

# carenews

together we are transforming the future of health care



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“Across CNE, our most important goal is to make sure our patients receive the *right care*, at the *right time*, in the *right place*.”

Good day!

Quick: *Where do you work?*

I bet most of you answered: Care New England. Or perhaps you answered with the name of your operating unit. I suspect very few, if any answered: Care New England Health System.

None of the other answers are wrong, but it is worth thinking about our full name and the significance of being a “Health System.”

First and foremost, it means we all work together to achieve common goals. Across CNE, our most important goal is to make sure our patients receive the *right care*, at the *right time*, in the *right place*.

We can do that because, as a Health System, we offer patients the full continuum of service, across all levels and settings of care. We can do this because the nurses, labs, technicians, doctors, specialists, out-patient programs, homecare services, and more, of CNE are united and integrated, with patient care at the center of all we do.

Simply put, CNE and our patients realize the greatest benefits of this unified system when we retain care within our networks, and that is why we have focused on increasing care retention. Enhancing care retention is a critical part of CNE’s strategy in this challenging environment. It is also the key to delivering better care to our patients at the very time are demanding more.

When we refer patients to other CNE and affiliated providers, there are some very real benefits to patients.

To begin with, care is not fragmented. Because of this, communication and information sharing happens more easily. This, in turn, makes it easier to maintain a consistent, unified approach to patient care. At CNE, we are committed to reducing

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unnecessary hospitalizations, avoiding higher levels of care when possible, and ensuring patients receive care in the least restrictive setting possible. It is impossible to achieve goals like this when all care providers do not share this commitment. Through care retention, we can be sure everyone on a patient's care team shares this philosophy.

There are other benefits to care retention. For example, patients can get faster access to specialty appointments, as referrals within our network are prioritized. Patients can be spared providing the same basic information appointment after appointment. Patients can avoid redundant testing thanks to common information systems that make it easy to share lab tests, clinical notes, imaging results, and more.

With rigorous quality standards, and new quality improvement initiatives rolling out, our patients are also assured of getting high-quality care—the single most important determinant of good outcomes.

In a quality analysis recently conducted by Blue Cross & Blue Shield of Rhode Island, Integra, our Accountable Care Organization, performed strongly in many key quality measures. In particular, Integra excelled in follow-up care after mental health related hospitalization and in preventative measures, including breast cancer, colorectal and chlamydia screening in adults, and in all adolescent preventative measures.

This is good news, but we need to do better, and as we continue to push for greater quality, you and your patients will benefit from our drive for excellence in care.

We are also making important improvements in our care retention program.

Thanks to recent enhancements in Epic, it is now faster and easier than ever before to make referrals to CNE and CNE-affiliated practices in Epic. Practices that operate on Epic will now automatically access the Integra referral list when ordering a referral for a patient. When users click on the referral window within Epic, the field will be automatically populated with Integra options.

In response to physician demand, all Integra practices will soon receive a new *Integra Referral Directory*. This directory will be produced as both a print and an electronic publication. It is the result of many hours culling and updating our records and, most importantly, refining the way we present information so the final product will be easy to use by those who will use it most often.

For Blue Cross Blue Shield patients, we are piloting a very promising new idea, a Referral Hub. Think of this as a concierge style service where dedicated staff act as a personal liaison between referring physicians and specialists, setting up a three-way phone call to efficiently schedule follow up appointments. We are learning a lot from this pilot, and expect to roll out similar services in the future.

Our care retention strategy is built on the same foundation common to all top tier care retention programs. We will communicate in a unified, clear voice to providers, partners, and patients. We will set high standards, and meet them. We will make sure everyone has the information they need to improve care retention, to meet quality standards, to ensure efficient and effective care. We will share information on where we are doing well, and where we need to improve.

Thank you for doing your part in making a stronger Care New England Health System.

Have a good week ahead!

Sincerely,



Dennis D. Keefe  
President and Chief Executive Officer

**ConvergenceRI**   
Click [here](#) to view this week's *ConvergenceRI*



## Brown Center for the Study of Children at Risk celebrates 10 years

June 1 marked the 10-year anniversary of the official opening of Women & Infants Hospital's Brown Center for the Study of Children at Risk (<https://www.brown.edu/research/projects/children-at-risk/>). When it opened, the Center boasted nearly \$18 million in federal funding to study a myriad of behavior and development issues that face children, including infant drug exposure, autism, developmental delays, colic and crying.



The past decade at the Brown Center has seen growth and continued excellence in coordinated research, training, education and clinical services in child and family development, including the introduction of the Center for Children and Families (<http://www.womenandinfants.org/services/child-and-family-development/index.cfm>) to provide clinical services to complement the research being done at the Brown Center.

Under the direction of Dr. Barry Lester at the Brown Center, the multidisciplinary research team of psychologists, pediatricians, psychiatrists, nurses, occupational therapists, social workers, and substance abuse and public health specialists works to broaden our understanding of the influence of biological and social factors to best support the care of newborns, children and their families.

The Center for Children and Families, under the leadership of Dr. Cindy Loncar, provides exceptional inpatient and outpatient clinical care at Women & Infants. Inpatient services include the Occupational Therapy Consult Service, the Neonatal Intensive Care Unit (NICU) Family Psychosocial Health Service, and the NICU Network Neurobehavioral Scale (NNS) Service. Outpatient services encompass the areas of infancy/early childhood assessment and treatment as well as child and family therapy. The Center for Children and Families has one-of-a-kind clinical services for infants with crying, colic, sleep and feeding concerns.

The Center is also well-regarded as a state and regional leader for comprehensive outpatient services for children with autism with RI-CART (Rhode Island Consortium for Autism Research and Treatment) affiliated staff.

## Butler begins implementation plan for Centralized Intake Center

Butler Hospital has announced its plan to create a Centralized Intake Center and enhance capacity in Patient Assessment Services (PAS)—the hospital's equivalent to an emergency department. The process began with more than a year of research, consulting and planning and will now start incremental implementation. Features of the plan include: a centralized point of access for all patients; a single assessment tool for streamlined transitions of care, including admissions from CNE emergency departments; and staffing changes to allow more flexibility and adjustment based on census and demand. The goal is to complete the transition by September.

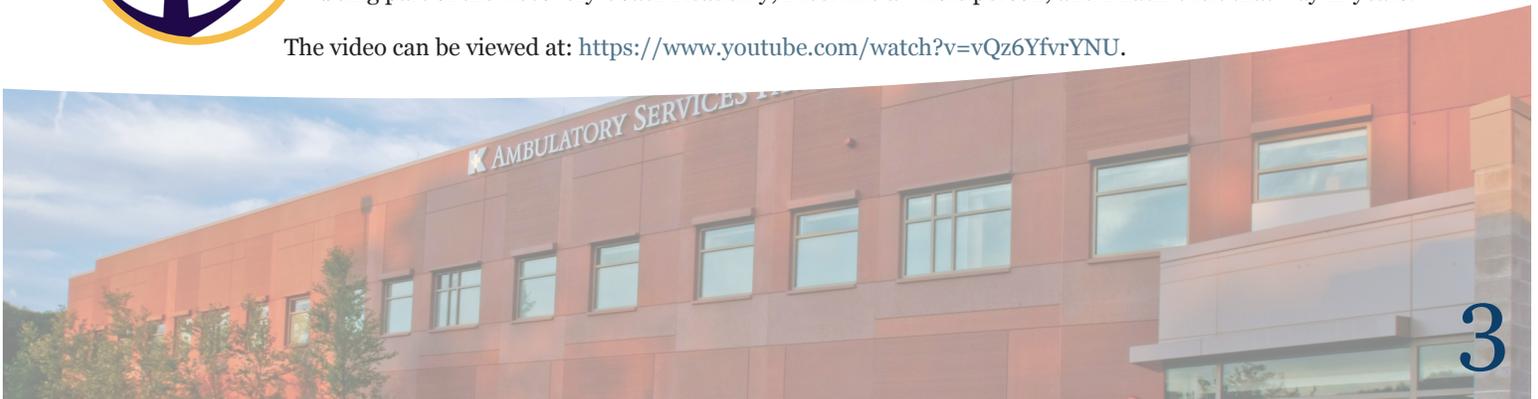


## Anchor recovery coaches featured in Governor's Workforce Board video

The Providence Center's Anchor Recovery Coach Academy Program was recognized as a major part of the "Skills that Matter" program from Governor Raimondo's Workforce Board. The Workforce Board recently released a video that features Anchor staff talking about the benefits of the Program, which trains people in long-term recovery to be recovery coaches. Gov. Raimondo said in the video that the program is helping to "build skills that matter so people can compete for the jobs of the 21<sup>st</sup> century economy." The video features recovery coach Phoebe Harrington sharing her story of finding meaningful recovery through Anchor and getting to share her experiences with others. "So much good has come from me being part of the Recovery Coach Academy; I feel like a whole person, and I hadn't felt that way in years."



The video can be viewed at: <https://www.youtube.com/watch?v=vQz6YfvYNU>.



## Kent residents attend annual research forum

Members of the Kent Hospital residency programs and Kent Hospital-based UNECOM medical students attended the Northeast Osteopathic Medical Education Network's (NEOMEN) 15<sup>th</sup> Annual research and scholarship forum. The forum was held on Thursday, May 19 in Biddeford, Maine. The forum serves as a national meeting of osteopathic training programs and student teaching sites throughout the Northeast region and 115 posters were presented



In the resident original research category, seven residents from the Internal, Emergency and Family Medicine residency programs were selected to present. Dr. Brian Lehnhof, a current third-year emergency medicine resident, was awarded first place in the resident research category for his project titled *Electrocardiographic Manifestations and Clinical Outcomes of Severe Hyperkalemia: Can the Electrocardiogram Predict Short Term Adverse Events?* Dr. Colin Woodard, a current third-year in our Internal Medicine Residency Program, partnered with members of the Women & Infants Hospital Center for Women's GI Health for his project titled *Inadequate Antiviral Use in Pregnant Women with Chronic Hepatitis B at High Risk for Vertical Transmission*, and he was awarded second place.

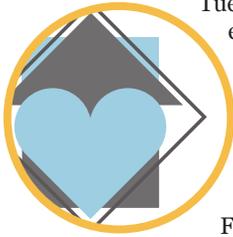
In the resident case report category, 26 residents, representing all three of the residency training programs were selected to present. Dr. Edward Medeiros, a current intern in the Internal Medicine Program was awarded first place for his case *Infective Endocarditis with Severe Neurologic Manifestations: A Case Report*. Second place was awarded to Dr. Alyssa Bennett, a third-year emergency medicine resident for her case of *Posterior Reversible Encephalopathy Syndrome Following Treatment with Nivolumab*. In third place was Dr. John Sullivan, a second-year internal medicine resident with a case of *Radiofrequency Ablation for Cushing's Syndrome Due to an ACTH-secreting Bronchial Carcinoid Tumor*.

Kent Hospital serves as a core site for third-year students from the University of New England College Of Medicine. Thirteen of our 16 students were selected to present at the forum in the student case report category. Student doctor Allison Piper was awarded first place for her report on *Endovascular Repair of a 16.7cm Abdominal Aortic Aneurysm*. In third place was student doctor Caitlin Farrell for her poster titled *A Case of Total Anomalous Pulmonary Venous Connection*.

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## VNA of Care New England to Hold Nursing in the Community Seminar

The VNA of Care New England's third and final Nursing in the Community Seminar will be held Tuesday, June 14, from 9 a.m. to 12 p.m. in the Kent Doctors' Auditorium. The seminar is eligible for one contact hour.



Guest speaker Joanne F. Costello, PhD, MPH, RN, professor, Rhode Island College School of Nursing, will lead the continuing education program from 10 to 11 a.m. The seminar is open to the community and employees looking to learn more about home health nursing.

For more information, please visit <http://vnacarenewengland.org/nursing>.



## 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 wellness series, which is free, offers the expertise of physicians and other health care professionals from Memorial Hospital. Dino Messina, MD, will give a lecture on lower back pain and staying active on Thursday, June 9 from 11 a.m. to 12 p.m. at Progreso Latino, 626 Broad Street in Central Falls. Advance registration for each lecture is recommended. For more information or to register, call (401) 728-5920.



## Care New England Marketing team recognized for communication excellence at Lamplighter Awards

The Marketing Communications Department was honored with four awards last week at the New England Society for Healthcare Communications (NESHCo) 26<sup>th</sup> Lamplighter Awards as part of its 2016 annual spring conference held in Providence.

Receiving top Gold Awards were: Campaign Division – CNE's Nurse Recruitment campaign in the category Marketing/Total Campaign Less than \$50,000 Total Budget; and the new CNE website in the category Web Site Produced In-House for Less \$100,000. Awards of Excellence were given to: Women & Infants' Division of Urogynecology and Reconstructive Pelvic Surgery Physician Mailing in the category Publications – Direct Mail, In House; Women & Infants' Department of Obstetrics & Gynecology annual report in the category Publications – Annual Report, Agency Produced; and Women & Infants Excellence campaign in the category Advertising – Total Campaign-Image/Branding – Agency Produced.



Altogether, 58 organizations throughout New England were recognized for their excellence in health care communications, taking home 189 gold, silver and awards of excellence.

## Southern New England Heart Walk

Care New England employees along with their families and friends, gathered at Station Park in Providence on Sunday for the Southern New England Heart Walk, which drew thousands of people despite the rainy weather. Together, Care New England raised nearly \$40,000 to fund life-saving research for heart disease, which takes the lives of more than 17,000 people each year in Southern New England. The total amount of money raised from the event exceeded \$805,000.

A huge thank you to everyone for their generous contributions and for showing our community that Care New England is committed to health and wellness! 



# Care New England