



DIVERSITY,  
EQUITY  
& INCLUSION  
at Care New England



# 2024

*Care New England*

# In the Community





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# Who We Are



## Community Engagement in Healthcare

At Care New England (CNE), we believe that community engagement is essential to providing high-quality, compassionate care to all individuals, especially those in under resourced communities. Healthcare is not just about clinical care, it is about building strong, trusting relationships with the communities we serve. By collaborating with local organizations and communities, we can better understand the unique health-related challenges people face, identify gaps in care, and create tailored solutions that meet the needs of the community. Engaging with our neighbors ensures that healthcare is not only accessible but also culturally responsive, equitable, and inclusive.

Our community engagement report, titled Care New England in the Community, showcases our commitment to partnering with communities throughout Rhode Island and Southern New England. Although there is more work to be done, we are excited for readers of this report to be reintroduced to Care New England through our community presence and efforts.

Together with our partners, we are working to break down barriers to health, empower individuals, and contribute to a healthier, more resilient community for all. This report is a reflection of the foundation we are building for a future where everyone has the opportunity to thrive.

**Aleyra Lamarche Baez**  
Community Engagement Liaison,  
Office of Diversity, Equity and Inclusion



**Cheryl Ferreira at Samuel Slater Middle School's Backpack Drive**



**Luke Davis and Denisses Cortorreal**  
at Providence Business News' Spring Health Summit



## Our Values

Care New England's (CNE) ACT values include accountability, caring and teamwork. We keep these organizational values in mind when we listen to community feedback and work together to find solutions.

CNE is focused on improving healthcare by meeting the needs of individuals and communities. We serve the same areas where we live, work and have fun. Community Engagement is key to building trust with community members, patients, and employees. By involving our internal and external community in our health programs, we improve access, quality of care and service delivery.

We know that health equity and community engagement are closely connected. To improve health outcomes, we are finding ways to expand our community engagement efforts and focus on innovative healthcare solutions that put patients and the community first.



Sindi Diko and Micaela Weaver at the  
RI TransHealth Conference

## Care New England Health System includes:

**Butler Hospital** is Rhode Island's premier treatment, teaching, and research hospital for psychiatric, movement, and memory disorders.

**Kent Hospital**, including Spaulding Outpatient Center, provides high-quality, compassionate, and personalized healthcare delivered in an interdisciplinary model that involves all members of the healthcare team.

**Women & Infants Hospital** is the region's premier hospital for women and newborn children. It operates one of the nation's largest single-family room neonatal intensive care units.

**The Providence Center** helps adults, adolescents, and children affected by psychiatric illnesses, emotional problems, and addictions by providing treatment and supportive services within a community setting.

**The VNA of Care New England** provides a broad spectrum of home health and hospice services for adults and the terminally ill.

**Care New England Medical Group** has over 500 physicians and advanced practitioners, offering primary care and specialty services in offices throughout Rhode Island and Southeastern Massachusetts.

**Integra Community Care Network** is an Accountable Care Organization comprised of a community of doctors, nurses, social workers, pharmacists, community health workers, and patients working together to improve the health and well-being of the community.



## Our Approach to Community Engagement

Our community engagement approach focuses on building relationships with local organizations and diverse groups to understand their needs and work together on initiatives that improve health care access and equitable care. These efforts include community giving, sponsorships, volunteer efforts, interactive programs that offer care or education, and skills development for those interested in healthcare careers.

Our Community Engagement Guiding Principles help us set standards and assess our work. They keep us accountable and allow us to reflect on our progress.

**Inclusive:** Embracing everyone in the community, regardless of their background and making sure all voices are valued and heard.

**Sustainable:** Focusing on long-term solutions that protect and improve community resources, ensuring that efforts can be maintained and benefit future generations.

**Collaborative:** Working together with community leaders, organizations and residents to achieve common goals by sharing ideas, resources and responsibilities.

**Equitable:** Ensuring fair treatment and opportunities for all community members, addressing disparities and providing additional support where it is needed.

**Measured:** Using data and feedback to evaluate the effectiveness of community programs, policies or projects, making informed decisions, and adjusting strategies based on what works best.

**Restorative:** Aiming to heal and strengthen the community by addressing past harms, repairing relationships, and supporting those affected to build a more positive environment.

**Respectful:** Valuing the dignity, opinions, and contributions of every community member, fostering a culture of mutual respect and understanding in all interactions.



### Priority Areas

We focus our efforts to the following areas which we adopted from our Community Health Needs Assessment:

- Behavioral Health
- Chronic Disease Management
- Maternal and Child Health
- Workforce Development
- Equitable Community Health and Wellness
- Social Drivers of Health



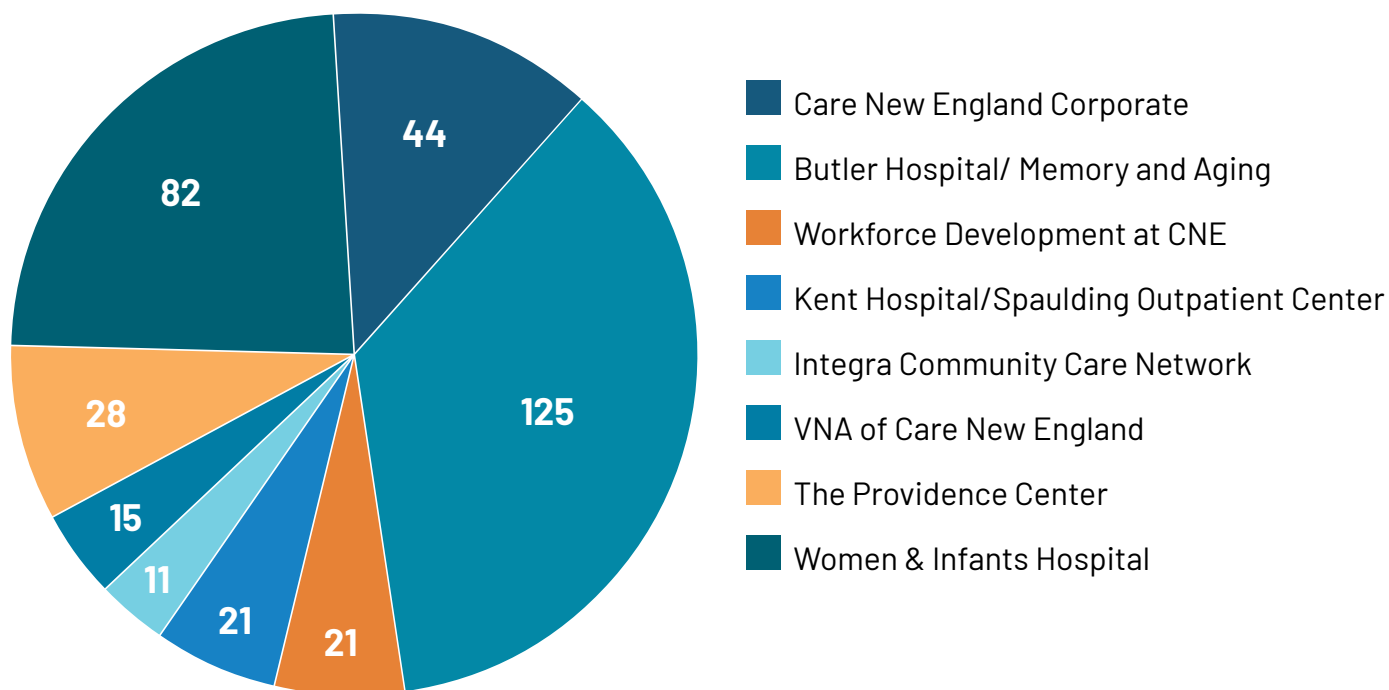
# A Year in Review



Care New England Employees at the American Cancer Society Cancer Awareness Day

## Our Impact in Numbers

Community engagement professionals participated in community events organized by local organizations, and coordinated with community organizations to create impactful events throughout 2024. Each operation unit within the CNE health system participated in a number of community engagement events which were recorded in our internal Community Engagement calendar.





Over 300 events were recorded on the community engagement calendar throughout the year.

**304**

Community Events

We participated in 77 tabling opportunities throughout the year.

A total of 256.5 hours were dedicated to tabling events.

Through these tabling events we reached a total of 5,689 people.

**250**

Community Partnerships

**77**

Tabling Events

We collaborated with over 250 community partners by participating in tabling events, organizing donation drives, delivering educational presentations, and taking part in various community activities.

**79**

Health Presentations

A total of 79 health presentations were delivered for 120 hours. These presentations benefited 1,262 individuals.

The topics covered in these presentations included Urogynecology and Bladder Health, Alzheimer's and Brain Health, Career Opportunities in Healthcare, Hospice and Palliative Care, and Midwifery.

## Highlights of Donation Drives



**The Providence Center's Donations Committee organized a Winter Coat Drive and distributed coats to 110 TPC clients.**



**Kent Hospital's Diversity, Equity and Inclusion Council donated 728 pounds of snacks and nonperishable foods at West Bay Community Action Program, 3 boxes to Lippitt Elementary, and 3 boxes to Oakland Beach Elementary.**



## Community Collaborations

- Community College of Rhode Island
  - Refugee Dream Center
  - Progreso Latino, Inc
  - United Way of Rhode Island
  - New Briges for Haitian Success
  - Big Brothers Big Sisters of Rhode Island
  - Rhode Island's Health Equity Zones Initiative
  - The Metropolitan Regional Career and Technical Center
  - North Providence High School CTE Pathways
  - Central RI Chamber of Commerce
  - Westbay Community Action
  - Latino Cancer Control Task Force
  - Rhode Island Foundation
  - Southside Community Land Trust
  - House of Hope CDC
  - Rhode Island Coalition to End Homelessness
  - Oasis International, Inc
  - Smith Hill Library
  - Fox Point Neighborhood Association
  - Saint Elizabeth Community
  - Newport Alzheimer's Taskforce
  - Ministers Alliance of Rhode Island
  - St. Martin de Porres Center
  - Rhode Island Pride
  - Cranston Senior Enrichment Center
  - Latino Policy Institute
  - American Parkinson Disease Association  
Rhode Island Chapter
  - Clinica Esperanza/Hope Clinic
  - Leon Mathieu Senior Center
  - Providence Community Health Centers
  - West End Community Center
  - Samuel Slater Middle School
  - Temple Emanu-El
  - Mt. Pleasant Library
  - BRAIN WAVES Rhode Island
  - Elmwood Adult Day Health Care
  - The University of Rhode Island
  - Rhode Island College
  - National Alliance on Mental illness (NAMI)
  - The Warren Alpert Medical School of Brown University
  - Amos House
  - American Heart Association
  - Executive Office of Health and Human Services
  - JuneteenthRI
  - Youth Pride, Inc
  - Blue Cross Blue Shield of Rhode Island
  - Johnston Housing Authority
  - The Autism Project
  - American Cancer Society in Rhode Island
  - Women's Fund of Rhode Island
  - Rhode Island Trans Health Conference
  - Nonviolence Institute
  - Rhode Island Free Clinic
- And many more!**

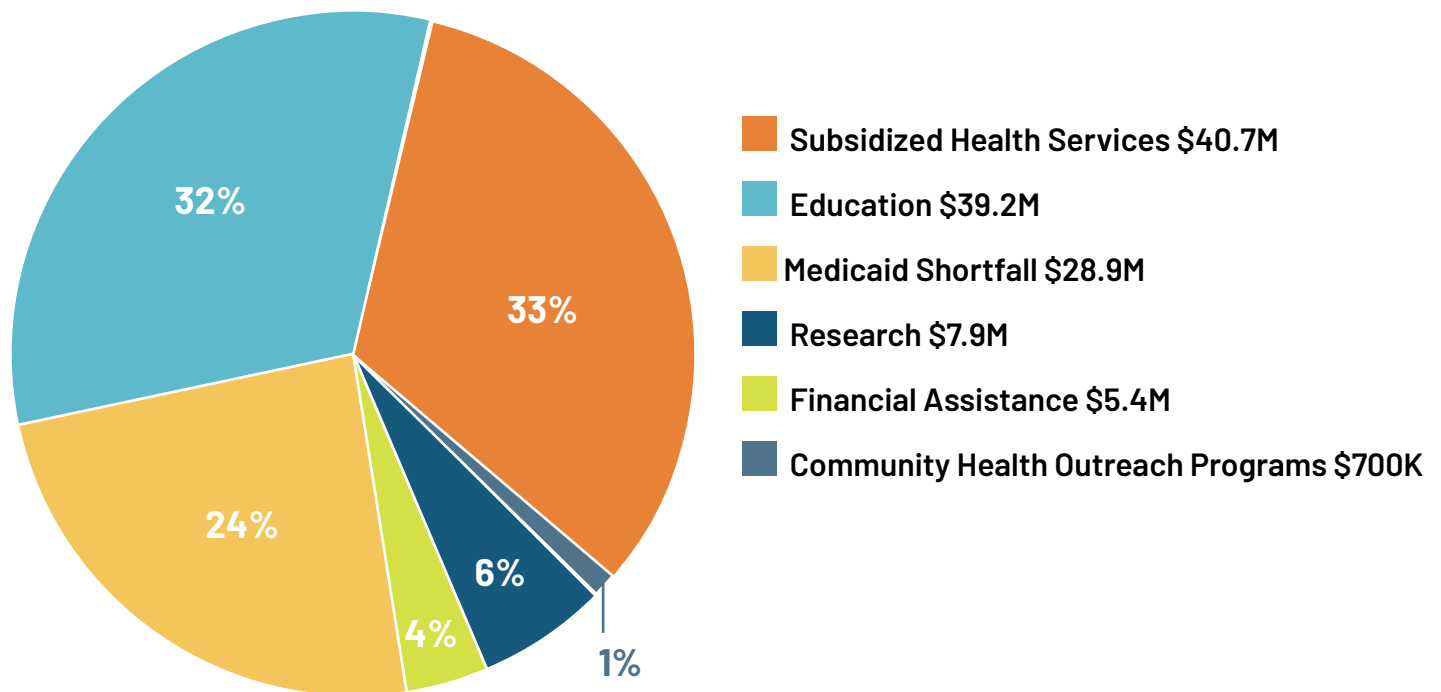
# Community Benefit



Kent Hospital's Diversity, Equity and Inclusion Council's  
Kent Clean Up and Planting Event

Care New England is proud to contribute to community wellness through a holistic approach. The following community benefit activities represent our contributions from 2022, the most recent fiscal year for which data are available.

**\$122.8 Million**



Source: Care New England 2022 Schedule H Form 990

## Financial Assistance

Care New England is committed to providing high-quality care to all patients, regardless of their ability to pay, through a robust financial assistance program. This program offers free or discounted care to patients with incomes up to 300% of the federal poverty level, with consideration for family size. Dedicated staff at Butler, Kent, and Women & Infants hospitals are available on-site to guide patients through financial assistance applications and address any questions about payment obligations. In 2022, Care New England delivered \$5.4 million in financial assistance.



## Medicaid Shortfall

Medicaid provides health coverage for low-income individuals and families with limited resources, but often falls short in covering the full cost of care. This Medicaid shortfall occurs when payments for beneficiaries are less than the actual costs of their care, a challenge seen in many states, including Rhode Island. In 2022, Care New England experienced a total Medicaid shortfall of \$28.9 million.

## Subsidized Health Services

Subsidized health services address community needs even when they operate at a financial loss, ensuring access to essential care. Care New England provides critical services like neonatal intensive care, inpatient psychiatric care, chronic disease management, emergency and trauma services, and home health programs to meet these needs. In 2022, Care New England delivered subsidized health services at a cost of \$40.7 million, excluding expenses covered under financial assistance or Medicaid shortfalls.

## Community Health Outreach Programs

Care New England dedicates thousands of hours annually to outreach programs, addressing the needs of at-risk populations and breaking barriers to better health. These programs focus on improving access to healthcare, promoting public health, and raising awareness about specific conditions or treatments. In 2022, initiatives such as wellness programs, health screenings, support groups, and community-building efforts resulted in a total community benefit of \$700,000.

## Education

Care New England is committed to training the next generation of caregivers while delivering excellent clinical care to southern New England communities. Through partnerships with The Warren Alpert Medical School of Brown University and other medical programs, medical students gain hands-on experience and mentorship in patient care, research, and education. In 2022, Care New England invested \$39.2 million to support education, ensuring quality healthcare now and for future generations.



Care New England team members at TIDES Family Services' Roaring 20s Annual Gala

## Research

Advancing patient care at Care New England is deeply influenced by ongoing clinical research, conducted with the courage and hope of patients who contribute to studies aiming to improve their lives and future treatments for others. This report highlights research efforts, including basic, clinical, and community health studies, carried out at CNE's major teaching hospitals—Butler, Kent, and Women & Infants—affiliated with Alpert Medical School. In 2022, the community benefit of research, after accounting for grants and external funding, totaled a net cost of \$7.9 million, supporting advancements in areas such as brain health, women's health, cardiology, and oncology.



Jen Healey, Afrida Browne, Claudia Maiorana, and Carla Bedoya at Fall for Lucy's Heart

# Spotlights of Our Impact



Chester Dewitt at The Memory and Aging Program's Black and Aging Event

## Behavioral Health

Events focused on behavioral health address the prevention, diagnosis, and treatment of mental health conditions and substance use disorders, aiming to improve overall well-being.

- » **83 Events Focused on Behavioral Health**
- » **201.5 Hours on Behavioral Health Activities**

## Black and Aging Community Fair

The Memory and Aging Program's Black and Aging Fair took place on September 5, 2024 at the West End Community Center in Providence. The event featured a day of entertainment, food, and music, offering a vibrant atmosphere for attendees. Participants had the opportunity to explore community resource tables and engage with state officials.



### Quotes from Attendees:

"For starters, the number of organizations and the variety of businesses that were represented was awesome! Outside of Mayor's Day, I don't think I've ever seen so many vendors. Great job on your part for being able to establish the rapport needed to have such a diverse group of businesses and great turnout. We also enjoyed the live music and the artists that performed. It was a great way to tie everything together.....We look forward to the invite for your next event!"

-Lillian Feinstein Senior Center

"Many thanks to you and everyone who made this event a huge success. Our members, staff and volunteers really enjoyed it and received so many rich resources. A special thank you to West End for their hospitality and hosting."

- St. Martin de Porres Center

"The connections seen between the community members and the public service partnerships is a highlighted memory."

- West End Community Center, Inc



## Chronic Disease Management

Events focused on chronic disease management provide strategies and interventions to help individuals effectively manage long-term health conditions, such as diabetes, hypertension, and heart disease.

- » **15 Events Focused on Chronic Disease Management**
- » **29.5 Hours on Chronic Disease Management Activities**

### 2024 American Parkinson Disease Association Optimism Walk

On September 28, 2024, the American Parkinson Disease Association hosted the 2024 Optimism Walk. The Spaulding Rehabilitation of Kent Hospital sponsored the event and took part in the walk. This nationwide movement brings together people to raise awareness and inspire action to end Parkinson's disease. The funds raised directly support local community programs and initiatives aimed at improving the lives of those affected by Parkinson's Disease.



**Spaulding Rehabilitation at Kent Hospital Employees at the American Parkinson's Disease Association Optimism Walk**

## Spotlights of 2024

### Walk to Cure Arthritis

On June 2, 2024 Kent Hospital's Joint Center sponsored the 2024 Walk to Cure Arthritis. The hospital hosted an information table with valuable resources and had a team of walkers who raised \$2,500 for the cause. This event helps fund efforts to advance arthritis treatments, develop resources, and take action toward finding a cure, ultimately improving the lives of those affected by arthritis.

### American Heart Association Heart Walk

On June 8, 2024, Care New England participated in the 2024 American Heart Association (AHA) Heart Walk. Our team of walkers helped raise awareness for the AHA's mission to save lives through funding groundbreaking cardiovascular research. The event encouraged the Rhode Islanders to live healthier lifestyles while supporting AHA's ongoing efforts to prevent heart disease and stroke.



## Maternal & Child Health

Events focused on Maternal and Child Health aim to address the health needs of pregnant women, infants, and children. These events provide comprehensive care, education, and support to promote healthy outcomes for both mothers and children.

- » **52 Events Focused on Maternal and Child Health**
- » **134.5 Hours on Maternal and Child Health Activities**

### Big Brothers Big Sisters of RI Clothing Drive

Women & Infants Hospital (WIH) achieved record-breaking donations for Big Brothers Big Sisters of Rhode Island (BBBS-RI) and one of the largest drives of 2024. WIH staff generously contributed items to collection bins located in the hospital's main lobby and at an off-site location at 50 Holden Street, Providence, RI. WIH collected an extraordinary 7,237.5 lbs of clothing and textiles during two clothing drives held in 2024. This impressive total—equivalent to over 2.48 tons—generated more than \$1,985 for BBBSRI. The money will provide a year's worth of mentoring programs and wraparound services for BBBS-RI's mentees and their families.



**Jen McAuslin and Mariel Aleman at Women and Infants' Big Brothers Big Sisters Donation Drive**

### Spotlight of 2024

#### Women and Infants Hospital Diaper Donation

The WIH Diaper Donation initiative in Spring 2024 aimed to provide meaningful resources to families in need through trusted organizations embedded in their communities. We identified and partnered with organizations who directly support families with infants, either through established collaborations or by building new partnerships.

The donations were distributed to 11 community-based organizations, all of which address health related social needs. Each organization received over 40 cases of diapers for distribution to families in need.

The participating organizations expressed immense gratitude for the donation, recognizing it as a valuable resource to support families in the daily care of their infants.







## Equitable Community Health and Wellness

A large portion of our efforts focus on events that promote overall health and well-being by offering community-based programs and initiatives that address the physical, mental, and social aspects of health, ensuring equitable access to care and resources for all.

- » **108 Events on Equitable Community Health and Wellness**
- » **254 Hours on Community Wellness Activities**

### Urogynecology Education

Denisses Cortorreal presented at workshops that were held across RI to audiences in local libraries, nursing homes, to community organizations and more. "Biggest thanks to Denisses in outreach. If I had not heard about urogynecology from her outreach efforts, I would not have known about the urethral sling surgery that has drastically improved my life! I'm about to exercise, laugh, and sneeze without an uncomfortable, embarrassing accident. THANK YOU!" -Former Patient at Women & Infants Hospital.



**Denisses Cortorreal at Progreso Latino's Senior Day Camp**

## Spotlights of 2024

### Hospice Care Presentations

Rhonda Taddei and Joann Davis presented to students at RI College on VNA services and what makes patients eligible for home care, palliative, and hospice care. They also included tips on how to begin conversations with patients and loved ones on Do Not Resuscitate orders. The professor for the Department of Sociology said, "I wanted to thank you and Rhonda for your wonderful presentations and lively discussion. My students really enjoyed your visit and learned a lot! I hope you will come back the next time I teach the course."

### Physical Therapy Management of Urinary Incontinence Presentation

Lisa Charron, a pelvic health physical therapist, presented at the Warwick Senior Center. Attendees were very appreciative of the information brought directly to their community and inquired about making appointments. They were very engaged and asked a lot of follow-up questions.

## Workforce Development

Workforce development initiatives aim to enhance the skills, knowledge, and competencies of community members, thereby improving economic opportunities and supporting career growth within Rhode Island.

- » **22 Events on Workforce Development**
- » **59 Hours on Workforce Development Activities**

### North Providence High School Career Presentation

Mushi Calixte and Sandra Victorino invited a group of 8 Care New England employees to North Providence High School to share information about careers in health care. The Director of Pathways at the high school commented that, "We are incredibly grateful and humbled by your participation and willingness to share your expertise and knowledge with students who aspire to be in the medical field. We hope to continue this partnership in several different ways. Our collaboration can only enhance our program of study and the more experiences and opportunities our students can partake in, the better exposure for career preparation and training for the healthcare workforce."



Care New England professionals in various roles present to North Providence High School PTECH students







## Social Drivers of Health

Social drivers of health refer to the conditions in which people are born, grow, live, work, and age. These factors include health related social needs such as adequate housing, transportation, employment, nutritious food, and safe communities, all of which significantly impact overall health and well-being.

- » **57 Events on Social Drivers of Health**
- » **124.5 Hours on Social Drivers of Health Activities**

### **Social Partnerships Initiative for Community Engagement & Equity (I-SPICEE) Program with the Refugee Dream Center**

Integra and Care New England supported the Refugee Dream Center's Needs Assessment Survey conducted from January to June 2024 which gathered responses from 50 refugees to understand healthcare access and equity issues. Respondents came from various countries, with the majority from Senegal and Haiti. A staff member from the Refugee Dream Center state, "We extend our heartfelt gratitude to Integra/Care New England for their generous financial support, which has made this vital project possible." To view the report, [click here](#) or go to [www.refugeedreamcenter.org/about-us/](http://www.refugeedreamcenter.org/about-us/).



**Care New England Employees Attend the Refugee Dream Center's Needs Assessment Report Presentation**

(Following this link will take you to a third-party website that is not operated or endorsed by Care New England and we are not responsible for its site or its contents).

## Spotlight of 2024

### **VeggieRX Program**

2024 was the fifth season of Integra's successful VeggieRx partnership with Southside Community Land Trust. This "prescription produce program" provides shares of vegetables grown by Southside's network of local small growers to Integra patients with diet-related illnesses, and food insecurity, to improve nutrition access. This year, Integra enrolled 56 households in the program, comprising 180 individuals. A VeggieRX participant said, "I'm excited to start receiving the vegetables again this year. Last year I learned about so many vegetables I didn't know about before. I learned how to prepare them and properly store them. My health definitely took a turn because I started feeling better physically and even lost weight. After the program ended for the season, I started buying more veggies from the store."

## **Success Stories from Integra's Community Health Workers**

**A patient in his 70s...** was having trouble accessing a medication that was crucial to managing his diabetes. His insurance plan did not cover the medication he needed, and he was struggling to find resources that could help. He connected with two Integra community health workers (CHWs), who began supporting him. They worked to help him access a third-party pharmacy resource designed to help with the cost of this medicine. At first, he was wary of sharing some of the required personal information that the application asked for, because he was cautious of scammers, frustrated by the situation, and protective of his privacy. The CHWs were able to take the time to work with him, listen to his concerns, and ultimately succeed in getting the pharmacy support he needed to cover the cost. Having access to this treatment means he is more likely to avoid a hospital stay, infection, or other complication. And it means relief from a stressor impacting his quality of life.

**A patient in her 50s...** has lived in a small walkup apartment for many years, after her adult children moved to other states. She connected with an Integra community health worker because her disability prevented her from working, she needed help around the house, and she had fallen behind on the rent. Integra's CHW focused first on preventing eviction. Even after pandemic-era rent relief programs had expired, he was able to connect her with assistance to cover a portion of the back rent, and stabilize her housing. From there, the goals shifted to connecting her with long term services and supports to help her stay safe and healthy at home. The CHW helped support her goal of bringing her out-of-state son to live with her as a caregiver, empowering her to navigate state caregiver benefits and manage barriers to reuniting with her son.

**A patient in his 50s...** lives in a small apartment with his family members. He is homebound due to leg amputations, but he values his independence, and has a strong and supportive family, and a friendly cat. He began working with Integra's community health worker to help him navigate the process of applying for charity care to cover his medical costs. There were challenges with the paperwork and bureaucratic steps that were keeping him from accessing needed medications and services, and barriers to accessing health insurance. The CHW was able to visit him and his family at home, understand the situation, and work together to resolve it. He now has 100% pharmacy coverage, and is able to manage his health conditions effectively.



# What's Next



## Looking ahead at Community Engagement 2025

At Care New England, we are dedicated to anticipating and addressing the needs of our community. To achieve this, we prioritize actively listening to community voices and feedback. In 2025, we will publish our strategic approach to community engagement on the Care New England Community Engagement website: <https://www.carenewengland.org/community-engagement>

Under the Affordable Care Act, nonprofit hospitals must complete Community Health Needs Assessments (CHNA) every three (3) years to ensure a continued focus on community health needs. The CHNA identifies health priorities of our communities through data collection and analysis, followed by targeted health improvement initiatives. To support this process, we will implement community engagement strategies and collaborate with community organizations. In addition to the CHNA, we will complete a comprehensive community health improvement plan, which will also be made publicly available.



Kent Hospital's Diversity, Equity and Inclusion Council's Kent Clean Up and Planting Event

## Special Acknowledgements

A heartfelt thank you to everyone who contributed to the success of community engagement efforts across Care New England, including the data collection team who made this report possible.

**Mushi Calixte**, Workforce Development Specialist and Patient Experience Program Manager, Women & Infants Hospital

**Sandra Victorino**, Director Workforce Development & Community Relations, Care New England

**Tara Tang**, Outreach Manager for Memory and Aging Program, Butler Hospital

**Chester Dewitt**, Outreach Community Liaison and Memory and Aging Program Team, Butler Hospital

**Mercy Morales**, Bilingual Case Manager, The Providence Center

**Gabriela Garza**, Senior Manager of ICTT, The Providence Center

**Jaissen Jackson**, Clinical Director of Integrated Care and Community Engagement, The Providence Center

**Luke Davis**, Regional Director, Spaulding Rehabilitation Services, Kent Hospital

Who We Are Subgroup of Kent Hospital's DEI Council: **Joshua Napolitano, Emily Angelo-Crofter, Lindsey Tine, Brydie Thomasian, Ashley Liassidi, Carra Beth Baptista, Geetika Tewary, Hadeel Zainah**

## Contact Us

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**Denisses Cortorreal**, Community Liaison for the PCORI Best Trial, Women and Infants Hospital

**Brady Dunklee**, Manager of Community Partnerships and Health Equity, Integra Community Care Network

**Denise Abreu**, Community Engagement Specialist, Integra Community Care Network

**Carla Bedoya**, Lead Community Health Worker, Integra Community Care Network

**Isaac Tesfay**, Director of Diversity, Equity and Inclusion, Care New England

**Kevin Martins**, VP and Chief Diversity Officer, Care New England



**Denisses Cortorreal, Aleyra Lamarche Baez, Mariel Aleman, Sandra Victorino, Yaa Frimpong and Mushi Calixte at Women's Fund of RI's Elevate Your Career Event**



# Care New England



DIVERSITY,  
EQUITY  
& INCLUSION  
*at Care New England*

BUTLER  
HOSPITAL



*Care New England*  
Medical Group

