

# CNEMG NEWS

VOLUME 2 | ISSUE 1 | JULY 2018

## Welcome to *CNEMG News*, the newsletter of the Care New England Medical Group.

Today's issue marks the return of this digital publication. Moving forward, you can expect to receive your newsletter bi-monthly. Our goal is to provide you with updates, news you can use, and important information about all things Care New England Medical Group.

Here you will find updates on service, quality, and access, learn about new colleagues, programs and services, find resources aimed at helping you in your workday, and much more. We know how important communication is, and we want this newsletter to be one more way we can highlight the work you are doing and demonstrate how we are providing care for our patients.

We also want to hear from you, so don't hesitate to share your thoughts and suggestions. In fact, in this issue, there is a brief survey simply asking what type of content you would like to see. Please take a few minutes to respond, and help shape your newsletter with the topics and content that is most important to all of you.

Thank you for all that you are doing for our patients, and for delivering high quality care. It is truly impressive to see the growth and development of CNEMG. I look forward to our collaborative efforts in the weeks and months ahead. Please be sure to read on to learn about some exciting new initiatives in store - including a brand new CNEMG website and our advertising and marketing campaign that kicked off earlier this week.

Have a great summer!



Jean Butler  
Chief Operating Officer

### **CNEMG Survey — We want to hear from you!**

**In order to ensure this newsletter is providing you with the most useful information possible, please take this brief survey. Thank you!**

[www.surveymonkey.com/r/T289VSL](http://www.surveymonkey.com/r/T289VSL)

Care New England  
Medical Group

A MEMBER OF CARE NEW ENGLAND

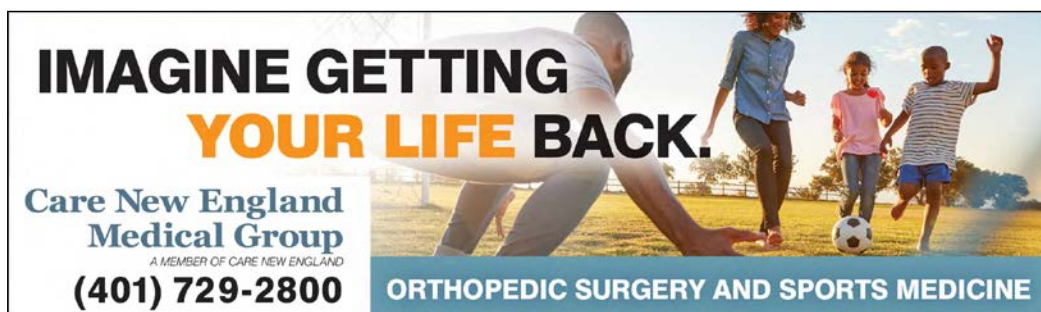
## Upcoming CNEMG Marketing and Advertising

**The introduction of this newsletter is just one component of a robust marketing and advertising campaign beginning this week.** Now through the end of 2018, CNEMG will be in local newspapers, all over the radio airwaves, on Pandora, on billboards on Routes 95 and 295, on social media, and more.

**We have also launched [carenewengland.org/cnmg](http://carenewengland.org/cnmg),** a dedicated website designed to promote the services, expertise, and quality care you all have a hand in providing. The site is just in its beginning stages. It will continue to become more content rich, and further enhancements are already in the works for the “Find a Provider” platform.

**In this advertising and marketing campaign, the first service line to go public will be orthopedics.** That campaign will last through the summer, to be followed by general surgery then primary care. In the past few weeks, we have made tremendous strides to highlight a number of new orthopedic and sports medicine doctors (see article below). In addition, we are aggressively building our primary care base, and we will highlight those services around back-to-school time. Later in the fall, breast health services will be promoted, as will our efforts in serving our older adult population through a dedicated geriatrics program based at Kent, with services across CNE.

**You can get a sneak peek of some of the campaign elements for orthopedics on the newly updated website.** The look, feel, and branding of these carries across all of the advertising to allow for continuity, awareness, and familiarity. We are excited to tell the region about all of the tremendous services offered through CNEMG, along with the great access to care provided. One important note, if you haven't already, please be sure to review your online profile. Should you have any changes, please notify your practice manager so we can work with our marketing colleagues to update these quickly.



**We also look forward to the deeper storytelling opportunities provided to us through video and social media.** This will be a key platform for getting the word out and, as you know, social media and the internet are where many gather information along with word-of-mouth from friends, colleagues, and others. While we move forward with this marketing plan, we look forward to involving more of you in telling your stories and getting out to the community in a variety of ways. This is an exciting time for CNEMG and we hope you agree. Stay tuned!

## CNE Announces Major Expansion of Orthopedic Services

Care New England Health System is expanding its orthopedics services with the addition of six new physicians to its Department of Orthopedic Surgery and Sports Medicine. The physicians, all members of the Care New England Medical Group, will see patients at Kent Hospital as well as in Pawtucket and Lincoln, RI, and in Attleboro, MA.

**The new physicians are** Steven Blazar, MD, orthopedic surgeon and spine specialist; David Cicerchia, MD, orthopedic surgeon and spine specialist; Jonathan Gastel, MD, orthopedic surgeon and specialist in sports medicine and trauma; Steven Graff, MD, orthopedic surgeon and specialist in hand and upper extremity; Maher El-Khatib, MD, specialist in pain management; and Ana Mata-Fink, MD, orthopedic surgeon and shoulder and elbow specialist.

**“There has never been a more exciting time in our department,** as we continue to bring cutting-edge technology and state-of-the-art surgical techniques to the patients of Rhode Island and Southeastern New England,” said Robert Shalvoy, MD, executive chief of orthopedic surgery and sports medicine. “We are very pleased to welcome these highly trained doctors to our department, which already includes some of the brightest and best-trained physicians and surgeons in the region, focused on listening, educating, and collaborating with patients and other caregivers to deliver quality, patient-centered care that is uniquely designed to meet the needs of each individual.”

**Dr. Steven Blazar** is board certified in orthopedic surgery, went to medical school at Boston University and was fellowship trained in spine surgery at Boston’s New England Baptist Hospital. Specializing in minimally-invasive outpatient spine surgery, Dr. Blazar has more than 30 years of experience in adult inpatient deformity and reconstructive spine procedures from the neck to the low back. As the first spine surgeon in Rhode Island to implant an artificial disc, he has maintained his skills in the most advanced and evidence-based treatments for diseases of the spine. Dr. Blazar works collaboratively to incorporate a wide range of non-surgical services, including anesthesia pain management, non-narcotic medication trials, chiropractic, acupuncture, neuromuscular massage therapy, functional rehabilitation, and wellness behavioral intervention.

**Dr. David Cicerchia** completed his medical and surgical training at Boston University, and a spine surgical fellowship at Boston’s New England Baptist Hospital. His advanced training and fellowship is in the surgery of the spine, which includes disorders of the cervical, thoracic and lumbar area, specializing in minimally-invasive and robotic surgery as well as intra-operative computer navigation. Dr. Cicerchia is conservative in his approach, choosing to first exhaust the many non-operative treatments such as physical therapy, chiropractic, anesthesia pain management, non-narcotic pain medication, acupuncture, massage therapy, and functional rehabilitation.

**Dr. Jonathan Gastel** is board certified in orthopedics and subspecialty certified in sports medicine by the American Board of Orthopedic Surgeons, has been practicing in Rhode Island since 1999. As a specialist in sports medicine, he has served as the orthopedic sports medicine team physician for Division I Bryant University since 2001, and previously as the Rhode Island College team physician. Dr. Gastel’s sports medicine and orthopedic trauma training includes orthopedic residency training at Brown University, sports medicine fellowship training

—continued

at The Cleveland Clinic, and orthopedic trauma fellowship at Brown University/Rhode Island Hospital. He received his medical school education at the University of Rochester where he was honored by admission to the Alpha-Omega-Alpha Honor Society and graduated magna cum laude from Yale University. Dr. Gastel treats a variety of conditions that are both sports and non-sports-related involving the upper and lower extremities, a majority of which involve the knee and shoulder. He also treats a variety of injuries/conditions including the elbow, hip, and foot including tennis elbow, tendinitis, ankle sprains, and fractures.

**Dr. Steven Graff** is board certified in orthopedic surgery. He attended medical school at the Columbia University College of Physicians and Surgeons, completed his internship in general surgery at Brigham and Women's Hospital/Harvard Medical School, and his fellowship at The Indiana Hand Center. He began his orthopedic practice in Rhode Island in 1994. He received a Certificate of Added Qualification in Hand and Microvascular Surgery from the American Board of Orthopedic Surgery in 1997. This additional certification designates him as an expert in the various aspects of upper extremity surgery. While his practice incorporates seeing all aspects of orthopedic surgery patients in the office, his surgical practice is strongly focused on the upper extremity from just below the shoulder to the hand. Conditions that he treats include but are not limited to fractures, dislocations, significant ligament injuries, significant tendon injuries including complete rupture and laceration, tendonitis, all forms of arthritis, neurologic problems involving the upper extremity including nerve compression syndromes and nerve trauma, the evaluation and treatment of abnormal lumps and bumps in the upper extremity, infections, and nail disorders.

**Dr. Maher El-Khatib** is board certified in anesthesiology and pain management, and has more than 14 years of experience in established practices treating a wide range of conditions and all types of pain, cancer-related pain, and pain after surgery. He takes a holistic approach to treating his patients, with a goal of reducing pain as well as helping patients achieve a better quality of life, including increased physical activity, improved sleep, and overall life enjoyment. Dr. El-Khatib attended medical school at the American University of Beirut before completing both his residency and internship at Texas Tech University. Dr. El-Khatib feels strongly that patients do not need to live in pain. After diagnosis, he discusses optimal approaches to managing pain and potential treatment options such as physical therapy, medication, nerve blocks, injections, radio frequency ablation, kyphoplasty, spinal cord stimulators, or surgery.

**Dr. Ana Mata-Fink** is a board eligible orthopedic surgeon with subspecialty fellowship training in shoulder and elbow surgery. She attended medical school at Harvard University and finished both her residency and internship at Dartmouth-Hitchcock Medical Center. Dr. Mata-Fink has been practicing in Rhode Island since 2016, focusing on injuries and arthritis of the shoulder and elbow. Common conditions she treats include rotator cuff tears, shoulder instability, shoulder and elbow arthritis, and fractures. She has advanced training in conventional and reverse shoulder replacement, elbow replacement, and arthroscopic shoulder surgery.

**Care New England Orthopedics and Sports Medicine** offers highly skilled care to patients of all ages with musculoskeletal defects and injuries, including those that happen while playing sports, with offices in Lincoln, Pawtucket, Providence, and Warwick, RI and in Attleboro, MA. Other providers include: Razib Khaund, MD, director of sports medicine; Norman Kornwicz, MD, specializing in total hip and knee replacement, arthroscopy, and fracture care; Philip Reilly, MD, specializing in sports medicine and arthroscopic treatment, particularly knee and shoulder; Robert Shalvoy, MD, executive chief of orthopedic surgery and sports medicine specializing in sports medicine, knee, and shoulder surgery, along with Jessica Morse, PA-C, and Richard Peloquin, PA-C.

**For more information, visit [carenewengland.org/orthopedics](http://carenewengland.org/orthopedics). For appointments, call (401) 729-2800.**



## CNEMG Offers Free Pre-Participation Exams to High School Athletes

**The Department of Orthopedic Surgery and Sports Medicine** will be offering high school pre-participation exams on **Saturday, August 4, 2018 from 8 a.m. to noon at our facility on the Butler Campus, 100 Butler Drive in Providence.** These exams are free of charge and no appointment is necessary. Drs. Robert Shalvoy and Razib Khaund have been providing these exams for athletes throughout Rhode Island for the past 25 years.



Parental consent forms must 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 additional information, please call (401) 729-2800.

## Interpreter Services

**Below is important and updated information regarding interpreter services across Care New England, including an overview of the program, the goals and standards associated with it, and a chart to help identify the right interpretation services along with the appropriate contact numbers.**

### Goal:

To identify and provide effective communication for patients who are Limited English Proficient (LEP), deaf, hard-of-hearing, blind, or visually impaired.

This includes any communication including, but not limited to, those concerning patient care, privacy rights, confidential information, conferences, health education, and training sessions.

This policy complies with applicable federal, state, and local regulations to ensure patients have proper access to health care information and services.

Interpreter services will provide translation assuring reliability, completeness, accuracy, and cultural appropriateness.

—continued

**Interpreter Services** (continued)

**Patients are assessed upon registration for the need of interpreter services by the hospital admitting and/or clinical staff.**

- The program includes regular, systematic assessment of the language needs of patients in the service area.
- The program uses the community needs assessment and an assessment of its own resources in determining what types of oral and written language assistance is most needed.
- The program provides interpreter services for every patient in a timely fashion.
- Procedures have been implemented for identifying and assessing that the language needs of all patients with approved guidelines for the levels of interpreter services are clear and meet the patients’ needs.
- The service is publicized to patients and families of their right to and availability of free interpreter services.

<b>TYPE</b>	<b>VENDOR</b>	<b>PHONE #</b>
IN PERSON	Pinpoint	(401) 784-8633
ASL (ONLY)	Partners Interpreting	(508) 699-1477
TRANSLATION	Horton	(401) 331-4798
VIDEO/PHONE	Cyracom	(800) 481-3289

**Staff  
Level I  
Interpreters**

Staff and family members (not minor children – under the age of 18) can act as interpreters for non-clinical items. If using staff, they may not be removed from their area of duty for an extended period of time (no longer than 15 minutes).

**Recommended Use**

Brief patient interactions (this would include demographic questions, facility directions, fasting before bloodwork, what to bring to an appointment, etc.) Should a clinical issue arise re: pain, symptoms, urgent issues that require clinical discussion, then Cyracom should be utilized until it is determined if an in-person interpreter is necessary.

1. Brief verification of patient information
2. Brief patient instructions and/or questions

—continued

**Interpreter Services** (continued)**Cyacom  
Telephonic and Video Services  
Level I and II**

Cyacom provides interpreter services 24-hours a day, seven (7) days a week, and is used for the majority of patients requiring interpreter services when longer, more in-depth information needs to be relayed or when interpretation is needed for an unusual or rarely encountered language.

**Recommended Use**

1. Obtaining the patient's medical history
2. Obtaining informed consent or permission for treatment
3. Diagnosis of the ailment or injury
4. Explanation of the medical procedures to be used
5. Explanation of a surgery or intervention
6. Explanations of medications prescribed, how and when they are to be taken, and possible side effects.
7. At the request of the doctor or provider
8. Discharge of the patient

**Contract Interpreters  
Level III**

Contracted medical interpreter services can be used for prolonged and in-depth communication.

**Recommended Use**

1. Instances in which terminal diagnoses are being discussed including hospice decisions and palliative care
2. Need to explain and/or discuss testing/diagnostic situations which require feedback/instruction - stress tests, genetic testing, classroom setting i.e. childbirth classes
3. Behavioral health issues such as dementia, paranoia, and/or psychosis in which the video/phone service could cause increased stress
4. Clinical implications as determine by clinical care team based on client presentation