

carenews

together we are transforming the future of health care

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“We want to ensure that every patient gets the same consistently high standard in every encounter across Care New England and at every one of our sites.”

In this issue:



Good day!

Our mission is to be your partner in health. How do we accomplish this?

We need to be the clear choice for people who want excellence, caring and value in their health care.

Excellence + Caring + Value = Quality

This week, Care New England joins other health care organizations across the country in celebration of National Healthcare Quality Week (October 16 to 22, 2016), as designated by the National Association of Healthcare Quality. While this gives us an opportunity to reinforce our commitment to quality, we know that quality is intrinsic to what we do every day.

Administratively, our Care New England Quality Council oversees the activities of our quality initiatives. The Exceptional Patient Experience Committee, the CMO/CNO Council, the Value-Based Care Committee, the Patient Safety Steering Committee, the Healthcare Acquired Infection (HAI) Prevention Team, the Credentialing Team, to name a few, all work to ensure that we provide the safest care, in the most appropriate environment, in the most efficient manner, with the highest level of compassion—and that we measure our progress, identify areas for improvement, set goals, and work toward achieving those goals.

But it is not only the work of all those who serve on our councils and committees. Quality is everyone's job. This is why I am using the occasion of National Healthcare Quality Week to remind you of your individual role in advancing quality and to reinforce that we all have a part in “safer care TOGETHER.”

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The theme “safer care TOGETHER” fits nicely with our “Transforming TOGETHER Today—t3” work and underscores the CNE philosophy which states that to achieve healthy outcomes for our patients, we must work together and with our patients and their families. By working together, we can enhance patient experience, prevent health care-associated infections, reduce injuries and complications, optimize transitions of care, and so much more. Look for the “safer care TOGETHER” heading and watch soon for a new “safer care TOGETHER” section on **carenet** and a desktop icon to help keep you up to date on how we are working toward being the clear choice for quality, safety and value.



Along with “safer care TOGETHER,” you will also see “Hero for Zero.” This phrase refers to our desire to never cause preventable harm to our patients and to do everything we can to have zero errors, preventable hospital infections or less than ideal patient experiences.



Finally, many of you have probably also seen the heading “Every person, every time.” This refers to a philosophy and training program at the same time. We want to ensure that every patient gets the same consistently high standard in every encounter across Care New England and at every one of our sites. The “Every person, every time” training helps set standard expectations of our staff for working with patients and their families, and provides tools for what to do when we don’t meet that standard.

“Every person, every time” has three components—the AIDET (Acknowledge, Introduce, Duration, Explain, Thank) model of communication, Teach Back, and A+ (Acknowledge, Apologize, Act, Appreciate) Service Recovery. If you don’t *Every Person.*  *Every Time.* know what each of these tools are or how to use them, ask a colleague or your manager. We want everyone at Care New England to use these tools each and every day.

Learn more about our quality and infection prevention initiatives by visiting one of the information fairs scheduled at our operating units:

- **Butler Hospital** Annual Education Fair
When: Monday, October 17, 7:30 to 11 a.m.; Tuesday, October 18, 1 to 5 p.m.; Wednesday, October 19, 7:30 to 11 a.m.
Where: Ray Hall
- **Kent Hospital**
Stop by information tables in the cafeteria all week.
- **Memorial Hospital** Quality Fair
When: Tuesday, October 18, 11 a.m. to 1:30 p.m.; Wednesday, October 19, 6 to 8 a.m., 11 a.m. to 1:30 p.m. and 4 to 6 p.m.; Thursday, October 20, 11 a.m. to 1:30 p.m. and 4 to 6 p.m.
Where: Sayles Conference Room
- **VNA of Care New England**
Stop by information tables at the VNA all week.
- **Women & Infants Hospital** Quality Fair
When: Friday, October 21, 6 a.m. to 4 p.m.
Where: South Pavilion Lobby

Have a great week ahead!

Sincerely,

Dennis D. Keefe

Dennis D. Keefe
President and Chief Executive Officer



How do YOU help prevent the spread of infection?

This week is International Infection Prevention Week. What do YOU do each day to prevent the spread of infection? Do you...

- Get your flu shot?
- Clean your hands?
- Follow isolation precautions?
- Disinfect medical equipment?



Each one of us plays a critical role in contributing to a culture of safety. Do your part and be a Hero for Zero health care-associated infections!

Care New England welcomes new plastic surgeon



Erik Hoy, MD, MBA, has joined Care New England. He is a board-certified plastic surgeon specializing in aesthetic surgery of the breast and body, reconstructive breast surgery, autologous fat grafting and anatomic breast implants, as well as soft-tissue reconstruction after cancer resection. Dr. Hoy practices with Care New England Medical Group Surgical Care (formerly Affinity Surgery), as well as the Wound Recovery and Hyperbaric Medicine Center at Kent Hospital.

Prior to joining Care New England in September 2016, Dr. Hoy worked as a plastic surgeon for Premier Dermatology and Cosmetic Surgery in Newark, DE. He completed an aesthetic/reconstructive breast fellowship in 2012 at Maxwell Aesthetics in Nashville, TN, with the developer of the newest generation breast implants. Dr. Hoy completed his plastic surgery residency at Rhode Island Hospital in 2011 and that same year obtained his MBA from the University of Rhode Island. He received his medical degree from Rutgers-New Jersey Medical School in 2005.

"I am excited to join Care New England and look forward to bringing my clinical expertise to those in the community who have a need or interest in aesthetic surgery, especially those patients who may need reconstruction after undergoing treatment for cancer," said Dr. Hoy.

Services offered by Dr. Hoy include: breast reduction, breast lift, breast augmentation, breast reconstruction, liposuction, fat grafting, revision procedures of the breast or body with Alloderm or Strattice mesh, breast reconstruction for Poland syndrome, breast reconstruction or revision with flaps, nipple reconstruction, nipple tattooing, and abdominoplasty (tummy tuck).

To schedule an appointment, please call Care New England Medical Group Surgical Care at (401) 737-4828.

In case you've missed it—ARRIVE Study featured on WJAR-TV10

The ARRIVE Study is looking at the effects of induction of labor and outcomes for moms and babies at 39 weeks of pregnancy compared to moms who go into spontaneous labor or have labor induced at a later time in pregnancy. Prior medical research has shown that being induced at 39 weeks improves a baby's outcome. While everyone agrees that unless medically indicated, women should not be delivered prior to 39 weeks, the exact best date for delivery of an infant is unclear. Principal Investigator Dr. Dwight Rouse, research nurse Tracy Gelsomino, and patient Allison Fay were interviewed recently for a story on WJAR-TV10 at <http://bit.ly/2dlJtRN>.

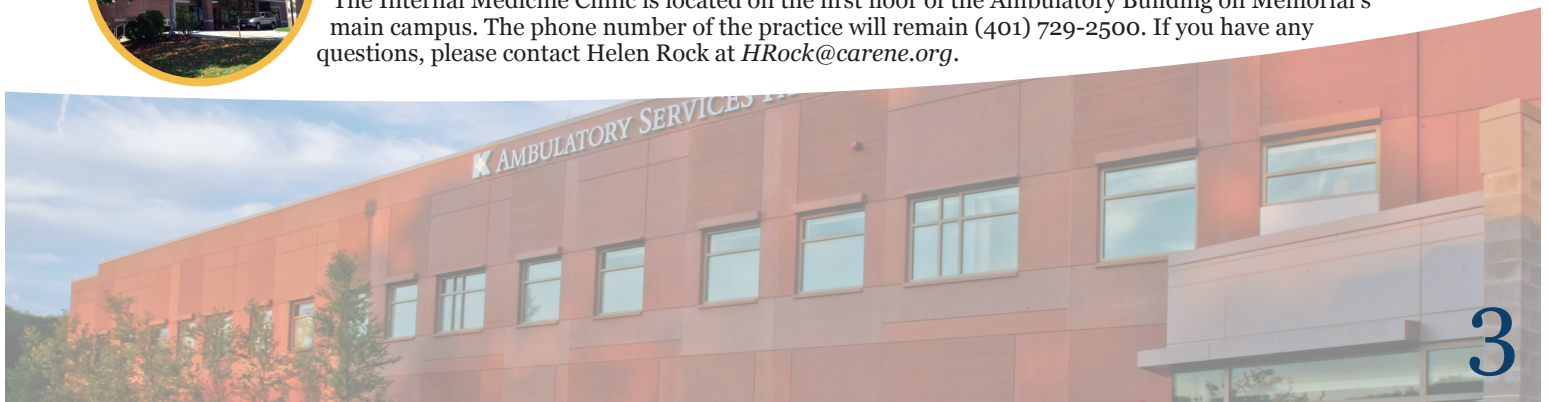


Internal medicine practice relocates



The physicians with the Care New England Medical Group Internal Medicine Pawtucket practice (formerly Affinity Internal Medicine Pawtucket) are relocating from their office at 174 Armistice Blvd., Pawtucket, into the Internal Medicine Clinic at Memorial Hospital, 111 Brewster St., Pawtucket. The move, which includes the practices of Drs. Valeria Fabre and Carolina Fonseca-Valencia, will be effective October 17, 2016.

The Internal Medicine Clinic is located on the first floor of the Ambulatory Building on Memorial's main campus. The phone number of the practice will remain (401) 729-2500. If you have any questions, please contact Helen Rock at HRock@carene.org.



VNA residency program underway with six new nurses

The VNA of Care New England's six new graduate nursing residents started last month. This specialty residency program takes graduates from novice to advanced beginner in home health in just about one year's time.

"We couldn't be happier to have them be a part of our team," says Kathy Peirce, vice president of clinical operations, executive director, and chief nursing officer, VNA of Care New England. "These new nurses are the future of our organization and reflect the ongoing investment we continue to make toward the future of home health nursing."

The program of study includes:

- Pre-and-post conferencing.
- Integrated case management training.
- Every Call, Every Time (EVET) training.
- OASIS training.
- Didactics.
- Wound care services.
- Diabetic services.
- Professional development.
- Leadership.
- Communication.
- Critical thinking.
- Evidence-based practice.
- Community-based patient and family-centered care.
- Patient safety and minimizing risk.
- Nursing support.
- Secure independent case management.



Photo from left to right, back row: Kendra Santilli, RN and Dawn Landry, RN, BSN. Front row, from left to right: Karina Salazar, RN, BSN; Amelia Mason, RN, BSN; Lindsey Lilly, RN; Lisa DiMaria, PhD, residency educator; and Christie Bilodeau, RN, BSN.

The VNA Graduate Nursing Residency program will be offered annually.

AnchorED makes presentation in Pittsburgh

On October 6, The Providence Center's (TPC) Chief Strategy Officer Owen Heleen, AnchorED Program Manager George O'Toole, and Lead Recovery Support Specialist Donna Price presented on the AnchorED model at the Opioid Use Disorder Summit in Pittsburgh. The meeting was co-sponsored by the Pennsylvania Department of Human Services and the Center for Health Care Strategies and discussed how organizations in southwest Pennsylvania could replicate the AnchorED model.

AnchorED was launched in 2015 and now serves all Rhode Island hospitals 24 hours a day, seven days a week, 365 days a year. It dispatches trained recovery coaches when an emergency department admits someone who has experienced an opioid overdose. The expectation is that a recovery coach will arrive at the hospital emergency department within 30 minutes of the program receiving a call. AnchorED staff have been successful in helping more than 82 percent of the individuals they see to engage in treatment or recovery supports.

The presentation discussed how TPC's Anchor "family" of programs is staffed entirely by people who have lived the experience of addiction, how Anchor trains and supports recovery coaches to become certified peer recovery specialists and then move on to manage Anchor programs, how AnchorED is staffed to meet its ambitious service expectations, and next steps to integrate recovery supports into other clinical settings and to continue the program's movement toward fiscal sustainability.



George O'Toole and Donna Price



Costa honored by professional society



Gail Costa, senior vice president and chief strategy officer for Care New England, has been selected as the 2016 Strategist of the Year by the New England Society for Healthcare Strategy (NESHS). NESHS is the leading professional society for health care strategists in New England. Gail is being honored for her professional accomplishments, mentoring of colleagues, and contributions to NESHS as a former board member and president. The award will be presented at the NESHS fall conference on October 21, 2016.

Research Funding Workshop scheduled

Join the CNE Academic Council and CNE Philanthropy for a Research Funding Workshop on Friday, October 28, from 8 a.m. to 4 p.m., in the South Pavilion. This full-day workshop explores strategies for developing a successful research grant application from federal agencies and private foundation sources. Join us for the full day or choose sessions that fit your needs and interests.



Moderated by Brian Kelley, PhD, of Innovative Funding Partners, with panelists who are experienced researchers from across CNE, the sessions are intended for CNE investigators at any level. 

For more details and to register, visit <http://bit.ly/2eHGyrG>.
Or contact Suzanne Fortier, CNE Philanthropy, sfortier@carene.org.



Care New England

MEMORIAL HOSPITAL
of Rhode Island