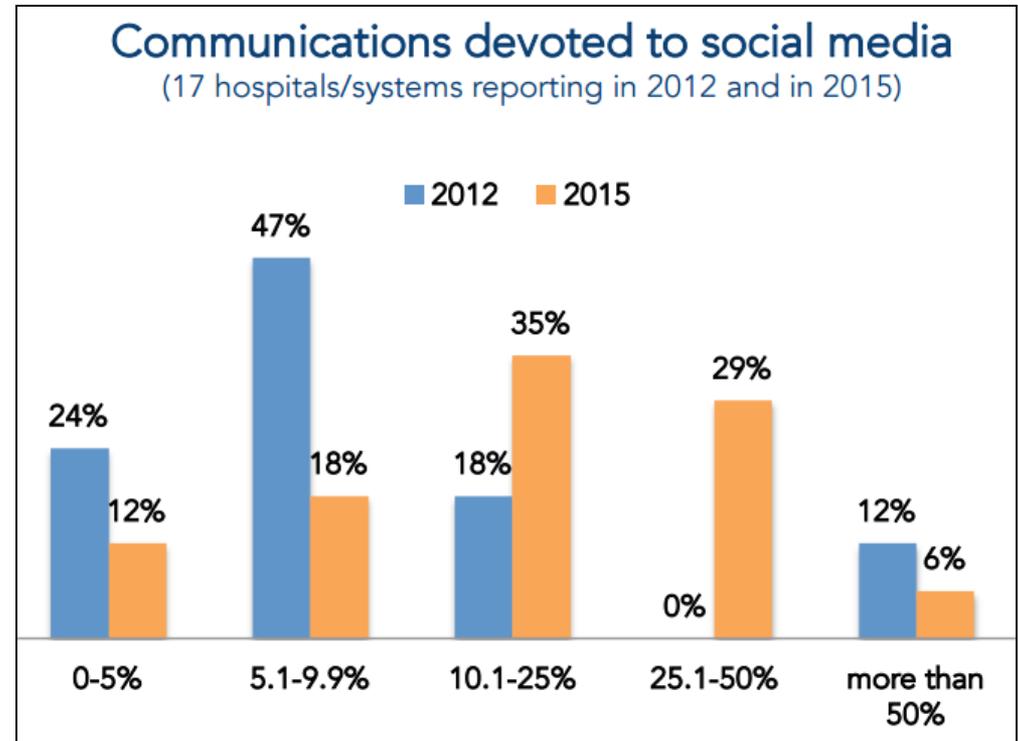


\* Health Care Social Media Monitor

# Hospital Commitment to Social Media Grows

Findings from a recent survey by the Ohio Hospital Association and a social media strategy firm:

More than half the hospitals surveyed focus between **10 percent and 50 percent of their communication efforts on social media**. Three years ago, that figure was less than **20 percent**.



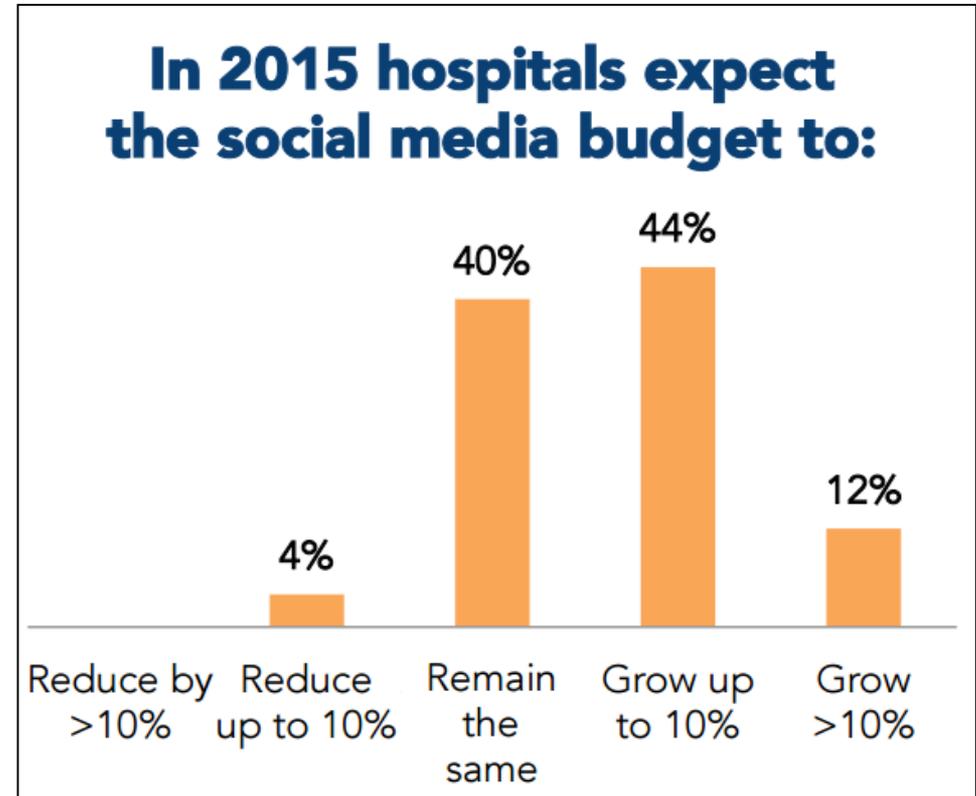
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# Hospital Commitment to Social Media Grows

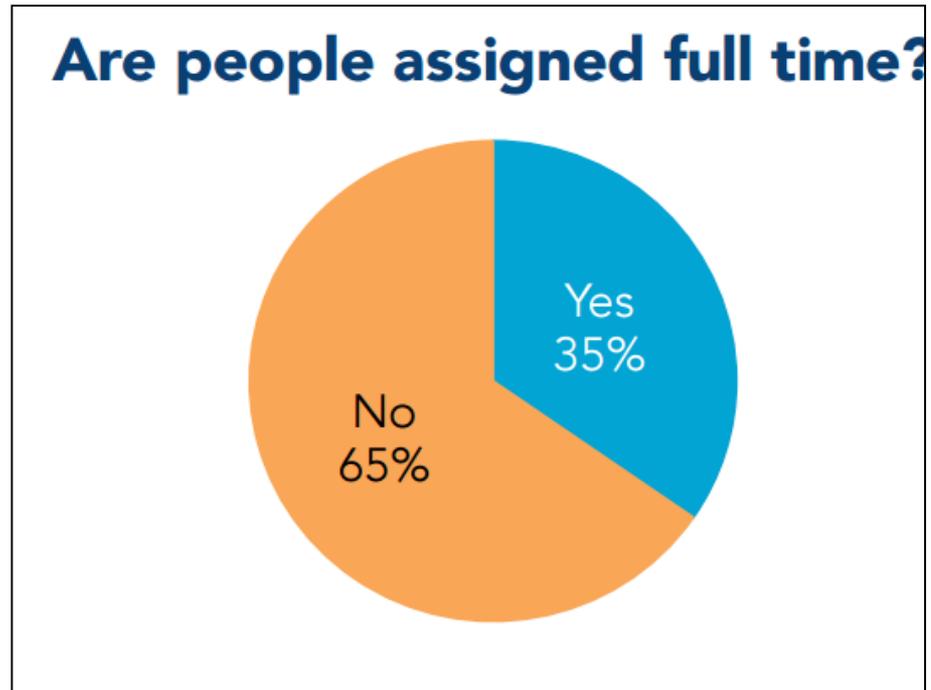
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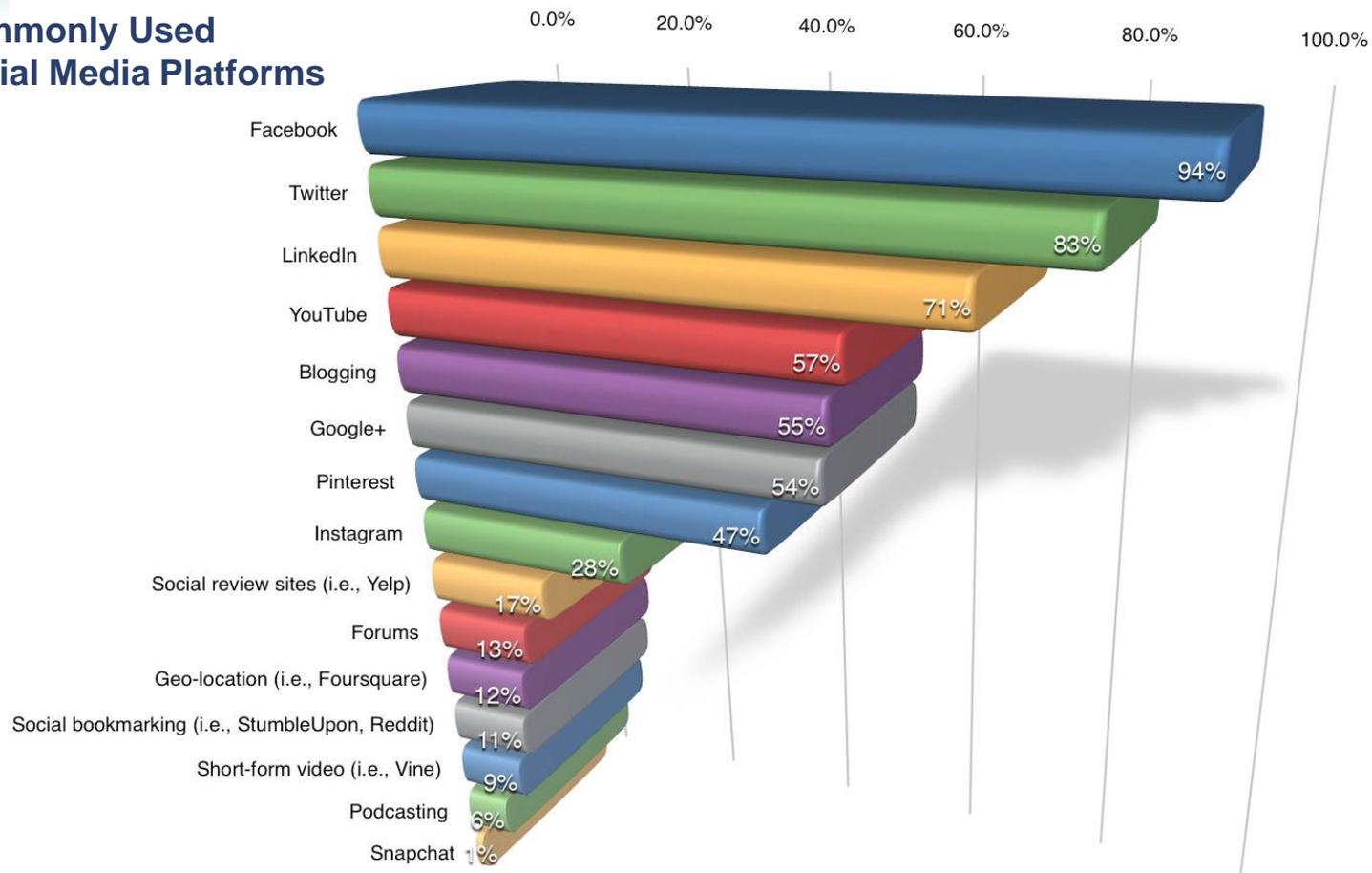
About **half expect to increase their spending** on social media by 10 percent or more.

Only about **one-third have full-time employees** dedicated to social media communication.



# Why is Social Media Important?

## Commonly Used Social Media Platforms



**91% of online adults use social media regularly**

*Experian*

# Specifically:

- Social media offers you the opportunity to:
  - Be more strategic in your communications;
  - Connect with your patient populations;
  - Help you improve your workforce development strategies as you shift to recruit and retain millennials

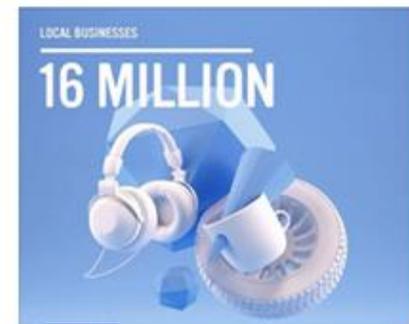
# Facebook Training Outline

- What is Facebook?
- Why is Facebook important?
- How to get started
- Key terms and layout
- Who to follow
- Facebook DOs and DON'Ts

# What is Facebook?



**Facebook** is the leading social media network



*Facebook is an online social network that helps people communicate more efficiently with their friends, family, coworkers and acquaintances*

# Why is Facebook important?



Provides a Platform to:

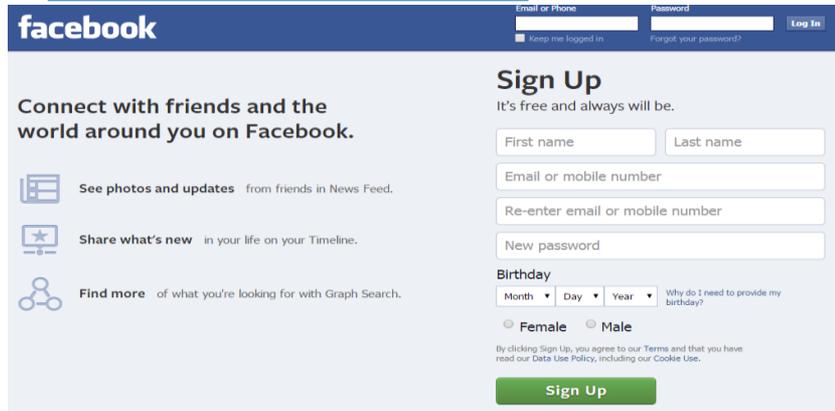
- Build a professional network
- Exchange of knowledge and forum for collegial interchange
- Dissemination and discussion of nursing and health related education, research, best practices
- It offers a means for nurse leaders to listen to patient needs and concerns
- Connect with former, current and future patients

# Why is Facebook important?

- Build a professional network
- Exchange of knowledge and forum for collegial interchange
- Connect with professional organizations
- Communicate in Real-time to a large audience
- Learn about upcoming networking and educational opportunities
- Communication Tool to disseminate information during outbreaks
- Surveillance of disease outbreak

# How to Get Started: Setup

- Go to [www.facebook.com](http://www.facebook.com) to create an Account



The screenshot shows the Facebook sign-up interface. At the top, there is a navigation bar with the Facebook logo and login options. Below this, the main content area is split into two columns. The left column contains promotional text and icons for 'See photos and updates', 'Share what's new', and 'Find more'. The right column is titled 'Sign Up' and contains a form with the following fields: 'First name', 'Last name', 'Email or mobile number', 'Re-enter email or mobile number', 'New password', and 'Birthday' (with dropdowns for Month, Day, and Year). There are radio buttons for 'Female' and 'Male'. A green 'Sign Up' button is at the bottom of the form. A small disclaimer at the bottom of the form reads: 'By clicking Sign Up, you agree to our Terms and that you have read our Data Use Policy, including our Cookie Use.'

- Once you sign up, you'll need to confirm your email address or phone number.
- Set up your profile: Add a photo, Add friends, Follow organizations
- Organize Friends in Lists
- **Manage your privacy settings**
- Add your organization's website, your blog URL, or LinkedIn profile

# How to Get Started: Brief Video Tutorials

[How to create a Facebook account](#)

[How to manage privacy settings](#)

[How to start using facebook](#)

# Key Terms

- **Friends:** Your Facebook Friends are the people you connect with and share content and updates with on Facebook.
- **Likes:** A simple way of showing your friends that you enjoyed what they shared. You can also “like” the **Facebook Page** for certain businesses and organizations to receive updates about them in your News Feed
- **Groups:** Allows Facebook users to connect, discuss and network with each other within the context of a common interest or topic
- **Notifications:** Shows you the most recent likes, comments, wall posts, etc., on your brand's page
- **News Feed:** A real-time list of what your friends are doing and posting.
- **Share:** Allows people to easily share your content
- **Profile:** Your complete picture and story on Facebook. Includes your Profile picture, biography, personal information, and more. Your Profile can be public or private (manage in privacy settings).

# Examples of Organizations to Follow



**ONL** | Organization of Nurse Leaders  
Massachusetts, Rhode Island &  
New Hampshire

# Learning Best Practices on Facebook

<http://www.nursingworld.org/>

<http://www.nursingworld.org/>

✓ Suggest Edits

## UPCOMING EVENTS



### 2015 ANA Quality Conference

Wednesday, February 4, 2015 at 8:00am in EST

Hosted by American Nurses Association

## APPS



Career Center



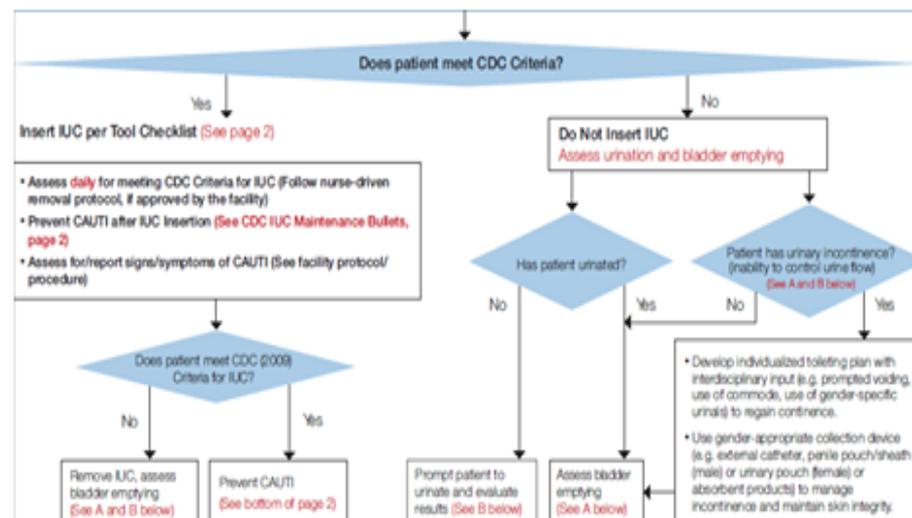
Jobs at ANA



## American Nurses Association

17 hrs · 🌐

The CAUTI Tool is a new guide to assist clinicians in determining whether a urinary catheter is appropriate to insert; recommending alternative treatments for urinary retention and incontinence; evaluating indicators for timely catheter removal to prevent harm; and following a checklist on catheter insertion and cues for essential maintenance and post-removal care. <http://www.nursingworld.org/CAUTI-Tool>



Like · Comment · Share · 👍 684 🗨️ 17 🔄 211

# Follow Public Health Alerts on Facebook

The image shows a screenshot of the CDC's Facebook page. At the top, the CDC logo is displayed with the tagline "CDC 24/7 Saving Lives. Protecting People™". Below the logo, the page is identified as a "Government Organization". The navigation bar includes "Timeline", "About", "Comment Policy", "Photos", and "More".

On the left sidebar, the "PEOPLE" section shows "455,009 likes" and an option to "Invite your friends to like this Page". The "ABOUT" section describes the CDC's mission: "CDC is dedicated to protecting health & promoting quality of life through prevention and control of disease, injury, and disability. For official CDC info... READ MORE" and provides the website "http://www.cdc.gov".

The main content area features a post from "cdc" stating "cdc started a Q&A. 19 hrs · 🌐". The post text reads: "Welcome to today's Live Q&A with CDC #Disease Detectives Leisha, Sue, Colin, and Karlyn. They are here to share their experiences on working with the #Ebola response and answer your questions. Thanks for joining us! We are going to take as many questions as we can in the next 60 minutes of this Q&A. Let's get started."

Below the post is a large promotional banner for a "LIVE Q&A!" event. The banner text includes: "Join our CDC #Ebola DISEASE DETECTIVES for a LIVE Q&A!", "CDC Facebook", "Wednesday, January 21, 2015", "2:00 to 3:00 PM EST", and the URL "www.facebook.com/cdc". The CDC logo is at the bottom of the banner.

The "PHOTOS" section at the bottom left shows a grid of images, including promotional graphics for the "LIVE Q&A!" event and a photo of people in a vehicle.

# Facebook DOs and DON'Ts

## DO

- Be active, update your status
- Create a group of professional friends
- Set security and privacy settings
- Keep status updates brief

## DON'T

- Post items containing PHI
- Create multiple facebook pages
- Over-share personal information

# LinkedIn Training Outline

- What is LinkedIn?
- Key terms
- How to get started and join a group
- LinkedIn Profile DOs and DON'Ts

# What is LinkedIn?

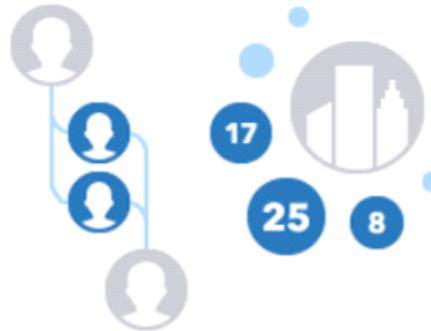
**The world's largest professional network:  
300 million strong.**

**Connect. Find. Be found.**



Build your professional identity online and stay in touch with colleagues and classmates.

**Power your career.**



Discover professional opportunities, business deals, and new ventures.

**Learn and share.**



Get the latest news, inspiration, and insights you need to be great at what you do.

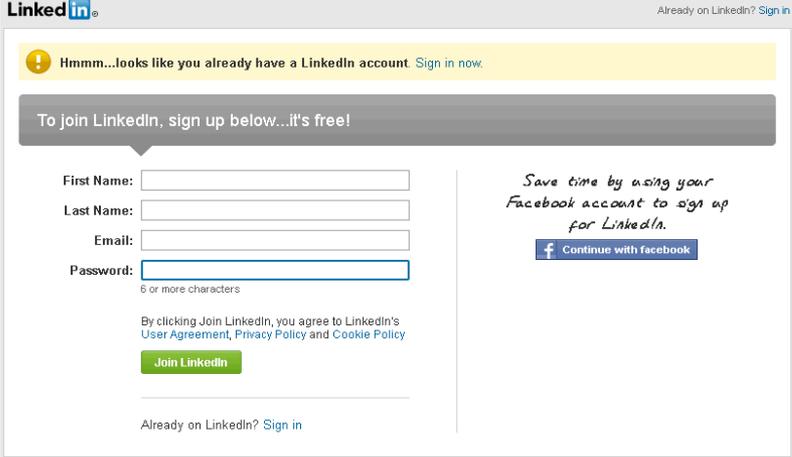
# LinkedIn Key Terms

## Personal Professional Profile

- Background, Experience, Skills and Education
- Honors and Awards
- Certifications
- Skills Endorsement
- Recommendations
- Connections
- Groups you are following
- People you are following

# How to Get Started

You can use your facebook account to sign up for LinkedIn, or answering 4 simple questions will have you on your way:



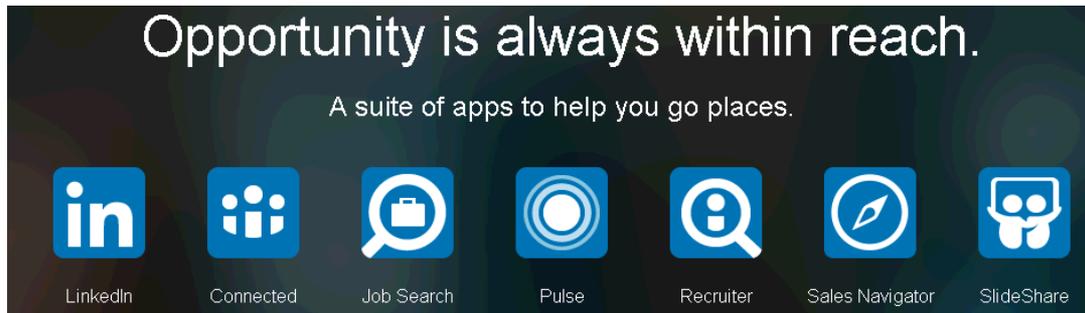
The screenshot shows the LinkedIn sign-up page. At the top left is the LinkedIn logo, and at the top right is a link that says "Already on LinkedIn? Sign in". Below this is a yellow banner with a warning icon and the text: "Hmm...looks like you already have a LinkedIn account. Sign in now". Underneath is a grey box with the text: "To join LinkedIn, sign up below...it's free!". The sign-up form includes fields for "First Name:", "Last Name:", "Email:", and "Password:" (with a note "6 or more characters"). To the right of the form is a blue button that says "Continue with facebook" with a small Facebook logo. Below the form is a link that says "Already on LinkedIn? Sign in".

For more information see:

<https://www.youtube.com/watch?v=aWcK-zhCtVc>

# How to Get Started

Now make sure you have downloaded the mobile app to stay up to date!



## LinkedIn for Phone

Make the most of wherever you are. Stay engaged with who you know, discover industry insights, and share your expertise. It's professional empowerment in your pocket.



## LinkedIn for iPad

All the opportunity you need in one big, beautiful feed. Keep refreshing what you know with the latest industry news, influencer insights, and updates from your network. If you're not tapping in, you're missing out.



# How to Join a Group

Groups will be suggested as you grow your network:

**Groups You May Like**

-  **Health Care Informatics**  
Join - Professional Group
-  **CMIO**  
Join - Professional Group
-  **Nationwide Children's Hospital - Present & Past Employees**  
Join - Alumni Group  
[Feedback](#) | [See more >](#)

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**Companies You May Want To Follow**

-  **LA RABIDA CHILDREN'S HOSPITAL**
-  **MIAMI CHILDREN'S HOSPITAL**
-  **Children's Hospital**
-  **Franciscan Hospital for Children**
-  **Children's Mercy KANSAS CITY**
-  **Fairview RMCrossland Hospital**
-  **Rady Children's Hospital San Diego**
-  **COLLABORATIVE for CHILDREN**

[Feedback](#) | [See more >](#)

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[About](#) | [Feedback](#) | [Privacy & Terms](#)

 **LinkedIn** LinkedIn Corp. © 2015

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**People You May Know**

# LinkedIn Profile DOs and DON'Ts

## DO

- Professional photo
- Professional history and experience
- Proofread
- Make Thoughtful Connections
  - Professional groups (ie ONL)
- Use as a professional platform
- Solicit recommendations and endorsements

## DON'T

- Avoid personal interests
- Initiate personal/family connections
- Use as a social platform

# Twitter Training Outline

- What is Twitter?
- Why is Twitter important?
- How to get started
- Key terms and layout
- What to tweet
- How to build a following and increase visibility
- Twitter DOs and DON'Ts

# What is Twitter?

Twitter is an information network. Millions of people, organizations, and businesses use it to discover and share new information.

140 Characters

200+ Million users



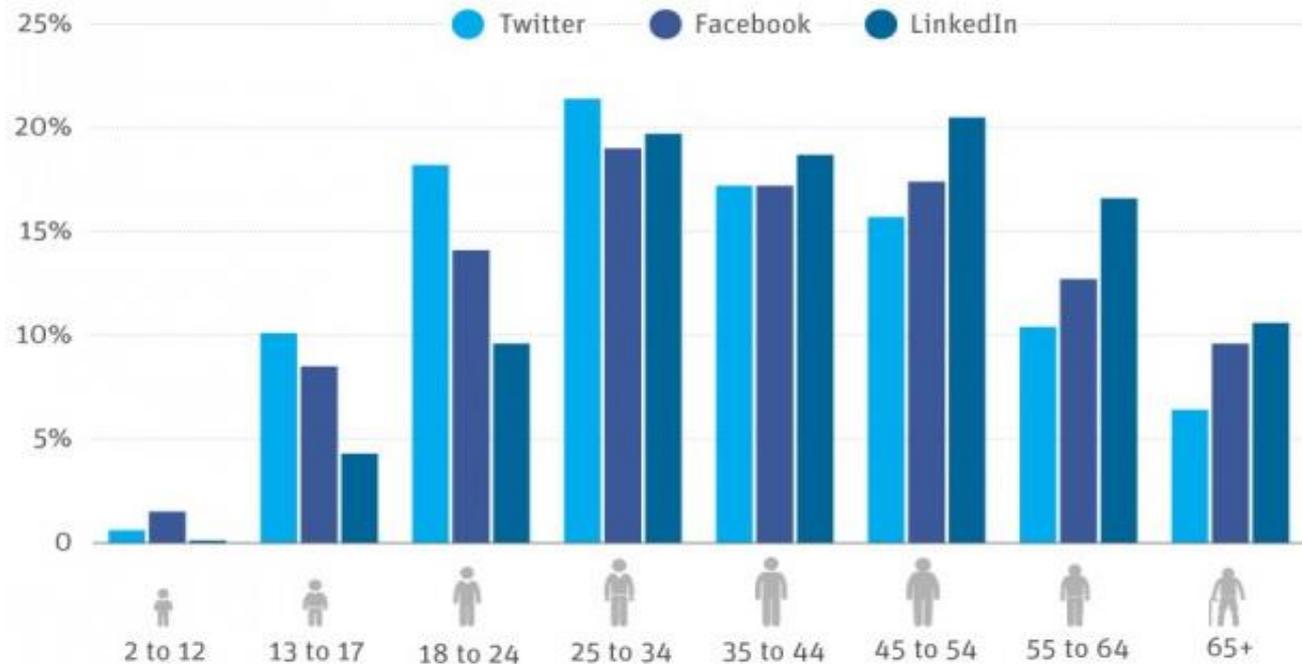
400+ Million Tweets/day

120+ Million mobile users

# Why is Twitter Important?

## *It's Not Just for Millennials*

Age breakdown of the U.S. desktop audiences of Twitter, Facebook and LinkedIn (October 2013)



statista  
The Statistics Portal

Mashable

Source: comScore



***The fastest growing demographic on Twitter is the 55-64 year age bracket.*** *Huffington Post*

**ONL** | Organization of Nurse Leaders  
Massachusetts, Rhode Island &  
New Hampshire

# Why is Twitter Important?

Our patients are there

Policy-makers are there

Influencers are there

Experts are there

Employees expect it



 **Massachusetts HPC** @Mass\_HPC · Oct 27  
WED: HPC's QIPP Committee meets to review OPP's annual report and hold a listening session on nurse staffing. 10:30AM [goo.gl/E4YWLJ](http://goo.gl/E4YWLJ)



 **Nursing Care Quality** @JNCQonline · 8m  
New Article: Close Observation Unit to Prevent Falls and Minimize Use of Patient Care Companions: Fall rates a... [bit.ly/1ym91F4](http://bit.ly/1ym91F4)



 **HIMSS** @HIMSS · Dec 3  
We've work to do in #PatientEngagement revolution: [ow.ly/Fimy9](http://ow.ly/Fimy9) << How can we advance #patient roles in care?



[View summary](#)

 **Kaiser Health News** @KHNews · 15m  
Health spending grew in 2013 at its slowest rate since 1960. Will it keep up? [khne.ws/15PmfQI](http://khne.ws/15PmfQI)



*“Social media gives us a place to discuss things openly. It can be a place to design research studies and find solutions. It can give nurses a greater voice. This is where nurses can speak up about policy and health care practice and make change.” –Terri Schmitt, MSN, RN*

# Objectives of Twitter Presence

- Generate awareness of you or your organization in the social space
- Identify relevant industry conversations to inject your or your organization's point of view and maintain a credible reputation
- Engage social audiences and patients
- Build relationships with influencers (bloggers and analysts)
- Increase employee participation and attract potential new employees
- Learn real-time news, opinions and events

# How to Get Started with Twitter: Setup

- Go to [www.twitter.com](http://www.twitter.com) to Create an Account Twitter handle
  - Recommend you use your name
- Photo
  - Include to allow people to see who you are, and give a face to your name
- URL
  - Add your organization's website, your blog URL, or LinkedIn profile
- Bio (160 characters)
  - Positions, organizations, interests and humor
- Wallpaper
  - Show your personality

# Getting Started: Brief Video Tutorials

[How to Use Twitter Mobile App](#)

[How to Start Using Twitter](#) (short video)

[How to Use Twitter](#) (longer video)

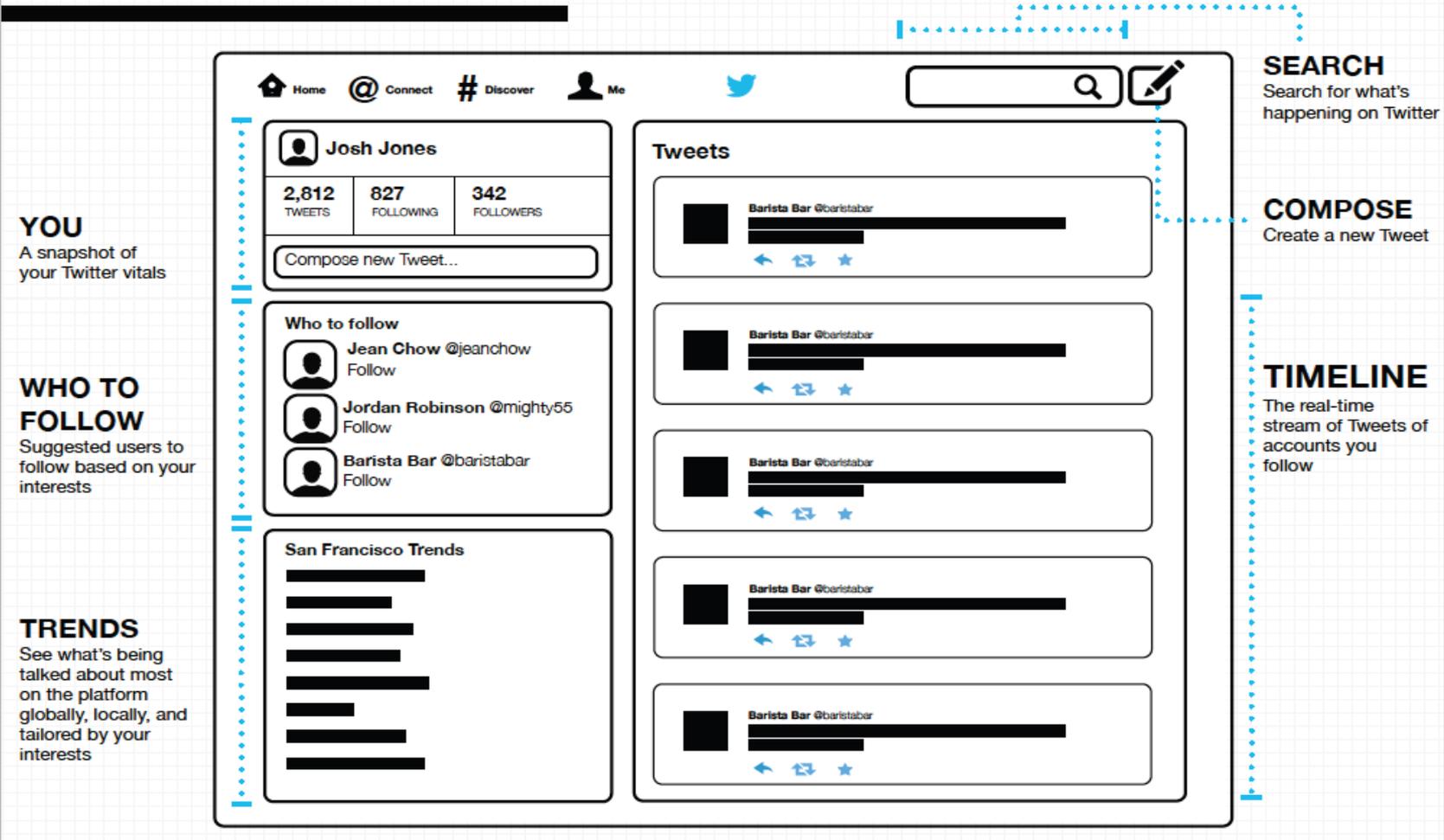
# Key Twitter Terms

- **Tweet:** Short messages that contains up to 140 characters and can contain links
- **Follow:** Subscribing to a user's tweets or updates
- **Follower:** Someone that follows you and subscribes to your updates
- **Mention or Reply (@):** You can mention an account in your Tweets, which will be seen by your followers and the followers of the account you mention
- **Retweet (RT):** Sharing someone else's content

# Key Twitter Terms

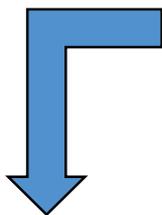
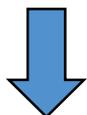
- **Hashtag (#):** symbol before a relevant keyword or phrase to categorize your tweets
- **Favorite:** A form of bookmarking
- **Direct Message (DM):** Privately Tweet to a user who's following you, using **DM** or **D**
- **Follow Friday (#FF):** Recommendations for your audience to follow
- **List:** A curated group of users. You can create your own or subscribe to others'

# Twitter Homepage - Web



# Navigation

Homepage - where you see all of your followers' tweets



Content tailored to you – tweets, activity, recommendations, categories

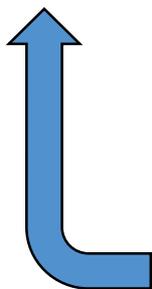
Search hashtags, topics, or people



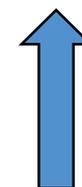
Compose a tweet



Interactions and mentions – who followed you, Retweeted your content, favorited a tweet, etc.

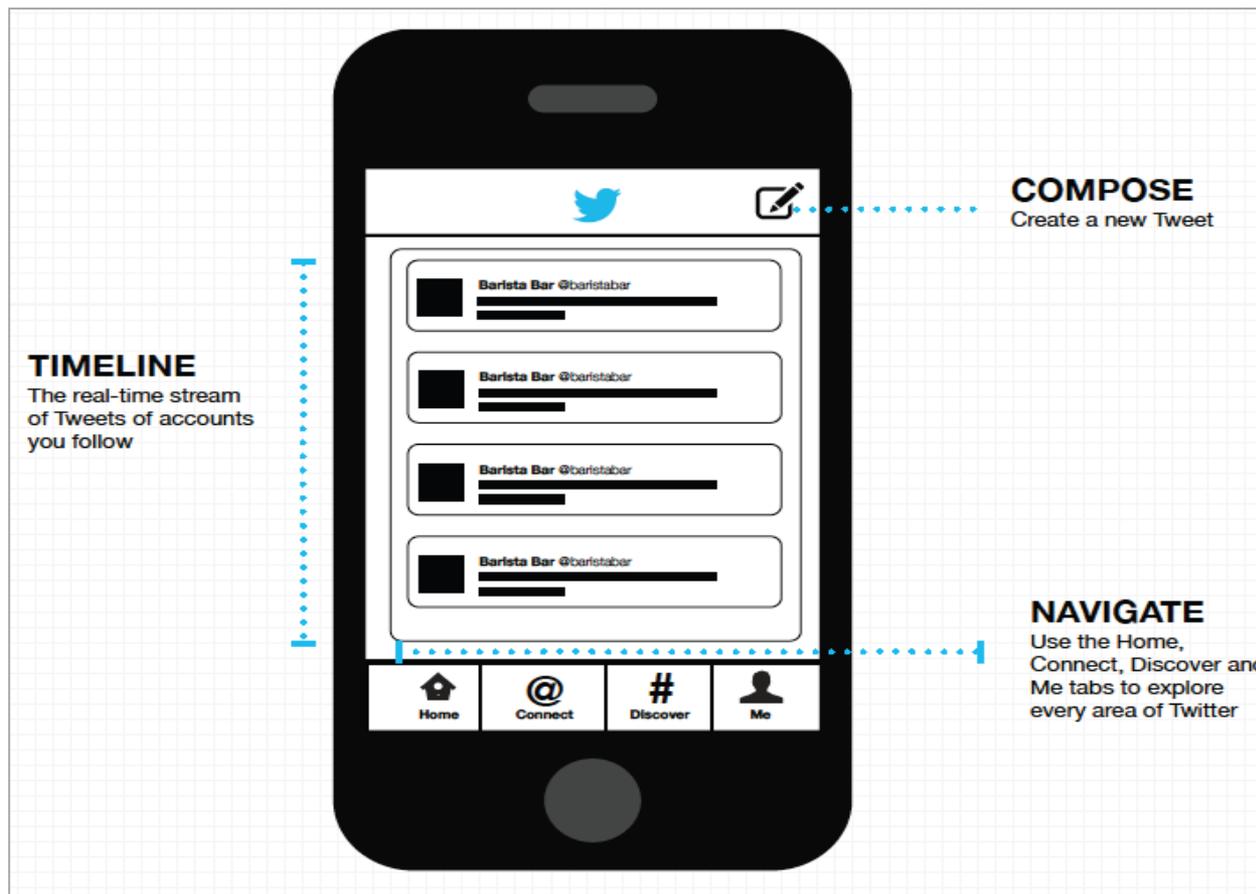


View your profile – tweets, followings, followers, favorites, lists.



Settings – edit profile, sign out, help, lists, direct messages

# Twitter Homepage - Mobile



# What to Tweet: Types of Tweets

- Content that will interest your target audience:
  - Relevant industry news
  - Blog posts
  - Retweet others' content
  - Events
  - Rich Media
    - Videos
    - Pictures
    - Podcasts
    - Slideshows
  - Start a conversation
    - Tweet @ someone or send a direct message (DM)

# What to Tweet: Tweeting Tips

- Keep tweets to 120 characters or less for easy retweeting with comments
- Tweet frequently
  - 60% of twitter users access via mobile - they either tweet themselves or scroll through tweets . If you're not tweeting frequently you won't be seen.
  - Recommendation: at least 1 RT per day and 1 tweet per week
- Twitter automatically shortens URLs for you. It is reflected in the character count. Or you can use URL shorteners like Bitly ([click here](#)).

# Good Tweet VS. Bad Tweet



**HIMSS** @HIMSS

21h

Improved care via small ambulatory practice #EHR >> [ow.ly/smkmV](http://ow.ly/smkmV)  
Hear the award-winning story, 1/8 - 2 pm CT #HITworks

Expand

← Reply ↻ Retweet ★ Favorite ⋮ More



[Redacted Name]  
Making #Popcorn on the Stovetop

4 Jan

Expand

← Reply ↻ Retweet ★ Favorite ⋮ More

# How to Build a Following

- Start with who you know
  - Follow colleagues and look at who they're following
  - Import email or facebook contacts
- Follow prospects and those with similar interests
  - [Twitter advanced search](#)



# Follow Suggestions:

- People

- @JocelynGStrong
- @saltavilla2
- @jennyngure
- @nurselee79
- @Atul\_Gawande
- @MHJConn
- @LindaAiken\_Penn
- @KenOnHIT
- @JudyMurphyHIT

- Organizations

- @tweetAONE
- @Mass\_HPC
- @AmJNurs
- @HarvardBiz
- @JONAonline
- @MassGov
- @ONC\_HealthIT
- @AdvisoryBd\_Web
- @FierceHealth

# Increase Visibility

- Make yourself findable
  - Add yourself to Twitter directories
  - Use hashtags



# Use Hashtags

- Use the hashtag symbol **#** before a relevant keyword or phrase in your tweets to categorize those tweets and help them show more in search
- No spaces or punctuation characters (underscores are OK)
- Hashtags are frequently used on Twitter, but can also be used in posts on Facebook or LinkedIn



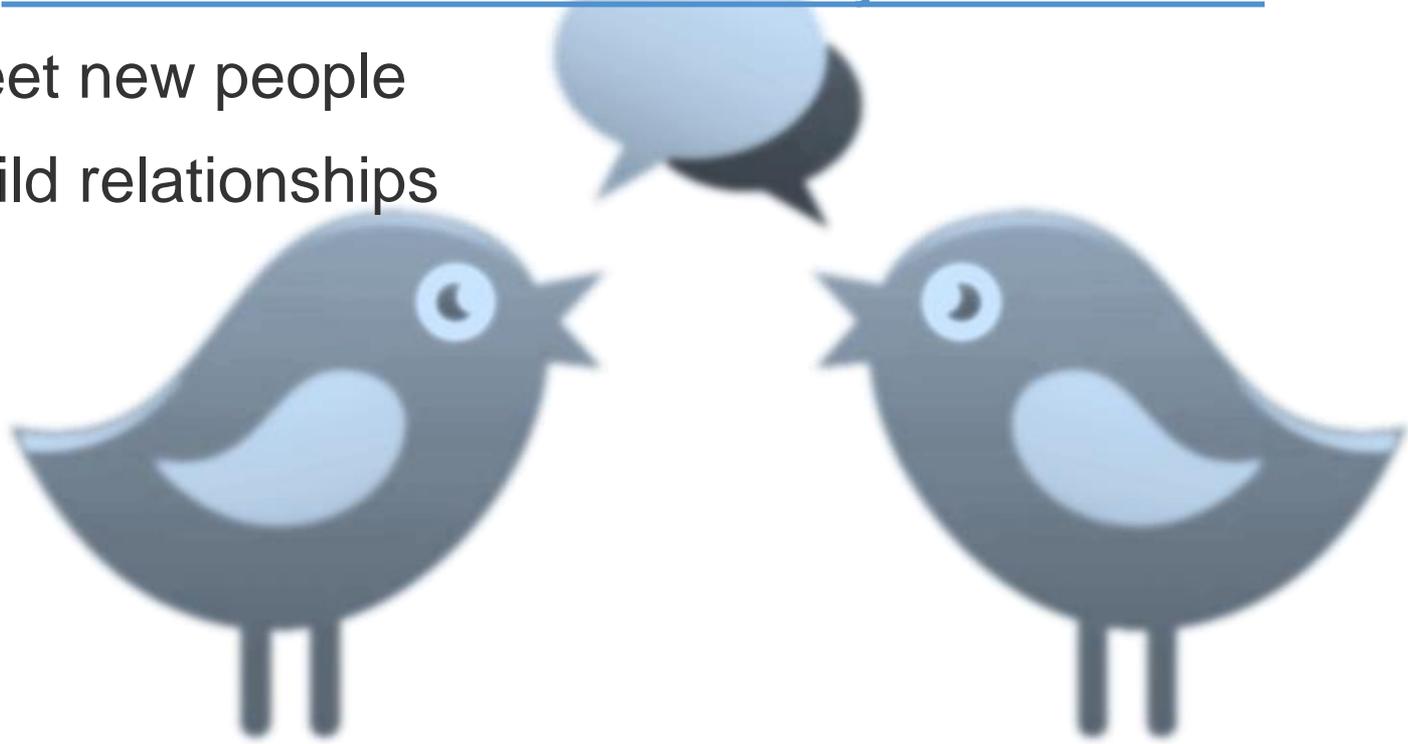
*Don't over-tag! No more than 2 hashtags per tweet.*

# Use Hashtags

- Contribute to the global conversation
  - Subjects: **#Nursing**, **#HIT**, **#patientsafety**, etc.
  - Events: **#ANCCMagCon**, **#HIMSS15**, etc.
  - Places: **#Boston**, **#NYC**, **#Dallas**, **#Orlando**, etc.
  - Things: **#EHR**, **#medicine**, **#scrubs**, etc.
  - Verbs: **#working**, **#collaborating**, **#innovating**, etc.
  - Follow Fridays: **#FF @twitterhandle**

# Participate in Tweet Chats

- Join regular Tweet Chats to share your opinions
  - [Top 5 Health Care Tweet Chats](#)
  - [List of Health Care Tweet Chats by Date and Time](#)
- Meet new people
- Build relationships



# Twitter DOs and DON'Ts

## DO

- Represent yourself as a nurse leader
- State your opinion on current events and topics
- Be active - in order to build a following and maintain a reputable presence, you have to regularly contribute

## DON'T

- Make negative or rude statements
- Respond to people with irrational complaints or ideas
- Post items containing PHI or information that you wouldn't share with the media

	Monday	Tuesday	Wednesday	Thursday	Friday
Week 1	Login to your Twitter account	Update your bio and add a picture	Follow 10- 20 people (colleagues, industry experts, news streams, etc.)	Start searching industry keywords	Retweet others' content
Week 2	Create your own tweet using the #MaRiNhONL hashtag	Build a list of influencers in your industry– add 5 people to it	Find and bookmark 2 or 3 blogs or websites that interest you and are relevant to nursing and health care	Tweet or Retweet 2 – 3 times (blog posts, info, etc.)	Raise the number of people you follow to 30-50 people
Week 3	Pull up your list of influencers and start a discussion with one	Tweet 5-8 times today: articles from blogs, retweets, event coverage, etc.	Build your influencer list to 20 members	Engage with others tweeting about #MaRiNhONL	Raise the number of people you follow to 50-70 people
Week 4	Engage with those tweeting about #MaRiNhONL	Pull up all of the people following you and begin asking them questions	Create your own tweet(s)	Create your own tweet(s)	Raise the number of people you follow to 70-90 people
Week 5	Join a tweet chat	Build a private list of area hospitals or health systems to track trends, or build a list of MaRiNhONL members	Engage with those tweeting about #MaRiNhONL	Create your own tweet(s)	Raise the number of people you follow to 100+

# Putting it all together

Best Practices

# Why Do We Need Guidance for Social Media?

- Professional work environment
- Maintaining professional boundaries with patients, families, and staff
- Ensuring Personal Health Information (PHI) is not disclosed
- Time spent online does not distract from patient care or other work obligations

# What Guides our Practice?

## Boston Children's Hospital Key Policy Points:

- Use of Social Media for personal purposes while providing patient care is prohibited
- Respect for professional boundaries
- Initiating an online relationship with a patient or family is not permitted
- Avoid accepting invitations to join private social media sites during a current encounter of patients and families
- Never disclose Patient Health Information, confidential or sensitive information about patients, families, colleagues or hospital operations
- Social networking should not distract from patient care or work responsibilities

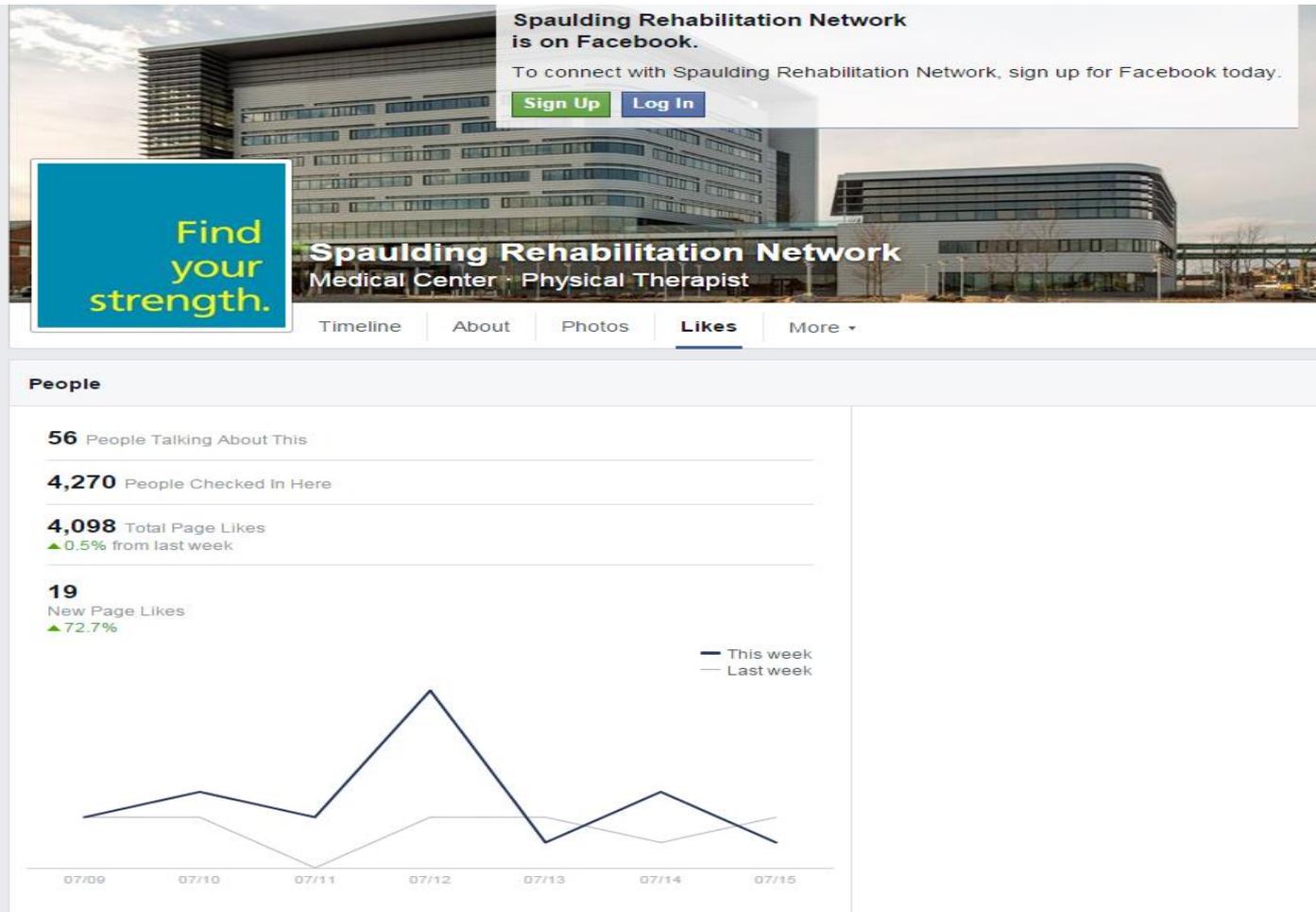
# Creating a Social Media Presence

## 5 key considerations when developing a social media presence

- What will your presence look like (metrics)?
- How can you grow your community/ membership (active and nurture)?
- How can you make it dynamic (content and promotion)?
- What networks will help you attract and engage your membership (be relevant)?
- Is it authentic and transparent?

Leung, S. (2014, September 3). Template For Success: 5 Keys to Creating A Winning Social Media Plan. Retrieved June 21, 2015, from <http://www.forbes.com/sites/salesforce/2014/09/03/creating-winning-social-media-plan/>

# Practice Example – Metrics



# Practice Example - Staff Recruitment

**Chipboard sheet - Custom and stock sheet ranging from pallet covers and separator sheet**

**Partners HealthCare at Home & Spaulding Rehabilitation Network Careers** 1,896 followers **Following**

**Home**

We offer a full spectrum of post acute care where people find the strength to lead the highest quality of life. Our employees work on teams that value individual contributions that lead to outcomes where the whole is greater than the sum of individual parts. This is what makes us strong.

**How You're Connected**

**978** Employees on LinkedIn [See all](#)

**Recent Updates**

**Partners HealthCare at Home & Spaulding Rehabilitation Network Careers** RNs, PTs, OTs, PTAs and COTAs! Please join us for our Hiring Event! Mass Audubon – Boston Nature Center 500 Walk Hill Street, Mattapan, MA 02126 Wednesday, May 13, 2015 from 1 – 6 p.m. No RSVP is needed to attend our Hiring Event. Just drop in and ... more

**15-PART10-0010820Pg2**  
Document

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Colleen Geoghegan and Kerri Mello, PHR, SHRM-CP

Add a comment...

**Partners HealthCare at Home & Spaulding Rehabilitation Network Careers** SRH, Medical Service Associate – Wellesley Outpatient Center, 40 hours/week – Job ID# 2270172 PHH, LPN - Full-time, Framingham, Natick area Job ID# 2267720 PHH, OT - Full-time, Needham, Wellesley, Dover, Hopkinton area Job ID# 2264767 PHH, RN or PT – ... more

**Ads You May Be Interested In**

- Six Sigma Certification**  
\$299.95 Black Belt certification online. \$199.95 Project Management cert.
- UPM Pharmaceuticals, Inc.**  
UPM now offers full development support from concept to commercialization!
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**Affiliated Company Pages**

- Partners HealthCare
- Spaulding Rehabilitation Net...

# Practice Example - Educational Tool



**Find your strength.**

## Spaulding Rehab

@SpauldingRehab

SRN is committed to delivering compassionate care to improve quality of life for our patients who are recovering from injury or illness.

📍 Cape Ann to Cape Cod

🌐 [spauldingrehab.org](http://spauldingrehab.org)

🕒 Joined November 2009

 **Tweet to Spaulding Rehab**

📷 344 Photos and videos



TWEETS 3,867    FOLLOWING 481    FOLLOWERS 2,182    FAVORITES 93    LISTS

Education programs - Virtual Grand Rounds

Tweets    Tweets & replies    Photos & videos

**Spaulding Rehab** @SpauldingRehab · 22h  
Join our final #rehabrounds today with Dr. Seth Herman at 1pm.

**Partners CPD** @PartnersCPD  
Our next and final #RehabRounds with @SpauldingRehab of 2015 will focus on #brain trauma. Tune in on July 14th: [ow.ly/OW73W](http://ow.ly/OW73W)

**Spaulding Rehab** @SpauldingRehab · Jul 1  
We mourn the loss of State Senator Thomas Kennedy, a tireless advocate for the people of Massachusetts and... [fb.me/23tilqccr](http://fb.me/23tilqccr)  
[View summary](#)

**Spaulding Rehab** @SpauldingRehab · Jun 29  
Former Spaulding spinal cord patient helps bring a functional electrical stimulation bike to the YMCA of Greater... [fb.me/7UwGU0Drr](http://fb.me/7UwGU0Drr)

**ONL** | Organization of Nurse Leaders  
Massachusetts, Rhode Island & New Hampshire

# Practice Example - Patient Feedback



Email or Phone

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Password

Forgot your password?



## Spaulding Rehab / Boston Navy Yard

Medical & Health

### Explore local businesses on Facebook

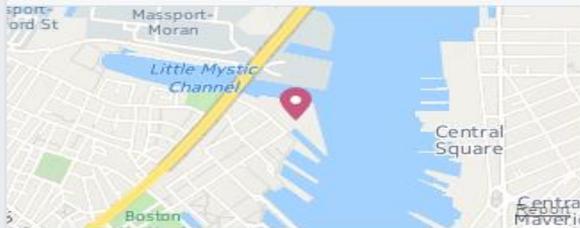
Sign up for Facebook today to discover local businesses near you.

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4.8 ★ - 59 public ratings

Unofficial Page - Located in Boston, Massachusetts

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204 likes 4,332 visits

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Tell people what you think

★★★★★



**Patrick Geoffroy** — 5★ I had bilateral knee replacements about a month ago. Two days after surgery I was taken to Spaulding Rehabilitation Hospital for my rehab. My experience there was nothing short of fantastic. The nursing staff were very professional and courteous. The physical therapists were that plus more, very knowledgeable and motivating. True professionals throughout. Thank you Spaulding for your help in my speedy recovery. I recommend this place to anyone needing rehab. Oh and the facilities were equivalent to a five star accommodation. Well done and thanks.

over a year ago · 3 Reviews ·

Maureen Costello and Scott Litz like this.



**Darlene Gladstone** — 5★ Lifesavers in so many ways for my son and our family! Had a great time at Set Sail, and plan on attending more events! TBI Awareness has been so good to me, the people at Spaulding have always taught us to "Find our Strength", and I Thank- you all so much! 4+ yrs later. Bless the People!

# Any questions, send us a “tweet”!



Jocelyn Strong,  
MSN, RN, PCCN  
Kronos

@JocelynGStrong



Stephanie Altavilla,  
MSMI, RN, HACP  
Boston Children's  
Hospital

@saltavilla23



Jennifer Ngure,  
MSHI, RN  
Spaulding  
Rehabilitation Network

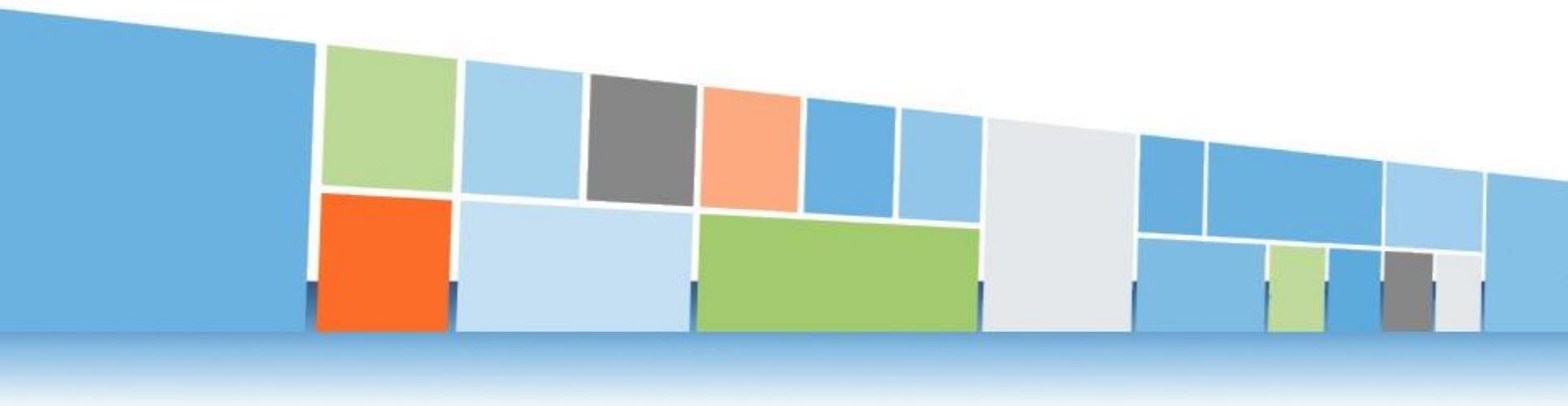
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Lee Williams,  
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@nurselee79

# Thank you for your time!



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