

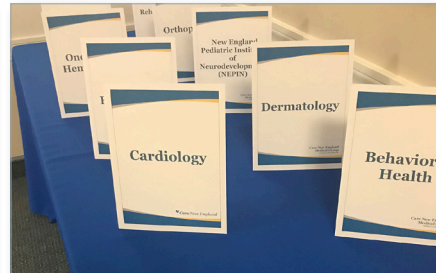
MARCH 5, 2018 | VOLUME 8 | ISSUE 10



As I have been communicating through a variety of mediums, the drumbeat of our collective success is being heard on many fronts as the combined efforts of everyone at Care New England continues to produce great results. I have also been clear in making sure we all understand that there is still a lot more work to do, including our efforts to best serve the health care needs of residents of the Blackstone Valley.

With that goal in mind, an open house for providers was held last week in Pawtucket as part of the continued effort to demonstrate Care New England's commitment to ensuring access to excellent community-based outpatient care that meets the health care needs of the Blackstone Valley communities. The event, also attended by several municipal leaders, highlighted the range of clinical specialties and primary care offices available through Care New England Medical Group Primary Care and Specialty Services, and also provided information about the Express Health Care for members of the community who need ready access but do not require hospital-level care. These services are critical to meeting the obligation we have to serve the population in this region, and the success of these offerings is crucial to the future of Care New England.

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Thanks to all those who helped coordinate the event as well as those who participated. I also want to mention that we are currently coordinating a community open house event to showcase services to area

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residents. Much more to come on that. For more information about the services offered through Care New England Medical Group Primary Care and Specialty Services visit <http://carenewengland.org/carenews/upload/contact-us-one-sheet.pdf> to review a full listing of services, the associated contact, and hours of operation.

Lastly, I wanted to give a special thanks to all the staff involved in ensuring the intensity and damage of last Friday's storm caused minimal disruptions to our care processes. I am very thankful to all of you for your efforts both in the wake of this storm and in everything you continue to do!



Have a great week!

Sincerely,

James E. Fanale, MD
President and Chief Executive Officer



CARE NEW ENGLAND

Care New England experts published in *Annals of Long Term Care*

Kelly E Baxter, MS, APRN, CNE palliative care; Therese Rochon, MS, MA, APRN, director, advanced illness management at the VNA of Care New England; and Kate M Lally, MD, FACP, chief of palliative care and hospice medical director for Care New England, recently published, "Providing Palliative Care Across the Continuum to Reduce Readmissions From Community Settings" in *Annals of Long Term Care*, a peer-reviewed medical journal that addresses the clinical care and practical issues that affect the treatment of long-term care residents.



The article focuses on patients at the end of life who often experience unwanted transitions of care. Baxter, Rochon, and Lally describe a pilot project aimed at improving transitions of care and reducing hospital readmissions for patients receiving an inpatient palliative care consult at one hospital. A transition team was created to track each patient's discharge disposition over the course of 12 months, from January 1, 2016 to December 31, 2016, and any hospital readmission within 30 days of discharge.

Frequent readmissions were identified for all patients, but special attention was paid to those discharged to a skilled nursing facility. Care New England's community palliative care team was able to place specialty trained palliative care nurses into skilled nursing facilities to assist in the transition of patients to hospice or community-based palliative care services as appropriate.

Over the course of this year-long project, readmission rates for all palliative care patients decreased from 22 percent to 16 percent. In particular, readmission rates of patients being discharged to partner facilities decreased from 26 percent to 10 percent. This pilot project demonstrates an opportunity for collaboration between inpatient palliative care teams and community partners to improve care transitions and reduce hospital readmissions in this subset of patients.

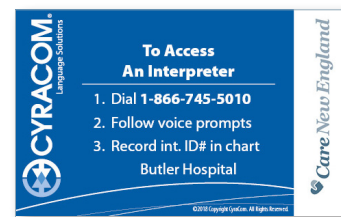
Read the full article at https://www.managedhealthcareconnect.com/sites/default/files/pdf/altc0218CE_Baxter.pdf.

New CyraCom Interpreter Services launch underway

Last week, CyraCom technicians visited all Care New England hospital campuses, some off-site services, and The Providence Center locations for in-person training on phone and video interpreter services. VNA of Care New England staff have been successfully using CyraCom in the community for almost two weeks. Care New England Medical Group practice groups are being scheduled for training on how to use the services in the coming weeks.

CyraCom operates 24/7 and supports hundreds of languages, and their certified interpreters meet our Joint Commission compliance requirements. You may access the services from any speaker phone, computer with video camera functionality, or a CyraCom Blue dual-handset phone. Employees should be familiar with where proper equipment is available in their department and office. You may check with your manager or the interpreter services contact person at your operating unit.

See [carenet](http://carenet/interpreter-services/) (<http://carenet/interpreter-services/>) for a list of names, quick guides for each operating unit, and instructional documents. This is the initial phase of Care New England's plan to standardize interpreter and translations services across the system. CyraCom is now our single, system-wide video and phone interpreter services technology, replacing Language Line services. The next phase will define our list of contracted in person interpreter services; until then continue to follow current practices at your operating unit for accessing this service.



Spring into fitness with the Healthy Steps program

Whether you have been struggling with being overweight for years, recently gained weight, have a child with weight problems, or are eager to feel healthier, we are here to help. The Healthy Steps program is open to all benefit-eligible employees in the Care New England Health System, their spouses, and their dependents (15 years or older) at no cost to you or your family.



The program includes:

- Weekly check-in meetings with a registered dietitian or exercise physiologist at our CNE Wellness Center in Warwick.
- 12-week Healthtrax Fitness Center membership, if qualified, in Warwick, East Greenwich, or East Providence.

A \$50 initial fee is required at the program's start, but will be reimbursed in full upon the program's completion.

To qualify the participant's BMI must be above 25 or have a medical condition documented by his/her physician.

To learn more or to register call (401) 732-3066.

Rhode Island celebrates Brain Week

March 10 to 18 will be dedicated to celebrating the wonder of the brain and promoting brain research in Rhode Island. Rhode Island Brain Week takes place during international Brain Awareness Week and includes many events that are family-friendly, ranging from opportunities to learn about brain research to fun brain-themed activities for all ages. Most events are free of charge. See full schedule online which includes the Brown University Brain Fair, popular with kids, and the Brain Injury Conference, hosted by Brain Injury Association of Rhode Island. Be sure to check out these Butler associated events at <http://www.brainweekri.org/schedule-2018/>.



Project Sweet Peas to host 8th Annual Plunge for Preemies



On **Saturday, March 10**, Project Sweet Peas is hosting their 8th Annual "Plunge for Preemies" at the Warwick Country Club. Festivities include a (frigid!) polar plunge, post plunge party with food, entertainment, raffles, silent auction, photo booth, children's activities, prizes and much more! During this unique event, former NICU families, health professionals, and other members of the community rally together to support the mission and our families. For more information on Project Sweet Peas, contact Corin Nava at corin@projectsweetpeas.com or (401) 212-0210. 