



Good Afternoon,

It's no secret that across the system we have had to make significant changes in a variety of ways over the past several years. It's also no secret that we have all accomplished a great deal in that time. Being financially strong continues to be a major focus, ensuring our ability to continue delivering quality care on a daily basis to individuals who require the range of services we provide. It also supports our efforts as we continue to move towards an acquisition by Partners and Brigham Health. I have been clear, however, that the hard work must continue, and the staff at Butler has answered the call.

*The “Move to Improve” initiative has quickly become a top priority for Butler, with the idea that long wait times can no longer be accepted as “just the way it is.”*

With the continued drumbeat of access, quality, and service ringing in their ears, it became clear to Butler's leadership team that there are too many people still waiting for care while available beds at the state's leading behavioral health facility were going unfilled. Hospital leaders across the state meet regularly to address high patient volume in EDs, and a large component of the discussion has been focused on patients suffering from behavioral health conditions. Three-quarters of the patients seeking emergency treatment are self-presenting or “walking in” for treatment. A large portion of this volume is comprised of patients needing behavioral health services. In order to truly move the needle, Butler staff needed to work even harder to make substantial changes to how patients access the hospital's critical services. The “Move to Improve” initiative has quickly become a top priority for Butler, with the idea that long wait times can no longer be accepted as “just the way it is.”

Patients who need care have been unable to access services at Butler despite having existing bed capacity. In fiscal year 2019, the hospital reduced its inpatient volume target, but has yet to hit that target while patients across Rhode Island are waiting in the EDs for behavioral services. If this is not a compelling enough reason to focus on correcting barriers to access, there are other equally important reasons for us to focus our efforts on this front. The average wait time in Patient Assessment Services is more than five hours, and a patient fully evaluated with admission orders typically waits more than two hours for transport to the unit. This often results in upwards of 20 patients, at the most acute phase of their illness, being cared for in the confines of a secure waiting area. This practice presents challenges for patient and staff safety while compromising the patient experience.

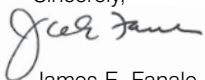
*continued >*

< continued

Everything about the movement of patients through Butler, from admission to discharge, is being evaluated for efficiency and waste, and the results will likely lead to changes in documentation forms, data collection, communication strategies, and more. For "Move to Improve" to be successful, or any process improvement effort for that matter, it is essential that front line staff, those doing the work, are intimately involved. Butler's leadership team is in the process of attending every department staff meeting to discuss this initiative. Staff are being encouraged to share thoughts as to how some of these issues can be alleviated as this must be an inclusive, group effort for expectations to be met.

Thanks to all of you for your continued hard work.

Sincerely,



James E. Fanale, MD  
President and Chief Executive Officer

KENT HOSPITAL

## Older Adults campaign launches



Today marks the launch of our Older Adults advertising campaign highlighting the creation of a program dedicated to the specialized care of the state's older adult population. This was highlighted in Dr. Fanale's carenews message last week in greater detail. This care is provided by a team of physicians and nurses who bring a highly skilled background in geriatric medicine and nursing.

Patients admitted to the 10-bed Acute Care for Elders Unit (ACE) will be seen by the geriatric medicine team for a geriatric assessment including cognitive and function screening to identify needs and goals upon admission. There will be daily (Monday through Friday) care rounds led by a geriatrician and/or geriatric nurse practitioner. There will be ongoing communication of team recommendations with the patient, doctor, nurse, family, or other caregiver. For more information about the ACE Unit please visit [kentri.org/geriatrics](http://kentri.org/geriatrics).



continued >

## Senator Whitehouse visits the Memory and Aging Program at Butler



Senator Sheldon Whitehouse (D-RI) came to Butler Hospital last week to meet with Stephen Salloway, MD, MS, director of the Memory and Aging Program at Butler, and to learn more about the team's cutting-edge research, focused on developing breakthrough treatments to improve quality of life for those with Alzheimer's disease.

Butler's MAP team has been a worldwide leader in the fight against Alzheimer's for more than 25 years. To learn more about the Memory and Aging Program visit [butler.org/memory](http://butler.org/memory).

## Blackstone Health, Inc. offers programs for seniors



Blackstone Health, Inc. is a non-profit organization managed by the VNA of Care New England. Blackstone Health, Inc. facilitates two major programs in the State of Rhode Island: The Blackstone Café and The New Horizons Adult Day Center. The former is a congregate dining program with 17 distinct locations throughout the state where senior members (60+) can enjoy nutritionally sound meals – certified by a licensed dietitian – in a congregate, socially-conducive setting. The latter is an adult day program for seniors (60+) who exhibit some form of physical and/or cognitive disability/impairment.

Some exceptions can be made for those who are not of qualifying age if proof of disability can be provided. Within that setting, New Horizons Adult Day Center provides clients with continuous supervision, planned activities, health monitoring, nutritious meals, medication management, and respite for caregivers. Do you know someone who could benefit from these services? Call (401) 727-0950 for more information regarding admission requirements or general inquiries.

## Angel Valet introduced



Caring for a family who has experienced the loss of a baby sometimes forces us to look at the way we do things – even the most simple things like how a patient leaves the hospital following a loss. Based on feedback from families who have experienced loss about how upsetting it can be to have to pass all the pink and blue balloons in the lobby on their way out, we are now introducing Angel Valet at Women & Infants.

The Angel Valet program is a service we now offer to patients to optimize the discharge process for those who have experienced a loss. Please follow the routes identified below to transport patients from the floor to their vehicles and also contact security to coordinate valet support as indicated.

Please note valet services are available Monday through Friday from 5 a.m. to 9 p.m. During evenings, weekends, and on holidays security can be contacted to drive a caregiver to their car if parked in the employee lot (W-4.)

From the main building:

- Once the patient is ready to leave, please ask the family for the number on their valet ticket.
- Contact security at ext. 41635 to let them know you have an Angel Valet request and provide the ticket number.
- Take the family down the elevators and once on level 1, proceed down the corridor that leads to the ED.
- The valet will pull the vehicle up to the ED exit area.

*continued >*

< continued

From the South Pavilion:

- Once the patient is ready to leave, please ask the family for the number on their valet ticket.
- Contact security at ext. 41635 to let them know you have an Angel Valet request and provide the ticket number.
- Take the family down the elevators at the far end of the hall, elevators 11 or 12, which will bring you near the exit to the left of Au Bon Pain on the main floor.
- Take the family out that exit and the vehicle will be waiting in the ED exit area.

We thank you for helping to support our families. If you have any questions or feedback about this process, please contact [modonnell@wihri.org](mailto:modonnell@wihri.org).

THE PROVIDENCE CENTER

## Yoga of 12-step recovery



Abby Stenberg, peer recovery specialist, explained that at the Jim Gillen Teen Center we strive to provide new and exciting experiences and opportunities for our youth. In order to achieve the diverse program that will appeal to a myriad of young people, we have taken a holistic approach to recovery. Yoga of 12-Step Recovery (Y12SR)

strives to "connect the dots" between the ancient practice of yoga, the practical tools of the 12 steps, and the latest practices in trauma healing. Y12SR believes that the "issues live in our tissues," and by integrating wellness of mind, body, and spirit one can achieve sustained recovery.

We provide very basic beginner's yoga classes and meditation, incorporating recovery principles and discussion. It gets our members moving, talking, and healing together. As a PeaceLove CREATOR, I am able to bring an expressive arts curriculum to the Teen Center. The workshops are intended to focus on process rather than product and are all about creating peace of mind and love for yourself. We use visual arts, sound, movement, and storytelling to give participants a way to talk about mental health and wellness. It helps create a safe space for people to talk about their feelings and their experiences. For me as a CREATOR and recovery coach, these workshops provide a jumping-off point for future discussions, and also give the members something tangible to take home and talk about.

We are hoping to continue to expand our already dynamic program in the coming months. This will include fit camps, aerobics classes, and even basketball once the weather improves. Of course our members love to play Xbox and watch Netflix, but we wish to give them opportunities to build recovery capital by expanding their interests and teaching them valuable skills. If you have a fun activity or new skill you would like to bring to us at the Teen Center, please call (401) 632-4077.