

# carenews

together we are transforming the future of health care



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“Reducing the stress and suffering that preventable or untreated illness can cause to individuals and their families should be at the heart of what everyone of us at Care New England works to accomplish every day.”

Good day!

Sometimes we hear people talk about the health care “business.” Although I think of health care as much more than a business, I suppose it is true to say that we at Care New England are in the business of helping take care of people’s health.

One critical part of that business is making sure that people with health problems get to the right doctor, get the right tests and end up with the right therapy, medicine or surgery. Reducing the stress and suffering that preventable or untreated illness can cause to individuals and their families should be at the heart of what everyone of us at Care New England works to accomplish every day.

Yet, it’s important to remember that good health care is more than just getting the right test, diagnosis and treatment. It is also making sure while we are caring for a person in need that we do everything not to add to their stress or suffering. Let’s face it, having a health problem is difficult. Even in the most benign circumstances, it involves time and energy taken away from family, work and other meaningful pursuits. It is, therefore, our obligation to decrease additional strain for our patients, including things like promoting easy access to care and minimizing wait times.

We also know that health care can also be dangerous. We must do everything possible to avoid medical errors, prevent health care acquired infections and keep people safe from complications that land or re-admit them to the hospital.

But, the people we serve need even more from us. Having a health problem is scary. It involves going to new unfamiliar settings and having to meet and trust often scores of

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new people about things they may not understand. To trust us, our patients need to know that we care about them and that we treat them in a way that communicates that they are our top and only priority while they are with us. This is accomplished often less through grand gestures, but rather through small, consistent kindnesses and reassurances.

All of these elements are part of what we call the patient experience of care, and every single one of us at Care New England can play a part in making the patient's experience of care exceptional. The fundamental quality that drives performance in all these areas is empathy.

Empathy in health care means understanding and feeling for our patients in the situations in which they find themselves. It means making every part of our interaction with patients—and the jobs that we do behind the scenes to support their care—to be focused primarily on thinking about the needs and feelings of our patients and how what we do will affect their well-being and experience of care.

In the months ahead, we will be going through great change at Care New England to ensure we are able to provide the kind of care that our community needs and deserves. What will sustain us and distinguish us at this time and what will help secure our success for the future will be focusing on the patients and families we are in the business of serving.

Thanks for all you do! Have a great week ahead!

Sincerely,

Dennis D. Keefe  
President and Chief Executive Officer



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

## Last call for ICD-10 preparation

With only a short time left until the October 1<sup>st</sup> deadline for ICD-10 implementation, all providers and other key staff should be focused on how ready they are for this critical transition. Listed below are steps you should be focused on now to ready your practice or department.



**Complete Precyse Training:** By this time all clinical providers, management staff, billing and coding personnel should have completed their assigned courses on Precyse HealthStream. If you still need assistance accessing the system, please contact the staff listed below for Support.

Kathy Berkey	x31897	<a href="mailto:KBerky@CareNE.org">KBerky@CareNE.org</a>
Cathy Watkinson	x11341	<a href="mailto:CWatkinson@CareNE.org">CWatkinson@CareNE.org</a>
Heather Smith	x11282	<a href="mailto:HeSmith@CareNE.org">HeSmith@CareNE.org</a>

1. How will your practice/department get it done?: Individual departments should be evaluating how they plan to collect and document the ICD-10 code for each place of service they provide care in. This requires careful consideration of what systems will be available to your providers at various service venues.
2. Weekly meetings in September: It is recommended that all departments hold a weekly ICD-10 readiness meeting in September through early October to ensure that all providers and applicable billing/coding staff are well prepared and understand what will be needed on October 1<sup>st</sup>.

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Become familiar with key documentation concepts specific to your specialty. Circulate and post documentation tip cards for your practice specialty.

3. Download coding support tools: Everyone download the Precyse Virtual Code Book App. This provides quick reference and documentation tips for ICD-10, allows for a favorite's list, and can be run on Android devices and iPhone/iPad. Also, we have a free MS Access ICD-10 DB that can be copied to your PC Desktop, which also provides quick reference to ICD-10 and a favorite's list. Contact Heather Smith at [HeSmith@CareNE.org](mailto:HeSmith@CareNE.org) or extension 11282 if you need a copy of the desktop DB.
4. Develop favorite's list: Providers should be developing ICD-10 favorite's lists specific to their specialty. These frequently used diagnoses can be used to update practice encounter forms, create quick reference sheets, and build your favorite's list on the CNE ICD-10 Reference MS Access database or Precyse Virtual Code Book App.
5. Start dual coding now: Providers and coding staff should begin to do some dual coding during the month of September. As example, try to code 1 to 2 visits per day in ICD-10 to understand what is actually involved, and what resources you will need to determine the appropriate ICD-10 code.

## Dr. Fiori named 2015 winner of Westlake Physician Excellence Award



Butler Hospital's 2015 Robert J. Westlake, MD, Physician of Excellence Award was presented to Michael Fiori, MD, most recently Chief of Butler's Alcohol and Drug Inpatient Treatment Unit. Butler's President and COO, Dr. Larry Price, made the announcement earlier this month at the Butler Hospital Staff Association annual meeting. Nominated by his peers, Dr. Fiori was described as being "a towering strength of this institution." Dr. Fiori, who has left Butler to accept a new position as Medical Director for Addictions at Mount Sinai Beth Israel, was presented with the Westlake Award plaque and book of congratulatory messages following the event. The annual Westlake Award is given to a physician in recognition of his/her personal achievements and/or contributions to the mental health of the people of Rhode Island.

## Breast Health Center at Kent to host breast screenings

Kent Hospital's Cancer Program and the Breast Health Center at Kent, a collaborative program with Women & Infants Hospital, are providing a breast health screening program which consists of a mammogram and clinical exam for women 40 and over. In recognition of Breast Cancer Awareness Month, Kent Hospital is partnering with the RI Department of Health Women's Cancer Screening Program to provide free breast health exams to women 40 and over who do not have insurance, have an income below the income guidelines, or for women who do not have health insurance that covers breast health screening services.



The mammogram followed by the clinical exam will be performed at the Breast Health Center at Kent. Appointments can be scheduled starting in October 2015, by calling (401) 736-1988. All participants must be Rhode Island residents.

The Breast Health Center at Kent draws on the expertise of specialty-trained physicians who are leaders in breast health. This collaboration with Women & Infants Hospital enhances and broadens Care New England's commitment to providing its patients with access to the best possible care in this region. For more information about the Breast Health Center at Kent, please call (401) 736-3737.



## Swim Across America—Rhode Island raises \$200,000

The Swim Across America—Rhode Island fundraiser, held September 12, brought out a record-breaking number of swimmers who raised approximately \$200,000 for cancer research at Women & Infants. Kudos to volunteer chair Jerry Dorfman and the RI Swim Across America team for driving and organizing this inspirational day at Roger Wheeler State Beach in Narragansett.



This year's swim was extra-special because of a special award made to honor former swimmer and Women & Infants' staffer Betsy Bilodeau who passed away this past year. Team Betsy's Flock, led by Betsy's daughters, raised more than \$14,500 in her memory.

## Memorial Hospital sponsors Wellness Night at McCoy Stadium

A healthy dose of prevention and education at a free Wellness Night was held on September 1<sup>st</sup> at McCoy Stadium, Pawtucket, before and during the PawSox game.

This event took place inside the stadium with various tables located next to the food court. There were free blood pressure and glucose screenings and information from 5:30 to 7:30 p.m.

Individuals in attendance had the opportunity to ask an internal medicine doctor, oncologist, pediatrician or nurse questions and there was valuable information about other services at Memorial Hospital and Care New England.



*Joseph Diaz, MD, physician-in-chief, Department of Medicine pictured with Mike Miller, Pawsox catcher. Dr. Diaz also threw out the first pitch of the game.*

## Childhood weight management program postponed

*Food, Fitness and Fun*, Care New England's special initiative designed to help families improve the health of children with high BMI, has postponed its initial program series. Although two families signed up, it was not a sufficient response to run the program at this time. The Wellness team believes this will be an exceptional offering with a high potential for success for participating families.



We just need to figure out how to attract families to sign up and take advantage of this service being made available to Care New England employees at no cost. So, stay tuned for more information and a future start date. If you have thoughts about what might be the barriers to participation or how we might encourage enrollment, please contact Jan MacKinnon, CNE Wellness, at [jmackinnon@carene.org](mailto:jmackinnon@carene.org).