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Good day! I wanted to update you on last week's news regarding CNE's bond

rating. The report issued last week by Fitch, one of the major ratings agencies, reflects the challenges we are aggressively working to address. This includes significant volume shifts with associated revenue declines. While our financial performance continues to be the focus of media attention and certainly, your conversations and concerns, I want you to know there were some very positive takeaways in this report. The report expresses optimism for Care New England given our highly targeted efforts to drive immediate growth, combined with strategic business development initiatives and broader partnership efforts well underway.

On that note, I continue to hear your questions about our partnership opportunities with Prime for Memorial Hospital and Partners for the rest of the system. These are very complex transactions requiring extensive information sharing, planning and important due diligence. Just because there has not been a major announcement or update does not mean the processes are not proceeding. Rather, we continue to make good progress on both fronts with all parties focused on the success and completion of the agreements. I assure you, I will continue to provide updates as warranted.

CNE has seen progressive improvement in operating income every month since February. That is a credit to your focus, action and urgency with the action plans and the immediate work at hand.

Please welcome Diane Rafferty

I am pleased to announce that Diane Rafferty has accepted the position of interim president and chief operating officer at Women & Infants. Diane transitioned from her consultancy role at Alvarez & Marsal (A&M) into this full-time executive leadership role on Monday, August 14.

Diane is managing director of the Healthcare Industry Group at A&M. She has more than 33 years of experience in the health care industry and brings extensive expertise in hospital operations, finance, quality, compliance, productivity improvement, and reorganization. Particularly during these times of transition and change, having a leader with these skills is crucial.

Prior to joining A&M, Diane served as executive vice president and chief administrative officer for Brotman Medical Center, where her leadership, direction, and strategic initiative improved

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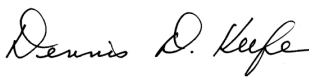
overall operational and financial performance. She has also served as a surveyor/clinical investigator with The Joint Commission; chief executive officer of San Ramon Regional Medical Center with Tenet Healthcare; an independent consultant providing expertise on compliance, medical malpractice, and health care litigation; chief operating officer of USC University Hospital; chief operating officer of West Hills Medical Center with HCA; and chief nursing officer of UniHealth, Northridge Hospital Medical Center.

A graduate of the State University of New York with a bachelor of science degree in nursing, Diane also earned a masters in health care administration from the University of LaVerne in California.

Diane will be supported by the Women & Infants leadership team, which is comprised of Dr. Robert Insoft, chief medical officer; Matt Quin, chief nursing officer; Christina Johnk, senior director of human resources; and Chris Fallon, interim vice president of finance. She will also be working closely with our chiefs—Drs. Kue Choi, Susan Koelliker, Jim Padbury, Maureen Phipps, Ray Powrie, and Jim Sung—and other clinical and non-clinical leaders. We have great faith in this team, and they have the full support of CNE leadership.

Please join me in welcoming Diane and have a great week ahead.

Sincerely,



Dennis D. Keefe
President and Chief Executive Officer



The Providence Center and Anchor Recovery to be featured on PBS NewsHour

PBS NewsHour, the hour-long nightly news program, will feature Anchor Recovery Center, The Providence Center, and Care New England in an upcoming series about the nation's opioid epidemic. The segment will examine some of the different services for those in recovery.

Among the programs featured will be TPC's Men's Roads to Recovery residential treatment and the Women's Day Intensive Outpatient Program (IOP). They will explore the peer-to-peer recovery movement and the services offered at Anchor Recovery Center. PBS also filmed a segment inside the Kent Hospital ED about the Anchor ED Program, which sends recovery coaches into hospitals to meet with overdose survivors.

Additionally, the piece will center around the personal story of Jonathan Goyer, Anchor MORE Program manager, who experienced an overdose five years ago and has since become one of Rhode Island's most vocal recovery advocates.



Governor Raimondo holds bill signing at The Providence Center

Last Monday, Rhode Island Governor Gina Raimondo signed into law several bills aimed at fighting the overdose epidemic at The Providence Center's (TPC) Recovery Navigation Program in South Providence. The bills included measures to enhance penalties for trafficking of fentanyl and a requirement that health professionals discuss addiction potential with patients before prescribing opiates.

"I know there are people here who work every day with those struggling with the disease of addiction," said Raimondo. "The message today is that we are going to stay at this until we can solve the problem."

Remarks were also made by Deb O'Brien, president and chief operating officer of TPC; Nicole Alexander-Scott, director of Rhode Island Department of Health; Representative Dennis Canario and Senator Joshua Miller.



Q3 social media customer feedback

As reported last quarter, we started measuring our Voice of the Customer feedback on our social media channels at the start of the fiscal year. While we're closing in on our first full year of reporting, and are excited about being able to report our findings, we have some highlights from Q3 to share.

Over the course of the quarter, we received 230 feedback items. Of those, 129 were positive and 56 were neutral, overwhelmingly outweighing received complaints.

The average Facebook star rating for the system also rose from a 3.97 to a 3.98 out of five possible stars. Leading the increase was Butler, which received 12 reviews such as this one:

"I went through a very rough patch nearly three years ago. My issues landed me in Butler Hospital. I spent a total of 5 days and 4 nights at Butler. The nurses and doctors were life-savers and helped me get immeasurably better and healthier. I am constantly reassured that if I have any issues again, Butler Hospital will be there to help me. I would recommend Butler to anyone and I hope people utilize its services to get the help they need."

Butler received 12 five-star reviews in Q3. For some perspective, Butler's Facebook page received a total of 102 reviews since 2009; 84 of which are four or five stars. Adding to the power of these positive comments is the fact that they are public. This means people are openly sharing their personal experiences about addressing mental illness, a courageous act given the stigma that shrouds psychiatric treatment. Often, a thread follows these comments, with members of the community supporting each other in seeking help and, in some cases, expressing inspiration for each other's courage to choose health over hiding.



Finally, we've been tracking what customers are talking to us about on social media, so we can track the common themes of the feedback. We've tagged each item with topics and created a word cloud to illustrate. The larger the word, the more times it was mentioned in feedback. Similar to last quarter, our staff are mentioned the most and family members of patients are one of our biggest sources of feedback. A new addition this quarter is the use of the terms "cuddler" and "volunteer" due to the national coverage of hospitals seeking out cuddlers for opioid-addicted newborns. The Women & Infants page received over a dozen requests for information about their program via social media. Check back next quarter when we report on the full year's findings.

Women & Infants Breast Health Center patients make donations

Last week, sisters Harriette Lapointe (top photo, sitting center), a five-year breast cancer survivor who has been a patient at the Breast Health Center since 2012; Catherine Poission, a 25-year breast cancer survivor; and Pauline Brodeur, a 48-year ovarian cancer survivor, visited the Breast Health Center to hand deliver a check for \$6,500 raised to support the Integrative Care Program. They raised the funds in part by going with friends to jewelry workshops and creating objects that they sold at a church fundraiser. According to Jack Gold, philanthropy officer, Harriette expressed her gratefulness for the generosity and kindness from the Breast Health Center team, with a particular appreciation for the Integrative Care Program and the support of mind, body, and soul.



Also, this spring, Isabella Broccoli, a recent graduate of North Kingstown High School, and her father visited Jack Gold in the Philanthropy Office to deliver a check for \$601. Isabella, whose mother is a breast cancer survivor, held bake sales to raise money for the Breast Health Center, where her mom was treated.



Top photo: Dr. William Sikov, nutritionist Lauren Talbert, acupuncturist Dr. Alice Lee, patient advocate Dana Haseotes, and John Poisson.

Bottom photo: Isabella Broccoli delivers check.





Raising Alzheimer's awareness in the community

Butler's Memory and Aging Program is proud to be a part of *Forget Me Not*, a play dedicated to increasing awareness about Alzheimer's. *Forget Me Not* takes the audience into the life of a family facing this medical challenge and shows its impact on not just the immediate family but friends, marriage, and those in the community as well.

The event is hosted by African Americans Against Alzheimer's and will be open for public preview on Saturday, August 26 from 1 to 4 p.m. at the McVinney Auditorium, 43 Dave Gavitt Way, Providence. The three-part event, with a play and a panel discussion, is a FREE, FUN way to learn more about Alzheimer's and its effects on individuals and families.

Reserve your tickets at <https://www.eventbrite.com/e/forget-me-not-tickets-33018403935>.

Care New England BJ's membership enrollment

This program enables employees to NEWLY ENROLL or EXTEND their existing Inner Circle BJ's memberships at a discounted rate of \$35 for 13 months. This yields a \$15 savings off the In-Club renewal rate of \$50 as well as one additional free month of membership. The deadline has been extended until Thursday, August 31.



Visit <http://carenet/carenet/dealsanddiscounts/index.cfm> to learn more. 

