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Care New England has worked hard to maintain positive working relationships with the Governor as well as both House and Senate leadership, and we expect 2019 to be no different.



Though much of the federal government remains shut down, the Rhode Island General Assembly – 75 representatives and 38 senators – began its 2019 legislative session on January 1. While it may have seemed to be off to a slow start, the release of Governor Gina Raimondo's proposed \$9.9 billion budget has brought an immediate focus to a number of important issues to be debated over the next six months. Car taxes, online gambling, and free college tuition will all make headlines, but a Medicaid payment rate freeze, hospital licensing fees, and efforts to stabilize the cost of health insurance are all critical issues for Care New England and other health care providers statewide. The final budget won't be voted on until the beginning of the summer, but it's no surprise that the chorus of opinions has already begun to ring out loudly on Smith Hill.

Care New England has worked hard to maintain positive working relationships with the Governor as well as both House and Senate leadership, and we expect 2019 to be no different. The voice of Care New England leadership, both clinical and otherwise, is both sought after and well respected, which is a testament to the quality of those who work here. Issues beyond the budget can significantly impact the work we do. With that in mind, we will continue to speak on behalf of the patients we serve as well our employees.

As I have said before, the voices of our employees are as important as that of our leadership, perhaps now more than ever. Please do not hesitate to let yours be heard.

Thank you, as always, for the work you do on behalf of the patients and families we serve.

Sincerely,

James E. Fanale, MD
President and Chief Executive Officer



Women & Infants staff receive awards of excellence

Women & Infants Hospital recently presented its customer excellence awards at the seventh annual Patient, Family, and Community Centered Care Summit, "Celebrating the Patient and Family Experience," held on January 9, 2019.



Welch Award: Pictured from left to right are Matt Quin, RN, MSN, senior vice president of patient care services and chief nursing officer; Mary Welch, wife of Dick Welch; Robert Insoft, MD, senior vice president of quality and chief medical officer; Helen Bodell, Div., clinical winner of the Richard P. Welch Award; Rick Majzun, president and chief operating officer; and John Cordeiro, non-clinical winner of the Richard P. Welch Award.

Receiving the awards were Helen M. Bodell, Div., clinical winner of the Richard P. Welch Award; Joao (John) Cordeiro, non-clinical winner of the Richard P. Welch Award; and Donna MacDonald, RN, OCN, CCM, winner of the Noreen Mattis Award for Excellence in Patient and Family Centered Care.

Helen Bodell is a chaplain who has worked at Women & Infants for six years. Her nomination read, "Helen Bodell is by her very nature a patient and family-centered care-giving person par excellence. She seems hard-wired to listen to others' joys and concerns and to speak up for them when it's needed. Throughout her years as a chaplain here at Women & Infants, Helen has been a resource for intelligent, creative, thoughtful responses to any number of difficult situations. She has listened to and advocated for babies, patients, and families throughout the hospital. She gives of herself and her time generously and often."

John Cordeiro has worked in the Environmental Services Department for 28 years. His nomination read, "All those who have the pleasure of coming into contact with John know what pride he takes in his work. He is committed to making sure Women & Infants glistens and shines as he truly wants our patients and families to be greeted with an appealing environment because he cares. Not only does he take the time to do his best to take care of our hospital, he strives to get his work done at early hours so it will be quiet and less hectic for our patients and visitors. Though John may not meet our patients at the bedside, his tremendous commitment to making our hospital the best it can be is shared with each person passing through our facility each and every day."



Mattis Award: Pictured from left to right are Matt Quin, RN, MSN, senior vice president of patient care services and chief nursing officer; Rick Majzun, president and chief operating officer; Cyndi Hartonchik, award nominee; Donna MacDonald, winner of the Noreen Mattis Award for Excellence in Patient and Family Centered Care; and Robert Insoft, MD, senior vice president of quality and chief medical officer.

Donna MacDonald is a member of the Oncology and Hospital-Wide Patient and Family Advisory Councils and has been an oncology nurse case manager for eight years. Her nomination read, "As co-chair of the Oncology Patient and Family Advisory Council, Donna can be counted on to make sure no stone is left unturned when it comes to optimizing patient care and also to make sure our model of care is driven by the patient voice. Our Oncology Council meetings are always filled with robust conversations and spirited dialogue that truly helps support change and advancement. The passion and commitment she brings to the oncology and hospital-wide councils are exemplary and should be recognized."

Employee referral bonus program

Care New England Human Resources is pleased to launch an employee referral bonus program for staff at Butler, Kent, TPC and Women & Infants. Under the guidelines of this new program, effective as of 2/1, there will be a \$1,000 incentive for employees who refer a candidate who is hired. Upon the new hire completing a probationary period, the employee who made the referral would receive the first \$500. After the new hire completes six months of employment, the remaining \$500 will be paid out.

We know it can often be challenging to find staff to fill these vacant positions. We hope you will serve as hospital ambassadors and draw from your personal talent pool of friends, professional contacts, and others whom you believe have what it takes to join Care New England in an array of exciting, important, and open positions. Specifically, this would encompass all open positions at Butler, Kent, TPC and Women & Infants. All referrals must be indicated on the application. Please contact your operating unit Human Resources representative with any questions.

RI BHDDH presents AnchorED program research



AnchorED

The Rhode Island Department of Behavioral Healthcare, Developmental Disabilities, and Hospitals (BHDDH) released new data on the impact of [AnchorED](#) (Emergency Department), The Providence Center's first-in-the-nation program that connects individuals who have presented at Rhode Island emergency rooms

with an overdose, with recovery services delivered by certified peer recovery coaches.

RI BHDDH found that individuals seen in hospital emergency departments by AnchorED peer recovery specialists were 42 percent less likely to suffer an additional overdose and 20 percent more likely to connect with a BHDDH-licensed treatment provider. The data was presented at the most recent meeting of Governor Raimondo's Task Force on Overdose Prevention and Intervention.

To learn more about the results, [click to see the presentation](#).

ManpowerGroup Solutions to be our Managed Service Provider (MSP)

As part of our continuing efforts to reduce costs and make processes more efficient, we have identified an opportunity for improvement in the way we manage our contingent workforce. After extensive due diligence, Care New England has selected ManpowerGroup Solutions to be our Managed Service Provider (MSP). This solution will be replacing the Randstad solution.

This new ManpowerGroup Solution program will consolidate our vendors of contingent labor into one standardized program to provide better consistency, visibility, and benchmarking capabilities. A new SAP Fieldglass Vendor Management System (VMS) will be used to facilitate the program. The tool will provide one system of record for all requisition, candidate submittal, time entry, and assignment management activity.

Just prior to program launch, there will be full training sessions on the new program and VMS tool. To make a smooth transition to the new program for both you and your contingent workers, it is important that you attend both an information session and one of the training sessions. [Click here](#) for frequently asked questions relating to the ManpowerGroup Solutions program.

Influenza widespread; Masking required of unvaccinated health care workers

Nicole Alexander-Scott, MD, MPH, director of the Rhode Island Department of Health (RIDOH), has issued a [Declaration of Widespread Flu Incidence Statewide](#). This declaration triggers Rhode Island's regulations requiring all health care workers who have not been immunized against influenza to wear a surgical mask during all times of direct patient contact.



Vaccination continues to be the most effective way for individuals to protect themselves and their families from a disease which kills many Rhode Islanders each year and which causes the hospitalization of hundreds. RIDOH is urging all Rhode Islanders to be immunized now for maximum protection against illness. In addition, RIDOH urges all health care workers and health care facilities to encourage hand washing and continue infection control measures.

A reminder from Infection Prevention – do not work if you are ill with flu symptoms. Working while sick places others at risk. You may return to work 24 hours after your fever has been gone while off fever-reducing medicines, and you can control your cough and secretions.

Town Hall meetings scheduled

Dr. Jim Fanale, president and CEO of Care New England, will be holding employee Town Hall meetings beginning this week. Please feel free to attend whichever day/time is most convenient:

Wednesday, January 23 rd	1 p.m.	Women & Infants Hospital, South Pavilion Auditoriums 1 & 2
Wednesday, January 23 rd	3:30 p.m.	Butler Hospital, Ray Hall
Thursday, January 24 th	8:30 a.m.	TPC, 530 North Main St. (Community Room)
Friday, January 25 th	Noon	CNEMG Primary Care & Specialty Services Building (Pawtucket)
Wednesday, January 30 th	10 a.m.	Service Avenue, Building 2 (Lunch Room)
Wednesday, January 30 th	11 a.m.	Kent Hospital, Doctor's Auditorium A & B

