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**Good afternoon! Today I would like to extend a warm Care New England welcome to Robert Haffey, MBA, MSN, RN, who joins us as the new president and chief operating officer of Kent Hospital.**

I realize we made this announcement a few weeks ago but today is his first day on the job so by now I am sure everyone at Kent is already helping him to feel right at home.

As a quick reminder, Bob comes to Kent Hospital after serving as the president of Springfield, PA-based Delaware County Memorial Hospital, Taylor Hospital, and Crozer Keystone Health System Ambulatory Care Services since 2014. Bob received his master of business administration in health care administration from Eastern University in St. Davids, PA, and his master of science in nursing from LaSalle University in Philadelphia, PA.

There is a lot of work that Bob and the entire staff at Kent will continue to move forward with, but it is important to once again mention the tremendous effort underway by everyone to address issues of quality, patient satisfaction, employee engagement, and so much more. Much of this work has been led on an interim basis by Dr. Ray Powrie who has so graciously served as the interim Kent president for the past few months. I would like to personally thank Ray for his professionalism and gracious nature always but specifically, in this important role he has served.

I should also mention that last Wednesday and Thursday, Kent took part in the anticipated follow-up survey visit from the Centers for Medicare and Medicaid Services and the Department of Health. While this was certainly a stressful time, it was a time for Kent to shine—and so it did. The survey was completed with great success and positive feedback from the survey team. The last 100 days plus, has been a time of great change and improvement. Congratulations to everyone at Kent Hospital for this important accomplishment that will continue to guide the work ahead.

In closing, this continues to be an exciting time as we infuse new leadership across the system—Bob's arrival today, Rick Majzun who took the helm at Women & Infants earlier this summer, and the recent announcement that Dr. Paari Gopalakrishnan will be assuming the role of chief medical officer at Kent later this fall.

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In addition, our interim chief information officer, Phil Kahn, joins us today. Phil has more than 20 years health care experience in leadership, strategic planning, and IT governance. He has served in the capacity of both permanent and interim CIO in numerous community hospitals and academic medical centers, and brings extensive knowledge of both Epic and Cerner. He has an MBA from SUNY Albany.

There is so much momentum, and you continue to be at the heart and soul of it all.

Thank you and keep up the great work!

Sincerely,

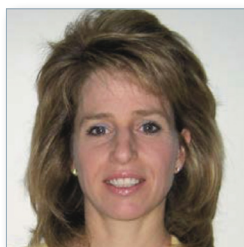


James E. Fanale, MD  
President and Chief Executive Officer



## CARE NEW ENGLAND

### The Center for Surgical Weight Loss at Care New England provides patients with new wellness resource



Since joining the team earlier this year, Jane Sylvestre, MS, RDN, LDN, bariatric nutrition specialist with The Center for Surgical Weight Loss, has brought a wealth of knowledge and enthusiasm to the program's patients. Jane's office is located on-site at the Center, providing patients with easy access to nutrition and general guidance either before or after their regular scheduled appointments. She is certified by the Academy of Nutrition and Dietetics in adult weight management levels 1 and 2, provides pre- and post-operative nutrition counseling, and leads an array of programs that support long-term weight loss success.

One of the resources she's launched is her monthly newsletter, which is distributed to registered pre- and post-operative patients the first Friday of every month. The newsletter includes an array of topics from nutrition to support groups and always concludes with a patient story. In September's edition, Jane dives into the importance of protein, highlights the new mentor program, gives her review on a popular protein bar, and more.

Check it out at <http://carenewengland.org/bariatric/upload/SWL-Nutrition-Newsletter-September.pdf>.

If you would like to be added to the newsletter's distribution list please reach out to Jane at [JLSylvestre@kentri.org](mailto:JLSylvestre@kentri.org). Or log on to <http://carenewengland.org/bariatric> to learn more about the program to see if it might be right for you.

## WOMEN & INFANTS

### Advertising campaign focuses on expanded mammography hours

As was announced last month, Women & Infants now offers Monday and Thursday evening and Saturday appointments for mammograms at its Medical Office Building, 1050 Main Street, East Greenwich.

An advertising campaign—featuring local billboards, print advertising, search engine advertising, and FaceBook advertising—kicks off later this month to highlight the locations across Care New England where women can conveniently get a mammogram.



## Butler Hospital's "Getting to Zero" featured in Brown Medicine and *RI Monthly*

Originally featured on the front page of The Providence Journal in May, Butler's goal of "Zero Suicide" continues to receive much attention. The initiative, which aims to reduce to zero the number of lives lost by suicide for 30 days after discharge from inpatient or day program treatment, through greater outreach and connection with family and community, has now been featured in Brown Medicine and will also be highlighted in September's *RI Monthly*.

See below for an excerpt from Brown Medicine or read the full article here at <http://www.brownmedicinemagazine.org/blog/getting-to-zero/>.



Photo courtesy  
The Providence Journal

*Try to imagine yourself in the shoes of someone who wants to take their own life.*

*"Think about the pain and the hopelessness and the devastation that they felt, that it actually got to the point that they wanted to die," says Robin Furcolo, 55, of Westerly, who lost her sister, uncle, and cousin to suicide, and has attempted suicide herself. "People don't see that side at all."*

*Listening to those with experiences like Furcolo's is central to the new Zero Suicide Initiative at Butler Hospital, which aims to reduce suicides in its inpatient programs and after patients are discharged. "It's important to us that on our committees, we have the patient voice and the family voice represented," says Diane Block, PhD, Butler's director of quality and patient experience.*

*As part of the new initiative, Block and Michael Arme, PhD, an associate research professor of psychiatry and human behavior at The Warren Alpert Medical School of Brown University, have been speaking with doctors at the hospital about how to talk about suicide. They've held trainings for clinicians on safety planning and discussed how to improve the tracking of local suicides. In the face of climbing national suicide rates—up 22 percent from 2006 to 2016, according to the CDC—Block expects major changes for the hospital in the next year.*

*Furcolo, a member of Butler's Patient and Family Advisory Committee, emphasizes the importance of doctors listening carefully to patients. "You can't come in dictating," she says. "You have to build a rapport, work together as a team. Listen to what they have to say and how they feel."*

*Butler's Zero Suicide Initiative follows recommendations from the national Zero Suicide effort, which contends that suicide deaths are preventable. The team will examine how suicide is documented at Butler and what services have proved to be most beneficial for those vulnerable to suicide, among other topics. A first step for the initiative will be looking inward—understanding how patients with high suicide risk experience care at Butler.*

*To identify such patients, Arme is studying patterns of behavior that are tied to suicide risk, to better understand how that risk originates, he says. His department also is exploring interventions involving landline phones and mobile devices. "We really want to try to leverage what we know on the science side of things to improve both our assessments as well as our interventions," he says.*

## CNE Risk Management Conference: Communication 2018

**Saturday, September 29 | Registration at 8:15 a.m., program at 9 a.m. | Crowne Plaza**

Geni Amori, PhD, ARM, CPHRM, DRASHRM, vice president of academic affairs at Med-IQ, a Coverys Company; and William J. McDonough, MPAH, ARM, FASHRM, managing principal and executive broker, Healthcare Practice, integro, will present:

"Health Care Communication Hit Parade or the Top 10 Thingamajigs to Keep You Out of Trouble"—Upon completion of this conference, participants should be able to: identify at least three tools that can enhance the communication experience with patients; discuss at least five ways that communication can go awry despite our best efforts; analyze a personal patient encounter to identify where one of the top 10 tools might have affected the outcome differently.

"You Googled Yourself, Now What? Responding to Negative Feedback"—Upon completion of this conference, participants should be able to: define social media; name the (this week's) major social media sites and apps and describe their uses and users; list some ways patients use social media and benefits for them; articulate some strategies to protect your professional reputation; identify guidelines on the use of social media by physicians.

RSVP to Mary Warburton at [mwarburton@carene.org](mailto:mwarburton@carene.org) or extension 12814. 