

Customer Service Award Winner: Alicia Segerson



Alicia Segerson's rather dry title doesn't convey the very patient-centric tasks she performs, or the warmth with which she performs them. But this health information services technician is charged with a crucial responsibility, conducted at an important moment in patients' lives: Segerson is the staff person who appears at a new mother's bedside and helps fill out all the necessary information for a newborn's birth certificate.

"She just has amazing customer service skills," says Carlos Espinal, director of health information services. "That's a very one-on-one situation, right in the patient's room, and she does a wonderful job with the new moms."

Segerson has worked in health information for four years. Her first position was on the correspondence desk, and right from the start, her colleagues and supervisor noticed her superb interpersonal skills. She dealt often with Navy personnel, and was always extremely helpful, professional and thorough. She fielded questions and concerns from patients, families and colleagues with efficiency and courtesy.

"She treated every customer as an honored guest, whether on the phone or in person," says a colleague. "Several customers actually sent her thank-you cards in appreciation of her efforts. Even with difficult customers and situations, Alicia always kept her patience."

This year, she began working on the admissions desk, getting records ready for the nursing units, and handling the paperwork for all those new moms. According to her colleagues, she has

continued to display the remarkable efficiency, kindness and patience that have earned her this month's customer service award.

"She just always provides excellent service, to all customers, at any time of day," says Espinal. "She's an amazing employee."

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

Job Shadow: Psychiatric Nurse for a Day



When Todd Cipriani walked onto the behavioral health unit for a job shadow this past spring, he wasn't quite sure what to expect. As Lifespan administrative director of imaging (formerly the Newport Hospital vice president for professional services), he had spent time on medical/surgical units, and he knew the drill: nurses bustling around, taking blood pressure, monitoring vital signs, helping patients get comfortable. But this was a different story.



“The patients are dressed, they’re mobile, they don’t require as much physical assistance,” he says. “Instead, there’s a lot of verbal interaction, social contact with the patients. It can take a little while to get your bearings.”

Sharon Gendron-Petroff, RN, was Cipriani’s guide that day, and as she expertly navigated her myriad duties, he began to grasp the rhythms of the unit.

“Sharon was just wonderful,” he says. “She was monitoring her patients, assessing their mental status, getting everyone their meds, prepping for the team meeting...and she still found time to sit with one patient, talk to her about her living situation, get on a computer and help her apply for unemployment benefits.”

In general, Cipriani found, the unit makes special demands on staff: nurses must be vigilant about safety, always aware of where patients are and what they’re doing, and alert to the verbal and physical clues patients drop about their lives and emotional state.

“The skill set is very different,” says Cipriani. “But I found Sharon so professional—she clearly understood her field, her interactions with patients were respectful and attentive, never demeaning in any way, and she was able to get them to tell her what she needed to know. It was really very impressive.”

Employee Benefits Corner

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Newport Nursing News

Congratulations to the following Newport Hospital nurses.

Linda Chaves, RN, emergency department, received the hospital’s second DAISY award. The DAISY Award for Extraordinary Nurses honors the compassion and care that bedside nurses provide to their patients every day. A national program, the award was created by the family of a patient who wanted to honor nurses “for making a profound difference in the lives of their patients and patients’ families.”

Elizabeth Raposa, intensive care unit, recently became a registered nurse practitioner and CCRN.

Growers Break for the Winter

The Newport Hospital Employee Growers Market held its last sale the second Wednesday of September, after a successful season that raised several hundred dollars for the hospital’s Employee Fund. Mark Hite, who organized the market for the third year, says, “We had a wonderful mix of fruit, vegetables, herbs and flowers donated directly from employees’ gardens.” Growers were from departments throughout the hospital. Hite says the popular items this year included peaches, tomatoes and herbs, and all three sold out quickly on market days.

“It was uplifting to see how excited customers were when we displayed the donated items,” Hite says, adding that to support the Employee Fund, many donated money beyond the total of their purchases. All unsold produce was donated to Lucy’s Hearth in Middletown, delivered by Hite himself.



Hospital employees purchase home-grown vegetables, herbs, flowers and fruit on market day.