

# carenews

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Good afternoon,

Often, we are fortunate enough to hear feedback from our patients regarding their experience in one of our hospitals' programs. These stories are a wonderful testament to the important work we do as an organization, as well as a powerful way to raise awareness and educate others who may be in need of our services.

Today, I would briefly like to share a story with you from our Older Adults Intensive Outpatient program (IOP) at Butler Hospital. This program is for those, 65 and older, who may be struggling with life's transitions such as retirement, health issues, loss of independence, or death of a loved one, among other things. This group-based IOP program empowers older adults to learn how to navigate and cope with these changes in healthy ways, improve overall mental health, gain support from peers, and develop personal goals in a supportive environment, as they move into their next stage of life.

Rob Mariani, 79, of Bristol, Rhode Island, recently went through the program and was happy to share his personal experience.

Mr. Mariani looked forward to the program each week, calling it a relaxing and welcoming environment, where he enjoyed meeting new people. He went on to say, "For me, it filled a social need. I enjoyed making new friends who were going through the same transitions I was. I enjoyed hearing many different perspectives. As we age, we lose friends, end our careers, and go into retirement. Your life changes, but that doesn't change who you are. This program showed me some interesting ways to continue navigating the aging process."

These stories are inspirational and a testament to our hard work, dedication, and commitment to the patient experience and their personal outcome. Special thanks to Sheila Russell, director of Partial Hospital and Intensive Outpatient Services, and program therapist, Jasmine Appleberry, from the IOP, for both their hard work and for sharing Mr. Mariani's experience with all of us. As I continue to say, these stories are everywhere throughout our system and I look forward to highlighting more in the near future.

Have a great week!

Sincerely,

James E. Fanale, MD  
President and Chief Executive Officer



Robert Mariani, prior participant of the IOP at Butler Hospital.

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**ConvergenceRI**  
VIEW THIS WEEK'S EDITION HERE

## Care New England system-wide employee health plan survey

CNE is always looking for ways to make it easier for employees and their families to receive care at our facilities. As part of our goal to improve access and identify the potential barriers of receiving care at Care New England, a new system-wide survey has been created to gather feedback from all CNE staff covered under a CNE medical plan. The intention of this survey is to provide staff with an outlet and allow us to gather direct insight into the accessibility of care at Care New England to better determine where improvements could be made and what programs should be developed. **The survey will be open from July 22 through August 5.** To provide your feedback and participate in this survey, please visit <http://www.surveymonkey.com/r/CNE-employee-survey-2019>.

## WOMEN & INFANTS

### Women & Infants pharmacy employees recognized for recent certifications

**Jenna Solomon**, PharmD BCOP, has achieved board certification in oncology and is now a Board Certified Oncology Pharmacist (BCOP). The BCOP program is a credential for pharmacists in their unique practice, involving an increasing number and complexity of drug therapies for treating and preventing cancer and managing cancer-related and drug-related adverse events or clinical situations that are not encountered in other disease states. The purpose of the BCOP program is to validate that the pharmacist has the advanced knowledge and experience to optimize outcomes for patients with malignant diseases.

**Jennifer Smith**, PharmD, has achieved the ASHP Advanced Sterile Product Preparation Certification. The online continuing education program was developed for pharmacists and pharmacy technicians who manage personnel and facilities involved in compounding sterile preparations.

Available for individual and institutional purchase, the Advanced Sterile Product Preparation Training and Certificate Program features nine modules that emphasize the many considerations required when developing competent personnel and designing appropriate environments and facilities for compliant sterile product preparation.

The curriculum covers the elements of essential cleanroom design, standards for selecting ingredients, and other products used in sterile product preparation and regulatory and quality control guidance, including the Drug Quality and Security Act as well as USP Chapter. The course also explores creating a culture that supports safe and compliant sterile preparation, guidelines, and procedures for handling hazardous drugs, and the challenges associated with managing outsourced compounding providers or compounding activities in a multisite system.

**Ashley Wec** is a certified pharmacy technician in the WIH Department of Pharmacy. She has completed the ASHP Sterile Product Preparation Training and Certificate Program – Medium Risk. This program provides training in the fundamental concepts required for safe and compliant sterile product preparation.

The curriculum features modules designed to highlight the importance of aseptic processing and helps to develop the knowledge and skills necessary for safe and compliant sterile product preparation.

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### Kent Hospital holds quarterly William E. McKenney, Jr., MD conference



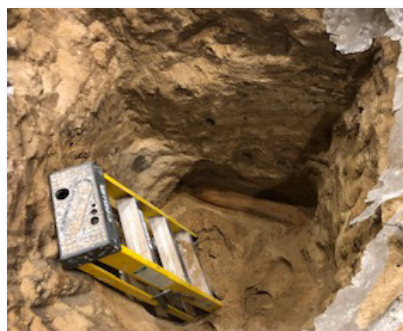
*Pictured left to right: Paari Gopalakrishnan, MD, chief medical officer, Kent Hospital; Jane E. Johnson, co-founder of Survivors Speak RI, LLC; and Susan Crossley, patient feedback coordinator, Kent Hospital.*

On Thursday, July 11, Kent Hospital hosted its quarterly William E. McKenney, Jr., MD Conference on "Treating a Sexual Assault Victim in the ED: A Survivor's Perspective – What Medical Professionals Need to Know" from 12 noon to 1 p.m. in Doctors' Auditoriums A & B. The speaker for this event was Jane E. Johnson, acclaimed survivor speaker, award-winning activist, and co-founder of Survivors Speak RI, LLC.

Upon completion of this conference, participants were able to:

- Identify some of the normal responses a victim of sexual assault may experience.
- Recognize the emotional and psychological health of a victim entering the Emergency Department who has just experienced a sexual assault.
- Explain the reasons why an exam conducted on a patient who has experienced a sexual assault may be re-traumatizing to the victim.
- Identify resources available to victims of sexual assault.

### Butler Hospital employees commended for maintaining a safe environment for patients, visitors, and staff



The past month has presented significant challenges for Butler Hospital's Facilities, Grounds Departments and Environmental Services Departments. On Friday, June 13, 2019, the hospital experienced a sink backup on Delmonico 1B, transitional care/overflow unit, which had to be addressed immediately. A broken drainage pipe used for greywater (relatively clean waste water from baths, sinks, washing machines, etc.) was discovered underground on D1B. Repairing this line required removing the carpet, cutting the floor with a saw, and jackhammering, so workers could access the broken pipe, and tie into an existing sewer line. The maintenance and grounds teams, along with outside vendors, did extensive work digging a trench as deep as seven feet in one area, to install new piping to restore operations within two short weeks. Housekeeping also did a great job performing a deep cleaning of the area so dust did not spread throughout the hospital.

The same weekend, two elevator failures at Butler Hospital required maintenance workers to take swift action. First, the team needed to coordinate immediate repairs with the vendor, while helping clinical and nutrition services staff coordinate contingency plans for the duration of time the Lippitt One elevator was out of service. Nutrition Services staff had to deliver trays using the Lippitt stairway entrance for meal service during this period.

If that were not enough for one weekend, mid-afternoon on Saturday, June 14, 2019, a large, and very old oak tree fell outside the partial hospital building, completely blocking the admission entrance to Butler Hospital and damaging the outside gazebo. The grounds crew worked diligently to get the property cleaned and ready for business by the end of the day.

An amazing effort by so many at Butler on all fronts resulted in almost no impact to patients seeking access to health care. All employees involved should be commended for planning under pressure, as well as their hard work, and dedication to maintaining a safe environment for patients, visitors, and staff alike!



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## Acknowledging cooperation and coordination at The Providence Center

On Friday, July 12, much of the Cranston area experienced a power outage, including TPC's Men's Road to Recovery. Staff members from The Providence Center worked hand-in-hand to pull together and assist in client relocation, medications, and food. This was a true testament of TPC teamwork! Power was officially restored at 4 p.m. and all clients were successfully transported back to Men's Roads to Recovery. It is an honor to know that TPC staff members are always there to support one another and put clients and their needs first.

In the spirit of caring and compassion, TPC's group home staff deserves special mention for their diligent efforts in preparing clients to proactively advance in their recovery and locate housing in the community. Since April 2018, 11 clients, from four group home locations (Atwood, Brick, Eaton, and Hope), have moved into less restrictive environments. Of those 11 clients, four are now living within supervised apartment programs, preparing for further independence.

The goal of this group home staff is to further stabilize these clients and work with them on both short-term and long-term goals, including direct assistance with daily living tasks and competency in financial management, to ultimately help them achieve their independence.

These staff members go above and beyond every day, and often take a creative approach in helping the clients and community they serve.

### DATE TO REMEMBER

### WOMEN & INFANTS

## Save the date! Swim Across America | Saturday, September 7, 2019 | 8 a.m. Roger Wheeler State Beach



Women & Infants and the national non-profit organization Swim Across America (SAA) will make waves in the fight against cancer with the tenth annual SAA Rhode Island Swim. This year, we hope to surpass the one million dollar total to support oncology research in Women & Infants' Center for Biomarkers and Emerging Technologies (CBET), an initiative of the Program in Women's Oncology, and the Department of Pathology and Laboratory Medicine. Bring your friends and family, we are happy to have any volunteers who are at least 12 years old and are interested in helping or may need community service hours! Every volunteer gets a t-shirt, breakfast, lunch, and the chance to support cancer research and cancer survivors across Rhode Island. Another way to get involved is through the Women & Infants Swim with the Doctors team, "One Fin Tuna" led by David Edmonson, MD, this years' team captain. To sign up or learn more about this truly inspirational event, contact Ivan Colon at (401) 921-8509 or [icolon@carene.org](mailto:icolon@carene.org). Register for the event online at [https://www.swimacrossamerica.org/site/TR/OpenWater/Rhodelsland?pg=entry&fr\\_id=5105](https://www.swimacrossamerica.org/site/TR/OpenWater/Rhodelsland?pg=entry&fr_id=5105).

