



## HONEST conversations

CARE NEW ENGLAND

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“Creating trust and building relationships are critical to helping people get and stay healthy—very important aspects of population health.”

### In this issue:



Good day—and Happy New Year!

The transformation of health care is not only happening fast, but it's happening deep and wide. In practically every area of our operations, we're expected to think about everything we do differently. In every area, except one: creating human connections.

This is the point of a recently launched Care New England campaign called *Honest Conversations*. By combining authenticity with engagement—fundamental elements to creating trusting relationships—the campaign highlights the social and emotional aspects of living the healthiest life possible.

The first series highlights a team of experts from Butler Hospital talking about mental health. Interviews have been captured in videos, and transcribed Q&A blog posts on a new website, <http://carenewengland.org/conversations>.

These conversations address barriers to seeking treatment for mental illnesses. There's a nurse who holds back tears while discussing what it means to work with someone challenged by behavioral health; a doctor who admits that someone in his family died of an overdose; a physician who talks about schizophrenia like it's diabetes; and another who plainly states, "People need to realize—mental illness is an illness, not an identity." You cannot watch these videos without immediately seeing the humanity of our clinicians and recognizing the passion they bring to their work, and relating the need for such empathy in our own lives.

For myself, this resonates because I lost a brother to addiction in 2007. He was 53 years old. There isn't a day that goes by that I don't think about him. He was funny, loving, caring and very intelligent. Addiction knows no age, class, race, or religion. It affects us all.

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Within about 30 days and with minimal promotion, the website was visited almost 2,000 times. What's even more impressive is that the videos have been viewed more than 75,000 times on Facebook, shared almost 1,000 times and received "Liked/Loved" reactions by just less than 1,000 people. For example, as of late last week, Butler's Chief Medical Officer Dr. James Sullivan's video interview post was viewed by 13,000 people, had almost 200 reactions, 200 shares and more than 17 comments. The same level of engagement is happening for different videos shared each week.

But numbers aside, the comments being posted reveal that we are indeed creating human connections.

One woman posted, "I'm so grateful for the help I received at Butler when I needed it all those years ago. Gosh, I'd lost my job, my brother had been killed in a car accident, I didn't want to live anymore. They were great at Butler. I'm very lucky I lived in Providence at the time. I still talk to my counselors, even though I live in South Carolina now. Thanks for sharing this."

Another said, "I am still dealing with 'recovering' from mental illness, which I don't know how it can be cured, but managed is a better term for me, at least right now. Been to Butler many times and have always been helped along on my journey."

And, this important perspective, "We are so fortunate to have a facility and caregivers that are providing human connections on the purest and most basic of needs. Your lens on mental illness is refreshing and exemplifies the change in mindset needed to address the mental illness crisis within our country."

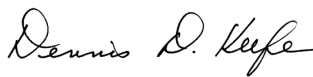
*Honest Conversations* provides a shared place for connecting with our community, not just as health care providers, but as human beings. Creating trust and building relationships are critical to helping people get and stay healthy—very important aspects of population health. This platform allows us to showcase our high quality care and our deep commitment to people, while also inviting the community to participate in the conversation about how each of us finds our way to health. I can well imagine Care New England introducing many more heartening conversations that address the human aspects of these experiences in partnership with a team of our great health care providers.

I know you are having these types of conversations and connections with patients and families every day. They happen when you provide hospice care in a family's home; teach new parents how to hold their baby in the neonatal intensive care unit; discuss with a couple how to change some of their eating habits to help the husband manage his diabetes; review with a daughter how her mother's catheterization procedure will allow her heart to work better; or discuss plastic surgery options with a woman because she's chosen to have a mastectomy to fight her breast cancer. As important as our clinical expertise is, these moments when we engage with our patients are when we truly become their partners in health. This is our mission, this is when we are at our best.

Continue all you do to help create a healthier community one patient at a time.

Have a happy and healthy 2017!

Sincerely,



Dennis D. Keefe  
President and Chief Executive Officer

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





## Kent Hospital to receive more than \$700,000 from The Champlin Foundations

Kent Hospital's Cardiac Catheterization Lab was the recent recipient of a Champlin Foundations grant. The grant, totaling more than \$700,000, will be used for the purchase of equipment within the new Cardiac Catheterization Lab. The Cardiac Catheterization Lab, dedicated to Robert E. Baute, MD, offers elective angioplasty and soon emergency angioplasty at Kent. The program directly benefits patients residing in Washington and Kent counties who will see a significant increase in outcomes from heart attack because of decreased transport and transfer times to treatment.



"We are deeply grateful to The Champlin Foundations for helping us fulfill a life-saving need in our community with support for state-of-the-art cardiac catheterization equipment," Michael Dacey, MD, president and COO of Kent said in a statement. Kent was among 173 tax-exempt organizations throughout Rhode Island to receive grants totaling more than \$16 million.

Historically, The Champlin Foundations have distributed grants to nonprofit organizations totaling nearly \$551 million. More than 900 non-profits have received Champlin grants over the years. "The Champlin Foundations has been instrumental in helping Kent Hospital provide the very best care to the residents of Kent County and southern Rhode Island. They have been true partners in the care of the patients and families of our community," said Dennis D. Keefe, president and CEO of Care New England.

## Butler Hospital names new director of Occupational Therapy



Butler Hospital has appointed Kerri Lynch, MS, OTR/L, director of Occupational Therapy. Part of the Butler Community since 2011, Kerri has worked across all inpatient units and the Partial Hospital Program providing evaluations and interventions for patients. She was an essential member of the multidisciplinary teams who developed the Unique Needs Initiative and the Occupational Therapy Assistant project. Kerri also helps to facilitate the Care New England leadership development program and management training. In addition, she takes part in new staff orientation as well as supervising and training several activities therapists across the hospital. She works closely with staff regarding de-escalation and provides education at the annual training.

An active member of the American Occupational Therapy Association, she has had poster presentations at annual conferences. She conducts training on sensory interventions for staff in nursing home settings. Additionally, she has provided education on Autism at the 2012 annual conference for the Rhode Island chapter of the American Psychiatric Nurses Association.

## Michael Muller, PharmD, achieves board certification

Congratulations to Michael Muller, PharmD, Women & Infants' Department of Pharmacy, who has achieved board certification in pediatric pharmacy (BCPPS), distinguishing Michael as a member of the health care team with the expert knowledge and clinical skills necessary to ensure safe and effective drug use and optimal drug therapy outcomes in one of the most vulnerable populations.

BCPPS credentialed pharmacists provide alternative dosage forms and specialized drug therapy monitoring required for pediatric patients; advocate for and educate children and their families; and promote wellness, health and other activities that advance knowledge and skills in pediatric pharmacy. In Michael's capacity as the clinical pharmacist specialist in neonatology, he has positively impacted the quality of care for neonates at Women & Infants.



## Our heroes pitch in as Santa's helpers

Our very own military heroes from Care New England were Santa's helpers volunteering at the RI Employer Support of the Guard and Reserve (ESGR) to set-up for their annual Holiday for Heroes Winter Wonderland event earlier in December. Thousands of toys were donated from Hasbro and Family Dollar Store for all the children. This was a special way of giving back to more than 800 RI National Guard and Reserve members and families this holiday season. A special thank you to (pictured left to right) Dawn Cerrone-Johnsen from Women & Infants, Ralph Toribio, and Stephen Souza from The Providence Center, Jody Jencks and Jeremy Lopes from Care New England, and Patrick Camp from Butler Hospital for your service to our country and volunteering to help others who are currently serving.



## The Providence Center receives CVS Charity Classic donation

Partial proceeds from the CVS Health Charity Classic golf tournament have been donated to The Providence Center, along with 90 other non-profit community organizations from across Southern New England. More than \$1 million was donated in total.

In presenting the \$2,500 award to The Providence Center, Charity Classic Senior Director Faith S. Wiener said, "We are thrilled to be able to continue this tradition of supporting nonprofits in Southeastern New England by awarding you this grant—we are truly inspired by your work."



Headed up by co-chairs Billy Andrade and Brad Faxon, The CVS Health Charity Classic is the largest charitable sporting event in Rhode Island. The 19<sup>th</sup> annual Classic will kick off on Sunday, June 18, 2017, once again at the Rhode Island Country Club in Barrington. 