

carenews

together we are transforming the future of health care

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“Coming together
is a beginning;
keeping together is
progress; working
together is success.”

~ Henry Ford

Good day! I hope you all continue to share in the excitement of our announcements last week that we have signed letters of intent with Partners HealthCare for Care New England and Prime Healthcare Foundation for Memorial Hospital.

This is great news. When I speak with staff and physicians I can see and hear the enthusiasm for our future! Of course, there is much work to be done before the deals are finalized, and still more challenges lie ahead, but for the moment I think we should be proud and optimistic.



One issue that has received some attention amidst our news last week is that we simply overlooked an option right here in Rhode Island. By now you have probably read about the “very compelling” offer from neighboring Lifespan to acquire CNE. I don’t want to overshadow the excitement and importance of our new opportunities, but I do want to note that for all of the proposals submitted, each one received an equal and exhaustive examination and review. In the end, it was the unanimous decision of the Board that the Partner’s proposal was by far the best. Read more at <http://bit.ly/2pVPpZh>.

It would be easy to get drawn into the debate here of what could have been. Instead, I prefer to look to the future and the opportunities before us. I am excited and honored that you share in the enthusiasm, vision and opportunity this presents for all of us, our patients and the health and wellness of our community!

Have a great week ahead.

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It's Patient Experience Week

This week is Patient Experience Week, and we are turning our attention to the many ways that we receive feedback from our patients and their families, with a particular focus on the staff for whom they have expressed appreciation. We

asked the patient experience and leadership teams at each operating unit to provide us with a few stories, and we got more than we imagined! Read on for some wonderful patient and family quotes on the next page.

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Take, for instance, this story from our VNA of Care New England:

The VNA received a call from a patient's sister regarding one of our occupational therapists, Lynn O'Sullivan, who called to say how wonderful Lynn was. The patient had not been able to use the shower for a more than a year due to medical issues, and Lynn was able to teach the patient how to do this safely. The patient's sister said Lynn made such a difference for the patient—the sister even asked to speak to the director to commend the agency on the care her sister has been receiving. As healthy individuals, we can take for granted the small things in life, such as the ability to take a shower. This is another example of the impact we can have on our patients' lives.

Whether through award nominations, Quantros, patient satisfaction surveys, or social media, our patients and their families have much to say about the care they receive across Care New England. Here is a sampling of some wonderful comments:

Butler Hospital

- Very good medical personnel, they made me feel important and that my life was worth a lot. They are angels.
- Having been treated here, my opinion of mental health treatment is forever changed. I am very grateful.
- Social worker is excellent! Activities therapist kept us busy and well informed. Health workers you can tell have been trained to do an excellent job!

Kent Hospital

- ALL of the staff were excellent including the nurses, CNAs, CCRI students, and even the housekeeping lady who always asked if I needed help for the lights, etc. I can't say enough good things about my stay at Kent. Thank you to all.
- The rehab facility is second to none. Most everyone is wonderful, helpful, respectful and professional, from the medical director, nurses, therapists, CNAs, to the food service and housekeeping. A very good experience.
- Good experience, clean environment, staff was courteous and attentive. My attending physician was excellent, informative, helpful and caring. The nurse was also attentive and informative. My overall impression of this emergency department was very positive and would return if needed.

Memorial Hospital

- I had an excellent treatment since the moment I came in to the facility. Much courtesy, good presentation from the entire staff, nurses, anesthesiologists, doctors, cleaning staff, etc. Thank you.
- Just want to let you know I had my first Memorial experience this morning that was personal (not work!)

related. I had to bring my son for an MRI and everyone was lovely and pleasant to interact with: registration was quick, Sally chaperoned us to radiology, and the MRI tech was very thorough and took her time talking to us prior to the MRI. It was a great experience overall!

- This was my second foot surgery at Memorial Hospital in two years. Both experiences were excellent in all aspects. I have no complaints. Very pleased!

The Providence Center

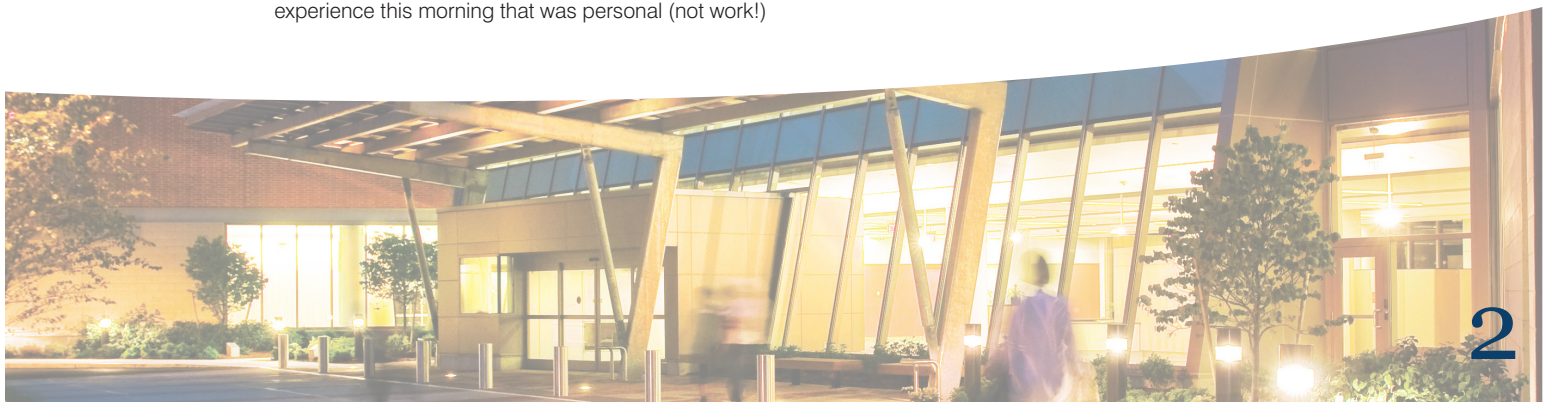
- They make me feel better about myself.
- I am thankful to The Providence Center, I love that they have 24-hour staff, provide a constructive continuity of care, provide good food, staff are nice and help provide independence.
- I would change absolutely nothing about TPC, I've experienced amazing treatment and enjoy the staff.

VNA of Care New England

- Nadja Adams answered all the questions I raised about my physical therapy care. She was courteous and respectful at all times. Her knowledge of physical therapy was professional grade. I would recommend her home services to anyone needing help.
- A special thank you for their wonderful kindness, comfort and expertise in helping me care for my sister and for allowing her to die with peace and dignity.
- VNA was very helpful, especially when I first came home from having surgery, helping with my dressings and if I needed supplies, all I had to do was call and I got them within that day or the following. I had nice nurses and they treated me with courtesy.

Women & Infants Hospital

- I was so impressed with my "stay"—some of the nurses on staff were just born for the role. Such wonderful people to help me and help me welcome our little one into the world.
- I was very scared before coming in for surgery. The staff made me feel my questions mattered and my opinion mattered. The care I received confirms this is a warm, friendly and professional environment where your voice counts. Thank you for all of your support.
- I loved my time there. Who says that about a hospital, but I delivered my daughter here and the nurses made the experience amazing. I had to have a C-section and everyone was amazing in the OR and in the recovery room after. I got placed on the 5th floor and Mary, my day nurse, and Kristin, my night nurse, were absolutely AMAZING!



Recognizing CNE's volunteers

More than 1,200 volunteers annually serve in support of the mission, vision and values of Care New England.

High school and college students, as well as adult volunteers participate across our operating units in roles that enhance the patient experience. They live, work and are educated in our communities; as such, they mirror the diversity of our patient population.

Many of our volunteers join us because they value the care that we provide. Among our volunteers are former patients or family members of someone who received treatment at one of our programs and they are looking for a way to give back.

Students of all ages participate in the hospital setting to develop work skills, their resumes and

relationships. Some are doing so for credit or in lieu of class time. Volunteering provides real life experience that can impact career choices which will serve them well into the future. Much of the research that happens in the clinical and laboratory settings across Care New England is supported by college students.

Regardless of why they join our programs, most of our volunteers serve in roles that support customer service initiatives and our busy health care staff. Volunteer opportunities may include escorting and guiding patients and visitors, helping in clinical and non-clinical departments, and supporting administrative functions. Volunteers don't provide patient care, but do serve in roles that enhance the caring environment at all our operating units. We are grateful for the support our volunteers provide as they can make a world of difference.



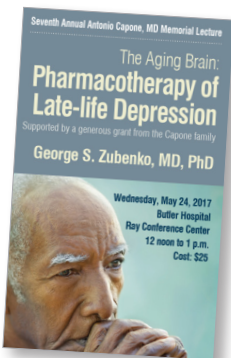
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Sincerely,

Dennis D. Keefe

Dennis D. Keefe
President and Chief Executive Officer

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



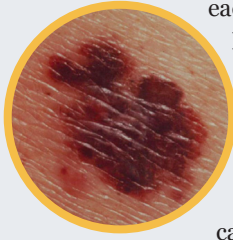
Butler hosts 7th annual Capone lecture: "The Aging Brain: Pharmacotherapy of Late-life Depression"

Join Dr. George Zubenko on Wednesday, **May 24** at Butler Hospital's Ray Conference Center from **12 to 1 p.m.** to learn how his breakthrough research deepened our understanding of the pathophysiology of Major Depressive Disorders (MDD). Drawing on the three decades Dr. Zubenko is a pioneer in psychiatry and clinical neuroscience and a mentor to many of the most important clinical and academic faculty in the field of geriatric psychiatry. This talk will use the challenges of understanding and treating MDD as a model for a broader understanding of the modern practice of psychiatry and its integration with other medical disciplines. Continuing education credits are available. The cost is \$25.

Learn more and register online at <http://www.carenewengland.org/events/capone.cfm>.



Kent Hospital hosts annual skin screening—Skin cancer: If you can spot it, you can stop it



Skin cancer is the most common of all cancers; more than 3.5 million skin cancers are diagnosed each year in the U.S. It is also the easiest to cure if diagnosed and treated early. When allowed to progress, however, skin cancer can result in disfigurement and even death. To assist in spotting potential skin cancers, Kent Hospital is offering a free skin screening on Wednesday, **May 22, 6 to 7:30 p.m.** at the Breast Health Center entrance, located to the left of the hospital's Emergency Department.

Screenings will be provided by dermatologist Dr. Ellen Frankel, MD and her physician assistant. There is no fee for the initial screening. Registration is required. To register please call (401) 737-7010, ext. 31503, with your name and phone number by May 19.

TPC residential case manager teaches the art of cooking

Michelle Hevey, a residential case manager at The Providence Center's Atwood Street group home in Providence, leads a weekly cooking group and teaches residents of the 16-bed, all-male facility how to make a nutritious meal for the whole building. The group is part of a larger effort to teach residents important life skills. The men perform most of the prep work while Hevey oversees.

Hevey also runs a weekly shopping group, where she takes the members to shop for the ingredients they will later use in the cooking group, so that they are involved in the process from start to finish. "I can teach them about budgeting for groceries, and pricing ingredients out by looking at the unit price," said Hevey. "I also try to teach them how to pick fruits and veggies based on the freshness, and about reading the nutrition labels. The more hands-on, the better."



Chris Jordan, Atwood Street's manager, came up with the idea in conjunction with a scoring system he created called the Transitional Criteria Scale (TCS) to determine whether or not residential clients can transition to a lower level of care. TCS categories include budgeting, shopping and meal preparation and responsibility, all of which are incorporated into Hevey's instructional group. "I feel that it's our responsibility to help ensure that our clients can successfully leave our facility with the learned skills and tools needed for independence," said Jordan.

Hevey prefers to make meals that use different seasonings to provide flavor, instead of just salt, as in many prepared foods. Her lasagna calls for garlic powder, parsley flakes, and Italian seasoning. She also looks for easy substitutions that can make the meals healthier, like ground turkey instead of beef.

Read the full story at: <http://bit.ly/2oOsoaq>.

April is Sexual Assault Awareness Month

The goal of Sexual Assault Awareness Month is to raise public awareness about sexual violence and to educate communities on how to prevent it. Sexual violence is a serious public health problem that affects millions of men and women. Statistics underestimate the problem because many victims do not tell the police, family or friends about the violence. Our ultimate goal is to call attention to and stop sexual violence before it begins.

An education panel will be held on Tuesday, **April 25 from 6 to 7:30 p.m.** in the Malcolm and Elizabeth Chace Education Center at Women & Infants Hospital, South Pavilion, Auditoriums 1 and 2. Panel members include Dr. Roxanne Vrees, Dr. Erica Hardy and Tara Capuano, NP. RSVP to Kelly Parker at (401) 430-8671 or by email at kjparker@wihri.org.



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All employees are invited to participate in Denim Day on Wednesday, **April 26** to help raise money for the Emergency Department Sexual Assault Survivor Assistance Funds at Kent and Women & Infants hospitals. Denim Day is an international event honoring an 18-year-old Italian woman whose attacker was set free after the Italian Supreme Court ruled that her jeans were too tight for her 45-year-old attacker to have removed them himself, thereby implying consent. Employees who wish to participate in Denim Day may bring a \$1 donation to the Social Services Department at Women & Infants between 8 a.m. and 5 p.m. or to the cafeteria at Kent from 11 a.m. to 4 p.m.

Schwartz Center Rounds entitled "Complexities of Intimate Partner Violence: When Culture Influences Patient Safety" will focus on a sexual assault case presentation on Wednesday, **April 26 from 12 to 1 p.m.** in South Pavilion Auditoriums 1 and 2. For more information, please contact Melissa O'Donnell at ext. 42225 or modonnell@wihri.org.

VNA of Care New England to hold spring memorial ceremony



On Tuesday, **May 2**, The VNA of Care New England Hospice Care Program will hold its annual spring hospice memorial at the Warwick Country Club, 394 Narragansett Bay Avenue, Warwick, at **6 p.m.** This celebration of life will include candlelight, music, and a sharing of memories through photographs and remembrances for individuals who have lost loved ones.

"We look forward to once again gathering with members of our community for this wonderful, warm and caring tribute to lost loved ones," said Kathleen Peirce, vice president of clinical operations, executive director, chief nursing officer, VNA of Care New England.

For more information, visit <http://bit.ly/2omNakE>.

Butler Hospital leadership to speak at NAMI Rhode Island's annual conference

Butler Hospital's Chief Medical Officer James Sullivan, MD, will be the keynote speaker at this year's NAMI's Bridging The Gaps Annual Conference. Themed "Heroes and Allies: Changing the Conversation," the day-long event held on **May 10** at Providence College is open to physicians, clinicians, patients, their families and the community. Opening remarks will also be given by Jean Marandola, NAMI family member and Jeremiah Rainville, NAMI RI Peer Program Manager.



Additionally, representatives from Care New England will participate in dozens of workshops featuring panelists and presenters from across Rhode Island's mental health community. Tickets are \$20 for general admission and free to NAMI Members. Box lunches can be purchased in advance for \$15/each. To preview the conference agenda and register online, visit <https://namirhodeisland.org/btg2017/>.

National Medical Laboratory Professionals Week

This is National Medical Laboratory Professionals Week (April 23-29, 2017). Medical laboratory professionals play a vital role in every aspect of health care. Since they often work behind the scenes, few people know about the critical testing they perform for patient care every day.

Thanks to our laboratory staff for their dedication and commitment to our patients. Visit <http://www.carenewengland.org/laboratory/index.cfm> to view our laboratory testing locations. 