



MARCH 18, 2019 | VOLUME 8 | ISSUE 57



Good afternoon!

I trust you had an enjoyable weekend, and for many, perhaps that included celebrating St. Patrick's Day and all things Irish!

As we begin this new week, I wanted to share a great story from Kent Hospital. From time-to-time I will share stories with all of you from across CNE that highlight what we are all about. Here is one that Bob Haffey, Kent president and COO, shared recently with the Kent team that I thought was worth highlighting with all of you.

*Stories such as
these are why
we do what we do.*

From Bob Haffey,

Today, I wanted to share an important story that recently came to my attention. It highlights the initiative, care, and attentiveness of our staff, while also delivering a sincere message of gratitude from a Kent Hospital patient.

Joseph Zarrella, 62, of Johnston, came to Kent after experiencing severe chills and rigors for several hours – he was septic. His doctor had advised Joseph to go to Kent Hospital, where our team would be expecting him. Upon arriving at the hospital, Joseph's condition had rapidly worsened; he had trouble walking, and had a fever of 104 degrees.

As promised, our team of doctors and staff were there waiting for Joseph, and had him placed in a bed with IV antibiotics within 30 minutes. Upon assessing the situation, staff noted if Joseph had come to Kent just an hour later, he may not be here today. Thanks to the quick actions of our attentive and experienced staff, Joseph made a full recovery!

Several weeks later, after recovering and returning home, Joseph reached out to me personally. He wanted to thank Kent Hospital, its staff, and particularly Drs. David Lowe and Mark Salmon as well as the Emergency Department for saving his life. Zarrella said, "You know what they did? They took care of me. If I had gone anywhere else, I might not be here today."

continued >

ConvergenceRI
VIEW THIS WEEK'S EDITION HERE

< continued

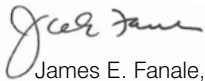
When I asked why he came in to speak with me personally, Zarrella simply said, "It's human nature to place blame when something goes wrong. I think it's important to take the time to thank those that deserve it when it goes right... And what a team you have here!"

Stories such as these are why we do what we do. Since Joseph Zarrella took the time out of his day to share his experience and kind words, I wanted to also share his story with you. I am sure there are many others out there highlighting our colleagues, successes, and dedication. I look forward to continuing to share these with you.

Thanks to Bob, everyone at Kent, and all of you, for making these types of stories examples of great care and leadership.

Have a great week.

Sincerely,



James E. Fanale, MD
President and Chief Executive Officer

CARE NEW ENGLAND

Care New England hosts Colorectal Cancer Education and Awareness Event



On Thursday, March 14, Kent Hospital hosted the Care New England Colorectal Cancer Education and Awareness Event, featuring the Strollin' Colon. Many community members attended the event and took advantage of this learning opportunity, which was led by Dr. Melissa Murphy from Kent and Dr. Christy Dibble from Women & Infants. Attendees were also able to schedule an appointment for a colonoscopy.

The event was a great collaboration between Kent, Women & Infant's, and Brigham and Women's hospitals to bring preventative health and wellness information to our community. Tune in to WJAR-TV10 tonight at 5:30 p.m. to learn more.

CARE NEW ENGLAND

"In the path of the storm: Evacuating when a disaster strikes a hospital"

Thursday, March 28 | 12 noon | Women & Infants, South Pavilion Auditoriums 3 and 4

All caregivers are welcome at the next Schwartz Center Rounds™ at Women & Infants Hospital, "In the path of the storm: Evacuating when a disaster strikes a hospital." Learning objectives are:

- 1) Describe the five mission pillars of emergency preparedness.
- 2) Identify coping mechanisms health care workers can employ when responding to a disaster.
- 3) Discuss the importance of emergency preparedness drill and training.
- 4) Broaden awareness of statewide emergency response resources for health care workers.
Continuing education credits are available.

continued >

Tableau class graduation

Over the past three months, a group of 13 individuals from across Care New England attended training for the data visualization and analytics software called Tableau. The course was taught by University of Rhode Island professor Don Gregory. Throughout the program participants worked together on a project, which they presented to leadership on Friday, March 8. The projects included dashboards and data stories to optimize reporting in revenue cycle, operating unit productivity, supply chain, support action plans, and encounter management in CNEMG practices. It will be exciting to see what additional insights can be gained from using Tableau to harness Care New England's data.



Graduates pictured from left to right: Brian Anderson, Jeff Bernier, Andrea Silva, Tom Ricci, Jose Martinez, Don Gregory, Paul Maratta, Neil Maloney, Erin Pelletier, Denise Maroccoquirk, and Andrew Burke. Not pictured: Matt Curran, Mark Gloria, and Rich Mata.

KENT HOSPITAL

Nurse Recruitment at Kent Hospital



Kent Hospital has launched 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 benefits-eligible nurses hired in the following areas: acute care float pool, emergency services, medical surgical, critical care, mother/baby, cath lab, nurse educators, and leadership positions including associate chief nursing officer, nurse directors, and assistant nurse managers.

Kent Hospital 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. If you have any questions, please stop by HR.

continued >

Kent Hospital opens new café in the Ambulatory Services Center



Kent Hospital is pleased to announce the opening of a new café in the Ambulatory Services Center (ASC). This café will run as a pilot program to help meet the demands of the increasing volume of patients, visitors, and staff, as well as to serve as an additional concierge service to guide individuals to their appropriate locations.

A ceremony with Kent President and COO Bob Haffey was held on March 14 to officially open the café, alongside Patrick Condon, food and nutrition services manager, and Jessica Dutra, food service associate. The new café will serve a variety of food and drinks including coffee/tea, baked goods, assorted fruit, granola bars, and grab n' go snacks. Staff, patients, and visitors are all welcome to stop in the ASC café from 8 a.m. to 3 p.m. Monday through Friday. The main concourse café will still be fully functioning from 6 a.m. to 7 p.m., Monday through Friday, and 8 a.m. to 3:30 p.m. Saturday and Sunday.

WOMEN & INFANTS HOSPITAL

The importance of "human connections"



Many thanks to Tracey Casala, nurse director, Emergency Department, for sharing this story.

"Last week in the ED a patient presented for evaluation. Accompanying her was her young son. During her evaluation in the ED, Cynthia Price, patient services associate (pictured left), walked into the patient's room to see if she needed anything. Upon entering the room, Cynthia witnessed the young boy singing to his mother's 'tummy.' The boy proceeded to tell Cynthia how he wanted to be a doctor when he grew up. Cynthia, realizing that caring for patients is much more than the medical care we provide, proceeded to allow the boy a chance to 'be a doctor' for a moment - she dressed him in a surgical cap, gloves, and mask, and then introduced him to our provider team. This simple

act helped to decrease the anxiety the young boy felt seeing his mom sick – but by helping her son, the patient was also able to relax."

WOMEN & INFANTS HOSPITAL

Lauren Talbert RD, CSO, LDN joins Outpatient Nutrition Services



Lauren Talbert RD, CSO, LDN has recently joined the Outpatient Nutrition Services Department at Women & Infants within the Department of Medicine. Lauren has spent more than 12 years working as the outpatient dietitian at the Program in Women's Oncology at Women & Infants and has been most recognized for her presentations to a wide array of audiences including medical professionals, patients and family as well as the community. Lauren's main approach to nutrition education is to stop confusion and start control. By simplifying nutrition information that appears complicated, Lauren motivates patients to feel more in control of their health. She accomplishes this by offering individualized counseling based on each patient's lifestyle, food preferences, and nutrition goals.

Lauren is now available to see patients for a variety of medical issues including obesity, diabetes, nutrition related pregnancy issues, hypertension, hyperlipidemia, GI disorders as well as oncology. To refer a patient or schedule a nutrition consultation, please call (401) 430-7314.

continued >

New treatment introduced for pregnant women with opioid use disorder



Pregnancy and the postpartum period are especially vulnerable times for women with an opioid use disorder. Recent research shows that the number of pregnant women who have an opioid use disorder related to prescription pain relievers or heroin has increased in recent years. Without appropriate treatment, these mothers may be at risk of relapse or increasing use of illicit substances. This can have long-term, negative effects on the relationship between mother and baby.

Women & Infants has created Moms MATTER (Medication Assisted Treatment to Enhance Recovery). Medication Assisted Treatment (MAT) in pregnancy has been shown to improve birth outcomes among women who have substance use disorders and are pregnant. MAT has proved to be clinically effective and to significantly reduce the need for inpatient detoxification services for these individuals. MAT provides a more comprehensive, individually tailored program of medication and behavioral therapy. MAT also includes support services that address the needs of most patients.

“The ultimate goal of medication assisted treatment is full recovery, including the ability to live a self-directed life,” said Anupriya Gogne, MD, director of Moms MATTER, psychiatrist in Women & Infants Center for Women’s Behavioral Health, and a member of the Care New England Medical Group. “This unique model of care provides a safe place for pregnant and breastfeeding women with an opioid use disorder to seek compassionate and non-judgmental care in an office-based setting.”

MAT has been shown to:

- improve patient survival
- increase retention in treatment
- decrease illicit opiate use and other criminal activity among people with substance use disorders
- increase patients’ ability to gain and maintain employment
- improve birth outcomes among women who have substance use disorders and are pregnant

Moms MATTER services include:

- treatment of acute withdrawal for inpatients at Women & Infants Hospital
- medication-assisted treatment with buprenorphine for opioid use disorder
- assistance in caring for babies with neonatal abstinence syndrome (NAS) in collaboration with pediatricians at Women & Infants Hospital
- pain management for opioid-dependent women as an inpatient at Women & Infants Hospital

In addition to Dr. Gogne, members of the Moms MATTER team include Erica Hardy, MD, Women’s Infectious Disease Consult Service and Center for Obstetric and Consultative Medicine; Neha Hudepohl, MD, Center for Women’s Behavioral Health; Jessica Pineda, MD, Center for Primary Care and Center for Women’s Behavioral Health; Adam Czynski, MD, Department of Pediatrics; Matthew Esposito, MD, Division of Maternal-Fetal Medicine; and case manager Alpha Lefrancois, LCPD, Center for Women’s Behavioral Health.

Patients are seen on Thursdays between 12 noon and 4 p.m. at Women & Infants’ Center for Obstetric and Consultative Medicine, 100 Dudley Street, Third Floor, Providence, RI. For information, call (401) 430-2700.

continued >

Butler participates in Brain Week RI



To help kick off this year's Brain Week RI, Stephen Salloway, MD, MS, director of the Memory and Aging Program at Butler, gave a presentation on Alzheimer's disease and the new breakthroughs in research. Attendees were also invited to complete a GeneMatch cheek swab following the presentation. Butler's expertise was also featured in a lecture focused on *"Understanding and Preventing Suicide"* with Benjamin D. Greenberg, MD, PhD, chief of outpatient services and outpatient psychiatry at Butler, and Michael F. Arney, PhD, a research psychologist at the hospital. Brain Week RI has had one goal since it began in 2016 - a goal Butler has been very proud to participate in - to share and promote the collective knowledge of the brain and the wealth of neuroscience research happening in Rhode Island. Now in its fourth year, Brain Week RI, organized by Cure Alliance for Mental Illness, has expanded to include a wide array of outreach efforts, educational programs, panel discussions, and a number of other events throughout the month of March.

Save the Date: "Talk Saves Lives"

The American Foundation for Suicide Prevention, in conjunction with Butler Hospital, is hosting "Talk Saves Lives", a community-focused suicide prevention and education event on Thursday, April 11 from 5:30 to 7:30 p.m. at Ray Hall, located on the Butler Hospital campus. Important topics discussed will include common risk-factors for suicide, how to spot potential warning signs, and what we can do to keep loved ones and others in our community safe. The presentation will also look at current research around suicide prevention, and talk about what people can do to fight this leading cause of death. The event is free and open to the public. Information about community resource programs will be available and light refreshments will be served.