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Good afternoon,

Let me extend a slightly belated Happy Father's Day to all of the Dads out there. I hope you and your families had a wonderful day.

As I like to do from time-to-time, today I wanted to highlight a message that recently appeared in one of our operating unit newsletters. It perfectly illustrates what we do day-in and day-out and exemplifies our commitment to our patients above everything else. This story I wanted to share today is from a message Kent President Bob Haffey shared with staff. While this highlight is from Kent, we all know there are stories just like this across all of CNE.

I think as we continue to focus on our future and the transitions of the past few weeks, it is patient stories like the one here that should ground us when we might be uncertain about what is next, or find ourselves questioning the volatile nature of our health care environment. I hope you appreciate this story as much as I do. I look forward to sharing more of these accounts in the future and encourage you to share them with your managers and operating unit leaders so we can highlight them for everyone to appreciate.

*ACTivity Message from Bob Haffey, MBA, MSN, RN, president and COO, Kent Hospital:*

*While at work on the morning of Wednesday, April 3, Jo-Anne Gannon, 61, from Coventry, began experiencing severe chest pains and was quickly brought to Kent Hospital's Emergency Department. Once at Kent, after initial and subsequent testing, Gannon was admitted. Unfortunately, her symptoms worsened and a rapid response was called. Due to the fast actions and attentiveness of our staff, she was treated and recovered and was closely monitored in the Progressive Care Unit throughout the night.*

*Several months later, after returning home and recovering, Jo-Anne reached out to me personally with a letter. She wanted to share her thoughts on the sudden Emergency Department visit that ended up being a three-day hospital stay.*

*In her letter, Jo-Anne said, "I cannot emphasize enough about the quality of care provided to me in the Emergency Department, the Progressive Care Unit, and by the cardiac catheterization team."*

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She specifically wanted to thank several caregivers she remembered, which included RNs Jennifer Mezzini and Victoria Blasi (Emergency Department), and Kim Uustal, Cheryl Uttley, and Debra Bergeron (Progressive Care Unit), stating, "While there are others whose names I am unable to recall, I would like to mention the extraordinary nursing staff that deserve to be recognized, as they stand out in my mind as the very knowledgeable nurses who helped make my hospital experience more tolerable and calm in the face of a serious medical condition I was experiencing."

When asked why she chose to share her story, Gannon explained, "What I experienced was a direct example of the Quality, Service, and Access that Care New England is always aiming to achieve. As I am a Care New England employee myself, I felt it was important for me to share that Kent Hospital, its providers, and employees should be proud to boast that the patient experience is a top priority in the delivery of the quality health care that they provide."

I am personally touched by Jo-Anne's story, and am grateful she decided to take the time to share her experience with us. Stories like these are the reasons why we do what we do! I would like to also express my gratitude towards the staff and caregivers who gave Jo-Anne the extraordinary quality of care and patient experience we always strive to provide.

In closing, let me express my sincere thanks and appreciation for this display of caring, compassion, and teamwork. Great work by all involved!

Sincerely,



James E. Fanale, MD  
President and Chief Executive Officer



Pictured left to right: Jennifer Kusaila, RN, nurse director; Robert J. Haffey, MBA, MSN, RN, president and chief operating officer; Debra Bergeron, RN; Jo-Anne Gannon; Victoria Blasi, RN; Judith Thorpe, MSN, RN, chief nursing officer; and Sherri Sprague, MHA, BSN, RN, nurse director.

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## Select Care New England hospitals hold local farmer's markets as part of Sodexo's Local Produce Sourcing Commitment initiative



This past November, Sodexo held a local produce up-scale event for the Massachusetts and Rhode Island food system constituents. From the connections made at this event, Sodexo's New England Regional Leadership Team agreed to conduct a local sourcing pilot across the health care and university segments of Sodexo for 17 select accounts in 2019, which includes Kent, Butler, and Women & Infants hospitals.

The pilot seeks to achieve 10 percent locally grown, raised, or cultivated produce for overall produce purchases, prioritizing state-grown produce for each account.

Working with Farm Fresh RI, a nonprofit organization in Rhode Island, Sodexo's Care New England team has joined in Sodexo's 2019 Local Produce Sourcing Commitment.

Led by Mandilyn Beck, sustainability director, Sodexo at Partners HealthCare, our Care New England team members include Chris Minutoli, operations manager, Women & Infants; and Joshua Napolitano, food production manager, Kent Hospital. Other members of this initiative include representatives from the Rhode Island Commerce Corporation, Health Care Without Harm, Rhode Island Department of Environmental Management, Supply RI, and the Rhode Island Governor's Office.

From March through May, this task force met regularly to identify key local products that are best suited for use in Rhode Island institutional markets, based on local supply and institutional demand. Kent has already begun sourcing from Farm Fresh RI to hold bi-weekly farmer's markets running every other Thursday starting June 6, with Women & Infants soon to follow. Please keep an eye out for these markets and stop by in support of this local initiative.

## Update on Kent Hospital's OR improvement initiative

Over the last several months, Melissa Murphy, MD, MPH, surgical director of quality and operations; and Shannon Sullivan, MSW, LICSW, CCM, vice president of operations, have shared the initiatives staff has taken to improve the culture and efficiency of Kent ORs.

Over the past six months, there has been a dramatic change in the following key metrics:

- First cases with on-time starts have risen by 23 percent over last year.
- All cases with on-time starts have risen by 20 percent over last year.
- Turnover time in the main OR has dropped by 18 percent.
- Cancellations for the OR within 24 hours have dropped by 50 percent.
- Utilization of the ORs in the evening hours has dropped from 45 percent to 15 percent. This is largely due to our efforts to improve efficiency, as well as our ability to receive more cases during the day.

In addition, the month of May saw the largest volume on record throughout the ORs. This success speaks to the great team and the efforts they have been making to establish Kent as a Highly Reliable Organization (HRO) and one of the best places to have surgery in the region.

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## Kent Hospital to host job fair

Kent Hospital will host a job fair on **Thursday, June 27 from 4 to 7 p.m. in the Doctors' Auditorium A**. There will be an opportunity to meet with recruiters, have an on-the-spot interview, and learn much more about the open 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 visit [carenewengland.org/careers](http://carenewengland.org/careers).

## Bidding farewell to Dr. Maureen Phipps



We invite you to a small reception honoring Maureen G. Phipps, MD, MPH, Chair and Chace-Joukowsky Professor in the Department of Obstetrics and Gynecology, as we recognize her for 18 years of service to Care New England, Women & Infants Hospital, and The Warren Alpert Medical School of Brown University.

The event will be held on **Tuesday, June 25 from 4 to 6 p.m.** in the South Pavilion Foyer.

## Tune in! VNA physical therapist to be featured on WJAR-TV10



Over the past three years, the percentage of patients at the VNA of Care New England with an advanced directive has increased from eight percent to 80 percent, thanks to increased communication between VNA caregivers and patients about end of life care. The VNA has been participating in a program funded through a State Innovation Test Model (SIM) grant through which the Executive Office of Health and Human Services paid for advance care planning training and education initiatives throughout the state, including at the VNA. Recently, Jannike Caldeira, a physical therapist at the VNA, sat down to speak with Barbara Morse Silva of WJAR-TV10 about the program and her experience going into patients' homes and talking with them and their family members about end of life wishes. The story is scheduled to air on **Tuesday, June 18 at 5:30 p.m.**

## Your child may be eligible for free pre-k



Do you have a child who will be four-years-old by September 1, 2019 and live in Central Falls, Cranston, East Providence, Johnston, Newport, North Providence, Providence, Pawtucket, Warwick, West Warwick, or Woonsocket? If so, you can apply for the free pre-k lottery program funded by the Rhode Island Department of Education. If you live in Providence, your child may be eligible to attend The Providence Center's [Imagine Preschool](#) (located at 520 Hope Street, Providence) which is part of this program. Family members can apply online for at [www3.ride.ri.gov/PKLottery](http://www3.ride.ri.gov/PKLottery). For more information or to download an application, visit [ride.ri.gov/InstructionAssessment/EarlyChildhoodEducation/StatePre-K.aspx](http://ride.ri.gov/InstructionAssessment/EarlyChildhoodEducation/StatePre-K.aspx). All applications are due by July 7, 2019.

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## Annual system-wide mandatory education

Care New England is introducing a system-wide core curriculum for annual mandatory education, also known as “mandatories,” through the [HealthStream](#) learning management system.

This core curriculum will apply to all CNE operating units and include modules in the following subject areas: Safety, Quality, Risk, Infection Prevention and Control, Human Resources, HIPAA & Compliance, and Environment of Care. **The core curriculum was assigned on June 1, 2019 with a completion date of November 30, 2019.** We recommend you pace yourself, please do not let the marathon become a sprint; you have six months to complete all assignments.

Most courses will now include a pre-assessment to provide workforce members with strong existing knowledge of a subject area an opportunity to “test out” of a course if passed with an 80 percent or higher on the first attempt. There may also be some operating unit-specific or role-based courses not included in the system-wide core curriculum that will be assigned separately. Butler Hospital will continue to its practice of conducting an annual Education Fair, covering the same curriculum.

If you have questions regarding HealthStream or your annual mandatory education assignment, please contact [TeamHS@CareNE.org](mailto:TeamHS@CareNE.org).

If you are having technical difficulties logging into HealthStream or need your password reset, please contact the help desk at (401) 921-1000, ext. 11000 or [HelpDesk@CareNE.org](mailto:HelpDesk@CareNE.org).

### DATES TO REMEMBER

### KENT HOSPITAL

## Emergency Medical Services (EMS) educational session: Stroke and Stroke Mimic Tuesday, June 18 | 5 to 7 p.m. | Kent Hospital, Doctors’ Auditoriums A & B



Join us for one of three upcoming educational sessions starting this June, “Stroke and Stroke Mimic” presented by Vince Varamo, MD. Continuing education units (CEUs) will be available for each of these sessions. This program will be held in Kent Hospital’s Doctors’ Auditoriums A & B, beginning with networking and a light supper at 5 p.m., followed by the presentation from 5:30 to 7 p.m. To register, please contact Jeanne Therrien at [JTherrien@Kentri.org](mailto:JTherrien@Kentri.org) or (401) 737-7010, ext. 32880.