

carenews

together we are transforming the future of health care

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“Every day began with a smile and each day ended with the comfort of knowing my life was in the hands of true health professionals.”

Good day!

They say beauty is in the eye of the beholder. I say it is the same way with our core values of accountability, caring and teamwork. How we are perceived by our patients tells a powerful story of who we are.

As we celebrate this week's observance of National Hospital Week, let us each take a moment to appreciate the excellence all around us and to give each other a well-deserved pat on the back!

In this issue:



“I was recently a patient at Kent Hospital for a serious blood disorder. My stay at Kent Hospital will remain one of the most caring loving and comforted times of my life, even though I was fighting for my life. I have never in my 62 years witnessed such dedication and strength on behalf of your fine doctors, nurses, and wonderful CNAs.”

“I have been managing bipolar illness for 32 years—Butler is the benchmark for other mental health organizations—THANK you for SAVING MY LIFE!!”

“I work in health care myself, in a quality and performance improvement department. I know how important it is to hear the good as well as the bad! And it's always nice to hear the good. While my birth was routine and uncomplicated, it didn't feel routine to me. It was the beginning of our journey as a family and for that it will always be special. Thank you for employing such wonderful people like Venus to take care of your patients.” ~ Women & Infants patient

“I have never been hospitalized outside of Beth Israel in Boston. The care I received at Memorial from the moment I was taken into the emergency room, to the 6th floor, to the surgical unit, surgical recuperation, was exceptional. The

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nurses, CNAs, orderlies, doctors, nutrition staff I encountered and took care of me were amazing. Everyone at Memorial made a scary event for me and my family the BEST EXPERIENCE a bad event could possibly be! We salute the professionalism and caring of the staff we had the pleasure of dealing with."

"I wanted to let you know how pleased I was with the physical therapist that you provided during my recent home rehab after hip surgery. Tina Mason was professional, knowledgeable, compassionate, and helped me reach goals which prepared me for outpatient physical therapy. She is a real asset to the VNA."

Carl is a successful artist, who, less than a year ago, was homeless; living on the streets, combatting his mental illness the only way he knew how: by drinking. Home Base Manager Tracey Correia and Assistant Manager Dave Gendreau helped secure housing for Carl and get him the services he needed to address his substance use and mental health, never giving up on him. Today, Carl has maintained sobriety and rediscovered his former profession. He recently sold several pieces of artwork from his new gallery. "Honestly, if it wasn't for The Providence Center, I'd be probably dead," Carl said. "I wouldn't have survived another winter on the streets. I'm so grateful for what they've done for me."

"There really are no words that can appropriately express our thanks for everything you did for our mom, which in turn was for us as well. No one can prepare you for the experience of watching a loving parent work through their final days/months on Earth! In between the reality of what is happening and the hope that just maybe it isn't reality, your mental and physical being is in the middle of a hurricane. As I told you on the phone, your voice was my anchor line to reality, my calm when I was 'working through' the hurricane that was inevitable and my inner peace when I had accepted the reality of losing the most important person in my life! Thank you for guiding me through with such heartfelt compassion! From my sister, my brother and myself, my very deepest thanks for 'everything' you are!" ~ VNA patient family

"Being a new mom is a humbling and scary experience—everything you see in your baby is new and you are always wondering 'Is this normal?' The reassurance and teaching that your RN/CNA staff provided was great. Please pass along our gratitude to the staff on the floor."
~ Women & Infants patient

"I left a note to the staff which read: How to become an Angel (in one easy lesson) be a nurse at Kent Hospital!"

"Everyone, at every level of staff, has been most helpful and comforting. Your staff made our experience at Butler a good stay under very trying circumstances ~ thank you."

"The staff of Hodgson 6 provided me with exceptional care for the two weeks I was in the hospital. I received wonderful attention from the nurses and CNAs. They were the very definition of professionalism. There are no words to adequately express my appreciation. Also, Maria from housekeeping was kind enough to bring me a recliner. This act of kindness was very important as it became my incentive to leave my bed, which was one of the best things to happen to me. The surgeon, Dr. Gill, and the rest of the doctors also played a huge part regarding my care. They were very thorough and gave me detailed explanations of my condition as the situation progressed." ~ Memorial patient

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"I just wanted to tell you how much I enjoy working with Candy and what a difference she has made to date. I find having her on site is convenient and helpful given my job responsibilities. I also find her to be very responsive and professional. Thank you for having her for us."
~ CNE Wellness Center client

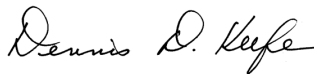
After attempting to take her own life at age 15, Cierra attended The Providence Center's partial hospital program for teens, where she received treatment that helped her realize that she, not her bipolar diagnosis, controlled her life. At 18, a confident Cierra took her quest for health and happiness further. Her TPC therapist suggested enrolling in InShape, a TPC wellness program for adults. Making physical health a part of her recovery helped Cierra say goodbye to the gray days that weighed her down. "This is how I am supposed to be, this is how I am supposed to feel...and it's wonderful!" Cierra said.

"Every day began with a smile and each evening the day ended with the comfort of knowing my life was in the hands of true health professionals. I THANK YOU ALL, from the bottom of my heart..."

For all you do to make a difference in the lives of our patients and our community, please accept our heartfelt thanks on behalf of the entire CNE leadership.

Have a great week ahead!

Sincerely,



Dennis D. Keefe
President and Chief Executive Officer



Join Team Care New England by May 15—and get a free walk t-shirt!

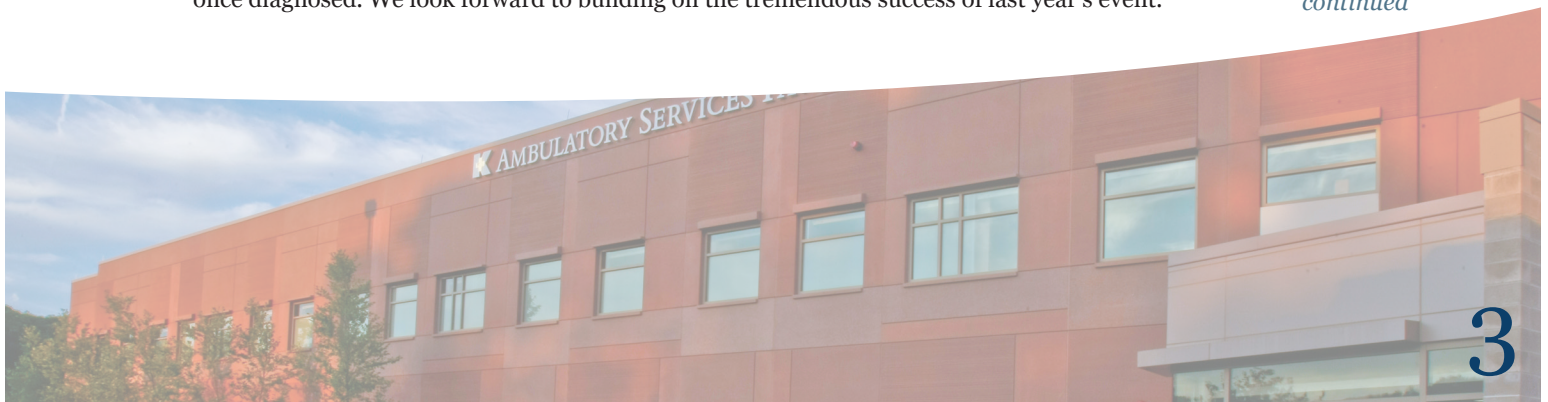
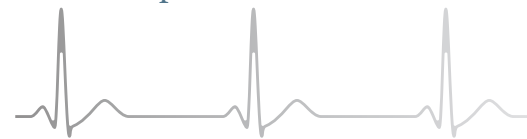
We are currently at 522 walkers for the American Heart Association Heart Walk which will be held Sunday, June 7, in Downtown Providence. Visit <http://sneheartwalk.org> to register for the walk and receive a free Care New England t-shirt! Please remember to note your size on the online registration form. Come support Team Care New England and walk Chairman Dennis Keefe. Festivities begin at 7 a.m. on walk day, with the three-mile walk kicking off at 8 a.m. It promises to be a great event—and a great way to show our support for a heart healthy community. Sign up now!

Care New England Cardiovascular Care to host second AFib forum for patients

Care New England Cardiovascular Care, along with the Brigham and Women's Cardiovascular Associates at Care New England, will offer its second annual educational forum, free to the community on Thursday, May 28, from 5 to 8 p.m. at the Crowne Plaza Hotel in Warwick.

Atrial Fibrillation (AFib) affects more than two million people in the United States and is the most common type of irregular heart rhythm (arrhythmia). "We are very excited to provide this second annual educational forum to the many patients in our community who have atrial fibrillation," said Bruce A. Koplan, MD, MPH, director of the cardiac arrhythmia service for Care New England and a member of the Brigham and Women's Cardiovascular Associates at Care New England. "Although atrial fibrillation is very common, there are a number of different treatment options that we can offer to patients with this condition to help them live a normal life. We will answer many questions patients may have about the symptoms of AFib and how to maintain an active, healthy lifestyle once diagnosed. We look forward to building on the tremendous success of last year's event."

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Forum topics will include:

- Recognizing atrial fibrillation (AFib).
- What is atrial fibrillation?
- Medications for rate and rhythm control.
- Electrical cardioversion for atrial fibrillation.
- Catheter ablation for atrial fibrillation.
- Stroke prevention.
- Atrial fibrillation in women.

This educational forum for patients with AFib is being sponsored by Care New England and Brigham and Women's Cardiovascular Associates at Care New England. It is free and includes dinner. Attendees are welcome to bring a guest. For more information or to register, please contact Sue Bartos at Sbartos@kentri.org or call (401) 737-7000, ext. 31650.

Care New England cardiovascular services are made possible through a clinical affiliation with Brigham and Women's Hospital (BWH) in Boston. This program, staffed by Brigham and Women's Cardiovascular Associates at Care New England, provides convenient locations for its patients at Memorial Hospital in Pawtucket, Women & Infants' 90 Plain Street facility in Providence and Kent Hospital in Warwick, while offering treatment for all but the most complex cardiac diagnoses locally.

The expansion of cardiovascular services at Care New England comes after a clinical affiliation with Brigham and Women's Hospital established a comprehensive program at Kent and Memorial hospitals. Since then, it has grown to include many additional services including advanced cardiovascular imaging modalities such as cardiac CT, the advanced valvular heart disease service, and the advanced heart failure service with transplant consultation, along with Women's Heart Health of Women & Infants. These services are provided by board certified cardiologists and a team of Care New England nurses and clinical support staff. For a full listing of all cardiac services or more information on Care New England cardiovascular care, please visit <http://carenewengland.org/cardiology>.

W&I gynecologic oncologist earns prestigious research funding

The Patient-Centered Outcomes Research Institute (PCORI) Board of Governors recently awarded more than \$2.7 million in contracted funding to Katina Robison, MD, a gynecologic oncologist with the Program in Women's Oncology at Women & Infants Hospital, for the study "Cancer of the Uterus and Treatment of Stress Incontinence (CUTI)."



The study, which will also include a recruitment site at the University of Alabama, is focused on improving the quality of life for women who undergo surgery for endometrial cancer by screening for and offering treatment of existing stress urinary incontinence (SUI) at the same time as their cancer surgery. This step should also decrease costs for patients and the health care system by combining two surgeries into one.

"We believe that concurrent treatment of endometrial cancer and stress urinary incontinence may improve quality of life, as well as emotional and physical health for women," Robison explains, who adds that the research team also includes Drs. Kyle Wohlrab, Vivian Sung and Paul DiSilvestro from Women & Infants, and Drs. Melissa Clark and Channele Howe from Brown University.

SUI often exists among women with endometrial cancer, which is the fourth most common cancer among American women. While SUI is very common, about 40 percent of women with it have not discussed their

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symptoms with a health care provider, and only 25 percent have sought care. This, Robison says, is unfortunate because SUI can severely decrease a woman's quality of life, sexual function and is often a considerable financial burden.

"It's something of a domino effect. A woman with stress urinary incontinence experiences leakage when she laughs, coughs or sneezes. Because of her embarrassment over this, it can easily affect her sexual activity, which then can increase any chance of depression and reduce her overall quality of life," she notes.

In addition to impacting a woman's sexual activity, research has shown that endometrial cancer survivors with increased levels of physical activity report feeling better physically and emotionally. However, if the survivor experiences SUI, a fear of leakage can limit how much she exercises, Robison says. She and the research team believe that asking basic questions about incontinence before any cancer surgery and then offering treatment of SUI at the time of cancer surgery can help.

"We want to see if treating SUI at the same time as we remove the endometrial cancer will improve a woman's quality of life in survivorship," Robison says. "We know that quality of life improves for women after treatment for pelvic floor symptoms causing SUI. We now want to promote screening of SUI among women with endometrial cancer and see if that improves their quality of life after surgery."

The study will measure the quality of life reported by women who have both surgeries at the same time, versus those who do not.

Robison was one of 13.18 percent of applicants chosen for the prestigious research funding. Her proposal was one of 46 that PCORI approved for funding to advance the field of comparative clinical effectiveness research and provide patients, health care providers, and other clinical decision makers with information that will help them make better informed choices. The award has been approved pending completion of a business and programmatic review by PCORI staff and issuance of a formal award contract to Women & Infants.

Robison's study and the other projects approved for PCORI funding were selected through a highly competitive review process in which patients, clinicians and other stakeholders joined clinical scientists to evaluate the proposals. Applications were assessed for scientific merit, how well they will engage patients and other stakeholders, and their methodological rigor among other criteria.

The study will begin enrolling participants in 2016 and will be promoted on www.womenandinfants.org/womenscancer. For information about the Program in Women's Oncology and other research protocols currently open, visit website or call (401) 453-7520.

Free hearing checks scheduled

Free hearing screenings will be offered at Memorial Hospital on May 18, 19, 20 and 21, in the Physical Medicine Department. Audiologists from the hospital will conduct the screenings and analyze results. Audiologists encourage local residents to have regular hearing screenings to identify hearing loss.



Don't miss an opportunity to have your hearing checked. The test takes about 15 minutes.

For more information and to schedule a time for an appointment, call (401) 729-2022.



Speak up for safety!

Patient and employee safety are paramount in everything we do each day. With the belief that good information is necessary to make necessary changes, Care New England and its member organizations are committed to discovering, addressing and reporting measurements on how safe our employees feel in the workplace.



We are committed to ensuring that Care New England is the clear choice for people who exhibit and foster Accountability, Caring and Teamwork in the field of health care, and you can help advance this shared goal by participating in a Culture of Safety survey.

Butler, VNA and Women & Infants employees will have the opportunity to complete the survey beginning now through May 18. Visit <http://www.patientsafetygroup.org/survey/carene> to access the anonymous survey.

Evaluating our safety culture is an annual process to see how we are progressing on our journey. We will study the survey results and share information regarding our Culture of Safety with you. The important information we learn from these surveys will allow us to direct institutional improvement efforts and track our progress moving forward.

VNA celebrates employee service

Last week, the VNA celebrated VNA Week as well as Nurses Week, with a variety of different activities and giveaways for staff. On May 6, The VNA honored employees for dedicated service and accomplishments at its annual employee awards banquet held at the Crowne Plaza Hotel in Warwick. These 65 employees, recognized for their years of service ranging from one to 20 years, have given a remarkable 228 years of collective service to VNA of Care New England.



A total of 43 employees were recognized for one year of service; eight employees for five years of service; six employees for 10 years of service; one employee for 15 years of service; and two employees for 20 years of service.


Employees of the VNA's Flu Program were also honored for their service: four employees for five years of service; and one employee for 10 years of service.

Congratulations to all the service award recipients—and thank you for all that you do for VNA of Care New England!



Save the Date: CNE Cultural Diversity Celebration

The second annual Care New England Cultural Diversity Celebration will be held on Wednesday, June 10, from 11:30 a.m. to 2:30 p.m., at Butler Hospital on the lawn outside the Sawyer Building. In recognition and celebration of the diverse populations we all serve, CNE has put together this event to raise consciousness and promote learning about cultural diversity. The celebration will feature displays highlighting system initiatives and resources as well as programs and resources from our local community.

The event will also include a celebration of the foods, arts and music from various cultures, including local ethnic food truck vendors, and live broadcasts by Latino Public Radio. This event is part of a week-long celebration of cultural diversity across the system that also includes educational lectures and diverse food being served throughout the week at each of the CNE hospitals. 



Care New England