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*Offering easy, quick, and direct access to our programs, services, providers, and information is of the utmost importance as a health care system.*



Good afternoon,

Over the last year, you have heard me address the importance of Quality, Service, and Access.

Today, I would like to talk specifically about Access.

Offering easy, quick, and direct access to our programs, services, providers, and information is of the utmost importance as a health care system.

In addition, presenting our patients and the community with the ability to schedule an appointment with a CNE provider by calling one convenient phone number, or going online and clicking the link on the provider's profile, allows us the opportunity to provide individuals with the high-quality care they deserve in a more timely way.

Exceptional care starts with connecting you to the right provider. Our Access Center staff are trained to help our patients get the care they need, when and where they need it.

With that said, I am pleased to inform you that our Care New England Access Center officially launches today! This center allows immediate access to everyone looking to make a first-time appointment with a primary care provider, or any of our specialists here at Care New England by calling (401) CareNow or (401) 227-3669.

The Access Center, led by Director, Gail Fugere, under the advisement of Alyscia Grant, chief access officer, will be open Monday through Friday from 7 a.m. to 6 p.m. and Saturdays from 8 a.m. to 12 noon.

As we introduce our system-wide Access Center, it's also important to remind you that Butler Hospital has its own centralized Behavioral Health Intake Center with staff available 365 days a year, 24 hours a day, and seven days a week. This call center helps individuals who are in crisis or need information about Butler's treatment options. Patients can reach that call center at 1 (844) 401-0111, or by calling (401) CareNow and selecting option 4.

This is a great thing for our community and I look forward to its success.

Sincerely,

James E. Fanale, MD  
President and Chief Executive Officer

 **Care New England**

 **(401) CareNow**  
227-3669

**ACCESS CENTER**

BUTLER HOSPITAL | CARE NEW ENGLAND MEDICAL GROUP | INTEGRA | KENT HOSPITAL  
THE PROVIDENCE CENTER | VNA OF CARE NEW ENGLAND | WOMEN & INFANTS HOSPITAL

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**ConvergenceRI**  
VIEW THIS WEEK'S EDITION HERE

## Support Go Red for Women by wearing red on Friday, Feb. 7



Join us in commemorating Go Red for Women by wearing red on Friday, Feb. 7, to raise awareness about heart disease in women. Additionally, the American Heart Association will be selling red paper hearts for \$1 at various locations across CNE on Friday, Feb. 7, from 11 a.m. to 1 p.m. See below for locations. All proceeds will support heart disease research.

- Butler Hospital – Cafeteria
- Kent Hospital – Cafeteria
- Service Road – 2nd Floor Break Room
- The Providence Center – Human Resources Office
- VNA – Human Resources Office
- Women & Infants Hospital – Cafeteria

## BUTLER HOSPITAL

### Butler Hospital's adolescent and young adult services to be featured on WPRI-TV's 12 on 12 digital original series



*Pictured from left to right: Danielle North, anchor, WPRI-TV; and Gerrit VanSchalkwyk, chief of adolescent and young adult services, Butler Hospital*

WPRI-TV's Danielle North is working on an extended television piece for her 12 on 12 digital original series for the month of March. The segment will focus on teens and mental health, dealing with isolation, and social media issues. The Centers for Disease Control and Prevention (CDC) reports that suicide is the second leading cause of death among adolescents. Danielle visited Butler Hospital recently to visit the adolescent partial hospital program and film and conduct interviews with Gerrit VanSchalkwyk, MD, chief of adolescent and young adult services, and Erin Ursillo, LMHC, director of young adult partial hospital program.

Both experts discussed their clinical experience with groups who are at high risk for suicide or suicide attempts, including gender diverse youth.

## THE PROVIDENCE CENTER

### Anchor Recovery community liaison speaks in Washington, D.C.



*Pictured from left to right: Tom Hill, vice president, Practice Improvement, National Council for Behavioral Health; and Michelle Harter, community liaison and consulting manager, Anchor Recovery*

Michelle Harter, LCDP, CPRS, RCP, community liaison and consulting manager, Anchor Recovery, recently participated on the technical expert panel, *Medications and Recovery Support for Opioid Use Disorder in Emergency Departments*, in Washington, D.C. The meeting was hosted by the National Council for Behavioral Health as part of its work under the Opioid Response Network (ORN). Among other topics, Michelle spoke about peer support workers working to engage overdose survivors to reduce further harm, and offer treatment and recovery options.

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## BUTLER HOSPITAL

### Dr. Stephen Salloway to appear on Fresh & Local with Joe Zito



*Pictured from left to right: Stephen Salloway, MD, MS, director of neurology and the Memory and Aging Program, Butler Hospital; and Joe Zito, host, writer and executive producer, TV Maitre d', and Fresh and Local, CW Providence*

Stephen Salloway, MD, MS, director of neurology and the Memory and Aging Program at Butler Hospital, appeared on the CW Providence TV show, *Fresh & Local with Joe Zito*. The show's community feature is sponsored by Cardi's furniture and was gifted to Dr. Salloway, to discuss his research on Alzheimer's disease. It will re-air a total of 21 additional times on the CW Providence, as well as on MyRITV at various dates and times, so don't forget to tune in!

## WOMEN & INFANTS HOSPITAL

### Women & Infants hosts annual summit with guest speaker Gardenia Pena



Women & Infants recently hosted the seventh annual Patient, Family, and Community Centered Care Summit where they celebrated the nominees and recipients of this year's Welch and Mattis Awards for Excellence in Patient & Family Centered Care with over 100 invited guests, award nominees, and staff.

In addition to the awards portion of the summit, this year's program included a very special guest speaker, Gardenia Pena. Gardenia, who is a native speaker of Spanish, was just three months pregnant when she was diagnosed with breast cancer.

She told her story through the use of a translator and spoke about the fear she felt for herself and her baby and how grateful she was for the compassionate and specialized care she received from both the Division of Maternal-Fetal Medicine and the Breast Health Center.

It was the care of both of these programs, she said, that gave her hope. Gardenia recently had a healthy baby boy and is currently receiving treatment through our Breast Health Center.

## CARE NEW ENGLAND

### Care New England announces the opening of its Pulmonary Nodule Clinic

The primary function of this clinic, which opened in December 2019, is to achieve timely evaluation of patients with lung nodules detected incidental to CT scans, non-screening x-rays, or through low dose lung cancer screening CT's. During the patient visit, the doctor will perform a physical exam, review images, analyze PFT results, and decide the best approach for further evaluation. He or she will then make referrals to interventional radiology, thoracic surgery, and oncology. Patients can be referred from emergency rooms, clinics, community health centers, and private offices. Complex cases will be presented at the pulmonary tumor board when appropriate.

A nurse navigator is available to provide support to the patient from time of referral throughout the process of diagnosing or ruling out cancer, and is on-site during the pulmonary consult to coordinate care. They will also provide guidance to the primary care physician and will triage patients needing an urgent pulmonary consult. To reach the nurse navigator directly, please call (401) 737-7000, ext. 70019.

## Kent Hospital joins the American College of Surgeons' Geriatric Surgery Verification Program

As the national movement to drive improved quality of care for older adults, and the push to encourage health systems in the work of becoming Age Friendly takes hold, the American College of Surgeons (ACS) has joined in and announced a program to help distribute the best practices and gold standards of care for taking care of older adults undergoing surgical procedures.

According to the ACS, this new program presents 32 new surgical standards designed to systematically improve surgical care and outcomes for the aging adult population. The standards provide a framework for hospitals to take an interdisciplinary approach to continuously optimize surgical care for older adults.

The standards for the [Geriatric Surgery Verification \(GSV\) Program](#) are made up of several facets, of which include:

1) Institutional Administrative Commitment; 2) Program Scope & Governance; 3) Facilities & Equipment Resources; 4) Personnel & Services Resources; 5) Patient Care: Expectations & Protocols; 6) Data Surveillance & Systems; 7) Quality Improvement; 8) Education: Professional & Community Outreach; and 9) Research: Basic and Clinical Trials.

Kent has committed to pursue this initiative and has formed a Geriatric Surgery Quality Committee to implement the standards and work toward the verification. Among this committee includes Ana Tuya Fulton, MD, AGSF, FACP, executive chief of geriatrics and palliative care; Melissa Murphy, MD, MPH, surgical director of quality and operations; and Shannon Sullivan, MSW, LICSW, CCM, vice president of operations. Stay tuned for updates on the implementation of this new program and how we will be able to begin providing an improved level of care to the older adults in our community.