

# carenews

*together we are transforming the future of health care*

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“The more we can keep care in the system with our highly-skilled and multidisciplinary team of clinicians, the more we will grow and best serve our patients.”

**Good day! It should come as no surprise that one of our key drivers for success is care retention and referrals.** It's talked about often and holds critical importance. The more we can keep care in the system with our highly-skilled and multidisciplinary team of clinicians, the more we will grow and best serve our patients. To that end, I wanted to take a moment to highlight a recent event at Butler Hospital that serves as a great example of how we all can find interesting, informative and strategic opportunities to seize on these retention and referral initiatives. Opportunities abound for all of us to get involved and spread the word. Congratulations to everyone involved in this Behavioral Health Services Open House! Learn more in the update below.

Today, I would also like to take a minute to remind you about the importance of what we refer to as Community Benefit reporting. If you are not familiar, or simply need a refresher, please read the important information I have included. The tracking, gathering and reporting of the work so many of us do for the community plays an important role in our non-profit status and speaks to our ongoing commitment to our mission. We do need your help in keeping this information current and accurate. Please take a few minutes to review details and possible next steps to take.

While I am on the topic of action items, I hope you have all taken the time to complete your mandatory HIPAA training or plan to do so very soon. As you know, the deadline to complete this training is the end of the month.

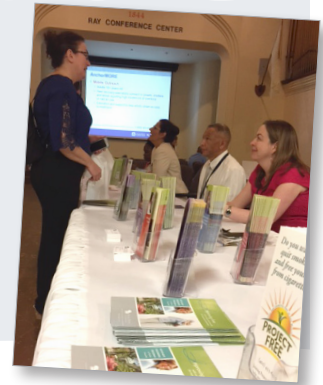
Please be sure to read the instructions that were in your original email from [HS-Alerts hs-alerts@healthstream.com](mailto:HS-Alerts@healthstream.com) so you can login and complete your learning module in the coming days. I have recently completed mine and found the information to be an important refresher on topics we all encounter daily.

Finally today, I would like to close with expressing my appreciation to everyone at Women & Infants Hospital for their tremendous showing and hard work in the most recent Joint Commission survey. This visit and the preparation leading up to it is never easy. However, it is abundantly clear that your hard work, dedication and readiness proved to be the hallmark of the survey. I have highlighted many more of the details in the summary included.

## Making connections

Last week's CNE Behavioral Health Services Open House, hosted at Butler's Ray Hall, drew more than 50 people from the community who are key referral sources. Additionally, with more than 30 CNE behavioral health care providers participating, the open house offered an opportunity to build stronger connections within CNE's behavioral health network across the system. Along with the large team of people from Butler, there were representatives from Integra,

The Providence Center, Anchor Recovery, Continuum Behavioral Health and Women & Infants. Butler's Call Center services gained more visibility, with a great deal of positive feedback on creating this single point of access to make it easier for people to find the right services.



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## Community Benefit reporting

As part of the justification for Care New England's non-profit status, CNE is required to report to the IRS (Form 990) the community benefit work the system sponsors or supports. It is the time of year when we are requesting the submission of any qualifying department programs. Please see the guidelines below for what counts and what does NOT count as a community benefit.

For a program to COUNT as a community benefit activity, it must:

- Address a documented community need.
- Have at least one of these community benefit objectives:
  - Improve access to health care services.
  - Enhance health to the community.
  - Advance medical or health care knowledge.

A program DOES NOT COUNT as a community benefit if:

- The program is primarily for marketing purposes.
- The program or donation is unrelated to health or the hospital's mission.
- An objective "prudent layperson" would question whether the program truly benefits the community.
- The program benefits the organization more than the community.

- The program represents a community benefit provided by another entity or individual.
- Access to the program is restricted to individuals affiliated with the hospital.
- The activity represents a normal "cost of doing business" or is associated with the current standard of Care New England.

Please submit [forms](#) related to community benefits as soon after the event as possible. Please email the following team member to send in your forms or to answer any questions you may have.

Butler Hospital – Joy Vaudreuil

[jvaudreuil@butler.org](mailto:jvaudreuil@butler.org)

Care New England - Chelsea Colaluca

[ccolaluca@carene.org](mailto:ccolaluca@carene.org)

Kent Hospital – Barbara Abbenante

[babbenante@kentri.org](mailto:babbenante@kentri.org)

Memorial Hospital – Barbara Abbenante

[babbenante@kentri.org](mailto:babbenante@kentri.org)

VNA of Care New England – Chelsea Colaluca

[ccolaluca@carene.org](mailto:ccolaluca@carene.org)

Women & Infants Hospital – Stephanie Regine

[sregine@womenandinfants.org](mailto:sregine@womenandinfants.org)

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## Women & Infants completes Joint Commission survey

Last week, Women & Infants underwent a rigorous four-day survey by The Joint Commission (TJC) and the results were excellent! Women & Infants is the first CNE hospital to be surveyed using the new scoring methodology, implemented in January 2017. The [new scoring methodology](#)—the **Survey Analysis for Evaluating Risk (SAFER)** matrix—is intended to better identify and communicate risk levels associated with deficiencies cited during surveys.

The **SAFER** matrix replaces the TJC's former scoring methodology, thereby, eliminating Category A and Category C findings, as well as direct and indirect impact Elements of Performance.

All Requirements for Improvement (RFIs) are plotted on the **SAFER** matrix according to the likelihood the issue could cause harm to patient(s), staff, and/or visitor(s), and the scope at which the RFI is observed. Combined, these characteristics identify a risk level for each RFI, which in turn will determine the level of required post-survey follow up.

The survey results included a total of 34 findings, none of which rose to the level of high or immediate threat to life. These are excellent results, as most surveys conducted since the implementation of the new scoring process have ranged from 42 to 100 findings.

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While the surveyors did find areas that are in need for improvement, they also found many areas of excellence, and still more areas that they consider to be best practice, including:

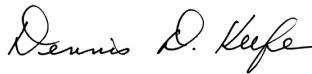
- Safe surgery checklist board in the OR.
- Medical Staff Office credentialing processes.
- Antibiotic Stewardship Program.
- Neonatal Abstinence Syndrome (NAS) Program.
- NICU Clinical Alarm Fatigue Failure Mode Effects Analysis (FMEA).
- Domestic violence screening.
- Rounding process for early identification and resolution of medical equipment issues.
- Simulation Center Program.

The surveyors also noted the prevailing sense of staff readiness, calm, and willingness to participate during this survey. Congratulations on a job well done!

\* \* \*

Have a great week ahead!

Sincerely,



Dennis D. Keefe  
President and Chief Executive Officer



## Care New England Marketing team earns regional communications recognition

Care New England was among the 51 hospitals, health care facilities and marketing/advertising agencies honored by the New England Society for Healthcare Communications (NESHCo) at its 27<sup>th</sup> Annual Lamplighter Awards recently. Congratulations to the CNE Marketing Communications team for recognition in the following categories:



**NESHCo**  
NEW ENGLAND SOCIETY FOR  
HEALTHCARE COMMUNICATIONS

*Lamplighter Awards*

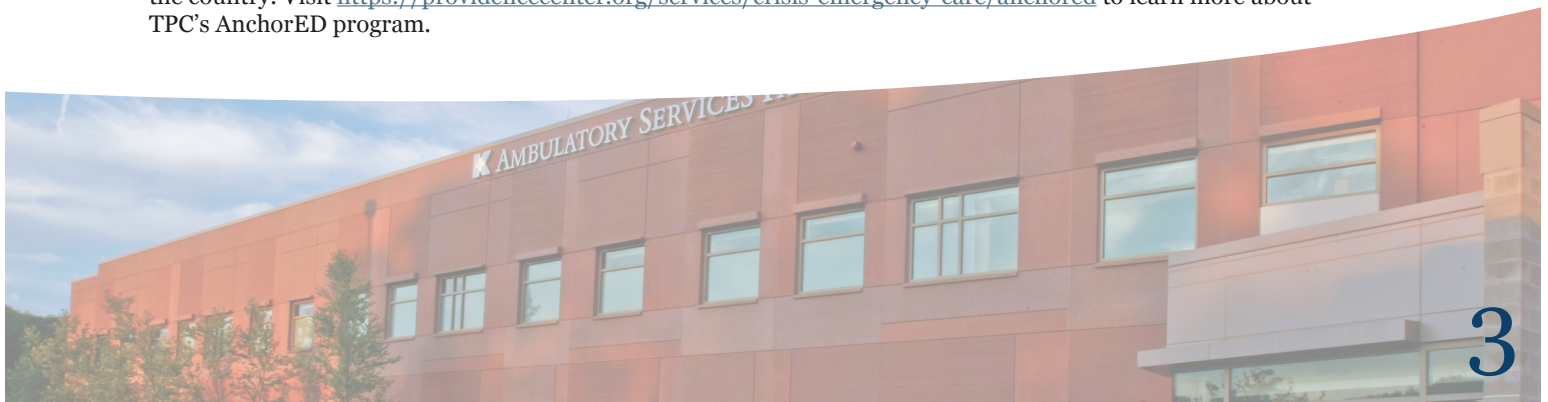
- Kent Hospital won a gold award for its patient brochure in the category “Design – Printed Piece (Produced In-House).”
- Butler Hospital’s Dig Deep campaign won a gold award in the category “Social/New Media (Produced In-House).”
- Butler Hospital won a gold award for its Memory and Aging Program feature in *The Providence Journal* in the category “Media Relations (Produced In-House).”
- Butler and Women & Infants hospitals won a silver award in the category “Websites – Less than \$100,000.”
- Women & Infants Hospital won a silver award for its communications during SEIU 1199 contract negotiations in the category “Crisis Communications (Produced In-House).”
- Memorial Hospital won a silver award for its Nurse Alumni Anniversary Book in the category “Publications – Special Purpose (Produced In-House).”

## Huffington Post covers AnchorED replications

Earlier this month, *The Huffington Post* ran a feature story about communities around the country launching new programs modelled after TPC’s AnchorED, which sends trained recovery coaches to hospital emergency departments when they admit someone who has experienced an overdose. New York City and communities in Massachusetts, Connecticut, New Hampshire, and New Jersey have created similar programs, while officials in at least seven other states—California, Maine, North Carolina, Ohio, Oklahoma, Texas, and Vermont—have been talking to AnchorED staff over the last year about starting programs in their states.

**AnchorED**

New federal funding available through the Comprehensive Addiction and Recovery Act and the 21<sup>st</sup> Century Cures Act has stimulated the development of these new responses to the overdose epidemic affecting communities across the country. Visit <https://providencecenter.org/services/crisis-emergency-care/anchored> to learn more about TPC’s AnchorED program.





## Kent Hospital Auxiliary to host annual golf tournament

The Kent Hospital Auxiliary is proud to announce its 20<sup>th</sup> annual golf tournament and dinner to be held at Potowomut Golf Club in Warwick on Monday, July 10, 2017. All proceeds will be used to support Kent Hospital's surgical services department by enhancing essential patient care facilities, and securing the latest advancements in technology.



Kent Auxiliary is pleased to announce Stephen Carll, of Jamestown, will serve as honorary tournament co-chair. Carll and his employer, Wells Fargo & Co., have been supporting the tournament in various capacities over the past 12 years. Carll has participated in the annual golf tournament on multiple occasions and frequently volunteers at various Kent Hospital Auxiliary fundraising events such as the annual gala.

In addition to his tireless efforts to assist in improving patient care at Kent Hospital Carll is currently a managing director of the Technology Finance Group at Wells Fargo & Co., in Boston. Throughout his career Carll has been essential in underwriting and closing hundreds of lending transactions representing several billion in financial commitments. In his present role he was the recipient of the Golden Spoke Award, which is the highest level of employee recognition within Wells Fargo's wholesale bank. Carll is a graduate of the University of Rhode Island's School of Business and received his MBA with honors from Boston University's Questrom School of Business.

The day's events will include a luncheon served from 11 a.m. to 12:15 p.m., with a 12:30 p.m. shotgun start. A reception, dinner, awards, silent auction and raffle will follow. The format will be best ball foursome Calloway or Scramble. For information, contact Susan Crossley at extension 31464 or Patricia Carll at (401) 884-8893.

## CNE Orthopedic Surgery & Sports Medicine holds annual medical evaluations for high school athletes

For the past 25 years, Dr. Shalvoy and Dr. Khaund have provided pre-participation exams for high school athletes across Rhode Island. This year, physicals will be provided on Saturday, July 29 from 8 to 11 a.m. at Memorial Hospital, 111 Brewster Street in Pawtucket, RI. This is a free service, provided by CNE staff with a \$10 administrative fee associated with each physical examination.

Beyond pre-participation exams, CNE Orthopedic Surgery & Sports Medicine also offers post-game injury clinics designed to accommodate athletes injured during competitive play. These clinics begin on September 11, every Monday from 3 to 5 p.m. and Saturday from 8 to 11 a.m.



## Spring into Summer Slim Down Challenge

The Summer Slim Down Challenge includes a customized five-week exercise program and is open to 2nd and 3<sup>rd</sup> shift employees. Participants can exercise both at home or at Healthtrax located in Warwick, RI. A free, five-week Healthtrax membership is available for Summer Slim Down participants who are also first time Healthtrax members. The program will feature a FLEX Express Workout that focuses on cardio, core, strength training, and stretching. To sign up or learn more call (401) 732-3066.

## CARE Awards—New date and time

All are invited to attend the 2017 CARE Awards on **Wednesday, June 21 at 3 p.m. at the Ray Conference Center** on the Butler Hospital campus.

Please RSVP to [careawards@carene.org](mailto:careawards@carene.org).

