

Susan Winsor, LICSW, Customer Service Award Winner



There may be no tougher job than informing a new mother that she could lose custody of her baby. Yet Susan Winsor, a licensed clinical social worker who works frequently with patients in the birthing center, handles such situations—and many others—with empathy, calm and grace.

“Sue is a wonderful patient advocate,” writes a colleague. “She does her job with consideration, kindness and professionalism.”

Winsor has been at Newport Hospital for five years, as a member of the case management department. She sits on the cancer committee, is a member of the palliative care team, is expert at dealing with newborns and parents involved with DCYF, and has a strong interest in the homeless and recovering addict population. “Susan is one of the most caring and sincere people I know,” says her manager, Jeanne Ehmann, director of performance evaluation and improvement. “She’s just a consummate professional in all her dealings, maintaining poise and professionalism and demonstrating compassion during extremely trying social and behavioral situations.”

Her colleagues cite Winsor’s level-headed demeanor and natural rapport with her clients. “She is non-judgmental, kind and approachable. Her discretion and consideration of people of all backgrounds are evident in her interactions with

her clients,” says one. “Her ability to listen encourages patients to open up to her.”

Winsor’s patients can be challenging, and she is often working with them at the most stressful and vulnerable moments of their lives. Yet, adds another colleague, “she always has a smile, and radiates positive energy when she enters the room.”

A reception was held in Winsor’s honor in December.

Newport Hospital Welcomes New Vice President, Chief Nursing Officer



Paula Gillette of North Kingstown has been named the vice president for patient care services and chief nursing officer of Newport Hospital. Gillette has held many leadership roles throughout her 35-year career in health

care, most recently as senior vice president of patient care services and chief nursing officer of Women & Infants Hospital in Providence.

Gillette is a graduate of New England Deaconess Hospital School of Nursing, the University of Phoenix, and California State University at Long Beach. She holds both a bachelor of science and a master of science degree in nursing, with additional nursing certifications and awards. She is a member of

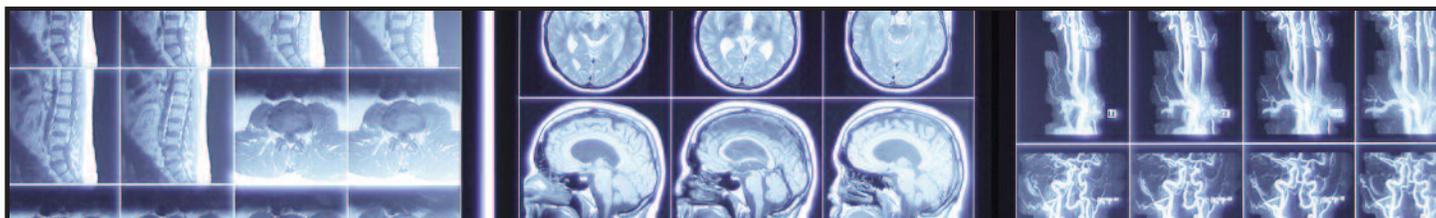


the Association of Women's Health, Obstetrics and Neonatal Nursing; the American Organization of Nurse Executives; the Massachusetts Organization of Nurse Executives; and the Sigma Theta Tau Honor Society of Nursing.

In her Newport Hospital position, Gillette will be responsible for the hospital's nursing division as well as for overseeing the management of all allied patient care services, including cardiopulmonary services, clinical informatics, clinical laboratory, diagnostic imaging, rehabilitation, and respiratory therapy.

"I assume my new role with great hope and a lot of excitement," Gillette says. "My hopes are that my skill and prior experience will benefit the continued growth of the hospital and that in doing so, greater opportunities for the hospital will follow. I am excited because I know I will be learning from a team of professionals with a strong sense of commitment to patient care and an emphasis on safety and quality."

Gillette formally joined Newport Hospital on December 29.



New Business Center for Medical Imaging

To best serve patients and providers, Lifespan has integrated the scheduling, billing and business functions for all diagnostic, general radiology and breast imaging services across the hospital system into one business center for medical imaging.

The new Business Center for Medical Imaging provides physicians with the ease of one phone number, one fax number and one universal referral form for all imaging procedures at any of Lifespan's affiliated sites. By centralizing these efforts, test scheduling can be expedited and patients sent to the most convenient locations, including:

Newport Hospital
Rhode Island Hospital
The Miriam Hospital
The Miriam Hospital Diagnostic Imaging Center
Portsmouth Imaging Center

Anne C. Pappas Center for Breast Imaging
Center for Pediatric Imaging and Sedation at
Hasbro Children's Hospital
MRI/CT of Providence, LLC

The Business Center for Medical Imaging opens January 31, 2011, and is located at 17 Virginia Avenue, Providence, RI. Please note: Beginning January 31, all provider offices should use the new Business Center telephone and fax numbers:

Telephone: 401-444-7770

Fax: 401-444-7779

Email: imaging@lifespan.org

For more information, and a printable referral form, providers can visit imaging.lifespan.org.