



# CNEMGnews

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## *Message from Mike Ryan, President and COO*

My son and I completed a long, weekend road trip last month, covering somewhere around 700 miles. As I approached home and started to feel the relief of being off the road, the maintenance light started to flash in my car. Not a big deal, I thought to myself, I'll just go online, find a time that works for me, and book the appointment. As I was making this appointment, it struck me that I also do this for a host of other things in my life, whether it be booking a flight, reserving a hotel room, or making dinner reservations.

These industries have made it very easy to access their services; and I'm sure many of you also have 'automated' your lives in a similar fashion. However, health care remains one of the major industries in our country that have largely struggled to provide open access to services for its patients.

The predominance of patient appointments are still made the old-fashioned way: over the phone. The patient has no idea what is available at the time of their call; they just try to work with the scheduler to hone in on a date and time that works best.

Think of the amount of time and resources that are spent on this process. Multiply that by the tens of thousands of health care providers across the country, and what remains is a very fragmented,

non-patient friendly process that does not hold access as a core tenet.

I've been discussing Quality, Service, and Access in almost all of my newsletter openers as the three core areas in which we must succeed to differentiate ourselves from the competition. It is through this focus on Access that the chief access officer position was recently created and charged with transforming Care New England. Our goal is to become an industry-leading provider when it comes to patient access.

CNEMG is very excited and looking forward to working with the chief access officer on this vital initiative, as our practices represent the preponderance of patient access points across our system. I hope you share my enthusiasm for this initiative. After all, we are all patients at some point in our lives. Wouldn't it be great if being seen for your cold was as easy as your next oil change?

I hope everyone has a great summer and thanks for all that you do!

Mike Ryan  
[mjryan@carene.org](mailto:mjryan@carene.org)

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

We recently announced that Kent Hospital will contract with the Spaulding Rehabilitation Network, a national leader in rehabilitation care and currently ranked as the number two rehabilitation hospital in the country by U.S. News & World Report, to provide all of its inpatient and outpatient rehabilitation services effective October 1, 2019. Previously, Kent Hospital contracted the same services from Kindred Rehabilitation Services.

Specifically, this relationship is inclusive of services located at Kent Hospital, including the Acute Rehab Unit, and 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 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."

## *Kate McCleary, MD, named first director of family medicine*



Kate McCleary, MD, has recently been named the first ever director of family medicine at Women & Infant's Hospital.

Dr. McCleary is a graduate of New York Medical College and completed her residency in Family Medicine at Brown University in

2011 and served as Maternal Child Health Chief Resident. She then completed a fellowship in Maternal Child Health at Brown in 2012, after which she joined the department of Family Medicine and her current practice. Dr. McCleary has been a leader in Family Medicine clinically, educationally, and organizationally. She has been among the vanguard of FM-MCH physicians who started the Family Medicine service at Women & Infants. She also serves on the Women & Infants Credentialing Committee and the Medical Executive Committee, is a founding member of the Board of Directors for the CNE Medical Group, and is vice-chair of the CNEMG Medical Quality and Practice Committee. She has been the medical director at her practice since 2013 and is a clinical assistant professor at The Warren Alpert Medical School of Brown University.

Robert Insoft, MD, senior vice president and chief medical officer at Women & Infants, stated, "Family Medicine has an ever growing presence here at Women & Infants since being established in 2016. Dr. McCleary is a superb clinician and has established herself as a preeminent leader who has worked collaboratively with all aspects of hospital operations."

### *What our patients are saying*

*"Coming in for care at this office is like being wrapped up in a warm blanket. From start to finish, everyone has been very caring, warm and professional. I have been to many different offices and this has been, by far, the best experience."* (CNEMG – WIH Urogynecology)

*"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."* (Kent Hospital)

*"I was very nervous for my appointment but everyone took the time to introduce themselves and explain to me what was happening at each step of the way."* (CNEMG – WIH Reproductive Endocrinology)

*"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."* (Kent Hospital)

*"Everyone was very pleasant and helpful. My questions / concerns are always promptly addressed and resolved. Very pleased and comfortable with this office."* (CNEMG – Hematology and Oncology)

*continued*

## CNEMG Anticoagulation clinic

**Care New England Cardiovascular Care is pleased to announce the opening of the Anticoagulation Clinic.**

The clinic is staffed by clinical pharmacists offering face-to-face visits and Point of Care testing allowing for immediate results and dose modification. Patients will receive an initial education session followed by ongoing monitoring and medication review. The clinic also offers peri-procedural bridging consults and an annual education and monitoring program for Direct Oral Anticoagulants (DOAC) such as apixiban or rivaroxaban.

The clinic is now accepting new referrals in the Warwick, Pawtucket, and Providence locations and can be reached by phone at (401) 681-4996 or fax at (401) 921-6569. An electronic referral form is available in Epic. Please contact Brian Musiak, director of pharmacy at extension 31168 or [bmusiak@kentri.org](mailto:bmusiak@kentri.org) with any questions.

## Pulmonary and Sleep Medicine Services – Pawtucket

We are pleased to announce that effective July 15, 2019, the Pulmonary and Sleep Medicine clinic in Pawtucket has moved from the second floor of the Ambulatory Pavilion Building at 111 Brewster St. to the lower level. Patients will now enter through the main door of the Care New England Primary Care and Specialty Services building and take the elevator down to the lower level to register. This new space includes six exam rooms and a circular design to maximize collaboration between staff.

The Pulmonary Function Laboratory, where PFTs and home sleep tests are offered, remains on the third floor of the Ambulatory Pavilion. We expect these services to also move to the lower level in October.

## CNEMG Risk Management update

Thank you to those physicians who have started or completed their annual risk education training. As a reminder, there are three parts to the annual requirement:

- 1) Documentation (live class)
- 2) Quest Communication (on-line)
- 3) Six additional risk education credits (physician choice)

A limited number of documentation classes remain ahead of the September 30, 2019, deadline. Please sign up as soon as possible to ensure your spot in the class.

Office risk assessments are ongoing across CNEMG, with results for several practices being evaluated for future improvements. Also, Coverys will be onsite this summer for its annual risk assessor visits.

Your time and participation in our risk management initiatives is appreciated and helps to ensure that CNEMG promotes proactive patient safety and risk management principles by recognizing patient safety opportunities in order to enhance the quality of care and reduce liability risk. If you have any risk management questions, please discuss with your practice administrator, Lisa Munkelwitz (CNEMG Risk Management) or Mary Warburton (CNE Risk Management).

## Please welcome the following new providers to Care New England:

Benjamin Christian, MD	CNEMG Plastic and Reconstructive Surgery
Melanie Faust, FNP-C	Butler Hospital Memory and Aging Program
Heather Ferri, DO	Kent Hospital Hospitalist
Maria Gonzalez, MD	Butler Hospital Psychiatry
Steve P. Louvet, DO	Kent Hospital Emergency Medicine