

carenews

together we are transforming the future of health care

april 25, 2016
volume 6 | issue 17



In this issue:



“I encourage each and every one of you to take 30 minutes out of your day to learn these skills which will undoubtedly help in interactions not only with patients and their families, but also with your own family, friends and colleagues.”

Good day!

For years, hospitals and health care providers were evaluated almost exclusively on the health outcomes of their patients. Today each patient's experience of care is as important as his or her actual health outcomes.

This week is Patient Experience Week, an annual event that offers us the opportunity to celebrate every member of our staff and what each brings to the patient experience each day. Patient Experience Week is inspired by The Beryl Institute, a “global community of practice dedicated to improving the patient experience through collaboration and shared knowledge.” It is the perfect time for us to celebrate our accomplishments, reenergize our efforts, and to honor all those who help advance excellence on behalf of our patients and their families.

Indeed, much work has been done in groups large and small to improve the patient experience across Care New England. Take, for example, the newly-implemented CARE Rounds. CARE Rounds are “daily, unit-based planning discussions with the entire interdisciplinary care team, focusing on each patient's goals for that day and proactive discharge planning. These rounds were designed and implemented across the system with a patient focus in order to ensure that every unit has a high level of communication and collaboration among the team caring for the patient.”

CARE Rounds are now taking place on several units at each of our hospitals—with great success in enhancing collaboration and communication, and improving the patient experience and patient flow. Some of the comments from nurse managers, care managers and physicians have been:

- “It has been very helpful because now the entire team knows the plan of care and can provide their input. It has saved us many pages.”
- “It really is creating a better work environment.”
- “This is so efficient and informative. It helps me prioritize my work for the day.”
- “This has really helped us identify variations in care that we can now work to standardize.”

continued

continued

As an organization, Care New England promises to always provide our patients, their families and the community with safe, high quality, compassionate health care. Each of us is guided by our core ACT values—Accountability, Caring and Teamwork. Occasionally, however, we do fall short of expectations. During those times especially, we need to listen, respond with empathy and be proactive in making amends.

For some, these skills come naturally. For others, they are more challenging. That is why we have created a unique training program called Every Person, Every Time to enhance the patient experience and ensure consistency in addressing concerns when things do not go as planned. Every Person, Every Time has three components:

- AIDET model of communication – Acknowledge, Introduce, Duration, Explain, Thank.
- Teach Back – the “show me” method of ensuring that a patient or family member is able to explain information back to the clinician in his or her own words.
- A+ Service Recovery – Acknowledge, Apologize, Act, Appreciate.

Many managers across Care New England have already gone through the Every Person, Every Time training, and many have passed this information on to their staff. To ensure that all staff members, physicians, trainees and volunteers have the opportunity to learn these valuable skills, our patient experience team has created a webinar. Information has been sent to you about how to access the webinar—I encourage each and every one of you to take 30 minutes out of your day to learn these skills which will undoubtedly help in interactions not only with patients and their families, but also with your own family, friends and colleagues.

As Care New England staff members, physicians, trainees and volunteers, each of us impacts the experience of our patients, their families, our co-workers and the communities we serve with every encounter. Please visit **carenet** at <http://carenet/carenet/servicerecovery/index.cfm> to view two presentations—one with patient comments and one with some inspiration to remind us all of the importance of being kind and treating others with dignity and respect. Remember our ACT values—Accountability, Caring and Teamwork. This year, our Care New England Exceptional Patient Experience Committee developed accompanying service standards that can help guide our interactions with others:

Accountability – I will always:

- Wear my badge so my name and role are visible.
- Use AIDET, Teach Back, and A+ Service Recovery (Every Person, Every Time) in all interactions.
- Act to protect patient privacy.

Caring – I will always:

- Be polite, respectful and professional in every interaction I have.
- Be attentive, smile, make eye contact, and acknowledge all customers and co-workers.
- Be mindful of “noise” and act to maintain a quiet, healing environment.

Teamwork – I will always:

- Identify myself and my department and ask, “May I help you?” when answering the phone.
- Refrain from personal conversations in areas where others may overhear me.
- Ask, “Is there anything else I can help you with?” at the end of interactions.
- Be professional and respectful in my use of voice mail, email and all other means of communication.

Today and every day, I want to thank you for all that you do to enhance the experience of our patients and their families. You have made a difference in the lives of so many!

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



An important message from Dennis Keefe and Suma Gaddam

One sure sign of spring is the sight of more and more people getting out of the house, being active and lacing up their sneakers for a good walk.

Well, if you are interested in a good walk for a great cause, we would like to once again invite everyone across Care New England to join us for the annual American Heart Association Southern New England Heart Walk.

You might recall last year's incredible success. It was a chamber of commerce day in downtown Providence—the sun shining, nearly 1,000 walkers from Care New England alone creating a sea of dedicated staff, family members, doctors and others who all gathered to raise awareness for heart disease and stroke—and an impressive \$175,000! Further building on that success, Kent Hospital took home the Hospital Challenge Cup for the most money raised by a hospital in the state with \$35,000 in support.

Of course, we are committed to advancing heart health through our own Care New England cardiology program with our clinical affiliation with Brigham and Women's Hospital in Boston. Through this service, we have been able to offer patients access to some of the most advanced cardiac care in the region, while keeping much of it close to home. But we are also extremely proud of our commitment to community and the work we have done to support the American Heart Association. Through our collective efforts, we can help fund research, sponsor community programs, and increase education and awareness about heart disease.

Just take a moment to consider the alarming statistics:

- Heart disease is the leading cause of death for both men and women.
- Heart disease is the number one killer of women, and is more deadly than all forms of cancer combined. While one in 31 American women dies from breast cancer each year, one in three dies of heart disease.
- Each minute, someone in the United States dies from a heart disease-related event according to the CDC.
- Every four minutes, someone in the United States will die from stroke.

We can do our part to improve the odds.

Join with Suma Gaddam, CNE senior vice president and chief information officer, who will serve as this year's CNE system walk leader. Together, with your help and participation, we seek to raise \$100,000 and recruit 800 walkers. All that you will need to know is located on our carenet Heart Walk site, accessible by clicking this link <http://carenet/heart-walk>. There you will find a message from Suma where she talks about her commitment to this event and her dedication to health and wellness here at CNE. Additionally, you will find all of the information you need to register a team, start fundraising and be prepared to meet us at the walk, **Sunday, June 5 at Station Park in Providence, kicking off at 8:30 a.m.**

Thanks for your support!

Care New England oncologists make national 'Top Docs' list

Seven oncologists and hematologists affiliated with Care New England hospitals were recently named to the national "Top Doctors for Oncology" for 2016 by the physician-led research team at Castle Connolly Medical Ltd.

Castle Connolly is dedicated to helping consumers find the best health care and publishes a series of "Top Doctor" books. Doctors listed in the books are nominated by their peers in an extensive survey that rates thousands of American doctors each year based on their education, training, professional achievements and malpractice history.

continued



continued

Care New England offers oncology/hematology services at three of its hospitals—Kent, Memorial and Women & Infants. The following physicians were included in the 2016 “Top Doctors Oncology” listing:

Kent Hospital

Peter Rintels, MD, hematology

Memorial Hospital

Anthony Testa, MD, medical oncology

Anthony Thomas, DO, hematology

Women & Infants Hospital

Cornelius “Skip” Granai III, MD, gynecologic oncology

Robert Legare, MD, medical oncology/hematology

In addition, radiation oncologists Gabriela Masko, MD, and Scott Triedman, MD, who see patients at all Care New England hospitals, were included on the list.

For more information about oncology services at Care New England, go to <http://carenewengland.org> and search for oncology.

Mary Leveillee receives Honor Roll Alumni Award



Rhode Island College has named Butler’s own Mary Leveillee, RN, PhD, PMHCNS-BC, an Honor Roll Alumni. The Honor Roll Alumni distinction recognizes graduates of Rhode Island College who have achieved success in their field and who serve as a role model, demonstrating the value of a Rhode Island College degree.

Mary graduated with a Bachelor of Science degree in nursing from Rhode Island College before earning a master’s and doctorate degree from the University of Rhode Island. She began her career at Butler as a staff nurse, and after working as a nurse educator at the University of Rhode Island for many years, she returned to Butler as director of patient experience and later transitioned into the role she currently holds as senior vice president of patient care services and chief nursing officer.

The recognition will be presented to Mary at Rhode Island College’s annual alumni awards dinner in May.

Care New England sponsors CME program on obesity in women—Registration deadline this week

Bringing together resources from across Care New England in a special educational event aimed at primary care providers, Kent and Women & Infants will host “The Impact of Obesity on Women’s Health,” Saturday, May 7, 7:30 a.m. to 12:30 p.m., at Women & Infants Hospital.

Conference faculty include: Ruben Alvero, MD, Division Director of Reproductive Endocrinology and Infertility at Women & Infants, who will speak on PCOS and Obesity in Adolescence; Matthew Esposito, MD, Division of Maternal-Fetal Medicine at Women & Infants, who will speak on Obesity and Pregnancy; Kenneth Chen, MD, Division Director of Obstetric and Consultative Medicine, who will speak on Medical Management of Obesity and Its Link to Diabetes and Other Metabolic Disorders; Jeannine Giovanni, MD, Director of Bariatric Surgery for Care New England, who will speak on Surgical Treatment of Obesity; Heather Hurlburt, MD, Director of Non-Invasive Imaging at Kent Hospital, who will speak on Obesity and Its

continued



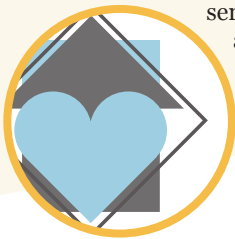
continued

Impact on Cardiovascular Disease; Cara Matthews, MD, Division of Gynecologic Oncology at Women & Infants, who will speak on Gynecologic Malignancies: Big Risks for Obese Patients; and Nicole Korbly, MD, Division of Urogynecology and Reconstructive Pelvic Surgery at Women & Infants, who will speak on Obesity and Pelvic Floor Disorders.

The conference will open with a welcome from Maureen G. Phipps, MD, MPH, chief of obstetrics and gynecology at Women & Infants and Care New England. Women & Infants is accredited by the Rhode Island Medical Society to provide continuing medical education for physicians. Women & Infants Hospital designates this live activity for a maximum of 3.75 *AMA PRA Category 1 Credits*™. Physicians should only claim credit commensurate with the extent of their participation in the activity.

Please register online by April 29, 2016 at: <https://secure2.carenewengland.org/events/?rid=031>. A confirmation email will be sent.

VNA of Care New England to host 'Nursing in the Community Seminar Series'



The VNA of Care New England will host an upcoming *Nursing in the Community Seminar Series*. The series will focus on the future of community-based health care and will be led by three well-known and respected nursing leaders in Rhode Island. The seminar will offer opportunities for attendees to meet with representatives from the VNA and learn firsthand about fulfilling careers and some of the benefits of loan forgiveness, daytime hours and a sign-on bonus.

The *Nursing in the Community Seminar Series* will take place at the Kent Hospital Doctors' Auditorium, 455 Toll Gate Road, Warwick, on April 27, 12 to 2:30 p.m.; May 18, 4 to 7 p.m.; and June 14, 9 a.m. to 12 p.m. Each seminar is eligible for one contact hour.

Guest speaker, Lynn P. Blanchette, PhD, RN, program director, BSN Program at Rhode Island College School of Nursing, will lead the continuing education portion of the program on April 27 from 12:30 to 1:30 p.m. Guest speaker, Diane Cocozza Martins, PhD, RN, associate professor, University of Rhode Island College of Nursing, will lead the continuing education portion of the program on May 18 from 5 to 6 p.m. Guest speaker, Joanne F. Costello, PhD, MPH, RN, professor, Rhode Island College School of Nursing, will lead the continuing education portion of the program on June 14 from 10 to 11 a.m.

The VNA of Care New England plays an important role in the community, especially as more and more patients will be receiving care in their homes instead of the hospital. The role of visiting nurse is an exciting career offering the flexibility to travel the state, care for patients in a one-on-one, home-based environment, while offering the personal touch that defines the nursing profession.

Please be sure to RSVP to Lyndsey Keener at (401) 921-7590 or by emailing seminar@vnacarenewengland.org with the seminar date of your choice along with your first and last name. For more information, please visit <http://vnacarenewengland.org/nursing>.

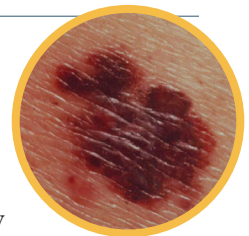
Kent Hospital is a joint provider of this series. Kent Hospital is an Approved Provider Unit of Continuing Nursing Education by the Northeast Multi-State Division (NE-MSD), an Accredited Approver by the American Nurses Credentialing Center's Commission on Accreditation. This activity is free of bias and conflict of interest.

Kent Hospital's holds 'If You Can Spot It, You Can Stop It' skin screening event

Skin cancer is the most common of all cancers, with more than 3.5 million skin cancers diagnosed each year in the U.S. It is also the easiest to cure if diagnosed and treated early.

To assist the public in spotting potential skin cancers, Kent Hospital is offering a free skin screening on Wednesday, May 25, 6 to 7:30 p.m. in the hospital's Ambulatory Surgery Center. There is no fee for the initial screening.

continued



continued


The program is sponsored by the hospital's cancer program and supported by the American Academy of Dermatology. Drs. Frankel and Bharier, along with their physician assistants will be conducting this year's screening. Registration is required. Please call (401) 737-7010, extension 31857, with your name and phone number by May 15. Space is limited.

Affinity Orthopedics and Sports Medicine welcomes new PA

Jessica Morse, PA-C, a certified physician assistant, recently joined Affinity Orthopedics and Sports Medicine, located on the Memorial Hospital campus. Recently after completing her physician assistant education and training at MCPHS University in Worcester, MA, Jessica worked for Brown University's Pathology and Laboratory Medicine Department researching cellular stress responses to DNA damage. She earned her bachelor of science in biological sciences from the University of Rhode Island. A former Gatorade Player of the Year for girls' volleyball in Rhode Island, Jessica also played collegiate rugby.



Governor Raimondo visits with parents affected by overdose

Last Tuesday, RI Governor Gina Raimondo visited with parents who have lost children to overdose at The Providence Center's Anchor Recovery Community Center in Warwick. The Governor wanted to hear about the opioid crisis firsthand from those who have lived through it, and she said more education measures need to be put in place for health care professionals, first responders and ER staff. Attendees included the parents of Eric Cabral, a Barrington man who overdosed shortly after he was forced to leave his treatment program in Florida and return to Rhode Island because of a probation violation, and Maureen Goyer, whose son survived an overdose and now works as an Anchor recovery coordinator. Also present were Dr. Nicole Alexander-Scott, director of the state Department of Health, and Maria Montanaro, director of the state Department of Behavioral Health. 



Anchor

Recovery Community Center
peer-to-peer support services



Care New England