

## Eduardo Arrieta, PT, Customer Service Award Winner



Eduardo Arrieta, PT

As a physical therapist in the Vanderbilt Rehabilitation Center's outpatient department, Eduardo Arrieta seems to have a special way with his patients, an intuitive understanding of their needs. That may be because his own history as a patient is what prompted his career choice in the first place.

Arrieta, this month's customer service award winner, has worked at Newport Hospital for the past 10 years, both at the Vanderbilt Rehabilitation Center and the Prosthetic and Orthotic Clinic. Originally from the Basque country in western Spain, Arrieta came to the United States as a Jai-Alai player. He was injured, underwent his own rehabilitation, and in the process, his interest in physical therapy was sparked.

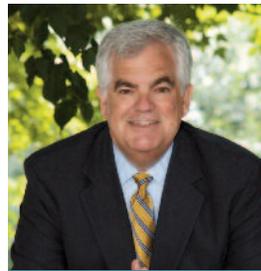
Colleagues and patients alike praise his good nature, compassion, willing attitude and sense of humor. "Eduardo is a pleasure to work with," says Melissa Fournier, director of the Vanderbilt Rehabilitation Center. "He is constantly making his co-workers smile, and we receive many letters from satisfied patients praising his work."

"Not only did Eduardo help me to learn to walk, he taught me how to walk tall," writes one such patient. "He is patient, understanding, professional and above all, caring. I didn't want to be discharged from Vanderbilt because he had become my friend."

Others stress his willingness to help and his pleasant, cheerful manner. "I've always noticed how well he treats his patients and coworkers," says a colleague. "He is thought of very highly in his department and is one of the most pleasant people to be around. Eduardo makes this hospital a better place."

A reception was held in Arrieta's honor on June 22nd in the Hill Courtyard.

## Job Shadow: a CEO in the ICU



August Cordeiro, CEO

I'm afraid that I didn't make a very good first impression on the morning of my job shadow experience in the Newport Hospital Intensive Care Unit (ICU). I was late for my shift and missed the morning report: strike one. To add insult to injury, the staff on the unit had expected that I would bring coffee and doughnuts with me and I

came empty-handed: strike two. So, making my apologies on both counts, I promised myself to do better as my assignment began.

The first order of business for Linda Dutra, RN, my assigned staff member, was to take report on her two patients from the night shift ICU nurse, Mary Vaillancourt, RN. I expected that the patient report would take just a few minutes, but I was wrong. I couldn't believe the degree of detail Mary shared with Linda. The report followed the SBAR outline and covered not only the clinical information, but mood, likes and dislikes, and helpful tips for caring for each patient. For all of our reliance on electronic devices and information systems, this was a highly effective verbal exchange.

Following report, Linda got busy assessing both her patients. The first patient was having blood dialysis treatment through a service that provides one-on-one nursing coverage throughout the dialysis procedure. After greeting the patient and assessing her condition, Linda explained to me that we would wait to administer the patient's medication because the dialysis treatment would dilute its therapeutic effect, something an ICU nurse knows from experience.

We went on to assess Linda's second patient, who was on infectious disease precautions, requiring us to don gowns and gloves before entering the room. Again, Linda greeted the patient cheerfully, and was in constant motion as she assessed his condition by asking him a series of questions, observing his condition carefully and keeping an eye on all the various bio-metric monitoring devices.



While Linda was providing morning care for both her patients, she was also cognizant of the other two patients on the unit that day, in the event her colleague (Cheryl Kilroy, RN) needed assistance. Linda commented on how many details needed to be noted, remembered, and documented to provide the best patient care.

At this point, I felt I needed to give Linda a little break from my company, so I excused myself and asked unit secretary Anne Cooney to give me a tour of the unit. Anne expertly described the purpose of every room and piece of equipment, and introduced me to Stacey Novak, RN, the assistant clinical manager for the ICU. While I was speaking with Stacey, Cheryl Kilroy stopped by to ask for one-on-one coverage for a patient who was very restless and disoriented and kept pulling out her IV and naso-gastric tube. Since no CNAs were available, I was put to good use by taking the assignment.

The elderly and very restless patient required continuous effort to keep her calm and not harm herself by falling or pulling out tubes and IV needles. But I was happy to have the job because I felt I was doing something useful, both for the patient and for Cheryl, who could now focus on the care of her other patient. Maybe I was beginning to make up for being late and not bringing breakfast!

During my short visit to the ICU, I was struck by the amount of work and detail required to care for each patient. Providing high-quality nursing care in the ICU environment requires professional expertise, advanced clinical knowledge, a strong emotional core and the ability to meet the physical demands of the job. While the ICU nurses I worked with were the primary caregivers, I also observed the contributions of many other members of the hospital staff, including Peppino Tettey, MD, from the hospitalist group; Jon Lambrecht, MD, cardiologist; Orest Zaklynsky, MD, from surgery; Mark Appleman, MD, infectious disease specialist; Gail Jackson, RN, infection control coordinator; Rev. Francis O’Laughlin, Catholic chaplain; Junice Peloquin from EEG; staff members from food services, environmental services, and other support staff throughout the hospital.

All in all, job shadowing in the ICU was a valuable experience. For a few hours, I experienced the demands of caring for the most complex patients, and I left with an even greater appreciation and respect for those who provide that care. Next time, I’ll be on time and bring food!

—August Cordeiro, Newport Hospital President and CEO

## Kudos Corner

Congratulations to Julie Ayars, a polysomnographer in the Sleep Disorders Center of Lifespan Hospitals at Newport. Ayars achieved her registry credential from the American Association of Sleep Medicine.

## Newport Nursing News



From left: Nurses on the Run Courtney Pacheco (IV therapy), Cricket Meehan (Turner 2), Joellen Densley (ICU), Lori Allan (birthing center), Kathy Sullivan, Eileen Tiexiera (birthing center), Linda Lalli (surgical services).

In May, surgical services nurse Kathryn Arner, RN, known to everyone as Katie, graduated from the nurse practitioner program at the Massachusetts General Hospital Institute of Health Professions School of Nursing with a master’s degree in nursing. Arner was also chosen to receive the Josephine Mangio Keaveney Memorial Nursing Prize, which was established in 2002 by a gift to the institute in honor of Josephine Keaveney, a 1940 graduate of the MGH School of Nursing. The prize is presented annually to an outstanding student from the post-professional RN program upon his or her completion of specialty clinical practice. The award letter states that Arner “exemplifies the caring, spirit, and professionalism of Josephine Keaveney” and “meets the award criteria as evidenced by clinical evaluations and letters of nomination/support from faculty and clinical preceptors.”

Last month, Newport Hospital’s Nurses on the Run team participated in a 5K race hosted by Naval Station Newport. The Newport nurses came in first among the all-female teams. In addition, Cricket Meehan and Courtney Pacheco each placed third in their respective age groups.

## Growers Market Starts July 28

On Wednesdays, beginning July 28, the Newport Hospital Employees’ Growers Market will set up in the cafeteria from 11:30 a.m. to noon. Everything offered is from our employees’ gardens, and all proceeds benefit the Employee Fund. Call Miriam Byrne (5-1306) or Mark Hite (5-1170) for more details.

Send items to Lesley Riva (lriva@lifespan.org or Newport Hospital, MacLaurin 2).

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