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“It’s a time to pause from the concerns of the day, the workplace challenges and the hectic pace that surely defines your job.”

Good day! As we make our way into the long Memorial Day Weekend ahead we celebrate the unofficial kickoff to summer.

I am sure you probably have plans to look forward to, gatherings to attend and maybe the chance to finally hit the beach or pool—if the weather cooperates! It’s a time to pause from the concerns of the day, the workplace challenges and the hectic pace that surely defines your job. For those who will be spending their time working, caring for patients, maintaining our physical plant and keeping the organization running, I thank you and applaud you because it can be a challenge, especially when your family and friends are having all the fun. For those taking some time off, I wish you a most relaxing holiday weekend.

Briefly, I do not have any new updates to share on the partnership fronts. We continue to proceed with our due diligence process and the drafting of definitive agreements. You might have seen some media attention this past week focused on Partners HealthCare and their financial plans aimed at cost cutting, realizing greater organizational efficiencies and a more streamlined operational approach for the future. You might have even seen an article in the *Boston Business Journal* in which leaders from Partners expressed the importance of Care New England’s financial improvement as a key to the ultimate success of the partnership agreement. I hope this did not take you by surprise. The success of CNE both independently and in the context of our relationship is simply essential business practice. We must continue to do the hard work to bring our financial house in order. We must do it for ourselves, our patients and the community. And we must do it for the strength and stability of our new partnership plans.

Before I conclude I want to offer a few congratulations and thanks. First, once again, Butler Hospital is helping to shape the conversation on issues of critical importance. This time it is focusing on teen suicide in light of a new Netflix drama that is generating a lot of buzz—“13 Reasons Why.” Maybe you have seen it? Even if you haven’t, we can all agree it is a topic that should never stray too far from top of mind. My congratulations and appreciation for all that you are doing on this front.

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Special congratulations are owed to Krysten Blanchette, accounts revenue manager with CNE's Revenue Cycle. Krysten is this year's CNE MVP and was recognized last week. Read all about Krysten and what her colleagues are saying. Finally, I want to also congratulate Dr. Ehsun Mirza, an intensivist at Kent Hospital. Dr. Mirza is one of many CNE Top Docs to be honored this year. Today, I wanted to share a link to a story that appeared on WJAR-TV10 last week highlighting his work and his 2017 selection to the list.

Thanks again for reading. Have a great week ahead and Happy Memorial Day!

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Butler Hospital expert responds to "13 Reasons Why" media attention

In the media recently, the Netflix series "13 Reasons Why" has stirred conversation and controversy on the subject of teen suicide. At Butler Hospital, we know intimately the importance of taking suicidal thoughts seriously—for any person, of any age. We also know there continue to be myths and misunderstandings about the causes and available treatments for this devastating condition.

In last week's *Providence Journal*, Erin Ursillo, program manager of our Young Adult Partial Hospital Program, was interviewed by reporter G. Wayne Miller. [In the article](#), she points out that the storyline could make some believe that asking for help is not worthwhile and will be ignored or dismissed. This piece of the series plotline has sparked important conversations regarding the experience of asking for help with patients in Butler's Young Adult Program.

On the other hand, Ursillo notes that public discussion of the issue can help "erode the stigma associated with it and the underlying illnesses and conditions that can lead to suicidal thoughts." Please take the time to read the article as it points out some of the pitfalls of the plot, while also providing some helpful information to assist us in having informed discussions. Should you or someone you know need additional support and resources, Butler Hospital's Behavioral Health Services Call Center is available 24/7 at (844) 401-0111 as is the National Suicide Prevention Lifeline at (800) 273-8255.



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Congratulations to Care New England MVP, Krysten Blanchette!

The 2017 CNE MVP, Krysten Blanchette, accounts revenue manager of Care New England's Revenue Cycle Department was honored at the Care New England Service Awards held during National Hospital Week. Kathleen received six nominations from her colleagues and manager, each depicting how Krysten's dedication to her role and responsibilities is always paired with the values of accountability, caring, and teamwork.

Here are a few comments from Krysten's nominations that reinforce this well-deserved award.

"Krysten is what you call an exceptional leader as she is not just telling us what to do, but she leads with her example. During the many system transitions (Epic, Aeos, HRS) she was amazing—learning and teaching and guiding us through with patience and enthusiasm."

"Krysten has brought new light to ongoing issues and has cleaned up accounts, helping to drive more revenue. Her presence has improved office morale!"

"Krysten is kind, caring, empathetic, as well as honest and straightforward. She communicates clearly and holds us responsible for the duties at hand. I cannot say enough about how very hard she has been working to ensure CNE stays strong through this difficult time."

Congrats Krysten, and thank you for all that you do!



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Health Check features Kent Hospital's Dr. Eshun Mirza as RI Top Doc

Dr. Eshun Mirza, MD, critical care specialist of Kent Hospital was recently named in RI Monthly's annual Top Doc issue, recognized for his expertise in critical care medicine. Barbara Morse-Silva, of WJAR-TV 10's Health Check has featured an array of physicians who've received such recognition, including a profile piece on Dr. Mirza, which highlights his unwavering dedication to his patients.

During the interview Dr. Mirza shares how he identifies as physician, "My definition of a physician is somebody who not only treats patients, their disease process, but also treats patients as a human being. Takes care of their families, their well-being. They cry with them. They laugh with them."

Dr. Mirza adds how this achievement is not based on his efforts alone, "Top Doc award is, to me, for the entire team. The nurses, the respiratory therapists, the pharmacists, the people who clean this place."

The segment, which aired on May 15, can be viewed at <http://bit.ly/2rGpYux>.

Preview the full list of Care New England Top Doc's at <http://bit.ly/2pZcl8c>.



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Have a great week ahead.

Sincerely,

Dennis D. Keefe

Dennis D. Keefe
President and Chief Executive Officer



Women & Infants takes top honors in "Place to Have a Baby" in Readers' Choice Award

Congratulations to both Women & Infants and Kent Hospital which placed first and second, respectively, in the "Place to Have a Baby" category in the 2017 *The Providence Journal* Readers' Choice Awards.

The Providence Center's 5Klub helps clients to achieve overall health

Four years ago, The Providence Center's health care specialist, Erica Michonski, set out to organize a running/walking club that both clients and staff members could participate in to promote physical activity and goal setting success. The club, known as 5Klub, participates in one race every month. This month, the group will participate in the Veterans Home Run in Pawtucket.

Michonski is part of the Wellness, Employment and Education (WEE) program, which consists of a group of employment, education and health specialists. In taking part in WEE, Michonski understands the importance of helping clients achieve overall health and well-being in order to live productive lives. "The 5Klub is a fun way for clients to get involved with their community and enjoy physical activity they might otherwise be intimidated by," said Michonski.

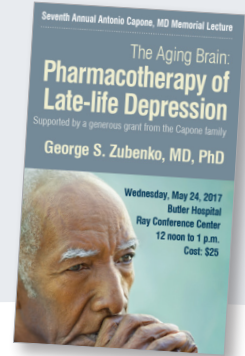
The program's ultimate goal is to promote independence, personal autonomy, self-esteem, and to increase each individual's quality of life through community integration, supported education and employment, and fitness activities. "Seeing members set a goal and then witnessing their heightened confidence and pride as they cross the finish line is really something special," added Michonski.



Still time to register for Wednesday's Capone lecture

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). The lecture, "The Aging Brain: Pharmacotherapy of Late-life Depression," will draw on the three decades Dr. Zubenko has spent as a pioneer in psychiatry and clinical neuroscience and 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>.



Ebola drill update

On Friday, May 12, 2017, Women & Infants, a deemed Ebola Assessment Hospital, conducted a functional exercise. The hospital's Infection Control, Emergency Preparedness, Security, Emergency Department, SIM Center, Nursing Education, Patient Access, and Environmental Services departments participated in the drill. The scenario portrayed a person under investigation (PUI) coming to the hospital arriving by the City of Warwick Fire Department EMS unit in order to assess the hospital's ability to respond to a PUI arrival.



Several objectives were tested which included donning and doffing staff and EMS personnel, the ability to quarantine the ambulance and safely remove waste, and promptly notify internal and external officials.

These drills take thorough planning and preparation in order to provide a realistic and safe environment, and to provide a learning experience for those who participate in the event. As usual the staff really stepped up for the event which was monitored by the Rhode Island Department of Health Center for Emergency Preparedness and the Hospital Association of Rhode Island. As stated by Deputy Chief Jason Umbenhauer of the Warwick Fire Department, a participant in the drill, "The hospital put its best foot forward as usual and truly puts patient care as their main focus."

Butler Hospital leadership speaks at NAMI Rhode Island's annual conference

Butler Hospital's Chief Medical Officer James Sullivan, MD, was the keynote speaker at this year NAMI's "Bridging The Gaps" Annual Conference held on May 10 at Providence College. Themed "Heroes and Allies: Changing the Conversation," the day-long event was open to physicians, clinicians, patients, their families and the community.

Opening remarks were shared by Jean Marandola, NAMI family member, and Jeremiah Rainville, NAMI RI Peer Program Manager. Additionally, representatives from Care New England participated in dozens of workshops featuring panelists and presenters from across Rhode Island's mental health community.

Top: Dr. Michael Wolfe, MD, Young Adult Partial Hospital Medical Chief

Bottom: Dr. James Sullivan, MD, Senior Vice President and Chief Medical Officer



Integra networks provides referral services for Blue Cross Blue Shield patients

Since April 2016 the Integra Referral Hub has made more than 5,500 specialist appointments for patients, ensuring the right care, at the right time, in the right place. The service, which provides an enhanced level of care coordination by arranging patients' needed appointments and keeping primary care physicians (PCPs) informed of their care, is available to nearly 110 PCPs and connects their practices to more than 800 specialties within the Integra network.



Along with scheduling and updating providers of referrals, the hub team completes all required Blue Cross Blue Shield Blue Chip documentation. This relieves time and effort from the primary care practices' administrative teams. The referral hub also transfers all required patient information between primary care and specialist practices.

Integra referral coordinators can:

- Coordinate care with preferred Integra providers.
- Schedule appointments.
- Locate providers for patient referrals.
- Identify specialists by insurance accepted.
- Transfer patient information to specialists.
- Update primary care physician's records with specialist appointment information.
- Enter all Blue Chip referrals.

To reach the Integra Referral Hub call (401) 552 -3000. If you have any questions regarding this service please reach out to IntegraReferralHub@ripcc.com. 

