



CNEMGnews

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Message from Mike Ryan, President and COO

As I write this month's message, I'm thankful the cloudy, grey weather has finally given way to spring, and I hope you have all been able to get outdoors and shake off the seemingly endless rain. As you will read in this edition of *CNEMG News*, there is no shortage of activity across our medical group. Of particular note, we are extremely proud to recognize the more than 30 CNEMG physicians named as Top Docs by *Rhode Island Monthly*. These providers were named by their peers as being at the top of their fields, and we are very fortunate to have them practicing in our medical group. Congratulations to all of the award winners!

I want to spend a moment reflecting on a recent presentation given at Women & Infants by Dr. Tom Lee, chief medical officer at Press Ganey, and practicing internist and cardiologist at Brigham and Womens. Dr. Lee's presentation – *Patient Centered Care and Clinician Burnout/Resilience/Grit: A Positive Path Forward* – was part of the CNEMG Physician Leadership academy, and served as a master's class in discussing the myriad of issues facing providers, from dealing with mountains of paperwork, to the increasing availability of

patient satisfaction scores that serve to drive patient choice. This last topic hit home with me as CNEMG embarks on its own Press Ganey patient satisfaction journey.

When discussing patient satisfaction scores that are below expectations, or any part of our daily routine requiring improvement, Dr. Lee advised that we view these not as areas of judgement, but rather as areas of opportunity. It is this approach I will continue to promote throughout CNEMG. Human nature suggests that a sub-par score, or the acknowledgement of an inefficient or cumbersome process, can often result in a reaction of 'it is what it is'. I challenge everyone across CNEMG to view these, as Dr. Lee suggests, as opportunities to improve. At the end of the day, we are all here for only one reason: to provide top-notch care for our patients. Constant focus on our patients' experience will be a key to our continued success as a medical group.

Thanks for all that you do!

Mike
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CNEMG Physicians Named to Rhode Island Monthly's Top Docs 2019



Nearly 50 physicians with privileges at Care New England hospitals have been named to Rhode Island Monthly's 2019 list of Top Docs in Rhode Island. The list appeared in the May issue, and featured Dr. Katherine McCleary, from Care New England Medical Group Family Medicine – Lincoln, on the cover. The physicians awarded this distinction represent a range of providers who are employed as part of the Care New England Medical Group or have privileges at a Care New England facility.

A list of all those named as “Top Docs” is below; the full press release is available here: carenewengland.org/news/cne-ri-monthly-top-docs-2019.cfm.

Kent Hospital

Allergy/Immunology – Dr. Anthony Ricci
Anesthesiology – Dr. Vijay Sudheendra
Cardiology – Dr. Chester Hedgepeth*, Dr. Heather Hurlburt*, Dr. Alice Kim*
Colon and Rectal Surgery – Dr. Melissa Murphy*
Critical Care Medicine – Dr. Ehsun Mirza*
Family Practice – Dr. Denise Arcand*, Dr. Katherine McCleary*
General Surgery – Dr. Lucas Beffa*
Hematology – Dr. Sundaresan Sambandam
Infectious Diseases – Dr. David Lowe, Dr. Hadeel Zainah*
Intensive Care – Dr. Thomas Raimondo
Nephrology – Dr. Christopher Cosgrove
Neurology – Dr. Arshad Iqbal
Otolaryngology – Dr. Mark Andreozzi
Plastic Surgery – Dr. Erik Hoy*, Dr. Pierre Michaud
Vascular Surgery – Dr. Guy Lancellotti*

Women & Infants Hospital

Breast Cancer Surgery – Dr. David Edmonson*, Dr. Jennifer Gass*
Colon and Rectal Surgery – Dr. Melissa Murphy*
Family Practice – Dr. Katherine McCleary*
Gastroenterology – Dr. Christie Dibble*

General Surgery – Dr. Lucas Beffa*
Gynecologic/Oncology – Dr. Paul DiSilvestro*, Dr. Cara Matthews*, Dr. Katina Robison*, Dr. Ashley Stuckey*
Infectious Disease – Dr. Erica Hardy*, Dr. David Lowe
Maternal Fetal Medicine – Dr. Stephen Carr*, Dr. Dwight Rouse*, Dr. Erika Werner*
Obstetrics and Gynecology – Dr. David Beitle, Dr. Kathleen Cote Bowling*, Dr. Jeannine Connolly, Dr. Meghan McMahan, Dr. Jane Sharp
Oncology – Dr. Robert Legare*, Dr. William Sikov*
Pediatrics – Dr. Cynthia Bliss, Dr. John Finigan, Dr. Robert Griffith Jr., Dr. Elizabeth Lange, Dr. Howard Silversmith, Dr. William Turtle
Plastic Surgery – Dr. Erik Hoy*, Dr. Pierre Michaud, Dr. Patrick Sullivan
Reproductive Endocrinology – Dr. Eden Cardozo*, Dr. Gary Frishman*, Dr. Victoria Snegovskikh*, Dr. Carol Wheeler*

Thousands of Rhode Island licensed physicians were sent a survey and asked to name the specialist they would choose if a family member or friend had a medical problem. The names that appeared most frequently on the survey make up 150 of the state's finest doctors, as voted by their peers.

*Provider Employed by Care New England Medical Group

CNEMG Announces New Senior Operations Directors

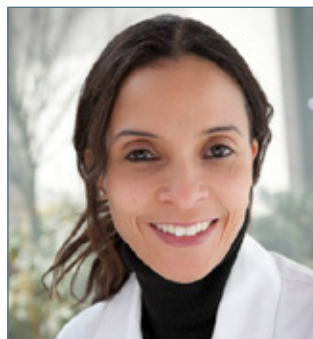
Care New England Medical Group is pleased to announce the promotions of Janine Lairmore and Judy Amaral to the roles of senior operations directors.

Janine has been with Care New England for five years, the last several as part of CNEMG. In her new role, Janine will retain her oversight of the CNEMG Brigham and Women's Cardiology program while adding pulmonary and behavioral health service lines at Butler, among others, to her operational purview. Prior to joining Care New England, Janine spent 15 years with the Cardiovascular Institute in various roles, including noninvasive testing manager. Janine holds a BS in Social and Health Services from Roger Williams University, and a Master's degree in Healthcare Administration from Salve Regina University.

Judy has been with Care New England and CNEMG for four years and will retain her oversight of primary care offices across CNEMG as well as our many surgical service lines. Judy has more than 23 years of managerial and operational experience in health care. She holds a BS in Management from Johnson & Wales University in Providence, where she graduated Summa Cum Laude, as well as an MBA with a concentration in health care from Northeastern University.

Please join me in congratulating Janine and Judy on their new roles!

Dr. Roxanne Vrees Inducted into the Alpha Omega Alpha Honor Medical Society



Congratulations to Roxanne Vrees, MD, medical director of Emergency Obstetrics and Gynecology at Women & Infants, who was recently inducted into the Alpha Omega Alpha Honor Medical Society. Dr. Vrees was one of only three faculty members selected for this honor by the

graduating class of The Warren Alpert Medical School of Brown University. Established in 1902 to recognize and foster excellence in the medical profession, Alpha Omega Alpha is dedicated to recognizing high educational achievement; honoring gifted teaching; encouraging the development of leaders in academia and the community; supporting the ideals of humanism; and promoting service to others.

Campaign builds awareness about CNEMG's primary care services



CNEMG launched a multi-media awareness campaign at the beginning of May to promote primary care services system-wide. The campaign will run for the next several months and pick-up again in September. Outreach efforts include radio, print, and digital advertising, direct email marketing, social media, and video Q&As.

CNEMG providers receive outstanding teacher awards



Dr. Julio Defillo-Draiby



Dr. Razib Khaund

Two CNEMG providers were recently honored with awards for excellence in teaching.

Dr. Razib Khaund was presented with the 18th Annual Department of Medicine's Beckwith Family Award for Outstanding Teaching at The Warren Alpert Medical School of Brown University where he is a clinical assistant professor of medicine. Dr. Khaund is the director of Sports Medicine at Care New England Medical Group.

Dr. Julio Defillo-Draiby has been awarded the 2019 Dean's Excellence in Teaching Award by the Warren Alpert Medical School of Brown University. Dr. Defillo-Draiby is lead geriatrician for the Acute Care for Elders Unit (ACE) at Kent Hospital and an assistant professor of medicine at the Warren Alpert Medical School of Brown University.

Congratulations to Drs. Defillo-Draiby and Khaund for their dedication and commitment to teaching the next generation of providers.

CNEMG congratulates Candace Dyer, MD on her retirement



Congratulations to Candace Dyer, MD on her retirement after 34 years as a surgeon at Kent Hospital. All of us at CNEMG thank you for your commitment to providing the highest standard of compassionate patient care throughout the years. Your colleagues, partners, and patients wish you the best of luck on your next journey.