

Lifelines

Newport
Hospital

May 2011

Joseph Santurri, Customer Service Award Winner



It takes a dedicated employee to volunteer to be on call for both Christmas and New Year's Eve, but Joseph Santurri, a client technologies specialist with network services, makes it a habit. Just as plumbing emergencies always happen on a Sunday, computers often act up on a holiday, and someone has to be around to help.

Santurri began at the Lifespan helpdesk back in 1999, and has been in his current job as Newport Hospital's computer savior since 2008. "Joe is an electronics lifesaver at our hospital," says a colleague. "He is never short or impatient and staff can always count on him to take care of the problem in a fast and professional manner. He also never refuses to answer a question for anyone else that may approach him while working on a job."

Jeff Berube, supervisor of network services, cites Santurri's skill, encyclopedic knowledge of the hospital and helpful attitude. "Joe is always willing to spend whatever time it takes to solve a user's issue, and will always ask if there's anything else he can do before he leaves."

As another colleague adds, "It's people like Joe who are the Swiss army knives of Newport Hospital. Whenever there is a problem, he will always have a tool to fix it."



DAISY Award

Cricket Meehan, RN, of Turner 2 is the recipient of this quarter's Newport Hospital DAISY Award for Extraordinary Nurses.

The DAISY Award program was founded by Mark and Bonnie Barnes to honor the memory of their son, Patrick, and the wonderful nursing care he received while he was hospitalized. The Barneses were here at Newport Hospital when the award was presented to Meehan on May 3.

Meehan's coworkers have nothing but praise for her. "She is smart, knowledgeable and educates herself to stay current," says a colleague. "She is a great teacher to staff, new nurses, students, patients and their families. She recently attained Clinical IV status. She is most deserving of the DAISY Award ...If Cricket's dad nicknamed her for a flower instead of an insect, we'd probably know her as DAISY!"

Newport Hospital is the first and only hospital in Rhode Island to participate in the DAISY program, and joins nearly 600 hospitals around the country that are committed to honoring their nurses. DAISY is an acronym for diseases attacking the immune system.

Congratulations to Cricket Meehan, extraordinary nurse.



Lifespan

Warming Heads... and Hearts

Patients undergoing chemotherapy can feel depressed, vulnerable and exposed by the temporary hair loss that sometimes accompanies treatment. Rebecca Byrne, daughter of Miriam Byrne in Risk Management, has been knitting up a remedy.



Rebecca Byrne

Byrne, a senior at Rhode Island College, learned to knit as a teenager from her mother. “I just love being creative and working on crafty projects,” she says. But her output far exceeded her own needs, and she often gave away her handiwork. A sister passed on a link to a knit-for-a-cause project, and an idea was born: she would knit caps for chemotherapy patients at Newport Hospital.

“Knowing that I was helping people who are going through really tough times gave me the motivation to make dozens,” Byrne says. “Finding something you love to do, that also helps someone else, is so rewarding.”

Eventually, Byrne created 60 caps, in sizes ranging from adult to premature infant. Each hat was carefully crafted without chafing seams, washed with non-perfumed, non-irritating detergents, and sealed in an individual bag, with a message that reads: “I hope you enjoy wearing this hat as much as I enjoyed making it. Best wishes, Rebecca.”

The hats now sit in a basket in IV Therapy, and patients are invited to look through and choose a favorite color. The infant caps were sent to the hospital’s birthing center.



Byrne’s hand-knitted hats, which she donates to patients

“I’ve always instilled in my children the value of volunteering and giving back to the community,” says Miriam Byrne, Rebecca’s mother. “I’m very proud of Rebecca. This is a wonderful project that she has undertaken and it shows her true values. She is a kind, thoughtful and loving person.”

Benefits Corner

Are you shopping for car insurance? Don’t forget to check out MetPay through Metropolitan Insurance to enjoy the convenience of sending payments directly from your paycheck. Just call 1-800-GETMET8 for a free quote with no obligation.

Hats Off!

Congratulations to **Liz Sessa Sekscenski**, medical staff coordinator, on achieving Certified Provider Credentialing Specialist (CPCS) certification from the National Association of Medical Staff Services. This certification recognizes her expertise as a medical credentialing specialist. It is the result of her significant experience in credentialing and her score on the certification exam.