

APRIL 23, 2018 | VOLUME 8 | ISSUE 17

Patient Experience Week is the perfect time for us to celebrate our successes and honor those who impact the patient experience every day.



Remember when hospitals and health care providers only had to worry about the health outcomes of their patients? Today, each patient's *experience of care* is as important—perhaps even more important—than his or her actual health outcomes.

This week is Patient Experience Week, an annual event that offers us the opportunity to celebrate our health care staff and the daily impact on patient experience. Inspired by members of The Beryl Institute, a “global community of practice dedicated to improving the patient experience through collaboration and shared knowledge,” Patient Experience Week is the perfect time for us to celebrate our successes and honor those who impact the patient experience every day.

I'd like to share a letter that was sent to the team at the VNA of Care New England. We've reached out to the author of this letter who gave us permission to reprint it in its entirety—remember HIPPA!

I am embarrassed that it's taken me so long to write you about the care that Melissa Volpe provided to David last fall.

He has Parkinson's in addition to a number of other problems that you can see in his record with you. As a retired pediatrician, he had been recalcitrant in not only accepting his limitations, but caring for himself appropriately in order to stay further progression of both his physical and mental limitations. He came to us for a “short visit” to see our mutual grandchildren without any diagnoses or treatments. It took me three months to get him “tuned up” clinically and finally accepted into an assisted-living situation with the VNA in Massachusetts, where he is now doing better than expected.

This positive outcome would not have happened without Melissa. She patiently worked around his clinical schedule (every trip to Cambridge for his health care took a whole day and tired him out), including his hospitalization for a large lacunar basilar infarct. She quickly learned when to push him and when to hold back. She gained his trust and somehow managed to entice him to continue to work on his BIG program exercises on his own. The results were stunning—not only to me but to his neurologist.

continued >

< continued

He continues to do the exercises that she left with him at the assisted-living facility and is able to walk around his apartment without devices and without falling. He does use his walker for the relatively long trek to meals, but has not fallen since he's been there. In fact, he hasn't fallen since Melissa worked with him. This after having fallen at least once a day previously. In spite of having significant short term memory loss, he remembers Melissa well, all that she taught him, and speaks gratefully of her help.

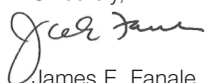
My husband and I, also both physicians, watched as Melissa performed her magic with David over the course of his participation in the BIG program and were most impressed by her professionalism and caring. We've both seen a lot over the years (he was a cardiologist for more than 50 years, and I am now a semi-retired internist at 70), and we wanted you to know that we both found her to be an exceptional clinician.

Thank you for sending her to us last October!

To Melissa and the countless others across Care New England, I offer my sincerest thank for all that you do for our patients and their families. Your impact is important, profound, and long-lasting.

Have a great week ahead.

Sincerely,

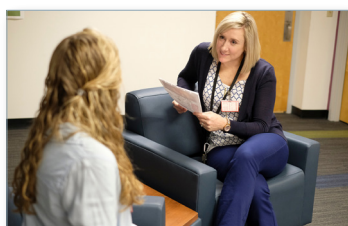


James E. Fanale, MD
President and Chief Executive Officer



BUTLER

Butler Hospital launches two new programs based on community need



Two and half years ago Butler Hospital transformed the west wing on third floor of Center House into The Hall @ Center House to create a space to welcome young adults into partial hospital treatment. At the time, Butler had discovered through listening to our patients that people age 18 to 26 years old were having trouble relating to older adults in our partial hospital programs. The life experiences they

have at this period of their lives—adjusting to independent life, transitioning in school or work, and/or resolving family, romantic, or friendship relationships—felt disconnected to the issues others were working through.

This led to the development of the [Young Adult Partial Hospital Program](#) which opened in October 2015. Since then the program has helped close to 1,600 individuals learn skills to improve mental health during a period of significant transitions, which is often a time when initial symptoms of mood and psychiatric disorders, trauma, and impulsive behaviors arise. Again and again patients and their families have expressed how the program has had a positive impact on people's lives by learning new skills to manage their illness and allow them to achieve their personal goals.

That impact has become even greater! Young Adult Partial Hospital Program Manager Erin Ursillo, LMHC, Program Psychiatrist Gerrit Vanschalkwyk, MD, and Program Therapist Micaela Condon, LICSW (returning to Young Adult after working in Patient Assessment Services for the past year), have developed a new intensive outpatient program (IOP) called [True Self](#). The program serves young adults who identify as gay, lesbian, bisexual, transgender, queer, or questioning (LGBTQ), and will offer an affirming and supportive environment to address their mental illnesses as well as a focus on issues common in the LGBTQ communities such as family acceptance, limited social support, stigma, and self-acceptance.

Similar to when Butler launched the partial hospital program, the team did extensive inquiry with people from these communities to establish the foundation of the program and to create a safe zone through a deeper familiarity and comfort

continued >

< continued

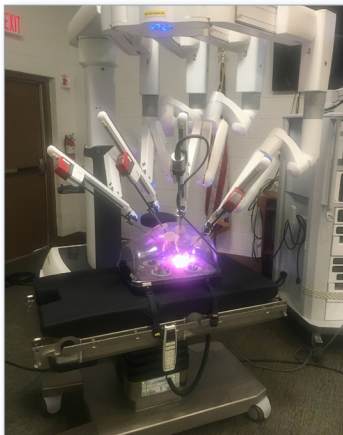
with vocabulary and inclusive practices for individuals who identify as LGBTQ. The program runs afternoons **Monday through Thursday from 3:15 to 6:15 p.m.** with patients' treatment period lasting four to six weeks. It will be hosted in The Hall @ Center House, with Micaela as the primary therapist.

The second IOP Butler launched in March, the [Intensive OCD and Anxiety Treatment](#), also illustrates the hospital's expanding outpatient services and health care's move toward less inpatient treatment. To that end, and to address another need we discovered working with young adults attending school, in August, Butler will start accepting patients in [College Student Intensive Outpatient Program for Young Adults](#). The new program will also be hosted in The Hall, and is specifically for those enrolled in college who want to keep up with their course work while in treatment. The themes underlying these programs are 1) addressing a specific need, 2) building new treatment options, and 3) working collaboratively—internally and externally.

Kudos to Sheila Russell, LICSW, for her leadership as director of partial hospital and intensive outpatient services and to the entire team; in less than three years you have stood up four programs. Also, a shout out to those in revenue cycle, patient access, IS, and facilities for putting into place the necessary infrastructure to launch these efforts. It really does take a village! And Butler Hospital is one of the best.

CARE NEW ENGLAND

The Hernia Program at Care New England showcases their expertise



On Thursday, April 19 nearly 30 prospective patients attended the free hernia screening and Q&A event held at Kent Hospital.

Drs. Lucas Beffa and Guy Nicastrì of [The Hernia Program at Care New England](#) led a presentation highlighting what a hernia is, common symptoms, and options for repair.

The event also included a demonstration of how Care New England surgeons use the da Vinci robot-assisted system.

THE PROVIDENCE CENTER

TPC raises \$8,600 in employee giving initiative

Last week, The Providence Center (TPC) concluded their annual employee giving campaign, receiving \$8,600 with a dollar-for-dollar match up to \$5,000 from senior management. Employee donations go toward the Staff Innovative Fund, which allows staff members to develop and fund programs designed to help TPC clients. Since 2006, the campaign has funded 119 grants.

Past grants have been used for:

- Purchasing sneakers for clients to use in wellness activities as part of TPC's InShape program.
- Covering the cost of community hiking trips.
- Underwriting the cost of materials for clients to prepare for GED programs.
- Purchasing food to stock TPC's food pantry as well as hygiene items for homeless clients.

"Many of our clients come in having not eaten all day, sometimes longer," said Julie Bousquet, manager of TPC's Engagement and Diversion Team. "Through this initiative, we are able to purchase and provide bags with items like applesauce, granola bars, and water to our clients. A small gesture to some, but it's what allows our staff to aid in combatting their hunger and enhancing their quality of care."



Dr. Star Hampton to lead APGO committee



and gynecology at The Warren Alpert Medical School of Brown University.

B. Star Hampton, MD, FACOG, has been appointed to a two-year term as chair of the Undergraduate Medical Education Committee of the Association of Professionals of Gynecology and Obstetrics (APGO). This 12-member committee addresses issues of medical student education and faculty development in a changing health care environment, producing teaching tools, organizing faculty development seminars, and promoting innovative teaching methods for continued excellence in undergraduate medical education. Dr. Hampton is a urogynecologist in the Division of Urogynecology and Reconstructive Pelvic Surgery and vice chair of education for the Department of Obstetrics and Gynecology at Women & Infants; a member of the Care New England Medical Group; and an associate professor of obstetrics

Dr. Hampton specializes in non-surgical and surgical approaches to pelvic organ prolapse and urinary incontinence, including minimally invasive options for pelvic floor disorders. She is a national leader in medical education as well as the field of urogynecology and reconstructive surgery. Dr. Hampton is committed to teaching physicians in training, takes an active part in the academic growth of her field, and travels yearly for international women's health outreach.

CARE NEW ENGLAND

It's National Medical Laboratory Professionals Week

April 22 through 28 is National Medical Laboratory Professionals Week. Medical laboratory professionals play a vital role in every aspect of health care. Since they often work behind the scenes, few people know about the critical testing they perform for patient care every day. Thanks to our laboratory staff for their dedication and commitment to our patients.



CARE NEW ENGLAND

Your feedback is important! Take the CNE Library Services survey



In order to provide a better experience the Library Services team is currently collecting data on how their services are utilized and how they can be improved. To take the survey, go to <https://bit.ly/2F9RQgU>; it will take approximately five minutes to complete. If you have any questions please contact Deb O'Brien by email at dobrien@CareNE.org or by phone (401) 528-0181. Your participation is appreciated!

CARE NEW ENGLAND MEDICAL GROUP

Care New England Medical Group hosts day of health and wellness in Pawtucket



Care New England Medical Group will host a day of health and wellness at its Primary Care and Specialty Services location at 111 Brewster Street, Pawtucket. The event will be held on **Saturday, April 28, 2018 from 10 a.m. to 2 p.m.** and will feature free blood pressure checks, opportunities to speak with primary care and specialty providers, exercise demonstrations with physical therapists, and the opportunity to enter a raffle to win a four-pack of tickets to the PawSox. Attendees are asked to bring a canned good to be donated to the Blackstone Valley Emergency Food Center.

"Care New England remains committed to providing excellent care to the Blackstone Valley community," said James E. Fanale, MD, president and chief executive officer, Care New England. "We understand that the first step in making important decisions about your health is getting the right information. This event offers the opportunity to get health information and meet the many primary and specialty care providers who continue to see patients in the Blackstone Valley."

continued >

< continued

Care New England Medical Group services provided in the Blackstone Valley include the Family Care Center, Internal Medicine Center, cardiology (offered through Brigham and Women's Cardiovascular Associates at Care New England), general surgery consultation, obstetrics and gynecology, oncology, orthopedic surgery consultation, pulmonary and sleep medicine, dermatology, rehabilitation, pediatric primary care, and pediatric neurodevelopment. Care New England also offers diagnostic imaging and laboratory services at this location. For information, visit <http://www.mhri.org>.

CARE NEW ENGLAND

Stay tuned! National Hospital & Nurses Week celebrations to take place from May 6 through 12

In the next few weeks each Care New England facility will begin promoting their individual event schedules that celebrate and recognize the dedication of our employees.

Events will include educational opportunities, wellness vendors, and service awards! 

