

March Customer Service Award Winner



Sheila Stevenson

Nighttime can be the loneliest time on a hospital ward, when patients are at their most vulnerable and are most in need of comfort. This month's customer service award winner is a CNA who consistently provides that comfort, giving her patients the assurance of calm, compassionate care when they feel most alone.

Sheila Stevenson has worked the night shift on the Vanderbilt rehabilitation unit since 2005. "Sheila treats patients with unfailing courtesy, compassion and respect," says a co-worker. "She works tirelessly to address patient needs, and always greets incoming staff with a smile."

"Sheila is someone who normally isn't seen in the daylight, and doesn't get the recognition, but she really deserves this award," adds her supervisor, Roni Probert, Vanderbilt rehab unit clinical coordinator. "She has excellent interpersonal and communication skills. She's truly compassionate and puts patient safety first. She just goes that extra mile to make sure patients are comfortable and safe at night."

Her colleagues also praise Stevenson for her flexibility, willingness to pitch in, and upbeat attitude.

"Sheila happily provides care for patients who are awakened early, addressing their needs and lightening the work load for the next shift," says another co-worker. "She does extra time on her shift to help the incoming staff, and has even floated to another unit to provide assistance to them as well. She does all this without comment or complaint, and always treats patients and co-workers alike with respect and dignity."

Bart Grimes, RPh, is Pharmacist of the Year



Bart Grimes

Newport Hospital pharmacy director Bart Grimes, RPh, has been named Rhode Island's 2009 hospital pharmacist of the year by the Rhode Island Society of Health System Pharmacists. He is a 1977 graduate of the University of Rhode Island College of Pharmacy and has been with Newport Hospital since 1978.

This prestigious award honors a health system pharmacist practicing in Rhode Island who has displayed, in the society's words, "outstanding qualities of leadership, initiative and incentive in dedication to the ideals of the practice of pharmacy."

"Bart has devoted his professional career to improving pharmacy care at Newport Hospital and striving to stay current with pharmacy practice throughout the state and nationally," the award states. "He continuously investigates new technologies and services, determines how best to adapt them to his practice setting, and then makes it happen."

Grimes attributes the award to "the hard-working, extraordinary pharmacy staff" at Newport Hospital, rather than himself. "They have always accepted challenges," he says, "and because of that we are a leader in electronic medication order management, including bar-coding, POM, MAK, smart pump technology and drug standardization."

Newport Hospital has been the perfect environment to hone professional, management, and clinical skills, Grimes adds, with support and encouragement from the hospital administration. The hospital named him "Leader of the Year" in 2001. Since that time, he has accepted the leadership role of director of the diagnostic imaging department, while remaining the director of the pharmacy department.

continued on next page



In addition to his hospital positions, Grimes is a graduate student at Salve Regina University and will graduate in May with a master of science degree in health care administration and management.

Grimes is part of a large Newport family whose members represent several fields of medicine, and many of the family were present to see him receive the award this month. He is an active member of the Rhode Island Pharmacy Directors Forum, the Rhode Island Society of Health Systems Pharmacists, and the hospital's pharmacy and therapeutics committee as well as the patient safety committee. He also chairs the medication safety committee and is an adjunct faculty member at the University of Rhode Island College of Pharmacy.

Hospital VP Shadows Pharmacy Tech



Barbara Arcangeli, vice president for human resources, with pharmacy technician Tan Wong.

In the most recent employee engagement survey, employees indicated that communication between senior management and hospital staff is important to them. Hospital administrators continue to “shadow” employees to learn about their responsibilities and issues.

Pharmacy techs must be highly organized, have infinite patience and a sharp eye for detail. That's the lesson Newport Hospital Vice President for Human Resources Barbara Arcangeli learned during a recent day spent in the hospital pharmacy, shadowing technician Tan Wong. One of six pharmacy techs, Wong shares responsibility for a number of functions that assist the hospital pharmacists in processing and distributing medications to our patients.

All six techs are licensed by the Rhode Island Department of Health as pharmacy technicians or pharmacy interns. They must have knowledge of pharmaceutical mathematics, principles of aseptic and sterile parenteral techniques, and routine drug doses.

Arcangeli followed Wong from inpatient unit to inpatient unit. “As Tan restocked medication distribution machines to meet par levels of medications,” she says, “I was struck by the level of detail the work entails...the right order for the right unit, the right medication, the correct dosage, ensuring the expiration date had not passed.”

Arcangeli noticed that many of the pharmaceutical names and packages look similar and understood the need for checking and

double checking. “They pay close attention at all times to what they're doing,” she says. “I was fascinated to learn of both routine and random audits conducted by pharmacy records review clerk Phyllis Finn, who literally tracks individual doses of medication to be sure that each and every order is dispensed appropriately or returned, and that every dose is accounted for.”

The way pharmacists work in a highly automated clinical pharmacy also impressed Arcangeli. “I've been here at Newport Hospital for almost 30 years,” she says, “and I can recall when the orders were written on patient cards and pharmacists spent much of their time just filling orders. With our current technology, pharmacists are now able to provide clinical review of each order and discuss with nursing staff and physicians the pharmaceutical issues relevant to a patient's care.” The result of this process and the use of current technology is that medication safety issues are quickly identified and resolved, leading to enhanced care and outcomes for patients.

Impressed with the cross-training within the department and with the staff's willingness to work as a team, Arcangeli enjoyed her day and offers her thanks to pharmacy supervisor Paul Parchesky and the pharmacy staff – especially Tan Wong.

Library Corner

Welcome to the library corner, now a regular feature of the *Lifelines* newsletter.

The Carnegie Abbey Health Sciences Library and Resource Center, known to most of us simply as the Newport Hospital library, is open and staffed from 8 a.m. to 5 p.m., Monday through Friday. Along with books and DVDs (such as grand rounds presentations, lunch and learn lectures, and more), the library provides access to various useful databases.

For example: where can you find information about whether the grapefruit juice your elderly patient drank this morning will interact with his Coumadin (warfarin)? Will certain supplements cause any complications for a surgical patient? The library gives you access to the Natural Standard, a new evidence-based database with information on foods, herbs and supplements, and their possible interactions with drugs.

Stop by the library for a short demonstration on how to use this helpful database, which is available from your office computer. You may also email librarian Barbara Davis at bdavis@lifespan.org to schedule a class.