

APRIL 22, 2019 | VOLUME 8 | ISSUE 62

*Across
Care New England,
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in knowing how
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to help support
our patients and
families.*



Good afternoon,

In 2014, Care New England committed ourselves to the 80/20 plan for BSNs in our workforce. The goal of this plan is to ensure that 80 percent of our nursing community holds a BSN or higher by 2020. In 2014, we introduced an "RN to BSN Program" in cooperation with the University of Rhode Island.

Last week, we took another step toward that goal as 23 nurses from across Care New England graduated from the URI College of Nursing. Deborah M. O'Brien, BS, RN, MPA, senior vice president of nursing for Care New England and president and chief operating officer at The Providence Center, offered opening remarks at the graduation.

Deb, who is also a proud graduate of the URI College of Nursing said, "I have always believed that continuing education is an important tool in our ability to improve care for our patients and the community." She told the graduates, "As the health care system transforms, it will breed new opportunities. And you will be able to shape the future with the skills you have learned in this program."

She asked some of the graduates what they learned from the program, and found that many learned more than they thought they would, even those who have been a nurse for many years. They found that topics for new, unexpected learning included evidence-based practice, research, social justice, diversity, patient engagement, effective leadership skills, and an interest in developing new opportunities to better serve patients.

Deb concluded by saying, "Remember that during this era of health care transformation, you will be at the forefront of nurses and nurse leaders who will help to imagine new opportunities that revolutionize how we understand the health of our patients and how we can transform our communities."

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I'd like to offer my thanks to Deb for speaking so eloquently, and my sincerest congratulations to the following Care New England nurses who completed the RN to BSN program this year:

Lenna Bailey	Butler – Float Pool
Melissa Blais	Women & Infants – Labor and Delivery
Nancy Braga	Women & Infants – NICU
Michele Casavant	Women & Infants – 4 East
Lori-Ann Cook	Women & Infants – Operating Room
Sandra Cook	Women & Infants – Operating Room
Brenda Dolan	Kent – Women's Care, Labor and Delivery
Amy Fraser	Kent – Women's Care, Labor and Delivery
Elizabeth Gallagher	Butler – Adult Psychiatric Unit
Eric Gallagher	Butler – Adult Psychiatric Unit
Bianca Garnett	Women & Infants – Operating Room
Melissa Imondi	Women & Infants – Float Pool
Annmarie Izzo	Women & Infants – Mother/Baby
Susan Lamora	Women & Infants – Operating Room
Jennifer MacBain	Women & Infants – Mother/Baby
Pamela McConnell	VNA of CNE
Malgorzata Raczowska	The Providence Center – Nurse Educator
Nancy Sabetta	Women & Infants – NICU
Carine Saint Felix	Butler – Adult Psychiatric Unit
Knarik Sarkisian	Kent – Rehabilitation Unit
Yunxia Toolan	VNA of CNE
Toni Vale	VNA of CNE
Elisa Vieira	Women & Infants – Pediatrics



Pictured from left to right are Butler Hospital RN to BSN graduates Eric Gallagher, Elizabeth Gallagher, and Carine Saint Felix.



Pictured from left to right are Kent Hospital RN to BSN graduates Amy Fraser, Knarik Sarkisian, and Brenda Dolan.

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Pictured from left to right are The Providence Center's Jillian Pastina, Judy Salome, RN to BSN graduate Malgorzata (Maggie) Raczowska, and Deb O'Brien.



Pictured left to right are VNA of Care New England RN to BSN graduates Yunxia Toolan, Pamela McConnell, and Toni Vale.



Pictured from left to right are URI College of Nursing Dean and Professor Barbara Wolf, Women & Infants RN to BSN graduate Jennifer MacBain, and Deb O'Brien.

In addition, April 22 – 26 is **Patient Experience Week**, an annual event that offers us the opportunity to celebrate our health care staff and the daily impact on patient experience. Inspired by members of [The Beryl Institute](#), a "global community of practice dedicated to improving the patient experience through collaboration and shared knowledge," Patient Experience Week is the perfect time for us to celebrate our accomplishments, to reenergize our efforts, and to honor those who impact the patient experience every day.

Across Care New England, we take great pride in knowing how hard our staff works to help support our patients and families. From the moment people enter any of our facilities, they are greeted by staff and interact with many who provide bedside care and others who support our patients by helping prepare meals and keeping our facilities clean and running smoothly.

Read below for a sampling of what our patients have to say about the care they receive at our operating units.

Sincerely,

James E. Fanale, MD
President and Chief Executive Officer

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Butler Hospital

"I work in the mental health field as well and often I speak with individuals enduring a mental health crisis. I will absolutely recommend them to come here."

"Thanks guys for helping me get on my way to a better life!"

"The staff here in all parts of hospital work hard, are friendly, and care about my needs and how I'm feeling."

"I loved laughing with each and every one of the men and the women nurses. They really each take an interest in each patient. It made me feel great."

"The nurses here are amazing. This facility is so lucky to have them. They helped me believe that I could get better. They made me hopeful even when I thought I had none."

"I was afraid to come to Butler but after being here I was so impressed with the treatment and program offered."

Kent Hospital

"Every nurse and CNA I encountered was knowledgeable, professional, and most of all, kind. Every doctor was, as well, explaining my treatment and patiently answering all my questions."

"The care I received was incredible! The nurses in Labor and Delivery are amazing! They were ALL so caring and helpful!! My experience was amazing and I would highly recommend Kent Hospital to another expectant mother."

"During my four day stay at Kent, I had to have a procedure done. I was extremely nervous and my nurse took the time to sit with me to calm me down and talk me through my worries."

"My nurse was exceptional!! A great listener, and attentive to all of my needs. She explained EVERYTHING she did and answered my questions completely. She also put my IV in and also took my blood. I'm a hard draw but she got the needle in the first time with BOTH procedures. BEST NURSE EVER!!!"

"Nurse practitioner was fantastic. She was professional, courteous, and went above and beyond to treat me with compassion and concern."

"Environmental services was awesome, she went out of her way to make sure I was comfortable."

The Providence Center

"All staff were very helpful. Information was more helpful than anticipated. I can honestly say that I feel hopeful about my future, stronger in my abilities than I have ever been."

"I appreciate all the useful information I received from this program. It helped me realize that a sober life is better than a life of drugs and alcohol. When I get released I'm going to help my peers and family get on a healthy clean path of life."

"I found this program to be very helpful, the staff was great and made sure I had a clear understanding about all drugs and the dangers of them. I've learned a great deal about my own addiction and behaviors and risks. My one on one sessions I find to be more helpful and I will continue with. I'm also going to pursue my recovery and do an inpatient treatment."

"I like the program because it addressed many areas such as criminal conduct, relapse prevention, and anger issues. There is more to recovery than just laying down the drugs."

"I sincerely appreciate the knowledge and tools you folks have shared with me. I feel that I have truly learned some good stuff. Now the ball is in my court. Thank you."

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VNA of Care New England

"I cannot express in words how wonderful the hospice staff was to my family member and my entire family. My life would have been a lot more difficult without them. I will always be so grateful for all the support they gave us."

"I thank God we had this hospice. They were the best! I tell everyone."

"Satisfied with all (home health) providers. Pleasant, informative, caring, knowledgeable, and good listeners. Came at times promised and gave hope and assurance concerning health and progress. Very interested in my feelings and was there with that 'pat on the back.'"

"This was a very helpful service who worked with me in conjunction with my cardiologist. Your staff is knowledgeable and experienced."

"I felt very fortunate to have this agency help me. Everyone who came to the house was competent, caring, and compassionate. I looked forward to each visit. They answered all of my questions and addressed all of my concerns."

Women & Infants Hospital

"The amount of empathy and compassion shown by the providers, nurses, housekeeping, and even dietary staff was more than I could have ever hoped for. I would recommend Women & Infants Hospital to anyone!"

"All the people from housekeeping, phlebotomists, aids, nurses, chaplains, doctors, etc. were OUTSTANDING! I was in awe of their work ethic and devotion!!!"

"Best hospital experience I have ever had. All staff was friendly, very helpful, and courteous always. All my fears were calmed because of the confidence of the doctors, nurses, CNA's, even housekeeping personnel were wonderful. As a retired RN with 50 years of experience, I would recommend this hospital to everyone!"

"I have told family and friends that, if possible, have surgery at Women & Infants. They have superior patient treatment. None of the other hospitals compare! The organization is excellent!"

"My midwife was exceptional! She listened attentively, and did everything she could to find the source of my medical concerns, and even went above and beyond to help me feel comfortable about my care plan for the rest of my pregnancy. I have never had a medical provider advocate for me the way Women & Infants did. Hands down, best care I have ever received."

CARE NEW ENGLAND

Care New England Physician Leadership Academy begins



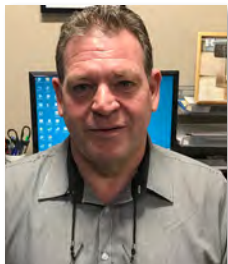
The first Physician Leadership Academy meeting took place on Wednesday, April 17.

"CNE is excited to be offering such an important training and development program for our physicians," said Dr. Fanale. "Further investing in physician leaders will only serve to strengthen our system as a whole while creating a foundation of leadership for the future. This program is expected to help CNE develop emerging leaders and plan for continuity across leadership roles throughout CNE."

Pictured left to right are Maureen Phipps, MD, executive chief of obstetrics and gynecology, CNE, and chair, Department of Obstetrics and Gynecology, Brown University; Chester Hedgepeth, III, MD, PhD, executive chief of cardiology, CNE; Amy Halt, MD (Butler Hospital); Naveed Rana, MD (Kent Hospital); Ana Tuya Fulton, MD (Care New England); Kevin Baill, MD (Butler Hospital); Erica Hardy, MD (Women & Infants Hospital); John Gelzhiser, MD (Kent Hospital); Melissa Murphy, MD (Kent Hospital); Chris Furey, MD (Kent Hospital); James E. Fanale, MD, president and chief executive officer, CNE; and Kathy Lavoie, human resources, CNE. Not pictured: Adam Czysnski, DO (Women & Infants Hospital); Raymond Powrie, MD, executive chief of medicine, CNE; Roxanne Vrees, MD (Women & Infants Hospital); Erika Werner, MD (Women & Infants Hospital); JoAnn Wilkinson, MD (Kent Hospital).

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George O'Toole to be featured on *This I Believe: New England*



George O'Toole, BS, CPRS, ED manager and certified peer recovery specialist at Anchor Recovery Community Center (part of The Providence Center), met Fredric Reamer, host of *This I Believe: New England* on The Public's Radio, more than 20 years ago while George was incarcerated and Frederic was a parole board member. George met up with Frederic recently to record an episode of *This I Believe: New England*.

George said, "Because of the opioid epidemic plaguing our nation, Frederic thought it would be a good story to put out about a person who lived the life and made the changes necessary to become a productive member of society. We talked about when I first picked up a substance and the track the substance use took me through. This continued for more than 30 years before

I fell to my bottom, wanting to die. Instead I found the path of recovery and have gone on to obtain a bachelor's degree, advance within the organization that gave me an opportunity at a new life, and have been able to become manager of a world-known program (Anchor ED)."

Tune in to hear George's full story, scheduled to air Wednesday, April 24 at 8:45 a.m. and again at 5:45 p.m. on 89.3 FM and 88.1 FM.

WOMEN & INFANTS

Women & Infants names associate program directors in Department of Obstetrics and Gynecology

Congratulations to the new associate program directors in the Department of Obstetrics and Gynecology at Women & Infants.



Beth Cronin, MD, completed residency at Brown/Women & Infants Hospital in 2010. Since that time she has been very active within the residency program as a member of Women & Infants hospital-based faculty, and now as a member of the community-based faculty with the Providence Community Health Center system. She has been an outstanding mentor to residents and has been recognized with numerous awards including the CREOG Excellence in Teaching Award and ACOG District 1 Mentor of the Year Award. Dr. Cronin is also a graduate of the national APGO Academic Scholars program. Dr. Cronin's leadership in the community includes spearheading advocacy efforts within her role as Rhode Island vice chair for ACOG.



Lisa Domagalski, MD, completed residency at Brown/Women & Infants Hospital in 1995. Since that time she has worked at Partners in Obstetrics and Gynecology where she is a partner, and is a clinical assistant professor at The Warren Alpert Medical School of Brown University. Dr. Domagalski has been a leader within the community faculty, serving as a team chief and mentor to countless residents over her years of service. She participates on numerous hospital committees focused on the success of the residency program including the Program Evaluation Committee, Clinical Competency Committee, and Residency Evaluation Committee.



Liza Lokich, MD, completed her residency at Dartmouth Hitchcock Medical Center in 2012, and her fellowship in gynecologic oncology at Brown/Women & Infants Hospital in 2016. She returned to Women & Infants in 2018 after two years as faculty in gynecologic oncology at the University of New Mexico hospital system. Dr. Lokich has been recognized with several Excellence in Teaching awards, five during her fellowship years, and most recently with the CREOG Excellence in Teaching Award at the University of New Mexico. She currently directs the residency rotation in gynecologic oncology and serves on the Clinical Competency Committee.

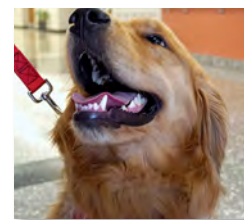
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A warm welcome to our new pet therapy dogs, Amy and Patty!



We are pleased to welcome Amy and Patty, two new additions to Women & Infants' pet therapy program. They join veteran Auggie and are trained to provide affection, comfort, and love to people in hospitals, retirement homes, nursing homes, schools, hospice centers, or disaster areas.

Amy and Patty will be at Women & Infants on Thursday mornings (with their handlers, Tom and Helen Davis), and Auggie will be visiting on Tuesdays (with his handler, Peter Manning), and are available to visit units or staff groups upon request – please contact Denise Roncarati at droncarati@carene.org.



Medical Laboratory Professionals Week | April 21 through 27

Medical laboratory professionals play a vital role in every aspect of health care. Since they often work behind the scenes, few people know about the critical testing they perform for patient care every day. In recognition of Medical Laboratory Professionals Week, we would like to extend our sincere thanks and appreciation to our laboratory staff for their dedication and commitment to our patients!



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VNA begins Lean scheduling process improvement

At the VNA of Care New England, one of the areas presenting a challenge for patient experience is in scheduling and confirming patients' appointments. With the guidance of facilitators Erin Pelletier and Brad Morisseau, the VNA has begun a Lean scheduling process improvement project.

Last week, a team of VNA employees volunteered to spend a full day together to discuss scheduling, as well as address some of the other challenges faced by patients, staff, and the office. Working together, the team came up with great ideas and is ready to implement initial steps towards improvement that will be piloted by certain teams.

Many thanks to the following staff members for their great ideas and collaborative energy: Sue Andler, Christie Bilodeau, Greg Burnett, David Carroll, Lisa DiMaria, Kerri Drew, Becky Dyer, Julie Fidler, Lois Hamilton, Corrine Lepore, Tina Mason, Lauren McGovern, Jean Parkinson, Lori Peters, Danielle Stevens, Eric Smith, and Lynn O'Sullivan.

This was an important and productive day for the VNA, and the team is excited to see this new process play out.

THE PROVIDENCE CENTER

TPC families in need receive radio flyer wagons



Through a partnership with the Starlight Children's Foundation, an organization dedicated to delivering happiness to seriously ill children through entertainment, education, and one-of-a-kind experiences, The Providence Center (TPC) was able to donate a radio flyer wagon to a family in need through their Healthy Families America program.

Healthy Families America is a national family-visiting program that assists pregnant and newly parenting at-risk families until the child turns four years of age. Local staff members from TPC, who are involved in this program, visit with families to share information on topics such as health and wellness, as well as provide access to local resources. They also introduce fun, developmental activities for their children. When these children reach school age, they often have increased confidence, and the family has a greater chance of being successful by increasing their own education and economic status.

TPC received letters of gratitude from multiple families of children who received wagon donations. For one mother, this in-kind donation was much more than a toy. Upon receiving the gift, she immediately replied, "Now I can get my groceries home!" Her words were a powerful reminder of the significant challenges families at TPC face every day.



Another family who received a wagon donation described the experience as "amazing" and relayed how it brought "priceless happy moments to their family." In this instance, the whole family was involved in putting the wagon together and using it for outdoor play. They thanked their case manager from TPC, not only for the generous donation, but also for her continued support and motivation. "She has been an incredible source of support during a very hard time. She goes above and beyond her job and tailors all her preparations to suit our needs. I am so thankful that I have her as part of our lives," a family member stated.

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Nurse recruitment continues at Kent Hospital



Kent recently launched an exciting new recruitment effort aimed at attracting qualified nurses to an array of nursing positions throughout the hospital. So far, approximately 20 offers have been extended. 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: emergency services, nursing assistants, nurse educators, mother/baby, and cardiac cath lab in addition to acute care float pool, nurse director of women's care, assistant nurse managers, and an associate chief nursing officer.

We are also now hiring in the following clinical areas: EKG technician II, registered echocardiographers, ultrasonographers, nuclear medicine technicians, medical technologists/medical lab technicians, phlebotomists, clinical social workers, and sterilization technicians.

Kent Hospital will be hosting a walk-in job fair on Tuesday, April 23 from 4 to 7 p.m. in 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. To learn about our current job openings in nursing, visit carenewengland.org/nursing, for other clinical job openings, visit carenewengland.org/careers.

DATES TO REMEMBER

Sexual Assault Awareness Month | Denim Day Wednesday, April 24



Sexual violence is a serious public health problem that affects millions of men and women. Statistics underestimate the problem because many victims do not tell the police, family, or friends about the violence. Each April, we recognize Sexual Assault Awareness Month (SAAM) to call attention to and stop sexual violence before it begins.

One of the components of SAAM is Denim Day, April 24, an international event honoring an 18-year old Italian woman whose attacker was set free after the Italian Supreme Court ruled that her jeans were too tight for her 45-year-old attacker to have removed them himself, thereby implying consent. Employees throughout Care New England are invited to participate in Denim Day for a \$1 donation to help raise awareness of sexual assault.

Please speak with your manager regarding department-specific dress codes.

Nominate a CNE MVP! | Deadline is Wednesday, April 24

Do you know someone who works in a CNE corporate department and displays the CNE ACT Values on a daily basis? Nominate them for the Care New England Most Valuable Player Award! The CNE MVP Award annually recognizes and rewards one employee from a Care New England corporate department who has consistently demonstrated the CNE ACT Values listed below.

Accountability

- Set clear expectations and provide timely feedback and follow-through.
- Do what you say you're going to do – and be fair about it.
- Take ownership of your responsibilities.

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Caring

- Acknowledge and respond to the needs and challenges of every person.
- Create an environment that encourages respect and appreciation.
- Offer support, information, and hope.

Teamwork

- Listen and value each person's voice.
- Ask "how can I help?"
- Support the work of each team and each team member.

For nomination form and guidelines, please email Lindsay Scardino at lscardino@carene.org. Once the form is completed please send to Lindsay Scardino by Wednesday, April 24 by e-mail at lscardino@carene.org, by fax at (401) 919-5776, or by interoffice mail to CNE HR at 4 Richmond Square, Suite 400.

The winner will be recognized at the CNE Employee Recognition Reception on Wednesday, May 15 and receive a great prize as well as an extra PTO day!

CARE NEW ENGLAND

Walk from Obesity | Saturday, May 18

Registration: 7:30 to 9 a.m. | Walk from 9 a.m. to 12 noon

Warwick City Park | 185 Asylum Road, Warwick, RI

Taking steps to raise awareness of obesity in our community, Care New England has teamed up with the ASMBS Foundation (American Society for Metabolic and Bariatric Surgery) to support the Walk from Obesity on Saturday, May 18.

With more than 93 million individuals in the United States affected by obesity, the goal of this walk is to raise awareness of this growing epidemic, provide educational information regarding prevention, and help to raise funds by supporting important obesity and bariatric surgery research, advocacy initiatives, and new programs.

As a "set your pace" event, participants are encouraged to walk as much or as little as they'd like. Chef Frank Terranova from NBC Channel 10's "Cooking with Class" will be onsite, providing a healthy cooking demo immediately following the walk. There will also be an inbody demo machine, used to test body weight and differentiate fat mass from muscle mass, for those who wish to utilize.

The cost for the event is \$25 [online](#), until Friday, May 17 at 1 p.m. and \$35 onsite prior to the event. All online registrations include a complimentary Walk from Obesity t-shirt and bag, which can be picked up at the walk. Shirt sizes are first-come, first-served and are available while supplies last. Children under the age of 12 may be registered to participate for free with a registered parent or guardian.

Jane Sylvestre, MS, RDN, LDN, bariatric nutrition specialist at the Center for Surgical Weight Loss at Care New England, is the local event leader for this year's event. She walks to stay in shape, feel good physically and mentally, and to help support her patients in the bariatric program. For more information, contact Jane at (401) 736-3731 or jsylvestre@kentri.org.