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“Hospitals are not like any other business. There is an unwavering commitment to serve patients and meet community need.”

This is a difficult time for our health care system, the parent organization of Butler, Kent, Memorial, and Women & Infants hospitals, the VNA of Care New England, The Providence Center, and Integra.

We are facing unrelenting financial pressures that threaten our mission of care across all of Rhode Island and the security of some 8,000 Care New England employees and their families.

Last week we made the painful decision to work toward the closure of inpatient and emergency services at Memorial Hospital. This comes in large part from the sustained financial losses being incurred at that hospital. Last year alone there was a loss of \$23 million.

Since Care New England's arrival in 2013, through continuous support of facility and infrastructure improvements, investment in new clinical information systems, new program development, and subsidy to hospital operations, we have invested \$100 million in just a few short years.

The plain fact is that the vast majority of the community served by Memorial is seeking their inpatient care elsewhere. We have a 294-bed hospital, and each day there are only 20 or so patients filling our beds. In no other realm would you remain operational with so little volume.

But hospitals are not like any other business. There is an unwavering commitment to serve patients and meet community need. Care New England is not walking away from this obligation.

In the weeks and months ahead, we will be working with our system clinicians, others in the wider provider community, and the RI Department of Health to assure access to needed services for the patients and families of the Blackstone Valley. *continued >*

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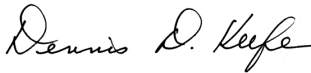
This will be a thoughtful process that will only come together effectively if people of good and sincere intentions work together collaboratively in the best interest of the entire community. To that end, we will also be working toward a plan to continue our robust primary care program there and other ambulatory services.

We are also committed to the employees of Memorial. We are honoring our pension commitments to those plan participants from the hospital, and we will do everything we can to move people into budgeted and available positions.

Care New England's mission is to create a healthier community. We have a plan to stabilize our situation so that we can continue in the legacies of care so ingrained in our community and upheld by thousands of doctors, nurses, and staff across our hospitals and other organizations.

Thank you.

Sincerely,



Dennis D. Keefe
President and Chief Executive Officer



Circle of Stars raises \$279,000 for The Providence Center

On October 10, The Providence Center held its annual "Circle of Stars" fundraiser at the Rhode Island Convention Center, where more than 250 supporters gathered to celebrate the organization. The \$279,000 raised at the event will help to support The Providence Center's 70+ programs that help Rhode Islanders overcome mental illness and addiction issues. It will also help establish the first youth recovery center in Rhode Island, the Jim Gillen Anchor Youth Recovery Community Center.

This year, The Providence Center recognized Malcolm G. Chace, Jr. as honoree for his longtime support, generosity, and passion in helping young people through their journey towards recovery. With more than 25 years of wealth management experience, Malcolm served on The Providence Center's finance committee as well as on other committees and boards in the community. He has contributed to numerous non-profit organizations not only in Rhode Island, but across the country. Recently, Malcolm took on a leadership role to help raise funds to establish the Center's new youth recovery center.



Honoree Malcolm G. Chace, Jr. with Deb O'Brien, president of The Providence Center.

Deb O'Brien, president of The Providence Center, addressed the audience, praising the organization's staff. "They are always pressing to find a better way to do things—better ways to serve clients—ways to save more lives—developing ideas for innovative, new program," said O'Brien.

Also speaking at the event was Abbie Stenberg, a peer recovery specialist at Anchor Community Recovery Center who uses her experiences with addiction and recovery to help others find the same success. Stenberg shared challenges throughout her early teens, always feeling different than everyone else and that she was not good enough. She went on to explain her eventual struggles with addiction that followed her into early adulthood. Stenberg spoke about the time she spent at different residential treatment centers and how she'd become homeless. She explained how her desperation to get better brought her to Anchor Community Recovery Center in Warwick where bit by bit she was able to begin to turn her life around.

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Currently pursuing a degree in social work at the Community College of Rhode Island, Stenberg continues to work full-time at The Providence Center's Anchor Community Centers. She also works directly with the students at The Anchor Learning Academy—the Center's recovery high school.

"I'm dedicated to paying it forward to young people and serving as a steady, nurturing and proud voice for all youth in need," said Stenberg. "I will stand by them no matter what. I will be their advocate. I will be their role model. I will hear them when they feel the world has shut them out. I will be a face and voice of recovery."

Dragon Dictation training available

Dragon Dictation, a speech recognition application that provides automatic speech to text capabilities, is set to go-live November 1. Before, during, and after the transition there are multiple training resources available to assist physicians now utilizing the service. Resources include:

- **Hands-on (live) training**
Find a list of hands-on training dates, times, and locations at: Power Chart>Clinician Content>Training Cerner> Lists>Dragon Training Schedule.
- **Cerner clinician resource training**
Find a short training video, a quick start to Dragon Dictation, and a Dragon cheat sheet at: Power Chart>Clinician Content>Training Cerner.
- **Health Information Management (HIM)**
The HIM team is available at all points in the transition to help make Dragon an easy to utilize program.



The following links will take you directly to the mentioned Dragon resources:

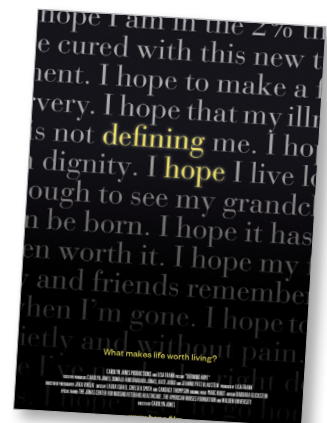
- [Training – Cerner Site: Dragon and many other Cerner learning resources](#)
- [Dragon Training Schedule: Go here to sign up for a formal classroom time](#)
- [How to install VMWare at home/office](#)

CNE expert discusses palliative care following documentary

Terry Rochon, MS, ARN, director of advanced illness management, will speak on a panel after the viewing of "Defining Hope," a documentary film that examines how we perceive and treat patients through palliative care and hospice interventions. The film follows eight patients with life threatening illnesses and the nurses who guide them. The documentary preview and panel discussion featuring Terry and additional local experts will be held at the Providence Place Mall theater on November 1 beginning at 7 p.m.

Defining Hope explores "what makes life worth living" and what do for ourselves and those we care for, as they make choices about how they want to live their lives and how much medical technology they will accept. The film sheds light on patient optimism and the true meaning of quality of life.

The event is hosted by the by the Rhode Island Nurses Association and Delta Upsilon Chapter of Sigma Theta Tau. RNs will receive 1.25 free contacts hours for watching the film and completing the evaluation. Tickets may be purchased at the theater. View the trailer at <http://www.hope.film>.



Teaching the power of storytelling

This year's Annual Healing Arts Conference, "Telling Our Stories: Healing Arts & The Power of Personal Narrative," held at Butler Hospital, spoke to the importance of narrative in building patient caregiver relationships, as well as giving those we care for the opportunity to express themselves in a variety of art forms, thereby giving voice and validation to one's lived experience.

Attended by almost 50 people, participants had the opportunity to select four break-out sessions in a variety of modalities including music therapy, art therapy, mindful painting, and yoga. Presenters

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in the expressive and healing arts, many from Butler Hospital, included Carter Davis, Melissa Meyer, Teri Pimley, Mat Evan Johnson, and Barbara “Babz” Jackson. Licensed mental health counselor Sherri Snyder-Roche, who has used the healing arts in clinical practice for more than 30 years, led a visual arts workshop focused on a non-verbal creative technique of interaction with clients. Returning was internationally renowned storyteller Len Cabral to facilitate a workshop geared toward social workers and therapists to demonstrate how the art of storytelling can help clients share about themselves and their families in a way that feels comfortable.



Highlights of the day included a welcome by Dr. Audrey Tyrka, associate chief of Butler’s mood disorders program; a presentation by Dr. Stacey Springs, investigator in health services, policy, and practice at Brown University, on the current state of developing an Arts In Health policy in the State of Rhode Island, and keynote speech by Providence poet/performer Christopher Johnson.

Founded by Barbara Ostrove, Butler’s former director of occupational therapy, the conference is held in September each year. The programming for the all-day event is geared toward therapists, social workers, mental health counselors, nurses, doctors, artists, community health workers, and students, who are interested in gaining skills in group dynamics, utilizing healing arts in treatment, and promoting well-being among those they serve. Proceeds from the conference help to fund additional artist residencies in the healing arts on all of the hospital’s inpatient units. This year the event was hosted on Friday, September 29 at Ray Hall Conference Center on the Butler campus and feedback from the attendees illustrate the impact of the day.

“Fantastic, informative conference!”

“I’ll use the story telling techniques to help patients tell their own stories, and the Music Autobiography (session facilitated by Teri Pimley) with patients, too. Excellent”

“Thank you for adding to the most important narrative of arts-based healing and learning.”

“I will be able to use these resources with children and adults in both the private practice and medical field when barriers to talk therapy are present.”


The conference was produced by the Department of Occupational Therapy’s healing program staff including activities therapist Wendy Grossman and occupational therapist Laura White Carpenter under the supervision of director Kerri Lynch. The day of the event the team was supported by volunteers Samantha Dorian, Marie Picchi, Jordan Donahue, and Cynthia Keating.

Thanks to all Making Strides and NAMIWalks donors and participants!

Many thanks to all who purchased t-shirts, raised funds, and participated in last weekend’s Making Strides Against Breast Cancer walk in downtown Providence. There were approximately 15,000 walkers who raised more than \$663,000!

Right: Dr. Jennifer Gass of Women & Infants Breast Health Center offered words of encouragement and inspiration at the starting line.



Also, thanks to all who participated or donated to NAMIWalks RI. Care New England and Butler Hospital participants helped raise \$3,500, making us the number two team in fundraising. The day drew a total of 468 donors raising more than \$73,000, which far exceeded the National Alliance on Mental Illness, Rhode Island Chapter’s goal to raise \$50,000. 

Left: Mary Marran, MS, OT, MBA, interim president and chief operations officer at Butler Hospital, and Diane Block, Butler Hospital director of patient experience, cross the NAMIWalks finish line.

