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*together we are transforming the future of health care*



NOVEMBER 27, 2017 | VOLUME 7 | ISSUE 48



“For those who found themselves working, away from the warmth of home and a holiday meal, please note your sacrifice is greatly appreciated.”

**Good day! I trust you enjoyed a quiet and pleasant Thanksgiving with family and friends last week.**

For those who found themselves working, away from the warmth of home and a holiday meal, please note your sacrifice is greatly appreciated. While not easy, I know you do your job with great dedication and professionalism, as do all of our nearly 8,000 employees.

As you read this, there continues to be rapid progress on the efforts at Memorial Hospital. I know this is a sensitive and even difficult topic for all of us. The fact still remains with 15 to 20 inpatients a day, the situation remains unsustainable. The community has spoken and chosen to seek its care elsewhere.

With that in mind, however, CNE last week announced initial plans to maintain critical community-based resources for family and internal medicine. In addition, plans are underway for the residency program to transfer to Kent Hospital. While there are important approvals still needed for this, we are confident we can make this a reality. This information was all detailed in a joint press release we issued with the Governor and local mayors of Pawtucket and Central Falls. In case you missed it, I am including the full text below. We will also continue to keep you updated on other developments as they become available specific to other programs and services.

Another important development I want to make sure you are aware of is that the Rhode Island Department of Health has scheduled a public hearing on **Monday, November 27, 2017 from 5 to 7 p.m.** at Lyman B. Goff Middle School, 974 Newport Avenue, Pawtucket. That's tonight.

This meeting is open to the public and you should feel free to attend. In addition, if you are interested in submitting a letter of support I would encourage you to do so by December 11 to Paula Pullano, Rhode Island Department of Health, 3 Capitol Hill, Room 410, Providence, RI 02908, or email to [Paula.Pullano@health.ri.gov](mailto:Paula.Pullano@health.ri.gov).

Should you need additional information on this issue to aid in your letter writing, I encourage you to visit <http://www.carenewengland.org/memorial> for information about why this closure is necessary. There you will find fact sheets, links to recent news coverage, and more.

## Care New England outlines initial plans for continuity of community care in Pawtucket

Care New England today announced initial plans for the continuity of community-based care in the Pawtucket region as it works with the Rhode Island Department of Health through the reverse certificate of need process. CNE has also started to engage and work collaboratively with Governor Raimondo's office and Mayors Donald Grebien and James Diossa.

### Family and Internal Medicine:

While CNE continues to address key next steps, these plans call for maintaining family care and internal medicine offices in Pawtucket. The Family Care and Internal Medicine Centers, delivering primary care to thousands of community residents, will continue to see patients in a similar fashion as they currently do. The ability for residents to have access to high-quality family care and internal medicine practices is crucial to meeting the health care needs of the community.

### Medical Residencies:

Currently, the Family Care and Internal Medicine Centers serve as training sites for residencies affiliated with The Warren Alpert Medical School of Brown University. CNE will seek to maintain these residencies and this affiliation under Kent Hospital. This transfer will require approval by both the American College of Graduate Medical Education and the Centers for Medicare & Medicaid Services, as well as by The Warren Alpert Medical School of Brown University. CNE is hopeful that it will be able to obtain these approvals. Physician practice-based training for these residencies would continue to be performed at office sites in Pawtucket and hospital-based training would be done at Kent Hospital and other hospitals in the region.

"Care New England is dedicated to meeting the needs of the population that have historically been served by Memorial Hospital in a way that honors and continues the legacy of this institution, while acknowledging the industry-changing dynamics and future of health care," said James E. Fanale, MD, CNE executive vice president, chief operating officer and chief clinical officer.

"As soon as Care New England announced it would be closing Pawtucket Memorial, I said clearly that no one should lose their job and Care New England could not just walk away from the property," said Governor Raimondo.

"I am pleased that Care New England will continue to provide primary care services on the Memorial campus to ensure that Pawtucket residents still have access to the care and services they need. I look forward to working with their leadership team to identify a long-term use for the hospital building."

Specific to these changes, it is important to note that they include the positive shift from volume-based to value-based reimbursement. This simply means ensuring that patients receive the right care at the right time in the right place while reimbursing providers for the quality of care rather than the quantity.

"My first priority is to ensure that the people of our community, particularly our underserved community, have access to health services here in Pawtucket and the Blackstone Valley," said Mayor Donald R. Grebien. "We all recognize the significant challenges in the hospital services. I will continue to advocate that CNE provide for the essential needs in our community and be inclusive and transparent throughout the process."

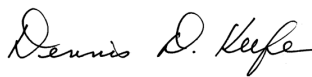
The steps announced today are a key component in this shift towards the future of health care. Memorial's primary care providers are frequently the first patient contact and their preventive care is related to better outcomes for patients, including fewer emergency department visits and hospital admissions, ultimately contributing to CNE's and the communities' long-term health care goals.

"Access to health services for all of our residents in the Blackstone Valley is of utmost importance," said Mayor James A. Diossa. "The Office of the Governor, the two cities, and CNE will continue to work together to find the best solutions for our community."

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Thank you and have a good week ahead.

Sincerely,



Dennis D. Keefe  
President and Chief Executive Officer





## Kent Hospital advances the culture of safety

Kent Hospital's Good Catch Award recently was featured in Patient Care Link. The Good Catch Award is a way to demonstrate Kent Hospital's commitment to keeping patients, visitors, and employees safe by rewarding those individuals who "speak up" to prevent harm and improve the culture of safety. The award creates positive incentives for providers and staff to report patient safety events.

Kent Hospital's staff strives continuously to enhance the culture of safety and realizes the importance of recognizing individuals who promote safety. High-reliability organizations de-stigmatize failure. Medical errors that are detected and corrected before harming patients are called near-misses. High-reliability organizations treat these events differently from other hospitals. They encourage employees to come forward with near-misses and they focus on which processes and safeguards work best.

A near miss or a "Good Catch" is an error that happened but did not reach the patient, thereby avoiding any patient harm. These errors are captured and corrected either through staff awareness or designed system controls that have been put into place. Kent Hospital recognizes that good systems equal good outcomes, and the Good Catch Award program supports this philosophy.



Risk Management and the hospital's dedicated management team review and investigate all reported safety events daily. The investigations provide Kent the opportunity to identify systems or human factor variables to ensure that a similar event doesn't occur again. Extensive research has shown that most events, both serious and catastrophic, were preceded by warnings or near-miss events. Reporting near-miss events is important to Kent Hospital, as these events occur usually at a much higher rate than actual events.

Risk Management tracks and trends all patient safety event data from the hospital's electronic safety event reporting system—Quantros. That data, as well as lessons learned, is shared among senior leaders and other interdisciplinary team members at the weekly Performance Improvement and Patient Safety Committee (PIPS) meeting. At each weekly PIPS meeting, Kent Hospital's management team members collectively review near-miss events in an effort to determine where there is a potential to improve current processes, procedures, and practices. By identifying areas of opportunity, the organization has a better chance of assuring positive outcomes by preventing similar occurrences from happening again.

Since the inception of the Good Catch Program in June 2016, the numbers of near-miss events that have been reported into Quantros have increased significantly. Remember: recognizing and reporting near-misses—as opposed to ignoring them—is a positive trend to help improve systems and improve patient safety. To date Kent Hospital has awarded 136 Good Catch awards.

Read the full story for example of "Good Catches" at <http://bit.ly/2zFnchI>.

## Memory and Aging Program's Dr. Goldfarb talks to WPRI about Bill Gates' recent donation to Alzheimer's research

Dr. Danielle Goldfarb of Butler's Memory and Aging Program was recently interviewed about the significance of Bill Gates' recent \$100 million donation to fund Alzheimer's research and innovation. The initial \$50 million is being distributed through a private fund that invests in startup companies. "As a first step, I've invested \$50 million in the Dementia Discovery Fund—a private fund working to diversify the clinical pipeline and identify new targets for treatment," Gates said in a recent NBC news story.



[Listen to Dr. Goldfarb share with WPRI television listeners](#) the importance of this funding to finding a cure for Alzheimer's and [Butler's prevention registry](#).



## Updated process for American Heart Association certifications

The Care New England (CNE) Education Department recently announced a change in the educational approach to offering certification and recertification courses for the American Heart Association (AHA) including ACLS, BLS, and PALS. The American Heart Association courses are a key part of CNE's competencies to assure staff and provider readiness for emergencies in patient care. Unfortunately, the cost of providing the classes internally, coupled with limited resources in the Education Department, has led to outsourcing the services. Care New England joins many health care systems in the region and across the country in this contemporary approach.

After careful consideration, CNE has chosen to work with American Safety Programs & Training, Inc. This local company delivers BLS, ACLS, and PALS to clinicians, first responders, and learners across Rhode Island. American Safety has been a successful solution for other health care systems in Rhode Island, meeting the standards set by the AHA, and assuring that organizations such as CNE are able to achieve and sustain compliance for staff training. Thanks to CNE Workforce Development for making the contract with American Safety possible.

Course registration information has been added to **carenet** on the Human Resources' Education and Training page accessed via CNE Favorites in the web browser at <http://carene.asptems.com/>.

Any questions? Please contact Lauren Thorngate, executive director of professional development, at [LThorngate@CareNE.org](mailto:LThorngate@CareNE.org) or ext. (401) 430-7031, or contact one of the clinical education leaders at each operating unit.

## Students raise money for Women & Infants Breast Health Center

Philanthropy starts early in Rhode Island, as students from the Graniteville School in Johnston recently raised \$383 and students from The Prout School raised \$1,750 from "Pink Out" days during Breast Cancer Awareness Month. The gifts will be used for the Women & Infants Patient in Need Fund at the Breast Health Center.

*Dr. Jennifer Gass (far left) and Robert Legare of the Breast Health Center with Graniteville School principal Maria Petronio-MacAfee and school nurse Carla Carello.*

*Vice principal of The Prout School Carolyn Lawrence with Dr. Sonali Pandya of the Breast Health Center.*



## CNE Information Security offers tips for secure online shopping

While online today, many will be inundated with the deals of Cyber Monday. Many will pull out credit cards to take advantage of the sales. As we begin the holiday season, CNE Information Security would like to provide all staff with 10 tips for secure online shopping. A stolen identity is even worse than a lump of coal in your stocking. Sticking to the following smart online shopping tips will help keep you and your information protected.

### 1. Skip the debit card

When shopping online it's best to stick to credit cards or payment services like Paypal. Because debit cards are linked to your bank account, you're at much higher risk if someone is able to hack your information. Credit cards offer more protection and less liability if a card number gets stolen. This is one time when it pays to put it on plastic.

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## 2. Shop secure sites only

Before entering any personal or financial information, make sure you verify that the site you are on is legitimate and secure. The easiest way to tell is to look for “https” at the beginning of a site’s address. If you don’t see the “s” at the end of “http,” then the site is not encrypted and your data will not be secure. All legitimate shopping sites will have the “s” for your protection.

## 3. Update your software

Updating your software is one of the easiest things you can do to protect your information, but many people put it off. Software updates are often released to help improve security and fight new attacks that are being developed constantly. It may seem inconvenient to have to wait for your computer to go through updates and restart, but the protective benefits are well worth it. Next time you see an alert to update your software, do it.

## 4. Outsmart email scams

The holidays are a great time for email scammers to send out viruses and malware in the guise of a gift or special offer. Don’t open emails from someone you don’t know or a site you haven’t visited. Another way the bad guys try to get you is with phony messages from your bank or other financial institution saying there is an alert or problem with your account. Always call the bank directly to verify any potential problems, and never enter your account information in response to an email like this.

## 5. Just say no to clicking links

In addition to sneaky attacks in emails, beware of links to deals that are too good to be true on social networking sites. Look out for unbelievable offers and holiday gifts and bonuses. If you’re really tempted by an offer, do some research or find out if anyone else has tried to take advantage of the deal before clicking.

## 6. Beef up your passwords

There’s a reason this piece of advice may sound like a broken record—it’s really important. Secure, unique passwords are your best gatekeepers when it comes to keeping your private information private. If you use the same password for multiple sites, take the time to change them up. If you want to be virtually hack-proof, use a password generator and manager to help you devise and keep track of the types of long, complicated passwords that are not worth a hacker’s time to crack.

## 7. Never give more info than needed

Most websites you visit or shop on will ask you for information to complete your purchase or start a wish list. Give them only the information they require you to provide. If a complete address or phone number is optional, then skip those fields. The more info you put out there, the more accessible you are to a bad guy. And before committing your information to a site, take the time to read their privacy policy and find out exactly where and how your information will be shared.

## 8. Don’t go public

Free hotspots are like manna from heaven when you’re out and about, but hackers like them even more than you do. Because public networks aren’t secured, any information you enter on a public network is ripe for the picking. Don’t log in to banking sites or payment sites like Paypal on a public network—and make sure that you are logged out of such sites on mobile devices before connecting to a public network.

## 9. Be smart about shopping apps

Apps make everything more convenient, including stealing your private information. Only download shopping apps from a reliable source like the Apple App Store or Android Market. Pay attention to the permissions that the app asks for. If you see something that doesn’t make sense, like access to your contacts, make sure you don’t allow the app access to it. Checking out the comments and reviews of an app before downloading is another way to identify suspicious activity.

## 10. Put it on lockdown

One of the perks of online shopping is that you can do it from anywhere and use any device. Make sure every device that you shop from has security software in place. Always use a passcode to access your tablet or smartphone, and log off your computer or lock the screen when you walk away from it. After accessing a shopping or banking site, be sure to completely log out of the site before exiting, and don’t let your computer or device remember your usernames, passwords, or credit card information. 