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Focusing on storytelling and helping others connect with us on a personal and real level conveys who we are, what we do, and our level of expertise in some of life's most important and challenging moments.



Good afternoon,

It's hard to believe that we are less than two weeks away from Thanksgiving. From there, we all know the race is on to the end of the year!

That said, we need to make sure this time of year is one in which we all pause to reflect on those things that are important and have special meaning to us - our families, friends, health, and whatever else you hold close.

It's in this tradition that later this week and in the coming weeks, we will be launching a series of patient testimonial ads highlighting individuals who have overcome significant odds with the help and support of our Care New England programs, services, and health care providers.

You will hear about Robin, Gardenia, and Vivian, three strong women who have been through a lot.

I have included the first three ads here so you can get a sneak peek at what we have in store. Please click on each photo to view.

"The people at Butler never gave up on me — even when I gave up on myself."
— Barbara Williams, MD

The team at Butler Hospital is dedicated to finding the best solution for any individual case rather than becoming a treatment algorithm. This provides patients with the best care for their condition, based on their unique situation and with understanding and compassion. Learn more by calling 800.441.4444 or visit butler.hopli.org

 **BUTLER HOSPITAL**
A PART OF THE BETH LEHMAN SYSTEM

BUTLER HOSPITAL • 100 ALABASTER DRIVE • PROVIDENCE, RI 02905

BUTLER IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER. WE DO NOT DISCRIMINATE OR TOLERATE DISCRIMINATION ON THE BASIS OF RACE, ETHNICITY, SEX, OR ANY OTHER PROTECTED CHARACTERISTIC.



“I gave three months pregnant when I found out I was diagnosed with breast cancer... Women & Infants was my lifeline to healing, coping, and hope.”

*—Carolyn Fink, 42
—Dorothy Fink, 40*

When a terminal diagnosis means complete loss, an awareness of what's ahead is a relief. It's a relief that's also a burden. It's the awareness that all options are exhausted and that the end is near. It's the relief of knowing that you're not alone.

At Women & Infants, we were one of the first health care organizations to recognize and address the needs of women with breast cancer. We've been helping women and their families since 1984. Breast Cancer Center is one of our nationally recognized programs. We offer support and information for the comprehensive care the ladies in breast cancer need. We have a variety of programs and services that help women and their families cope with the challenges of breast cancer.

Carol Fink and Dorothy Fink are breast cancer survivors. They met at Women & Infants, where they share their experiences with others.

Women & Infants
A Division of the University of Massachusetts Medical Center

Women & Infants Hospital is a not-for-profit affiliate of the Women & Infants Hospital of the University of Massachusetts.



"The bank capitulated and I was forced to walk away with my house. It wasn't what I wanted, but Providence that I felt an outpouring of hope again."

—JENNIFER STEIN, Providence, RI

With our comprehensive, professional staff, The Providence Center recognizes that people with mental health issues need more than just a diagnosis. From counseling to assistance in primary care referrals and emergency care to employment and education services, our later programs to help assist patients find the right path to recovery. We offer a wide range of services for patients who are struggling with mental health issues and need help to help them get back on track.

The Providence Center provides a wide range of services for people with mental health issues, including:

- **Individual and group therapy** for people with mental health issues.
- **Case management** to help people with mental health issues manage their illness.
- **Substance abuse treatment** for people with mental health issues.
- **Family therapy** to help families understand and support their loved ones with mental health issues.
- **Community referrals** to help people with mental health issues find the resources they need to live a healthy life.

For an appointment, call 861-271-4028 or LEARN MORE AT PROVIDENCE.ORG.

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I am certain you will also see them in the local papers and across social media throughout the next month or so.

These are the types of stories we need to be telling - highlighting great care, outcomes, and helping people get back to doing what is most important to them - living healthy, productive, and rich lives!

Going forward, we will be developing more ads like this highlighting other testimonials from across all of our operating units.

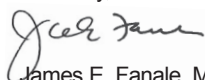
Focusing on storytelling and helping others connect with us on a personal and real level conveys who we are, what we do, and our level of expertise in some of life's most important and challenging moments.

While you take a moment to review these stories, I also hope you will take a moment to consider what is important to you and what you are most grateful for this time of year.

I would encourage you to send along your thoughts and reflections to marketing@carene.org and we will try to incorporate them in the coming weeks.

Thank you!
Have a great week.

Sincerely,



James E. Fanale, MD
President and Chief Executive Officer

CARE NEW ENGLAND

James E. Fanale, MD, receives the Benjamin R. Sturges Distinguished Service Award



Pictured left to right: Michael Souza, chairman of the HARI board of trustees and president and CEO of Landmark Medical Center; and James E. Fanale, MD, president and chief executive officer for Care New England.

James E. Fanale, MD, president and chief executive officer for Care New England, was recently awarded the Benjamin R. Sturges Distinguished Service Award from the Hospital Association of Rhode Island (HARI). The award honors and recognizes individuals who have made significant contributions to the improvement of health and hospital care in Rhode Island.

HARI recently hosted its 87th annual meeting at the Crowne Plaza in Warwick, where Dr. Fanale was recognized for developing the Integra Accountable Care Organization, (ACO), including the establishment of Integra as a Medicaid Accountable Entity (AE), serving more than 140,000 individuals and achieving one of the highest quality ratings awarded by the Centers for Medicare and Medicaid Services (CMS).

HARI was founded over a half century ago and is a statewide trade organization that assists member hospitals in effectively meeting the health care needs of Rhode Island, through advocacy, representation, education, and services. Dr. Fanale works collaboratively with HARI to improve the quality of care delivered to Rhode Islanders, and to address issues threatening access to health care.

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CARE NEW ENGLAND

Important message from the CNE Marketing and PR Department:

In an effort to further improve our internal communications, the Marketing and PR Department is conducting a brief survey for all Care New England staff.

We would appreciate your input as we work towards improving ways in which we deliver and distribute communication to you as a valued CNE employee.

The survey should only take 5 minutes and your responses will remain completely anonymous. Once we have received your feedback by Thursday, Nov. 21, we will work to incorporate your suggestions into our communications moving forward. [Please click here to take the survey.](#)

If you have any comments or suggestions, please email us at marketing@carene.org.

THE PROVIDENCE CENTER

Mayor Allan Fung celebrates the grand opening of ProMail's new location



Pictured from left to right: Jill Tavares, director of TPC social ventures, ProMail and Care New England printing services; and Cranston Mayor, Allan Fung.

On Thursday, Nov. 14, employees from Care New England, The Providence Center (TPC), and ProMail officially celebrated ProMail's grand opening with a ribbon-cutting ceremony, at its new location, 50 Sharpe Drive in Cranston.

During the grand opening, ProMail and the CNE print shop held an open house for colleagues and customers to tour the facility, enjoy light refreshments, and meet the staff.

CARE NEW ENGLAND

Annual system-wide mandatory flu shot reminder

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

CARE NEW ENGLAND

Open Enrollment

Open Enrollment for benefits offered through Care New England will continue through Monday, Nov. 25. As a reminder, Open Enrollment is the one time during the plan year that employees are able to enroll, drop, or make changes to their benefits for the plan year.

Employees can use their computer at work or at home to visit the enrollment website carenewengland.bswift.com to review and make changes to their benefit plans for the 2020 plan year. **Your username is your employee ID number and your password is the last four digits of your social security number.**

Members of the iCare Benefits Team will be available to answer your questions at (401) 680-4400, option 2 (or ext. 12273) from 7:30 a.m. to 4:30 p.m. during the Open Enrollment period, or you can send questions via email to iCare@carene.org.

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DATES TO REMEMBER

CARE NEW ENGLAND

Care New England still accepting donations for annual “Thanks for Giving” food drive | Friday, Nov. 29



Once again, Care New England is collecting non-perishable donations for its annual “Thanks for Giving” food drive. Like last year, The Westbay Community Action group will be the recipient of these donations for its food pantry. Collections will be gladly accepted until **Friday, Nov. 29**.

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

WOMEN & INFANTS HOSPITAL

Winter Wonderland

Saturday, Dec. 7 | 10 a.m. to 1 p.m. | South Pavilion Auditoriums

Join us on Saturday, Dec. 7 from 10 a.m. to 1 p.m. for the first Winter Wonderland event hosted by Women & Infants. The event will include family fun activities such as pictures with Santa, ornament making, cookie decorating, and a holiday movie. We'll also have a reindeer food station, holidays around the world displays, refreshments, raffles, and a **free gift for every child!**

Bring your families, your friends, and your co-workers! We will also have plenty of free parking.

Volunteers are need and will be scheduled in two hour blocks from 8 to 10 a.m., 10 a.m. to 12 noon, and 12 noon to 2 p.m. If you are interested in volunteering, please email CJohnk@carene.org.

KENT HOSPITAL

Schwartz Center Rounds: “Who decides for those who cannot?”

Tuesday, Dec. 3 | 12 noon | Doctors’ Auditoriums A and B

All caregivers are welcome to the next Schwartz Center Rounds™ at Kent Hospital, “Who decides for those who cannot?” Learning objectives are: 1.) Describe the social, emotional, ethical, and personal issues that arise during the care of patients; 2.) Demonstrate enhanced communication with patients, family members, and colleagues; 3.) Value opportunities to explore and understand multiple perspectives across disciplines. 4.) Value opportunities to provide and receive support from other members of our health care community; 5.) Model for learners behaviors of nonjudgmental listening and respect. A light lunch will be served. Continuing education credits are available.