

# carenews

together we are transforming the future of health care

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“It’s fitting to celebrate diversity just for diversity’s sake, learning about each other’s cultures, embracing differences that make a beautiful tapestry of community, savoring new tastes, sights and sounds.”

Good day!

According to the National Institutes of Health, culture is often described as the combination of a body of knowledge, a body of belief and a body of behavior related to groups whether they are bound by race, ethnicity, religion, geography or social groups.

## In this issue:



Last week at Care New England, we celebrated cultural diversity through a rich array of programs providing education, information, and, probably what we all like best—food, art, music and dance. On the Kent and Memorial campuses, we heard about the harmful and hurtful impact of stereotyping. In our cafeterias, we paid tribute to culture through some fabulous ethnic cuisine. On the Butler campus, we hosted a large street fair replete with live media from Latino Public Radio, a range of spectacular food trucks, and booths that covered such themes as Portuguese needlepoint, LGBT for seniors, advocacy initiatives for the Southeast Asians and Latino populations, and job recruitment focused on attracting a culturally diverse workforce.

It’s fitting to celebrate diversity just for diversity’s sake, learning about each other’s cultures, embracing differences that make a beautiful tapestry of community, savoring new tastes, sights and sounds.

But, in health care, appreciating cultural differences is particularly important. How individuals perceive their health, well-being and the care they receive is influenced by their belief system. When we fail to connect on a common ground of respect and understanding, we sometimes fail at meeting the health care needs of that person. When it comes to individuals, this can mean a lesser quality of care and a lesser patient experience. When it comes to entire classes of patients, this can account for health care disparities.



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We have been working hard at Care New England to improve our cultural competence and ensure our missions of care apply equally to all. We do this through our bedside manner, our education and training, our hiring practices, our performance evaluations, and our values of accountability, caring and teamwork. In the last three years, we went further and formalized our commitments to the community, working in unison with the RI Department of Health and the Hospital Association of Rhode Island to conduct a community needs assessment. This helped us better understand the health needs of diverse members of our community and respond with a plan of action that addresses those needs. We will begin another cycle of assessment and planning in the year ahead.

But in another significant milestone, we recently commissioned a new Public and Community Health Committee of the Care New England Board of Directors. Cynthia B. Patterson, long-time CNE director, is the chairperson and Mario Bueno, newly-elected CNE director, is the vice chairperson. The Committee is comprised of a diverse array of community members, Alpert Medical School faculty, RI Department of Health and the Hospital Association of Rhode Island representatives along with CNE clinical leaders and executives. This initiative marks the first time we have convened a system-wide, Board-level panel to guide our planning and programming in improving the health of our population and addressing public and community health needs, particularly those needs identified by the community health plan assessments of each of our organizations. In addition, the Committee will also serve an important role enhancing new and existing partnerships with local and state government, community organizations, professional groups, residents, and others to advance public and community health.

As we work to improve public health, it will be incumbent upon us to work both at the macro and micro levels. That is, not only to understand and act on the big picture issues that affect the health of our local community, but to deliver health that recognizes the individual needs of individual patients from each and every diverse background or orientation.

Thank you for all you do to reach deeper in your sensitivity and responsiveness to our community—and to each other!

Have a great week ahead!

Sincerely,

*Dennis D. Keefe*

Dennis D. Keefe  
President and Chief Executive Officer



**ConvergenceRI**  
Click [here](#) to view this week's ConvergenceRI

## Heart walk history!

Dennis Keefe chaired this successful event, and it made Heart Walk history for southern New England by raising \$650,000!



## New psychopharmacology book edited by Butler hospital president

Butler President and COO Lawrence Price, MD, in collaboration with pharmacologist Ian Stolerman, BPharm, PhD, of King's College of London, has released the second edition of the *Encyclopedia of Psychopharmacology*. This two-volume work was written by 250 leading experts from a broad diversity of backgrounds and areas of specialization and edited by Price and Stolerman.



The comprehensive but succinct text is intended to provide basic and clinical scientists in academia, as well as industry, with the most important and relevant information on recent developments in psychopharmacology and its closely allied disciplines. With more than 2,000 entries, from detailed essays and reviews of cutting-edge research to keyword definitions, and 500 illustrations demonstrating complex concepts, this new edition will be an important resource for clinicians, scholars, students, teachers and interested laypeople.

## Kent Hospital receives new recognition for its stroke program

Kent Hospital has received the American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Gold Plus Quality Achievement Award with Target: StrokeSM Honor Roll Elite. The award recognizes the hospital's commitment and success ensuring that stroke patients receive the most appropriate treatment according to nationally-recognized, research-based guidelines based on the latest scientific evidence. Target: Stroke Honor Roll Elite designation is earned by achieving a door-to-needle (DTN) within 60 minutes in 75 percent or more of acute ischemic stroke patients.

To receive the Gold Plus Quality Achievement Award, hospitals must achieve 85 percent or higher adherence to all Get With The Guidelines-Stroke achievement indicators for two or more consecutive 12-month periods and achieved 75 percent or higher compliance with five of eight Get With The Guidelines-Stroke Quality measures.

To qualify for the Target: Stroke Honor Roll Elite, hospitals must meet quality measures developed to reduce the time between the patient's arrival at the hospital and treatment with the clot-buster tissue plasminogen activator, or tPA, the only drug approved by the U.S. Food and Drug Administration to treat ischemic stroke. If given intravenously in the first three hours after the start of stroke symptoms, tPA has been shown to significantly reduce the effects of stroke and lessen the chance of permanent disability. Kent Hospital earned the award by meeting specific quality achievement measures for the diagnosis and treatment of stroke patients at a set level for a designated period.



These quality measures are designed to help hospital teams provide the most up-to-date, evidence-based guidelines with the goal of speeding recovery and reducing death and disability for stroke patients.

"With a stroke, time lost is brain lost, and this award demonstrates our commitment to ensuring patients receive care based on nationally-respected clinical guidelines," said Michael Dacey, Jr., MD, Kent Hospital president and COO. "Kent Hospital is dedicated to improving the quality of stroke care and the American Heart Association/American Stroke Association's Get With The Guidelines-Stroke helps us achieve that goal."

Kent Hospital has also met specific guidelines as an AHA/ASA/The Joint Commission (TJC) Primary Stroke Center.

According to the American Heart Association/American Stroke Association, stroke is the fifth largest cause of death and a leading cause of adult disability in the United States. On average, someone suffers a stroke every 40 seconds; someone dies of a stroke every four minutes; and 795,000 people suffer a new or recurrent stroke each year.





## Memorial's Center for Rehabilitation earns three-year accreditation

The Commission on Accreditation of Rehabilitation Facilities (CARF) International recently awarded a three-year accreditation to the Center for Rehabilitation at Memorial Hospital, including both the inpatient adult rehabilitation programs and the inpatient stroke specialty program. This achievement follows an intensive two-day survey of the program in March.

"We are very pleased that the CARF surveyors recognized the level of care and service the staff in the Center for Rehabilitation offers to our patients every day," says David Kobasa, MSPT, executive director of Care New England Rehabilitation Services, which encompasses inpatient and outpatient therapy programs at both Memorial and Kent hospitals.



*For more information*

about the Center for Rehabilitation at Memorial, go to <http://www.mhri.org/rehabilitation-center> or call (401) 729-2483.

## Women & Infants receives third 2015 Women's Choice Award

As acknowledgement of its dedication to providing exceptional patient care and treatment for women with cancer, Women & Infants Hospital has earned a 2015 Women's Choice Award® for its Program in Women's Oncology, making it one of America's Best Hospitals for Cancer Care. This evidence-based designation identifies the country's best health care institutions based on robust criteria that consider patient satisfaction, clinical excellence and what women say they want from a hospital. This is the third Women's Choice designation Women & Infants has earned in 2015—first as an America's Best Hospital for Obstetrics and next as Best for Breast Care. Each of these announcements highlights the outstanding care the hospital provides women and their families every single day. The Program in Women's Oncology is one of the nation's leading services for the diagnosis, treatment and research of women's cancers.



**WOMEN'S CHOICE AWARD®**

BEST FOR OBSTETRICS - 2015  
BEST FOR BREAST CARE - 2015  
BEST FOR CANCER CARE - 2015



## Care New England earns Healthy Workplace Award

Care New England was recently recognized with top honors at the 2015 Annual Worksite Health Awards event sponsored by the Greater Providence Chamber of Commerce (GPCC) and Blue Cross & Blue Shield of Rhode Island (BCBSRI) for our innovative approaches to encouraging employee health and well-being. We were one of more than 75 Rhode Island businesses to which BCBSRI and the GPCC distributed Worksite Health Awards at a breakfast attended by hundreds of state business leaders. The event recognized local businesses and employees who have demonstrated commitment to fixing the health care system together through greater health and wellness measures, as companies and as

individuals. Shown here are Gail Charbonneau, Jan MacKinnon and Tish Devaney who represented our CNE wellness programming at the recognition event. Way to go, CNE!

## Dr. Robert Insoft named Board Chair, March of Dimes Foundation, Rhode Island

Congratulations to Robert Insoft, MD, senior vice president of quality and clinical effectiveness at Women & Infants, who has been appointed chair of the Board of Directors of March of Dimes, Rhode Island Chapter. Dr. Insoft is an academic pediatrician and neonatologist whose professional focus is centered on patient care, clinical research, health policy, quality improvement, administration and teaching. His passion for newborn medicine and pediatrics, his track record of



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success and his leadership in women's and newborn health are recognized by his colleagues and the community at large.

March of Dimes State Director Neil Sharpe said, "In Dr. Insoft, we have an accomplished and compassionate professional who has a long and rich history of support for and understanding of our organization and its values. He brings a wealth of experience and leadership and a demonstrated dedication to the care of women and newborn infants across our state, our region and our country. I am confident that Robert, along with our volunteer leadership and many others, will help ensure a brighter and healthier future for Rhode Island's babies, moms and families." 

