

# carenews

together we are transforming the future of health care

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“Patients trust that we are taking every possible precaution to ensure their safety and well-being—with every person at every time.”

Good day!

Let's say you brought your car in for routine service or in for an emergency repair after a tire blow out. You would not expect a new gash in the fender or a sputtering in the engine after you picked up the car. No, you would expect the car would be returned to you in better condition than when it entered the shop.

In our business, we are dealing with much more precious cargo. When patients and their families come to us for care, they do not expect to encounter complications that are preventable. They trust that we are taking every possible precaution to ensure their safety and well-being—with every person at every time. This is why we have made it an organizational priority to prevent avoidable harm to our patients. In October under the banner of “safer care TOGETHER,” we introduced the theme “Hero for Zero.” This phrase refers to our desire to never cause preventable harm to our patients, to do everything we can to have zero errors, preventable hospital infections or less than ideal patient experiences.

We have joined with health care organizations across our nation and particularly in our state to work to reduce the incidence of hospital-acquired infections (HAIs) which pose a serious threat to public health. This is particularly the case in Rhode Island where the rates of HAIs are higher than elsewhere in our county. The Rhode Island Department of Health has targeted this as an area of focus and has instituted special outreach in the caregiver community to improve our record.

Consider this: In fiscal year 2016, seven out of 11 hospitals in Rhode Island received a Medicare payment reduction as a result of their Healthcare Acquired Condition (HAC) score through the HAC Reduction Program. HAC scores are derived, in part, from a hospital's HAI rates.<sup>1</sup>

So how are we doing at Care New England? Women & Infants has a very low Cesarean section infection rate. Kent had zero Methicillin Resistant Staphylococcus aureus (MRSA) bacteremias this year and has greatly improved on catheter-associated urinary

## In this issue:



*continued*

tract infections (CAUTI). And, as a result of its very low central line-associated blood stream infection (CLABSI) rate, Memorial Hospital was mentioned in the recent issue of the national publication *Consumer Reports*. Indeed, we are doing an excellent job in some areas. But, we still have much more work to do—and we must always seek to improve. It requires our constant vigilance and our unrelenting adherence to best practices which can evolve as medical science advances.

It all begins with some basics. So, we will continue to hammer home the importance of infection prevention. Here is some background on HAIs.

Healthcare-associated infections (HAIs) are infections that patients get while receiving treatment for another condition. For example, a patient might go into a hospital for corrective surgery, but end up with a surgical site infection. The most common HAIs are:

- Catheter-associated urinary tract infections.
- Central line-associated blood stream infections.
- Ventilator associated pneumonia.
- Clostridium difficile diarrhea, also know as cdiff.
- Surgical site infection.

The most basic infection prevention measure is hand hygiene. Meticulous hand hygiene is one of the best practices to help prevent any HAI. Health care workers must clean their hands before and after contact with a patient or their immediate environment. Every patient, every time. No exceptions. It only takes a single lapse to transmit some infections.

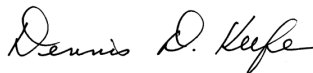
- Taking a temperature? Clean your hands first!
- Adjusting an IV pump? Clean your hands first!
- Pulling a tray to the bedside? Clean your hands first!
- Moving on to the next patient? Clean your hands first!

Alcohol-based hand sanitizer is the most convenient and quickest way to clean hands effectively. Soap and water should be used when hands are visibly dirty, or when caring for a patient with significant diarrhea.

It is the consistent, reliable application of hand hygiene and ALL of the many more complex prevention efforts that will help stop the spread of infection in health care. We will be sharing more tips on preventing HAIs in future columns. But, remember, it begins with you!

Have a great—and safe—week ahead!

Sincerely,



Dennis D. Keefe  
President and Chief Executive Officer

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

<sup>1</sup>Rhode Island Healthcare-Associated Infections Prevention and Antimicrobial Stewardship Coalition—Kickoff event invitation, August 2016.





## Kent Hospital's Dr. John Gelzhiser named Top Doc by *American College of Physicians Hospitalist* magazine



John Gelzhiser, MD, system director of inpatient medicine at Care New England and hospitalist at Kent Hospital, has been named a Top Doc by the *American College of Physicians (ACP) Hospitalist* magazine. Dr. Gelzhiser was featured in the November 2016 issue of *ACP Hospitalist*, a monthly publication from the American College of Physicians that helps to keep hospitalists informed about the latest trends and issues in the field.

The ACP Hospitalist Top Doc award recognizes hospitalists who have made notable contributions to the field of internal medicine through exceptional clinical skills, patient safety, improved workflow, leadership, community involvement, and quality improvement.

"On behalf of Kent Hospital, we are extremely proud of Dr. Gelzhiser for this great achievement and for the exceptional work he has accomplished at Kent Hospital and across Care New England," said Michael Dacey Jr., MD, president and chief operating officer, Kent. "Dr. Gelzhiser started at Kent as a new physician and has grown to lead a very important department and group of physicians. We are grateful for his dedication and clinical expertise each and every day."

"I am honored to have received this award from *ACP Hospitalist* magazine and look forward to further advancing the inpatient medicine field and improving practices to ensure the best quality care is given to our patients," said Dr. Gelzhiser.

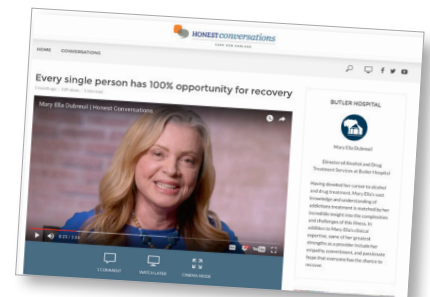
Dr. Gelzhiser joined Kent in 2007 following medical school at Drexel University College of Medicine in Philadelphia, and a residency through Brown University at Rhode Island Hospital. When Kent created an internal medicine residency program in 2010, Dr. Gelzhiser became a faculty attending physician to the residents. Last year, Dr. Gelzhiser was awarded the Faculty of the Year Award by the internal medicine residents. Three internal medicine residents have joined the Kent medical staff and three more will be joining in July 2017.

Before becoming the health system's director of inpatient medicine in January 2016, Dr. Gelzhiser served as associate director of the hospitalist program at Kent for five years. As an administrator, Dr. Gelzhiser has overseen many changes at Kent over the past year, including instituting multidisciplinary rounds on all floors. These morning rounds include the hospitalist, nurse manager, nurse, pharmacist, case manager, and sometimes a social worker. Multidisciplinary rounds have helped to keep patients on the same floor, with the same familiar physicians, nurses and managers, and have led to decreased length of stay for patients.

## Butler Hospital experts have 'Honest Conversations'

In a new initiative called Honest Conversations, Care New England and experts at Butler Hospital are introducing a different way to talk about health. Built on the basic premise of having honest, candid conversations about important and sometimes difficult health topics, this first installation includes interviews and blog posts with mental health experts at Butler. They talk about things like stigma and shame, hope, advancements, passion and compassionate care.

The group of nine clinicians and researchers were interviewed on video without any scripts, and shared their own thoughts and feelings about their work caring for patients with mental illness. The unscripted series of videos is available online and is currently being promoted on social media, with additional radio and online advertising to start soon. The first video from the project introduced on Butler's Facebook page has generated 11,000 views with more than 170 Facebook users sharing the video with their own friends.



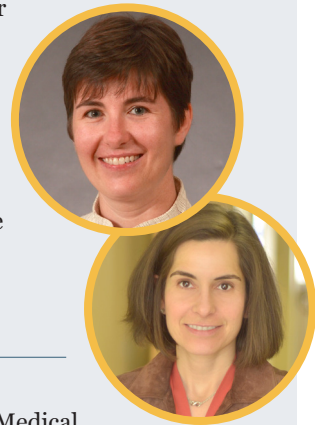
Visit <http://www.carenewengland.org/conversations> to join the conversation.



## Care New England physicians to lead webinar on palliative care and hospice

Kate Lally, MD, FACP, chief of palliative care, medical director of hospice, and medical director of Integra ACO, and Ana Tuya Fulton, MD, FACP, chief of geriatrics and medical director of Integra ACO, will lead a webinar entitled “Conversations & Goals of Care: Introduction to Palliative Care & Hospice.”

Hosted by the Rhode Island Geriatric Education Center, the webinar will be held on Tuesday, December 13 from 12 to 1 p.m. Drs. Lally and Fulton will offer information on identifying the difference between hospice and palliative care and their benefits to patients and families; recognizing patients with advancing serious illness; assessing how geriatrics and palliative care can share resources and together drive improved quality of care, cost avoidance and improved patient satisfaction in a health system; assisting patients in the transition to palliative care and hospice; and identifying resources and information for further practice and study. Register at <http://bit.ly/2gpWvCP>.



## Memorial internal medicine residents head to national competition

A trio of residents in the Memorial Hospital Internal Medicine Residency Program/Warren Alpert Medical School of Brown University will be going to the American College of Physicians (ACP) national meeting in the spring of 2017 after winning the ACP Rhode Island Chapter’s Medical Jeopardy Competition.

The team included third-year resident M. Firas Barbour, MD; second-year resident Anaïs Ovalle, MD; and first-year resident Faeq Kukhon, MD. In a spirited competition, the Memorial team was pitted against resident teams from Rhode Island, Miriam, Kent and Roger Williams hospitals. At the national conference, they will face 49 teams of residents, one from each state.

“This is a fun, yet educational exercise created by the American College of Physicians which tests resident physicians on their medical knowledge and quick thinking,” explains Sajjid Saraf, MD, FACP, director of the residency program at Memorial. “Our team demonstrated outstanding medical knowledge and a keen strategy with focused energy. It was exciting to see these three young doctors perform at their best!”

Internal medicine residents in the program see hospitalized patients at Memorial and ambulatory patients at the hospital’s Internal Medicine Clinic.



*Pictured after their victory in the Rhode Island Medical Jeopardy Competition from left to right are: Faeq Kukhon, MD; M. Firas Barbour, MD; and Anaïs Ovalle, MD.*

## TPC named recipient of Chelo’s golf tournament proceeds

Chelo’s has once again selected The Providence Center (TPC) to receive the proceeds of its charity golf tournament held at Cranston Country Club. The 29<sup>th</sup> annual Charity Golf Classic was a success, drawing more than 100 golfers and earning \$9,500. The money raised will go toward strengthening their 65 programs and supporting new ways to reach those who need help. Erica Donnelly, TPC’s annual campaign manager, expressed the organization’s gratitude to the Chelo family. “Their generous donation will help ensure The Providence Center is able to continue to provide critical mental health and addiction treatment to thousands of Rhode Islanders in crisis,” Donnelly said.

Since 1955, the locally-owned restaurant chain has been supporting Rhode Island communities. The Chelo family is proud to give back. “We support the mission of The Providence Center,” said restaurateur Craig Chelo. “It is our pleasure to donate the proceeds from our 29<sup>th</sup> Annual Charity Golf Classic to TPC. We appreciate that the organization is always there for Rhode Islanders in need and is always working to develop new, more effective ways to provide their services.”



*Pictured left to right are: Glenn Chelo, TPC’s Allison Bernier and Craig Chelo.*





## Bristol County Savings donates \$7,600 to update children's area in Memorial ED

Officials with Bristol County Savings Bank recently announced a grant of \$7,600 to update the children's area in Memorial Hospital Emergency Room (<http://www.mhri.org/emergency-services/index.cfm>).

A committee has been formed at Memorial to plan the upgrade to the area, located off the waiting area just outside the Emergency Room. The vision is to improve the space by adding child-friendly furnishings and diversions, cheery artwork, a wall-mounted television, and children's books, puzzles and games.

"We oftentimes have children who come in with sick parents or siblings and they have nowhere to play while we take care of their loved one," explains Victor Pinkes, MD, director of the Emergency Department. "That adds stress to their parents at an already difficult time. We envision a space where they can relax and play while they're here."

"As a community bank, our focus is on supporting the neighborhoods we serve so the bank and its Foundation are proud to do our part to help make the children's area in the Emergency Room more comforting and fun for kids and families who are experiencing a stressful time," said Patrick Murray, president and CEO of Bristol County Savings Bank and president of Bristol County Savings Charitable Foundation.

Murray added that the Foundation has donated more than \$2.6 million to the Pawtucket area since 2001 when its formation was announced at the opening of the bank's Pawtucket branch.



From left to right are: Jack Partridge, senior counsel, Partridge Snow & Hahn and a member of the Bristol County Savings Central Falls (BCSCF)-Pawtucket Advisory Board; Ken Riley, AVP, BCSB, and BCSCF-Pawtucket Advisory Board member; Dennis Leahy, executive vice president, treasurer and CFO, Bristol County Savings Bank, and treasurer, BCSCF; Patrick Murray, president and CEO, BCSB, and president, BCSCF; Donald Grebien, mayor, City of Pawtucket; and Mike Tamburro, vice chairman, Pawtucket Red Sox, and BCSCF-Pawtucket Advisory Board member.

## Support the Women & Infants NICU Family Holiday Sponsor Program

This holiday season, consider participating in the Women & Infants NICU Family Holiday Sponsorship Program. Supported by the NICU Family Advisory Council, the program provides opportunities to support our NICU families by easing their burden during their babies' hospitalization. Some parents seldom leave the hospital and may find it difficult to care for themselves and older siblings during this time. Several tax-deductible giving levels are available, and donors have the option to be acknowledged with a sign in the NICU. All sponsored activities will occur after the New Year.



- \$5 provides one lunch/dinner for a NICU family member.
- \$25 provides five dinner vouchers for a NICU family.
- \$50 provides lunch for all of the NICU families for one day.
- \$100 stocks the cabinets full of snacks for NICU families.
- \$150 sponsors lunch for all of the NICU families for one week.
- \$200 sponsors the Books for Babies cart for one month.

Secure, online donations may be made at <https://foundation.womenandinfants.org> and by following these steps:

- Amount—select amount or enter it in "other amount."
- Designation—select "other."
- Type NFAC Holiday in the "other" text box.
- Complete the Tribute Information, if desired.

If you prefer to make a donation by check, please make it payable to Women & Infants Development Foundation and mail it to: Women & Infants Development Foundation, 101 Dudley Street, Providence, RI 02905. For more information, please email [womenandinfantsnfac@gmail.com](mailto:womenandinfantsnfac@gmail.com). 