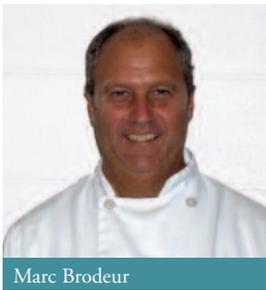


Customer Service Award Winner Marc Brodeur



Marc Brodeur

Every day, Marc Brodeur dons his chef's whites and oversees the preparation of more than 700 meals, all destined to feed the extended Newport Hospital family. As supervisor of production in the food and nutrition department, he works with a large staff of cooks and tray assemblers, collectively responsible for every bite in the cafeteria and on patient trays.

That gargantuan chore grew even more complicated this past summer, when a kitchen floor replacement project forced Brodeur and his entire crew to vacate the kitchens and set up shop in a series of makeshift areas, from a trailer in the parking lot to a hastily renovated storeroom.

"Marc did such an amazing job, under such difficult circumstances, that he really deserves this award," says Pamela McLaughlin, director of patient support services. "He had the staff so rallied and so on-task that patients had no idea we were cooking in the parking lot."

Brodeur's colleagues speak of his calm and consistently upbeat attitude, his willingness to help, and his uncomplaining work ethic. "Patients don't see Marc or know who he is, but he deserves praise for a job well done," says a dietary aide. "Everyone praises the food selections that Marc is responsible for planning. Even patients are happy!"

Brodeur has been with the department for more than 10 years, and has always done a superlative job, says McLaughlin. But the

challenge of the two-month relocation really allowed his leadership skills to shine. "Marc lost 18 pounds, running back and forth from the trailer, to the store rooms, to the freezers," she says, "and yet he kept it all functioning smoothly and as near to normal as possible. He made all that effort seem invisible."

Newport Nursing News

Congratulations to Christine Yamiolkowski, CNA, of surgical services, on her advanced associate certificate from the Society of Gastroenterology Nurses and Associates. Now a certified advanced endoscopy technician, she was pinned on September 24 by charge nurse Deana Pickett, RN.

Hats Off!

Kudos to Ian Conroy, PT, who recently earned Orthopedic Specialist Certification from the APTA. Conroy is one of only 19 OCS physical therapists in Rhode Island, and Vanderbilt Rehab director Melissa Fournier is proud of his achievement and commitment. "This accomplishment involves a minimum of 2,000 hours of direct patient care in orthopedics," Fournier says, "as well as a long application process and an extensive written examination."

Congratulations to Kristin Matteson, OTR/L, of Vanderbilt Rehabilitation Center's outpatient department. Matteson received an MS in occupational therapy from San Jose State University in August. She has been with Newport Hospital since 1987.



A New Perspective

On September 22, Newport Hospital held an event to help employees increase their awareness of the obstacles we often unknowingly place before people with disabilities. “Disabilities Awareness Day” was planned and implemented by Vanderbilt Rehab director Melissa Fournier, who worked with local consultant Annette Bourbonniere of Accessibility & Inclusion Consulting.

About 30 hospital staff members participated in tours, in which an employee was either in a wheelchair, blindfolded, or wore earplugs, each discovering issues within the hospital that he or she had not noticed or thought about previously.

Although familiar with the hospital layout, staff who wore blindfolds walked slowly and carefully, obviously a bit disoriented even when guided by a sighted volunteer. Employees who used wheelchairs noticed that some surfaces and grades are more difficult to navigate than others, and that certain items are out



A hospital employee, led by a volunteer, navigates the incline to the front door without using her sight.

of reach, such as some check-in desks and cafeteria self-service foods. Staff whose hearing was impaired found it difficult to hear their names called as they went through the outpatient care experience, from registration to DI and lab.

Panel discussions were included in the day’s schedule and were well attended. In addition to Accessibility & Inclusion Consulting, other external participants were the Rhode Island Commission on the Deaf and Hard of Hearing. Each brought insights and possible solutions.

The goal of the day was to identify areas in which Newport Hospital could improve access. While we currently provide help for people with disabilities, the chief point of the consultant was that we should not rely on helping but, instead, should maximize accessibility so that patients and visitors with disabilities can help themselves.



Hospital staff sign up for disability day tours.

Benefits Corner

It’s open enrollment time, and it’s easy to be confused by the many choices. The My Health Advocate is available to help you with questions about our health and dental insurance plans so you can make the best choices for you and your family. Call the HR benefits office to learn more: 5-1301.