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Good afternoon!

Each April, hospitals, community service agencies, and other organizations across our nation recognize their volunteers and all they do. Designated National Volunteer Month (April 7-13, 2019 is National Health Care Volunteer Week), is a time not only to honor volunteers, but also to encourage volunteerism.

Across Care New England, we are grateful for the 547 hospitals' campus-based volunteers, and an additional 144 community-based individuals and representatives from groups across our region who make hats, blankets, and other items from their homes or organizations.



It's a time not only to honor volunteers, but also to encourage volunteerism.

Our volunteers at Butler (71), Kent (209), Women & Infants (245), Care New England (15), and the VNA (7), serve in a variety of roles.

- They *enhance the patient experience* by escorting patients and families, supporting way finding, helping transport patients and visitors to and from services, assisting staff on busy inpatient and outpatient units, and bringing certified therapy dogs to visit with patients and staff.
- They *provide patient and family perspective* through involvement in our Patient and Family Advisory Councils across key service lines, and provide further support to projects that result from their input and guidance.
- They *support our research initiatives* as students serving as research assistants in clinical and laboratory settings.
- They *supply administrative and clerical support* in offices and programs throughout our system.
- They *provide outreach into the communities*.
- They *help staff our gift shops and support* programs that raised money to be invested in our services.

In addition, countless community members donate their time in advocacy, strategic support, and fundraising across a range of boards and committees. I offer a sincere and heartfelt thank you to each and every person – past, present, and future – who has given so much of themselves to benefit our community.

I also want to take this moment to encourage each of us to give of ourselves through volunteerism. I know how

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busy we all are – but spending a few hours volunteering at your place of worship, your children’s school, or a local community group is so remarkably rewarding. If you would like to volunteer at Care New England, you can learn about opportunities here. For opportunities across our state, visit [VolunteerMatch](#).

Care New England President and CEO James Fanale, MD talked at the PBN Healthcare Summit about efforts to control health care costs while ensuring patients receive the highest-quality, safest care possible. Additional panel members included Marylou Buyse, MD, chief medical officer, Neighborhood Health Plan of RI; Chris Ferraro, CFO, Coastal Medical; Marie Ganim, PhD, Rhode Island Health Insurance Commissioner; Stephen J. Kogut, PhD, MBA, professor of pharmacy practice at University of Rhode Island; and Zachary Sherman, director, Healthsource RI.

Sincerely,

James E. Fanale, MD
President and Chief Executive Officer

THE PROVIDENCE CENTER

Blue Cross & Blue Shield of Rhode Island continues their support of the Jim Gillen Teen Center with \$20,000 grant



Once again, Blue Cross & Blue Shield of Rhode Island (BCBSRI) has awarded a \$20,000 grant to The Providence Center (TPC) to support the operations and future growth of Rhode Island’s first teen recovery center, [The Jim Gillen Teen Center](#).

In late 2017, the center was awarded \$20,000 as part of the insurer’s continued commitment to addressing the opioid epidemic in Rhode Island. According to data from the [Substance Abuse and Mental Health Services Administration](#), Rhode Island has one of the highest rates of drug use for 12 to 17 year olds at 15.1 percent, compared to the national average of 9.2 percent. The Teen Center, established in 2018, provides evidence-based, age-appropriate recovery support for adolescents to help combat disproportionate relapse rates.

“Substance use disorders continue to have devastating effects in our state, especially among adolescents,” said Gus Manocchia, MD, chief medical officer at BCBSRI. “Blue Cross commends The Providence Center for maintaining focus on this particularly vulnerable population as the opioid epidemic continues to impact countless Rhode Island families. There is no question that by better supporting the behavioral health needs of our teens, we hope to set them on a path of health and wellness far into the future.”

Deborah M. O’Brien, BS, RN, MPA, president and chief operating officer of The Providence Center states, “When we first opened the Jim Gillen Teen Center in January 2018, our goal was to provide a place for youth to come together to support each other in their recovery and on weekends. We are achieving that goal by allowing these teens to begin to explore resources that will assist them in building their recovery capital, giving them confidence for their future. We are so grateful to Blue Cross & Blue Shield of Rhode Island for their ongoing support of this important program.”

In the 2017 to 2018 school year, the Jim Gillen Teen Center helped students make tremendous changes for the better. Students participating in the program have seen their GPAs increase an average of 20 percent compared to the previous year. Additionally, 88 percent of students have decreased their alcohol and drug use while engaged in the program. With this success, the center has plans for additional program outreach to Providence public high schools and charter schools, as well as professionals who work with youth.

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“Talk Saves Lives”

Thursday, April 11 | 5:30 to 7:30 p.m.



The American Foundation for Suicide Prevention, in conjunction with Butler Hospital, is hosting “Talk Saves Lives,” a community-focused suicide prevention and education event on Thursday, April 11 from 5:30 to 7:30 p.m. at Ray Hall, located on the Butler Hospital campus. Important topics discussed will include common risk-factors for suicide, how to spot potential warning signs, and what we can do to keep loved ones and others in our community safe. The presentation will also look at current research around suicide prevention, and talk about what people can do to fight this leading cause of death. The event is free and open to the public. Information about community resource programs will be available and light refreshments will be served.

Anchor Recovery Staff participate in NatCon19



Deb Dettor and Abbie Stenberg from The Providence Center’s (TPC) Anchor Recovery participated in NatCon 19, the nation’s largest behavioral health care conference in America, in Nashville, TN last month.

Celebrating its 50th anniversary, the National Council on Behavioral Health, which hosted the event, provided diverse and vibrant activities throughout the day, including recovery meetings, movie showings, and award dinners. The more than 6,000 attendees were also treated to inspirational keynote speakers, such as Johann Hari, author of *Chasing the Scream*, and Dr. Aguilar Gawande, who discussed the future of health care.

As a recovery community organization director, The Providence Center’s Deb Dettor, spoke on behalf of Anchor Recovery’s services through a panel titled “Peer Services in the Emergency Department,” which highlighted programs in three different states through the lens of three key leaders.

Additional speakers included Eric McEntire, assistant director of RWJ Barnabas Institute in New Jersey and Dr. J. Craig Allen, vice president of addiction services at Connecticut’s Hartford Healthcare.

Receiving an enthusiastic reception, Deb learned a great deal, and was honored to share information about Anchor ED’s five year history, an organization considered to be a national leader as the first peer recovery ED service of its kind.

Abbie Stenberg, peer recovery specialist with Anchor’s Jim Gillen Teen Center, traveled on full scholarship from the Association of Recovery in Higher Education to attend. Through her efforts as a Rhode Island Collegiate Recovery leader, she creates opportunities for teens to explore college as they near high school graduation, a task which often poses a challenge for youth wrestling with substance use problems.

While immersed in the NatCon 19 experience, Anchor staff met up with two other TPC employees who work as community diversion clinicians with local police departments, Heather Seger and Maureen Gouveia.

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Each One, Reach One



Beneficent Church in downtown Providence recently chose to partner with Women & Infants Hospital in a creative and inclusive community ministry, “Each One, Reach One – Notes of Encouragement.” Beneficent and the First Unitarian Universalist church invited members of the surrounding community to attend their free, annual “Y’all Come” Lunch in March to create notes of encouragement, with the hope to lift the spirits of those being treated for cancer at Women & Infants.

The First Unitarian Universalist Neighborhood Social Justice Team and the Justice and Witness Ministry at Beneficent Church, partnered with Women & Infants’ chaplains, Chontell Washington and Helen Bodell, to plan this event.

Helen participated in the event, volunteering to serve meals with her daughter, Ruthie. According to Brenda Westberry from Beneficent, “It was an awesome experience to have both churches and the community working together to help those at Women & Infants Hospital. We wanted them to know that someone nearby cares about them.”

All members of the Providence community were welcomed and offered a homemade meal prepared by congregants of Beneficent and of the First Unitarian Universalist Church in Providence. Both young and old volunteers and guests joined in Each One, Reach One, creating notes in a spirit of caring, community, and fun.

Oncology social worker, Shakay Kizirian, has already shared some of the cards with patients on the Progressive Care Unit, each of whom commented on how much it meant to receive such a caring note from another member of our shared community.

Heartfelt thanks goes out to Brenda Westberry and all community members who joined in this special event on behalf of our patients and families. Please contact Spiritual Care if you would like to offer one of these cards to a patient, or simply to enjoy seeing them. It will lift your spirits as well! If you are interested in volunteering, attending or sharing at next year’s annual luncheon, please contact Brenda Westberry at Beneficent Church.



Dr. Roxanne Vrees inducted in 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.

Naveed Rana, MD, named new chief of hematology and oncology at Kent Hospital



Naveed Rana, MD, has been named chief of hematology and oncology at Kent Hospital. Dr. Rana has worked for more than seven years in Kent’s Department of Hematology/Oncology. He received his medical degree from King Edward Medical University in Pakistan.

In 1998, Dr. Rana moved to the U.S. and soon after began his internal medicine residency training at Roger Williams Medical Center where he was appointed chief medical resident. In 2003, Dr. Rana began working as a hospitalist at Rhode Island and The Miriam hospitals. After spending six years there, Dr. Rana went on to complete his hematology/oncology fellowship at the Roger Williams Medical Center in 2012.

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Mindful Observation: The Art of Making Meaning from What We See Thursday, April 25 | RISD Museum



Women & Infants is offering *Mindful Observation: The Art of Making Meaning from What We See*, a Continuing Medical Education (CME) workshop at the RISD Museum on Thursday, April 25, 2019 from 5:30 to 8:30 p.m.

Led by an interdisciplinary team of art educators and clinicians, this three-hour workshop uses art experiences to encourage reflection on how we make meaning from what we see, or think we see. The medical model values pattern recognition and quick processing of visual information. While these skills are essential to competent clinical practice, in order to be effective and fully intentional in observation and interpretation in a clinical setting, providers must also be aware of factors that impact both processes. This workshop provides an opportunity to slow down the process of observation and build insight into the many factors that may influence perception. Awareness of personal thought processes is a cornerstone of mindful clinical practice.

Through guided engagements with carefully selected works of art and collegial discussion facilitated by physicians, participants build awareness of personal perspective and subjectivity, and consider ways to translate rigorous reflective skills into clinical practice.

A light dinner will be served and physicians earn 3.0 AMA PRA Category 1 Credits™ on completion of the workshop. Social workers earn 3 CE credits pending approval by NASW RI.

Space is very limited and [early registration](#) is strongly encouraged. Workshop cost, including dinner, is \$70. Participants who register before Friday, April 19 receive a \$5 discount; residents receive a \$35 discount with code CMERES.

Nurse recruitment at Kent Hospital



Kent Hospital has launched an exciting new recruitment effort aimed at attracting qualified nurses to an array of nursing positions throughout the hospital. So far, approximately 20 offers have been extended.

We are pleased to offer an enhanced employee referral bonus program in conjunction with this outreach. With this new program, qualified staff will receive \$7,500 paid over three installments of \$2,500 each at the new hire's three, six, and 12-month employment milestones.

This incentive applies to staff who successfully refer benefit-eligible nurses hired in the following areas: emergency services, nurse educators, mother/baby, and cardiac cath lab in addition to acute care float pool, nurse director of women's care, assistant nurse managers, and an assistant chief nursing officer.

We are also now hiring in the following clinical areas: EKG technician II, registered echocardiographers, ultrasonographers, nuclear medicine technicians, medical technologists/medical lab technicians, phlebotomists, clinical social workers, and sterilization technicians.

Kent Hospital will continue to host walk-in interview days, every Tuesday from 11 a.m. to 2 p.m. in the Doctors' Auditorium B. There will be an opportunity to meet with recruiters, have an on-the-spot interview, and learn much more about the nursing positions at Kent.

It can be challenging to find staff to fill these positions. We hope you will serve as hospital ambassadors and draw from your personal talent pool of friends, professional contacts, and others whom you believe have what it takes to join Kent and be a part of our energized and focused team concentrating on clinical excellence, quality and safety, professional development and education, collaboration and teamwork. If you have any questions, please stop by HR. To learn about our current job openings in nursing, visit carenewengland.org/nursing, for other clinical job openings, visit carenewengland.org/careers.

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Kent Hospital and Rotary Club of Warwick to host May Breakfast Friday, May 3 | 7 to 9:30 a.m.



Kent Hospital is partnering with the Rotary Club of Warwick to host a traditional May Breakfast. The proceeds will benefit Rotary Charities including the Kent Employee Emergency Program (K.E.E.P). The breakfast will be held on Friday, May 3 from 7 to 9:30 a.m. at Kent. This year's May Breakfast includes scrambled eggs, bacon, sausage, home fries, French toast, a granola station, and hot and cold beverages. Vegetarian options are also available. Tickets for the breakfast may be purchased at the door for \$8 per person (\$4 for Kent Hospital staff), or in advance from the Central Rhode Island Chamber of Commerce, Greenwood Credit Union, the Warwick Beacon office located at 1944 Warwick Avenue, Warwick, or a Warwick Rotary Club member.

VNA hosts annual memorial event "An Evening of Remembrance" Tuesday, May 7 | 6 p.m. | The Warwick Country Club | 394 Narragansett Bay Avenue, Warwick, RI

The VNA of Care New England invites the community to a free evening of reflection, song, and remembrance in honor of those we have lost. This year's annual event, titled "An Evening of Remembrance" will honor loved ones with music, presence, and the sharing of memories through photographs. All are encouraged to share photos to be included in the slide show presented that evening. Light refreshments will follow. Photos, along with the names of your loved one(s), may be sent electronically to Susan Green at sgreen@vnacarenewengland.org, mailed to VNA of CNE, 51 Health Lane, Warwick, RI 02886, or dropped off at the VNA office prior to April 23. For additional information on hospice care of the VNA, please visit vnacarenewengland.org.