

# Carenews

together we are transforming the future of health care

MARCH 20, 2017 • VOLUME 7 | ISSUE 12



*As I mentioned in last week's Carenews, there is certainly a lot going on here at Care New England.* There continues to be challenges requiring tough decisions and change. At the same time, however, there are many exciting, and rewarding activities demonstrating great examples of teamwork and accomplishment throughout the system. To that end, I intend to include a variety of our achievements each week for all of you to see and celebrate, while also ensuring you are all informed about an array of related topics of interest. So I hope you continue to join me here every Monday.

\* \* \*

## Storm Stella highlights stellar teamwork

The words snow storm, at least in the hospital setting, strike a chord of pride among health care workers. Most employees I know presently, as well as over my many years in health care, wear their storm mettle proudly, like a badge of honor. In early, bags packed, provisions at the ready, you are prepared for whatever the shift might hold, including even doing a double.

This was indeed the case last Tuesday as Storm Stella descended on Rhode Island. While not packing the wallop originally promised, it caused enough of a disruption that caregivers and staff across the entirety of CNE sprang into action well in advance of its arrival and well after it went its way.

The threat of a storm brings with it many preparations, including ordering extra supplies, medication, food, fuel, testing generators, rescheduling ambulatory services, treating the campus roads and lots, and then of course, shoveling and plowing. No doubt, this is just part of the extensive list that creates a flurry of activity—no pun intended!

Over the duration of the storm many instances of collaboration, going above and beyond, and camaraderie prevailed. This is a testament to who you are and why you do what you do. I heard one instance of a staff member who took three buses to make his shift. Another drove in whiteout conditions from Worcester. Incident commands were set up to orchestrate the charge of staffing, snow removal and so much more. Staff made sure extra dirty and salt-stained floors were cleaned and cleaned, and cleaned again. This column even includes a photo of Chef Sarah Maroney from Kent who is expecting a baby. Her staff knew they were in for the long haul, so they managed to pull together an impromptu shower for her and organized their breaks to wish her well (by the way, Sarah is planning to deliver at W&I next month).

To each and every one of you across our system, thank you for what you did for each other, your patients, and the communities relying upon you all day, every day.

“I intend to include a variety of our achievements each week for all of you to see and celebrate, while also ensuring you are all informed about an array of related topics of interest.”

continued



*Sarah Maroney, chef at Kent Hospital, opens gifts from her snow storm baby shower hosted by her colleagues.*



*The Providence Center's Eaton Street residential employees Amilcar Toj, Aisha Jones, & Fatai Folarin, enjoy a snow day, while taking a short break.*



*Clearing the snow at Women & Infants Hospital.*

## “Hospital Heroes” honored by HARI

I had the pleasure of attending an annual event hosted by the Hospital Association of Rhode Island (HARI) last week. It has become a great way to collectively gather with some of the great people who work in health care and recognize them for their daily contributions.

Ten employees from HARI's member hospitals were recognized by the HARI Board of Trustees for exemplary performance and dedication to health care. The night—“A Celebration of Excellence in Hospital Care,” also proves to be a bit of a reunion of sorts—seeing friends, familiar faces and committed staff from across many of the state's hospitals. I was particularly honored and proud

to personally acknowledge those representing Care New England. Congratulations to each of you on your achievement and for delivering quality care:

- Micaela Condon, therapist, Butler Hospital, from Riverside
- Lisa Ferry, registered nurse, Kent Hospital, from Warwick
- Donald MacDonald, clinical coordinator, Memorial Hospital of Rhode Island, from Attleboro
- Dana Cioffi, medical technologist, Women & Infants Hospital, from Narragansett



*Micaela Condon, therapist, Butler Hospital, from Riverside and Laurence Price, MD, president and COO of Butler Hospital.*

*Pictured from left to right: Michael Dacey, MD, president and COO, Kent Hospital; Lisa Ferry, registered nurse, Kent Hospital; Donald MacDonald, clinical coordinator, Memorial Hospital of Rhode Island; and Marla Gourlat, nurse manager at Memorial Hospital.*

*Dana Cioffi, medical technologist, Women & Infants Hospital, from Narragansett and Mark Marcantano, president and chief operating officer of Women & Infants Hospital.*

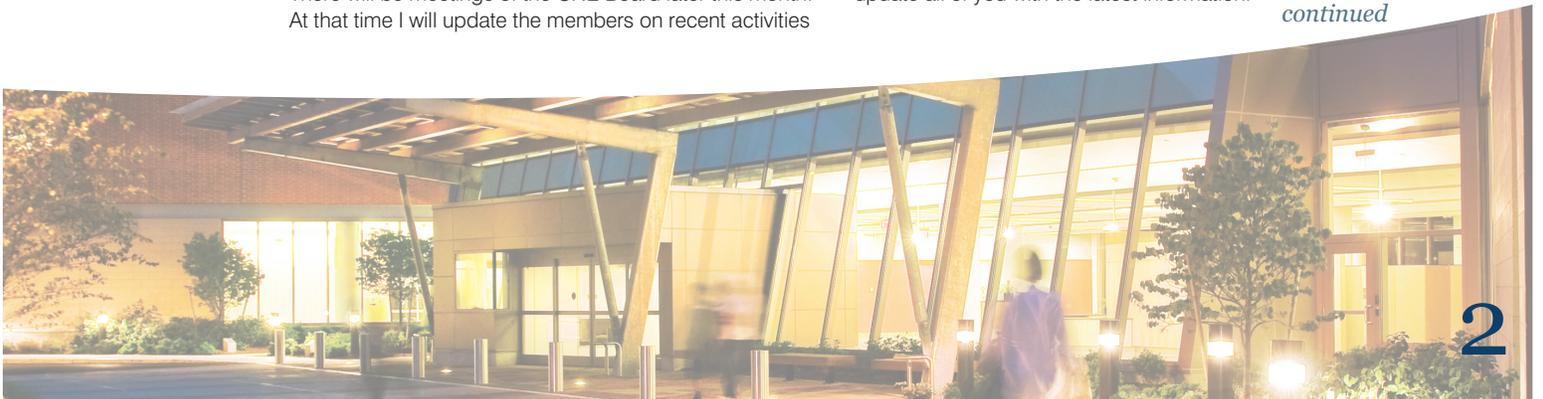
## Operational update

The brief operational update this week quite simply is that the process I updated you all in [last week's column](#) continues to proceed. This means we continue our efforts for determining Memorial's future, while we work at the system level to seek a strategic partner.

There will be meetings of the CNE Board later this month. At that time I will update the members on recent activities

on these fronts, as will Joe Oriti, chief administrative officer at Memorial and our representative from SOLIC Capital. As has been the case after recent Board meetings, there has not been much detail that can be shared as no formal decisions have been made. While the outcome of these meetings is yet to be determined, I will do my best to update all of you with the latest information.

*continued*



continued

## “At The Table” returns

I am pleased to announce that my “At The Table Program” is returning this month and will continue throughout the year. If you don’t recall, this is an opportunity for me to visit with some of you over lunch at your hospital, while having a candid and important conversation about what is on your minds—nothing is off limits. Every lunch session I will invite 12 to 15 of your colleagues—no managers—to join me. I anticipate this will be a time to engage, learn more about the things you are concerned about, and hear what ideas you might have.

The first “At The Table” will be at Kent Hospital on March 31, and as more sessions get scheduled at each operating unit and other sites, I will keep you posted.

I look forward to seeing some of you “At The Table” soon!



@ the table

\* \* \*

Have a great week ahead!

Sincerely,

Dennis D. Keefe  
President and Chief Executive Officer



## Hope and inspiration found in time of loss

Melissa O’Donnell, director of patient experience at Women & Infants, received this email recently. It tells a powerful story and helps us all remember why we do what we do every day.

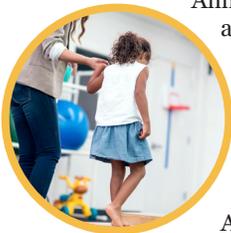
*“On Saturday I found myself at the funeral of a longtime friend, Jessica, who passed away at the age of 29 after battling ovarian cancer for over four years. The day was, of course, heartbreaking—but it was also inspiring. The stories that friends and family told of Jess’ experience at Women & Infants Hospital reminded me why I chose this field in the first place.*



*“You see, I sit in a lot of meetings about patient experience. I can tell you all the domains of HCAHPS and all the strategies to earn another star. But that is just teaching to the test. The employees at Women & Infants Hospital were clearly not just checking boxes. They deeply understood the importance of connecting with the human they were caring for, instead of the ‘patient.’ Even in the face of the overwhelming grief that comes with losing a young adult, every single speaker at Jess’ funeral acknowledged and highlighted their exceptional care. I felt the need to write this email because I don’t think this is the norm in healthcare. I hope one day my team can be as remarkable as yours. Please pass along my gratitude for a job well done.”*

## Kent Hospital’s “Big & Loud” therapist teaches next generation of caregivers in Jamaica

Anne Marie Dupre, DPT, MS, NCS, therapist at Kent Hospital’s Outpatient Rehabilitation Clinic, and clinical assistant professor of physical therapy at University of Rhode Island, recently traveled to Jamaica with a group of URI physical therapy students to assist adults with disabilities. The trip was sponsored by Mustard Seed Communities, an international nonprofit dedicated to uplifting the most vulnerable members of society, especially disabled and abandoned children, and marginalized communities. While in Jamaica, Anne guided her therapy students as they worked closely with locals in need of wheelchair positioning, stretching, and strategies for preventing contractures.



Anne, a BIG certified therapist, is also a driving force behind the “Big and Loud” therapy program designed for those with Parkinson’s disease that’s provided at Kent’s Outpatient Rehabilitation Clinic in East Greenwich.

continued



*continued*

The “Big” portion of the therapy assists patients by encouraging bigger movements and educating on the amount of effort required to produce normal movements in everyday activities. The program has shown improvement in balance, body pivots, and accelerated walking. The Lee Silverman voice therapy (LSVT) “loud” therapy strives to increase patient’s success with communication by improving the patient’s voice and speech function. Thank you Anne Marie, for all you do!

## The Providence Center presents to RI first responder workgroup

Heather Seger, The Providence Center’s clinical therapist working in the West Warwick Police Department, recently presented at a meeting of the First Responders Workgroup. She spoke about her role as a “behavioral health navigator,” with the aim of helping officers, when appropriate, to seek treatment or hospitalization for at-risk individuals instead of the criminal justice route.



Seeger discussed her plans to:

- Participate in training of WWPD police officers and staff.
- Develop a map of treatment resources and recovery supports available to West Warwick residents.
- Ride-along with officers to conduct on-scene assessments.
- Accompany officers on outreach patrols to engage homeless and other vulnerable populations and link them with treatment and other service options.

The statewide First Responder Workgroup is a branch of the Governor’s Task Force on Overdose Prevention and Intervention, and includes the director of The RI Municipal Police Academy, RI Emergency Services and other municipal police chiefs. 

