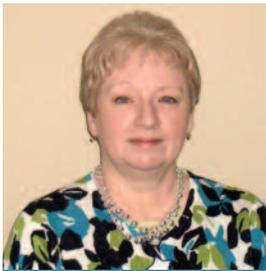


# Lifelines

August 2010

## Patricia Moore, Customer Service Award Winner



Patricia Moore

As a development associate for the Newport Hospital Foundation, Patricia Moore works frequently with an array of hospital benefactors, donors and volunteers. Her unfailing grace, courtesy, efficiency and helpfulness are what make her this month's customer service award winner.

"I always hear from people that Pat is incredibly gracious and helpful, always willing to find the answer or solution, and is just so pleasant to work with," says her manager, Mary Kozik, chief development officer for the foundation. "She's the force behind many of our events—when people walk away saying, 'What a wonderful event!,' it's the result of Pat's work."

Moore has worked for Newport Hospital for 27 years, and is a longtime Newport resident with strong ties to the community.

"Pat knows absolutely everyone in the hospital, and everyone in the surrounding community, which is a wonderful asset to our department," says Kozik. Her colleagues cite her dedication to the hospital and her conscientious, thorough approach to her job, as well as her way of treating everyone—colleagues, patients, donors and volunteers alike—with utmost respect and professionalism.

A reception will be held in Moore's honor on September 28 at 2 p.m. in the Gudoian Conference Room.

## Speaking Up, Saving Lives

Every hospital should be a safe haven, and fostering a culture of safety is Lifespan's number one priority: safety for patients, and safety for staff, so that each and every employee feels supported and encouraged to speak up about safety risks and safe practices.

As part of this focus on patient safety, a new Medical Event Reporting System (MERS) will go live at Newport Hospital in September. All employees are encouraged to learn the system and to report patient safety events, near misses and unsafe conditions, including medication errors, communication problems, equipment issues, and any situation they believe could lead to patient harm.

MERS is being implemented at all hospitals throughout Rhode Island, making us the first state in the nation to boast such comprehensive data collection. It replaces Newport's current Occurrence Insight Reporting System.

The goal of event reporting is to identify adverse events or near misses (cases in which the concern did not actually cause harm but could have) and proactively determine how to prevent a similar occurrence from happening in the future.

Safety does not involve only clinical staff—every employee, regardless of their role at the hospital, has the authority and responsibility to report patient safety events or potentially unsafe conditions. The new event reporting system not only permits review of individual events, but also examines trends over time. Since it gathers data from every hospital in the state, we can also learn from each other's experiences.

The new system is quick, confidential and easy to use. For specific instructions, answers to questions and links to a netlearning module, click on the MERS link on the Intranet home page or contact LeEtta Nolan at 845-1305.



## Benefits Corner

Don't forget to review your Flexible Spending Account, or FSA, if you have one for 2010. And be sure to use the entire amount in the account by December 31, 2010 – remember, it's use it or lose it. If you're not sure how much is still in your account, you can check by going to [www.directflex.adp.com](http://www.directflex.adp.com) or by calling customer service at (800) 654-6695. While you're thinking about it, consider your FSA needs for 2011.

## Save the Date

Newport Hospital has scheduled a physical disabilities awareness day on September 22. Working with people in the community, the hospital will host a presentation and panel of speakers as well as "disability tours," during which staff are invited to access various areas of the hospital in a wheelchair, for example, or with their sight or hearing temporarily impaired. You'll receive more information by e-mail as the date approaches.

## Birthing Center Celebrates Redesignation

The Noreen Stonor Drexel Birthing Center at Newport Hospital received its second consecutive Baby Friendly designation from the World Health Organization and UNICEF.

First named a Baby Friendly facility in 2003, the birthing center has been steadfast in adhering to Baby Friendly standards and in continuously enhancing patient care. Several of the staff are certified lactation consultants, and the high percentage of birthing center mothers who breastfeed makes the birthing center a model for the rest of the state.

On August 5, the Noreen Stonor Drexel Birthing Center fittingly celebrated its redesignation during World Breastfeeding Week, surrounded by mothers and infants, and joined by Noreen Stonor Drexel herself.



Noreen Stonor Drexel (left), for whom the birthing center is named, with birthing center director Denise Sullivan.



Some members of the birthing center's breastfeeding support group help celebrate Baby Friendly redesignation and breastfeeding week.