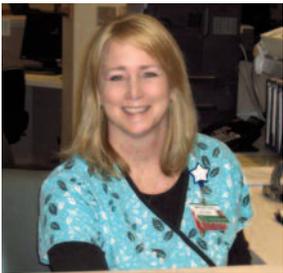


Melissa Francis, Customer Service Award Winner



What would you do if you found a wallet stuffed with close to \$1,500 in cash? Melissa Francis, long-time unit secretary in the Newport ICU, had no doubts. When she stumbled across just such a wallet in the Newport Hospital cafeteria one recent

evening, she identified the owner, called to reassure him the money was safe, and then personally delivered it to his house on her way home from work.

That kind of honesty, helpfulness and genuine concern for others is typical of Francis, says her manager, Margie Dunbar, RN, director of critical care. "As the unit secretary, Missy is the first person to greet patients' families, and she does a wonderful job—she has a welcoming smile, a nice, calming presence, and is always so helpful. She's just a positive person who always goes above and beyond."

Francis was a nursing assistant before transitioning into the job of unit secretary, and brings her bedside experience to her current role. Her colleagues consistently cite her willing attitude, friendly and caring demeanor and compassion with patients and their families.

"Missy's kindheartedness is evident in the way she talks to family members," reads her nomination as the January customer service award winner. "She makes them feel comfortable in what can be a very stressful experience, in the way she answers the phone and also the way she interacts with the nurses and physicians in the unit. She deserves this award!"

Patient Safety Week

Newport Hospital will join hospitals across the country to celebrate National Patient Safety Week beginning March 7. Patient Safety Week is an annual event that is sponsored by the National Patient Safety Foundation.

This year's theme, "Are you in? Commit to safer health care," highlights the need for all health care participants to be informed, involved and invested in making health care safe. Stop by the patient safety exhibits in the hospital courtyard to learn about communication and patient safety from departments across the hospital.

Coinciding with National Patient Safety Week is the AHRQ (Agency for Healthcare Research and Quality) annual patient safety survey, through which the hospital solicits feedback from employees on its culture of safety. We encourage all to participate; employees who complete the survey will be entered in a raffle to win an iPad or one of several iPods.

Save the Date!

The Officers Club at Naval Station Newport is the location of this year's Newport Hospital Employee Recognition Celebration. Put Wednesday, May 11, on your calendar, and watch for more details.

Newport Nursing News

The ICU's **Linda Dutra, RN** received a BSN from Salve Regina University in December. **Deb White, RN, CNOR** was reappointed clinical nurse III in January. Congratulations to both nurses, whose accomplishments show dedication to their profession and commitment to our patients.



Nominate a Newport Nurse

The Rhode Island State Nurses Association (RISNA) and the Rhode Island Nurses Institute (RINI) are proud to announce the opportunity to nominate a Rhode Island nurse for one of seven Nightingale Awards for exemplary nursing practice in a variety of settings. You do not need to be a nurse to nominate someone. Nightingale Award categories include:

- Nurse Educator of the Year
- Nurse Researcher of the Year
- Clinical Practice Nurse of the Year
- Advanced Practice Nurse of the Year
- Nurse of the Year in a Non-Traditional Setting
- Nurse Leader of the Year
- Community Service Nurse of the Year

All Nightingale Award nominations will be reviewed and evaluated by an independent expert panel of nurse leaders from outside Rhode Island, says Cathy Duquette, PhD, RN, former chief nursing officer at Newport Hospital (now senior vice president and chief quality officer at Rhode Island Hospital). This panel will select award recipients based on how well the materials received address the specific criteria for each award category. Award recipients will be announced and honored on April 15, 2011 at the RISNA gala. All nominations must be received by March 1, 2011.

For more information, visit the RISNA website (www.risnarn.org), call 401-331-5644 or email dpolicastro@risnarn.org.

Benefits Corner

Having financial difficulty, family conflicts, or issues that require counseling? A free, confidential service is available to you and your immediate family: the Rhode Island Employee Assistance Service (RIEAS). Check out the web site at www.riashelp.com, or call RIEAS at 732-9444 or 800-445-1195.

Do you have medical insurance problems? Most of us are too busy to spend time handling problems with our medical or dental insurance plans, or even to find answers to our questions. The Lifespan MyHealthAdvocate is ready to help. Call 467-3113 or 800-643-8028 weekdays from 8:30 a.m. until 5 p.m.

Lifespan Named a Safe Sitter Top Teaching Site

Safe Sitter, Inc. has named Lifespan as one of the top 25 Safe Sitter teaching sites of 2010. This acknowledgment was based on the number of students' names submitted for training and the number of student manuals and supplies purchased. In 2010, Lifespan Community Health Services successfully trained 287 students, including many at Newport Hospital.

Safe Sitter is a medically accurate instructional program for adolescent girls and boys ages 11 to 14 that includes training in child care and child safety, injury prevention, infant and child choking, behavior management, and skills for babysitting as a business. Lifespan has offered Safe Sitter training for roughly 18 years.

Judith Smith, coordinator of staff and community education, arranges Safe Sitter training at Newport Hospital. "We've had some great successes with the program," Smith says. "You see students coming in the morning, and they're kind of giggling and rowdy, and by the end of the day they are just a totally changed group. They really understand the responsibility they are undertaking."

Lifespan's Safe Sitter instructors include Bonnie Braga, Lifespan Community Health Services community outreach specialist (children and adolescents), who conducts most classes at Newport Hospital. At other sites, instructors include Julie Rawlings, outreach specialist (minority health); Janis Furlong, RN, Med, nurse coordinator; Marianne Stepanian, RN, cardiac project coordinator; Judith Calderara, RN; Rosa DeCastillo, youth project coordinator; and Crystal Smith.

Created by Indianapolis pediatrician Patricia A. Keener, MD, Safe Sitter has been nationally recognized for educational excellence by the American Academy of Pediatrics. Over 500,000 teens and pre-teens have received Safe Sitter instruction since the program was founded in 1980 at nearly 900 teaching sites in the United States and England.

We congratulate Lifespan's Safe Sitter instructors for helping to prepare the youth of Rhode Island and its surrounding communities for the responsibilities of caring for children.

The next Safe Sitter class at Newport will be held at the end of June. For more information or to register, contact Katie Lopes, 845-1592 or klopes@lifespan.org.