

FEBRUARY 5, 2018 | VOLUME 8 | ISSUE 6



With the fiscal year in full-swing, I felt this was an opportune time to be sure you are all aware of and focused on CNE's FY18 balanced scorecard. As we have discussed over the past few years, the balanced scorecard is a performance measurement framework that enables organizations such as ours to translate a strategy into more precise objectives that can be communicated, measured, and improved. While there are five major organizational goals listed on the balanced scorecard—Quality; Population Health Management; Physician Partnerships; Academic and Research Excellence; Operational Strength—it also includes specific initiatives such as patient satisfaction, care retention, health care associated infection, grant support, operating performance, and more.

It is more important than ever that all of us are literally and figuratively working off the same page, optimizing our time and energy in order to remain focused on the goals and objectives that have been developed and agreed upon for the fiscal year. For more information about the balanced scorecard, speak with your manager or visit <http://carenet/carenet/balanced-scorecard/index.cfm>.

Have a great week!

Sincerely,

A handwritten signature in black ink, appearing to read "James E. Fanale".

James E. Fanale, MD
President and Chief Executive Officer

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VIEW THIS WEEK'S EDITION HERE

U.S. Surgeon General Jerome Adams visits Anchor Recovery Community Center



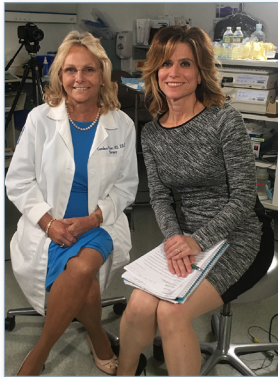
On January 26, United States Surgeon General Jerome Adams, ME, MPH, visited Anchor Recovery Community Center to participate in a discussion about Rhode Island's response to the addiction epidemic. Adams visited Rhode Island as a guest of U.S. Senator Sheldon Whitehouse, and attendees included Congressman Jim Langevin, R.I. Department of Health director Nicole Alexander-Scott, Care New England president and CEO Dr. Jim Fanale, The Providence Center president and COO Deb O'Brien, and other local and state officials.

Appointed to the post last year, Adams highlighted the innovative work being done in Rhode Island, and spoke about his desire to spread Anchor's message of recovery nationwide. "I want to lift up the great work that's being done here," said Adams. He also commented on the importance of access to the overdose reversal drug Narcan.

Adams went on to speak of his own experience with addiction—his brother is currently incarcerated for offenses related to years of self-medicating with illegal substances. "I've dealt with it as a family member. I've had money stolen. I've seen my mother cry, and be hospitalized for stress," said Adams. "Finding ways to attack this epidemic is not only pressing for me, it's personal."

KENT

The Station nightclub fire anniversary special features Kent Hospital



On February 20, 2003, the worst nightclub fire in Rhode Island history claimed 100 lives and injured 230. In little more than five minutes, The Station nightclub blaze had ignited, spread, and engulfed the entire building. At the time, it was the second-worst fire in New England and the fourth-deadliest nightclub fire in U.S. history.

In her RIPBS special, "Life and Lyrics," Lisa Purcell sits down with the victims, survivors, first responders, government officials, and volunteers to discuss the tragic event that occurred 15 years ago. Among the interviews is Kent Hospital's Dr. Candace Dyer who was a general surgeon at the time and played a critical role in caring for the 106 victims who were brought to Kent Hospital that evening.

Dr. Dyer discusses the amazing teamwork the hospital demonstrated, and how the evening and her personal experiences have impacted her as a physician.

"The Station Nightclub: A Life and Lyrics Special" airs on **Saturday, February 17 at 10 p.m.**, with an encore presentation on **Monday, February 19 at midnight**.

WOMEN & INFANTS

Women & Infants presents awards of excellence

Women & Infants presented its annual customer excellence awards at the sixth annual Patient, Family, and Community Centered Care Summit, "Celebrating the Patient and Family Experience," held on Wednesday, January 24, 2018.

Receiving the awards were Edie McConaughy, CNM, clinical winner of the Richard P. Welch Award; Lori Bailey, non-clinical winner of the Richard P. Welch Award; and Jennifer Silva, winner of the Noreen Mattis Award for Excellence in Patient and Family Centered Care.

Edie McConaughy, a certified nurse midwife in the Midwifery Department who has worked at Women & Infants for more than 25 years, was nominated by department director Elisabeth D. Howard, CNM, PhD, FACNM, on behalf of the entire department. In nominating her, Howard said, "On a daily basis, Edie has shown herself to be exemplary in patient care,

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Pictured from left to right are Robert Insoff, MD, senior vice president of quality and chief medical officer; Edie McConaughy, CNM, winner of the Richard P. Welch Award, Clinical; Mary Welch, wife of Dick Welch; Lori Bailey, winner of the Richard P. Welch Award, Non-Clinical; and Matt Quin, RN, MSN, senior vice president of patient care services and chief nursing officer.



Pictured from left to right are Robert Insoff, MD, senior vice president of quality and chief medical officer; Noreen Mattis; Jennifer Silva, 2017 winner of the Noreen Mattis Award for Excellence in Patient and Family Centered Care; Therese Stafford, 2016 Noreen Mattis Award winner; and Matt Quin, RN, MSN, senior vice president of patient care services and chief nursing officer.

teaching, and collaborating with nurse and physician colleagues. Edie always places the woman and family she is caring for at the center of the obstetric team." She cited a particular encounter with a patient whom Edie had never met before, saying, "While the woman had never met Edie before, the short time that Edie spent with the woman: coaching, reassuring, delivering the infant, then placing her immediately skin-to-skin, was life changing...this woman was so inspired by her delivery experience, she started a business creating special shirts for women to wear that assisted with skin-to-skin contact."

Lori Bailey, who works in Food and Nutrition, was nominated by a colleague in Women & Infants' Carter Family Neonatal Intensive Care Unit (NICU) who wrote about Lori's involvement with a lunch delivery program for families who are caring for their baby in the NICU. The program was established through a partnership with the Philanthropy Department and the NICU Family Advisory Council. She wrote, "Where do I begin? Perhaps I begin with her warm smile and the kind words that she has for every family that she comes in contact with, or the fact that after she sets the lunch out she goes out of her way to seek out any NICU parent in the area to let them know that lunch is ready. Shortly after Lori became our NICU 'lunch lady,' she took it upon herself to start bringing up a fresh table cloth every day to make the area more inviting, even purchasing one on her own once for a special holiday. Mindful to the challenges our families face, Lori is sure to place any leftover sandwiches in 'to go' containers in the refrigerator for families to be able to enjoy after hours...Lori treats our NICU families like they are guests in her home."

Jennifer Silva, a member of the NICU Family Advisory Council (NFAC), was nominated separately by two council members. One wrote, "Jenn is more than just a council member, she is an advocate for families who is always willing to do what it takes to make sure NICU families have what they need...Her passion and dedication shows as you walk through the NICU family room which she has taken as her personal project to keep comfortable and welcoming...The NICU is a better place because of Jenn, and our NFAC is beyond blessed to have her." The other wrote, "Jenn Silva has shown infinite dedication to the March of Dimes, the NICU, and the NICU Family Advisory Committee. She has served in leadership roles, spearheaded our 'Feeding Families' initiative, and has become a wealth of knowledge about the hospital."

CARE NEW ENGLAND

Care New England offers Medical Interpreter Training Program

Due to the increased need for qualified interpreting services, Care New England is pleased to announce the first pilot session of a Medical Interpreter Training Program for employees with language proficiency in Spanish. The program will include classroom and experiential training, beginning in early March. The program is designed to increase the skills and competence of employees to become qualified interpreters with potential to pursue certification. Candidates for the training program will be selected based on pre-assessment score of at least 75 percent, seniority, and demonstrated ACT (Accountability, Caring, and Teamwork) values.

All interested individuals should submit a transfer request (<http://caren.net/jobs/jobTransferForm.cfm>) to CNE Human Resources. All eligible candidates will be interviewed by a panel from CNE Human Resources, CNE Cultural and Interpreter Services Department, and Union designees.

For more information or if you have any questions, please contact workforce development strategist, Jessica Espinoza at (401) 437-6585 or jespinoza@wihiri.org.

Kent Hospital residents volunteer at Special Olympics



Pictured from left to right are Kristofer Tupper, PGY1; David Dai, PGY2; and Christopher Lonagan, PGY3.

For the third consecutive year, Kent Hospital family medicine residents volunteered their time at the Rhode Island Special Olympics MedFest held this year on January 13.

Residents performed pre-participation physical examinations for Special Olympic athletes and encouraged their continued participation in such events, reinforcing the benefits of physical activity. Residents also engaged with parents and caretakers, providing advice on how to improve the overall health of the Special Olympic athlete in their life. [cne](#)