



Noni Gifford

Noni Gifford, RN, Customer Service Award Winner

Noni Gifford first came to Newport Hospital as a graduate nurse in 2006. She soon passed her boards, became a registered

nurse, and stepped naturally into her role as a trusted, caring and compassionate colleague.

“Noni deserves this award for her exceptional care of her patients, but also the caring she has for her co-workers,” says Marc Kalapos, director of medical/surgical nursing. “She is very gentle and compassionate to everyone she comes in contact with, and is always there to give encouragement to co-workers during hectic times.”

Gifford’s colleagues on the busy Turner 2 medical/surgical unit all mention this supportive quality. “As we work on a very busy unit, it is most important to be aware of co-worker’s needs,” says one. “She sends notes of encouragement to staff if they are having a bad day, and it means so much!”

Her nomination also cites her superb customer service skills with patients and visitors. “Noni is an active listener to patients and colleagues and follows through consistently to address all patient concerns and issues,” it reads. “She works hard to ensure patient satisfaction. Most importantly, she is always patient and kind.”

A reception was held in Gifford’s honor on June 20.

Newport Pharmacist Presents Statewide Research

How can pharmacists improve the delivery of clinical pharmacy services across the state? That’s what Newport Hospital staff pharmacist Jill Makowski, RPh, recently set out to discover, in an initiative overseen by the statewide Clinical Pharmacy Coordinators group.

Makowski collaborated with Michele Danish, clinical pharmacy manager at Our Lady of Fatima Hospital, to gauge the level of clinical pharmacy services across Rhode Island and identify opportunities for improvement. They looked at the availability of specific services at individual hospitals, identified which services administrators considered essential, and highlighted areas in which staff pharmacists need additional training or mentoring.

The two surveyed hospital pharmacists and directors of pharmacy around Rhode Island, asking questions about the services provided, and how comfortable pharmacists feel with providing those services. The results were compiled in a study titled “Making a road map to clinical pharmacy services in Rhode Island,” and presented at the American Society of Health-System Pharmacists summer meeting.

The survey demonstrated that while pharmacy staff and management agree on which services are important to offer, pharmacists are not always confident in their ability to provide those services. For example, Makowski says, pharmacists can be of great assistance in preventing falls in the elderly. “The pharmacist can review the patient’s profile—how elderly they are, how small they are—and all the medications they are on. The meds they are taking might make them dizzy or lower



blood pressure, and that puts them at risk for falling. The pharmacist could then lower the dose to a more appropriate level and reduce the risk of a fall.” Yet while some pharmacists are comfortable conducting such a review, others feel they need more training and guidance.



Newport Hospital's Jill Makowski, RPh, and Michele Danish, clinical pharmacy manager at Our Lady of Fatima Hospital, presenting their research to the American Society of Health-System Pharmacists.

Armed with the results of the study, the pharmacy coordinators group plans to provide more educational support and resources for pharmacists, and encourage colleagues to contribute to a network of shared information.

As for Newport Hospital pharmacists, “Considering that we’re a small hospital, we really do a lot of clinical pharmacy work here,” says Makowski. “Collaborating on this study gives us the opportunity to share our knowledge with other hospitals, and to learn from hospitals that have more resources.”



Marc Kalapos, RN, BSN, MS

Hats Off!

Congratulations to director of medical/surgical nursing Marc Kalapos, RN, BSN, MS, who was recently named to the *Providence Business News* “40 Under Forty” list. The list honors Rhode Islanders who have demonstrated “career success and community involvement...a commitment to making a difference on a local, national, or international scale.” This is the first time a Newport Hospital employee has been included in “40 Under Forty.”

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On Your Marks...



A 5K walk/run promoting Newport Hospital's efforts to involve children and families in healthy activities has been scheduled for Sunday, September 9. The children's run begins at 9:30 a.m. and the adult 5K at 10 a.m. at the Newport County YMCA on Valley Road.

Food, drinks, raffle prizes, a playground and moon-bounce will be available. Awards will be presented after the races.

For more information about the Frederick Henry Prince Family 5K Fun Run, call Lori Allan at 5-1111 or visit newporthospitalrun.com.