

# carenews

together we are transforming the future of health care

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## In this issue:



“Though our palliative care program has only been in existence for a few years, it has grown rapidly during that time, garnered interest nationwide and becoming a model for other hospitals and health systems.”

Good day!

I have used this space on several occasions to talk about the important work Care New England is doing around hospice and palliative care. I have spoken about CNE's role as a pioneer sponsor of the Conversation Project, a nationwide campaign to make sure everyone's end-of-life wishes are heard and respected, and highlighted the difficult and noble work of Dr. Kate Lally, chief of palliative care at Care New England, and her team to educate patients, families as well as doctors and nurses about these important issues that will affect all of us at some point in our lives.

Though our palliative care program has only been in existence for a few years, it has grown rapidly during that time, garnered interest nationwide and is becoming a model for other hospitals and health systems. It is not the clinical knowledge, however, that has resonated the most, but the unwavering focus on what is most important to patients and families, which is not how they will die, but more importantly, how they will live.

As Dr. Lally notes, many of our patients were living and dying in ways that were not consistent with their wishes, and that as health care providers, we often had no idea what mattered most to our patients as they approached the end of their lives. This often resulted in care that was unwanted, potentially harmful, and expensive. A California study showed that while 70 percent of us say we want to die at home, 70 percent of us will die in a hospital, nursing home or other long-term care facility. In addition, while 90 percent of us say it is important to talk about our end-of-life wishes, less than 30 percent of us have talked to our loved ones and less than 10 percent have talked to our doctor. Not surprisingly, recent studies have revealed that less than one-third of physicians have reported that their practice or health care system has a formal program in place to assess patients' goals or preferences.



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Over the past several years, Dr. Lally's work has been followed closely by Sen. Sheldon Whitehouse (D-RI), a tireless advocate for, in his own words, "payment system reform that supports new models of coordinated care focused on human beings and not some rule or regulation." We could not agree more.

To that end, Sen. Whitehouse invited Dr. Lally to testify before the United States Senate Special Committee on Aging last week in Washington, DC. Lead by U.S. Sen. Susan Collins, chairman of the committee, and Sen. Whitehouse, Dr. Lally joined Dr. Atul Gawande, a world-renowned surgeon and author of the *New York Times* best-selling book, *Being Mortal*, and Amy Berman, RN, from the John A. Hartford Foundation, to give their unique perspectives on "The Right Care at the Right Time: Ensuring Person-Centered Care for Individuals with Serious Illness."

"The goal is not a good death. Instead, the goal is to have as good a life as possible all the way to the very end," Dr. Gawande said in his testimony. "Care is out of alignment with what people's wishes are. The questions are beyond survive or not survive. The 50-year experiment in treating diseases has failed. People's priorities are more than just living longer."

Berman, a nurse and senior program officer at the Hartford Foundation, is living with Stage IV inflammatory breast cancer and stated that "palliative care is the best friend of the seriously ill. Studies have shown that when palliative care is added at the beginning of a serious illness that people feel better and live longer." As an important aside, earlier this year a member of the Care New England palliative care team obtained a Practice Change Leader grant from the Hartford Foundation to improve transitions of care for palliative care patients and continue end-of-life conversations into the community.

At the hearing, Sen. Whitehouse unveiled a bill to improve care for Medicare beneficiaries with advanced illnesses like Alzheimer's disease, cancer, and heart disease. The "Removing Barriers to Person-Centered Care Act" would promote better coordination between health care providers, and place greater emphasis on the preferences of Medicare beneficiaries with advanced illnesses, a concept which we wholeheartedly support.

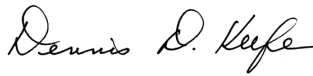
During the introductions at the hearing, Sen. Whitehouse stated, "My personal hero here today is Dr. Kate Lally. She is an outstanding doctor and a remarkable leader whose judgment and humanness are paragons." I would agree, and add that Care New England, as well as the patients and families we serve, are lucky to have her.

Dr. Lally, who is also hospice medical director for CNE and medical director of Integra, our Accountable Care Organization, urged Congress to consider Sen. Whitehouse's legislation to improve the quality, not just the quantity, of life of the seriously ill.

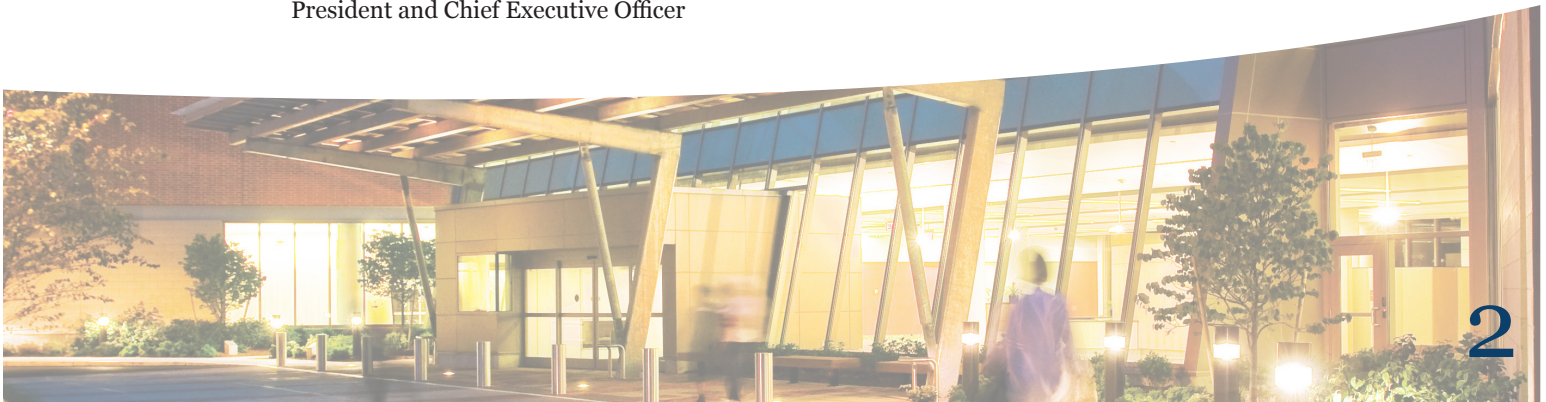
"I feel blessed to do this work, and to be able to reflect with my patients on the life they have lived, their joys and regrets," Dr. Lally stated. "I feel I am able to share some of the most sacred moments of their life, and be at their side as they consider what is most important to them in their limited time. Our health care system is rapidly changing and there are amazing opportunities to change how we care for our patients while acknowledging the complexities of caring for people with serious illness. Excellent care involves listening to our patients' voices to provide a better understanding of what matters to them most."

Please continue the great work you are doing on behalf of all of the patients and families we serve.

Sincerely,



Dennis D. Keefe  
President and Chief Executive Officer





## Getting to know you: Some facts about Southcoast Health



Keith Hovan, president and CEO of Southcoast Health, is a proven leader who values the critically important role each care provider and employee play in positively impacting a patient's health and quality of life. Keith experienced this firsthand as a staff nurse when he was just beginning his career in the Emergency Department at Bridgeport Hospital. After graduating first in his class from Sacred Heart University with a master of science degree, Keith went on to serve in many leadership roles at Montefiore before becoming the vice president of clinical services for Henry and Lucy Moses and Einstein-Weiler hospitals. Keith continued his career as the chief operating officer at Danbury Hospital for nine years.

Keith has been with Southcoast Health for more than eight years, originally as the president and CEO of the three hospitals, and now as president and CEO of the health system.

Keith serves as the chair of the Massachusetts Hospital Association Board, president of the National Association of Urban Hospitals, immediate past chair of the Massachusetts Council of Community Hospitals Board, and was recently appointed to the board of Bristol Community College by Massachusetts Gov. Charlie Baker. He is also the chair of Yankee Alliance, a group purchasing organization (GPO). Following the 2014 gubernatorial election, Keith co-chaired Governor Baker's Healthcare Transition Team that was charged with assisting in the development of priority action items related to health care in the Commonwealth and for the new administration.

Under the proposed organizational structure for the new parent company of Care New England and Southcoast and announced in May when both Boards voted to pursue the affiliation, Keith would become the president and CEO of the new health system parent company, and Dennis Keefe would become CEO of the population health initiative for the unified system. Care New England's Board will select the new chair of the system parent Board, and the Southcoast Health Board vice chair will serve as its vice chair.

"I am looking forward to building relationships with the hard-working care providers and employees of Care New England," said Keith. "I am excited about the prospect of working collaboratively to establish a progressive and vibrant not-for-profit health system that provides vital care and services to the communities we serve."

## Women & Infants specialist moderates national panel discussion on cost-effective care for breast cancer patients



William Sikov, MD, FACP, of the Breast Health Center at Women & Infants Hospital, recently moderated a panel discussion entitled "Cost-Effective Care of the Breast Cancer Patient: How the Disciplines Can Work Together to Reduce Unnecessary Evaluations and Interventions while Preserving Quality" as part of the 26th Annual Interdisciplinary Breast Cancer Conference sponsored by the National Consortium of Breast Centers.

Dr. Sikov led a panel comprised of experts in the fields of breast imaging, surgery, radiation oncology and medical oncology that reviewed recent advances in the evaluation and treatment of patients with breast cancer that have improved patient outcomes while avoiding unnecessary tests and treatments.

"As we learn more about the biology of breast cancer and how that determines its behavior, we are better able to target our treatments—not just systemic therapies like chemotherapy, but surgery and radiation as well—to those patients who are most likely to benefit from them," he said. "This can spare other patients the side effects, inconvenience and expense of receiving ineffective treatment and allows their doctors to focus on determining what is most likely to help them, while reducing unnecessary costs to the health care system."

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The panel also discussed how progress in one area can help other specialties deliver superior care while limiting side effects, inconvenience and cost for patients, and what discoveries in the near future may further the provision of both high quality and cost-effective breast cancer care.

Women interested in making an appointment with Dr. Sikov or other providers with the Breast Health Center at Women & Infants can call (401) 453-7520.

### 38<sup>th</sup> annual residents and fellows graduation held at Memorial

Graduation day exercises were held on Friday, June 17, 2016, for residents and fellows completing their training at Memorial Hospital. Michael J. Dacey, president of Memorial and Kent hospitals, performed the dual role of congratulating the graduates and greeting the new residents and fellows coming to the hospital in their wake. In the Department of Family Medicine, Melissa Nothnagle, MD, residency program director, Fadya El Rayess, MD, MPH, associate program director, Anna Filip, MD, assistant program director, and Jeffrey Borkan, MD, PhD, physician-in-chief, Department of Family Medicine, announced the graduates and welcomed new residents. Family medicine graduates and their plans include: Susan Boisvert, MD, will enter a fellowship in preventive medicine at the University of Massachusetts; Michael Chen-Illamos, MD, will be a family physician at the Open Door Family Medicine Clinic in Ossining, NY; M. David Dick, DO, will do outpatient family medicine at Newton-Wellesley Physicians-Family Medicine in Waltham, MA; Laurie Garabedian, DO, will work for Steward Medical in Foxborough, MA; Samantha Greenberg, MD, will enter the maternal-child health and reproductive health fellowship at Brown Medical School; Jessica Heney, MD, will continue to serve the underserved at the Thundermist Health Center in Woonsocket; Katya Jarrell, MD will start the maternal-child health and global health fellowship through Brown/Thundermist; Bridget Marvinsmith, MD, will join a family practice in the Portsmouth, NH area; Sarah Phillips, MD, will start a geriatric medicine fellowship at Boston Medical Center; Gabe Pleasants, MD, will work at East Bay Federal Health Center in Newport; Jeff Sorokin, MD, is staying at Brown Medical School to complete a fellowship in integrative medicine; Jeremy Stricsek, MD, will join the Union Square Cambridge Health Alliance Family Practice; and Rachel Trippett, MD, who will work for the Indian Health Service in Zuni, NM.

New family medicine residents, who will see patients in the Family Care Center under the supervision of staff physicians, are: Laura Anthony, MD; William Blair, DO; Minoo D'Cruz, MD; Robert Fruggiero, MD; Yardana Kaufman, MD; Amanda Kelvey, DO; Amy Kwok, MD; Ye Li, MD; Claire Lyons, MD; Angelina Palombo, MD; Payal Patel, MD; Jennifer Tran, MD; and Diana Wohler, MD.

In the Department of Medicine, Division of Internal Medicine, the graduating physicians and their plans include: Umama Gorski, MD, will move on to a preventive cardiology fellowship at the Mayo Clinic in Minnesota; Ameya Hodarkar, MD, will start an endocrinology fellowship at the Lahey Clinic in Boston; Jae Young Lee, MD, will practice hospitalist medicine at Metrowest/Union Hospital, Framingham, MA; Fady Marmoush, MD, will begin a cardiology fellowship at St. Vincents Hospital, Worcester, MA; Anum Saeed, MD, will start a preventive cardiology and atherosclerosis fellowship at Baylor College of Medicine, Texas; Mervat Saleh, MD will start a hematology/oncology fellowship at the Washington Hospital Center, Washington, DC; Rachana Sedhai, MD, will practice hospitalist medicine at St. Lucie Medical Center, Port St. Lucie, FL; Muhammad Shafi, MD, will begin a pulmonary/critical care medicine fellowship at Case Western/Metro Health Medical Center in Ohio; Omair Tahir, MD, will practice hospitalist medicine at Yale-New Haven Hospital; Arman Uzunyan, MD, will practice hospitalist medicine at San Joaquin Hospital in Bakersfield, CA; Nicole Yang, MD, will move onto a rheumatology fellowship at Brigham & Women's Hospital in Boston; and Chief Resident, Yehia M. Naga, MD, who will move onto a private practice at Nardone Medical Associates in Pawtucket.

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Graduates received their plaques from Dino Messina, MD, PhD, residency program director, Joseph Diaz, MD, physician-in-chief, Sajid Saraf, MD, associate program director and Sabrina Witherby, MD, assistant program director.

The graduates made way for a new class of internal medicine residents, who began a three-year program that includes education and patient interaction under the supervision of experienced doctors. They are Saif AlAdwan, MD; Ahmad AlSalman, MD; Faeq Kukhon, MD; Ahmed Mohamed, MD; Mahmoud Mowafy, MD; Paulette Pinargote Cornejo, MD; Reema Qureshi, MD; Isha Shah, MD; Roy Souaid, MD; Aaron Wheeler, MD; Juliet Yirerong, MD; and Oleksandr (Alex) Halytskyy, MD, chief medical resident. Folasade Ajayi, MD, MPH, Ashley Lakin, DO, MA, and Matthew Malek, MD, MPH, all graduated from the Maternal Child Health Fellowship Program. Marla Hansel, MD, graduated from the Global Health Fellowship. Melissa Mackel, DO, graduated from the Sports Medicine Fellowship Program. Eva Troyb, PhD, graduated from the Pediatric Neuropsychology Program.



*Family Medicine Graduates: Pictured left to right, kneeling front row, Jeremy Stricsek, MD, Jeffrey Sorokin, MD, Samantha Greenberg, MD, Sarah Phillips, MD and Susan Boisvert, MD. Standing, back row, left to right, David Dick, DO, Rachel Trippett, MD, Gabriel Pleasants, MD, Katherine Jarrell, MD, Jessica Heney, MD, Laurie Garabedian, DO, Bridget Marvinsmith, MD and Michael Chen-Illamos, MD.*



*Internal Medicine Graduates: Pictured left to right, Omair Tahir, MD, Umama Gorsl, MD, Ameya Hodarkar, MD, Rachana Sedhai, MD, Jae Young Lee, MD, Nicole Yang, MD, Muhammad Shafi, MD, Anum Saeed, MD, Arman Uzunyan, MD, Mervat Saleh, MD and Fady Marmoush, MD.*

## VNA kicks off Every Call Every Time (ECET) with fun employee campaign

Every Call Every Time (ECET) originated at the VNA as a spin-off from the Every Person Every Time initiative launched in 2015. The objective of this project was to standardize how “every” employee should conduct consistent phone etiquette including: How incoming calls are received, transferred, and addressed so that “every” caller experiences equal courtesy and professionalism from “every” employee—in “every” department at the VNA.



Standardizing how the VNA answers/transfers calls, as well as designing a clear and informative script for all voice mail greetings, has helped decrease the caller wait time and increase caller satisfaction.

The ECET committee—which includes Lori Peters, Linda Weller, Melissa Smith, Eric Smith, Lois Hamilton—held an official kick off on June 22.

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As part of the celebration for the official launch, all VNA field staff received a treat to “Help Beat The Heat” in their mailboxes and the VNA office staff received a surprise on their desk to remind them of the importance of presenting a professional and caring image. The office was also decorated with smiley EMOJI balloons and a photo booth that was set up for employees to express themselves with fun props. Lastly, every phone at the VNA has an EMOJI sticker with the acronym ECET, reminding every employee of the importance of this initiative before answering the phone.

- E:** Enthusiasm, greet the caller with positive attitude.
- C:** Concentrate, give the caller your undivided attention.
- E:** Empathy, share compassion for the caller.
- T:** Thanks, express gratitude for call.

## Psychiatric Care Unit recognized with DAISY Team Award

Kent Hospital’s Psychiatric Care Unit (PCU) is the first recipient of the hospital’s DAISY Team Award. The DAISY Team Award recognizes that while an idea to achieve better patient and family outcomes may start with one individual, it often takes an entire team to implement successfully. The DAISY Team Award is designed to honor collaboration by two or more people, led by a nurse, who identify and meet patient and/or patient family needs by going above and beyond the traditional role of nursing.



The PCU team was nominated by a patient named Bryan, who wrote, “Before I went on PCU, I was an insecure, depressed and uncertain person. I had reached my lowest point when I entered the PCU. The team there really cared about me, even when I thought things were hopeless and I was in the darkest place that I had ever been in my life. They worked with me to get me out of that dark place. I nominated the whole unit of PCU because I could not just pick one nurse. I feel as though the entire staff helped me on the road to recovery. It has been almost a year since I was a patient on PCU. I am now a student studying social work. I work full time, and volunteer. This would not have been possible without the dedication and caring spirit of the PCU staff. I am now a self-assured, confident, outgoing person—without the PCU, I would not be here today.”

“The work of the PCU is without a doubt extremely important and challenging, and I am very proud of each and every staff member on that team, not only for the huge impact they made on Bryan, but the impact they make each and every day on the patients of their unit,” said Rebecca Burke, RN, MS, NEA-BC, senior vice president patient care services, chief nursing officer at Kent. “Bryan’s nomination truly conveys the compassionate care he received, which ultimately changed his life for the better. For that, I offer my congratulations and sincere gratitude to the entire PCU team.”

The not-for-profit DAISY Foundation is based in Glen Ellen, CA, and was established by family members in memory of J. Patrick Barnes. Patrick died at the age of 33 in late 1999 from complications of Idiopathic Thrombocytopenic Purpura (ITP), a little known but not uncommon auto-immune disease. The care Patrick and his family received from nurses while he was ill inspired this unique means of thanking nurses for making a profound difference in the lives of their patients and patient families.

If you would like to nominate an extraordinary nurse or unit that you encountered at Kent Hospital, you can submit an application to <http://kentri.org/daisyaward> or in person. Fellow providers and patients may also nominate a nurse for the award.



## TPC celebrates staff excellence

Last Tuesday, The Providence Center honored long-serving employees at the Center's annual Service Awards. Awards were given for tenures of 5, 10, 15, 20, 25 and 30 years.

For 20 years of service, awards were presented to Joseph Bagley, Deb O'Brien, and Luis Ferreira. For 25 years, the honors went to Michael Sternlieb and Judy Watts. And Dr. James Greer, clinical director of Child and Family Services, was recognized for 30 years at TPC.

The honorees' supervisors shared a few words about each individual's work ethic and long-standing commitment to TPC. Congratulations to all honorees!



*Michael Sternlieb and Judy Watts were honored for 25 years of service.*

## Give the gift of life: Now more than ever




Each summer, the Rhode Island Blood Center (RIBC) is faced with a shortage of blood making each donation event of critical importance. Recently, the RIBC donated 20 units in response to the urgent need in Orlando as a result of the tragic nightclub shooting. Helping our community in times of need is what we do best, and we hope you will join us when Kent Hospital hosts its regularly scheduled blood drive on Tuesday, June 28, from 10 a.m. to 4 p.m. in Doctors' Auditorium A.

With your donation, we can continue to help meet the critical need both here in Rhode Island and beyond.

## Women & Infants NICU patient "just keeps swimming"

There is a video making its way across the internet, with more than nine million views in just one week. The video chronicles the 118 days that Francis William spent in the Women & Infants NICU.

This beautiful, meaningful, six-minute video speaks volumes about why we do what we do—<https://vimeo.com/171117773>. 



# Care New England