

MAY 21, 2018 | VOLUME 8 | ISSUE 21

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Greetings. As you will frequently hear me say, there is a lot going on!

This is a good thing. Together, I believe we are experiencing the pace of progress and collaborating on important work. These are changing times but I hope you will agree, these are certainly exciting times filled with opportunity and forward momentum.

I want to take this opportunity to let you all know that beginning this week I will be holding another series of Town Hall meetings across Care New England. The specific schedule of times and locations is listed below and I would encourage you to attend whichever meeting or site is most convenient for you. Let me briefly say thank you for your interest, attendance, questions, and informed discussions. I enjoy these opportunities to engage with all of you, while helping to provide you with the updates and developments I know are of great importance to you and your co-workers. I look forward to seeing you at these meetings.

As I promised last week, today's carenews feature is a recap of the Hospital/Nurses Week celebrations and recognitions that took place all across Care New England—in our hospitals, CNEMG offices, for those on the go making home visits and follow-up patient calls, and elsewhere. Most importantly, the purpose of these recognitions was to acknowledge all of you for your commitment and hard work.

While ice cream sundaes or chocolate bars are a simple gesture (but really, who doesn't like ice cream and chocolate?), I hope you know the meaning and appreciation behind them is much greater. I am appreciative for the countless years of service you all have given—some in excess of 45, with others just embarking upon their careers. While too many to mention by name here, many of you were highlighted at special events that week. I am appreciative of how so many of you go the extra mile for your fellow employees. I am appreciative for what you do for our patients and the State of Rhode Island.

Please know that the entire leadership team of CNE, along with the CNE Board, joins with me in this expression of gratitude.

On the following pages is a brief summary in words and pictures of the week that was and those who received special honors and distinctions.

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Hospital Association of Rhode Island

Hospital employees from throughout the state were recently honored at the Rhode Island State House for the Hospital Association of Rhode Island's "Hospital Hero: Award for Excellence in Hospital Care" event. Formerly known as "Celebration of Excellence in Hospital Care," this event is an annual awards ceremony hosted by HARI. Employees from HARI's member hospitals were recognized by the HARI Board of Trustees for exemplary performance and dedication to health care.

CNE recipients of the HARI "Hospital Hero: Award for Excellence in Hospital Care" include:

- Idrialis Perez-Carter, Nurse Manager, Butler Hospital (Resident of Cranston)
- Mary Quinn, Registered Nurse, Kent Hospital (Resident of Coventry)
- Kathleen Abatiello, Registered Nurse, Women & Infants Hospital (Resident of Warwick)



Care New England

As part of the Care New England's Service Awards ceremony, CNE's Most Valuable Player (MVP) Award was presented for the 10th year. The CNE MVP Award is given to individuals who demonstrate exceptional personal performance and teamwork. It is also, in large part, about the way others view the contributions of that individual.

"When enough people see it demonstrated by the same person time and again, it is important that we all stop for a moment to recognize these efforts and show our appreciation for not only a job well done, but a job marked by the values of customer service, teamwork,

respect, courtesy, positive attitude, attendance and reliability, and quality of performance" said Dr. Jim Fanale, president and CEO of Care New England.

This year two MVP Awards were presented to Becky Lukowicz, from CNE Marketing/Public Relations, and Nicole Voller, from CNE Human Resources. Both winners received numerous nominations, truly exemplifying CNE's ACT values.



The Providence Center

To recognize employee appreciation week, members of The Providence Center's senior management team scooped ice cream sundaes for employees at 530 North Main Street and 520 Hope Street. Cookie trays were also sent out to all other TPC locations around the state. TPC also held a special nurses meeting on Thursday, where Nurses Week was celebrated with a breakfast and team-building activities.



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Women & Infants Hospital

Gov. Gina Raimondo joined Dr. Fanale, hospital leadership, and staff nurses at Women & Infants on May 11 to sign a declaration on behalf of National Nurses Week. The Governor spoke to the nurses to express her appreciation for the work they do and to acknowledge the importance of their role as caregiver to both patients and families and recognized numerous employees for years of service.



Butler Hospital

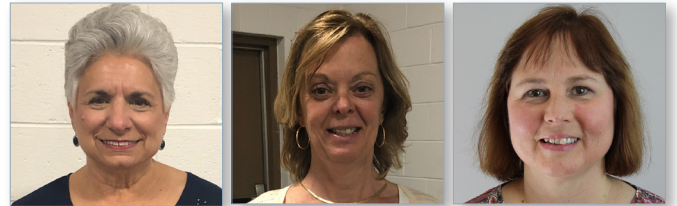
Melissa Burt, transcranial magnetic stimulation nurse, was selected as the 2018 Butler Employee of the Year. Melissa's combination of clinical expertise, organizational and analytical skills, and her ability to connect with people makes her a valuable team member, excellent nurse, and exceptional leader.



Kent Hospital

Janice Colvin, RN, Outpatient Infusion began at Kent Hospital in 1974. During her 40-plus years at Kent she has been a staff nurse, educator, and assistant head nurse. Now a part-time nurse and full-time grandmother Janice's commitment to the patients of Kent Hospital was recognized during Kent's Service Awards, when she was selected as Kent Hospital's 2018 Employee of the

Year. Also recognized were Jennifer Kauffman, RT with Diagnostic image as Kent's 2017 Manager of the Year and Mary Quinn, RN, Women's Care Unit as Kent's 2017 Employee of the Year.



VNA of Care New England

A most important and unique part of our organization, the employees of The VNA of Care New England are always on the go. During National Hospital & Nurses Week there were Allie's Donuts and ice cream sandwiches for staff to enjoy between home visits and a special recognition event.



Integra

Integra's nurse care managers joined together in honor of National Nurses Week and in recognition of all they do for the high risk patients in our state. Pictured from left to right: Becky Pizzuti, Clare Levesque, Connie Ducharme, Jean White, and Kathy Pierce. Integra nurse care managers not pictured are Lindsay Auld, Meghan Coffey, Lori Cole, Barbara Dauber, Barbara DeAngelis, Julie Ferrante, Heather Herrick, Joan Lomastro, Catherine Russell, Mary Ann Santoro, Dawn Sullivan, Jean Taylor, and Linda Zabbo.

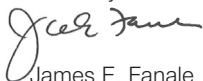


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Have a great week ahead.

Sincerely,



James E. Fanale, MD
President and Chief Executive Officer



CARE NEW ENGLAND

Join us at a Town Hall Meeting

Hear from Dr. Fanale on the latest news and ongoing updates and have a chance to ask any questions. Please attend whichever Town Hall meeting is most convenient to your schedule.

Wednesday, May 23 – Kent Hospital Doctor's Auditorium, 1 to 2 p.m.

Wednesday, May 23 – Women & Infant's South Pavillion, 3 to 4 p.m.

Thursday, May 24 – CNEMG Primary Care & Specialty Services, Pawtucket, noon to 1 p.m.

Thursday, May 24 – Butler Ray Hall, 3 to 4 p.m.

Tuesday, May 29 – Service Road, Building 2, Lunch Room, 10 to 11 a.m.

Tuesday, May 29 – Thurber's Avenue, Conference Room 4, 11:30 a.m. to noon

Wednesday, May 30 – The Providence Center, 350 North Main St, Community Room, 3:30 to 4:30 p.m.

KENT

Kent launches pilot program to improve Emergency Department discharges

Kent Hospital has launched a pilot program to ensure patients completely understand their discharge instructions, updated medications, and follow-up needs once they've returned home after a visit to the ED. The effort is simple, but can make a world of difference—ongoing communication. The pilot includes a Kent Hospital senior nurse calling patients who have been treated and released to reinforce their discharge care plan and answer any questions.



The pilot's impact on our patients' overall health is shown in a recent example. Joan Harrington RN, CEN, made a routine phone call to a 95-year-old patient, and discovered that the patient was extremely short of breath and experiencing chest pain. Joan encouraged the patient to come in to be seen, however, the patient insisted she needed to clean her house beforehand and then would have a friend bring her to Kent's ED. Joan then intervened informing the patient that she would call 911 due to her significant symptoms. After hearing Joan's concern the patient agreed 911 was necessary and she was transported and admitted to Kent Hospital for further care.

The pilot is ongoing and demonstrates another effort that improves Kent Hospital's relationship with its patients and the community it serves.

KENT/WOMEN & INFANTS

Kent and Women & Infants participate in statewide Ebola Virus Disease table top exercise

More than a dozen representatives from Kent and Women & Infants hospitals were among nearly 100 participants in the Rhode Island Department of Health's "Ebola Virus Disease CONOPS Table Top Exercise 2018—Operation Strikeback." The risk remains for the possibility of an outbreak of Ebola or other emerging pathogens, and the State of Rhode Island is working with hospitals and agencies to ensure our readiness. The objectives of the program were:

1. To demonstrate effective interagency communication and coordination among responding agencies per established plans, policies, and procedures to ensure appropriate continuity of care.

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2. To enhance participant familiarity with the roles and responsibilities of other responding agencies and the timelines of major activities relevant to management of a Person Under Investigation (PUI) for Ebola Virus Disease (EVD) in Rhode Island.
3. To identify gaps in plans, systems, training, or resources in preparing for an EVD infection in Rhode Island.

Many thanks to all who participated.

THE PROVIDENCE CENTER

RI BHDDH Director holds Listening Session at TPC



Last week, Rhode Island Department of Behavioral Health, Developmental Disabilities, and Hospitals director Rebecca Boss held a listening session at The Providence Center's North Main Street headquarters. The session was one of a series of forums designed to get feedback from constituents and community stakeholders at the different Community Mental Health Centers around the state.

Director Boss discussed upcoming initiatives in the community, including BH Link, a 24/7 behavioral health destination facility that will serve as an alternative to emergency departments. She also listened to comments about how the

Department could improve coordination with other agencies and providers, and improve services throughout the state.

WOMEN & INFANTS

Women & Infants to host silent/live auction to benefit the March of Dimes

The March of Dimes celebrates its 80th anniversary this year, and Women & Infants is joining with UnitedHealthcare to host a silent/live auction event on **Thursday, June 14** at Women & Infants to benefit the March of Dimes—"March for Babies" fundraising campaign.



The silent auction will run from 7:30 a.m. through 5 p.m. in the lower level outside the cafeteria. The live auction will be held in the atrium section of the cafeteria from 12:30 p.m. to 1:30 p.m. and will be co-hosted by Dr. James Fanale, president and CEO of Care New England, and Stephen Farrell, CEO of UnitedHealthcare of New England, Inc.

If you cannot make it and you have an interest in bidding on items, you may have a proxy bid on your behalf and you may set the limit on how much you want to bid for a certain item by contacting Brenda Vecchio at bvecchio@wihri.org or Linda Hunt at ljhunt@wihri.org.

Here are just some of the items at the auctions:

- Tickets for the New England Patriots
- Premium tickets to the Boston Red Sox
- Signed sports memorabilia for the Boston Celtics, New England Revolution, and the New England Patriots
- Jewelry, gift baskets, gift certificates, a weekend getaway, and much more.

Have an item you would like to donate to the live or silent auction? Please contact Brenda Vecchio at bvecchio@wihri.org or Linda Hunt at ljhunt@wihri.org.

BUTLER

Focusing on your well-being: Stress management and work-life balance

A workshop surrounding balancing the demands on the job and at home is being facilitated by Coastline EAP's Kelly Ravenscroft and aims to assist participants in dealing with the ongoing challenge of work-life balance. The workshop will take place **Tuesday, May 29 from 2 to 4 p.m.** at Butler Hospital's Ray Conference Room, Back Hall.

This workshop is available to all Care New England employees. To register, please contact Meghan LaBranche at MLaBranche@CareNE.org no later than Friday, May 25, at noon (space is limited).



Healing Arts Program pilots storytelling residency on adolescent inpatient unit

Recognizing the innovative trend of using storytelling and personal narrative as a benefit in health care treatment, the Healing Arts Program at Butler Hospital is piloting a four week storytelling residency on the Adolescent Inpatient Unit. Local and internationally recognized storytellers Len Cabral (pictured right) and Valerie Tutson, poet Christopher Johnson, and Butler's own Expressive Arts and Partial Hospital Therapist Melissa Meyer will facilitate the workshops.



A combination of performance and engagement in the creation of their own stories, poems, and visual art pieces, these workshops will provide the opportunity for our young patients to give voice to their unique personal experiences, work through difficult emotions, improve communication, provide for healthy social connection, and build a positive sense of self. In this sense, storytelling can be transformational and can empower individuals to take control of their personal narratives—their stories—and continue on their path to a valued, healthy life.

The Storytelling Residency on the Adolescent Unit is funded by a grant from the Rhode Island Council On The Arts (RISCA). Contact Wendy Grossman, program coordinator at wgrossman@butler.org for more information on Butler Hospital's Healing Arts Program. 