

Barbara Reed, RN, Recognized for Excellence in Customer Service



“Barbara Reed would be the nurse I would like to care for me—she’s an angel of mercy,” says an anonymous co-worker of this month’s customer service award winner.

Reed is the evening charge nurse on the fourth floor of the Turner wing. Aside from caring for patients, she’s

an active member of the T4 professional practice committee and patient flow team, does staff scheduling for the floor and mentors newer nurses.

“It’s important to Barbara to help us sharpen our skills, decrease stress and always work to increase customer satisfaction,” says another co-worker. “Her hard work helps us all display assurance, knowledge and courtesy, and that conveys trust and confidence. If you are a patient and your caregivers know what they’re doing, you are probably going to feel much better.”

“Barbara is a real leader on the evening shift,” says her supervisor, Mark Kalapos, director of medical and surgical nursing. “She has great compassion for her patients, takes time to listen to their needs, and is always trying to hone her skills.”

Reed’s helpfulness to fellow nurses also sets her apart. “She cares about her co-workers, and they respect her,” says Cheryl Chandler, assistant clinical manager. “She’s a great choice for this award.”

A reception in honor of Reed will be held on March 23 at 2 p.m. in the Gudoian Conference Room.

Nursing News

Several Newport Hospital nurses have achievements to celebrate this month.

Debra Venancio, RNC, BSN, assistant clinical manager for maternal and child health, successfully passed her national certification in inpatient obstetrics in December. Venancio has worked at the hospital for 36 years, 25 of them in obstetrics, and has served as assistant clinical manager for 10 years. She is currently an ACLS (Advanced Cardiac Life Support), PALS (Pediatric Advanced Life Support) and NRP (Neonatal Resuscitation Program) instructor for the hospital. “Debra continues to strive for excellence in caring for our MCH patients,” says Denise Sullivan, director of maternal and child health. “She keeps herself up to date on all issues related to our patient population.”

Deana Pickett, RN, CGRN, charge nurse in endoscopy, recently earned her certification in gastroenterology nursing. Pickett has been at the hospital for 29 years. She spent 20 years in the ICU, transferring to surgical services in 2000 to become a member of the endoscopy department. She has been the charge nurse there for the last eight years, and is also a member of the Society of Gastroenterology Nurses and Associates. “Deana is highly respected by both nursing staff members and physicians for her knowledge, skill, and professional manner,” says Valerie Ann Martin, director of surgical services.

Valerie Ann Martin, MSN, RN, NE-BC, FACHE, director of surgical services, advanced to fellow in the American College of Healthcare Executives on December 31, 2009. Martin has worked at Newport Hospital since 1976, with eight years as a staff nurse and 20 years in nursing management. She has served as director of surgical services since January 2009.

The emergency department had two members celebrate their graduations in December:

continued on next page



Cynthia Groff, GN, graduated from Community College of Rhode Island with an associate of science degree in nursing. Groff has worked at the hospital since April 2007, and will continue as a CNA while she looks for a position as an emergency room nurse.

Natasha Chen, GN, graduated from the University of Rhode Island with a bachelor of science degree in nursing and joined the Newport Hospital emergency department. Chen had been working in the ER as a student nurse associate since June of 2007. In her spare time, she was one of the lead instructors in the URI Sailing Program. Chen lives in Narragansett with her two yellow labs.

Improving Patient Safety

Newport Hospital will be joining a new statewide Medical Error Reporting System (MERS) this summer. The planning for the transition from the current electronic reporting system to the new one began in earnest on January 13, when implementation teams from all 13 hospitals in the state met at The Miriam.

The new system will offer standardized data for increased patient safety statewide. It will be much easier to track trends and implement changes to further enhance patient safety at each hospital and across the state.

You will be hearing much more about the MERS project in the coming months. Newport is slated to start using the new reporting system in August. All hospitals in the state are expected to be using the system as of January 2011. Stay tuned!

Outpatient Practice Group Receives National Honor

NHCC Medical Associates has received the 2009 Summit Award for Medical Practice from Press Ganey, a national organization that measures and reports patient satisfaction. Criteria for this award include achieving and maintaining patient satisfaction scores of 95 percent or higher for three consecutive years.

Newport Health Care Corporation Medical Associates, known as simply NHCC Medical Associates, is a group of hospital-owned outpatient medical practices with several specialties. Three practices are family medicine groups: one in Tiverton, one in Jamestown, and one right here, in the Borden Carey Building. Other NHCC Medical Associates practices are dermatology, located in Portsmouth; neurology; orthopedics, located in Middletown; psychiatry; pulmonary medicine; and

rheumatology. The practices collectively see about 38,000 outpatients each year.

Like Newport Hospital, NHCC Medical Associates is a division of the Newport Health Care Corporation. Their mission is to provide accessible patient care of superior quality, delivered in an environment of comfort and compassion.

More than 10,000 health care organizations, including 40 percent of American hospitals, participate in Press Ganey's service with the goal of improving the quality of care and satisfaction of customers. "Reaching the pinnacle is impressive," Press Ganey says. "Staying there, even more so. Each Summit Award winner must achieve and maintain the extraordinary."

In all, more than 50 people make up NHCC Medical Associates outpatient practices. Each of them has helped the group earn the 2009 Summit Award, and we congratulate them all.



Newport Hospital President Gus Cordeiro and Steve Massed, chairman of the board of trustees, at the January 21 celebration in the Hill Courtyard



Some of the NHCC MA outpatient practice staff pose for a photo at the celebration



President of the hospital medical staff Glenn Hebel, MD, brings a message of congratulations and appreciation from the medical staff