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Good day! I think we can all agree that last week's true taste of spring was long overdue but certainly a welcome arrival!

The warmth of the sun, opening the windows and just getting outside without a jacket was cause for celebration. We all know the metaphors for spring, but the renewed sense of hope and optimism that comes this time of year never gets old!

In many ways, this is what we all envision here at Care New England. I recognize the many challenges and hurdles we have had to address and the frustrations associated. But while we still have much work before us, I believe we have great opportunity ahead. I look forward to updating all of you soon about some of the broader organizational initiatives you are all eager to learn about. In the meantime, if we simply look around us, we have many signs of inspiration and accomplishment—much like the colorful first blooms of the season—many of which I try to call out and share with you every week. This week is no different and I encourage you to read on.

Have a great week ahead!

I look forward to updating all of you soon about some of the broader organizational initiatives you are all eager to learn about.

CMS selects Care New England for five-year \$3.9 million cooperative agreement

We were extremely pleased to announce last week that Care New England has been selected by the Centers for Medicare & Medicaid Services as the recipient of one of only 32 national Accountable Health Communities model grants, being awarded an anticipated \$3.9 million for the five-year initiative focused on ensuring high-risk Medicare & Medicaid patients have access to high-quality health care services while also achieving cost savings.

The Integra Community Care Network, CNE's accountable care organization, which also includes Rhode Island Primary Care Physicians

Corporation and South County Health, will serve as the bridge organization for the Integra Accountable Health Communities (AHC) Partnership in collaboration with a broad, statewide network of clinical providers, community service organizations, academic institutions and governmental partners. The overarching goal of the initiative is to impact the cost of health care and reduce avoidable health care utilization.

To learn more about this initiative, read the full press release on page 3.

It's all in the cloud!

We hear the Voice of our Customer through a variety of ways, whether it's face-to-face in a clinical setting or through our Press-Ganey surveys. However, a growing channel of feedback from our patients and their families is through our social media pages, specifically Facebook and Twitter. We recently started logging the discussion customers are having with us through these platforms and measuring a few key focus areas, including the sentiment of the message and time of day we receive it. Here are some of those results for the feedback we've tracked the first two quarters of this year:

• We received 440 feedback items.

 The majority, 65 percent, of the feedback we received was positive and 17 percent was neutral.

 We saw an increase in star ratings for both Kent and Butler, which, coupled with steady ratings for the other OUs, helped elevate our average system-wide rating from a 3.95 to a 3.97 out of 5 possible stars.

 Sixty-one percent of the feedback came through after hours, meaning most people are reaching out to talk to us outside of 9 to 5, Monday through Friday. In addition, we've also been tracking what customers are talking to us about, so we can track the common themes of the feedback.

We've tagged each item with topics and created a word

Word Clouds have become a more popular and easily understandable graphic depiction of measurable results. The larger the word, the more times it was mentioned in the feedback. Here is the word.

cloud to illustrate.

feedback. Here is the word cloud for the system for January

through March. From time to time, I will share interesting and important data from our social media monitoring.



National recognition in the opioid fight

In case you missed it, I wanted to share the link to an important news story that aired nationally on the Fox News Network. You might recall I previewed this segment in last week's newsletter. During Brett Baier's Special Report broadcast, correspondent Rick Leventhal explored the dramatic increase in the opioid epidemic in the region. He turned to Care New England for clinical expertise from the frontline in Kent Hospital's emergency department to inspiring stories of recovery from Butler Hospital. While

this is certainly a tragic topic, it is heartening to see the leadership, community engagement and life-saving work of CNE highlighted nationally for the country to see. I salute everyone here at CNE who is involved in the response to this critical health crisis—in the community, across every operating unit, at Anchor Recovery, The Providence Center and wherever this important work leads. I am proud to salute you and share your example widely.

New contract at Butler

Thank you to the negotiating teams at Butler Hospital and SEIU 1199 New England for working together to draft and ratify a new four-year contract. On Tuesday, April 11, 2017 union members enthusiastically approved the agreement by a 282-2 vote. This was not an easy settlement to reach and required thoughtfulness on both sides. Through

collaboration the teams were successful in constructing a bargaining agreement that supports the financial stability of Butler and maintains the high quality behavioral health services needed in our community. I am grateful to the teams who participated in long days and nights of discussions that resulted in no disruption in patient care.

Sincerely,

Dennis D. Keefe

Dennis D. Keefe

President and Chief Executive Officer





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The Integra Community Care Network, an accountable care organization comprised of CNE, Rhode Island Primary Care Physicians Corporation and South County Health, will serve as the bridge organization for the Integra Accountable Health Communities (AHC) Partnership in collaboration with a broad, statewide network of clinical providers, community service organizations, academic institutions and governmental partners. Clinical sites will include Memorial Hospital, Women & Infants Hospital, Butler Hospital, South County Health, The Providence Center, CODAC Behavioral Health and CCAP Health Center.

Through the cooperative agreement, qualifying patients will be screened for specific health-related social needs at each clinical site. Participants will be screened for needs in the following core areas: housing, food insecurity, transportation, interpersonal violence, and utility needs. Additionally, participants will be screened for needs in the supplemental areas of substance use, addiction and independent living, and caregiver support.

"The Accountable Health Communities model is a patient-centered approach that addresses the gap between clinical care and community support services to improve overall health. By bringing the clinical and non-clinical sides together and making preventive investments, this program can help at-risk patients lead healthier lives and achieve significant cost savings for taxpayers," said Senator Jack Reed.

"The selection of Care New England to participate in this initiative is another win for Rhode Island. This will enable Integra to connect Rhode Islanders to resources in the community that go beyond their medical needs, helping with things like housing and transportation," said Senator Sheldon Whitehouse. "Congratulations to Care New England on this award."

"I applaud Care New England and their community partners for being awarded this \$3.9 million cooperative agreement, which will empower providers to take a more holistic and innovative approach to patient care," Congressman Jim Langevin said. "By addressing both the medical and social needs of patients, this five-year initiative has enormous potential to improve the health of Rhode Islanders while also lowering the overall cost of care."

"I'm pleased to announce this federal funding that will preserve access to quality health care here in Rhode Island," said Congressman David Cicilline. "This important initiative will help lower costs and improve quality of care. This is a smart investment that will make a real difference in the lives of hardworking Rhode Islanders."

The overarching goal of the initiative is to impact the cost of health care and reduce avoidable health care utilization.

"Rhode Island is an ideal location to undertake this initiative because of our deep commitment to population health and to reaching beyond the traditional medical context to address health-related social needs," said Dennis Keefe, president and CEO of Care New England. "Care New England, Integra and all of the partners provide a strong platform upon which to build and test the AHC program in cooperation with CMS."

In addition to screening and navigation, the initiative will seek to increase Rhode Island Medicare and Medicaid beneficiaries' awareness of community resources available to address unmet health-related social

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needs and improve statewide capacity to address health-related social needs through quality improvement, data collection and alignment of community-based resources.

"By addressing critical drivers of poor health and high health care costs, the model aims to reduce avoidable health care utilization, impact the cost of health care, and improve health and quality of care for Medicare and Medicaid beneficiaries," said James Fanale, MD, executive vice president and chief clinical officer for Care New England and chief clinical officer for Integra. "The key to the success of this initiative is that everyone remains focused on ensuring that the necessary services and supports are available and responsive to the beneficiaries' needs."

This initiative will be overseen by an Advisory Board with representation from all members of the Integra AHC consortium. Alignment and integration of community resources will be led by a Community Services Council of major statewide organizations representing the core social determinant areas, including Rhode Island Coalition for the Homeless, Childhood Lead Action Project, RI Community Food Bank, Rhode Island Public Transit Authority, RI Coalition Against Domestic Violence, Rhode Island Community Action Coalition, among others.

"We look forward to working with a broad array of community partners to build a robust system for identifying and addressing the social needs of our patients," said Garry Bliss, program director, Integra Medicaid Accountable Entity. "By integrating health care with critical services available in their community, we will improve the health and quality of life of those we serve."

Patients participating in this initiative who are deemed "high-risk" will receive community service navigation assistance, to be conducted by specially trained navigators. Training and on-going technical assistance for the navigators will be provided by United Way 2-1-1. HealthLeads will serve as an advisor to the project based on their experience linking patients with social services.

The Accountable Health Communities Model is authorized under Section 1115A of the Social Security Act, which established the Innovation Center to test innovative payment and service delivery models to reduce Medicare, Medicaid, and Children's Health Insurance Program expenditures while maintaining or enhancing the quality of beneficiaries' care.

For more information about the Accountable Health Communities Model, visit https://innovation.cms.gov/initiatives/ahcm

Women & Infants' Day Hospital helps women near and far

In 2000, when Women & Infants opened its <u>Day Hospital</u>, then Director Dr. Margaret Howard and hospital administration didn't imagine the impact that this program would have on new mothers here and across the country. It was the nation's first perinatal partial hospital program treating pregnant women and new mothers with depression, anxiety or other emotional distress, with their babies in a warm, nurturing setting. At that time, the concept of keeping mothers and babies together during treatment was unique.



Since then, the multidisciplinary team in the Day Hospital has cared for nearly 8,000 women and has received tremendous national acclaim for its innovative treatment approaches. In the past 15 years, Dr. Howard and her team have visited or been visited by dozens of hospitals from across the nation to discuss how the model of care developed at Women & Infants can help new and expectant mothers coping with behavioral health issues. Based on these consultations, programs have opened or



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will be opening in Pennsylvania, Minnesota, Michigan, New York, Illinois, Florida, Washington, Oregon, California, Texas, Maryland, and others. Most recently, <u>The Motherhood Center</u> in New York opened, modeled after Women & Infants' Day Hospital. A similar contract has been signed with Florida Hospital for Women in Orlando. This is a wonderful example of how the innovation being developed at Women & Infants is impacting the care of women and newborns around the world.

Butler Hospital's Memory and Aging researchers present at upcoming event

Several Butler Hospital researchers from its Memory and Aging Program will present at The Alzheimer's Association Rhode Island Chapter's 7th Annual Caregiver's Journey Conference on Friday, April 21 from 7:30 a.m. to 5 p.m. at Crowne Plaza Hotel in Warwick, RI. The conference is open to both Alzheimer's caregivers and health care professionals.

Opening the conference will be well recognized keynote address speaker, Nancy B. Emerson Lombardo, Ph.D., and a presentation by Maria Carrillo, Ph.D., Chief Science Officer of the Alzheimer's Association. Providing workshops as well as resources for care, support, and short and long term planning for people with Alzheimer's and other dementias, it is free to family caregivers of someone with Alzheimer's disease. There are CEUs available for professionals with a fee for contact hours for social workers and nurses. Registration is required.

Dancing with the CNE Docs

Several doctors from across Care New England will kick up their heels and take to the floor on Saturday, April 22 for the fourth annual Dancing with the Doctors. Many thanks to: Drs. Ruben Alvero, Angela Anderson, Jeannine Connolly, Star Hampton, Christopher Muratore, Melissa Murphy, Charles Rardin, Thomas Sepe, Jane Sharp, Vivian Sung and Michael Wolfe.



Vote for your favorite at http://www.dwtdocs.com/vote-for-your-favorite-doctor/.

Maureen Aubin, RN, receives DAISY Award

Congratulations to Maureen Aubin, RN, a nurse on the Antenatal Care Unit, who received this month's DAISY Award. The award is part of the DAISY Foundation's program to recognize the above and beyond efforts performed by nurses every day.

In nominating Maureen, a colleague described a particularly challenging case of a patient who lost her baby at 35 weeks gestation. She wrote, "This particular patient had little support and, as you can imagine, was grieving. Maureen spent two 12-hour shifts giving all of herself to this grieving woman. On the second day, Maureen was given the choice to not care for her due to the emotional toll. However, Maureen felt it important to keep continuity for this fragile patient and, as always, put the patient first. Maureen always goes above and beyond, and I am proud to work with her."



Maureen has been a nurse with Women & Infants since 1991.

TPC completes series of town halls

The Providence Center (TPC) recently wrapped up a series of employee town halls where outgoing president, Dale Klatzker, was able to say farewell and thank TPC employees and Deb O'Brien, incoming president, was able to highlight her upcoming plans.

In her first three months O'Brien said she is dedicated to visiting as many TPC programs as possible. In doing so she seeks to hear from staff and find out more about the specific challenges they face. During the town halls she also discussed TPC' fiscal condition.



The town halls provided updates to staff about the upcoming relocations, occurring to increase client-serving space for TPC programs. In May, the Pawtucket Health Home team will move into a space on Armistice Boulevard in Pawtucket, and TPC's Administrative Services are scheduled to move to 10 Orms Street in Providence.

Bill Cadieux, TPC's Chief Technology Officer, discussed the ongoing implementation of Epic. Currently, TPC's IT staff are working to adapt the system for use with behavioral health facilities, and the project has a "go live" date of mid-September.



Klatzker and O'Brien heard concerns about space for growing programs, parking in some locations, the impact of travel time on productivity expectations, and the difficulties of filling key program positions.

Safely dispose unused and expired prescription drugs next Saturday

On April 29 Rhode Island will participate in National Prescription Drug Take-Back Day. This day aims to provide a safe, convenient, and responsible means of disposing of prescription drugs, while also educating the general public about the potential for abuse of medications. With 10 locations open on Saturday starting at 10 a.m., the Department of Behavioral Health Developmental Disabilities and Hospitals (BHDDH) is remaindering the community to dispose of unused medications safely. The day's community event schedule can be found at http://bit.ly/20E0BcI.

During the 2016 National Prescription Drug Take-Back Day Americans turned in more unused prescription drugs than on any of the previous 10 events since the day began in 2010. In 2016 Rhode Islanders alone turned in 3,460 pounds of unused prescription drugs, reducing the amount of potential accidents, thefts, and the misuse and abuse of these medicines. To find a permanent disposal location near you, visit http://bit.ly/2ptts3w.

Rhode Island experts join together to discuss Alzheimer's disease

Butler Hospital's Dr. Paul Malloy, MD represented the Memory and Aging Program as part of a five-person panel on Alzheimer's disease for Lt. Governor McKee's cable television show *Advance RI*. The team shared information on the state plan for Alzheimer's disease (AD), the future of AD clinical research in Rhode Island, and how each program's work is contributing to the goal of finding a cure.

The panel also includes: Dr. Paula Grammas, Ph.D, executive director of the George & Anne Ryan Institute for Neuroscience at the University of Rhode Island; Dr. John Stoukides, director of the Rhode Island Mood and Memory Research Institute; Dr. Brian Ott, director of the Rhode Island Hospital Alzheimer's Disease and Memory Disorders Center; and Donna McGowan from the Alzheimer's Association.



The show will be air over the next three weeks on Wednesdays at 7:00 p.m. on Cox Channel 13, Verizon Channel 32 and Full Channel 49 and Wednesdays at 10 p.m. and Saturdays at 5:30 p.m. on Cox Channel 18 and Verizon Channel 31.



Memorial Hospital residents awarded at recent events

Memorial Hospital residents joined together on March 17 for the 84th Annual Kenney Research Day. The following awards were granted honoring residents' on an array of research topics:

Podium presentation winners

First Place

- Kate LaMancuso, MD, third year Family Medicine Resident for "Middle and High School Nurses' Experiences with and Approaches to Contraceptive Counseling."
- Osama Siddique, MD, second year Internal Medicine Resident for "Chronic Proton Pump Inhibitor Use in Ambulatory Clinic: Is Your Doctor Asking the Right Questions?"
- Claire Thomson, MD, co-chief, Family Medicine Resident for "Accountable Care Organizations" and "Population Health: Nationwide Efforts to Achieve the Quadruple Aim."

Second Place

- Akiko Minami, MD, third year Internal Medicine Resident for "Sepsis: Timely Interventions and the Hospital Mortality."
- Karl Dietrich, MD, co-chief Family Medicine Resident for "Validated Surveys Assess Attitudes in Primary Care-Population Medicine Program Students."
- Anais Ovalle, MD, second year Internal Medicine Resident for "Hepatitis C Screening: A Resident Clinic Outlook."

Poster presentation winners

- Humnah Khudayar, MD, second year Internal Medicine Resident for "Takotsubo's Cardiomyopathy with Left Ventricular Outlet Obstruction."
- Reina Blackwood, MD, third year Family Medicine Resident for "Barriers to Access to Early Intervention from the Resident Provider Perspective."
- Reema Qureshi, MD, first year Internal Medicine Resident for "Silent Invasion: Can Chronic Pulmonary Aspergillosis Progress to Invasive Disease?"
- Akiko Minami, MD, third year Internal Medicine Resident for "Positive Isopropanol Does Not Mean She Took It—A Case of Severe Alcoholic Ketoacidosis with Elevated Isopropanol."
- Jason Li, DO, second year Family Medicine Resident for Biomechanical Model for "Predicting Total Hip Replacement Implant Life."
- Morgan Motia, MD, third year Family Medicine Resident for "Advanced Care Planning in the FCC."

Memorial Hospital family medicine residents also received recognition during the Rhode Island Academy of Family Physicians conference. The poster contest's first place recipient was MHRI resident Dr. Shokoufeh Dianat for "A Cross-Sectional Survey Characterizing Patient Aggression Encountered by Family Medicine Residents." Second place was granted to Dr. Joe Fields-Johnson for "Primary Care Panel Management in Epic EMR: A quality improvement intervention for the Family Medicine Residency" and Dr. Morgan Motia for "Advance Care Planning (ACP) in the Outpatient Setting."



From left to right: Kate LaMancuso, MD; Osama Siddique, MD; Claire Thomson, MD; Akiko Minami, MD; Karl Dietrich, MD; and Anais Ovalle, MD.



From left to right: Humnah Khudayar, MD; Reina Blackwood, MD; Reema Qureshi, MD; Akiko Minami, MD; Jason Li, DO; Morgan Motia, MD; Sajid Saraf, MD, Director of the Internal Medicine Residency Program with Jeffrey Borkan, MD, physician-in-chief, Department of Family Medicine and Susan Walker, MD, chair of Kenney Research Day Planning Committee.

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'April in Paris' supports Kent Hospital's Breast Health & Women's Care Centers

On April 8 nearly 130 people joined together at the April in Paris fashion show and luncheon held at Quidnessett Country Club. The event generated \$4,500 in proceeds, benefiting Kent Hospital's Breast Health and Women's Care Center. Attendees enjoyed a plated lunch, vendors, raffle, and a live fashion show featuring items from dress barn and Erina's Boutique.



From left to right: April in Paris co-chairs join together, Dawn Sheehan, RN, BSN, CBCN, Breast Health Center; Kimberley Iannitelli, RN, Women's Care Center; Margaret Allaire, RNC-OB, nurse manager of the Women's Care Center; and Kim McDonough, RN, OCN, CBPN-C, program manager, nurse navigator, Breast Health Center.

Attendees dropped in their raffle tickets eager to win an array of prizes.

Rebecca Burke, RN, MS, NEA-BC, SVP of patient care services, and chief nursing officer at Kent Hospital poses while modeling an ensemble from Erina's Boutique.