

YOUR FEEDBACK MATTERS!

NOVEMBER 4, 2019 | VOLUME 9 | ISSUE 44

*Your
participation
in the survey
is strongly
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Good afternoon,

Care New England is again working with Press Ganey to administer our annual employee and physician engagement survey. The survey takes just a few minutes to complete and provides valuable information on how we can improve employee and physician engagement.

Employees should have received this survey invitation via email earlier today. However, those with limited or no access to email will be able to complete their survey using a unique login code at computers and workstations being made available at each operating unit. When completing the survey, please be as open and honest as possible. The survey is completely confidential and only aggregated, summary data will be presented.

You should be aware that your comments will be transcribed verbatim. Employees and physicians will receive feedback on the survey results and action plans developed based on the survey results. Please be assured that it is our firm intention to respond constructively to concerns and suggestions.

Your participation in the survey is strongly encouraged and will be greatly appreciated.

Please also be advised the following Town Hall meetings have been scheduled. Feel free to attend whichever day/time is most convenient.

- Service Avenue | Building 2 – Lunch Room | Wednesday, Nov. 6 | 1:30 p.m.
- Kent | Doctor's Auditoriums A & B | Wednesday, Nov. 6 | 3 p.m.
- CNEMG Primary Care & Specialty Services Building (Pawtucket) | Thursday, Nov. 7 | 12 noon
- W&I | South Pavilion Auditoriums 1 and 2 | Thursday, Nov. 7 | 2:30 p.m.
- TPC | 528 North Main Street | Friday, Nov. 8 | 8:30 a.m.
- Butler | Ray Hall | Tuesday, Nov. 12 | 3:30 p.m.

Have a great week.

Sincerely,

James E. Fanale

James E. Fanale, MD
President and Chief Executive Officer

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VIEW THIS WEEK'S EDITION HERE

WOMEN & INFANTS HOSPITAL

Women & Infants and Rhode Island Hospital tunnel closure

The tunnel connecting Women & Infants and Rhode Island Hospital will be closed temporarily for repairs from **7 a.m. on Monday, Nov. 4 through Friday, Nov. 8.**

If you need routine transportation to and from Rhode Island Hospital, shuttle buses will be available between the hours of 6 a.m. and 7 p.m. If needed, please contact Women & Infants security for assistance at (401) 430-1635.

Additionally, Rhode Island Hospital **shuttle buses will run until 9:30 p.m.** Please call the Rhode Island Hospital

VPNE shuttle service at (401) 639-8449 for assistance. If you need transportation after hours for an emergency, please contact Women & Infants security at (401) 430-1635.

Please be advised that because of the tunnel closure, a patient transport plan is in place and will be coordinated through the nurse supervisor on all shifts.

If you have any questions regarding transportation please reach out to your director or manager.

KENT HOSPITAL

Kent Hospital to host new nurse recruitment effort



Kent Hospital is launching another exciting new recruitment effort aimed at attracting qualified nurses and nursing assistants throughout the hospital. These include nursing opportunities in medical surgical units, care management, and emergency and surgical services (OR and PACU RNs).

On **Tuesday, Nov. 12**, Kent will host an “open house” in Doctors’ Auditorium A from 4 to 7 p.m. 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. Sign-on bonuses may be available to qualified external candidates for certain positions. Light refreshments will also be provided.

Kent Hospital is reinstating the enhanced referral bonus in conjunction with this outreach. This incentive applies to current staff that successfully refers benefit-eligible nurses hired in the following areas: medical surgical units, care management, and emergency and surgical services (OR and PACU RNs).

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.

You will be seeing and hearing much more in the weeks ahead. In the meantime, if you have any questions, please stop by Human Resources. To learn about our current job openings in nursing, visit carenewengland.org/nursing.

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WOMEN & INFANTS HOSPITAL

Women & Infants hosts seventh annual Nursing Award and Recognition Ceremony



Pictured from left to right: Adriana Chartier, RN; Carol Reuter, RN; Carol Browning, RN; Daniel Murphy, Home Loan Investment Bank

Women & Infants hosted the seventh annual Nursing Award and Recognition Ceremony on Monday, Oct. 21. In addition to the many awards and recognitions that took place, one in particular stood out, The Home Loan Unsung Hero Award.

The award was presented to Carol Browning, RN; Carol Reuter, RN; Adriana Chartier, RN; and Laura Simonsen, RN, for their courageous response to a colleague who experienced cardiac arrest on her way into work. The award was presented by Daniel Murphy from Home Loan Investment Bank.

Other awards and recipients included:

- Carol Opiekun Scholarship – Tina Santos, BSN, RN, assistant nurse manager, PACU
- Mary Dowd Struck Award for Excellence in Nursing – Ivonilde Burgess, RN, BSN, OCN, Blackstone Infusion
- Nurses' Choice Award – Carrie Maxwell, MSW, LICSW, Antenatal Care Unit

Additionally, there were many 2018-2019 Daisy award nominees who were recognized along with the recent RN-BSN and MSN graduates. Congratulations to all of the recipients and those recognized for their accomplishments!

THE PROVIDENCE CENTER

Rhode Island's First Gentleman, Andy Moffit, visits the Providence Center, North Main Street



Pictured from left to right: Andy Moffit, first gentleman; Owen Heleen, vice president, Strategy and Grants; Deborah O'Brien, president and chief operating officer, The Providence Center; and Holly Fitting, vice president of Addiction, Recovery & Residential Services, The Providence Center

On Wednesday, Oct. 30, Rhode Island's First Gentleman, Andy Moffit, husband of Governor Gina Raimondo, met with The Providence Center's (TPC) Deb O'Brien, BS, RN, MPA, president and chief operating officer; Holly Fitting, LMHC, LCDP, vice president of Addiction, Recovery and Residential Services, and Owen Heleen, vice president, Strategy and Grants.

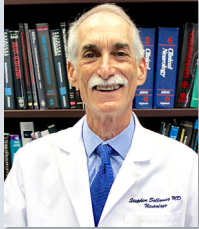
Mr. Moffit had requested the visit as he plans to be an ambassador for reducing stigma for behavioral health and substance use treatment and wanted to better understand how a behavioral health system functions.

At the end of the discussion, Mr. Moffit posed the question, "As I speak in the community about these issues, what is the message that I should be providing?" TPC's answer was simple; "Treatment works and recovery is possible!"

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BUTLER HOSPITAL

Butler Hospital's director of neurology and the Memory and Aging Program, Dr. Stephen Salloway, featured in *Providence Business News*



This week, *Providence Business News* is featuring Dr. Stephen Salloway, MD, MS, director of neurology and the Memory and Aging Program at Butler Hospital, in its Five Questions Health Update segment. In the article, Dr. Salloway discusses what impact further testing, and possibly approval from the Food and

Drug Administration (FDA), of aducanumab could mean for Alzheimer's patients. Dr. Salloway had previously worked with patients who were taking the investigational drug for Alzheimer's disease, but the study was halted earlier this year. Now, Biogen has reversed its decision and recently announced that it will seek a review from the FDA early next year. Read more [here](#).

CARE NEW ENGLAND

Clean In, Clean Out | Infection Prevention Reminder

"Clean In, Clean Out" is the latest messaging for hard-wiring hand hygiene and preventing infection. It's about building good habits, like putting on a seat belt when getting into a car. Each time a staff member enters or exits a patient area (room, home, exam area) hands should be cleaned. Frequent hand hygiene helps prevent the spread of germs between patients, and also helps to protect each one of us from infection.

Alcohol-based hand sanitizer is the easiest, fastest way to clean your hands when entering and exiting, however, there are some hospital areas where sanitizer stations are limited, or may be prohibited for patient safety reasons. In those areas, soap and water is used routinely. There are also some germs

that are not killed by hand sanitizer, such as *C. difficile*. When exiting those rooms, soap and water must be used to wash germs away. Look for the fluorescent green or yellow sticker on the Isolation sign that says "SOAP and WATER REQUIRED upon exit." Remember: Clean in, Clean out!

For questions or additional information, feel free to reach out to the Infection Prevention Team: Paula Foster, Fatima Muriel, Robin Neale, Kathy O'Connell, Deb Quirk, Lauren Rosa, Mary Slattery, and Kim Stamatakis.



CARE NEW ENGLAND

Introducing CareSelect Imaging into the workflow for all radiology imaging orders

Care New England will be introducing CareSelect Imaging into the workflow for all radiology imaging orders early this November. CareSelect is a CMS mandate that all EMR's must implement by Jan. 1, 2020, to improve patient safety by ensuring the correct imaging exam for CT, MRI, PET, NM- is ordered and to get the information the provider needs to avoid unnecessary risks of radiation and contrast. CareSelect will

provide feedback to the image-ordering provider as if they were consulting a radiology expert in real-time. CareSelect leverages criteria authored and is updated by leading medical specialty societies, including the American College of Radiology's Appropriateness Criteria (ACRselect), to provide caregivers the evidence behind the imaging recommendations.

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CARE NEW ENGLAND

Care New England accepting donations for annual “Thanks for Giving” food drive

Once again, Care New England is collecting donations for its annual “Thanks for Giving” food drive.

Last year, the combined total throughout the organization reached a phenomenal 2,825 pounds of food. This year, our goal is to reach 3,000 pounds.

Once again, we’d like to request that each employee help us reach our system goal by providing generous, non-perishable food donations.

Like last year, The West Bay Community Action group will be the recipient of these donations for its food pantry.

Donation boxes can be found at the following locations below:

Business offices at Kent and Women & Infants hospitals

- The staff break room at Butler Hospital, Blumer building
- All HIM departments at Kent, Women & Infants, and Butler hospitals
(W & I: Main Medical Records department; Butler and Kent: Medical Record departments)
- Patient Access Departments:
(Kent: Testing and Admitting break room, Emergency department Testing and Admitting Center office, and Imaging Center registration desk;
W& I: Emergency Department and Main Patient Registration in the main lobby)
- Registration offices at all operating units

Collections will be gladly accepted until Friday, Nov. 29, 2019.

CARE NEW ENGLAND

BJ’s Corporate Membership Discount Program



Any CNE employee may open a new Inner Circle or Rewards Membership at [BJ’s Wholesale Club](#) during the month of November at a discounted rate. Those who are already participating in the program may also extend their membership at a

discounted rate as well. For further details on the programs and discounts, [click here](#) or visit the deals and discounts section on CAREnet. If you are unable to access the web, quarterly events will be held during the month at the following locations and dates:

- Butler Hospital | Arboretum | Tuesday, Nov. 5 | 11:30 a.m. to 1:30 p.m.
- Service Avenue | Reception Hallway (during the benefit fair) | Tuesday, Nov.12 | starting at 11:30 a.m.
- Women & Infants Hospital| South Pavilion | Thursday, Nov. 14 | 7 a.m. to 5 p.m.
- Kent Hospital | Doctors Auditorium | Friday, Nov. 15 | 7 a.m. to 5 p.m.
- VNA |Monday, Nov.18 | 12 noon to 2 p.m.
- The Providence Center |528 North Main Street | Wednesday, Nov. 20 | 12 noon to 4 p.m.

CARE NEW ENGLAND

Annual system-wide mandatory flu shot reminder

All employees, volunteers, and contractors must meet their flu shot requirement by Sunday, Dec. 1, 2019. CNE will be providing the influenza shot free of charge at any of our scheduled clinics or in the Occupational Health Office. You will receive documentation of your flu shot at that time. If you receive it elsewhere, please be sure to obtain a copy of the record. You must also submit your

documentation to be in compliance by Sunday, Dec.1, 2019.

Flu shot clinics will run through Friday, Nov. 22. For a complete schedule and more information [visit the Human Resources section of Carenet here.](#)

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DATES TO REMEMBER

KENT HOSPITAL

Kent Hospital presents: Skin is In! Thursday, Nov. 7 | 4 to 5:30 p.m. Breast Health Center Conference Room



Join us as we welcome speaker Holly Brown, LE, from Looking & Feeling FAB, Inc., an industry leader in treating compromised skin and skin side effects resulting from cancer treatments. Topics include: What happens when skin becomes compromised?; How treatments (chemotherapy, radiation, surgery, and targeted immunotherapies) affect

the skin; Avoiding harmful chemicals in skin care products; Spa precautions; and more. Attendees will also receive a goody bag of healthy products. To register, please contact Ann Kirby, LICSW by Tuesday, Nov. 5 at (401) 737-7170, ext. 34516.

WOMEN & INFANTS HOSPITAL

Schwartz Rounds: “How to keep going when the going gets tough: Maintaining our well-being during difficult provider-patient interactions” Thursday, Nov. 7 | 8:30 to 9:30 a.m. South Pavilion Auditoriums 1 and 2

Women & Infants will host the next Schwartz Center Rounds “How to keep going when the going gets tough: Maintaining our well-being during difficult provider-patient interactions” on Thursday, Nov. 7 at 8:30 a.m. in the South Pavilion Auditoriums 1 and 2. Upon completion of this conference, participants should be able to: 1.) Describe how resilience and mindfulness can impact our ability to cope; 2.) Discuss strategies we can employ to prevent challenging interactions from becoming personal; 3.) Recognize how our patients’ pain, fear, and distress impact their interactions with care providers.

WOMEN & INFANTS HOSPITAL

Health Literacy Series Wednesday, Nov. 13 | 6 to 7 p.m. | South Pavilion, Auditorium 4 This month’s topic: Understanding choices in childbirth: Resources for developing an empowering birth partnership



When it comes to having a satisfying, healthy birth experience, what you know can make all the difference. Join us for a conversation on informed decisions from preconception to birth and beyond. From place, provider, and partnerships with community resources, we will cover it all.

Light refreshments will be served. Transportation and childcare may be provided, if needed. For more information, please email Elisabeth Howard, at EHoward@Wihri.org. This event is followed by Doulas of Rhode Island’s Meet the Doula Night.

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DATES TO REMEMBER (CONTINUED)

KENT HOSPITAL

Reception for Drs. Dyer and Patterson

Wednesday, Nov. 20 | 4 to 6 p.m. | The Breast Health Center at Kent

Please join us for a farewell reception honoring Candace Dyer, MD, of the Breast Health Center at Kent, and welcoming Jamie Patterson, MD, to the Breast Health Center as the new

director. The reception will take place at The Breast Health Center at Kent on Wednesday, Nov. 20 from 4 to 6 p.m. Light appetizers and refreshments will be provided.

KENT HOSPITAL

EMS Educational Session: Out-of-Hospital Cardiac Arrest Management

Thursday, Nov. 21 | 5 to 7 p.m. | Kent Hospital, Doctors' Auditoriums A and B

Join us for the last of our three educational sessions this year, "Out-of-Hospital Cardiac Arrest Management" presented by Junyang Lou, MD, interventional cardiologist at Kent Hospital. Continuing education units (CEUs) will be available for each of these sessions. The program will be held in Kent Hospital's

Doctors' Auditoriums A and B, beginning with networking and a light supper at 5 p.m., followed by the presentation from 5:30 to 7 p.m. To register, please contact Jeanne Therrien at JTherrien@Kentri.org or (401) 737-7010, ext. 32880.