

together we are transforming the future of health care

JULY 29, 2019 | VOLUME 8 | ISSUE 75

*CNE is moving forward for a stronger, healthier future for our staff, community, and our patients.*



Good afternoon,

I am especially pleased to be writing all of you today. As you know, there is so much going on across CNE right now and it is both exciting and promising. I can't express enough my thanks and appreciation to all of you for your continued hard work and focus that makes the information I am sharing today possible.

First, let me start with a financial update. Earlier today we posted our third quarter financials publicly. You should know that this might be one of THE most positive quarterly reports CNE has posted. Here are the details:

Care New England Health System announced today that for Fiscal Year 2019, third quarter (April-June), the System achieved income from operations of \$7.4 million, a \$13.2 million improvement from the second quarter.

The third quarter results are a tremendous success for CNE. It represents incredibly hard work by all of you, focused management, detail to action planning, and strong operational execution. While this is a significant accomplishment, it must be emphasized that in order to continue this positive momentum, our perseverance and dedication must be sustained. CNE is moving forward for a stronger, healthier future for our staff, community, and our patients. Today's announcement is further proof of that effort.

To date, CNE, inclusive of Memorial Hospital, has recorded income from operations of \$2.3 million, \$1.6 million better than budget. Without Memorial, the System recorded income from operations for the past nine months of \$4.9 million, \$147,134 better than budget and in comparison to \$1.8 million income from operations through the third quarter in FY 2018.

The greatest financial challenges facing the system this year include patient volumes, specifically, NICU, medical/surgical, obstetrics, and deliveries. However, action plans are stabilizing these patient trends, as well as the careful management of appropriate staffing to the patient volume levels. Additionally, action plans across the system are all addressing the critical components of quality, service, and access, and you all continue to do this very well.

The other exciting news I want to share today concerns a new multi-media advertising campaign we launched yesterday with a full-page ad in the Sunday Providence Journal. We are calling the campaign "Forward." I

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

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have included some images here of our ads, billboard, bus design, and a [link to our radio spot](#). Please note that we have strived for inclusion of all OUs in the majority of the advertisements. For the billboard and some transit it is simply not feasible to list everyone and still have an impact.

I hope you like the ads and feel as energized and optimistic as I do about the road ahead. You are helping to make it all possible! Have a great week.

Sincerely,



James E. Fanale, MD  
President and Chief Executive Officer

## Print ads

PRIV Ad 1

CARING FOR RHODE ISLAND

### Care New England

## FORWARD FOR A STRONGER, HEALTHIER FUTURE



**Care New England** is moving forward for a stronger, healthier future.

Our top priority is to build on the success already underway at Care New England while expanding access to great, affordable health care here in Rhode Island. We have important plans to grow our system, explore new clinical opportunities, and improve our facilities. We are continuing to build on our decade-long clinical affiliation with Brigham Health and we're expanding our Care New England Medical Group network of providers and specialists.

We are confident and optimistic about the future for Care New England and our role as a **leading health care institution in Rhode Island and one of the state's top employers**. As we move forward in our mission, we are reaffirming our strong commitment to continue serving our patients with honesty, integrity, and clinical excellence.

**We are Care New England:**

- Butler Hospital
- Kent Hospital
- Women & Infants Hospital
- Care New England Medical Group
- Integra Community Care Network
- The Providence Center
- VNA of Care New England

We're working together to bring the most advanced medical care to you, your family, and our Rhode Island community. Find out more by visiting [carenewengland.org](http://carenewengland.org).



PRIV Ad 2

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## Billboard

**Care New England**

**FORWARD FOR A STRONGER, HEALTHIER FUTURE.**

Butler Hospital | Kent Hospital | Women & Infants Hospital

## Bus design

Clean Diesel Electric

**Care New England.org** | Butler Hospital | Kent Hospital | Women & Infants Hospital

**Care New England**

**FORWARD FOR A STRONGER, HEALTHIER FUTURE.**

carenewengland.org

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## KENT HOSPITAL



*Pictured: Emily Colyer, DO, emergency medicine physician, and Brydie Thomasian, MSW, LICSW, manager of social services.*

### “Off-duty” Kent Hospital staff members save a life

When the right people with the right training are in the right place at the right time, it can make a world of difference! Brydie Thomasian, MSW, LICSW, manager of social services, who had recently completed re-certification in basic life support and CPR, was relaxing in her yard with friends and their young children, with no idea that her skills would be needed that afternoon. Suddenly, one of the toddlers began choking on a piece of fruit and rapidly stopped breathing, becoming unresponsive and presenting discoloration of the skin. Taking fast action, Brydie initiated back blows and eventually chest compressions to try and dislodge the food while the others called 9-1-1. Emily Colyer, DO, emergency medicine physician at Kent who lives nearby, ran to respond after hearing the calls for help. Together, the two were able to open the child's airway while waiting for the ambulance to arrive. The child was briefly hospitalized but has completely recovered from the event, greatly due to the training and teamwork demonstrated by these two Kent employees!

## CARE NEW ENGLAND

### Care New England employee bestowed with the national 340B Champion award



*Pictured: Leslie Pires, program manager, and David N. Cicilline, congressman, RI-01.*

Recently, Leslie Pires, RPh, MS, program manager in the Pharmacy department, represented the organization at the national 340B coalition summer conference, a federal pharmacy cost savings program, in Washington, DC. This program is very important for net organizations such as Women & Infants and Kent hospitals – last year saving Care New England a total of \$23 million!

While at this year's conference, Pires spoke at two sessions. The first was called, “How using 340B savings helps low-income patients.” The second was an educational primer for new participants.

This year, nine health care professionals from across the country were recognized for their advocacy for 340B. Pires, who meets with Rhode Island's congressional delegation while in DC twice a year, was among those recognized for her efforts on the national level. The 340B health organization presented her with the 340B Champion award in the presence of colleagues.

Pires says the 340B program is crucial for hospitals across the nation providing a large amount of uncompensated health and charity care which produce financial shortfalls, because the savings accrued from the 340B program can be used to fill in crucial financial gaps.

Join us in congratulating Leslie on her well-deserved award!

## WOMEN & INFANTS

### Women & Infants labs and diagnostic imaging both receive accreditation

We are pleased to announce that both the main lab at 101 Dudley Street and the labs at Elm Street have received full accreditation from the College of American Pathologists (CAP) until June 30, 2021. Separately, our transfusion service (Blood Bank) is also accredited by the American Association of Blood Banks (AABB) for two years until June 30, 2021. In addition, the Diagnostic Imaging Department has received its American College of Radiology (ACR) Gold Seal of Accreditation, which is given to facilities that have a commitment to providing the highest level of image quality and patient safety. Kudos to all managers and division/section directors for your constant pursuit of excellence in quality, operation efficiency, and customer satisfaction!

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## KENT HOSPITAL

### Kent Hospital selects Spaulding Rehabilitation Network to provide inpatient and outpatient rehabilitation services

Last week, Kent Hospital announced that effective October 1, 2019, it will contract with the Spaulding Rehabilitation Network to provide all of its inpatient and outpatient rehabilitation services. Previously, Kent Hospital contracted the same services from Kindred Rehabilitation Services.

Specifically, this relationship is inclusive of services located in Kent Hospital, including the Acute Rehab Unit, the outpatient rehab facilities in East Greenwich and Pawtucket. Nearly 17,000 patients received care and services last year through Kent's rehabilitation programs. Kindred and Spaulding have agreed that current rehabilitation staff are expected to be hired as a result of this new provider agreement.

Spaulding Rehabilitation Network is a national leader in rehabilitation care and is currently ranked as the number two rehabilitation hospital in the country by U.S. News & World Report. It is one of only two academic institutions to be awarded the prestigious Model Systems designation in all three areas of care and rehabilitation research at the same time – Spinal Cord Injury, Traumatic Brain Injury, and Burn, selected by the National Institute on Disability, Independent Living, and Rehabilitation Research. With three inpatient facilities, a skilled nursing facility, and 25 outpatient centers throughout eastern Massachusetts, Spaulding, a member of Partners HealthCare, is at the forefront of innovative treatment for a wide variety of conditions including stroke, spinal cord injury, traumatic brain injury and sports injuries among others.

"Spaulding Rehabilitation represents the highest level of quality care and patient outcomes across the spectrum of rehabilitation care," said Robert J. Haffey, MBA, MSN, RN, president and chief operating officer at Kent Hospital. "This announcement represents a strategic initiative that further strengthens our clinical offerings for the community and our patients. We look forward to collaborating on these critical services for the ultimate benefit of those needing this specialty care."

## THE PROVIDENCE CENTER

### Give Back Where It Counts program to benefit The Providence Center



The Providence Center (TPC) was once again selected by Shaw's supermarket store leadership as the benefitting non-profit organization in the GIVE BACK WHERE IT COUNTS Reusable Bag program for August 2019. For those who are not familiar with the program, each month at Shaw's and Star Market stores, new non-profits are chosen for the program. Donations included in each bag support organizations in health and wellness, hunger relief, and civic and military veterans organizations, among others. This program allows for a much broader base of non-profit recipients to receive donations through the program and empowers the shopper to help non-profits, like TPC, that are making a difference in their communities. This outreach will expand from one non-profit per store per month to hundreds, or possibly even thousands, per month. The program is simple – The Providence Center will receive a \$1 donation every time a reusable GIVE BACK WHERE IT COUNTS bag is sold throughout the month of August at the Shaw's supermarket, located at 15 Smithfield Road, North Providence, RI. The cost for each bag is **\$2.50**.

Please keep this in mind, and spread the word, as you prepare your shopping lists for upcoming celebrations and weekly meals in the month of August.

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## 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 [surveymonkey.com/r/CNE-employee-survey-2019](https://surveymonkey.com/r/CNE-employee-survey-2019).

## Annual system-wide mandatory education

Care New England is introducing a system-wide core curriculum for annual mandatory education, also known as "mandatories," through the [HealthStream](#) learning management system.

This core curriculum will apply to all CNE operating units and include modules in the following subject areas: Safety, Quality, Risk, Infection Prevention and Control, Human Resources, HIPAA & Compliance, and Environment of Care. **The core curriculum was assigned on June 1, 2019 with a completion date of November 30, 2019.** We recommend you pace yourself, please do not let the marathon become a sprint; you have six months to complete all assignments.

Most courses will now include a pre-assessment to provide workforce members with strong existing knowledge of a subject area an opportunity to "test out" of a course if passed with an 80 percent or higher on the first attempt. There may also be some operating unit-specific or role-based courses not included in the system-wide core curriculum that will be assigned separately. Butler Hospital will continue to its practice of conducting an annual Education Fair, covering the same curriculum.

If you have questions regarding HealthStream or your annual mandatory education assignment, please contact [TeamHS@CareNE.org](mailto:TeamHS@CareNE.org).

If you are having technical difficulties logging into HealthStream, or need your password reset, please contact the help desk at (401) 921-1000 (ext. 11000 internally) or [HelpDesk@CareNE.org](mailto:HelpDesk@CareNE.org).

### DATES TO REMEMBER

## High school pre-participation exams

### Saturday, August 3 | 8 a.m. to 12 p.m. | 100 Butler Drive, Providence, RI

For the past 25 years, Dr. Shalvoy and Dr. Khaund have been providing pre-participation exams for all athletes throughout Rhode Island. CNE Department of Orthopedic Surgery & Sports Medicine will hold our annual 2018 to 2019 pre-participation medical evaluations for high school athletes on Saturday, August 3, 2019 from 8 a.m. to 12 noon at our facility on the Butler Campus: 100 Butler Drive, Providence, RI. These exams are free of charge with no appointment necessary.

If you are arranging to have your athletes bused as a group, please contact our office for a scheduled appointment in order to minimize your wait time. There is necessary paperwork that must be completed by each athlete before evaluation. Parental consent forms must also be completed for all athletes under the age of 18 if the athlete is not accompanied by a parent or guardian on the day of examination. For necessary paperwork or additional information, please contact John Misay at (401) 729-2800.

## APDA (American Parkinson Disease Association) Optimism Walk Saturday, September 7 | 9:00 a.m. | Goddard State Park, East Greenwich, RI

Please join Kent Rehabilitation for this year's APDA (American Parkinson Disease Association) Optimism Walk in Goddard State Park, on Saturday, September 7. This is a great community event to support patients and caregivers, as well as a major fundraiser for the Rhode Island chapter of the ADPA. Come out for a fun-filled, family day and make a difference in the lives of those with Parkinson's disease! There will be indoor and outdoor entertainment throughout the day provided by Luke Renchan Entertainment, as well as a full picnic, children's games, raffle prizes, and so much more! Arrival time for the event is 9 a.m. with the 5k race beginning at 9:30 a.m. There will also be a 1.5k walk, which will begin at 11 a.m. (wheelchairs, strollers, and dogs are welcome). To learn more, contact Mary Ellen Thibodeau, RN, at (401) 736-1046 or [MThibodeau@KentRI.org](mailto:MThibodeau@KentRI.org). Register online today at [apdaparkinson.donordrive.com/index.cfm?fuseaction=donorDrive.team&teamID=8560](http://apdaparkinson.donordrive.com/index.cfm?fuseaction=donorDrive.team&teamID=8560).

## CNE Community Health Fair Saturday, September 21 | 10 a.m to 4 p.m. | Women & Infants South Pavilion

The upcoming Care New England Community Health Fair hosted by Women & Infants and sponsored by the CNE Diversity, Equity, and Inclusion Council will be held on Saturday, September 21 from 10 a.m. to 4 p.m. in the Women & Infants South Pavilion.

The fair will include clinical experts from across Care New England, in addition to more than 25 vendors who will be providing health and wellness tips and information, education programs, and health screenings such as blood pressure and blood sugar checks, and skin cancer screenings. There will also be food trucks, kid's activities, and much more.

The community health fair will also kick off a monthly health literacy series sponsored by the CNE Diversity, Equity, and Inclusion Council and will include health and wellness community programs to address the mind, body, and spirit.

**Volunteers are needed** and are scheduled in two hour blocks from 8 to 10 a.m., 10 a.m. to 12 noon, 12 noon to 2 p.m., and 2 to 4 p.m.

If you are interested in volunteering please fill out this electronic form [forms.gle/9CYp8uUFC936udey6](https://forms.gle/9CYp8uUFC936udey6).

If you would like to host a table, or for more information, please contact Jai-me at [JPotterrutledge@wihri.org](mailto:JPotterrutledge@wihri.org).