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Good day!

As we face the difficulties of today’s health care environment, it’s important to remember why we are here. This week begins May’s observances of National Nurses Week and National Hospital Week. There is perhaps no greater way to pay tribute to all of you than to spotlight the care and compassion of your fellow caregivers, in this case around a particularly poignant patient story at Women & Infants. What follows is W&I President and COO Mark Marcantano’s April 30 account of a recent experience—and the note he received from one of the nurses involved in this patient’s care.

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A few words from President and COO Mark Marcantano

Late yesterday, Dr. Ray Powrie and I took to the halls for our monthly executive rounding session. It’s a wonderful time for us to connect with patients, visitors and staff. As busy as my calendar is, I always look forward to this time. As a non-clinician, I don’t often have the opportunity to speak directly with patients—short of the times that I coo over babies in the lobby and wish patients well as they are entering or leaving our hospital.

But yesterday was different. Yesterday, my life, my attitude, my perspective were changed forever.

Yesterday, I met Erica, a young woman who recently delivered a beautiful 34-week baby girl. That happens all the time at Women & Infants, right? But this is different. You see, Erica has cancer, very advanced cancer. And the doctors really weren’t sure if she would be able to carry a pregnancy and, if she did, if she’d deliver a healthy baby.

But she did carry that pregnancy. And she did deliver a beautiful, healthy baby named Eleanore Gianna, they are calling her Ella. Erica’s care took her from our

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Breast Health Center to our Emergency Department, to our Antenatal Care Unit, to Labor and Delivery, to Surgical Services, to 4 East/Acute Monitoring Services and to the NICU. On each and every unit, in every hallway, in the cafeteria and the lobby, every step of the way, our staff have been amazing, often with tears in their eyes and lumps in their throats. Buying blankets and hats for the baby. Bringing flowers for mom. Offering support for dad. Being a shoulder for other relatives and friends.

One staff person I spoke with said that he's never seen anything so miraculous, so intense. He was looking forward to going home, digesting this miracle and appreciating time with his family. A Labor and Delivery nurse said it was the most powerful thing that's ever happened to her. A float nurse commented, "This is love. Love is the most powerful thing on earth."

Yesterday, when I entered Erica's room, her family surrounded her. Her beautiful baby was lying skin-to-skin on her chest. Her husband, Josh, was stroking her hair, just like a truly loving husband would do. It was inspirational and moving. This is a family—including 18-month-old Cade—that is bound by faith, by love, by prayer and by hope. They asked me to pray with them. And I did. It brought me to tears.

Not only am I so moved by this patient and her story, but I am also so proud of and so speechless by the compassion, the caring that has been shown by each and every person this family has encountered at Women & Infants Hospital.

For a moment, all of the noise, all of the stress, all of the uncertainties were gone. We were Women & Infants again, where miracles happen.

Hello Mr. Marcantano:

I wanted to thank you so very much for visiting the fourth floor. That truly moved me today. I have worked at WIH for 25 years, and today was privileged to witness a true miracle from God. I was chosen by Him to be able to not only care for this mother medically, but spiritually as well. This was a gift.

I was allowed to finish this journey with her because Bridget (nurse manager) allowed me to follow her and her family in every area transitioning them from the LDR, OR, PACU, NICU, ACU, and the fourth floor. I was able to support the family and my patient, making sure that they felt safe, cared for, and most of all loved. With love and faith the world is moved in a wonderful direction. I want to thank you for praying with myself and this family, your words touched me deeply, just as they touched this faithful family.

We are so blessed to work in a facility which cares for the circle of life. I am grateful each and every day for this opportunity as it is a privilege granted to few in life. We who work at WIH have been blessed with this. What great teams in each of the areas I was allowed to witness today. Some areas I have never worked in and I am overwhelmed and impressed with their skills and the care that they deliver. I wanted to reach out to you to express my gratitude. Thank you so very much for your visit to this family. They were quite moved by your visit, and it made a huge difference in their lives, forever.

Many blessings,
Mary Pepin, RN

This is why we do what we do. Please continue to bring your heart—and soul—to the workplace each day. This is how we make a difference in people's lives.

Sincerely,



Dennis D. Keefe
President and Chief Executive Officer



Heart Walk—Sign up now

The Heart Walk is just about four weeks away! Any employee who registers as a walker for the Heart Walk during this week (May 4 to 8), you will be entered into a drawing to win a \$150 gift certificate for a bouquet of flowers from New Leaf. What a great incentive as Mother's Day is right around the corner!



Care New England will be giving t-shirts to all walkers who are registered for the Heart Walk. Our original deadline was April 30. We are extending the deadline to May 8. Walkers must be registered in order to get a shirt. Please make sure to include your t-shirt size when you register on the Heart Walk website at <http://sneheartwalk.org>.

Remember this year's Southern New England Heart Walk will be held Sunday, June 7, in Downtown Providence. Festivities begin at 7 a.m., with opening ceremonies and three-mile walk beginning at 8 a.m.

Dennis Keefe, our president and CEO, is this year's walk chairman. Do all you can to help show our CNE colors by signing up today!

New report shows Butler performs above average in key quality measures

Butler recently received its first Inpatient Psychiatric Facility Quality Report from the Centers for Medicare and Medicaid Services, which describes how well the hospital is complying with the Hospital-Based Inpatient Psychiatric Services (HBIPS) measures set by The Joint Commission. In all, Butler was evaluated on six HBIPS measures, and scores were then compared to psychiatric inpatient programs within the state as well as nationally.



Butler did exceptionally well on this important assessment with measures on how many hours patients were in physical restraint that were far below both state and national levels, and the number of hours patients spent in seclusion that were much less than other facilities within the state. Similarly, on measures reflecting patients discharged on multiple antipsychotic medications, Butler was again below state and national comparisons. And with regard to measures relating to discharge planning, Butler scored in the 95th percentile range or better. Butler Hospital President Lawrence Price, MD said he was proud to receive the report and credits the Clinical Quality Council, chaired by Dr. Lisa Shea, and the hospital's devoted staff for making Butler a leader in outstanding psychiatric care.

W&I mental health clinician to speak at international trauma treatment conference

Sandra Salzillo, MA, CAGS, LMHC, APA, a licensed mental health clinician with the Program in Women's Oncology at Women & Infants Hospital, was invited to serve on the faculty for an international conference on trauma treatment.



"After the Storms: Psyche's Response to Trauma, Resilience and Healing" will take place June 18 to 21, at The Assisi Institute, an international psychological organization founded in 1989 and located in Mystic, CT. Salzillo joins some of the world's leading scholars, psychologists and trauma experts on the faculty. This includes: Edward Tick, author of *War and the Soul* and founder of Soldier's Heart; author and lecturer Thomas Moore who wrote *Care of the Soul*; Dr. Ruth Lanius, an associate professor in the Department of Psychiatry at the University of Western Ontario, where she established and directs the Traumatic Stress Service; and Michael Conforti, a psychoanalyst, author and founder and director of The Assisi Institute.

"The psychological, emotional and physical impact of trauma is a daily reality for millions of Americans," Salzillo says. "About 70 percent of us have experienced some type of traumatic event at least once in their lives. Of these

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people, at least 20 percent, or about 44 million people, will develop post-traumatic stress syndrome or PTSD as a result.”

The conference will highlight the need for a more nuanced approach in working with people who struggle with the daily realities of PTSD, and will offer some of the latest research in neurological and somatic studies. In addition, presentations on innovative approaches to helping integrate and work with the ongoing effects of trauma are planned.

Salzillo is a nationally-acclaimed visual artist, expressive arts facilitator and archetypal pattern analyst. She is a senior faculty member at the Assisi Institute and an adjunct professor in the holistic counseling master’s program at Salve Regina University. At Women & Infants, she facilitates groups and workshops, and provides individual counseling to patients. Her work is based on connecting women to their imaginative abilities, which allows for a deeper understanding of their personal progress.

For more information on the conference, go to <http://assisiinstitute.com> or call (860) 415-5004. For more information on The Program in Women’s Oncology at Women & Infants, go to <http://womenandinfants.org/womenscancer> or call (401) 453-7520.

Delmonico to be honored

Domenic Delmonico, executive director of Care New England’s ACO and one of our senior CNE leaders, will receive the Medal of Honor from the Massachusetts-Rhode Island Chapter of the Healthcare Financial Management Association (HFMA). With more than 40,000 members, HFMA is the nation’s premier membership organization for health care finance leaders.



In 1986, the Founders Medal of Honor Award was added by HFMA. This prestigious award is conferred on the selected member by official nomination of the Chapter’s Board of Directors after careful consideration of their contributions to the Chapter and/or National. To be eligible to be considered for this award, the member must:

- Have a minimum of three years of dedicated service since earning the Muncie Gold Founders Award;
- Have provided significant service at the Chapter and/or National level(s) in at least two of those years, and;
- Currently be a member in good standing.

Delmonico is a fellow of HFMA and an advanced member of the RI MA Chapter. His award will be bestowed at this year’s ceremony on May 14 at the Downtown Harvard Club, in Boston.

Congratulations, Domenic!

Memorial physicians continue Spanish wellness lectures

Physicians from Memorial Hospital continue the lecture series in Spanish at Progreso Latino, Inc. a Central Falls-based organization that is working to empower Rhode Island’s Latino and immigrant communities to achieve greater self-sufficiency and socioeconomic progress. The latest in the wellness series will be held on diabetes on May 13 and will be presented by Carolina Fonseca-Valencia, MD.



The event is free, and it will include free blood pressure and glucose screenings as well as nutrition information. Advance registration for each lecture is recommended. For more information or to register, call (401) 728-5920.



NEPIN teams walk for autism awareness

Under clear, sunny skies, Team NEPIN (New England Pediatric Institute of Neurodevelopment at Memorial Hospital) walked in the recent Autism Project 13th Annual Imagine Walk and Family Fun Day at Goddard Park in Warwick. Approximately 8,000 people were on hand for a day that was fun while raising awareness and much needed funds for the growing population of people with Autism Spectrum Disorders. Team NEPIN raised \$575 for this worthwhile cause.



The Providence Center participates in The National Council for Behavioral Health conference

The Providence Center (TPC) joined behavioral health colleagues from across the nation at The National Council for Behavioral Health annual conference, which honored the work of Jim Gillen, director of recovery services and Anchor Recovery Community Center, and showcased TPC's expertise in program development and strategic partnerships.



Gillen received The National Council's Advocacy Leadership Award for individual achievement in advocacy, an award that acknowledges individuals and organizations who have led advocacy efforts to expand access to services and supports for persons with mental illnesses and addictions. The honor recognized his efforts to expand support for Rhode Islanders with substance use disorders through innovative programs like Anchor Recovery Community Centers, peer recovery coaching and emergency room services targeted at resolving the state's opioid overdose crisis.

TPC President Dale K. Klatzker, PhD, participated in a session on forming partnerships with hospital systems. Holly Fitting, director of Residential and Intermediate Services, presented a poster on the development of recovery community centers and supports.

Help for Nepal

In our ongoing effort to come to the aid of those devastated by the earthquake that hit Nepal in the morning of April 25, we are putting word out again about ways you can help. As of now, more than 7,000 people have been confirmed dead, and sadly the casualty count is expected to grow. Thousands of injured are in desperate need of medical attention, and countless have lost their homes and are literally out on streets in need of food, warm clothes and medicines. Organizations like the Red Cross, MSF/Doctors without Borders, HelpNepal, Non Resident Nepalese USA, and Computer Association Nepal (CAN) are on the ground with supplies and volunteers, but it is no match to the devastation the earthquake has left behind. Near the epicenter, entire villages are flattened. Stocks of food and water are dwindling. With such scale, Nepal in itself is poorly equipped to deal with this, being one of the poorest countries in Asia, and they are in dire need of outside help. Your donations in any amount will help. Organizations to which you can donate include:



- Grass Root Movement in Nepal (GMIN), a 501 (C) 3 registered nonprofit organization in the USA. 100% of the donations raised from this campaign will be donated to local organizations working directly with the victims in Nepal. <http://www.gmin.us/donate.html>
- World Vision by texting "NEPAL" to 777444 to donate \$10.
- Text "Nepal" to 864233 to donate \$10 to UNICEF.
- Text "GIVE NEPAL" to 80088 to donate \$10 to Nepal Earthquake Relief Fund by global giving.
- Red Cross – <http://www.redcross.org/checkdonationform>.
- Help Nepal – <http://www.helpnepal.net>.
- MSF/Doctors without Borders – <http://www.msf.org/donate>. 

