

together we are transforming the future of health care

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*I know we can do great things when we come together and hope that our CNE community can continue to make a difference both inside and outside the walls of our organization.*



Good afternoon,

While August is just beginning, I want to turn our sights to the month of September for a moment. As part of our effort to continue to support our community of patients and their families, I am extremely pleased to announce we have made a commitment to the American Diabetes Association® (ADA) to sponsor the 2019 Tour de Cure on September 29, 2019, at the University of Rhode Island. The event, which includes options for both cycling and walking, will raise funds and awareness for diabetes.

While I will have the honor of serving as this year's event chair, I will be looking towards all of you to help us create a strong CNE presence to meet or even surpass our goal of raising \$15,000. But our involvement goes beyond this one-day event.

With the condition continuing to grow and affect more than 106,000 individuals here in Rhode Island, it's an issue that warrants both attention and action to help us advance the pace of progress in the fight against diabetes. Nationally, every 21 seconds someone is diagnosed with diabetes, which puts them at greater risk for serious complications including kidney failure, heart disease, stroke, blindness, and lower-limb amputations. If you've witnessed it first hand, it's easy to understand the struggle of those who are affected on a daily basis.

This is why in the coming year, CNE will be leveraging its collective clinical strength to greatly expand our ability to address the struggle head on, with enhanced programs and services, increased access to care, and efforts to create a statewide dialogue, advocacy, and action plan to fight diabetes.

I'm proud of the work the ADA has done to raise critical funds to help fight diabetes and am honored to be spearheading the effort involving all of us here at CNE and the broader community. As we move forward with a stronger, healthier future for us all, I invite riders, walkers, and runners of all levels to join the celebration and be part of the movement by taking part in the Tour de Cure and support the ADA's mission to prevent, cure, and improve the lives of all those affected by diabetes.

Designed for participants of all fitness levels, I invite you to join our team and help make a difference. Please [visit our team page](#) for further details or to sign up. I'm also looking for someone from each operating

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unit to become a “team champion,” so please let me know if you have any interest in championing the efforts for your organization. We will be hosting kickoff events at our operating units in the coming days, so please stay tuned for more details. I know we can do great things when we come together and hope that our CNE community can continue to make a difference both inside and outside the walls of our organization.

Have a great week ahead.

Sincerely,



James E. Fanale, MD  
President and Chief Executive Officer

## KENT HOSPITAL

### Kent Hospital patient shares sincere message of gratitude towards hospital staff



*Pictured left to right: Kirstie Siedzik, RN; Michelle Kurzbach, BSN, RN, nurse director; Mark Robinson, RN; Fernando Mendonca; Jeremy Johnson, director of patient experience; Kristin Mendonca, CNA; Peter Graves, MD, FACEP, chief of emergency medicine; Sherri Sprague, MHA, BSN, RN, nurse director; Judith A. Thorpe, MSN, RN, chief nursing officer; and Robert J. Haffey, MBA, MSN, RN, president and chief operating officer.*

Recently, Robert J. Haffey, MBA, MSN, RN, president and chief operating officer at Kent Hospital, sat down with a Kent Hospital patient and his wife after receiving a message of thanks and appreciation. The story that was shared truly highlights the initiative, care, and attentiveness of staff, while also delivering a sincere message of gratitude.

Fernando Mendonca, 45, of East Providence, was recently involved in a head-on motorcycle collision and taken by rescue to Rhode Island Hospital. He suffered from a compound ankle fracture, broken collarbone, and ribs (three of which were displaced), as well as torn muscles and laceration of the spleen. After spending 10 days at Rhode Island Hospital, Fernando was discharged and returned home to recover.

Two to three days afterwards, Fernando began experiencing severe pain. His wife, Kristin Mendonca, CNA at Kent Hospital immediately drove him to the Kent Emergency Department. As it turned out, the trauma caused Fernando to experience a flare up of colitis, causing him to experience the severe pain. When this was determined, Fernando's gastroenterologist was immediately contacted and came in on his day off to treat Fernando at Kent.

During the conversation with President Haffey, Fernando said, “I just want to thank everyone. The way everyone treated me here, from the nurses and CNAs, to housekeeping, to the doctors - it was phenomenal. Nobody made me feel like a bother. They really look out for and advocate for their patients here.”

Kristin added, “I've been here for 15 years, and it makes me proud to work here – seeing how well he was treated. I just felt so at ease and comfortable. And it isn't because I work here, but because I saw how each member of staff really cared about his needs and showed a lot of empathy, and for that feeling alone I will be forever grateful!”

Both Fernando and Kristin specifically thanked registered nurses Cienna Hollis (who they nominated for a Daisy Award), Karen Dabrasco, Kirstie Siedzik, Merlit Thomas, and Mark Robinson; CNA's Courtney Vasques and Katie Enos; and Diane from environmental services, for their unwavering attentiveness and extraordinary level of care.

Fernando concluded, “I just felt that everyone took the time to get to know me and actually cared for my well-being. I'm so happy I came here. If I have the choice, I'm always coming to Kent first.”

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## Integra featured in the Centers for Medicare & Medicaid Services' *ACO Spotlight Newsletter*



Community Care Network

Integra's performance over the past three years is the best in the region, registering millions of dollars of savings while improving the quality of care it provides to its patients. We are in the midst of developing a marketing plan to inform the community, both internally and externally, of the great work Integra does while attracting more patients to the PCPs who lead the program. Last week, the weekly Centers for Medicare & Medicaid Services (CMS) *ACO Spotlight Newsletter* highlighted Integra's excellent and nationally recognized programs in advance care planning for our complex patients.

This case study, located in the resources section of the SSP ACO Portal, describes Integra Community Care Network's approach to improving advance care planning for high-risk beneficiaries. The approach includes (1) developing and deploying a curriculum for Accountable Care Organization (ACO) providers on the principles of geriatric and palliative care; (2) refining the enrollment process for its complex care management program to include a conversation between beneficiaries and providers about beneficiaries' goals of care; and (3) supporting clinicians who have these conversations by providing a discussion guide and tool for documenting the conversations. The newsletter praised the approach, stating that Integra's experience is informative for other ACOs interested in improving their approach to advance care planning.

## THE PROVIDENCE CENTER

## The Providence Center's Deb Dettor of Anchor Recovery presenting at virtual summit



### THE WAY HOME

A Virtual Summit on Homelessness, Serious Mental Illness, and Substance Use Disorders

Deb Dettor, MS, director of Anchor Recovery Center, will be one of the speakers at virtual summit "The Way Home: A Virtual Summit on Homelessness, Serious Mental Illness, and Substance Use Disorders." As a subject matter expert, Deb will present during a break-out session titled "Strengthening

Services Through Peer Support," and again for the closing plenary.

The summit, which is presented by the Substance Abuse and Mental Health Services Administration (SAMHSA) Homeless and Housing Resource Network (HHRN), will take place August 7 and 8, from 10:30 a.m. to 5:30 p.m. daily. As a virtual summit, it is free of charge, and requires no travel. Those interested can "attend" directly from their internet-connected computer.

The two-day national online event includes more than 30 national experts, policy makers, and providers who will engage you in a variety of plenaries, roundtable discussions, and concurrent sessions.

We invite you to join for the entire summit or drop in to selected sessions that appeal most to you. CEHs are available at no cost to registrants. If you are interested in attending, please reach out to your supervisor. For more information or to sign up, [visit the event page here](#).

## THE PROVIDENCE CENTER

## Butler Hospital to host charity concert for suicide prevention



Butler Hospital is hosting a charity concert called "Jammin' to Save Lives" on Sunday, September 22, 2019, from 4 to 8 p.m. at The Met in Pawtucket, RI. The concert will feature the highly popular Steve Smith and The Naked, a band that has been continuously performing in New England for more than 45 years, and Frankie Rossi, former band leader of the well-known Rhode Island band Cover to Cover, with his one-time band Back Bay Brew.

Tickets are \$20 and may be purchased at the door or online. All proceeds will go directly to Butler Hospital's Zero Suicide Initiative.

Butler Hospital is the state's primary psychiatric hospital, compassionately educating the public about the risk factors and warning signs of suicide. Mary Marran, MS, OT, MBA, president and chief operating officer, is proud to say Butler Hospital strives daily to offer a safe and compassionate environment where those seeking help receive treatment.

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## Marketing/Communications Department update

The CNE Marketing/Communications Department has recently welcomed several new staff members and updated key contacts for various areas of responsibility and oversight. Please take a moment to familiarize yourselves with the contact list below and feel free to reach out for assistance. In addition, please find an overview of the project management process in place for your support below. Finally, specific to the regular ACTivity communications distributed both on the system and OU level, please remember that these are to be posted in a common staff area within each department upon distribution for review.

The Marketing/Communications Department can also provide ACTivity signage for use in your department to create a central location for posting these important messages and updates. ACTivity messages serve as the primary means for regular communications to all staff. Managers are encouraged to adopt a recurring process for ensuring all messages are printed, posted, and updated in a timely manner for all staff to access. Thank you.

Name	Contact information
<b>Jim Beardsworth</b> , vice president Marketing/Communications	(401) 681-2820 or ext. 12820
<b>Jennifer Kilduff</b> , marketing manager Women & Infants, CNEMG, and Integra	(401) 681-2819 or ext. 12819
<b>Elizabeth Rodgers</b> , senior marketing manager VNA, Corporate Comms, and Digital	(401) 681-2818 or ext. 12818
<b>Raina Smith</b> , senior marketing manager Butler Hospital, Government Relations	(401) 681-2822 or ext. 12822
<b>Tyler McCollum</b> , social media specialist	(401) 455-6588 or ext. 26588
<b>Ed Northby</b> , senior developer, web strategies	(401) 680-4422 or ext. 14422
<b>Frank Rossi</b> , videographer	(401) 680-4421 or ext. 14421
<b>Kelsey Sullivan</b> , PR specialist Kent Hospital and system PR support	(401) 681-4424 or ext. 14424
<b>Kristin Tessier</b> , PR specialist The Providence Center, CNEMG, and system PR support	(401) 680-4436 or ext. 14436

## Marketing Communications project management process and branded templates

Care New England Marketing Communications Department supports all operating units and corporate services with internal and external communications. The team is also responsible for managing the brand for the system to support consistent usage across all mediums. To support this effort, a resource page is now available on carenet with guidelines and templates. It is important for employees to follow the instructions provided when using the templates and work with the appropriate department contact for guidance and support.

The following resources are available for download at [carenet/marketing](https://carenet/marketing):

- Brand and style guidelines with information on standards for graphic design and writing.
- Electronic letterhead for digital communications, internally and externally.
- Email signature templates for personalization.
- PowerPoint templates for presentations.
- General letter and legal-sized templates for creating flyers and posters for internal communication.
- Employee appreciation invitation and poster templates.

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You will also find department contact information for each operating unit. To request services for public relations, advertising, web, and social media initiatives on a project or campaign basis, contact the appropriate person. To help improve efficiency and increase accountability, the department is also formalizing a project development process, timeline, and approvals. This includes timelines for the development of content and subsequent production, needed approvals, and printing instructions. The team gives priority to projects/campaigns that support business goals established by executive leaders.

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#### CARE NEW ENGLAND

### 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).

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#### CARE NEW ENGLAND

### 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).

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## DATES TO REMEMBER

KENT HOSPITAL

### 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).

CARE NEW ENGLAND

### 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).