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There's nothing more powerful than hearing how our collective hard work is impacting the care we provide to our patients and their families.



Good morning,

Across our system, there are countless initiatives focused on improving our quality, service, and access. At our VNA of Care New England, one such initiative is focused on ensuring consistency of care. Many of the VNA's home health patients see different nurses and clinicians on different days. Imagine how it would increase efficiency and decrease anxiety for the patient and his or her family if they knew exactly what to expect at each visit. That's what consistency of care is all about.

Last week, Kathy Peirce shared a letter in her ACTivity Leadership Message. The letter was received from an applicant who shadowed one of the VNA nurses, Lydia Dorsey (a graduate of the residency program), as part of the application process for a position within the VNA RN Residency Program. Applicants are required to write a reflection letter after they shadow visits to note what they have observed.

In this reflection letter, the applicant commends Lydia for her amazing performance, standard approach to care, and her willingness to adapt to last-minute changes with ease and positivity.

"Lydia's expert skill as a home nurse was demonstrated again and again. Four of our five visits involved wound assessment and care. As I have never witnessed wound care, the opportunity to observe Lydia's interventions made a huge impact. I would like to express thoughts about Lydia's method, because her process significantly enhances every visit, making an impact on the patient as the receiver of her care and on me as an observer. We discussed one element of her approach, which is to have a pattern and to adhere to it with each visit. Lydia has an ordered method that assures hand hygiene coming and going, equipment hygiene on location-ready for next use, accessibility of needed equipment and supplies, and use of the computer at various times in the visit to document or check information. I have never seen a nurse keep such a pattern of care. This method enhances patient safety as risk of infection and the likelihood of errors is greatly reduced. Also, as Lydia attentively prepares supplies and a sterile field, she remains friendly and approachable to communication from patients and caregivers. She takes her time to set up, to check her set up, to assess, to provide wound care, and to assess again."

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The applicant goes on to say that she doesn't just aim to implement Lydia's techniques, but also wishes to "commit to implement such a method that brings to life the art and science of nursing."

With regard to her past experiences, the applicant discusses what she witnessed during her visit with Lydia, stating, "Lydia adjusted her schedule several times to accommodate changes without any indication of inconvenience or discontent. While I have seen the need for steadiness and flexibility before, this situation provides a stellar example. She made the coordination look simple, but I know her skill is due to quality training and her developed method. She was careful to check supply quantities and to place orders as needed. She also keeps her own supplies appropriately stocked. Further, she knew who to contact when something she learned from a patient needed to be confirmed by VNA staff. Her timely check led to an appropriate discharge. Lydia and I discussed efforts she has made to connect patients with additional services and the fact that such insight is not always received, which keeps the role of the nurse more complicated. Despite this reality, Lydia maintains an attitude I think of as generous of heart."

I'd like to commend Kathy for sharing this story – and of course Lydia for demonstrating the expertise and nursing care that drives quality, safety, efficiency, and patient satisfaction. If you have an example of our quality initiatives in action, let me know. There's nothing more powerful than hearing how our collective hard work is impacting the care we provide to our patients and their families.

Keep up the good work!

Sincerely,



James E. Fanale, MD
President and Chief Executive Officer

KENT HOSPITAL

Nurse recruitment at Kent Hospital



Kent Hospital is launching an exciting new recruitment effort aimed at attracting qualified nurses to an array of nursing positions throughout the hospital. In addition, we are pleased to offer an enhanced employee referral bonus program in conjunction with this outreach. With this new program, qualified staff will receive \$7,500 paid over three installments of \$2,500 each at the new hire's three, six, and 12-month employment milestones.

This incentive applies to staff who successfully refer benefit-eligible nurses hired in the following areas: critical care, emergency and surgical services, float pool, medical surgical, and mother/baby; nurse educators and leadership positions including associate chief nursing officer, nurse director, and assistant nurse managers.

In addition, beginning Tuesday, March 12, Kent will host walk-in interview days, every Tuesday from 11 a.m. to 2 p.m. in the Doctors' Auditorium B. There will be an opportunity to meet with recruiters, have an on-the-spot interview, and learn much more about the nursing positions at Kent.

It can be challenging to find staff to fill these 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 Kent and be a part of our energized and focused team concentrating on clinical excellence, quality and safety, professional development and education, collaboration, and teamwork.

You will be seeing and hearing much more in the weeks ahead. In the meantime, if you have any questions, please stop by HR.

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Operating Room improvement process update



There has been much work done over the past few months under the leadership of Melissa Murphy, MD, MPH, surgical director of quality and operations, and Shannon Sullivan, MSW, LICSW, CCM, vice president of operations, in an effort to improve the efficiencies and experience for providers and staff in the Kent Hospital operating rooms.

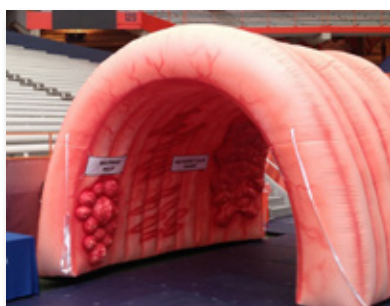
Recent accomplishments include:

- Renovating the new Cystoscopy room.
- Taking steps to improve the key metrics that affect our surgical teams, physicians, and patient satisfaction, given the feedback received about turnover time. To facilitate rapid change, daily huddles will start the week of March 11 to address gaps.
- A comprehensive review of our par levels throughout the OR, led by Mark Tetrault, showed that upwards of 30 percent of our supplies did not need to be restocked this past year. Using this data, more accurate ordering and stocking decisions can be made.
- The leadership team has begun SPD (instrument sterilization) observations to explore process improvement opportunities.

Reports have been created for PAT. Using this data, the team will form a daily huddle and start to look for rapid process improvement to increase chart completion rates.

Colon Cancer Awareness Month: Strollin' Colon

March 14, 2019 | 10 a.m. to 1 p.m. | Kent Hospital Main Lobby



March is Colon Cancer Awareness Month and we at Care New England want to break the silence about colon cancer and invite you to "stroll through a colon." In an effort to increase awareness and encourage others to participate in preventative screenings, Kent Hospital will be hosting the Care New England Colorectal Cancer Education and Awareness Event which will feature the Strollin' Colon. The Strollin' Colon, standing at 12 feet wide and 10 feet tall, will serve as an interactive educational tool to the public. CNE practitioners will be on-hand to guide visitors through the colon, provide risk stratification on colon cancer, and offer education on colon health and prevention of colon cancer. This event is planned under the leadership of Kent Hospital's Dr. Melissa Murphy and Women & Infants Hospital's Dr. Christy Dibble, and is open to the public.

Care New England recognizes National Social Work Month

March is National Social Work Month and is a time to celebrate the hard work and dedication of those who have committed themselves to helping and supporting others navigate through challenging times. We'd like to take a moment to recognize and honor our dedicated social work staff throughout Care New England. These individuals provide an array of comprehensive services designed to support and guide patients and their families in areas including psychosocial assessment and support, crisis intervention, adjustment to illness, emotional and psychological distress, interpersonal violence issues, substance abuse concerns, child protective concerns, end-of-life decision-making, and bereavement support. The care and concern of the social work staff for the patients, families, and our organization, is evident in all they do and is very much appreciated.

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WOMEN & INFANTS HOSPITAL

Tracy Gelsomino, RN, BSN, BS named the first nurse navigator for radiology



Congratulations to Tracy Gelsomino, RN, BSN, BS, who has been named the first nurse navigator for radiology in the Diagnostic Imaging (DI) Department at Women & Infants Hospital. As a nurse navigator, Tracy helps direct breast patients through the DI department. She offers guidance, support, education, and coordinates care with their physicians.

Tracy earned her first bachelor of science in human development and a second bachelor's of science in nursing at the University of Rhode Island. Tracy has worked in Labor and Delivery researching stem cells found in infant cord blood, in the Division of Maternal-Fetal Medicine recruiting for the ARRIVE trial, and as a nurse in the Carter Family Neonatal Intensive Care Unit. She also completed an oncology leadership internship in the Infusion Center.

Tracy said, "I always knew I wanted to have a job that makes a difference in people's lives including my own, I wanted to be a nurse. When I lost my father after a long battle with cancer, I knew oncology was my area of interest. Being a woman, working at a women's hospital, and looking at another woman during such an emotional and vulnerable time, is a remarkable experience. I feel honored to be able to support my patients emotionally and at times even physically. Who could ask for a more rewarding job!"

BUTLER HOSPITAL

Butler Art and History Committee hosts annual event



In order to support the efforts of Butler Hospital's Art and History Committee, the group held its annual fundraising event on February 27 at Ray Hall. The evening included food, music, and art, with a focus on the creation and installation of a historical timeline that will live in the main hall of the Riverview building.

As the 175th anniversary of the founding of the hospital approaches, this permanent exhibit will tell the story of Butler's evolution, as well as the story of caring for those facing mental health challenges. Our sincere thanks to all those who attended, as well as to the members of the Art and History Committee for organizing this wonderful evening.

Pictured (left to right) are Butler nurses Rose McClamon, Donna Dilullo, and Donna Diprete.