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Good day! Today I want to introduce you to Isabella Mariano. Isabella is a young woman with a clear sense of community, caring and purpose.

While just a sophomore in high school, she is wise and compassionate beyond her years. When I heard about her recent project (highlighted below), I knew it had to be featured here for everyone to read. Her gift of time and generosity to our patients speaks to our mission better than any metric or dashboard. Her example is but one of many that I could illustrate each week here and will continue to do so going forward. For today though, in the midst of your work, please pause for a moment to consider the kindness of Isabella and the many others like her we are privileged to come across so often in the important work we do. I hope you enjoy her story!

“Finally, I have one action item for your to-do list...

Make your voices heard to our elected officials as this year's session winds down and the hard work of finalizing the budget concludes. Every voice counts and will be heard by your members of the General Assembly.”

I also wanted to take a quick moment and update you that PTO availability on iCare has been fixed. I know this has taken some time and been a source of concern for many. Thank you for your patience and for those who have been working behind the scenes to get this back on track. Please review the information included below to get the latest details.

Just this past week, I had the opportunity to share some important information about our affiliation with Partners HealthCare in the form of an Op Ed that appeared in *The Providence Journal*. In case you haven't had a chance to read it yet the link is included <http://bit.ly/2t3GWnr>.

Finally, I have one action item for your to-do list. In fact, it will probably be the easiest thing you have to do today! Included below is a request to make your voices heard to our elected officials as this year's session winds down and the hard work of finalizing the budget concludes. Every voice counts and will be heard by your members of the General Assembly. Details and link are below.

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Patients at Women & Infants benefit from student's generosity

On June 2, 2017, many patients on the oncology, ACU and NICU floors received heartfelt gifts, as they were presented with floral arrangements, inspirational cards and original

canvas artwork. All of the artwork and floral arrangements were assembled and designed by MET High School student, Isabella Mariano for her sophomore project. In February, Isabella,

with the assistance of her advisor Monique Conway, reached out to the Social Work Department, expressing her desire to fulfill her year-long school project by presenting these items to patients at the hospital.

In order to accomplish this goal, Isabella completed an internship at Check Florist where she learned to make the floral arrangements, as well as raised funds to purchase the flowers used in all of the arrangements. She devoted countless hours of her time completing her original canvas artwork. Accompanied by the unit social worker, Isabella presented these gifts to almost 30 patients on three floors. In every instance, this act of kindness and generosity brought a huge smile to the face of the patient and was met with heartfelt appreciation.



Pictured from left to right are: Jessica Reis-Driscoll, MSW, LICSW, Social Work Manager; MET High School student Isabella Mariano; MET High School advisor Monique Conway; Kathleen Gagnon, senior administrative coordinator, Social Work Department; and Shakay Kizirian, MSW, LCSW, clinical social worker.

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A call to action—Reach out to your legislators regarding Medicaid payments

As the State's 2017 legislative session nears the finish line it is critical that employees across Care New England advocate for our hospitals by reaching out to their legislators and ask them to protect hospital employees and patients by enacting a state budget that increases hospital Medicaid payments and funding to care for our most vulnerable citizens. This effort is being conducted in conjunction with other members of the Hospital Association of Rhode Island (HARI).

The State has not increased hospital Medicaid rates since 2013, and in some years payments have been reduced. Meanwhile, the cost of providing care continues to increase and hospitals face uncertainty at the federal level. The State has set limits on payments from commercial insurers.

The current budget proposals cut funding required to offset the cost of providing free care to Rhode Islanders without

the ability to pay. Years of continued reductions have left our hospitals in a critical condition rather than allowing us to invest in both our workforce and patient care.

Please tell the General Assembly to invest in hospitals, employees, and patients. There are three easy steps to participate in the campaign:

1. Visit the [HARI Action Center](#).
2. Enter your information (the system will then identify your elected officials based on your home and business addresses).
3. Click "Send Message" to send a pre-written email to elected officials.

Thank you in advance for your efforts.

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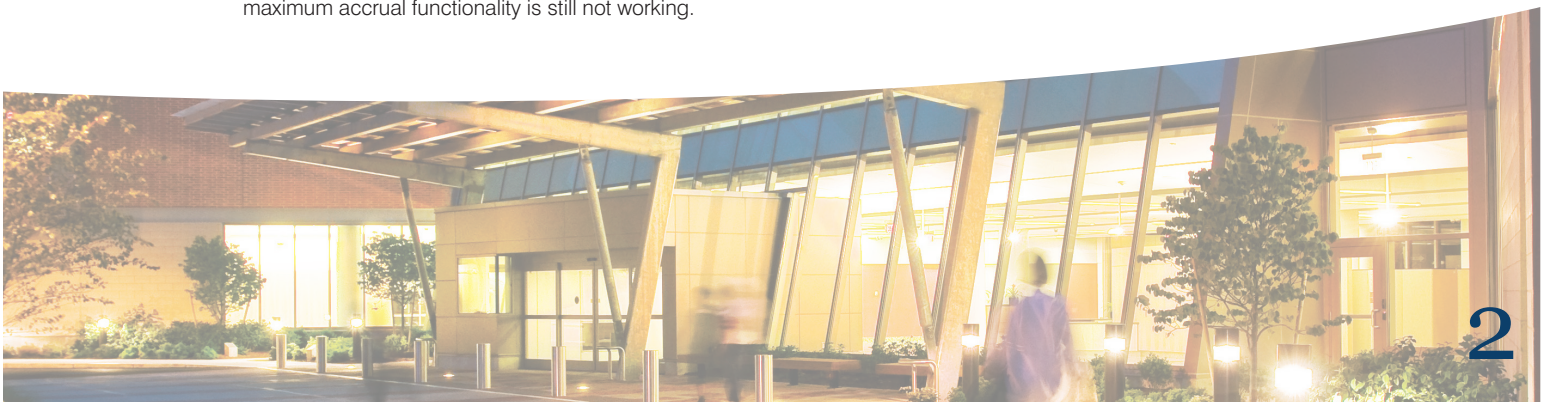
Availability of PTO accruals on iCare

Several months ago, CNE implemented an upgrade to our Unicorn/Icon payroll system. As a result of this upgrade, some of the entitlement (e.g. vacation, PTO, sick, etc.) functionality stopped working. Specifically, no longer being able to display entitlement balances on iCare (also known as the "PTO on iCare" issue). This also affected the functionality related to the calculation of maximum accruals allowed. Since this has occurred, a team has been working diligently with our vendor and in the department to fix these two issues.

Effective Friday, June 9, we are pleased to announce your entitlement balances will be available on iCare. However, maximum accrual functionality is still not working.

The remaining issue of maximum accrual functionality means the system continues to accrue entitlement benefits (e.g., vacation, PTO, sick, etc.), even when your defined maximum has been met. For those individuals who are affected, once this functionality is working again, the balance will be corrected to reflect the maximum allowed. Allowable maximum hours are posted on carenet in the Human Resources portal in the Benefits section.

Thank you for your patience as we continue working toward a solution.



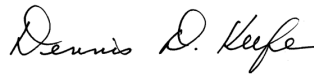
Save the date! CARE Awards rescheduled

Please mark your calendars for Wednesday, June 21, beginning at 3 p.m. at Ray Hall on the Butler Campus. We look forward to seeing you then for this year's CARE Awards presentation highlighting the great collaboration, teamwork and innovative new projects from across the system.

* * *

Have a great week ahead!

Sincerely,



Dennis D. Keefe
President and Chief Executive Officer



Care New England launches new Spine Care Program



Spine problems (back and neck pain) are the leading cause of disability in the United States and are among the principle drivers of the current opioid crisis. In response, CNE has launched an innovative new Spine Care Program that brings greater efficiency, effectiveness and cost-effectiveness to spine care. The focus, consistent with the CNE mission and values, is to help patients with spine problems become our partners in the care of their problems, and help them become healthier and more productive in their lives.

The program incorporates an integrated spine care pathway in which primary spine practitioners (PSPs, who are specially trained chiropractors), physical therapists, spine surgeons, behavioral health specialists, acupuncturists, injectionists and others come together in a team environment to ensure that each patient receives the right care at the right time, with emphasis on teaching patients how to care for themselves.

The medical director of the program is Donald R. Murphy, DC, FRCC, who has helped successfully implement this integrated pathway in several other environments. The pathway uses a "stepped care" approach, in which the most effective, least invasive and least costly services are applied first (by primary spine practitioners in coordination with physical therapists), with a focus on teaching patients self-care methods. In the relatively uncommon cases in which the problem persists, higher intensity services are applied, with the patient carefully followed by the PSP to ensure they are experiencing maximum benefit.

For further information call (401) 728-2200 or visit <http://www.carenewengland.org/services/spine-care/>.

Kent Residency Program recognized at Northeast Osteopathic Medical Education Network event

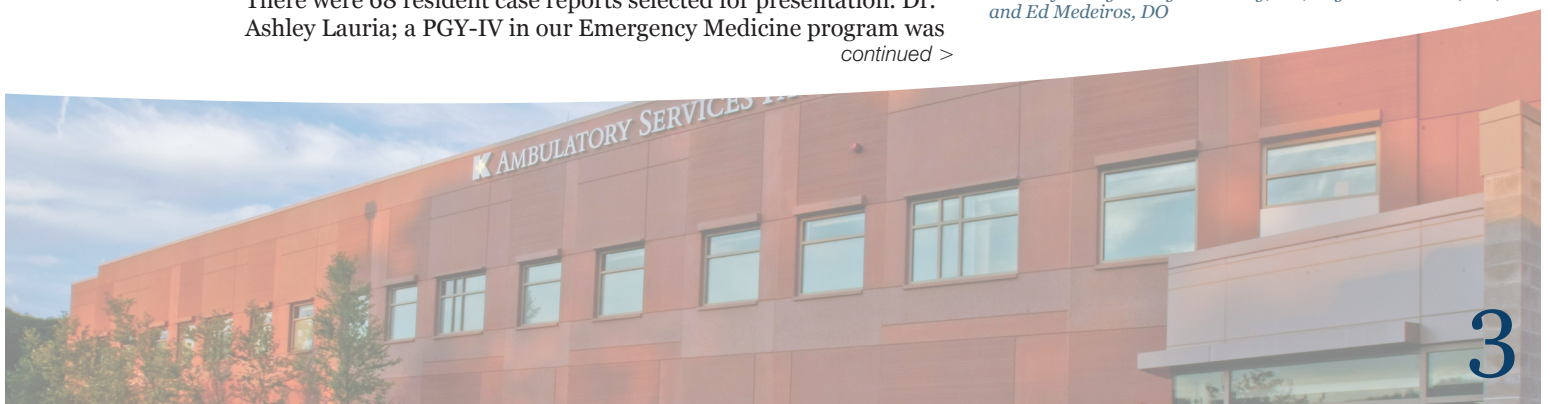
The Kent Hospital Residency Program participated in the 16th Annual Research and Scholarship Forum of the Northeast Osteopathic Medical Education Network (NEOMEN). The event was held on May 18 at the University Of New England College Of Osteopathic Medicine in Biddeford, Maine. Residents and medical students from throughout New England were selected to present case reports and original research projects. This year nearly 150 were presented.

There were 68 resident case reports selected for presentation. Dr. Ashley Lauria; a PGY-IV in our Emergency Medicine program was

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From left to right: Bryn DeKosky, DO, Regina Sutskever, DO, and Ed Medeiros, DO



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awarded second place for her report, "Kawasaki Disease: A 'Can't-Miss' Diagnosis." In the Resident Research category 16 projects were presented. Kent Hospital was strongly represented.

Dr. Edward Medeiros; an internal medicine PGY-II, was awarded third place for his research "Utilization of Prediction Models for Pulmonary Embolism in a Community Emergency Department." Dr. Regina Sutskever; a PGY-III in the Internal Medicine program, received second place for her research, "Overuse of Telemetry Monitoring in Patients with Respiratory Disorders." First place was awarded to Dr. Bryn DeKosky, a PGY-II in the Emergency Medicine Program for her project titled, "Efficacy of Complex Care Plans in Regards to High Utilizers in the Emergency Department."

In the student case report category there were 37 poster presentations. UNECOM MS-III Andrew Ea has spent his third year at Kent Hospital and was mentored in his presentation by Joseph Brady, MD, Kent Hospital surgeon. He was awarded first place for his report, "Meckel's Diverticulum in a 40 Year-old Male."

The Providence Center's 16th Annual President's Cup Golf Tournament a success

Last Monday, The Providence Center (TPC) held its 16th Annual President's Cup Golf Tournament at Rhode Island Country Club in Barrington. The event was a resounding success, with 34 foursomes participating to raise more than \$91,000, and more than 30 volunteers.

Tournament proceeds will benefit TPC's 60-plus programs and services for children, adolescents, adults and families experiencing mental health and substance use issues.



Save the date! Anchor Recovery holds Open House on June 15

Anchor Recovery Community Center, a Providence Center program led by peer recovery support specialists who have changed their lives and want to help others, will be holding an Open House at 249 Main St in Pawtucket on Thursday, June 15 from 2 to 5 p.m. Anchor Recovery is designed to assist people experiencing substance use issues to remain engaged in support services during various stages of their recovery.



Anchor

Recovery Community Center
peer-to-peer support services

This event will be open to the public and all visitors will be able to:

- Meet Deb Dettor, the new Director for Anchor programs, as well as Anchor management, recovery coaches and volunteers.
- Learn about the Anchor services and activities available to members.
- See the Anchor facility in person.

If you've never been to Anchor, or you'd like to hear about what they've been up to recently, swing by and check it out! 