

Connections

A PUBLICATION FOR BAYSTATE HEALTH TEAM MEMBERS

Team Member Experience

International Nurses Choose Permanent Roles at Baystate

Baystate Health hired more than 30 international nurses as a result of an innovative recruiting program to address the acute local shortage of experienced RNs – a shortage the entire U.S. is facing. These highly skilled nurses bring diverse perspectives to the care of patients and are contracted for two years through O’Grady Peyton International, our global workforce partner. When their contract ends, they have the option to join Baystate Health as permanent employees. The current retention rate is over 75%, which exceeds the national average. The nurses are working on various units across the organization, including Baystate Medical Center, Baystate Franklin, Baystate Wing and Baystate Noble.



Let’s meet a few of them.



**Andrene Laing, RN II,
Baystate Wing
Hospital, from
Jamaica to Palmer,
MA**

“I was recruited to work for Baystate Wing Hospital from Jamaica. My experience working at Baystate has been very

different but ‘good different.’ It has been an insightful experience as many things are done

differently compared to what I am used to. I’ve learned a lot and enjoy providing patient care. I made the decision to become a permanent staff at Baystate when it was coming close to the end of

my contract. I found it very difficult to leave the people I had come to know and a work environment I had grown to love. The people at Baystate Wing have become family and I look forward to coming to work. I hope to excel in my nursing career, participate in different programs as well as learn new things. I also hope to share my knowledge with new people coming into the facility.”



**Sunitha Ninan, RN II,
Baystate Medical
Center, from India to
Springfield, MA**

“I am from India. I did my studies in India and my professional experience is from

Dubai, UAE. I was very excited when I heard the news that I am permanently hired to work for Baystate. I am thankful for the Baystate administration and my managers Pamela Trench, Kathleen France and Barbara Eufemia. I’m also grateful for my educators Anthony Shamoun and Sarah Caddeo, my charge nurses and my colleagues who helped me to adapt to the new environment. I appreciate the teamwork, motivation and enthusiasm given by my teammates, and the proper organization and planning done by this administration. Baystate is a

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teaching hospital and the care provided for the patients is outstanding. I would like to enrich my professional growth with the knowledge and experience I am gaining from working here. This experience will help me make people feel better.”



Kashieka Gardener Thomas, RN II, Baystate Medical Center, from Jamaica to Springfield, MA

“I am from the beautiful Island of Jamaica. Many people ask me, why did you come to cold Massachusetts? My

simple answer is, by destiny. Growing up, I have always enjoyed caring for people and making them happy. Early in my career as a registered nurse, I knew I wanted to share my passion of caring for others and use nursing competencies to make a positive impact on people's lives all over the world. I started at Baystate as a contract international nurse in August 2019. My two-year assignment was in one of the community hospitals in the Med/Surg Unit. There I got to understand the American culture and health system and cared for adult and geriatric patients. I then accepted a permanent position at Baystate Children's Hospital Pediatric Emergency Department. It is exciting able to use my natural ability to connect with people of varying ages and stages of life. At Baystate, I feel like my contribution matters. The educational opportunities are endless (I hope to become a CPEN in the near future) and best of all, I have found team members who have mentored me, and have become family to me.”

Pam Snyder, senior director of Talent Acquisition and Provider & APP Recruitment at Baystate Health says, “Our international nurses have been a vital resource for us throughout the pandemic and very much a part of the Baystate community. International nurses not only bring a wealth of knowledge and ability to care for our patients, but also make our organization an even more richly diverse place to receive care.” Snyder adds, “They teach us by offering a different view of care from an international perspective. I couldn't be happier about the success stories and the high number of international nurses who decide to join the Baystate community on a permanent basis. This also speaks to the support and mentorship they receive from managers and colleagues.”

Based on the success of this program to date, more international nurses are slated to join Baystate Health through 2025 to help the organization deliver safe, quality care to our patients and families.