



Micheline Larrey

Micheline Larrey, Customer Service Award Winner

Micheline Larrey knows how to make people feel welcome. Before joining Newport Hospital one year ago as a radiology technologist

aide, she owned and ran a family B&B, and colleagues say she has brought the same sense of hospitality, courtesy and customer service to the diagnostic imaging department.

“Michie is truly a pleasure to work with, and always makes patients the highest priority,” reads her nomination. “She is obsessive about staying organized and on top of things so that the day moves smoothly for everyone, including the patients, doctors, and fellow radiology techs.”

Larrey’s supervisor, senior radiation technologist Chris Stokes, confirms her efficiency, willing attitude and courteous professionalism. “She always goes out of her way to make sure patients are done on time and have quality studies,” he says.

Her nomination mentions a recent incident when Larrey noticed a patient had been sent in for the wrong test. Instead of sending him to reschedule, she had the correct order faxed immediately and recruited the appropriate staff members to conduct the test. She even ran out to the parking lot to notify the patient that he could be seen that day, after all.

A colleague writes: “Michie later told me, ‘I could see how difficult it was for [the patient] to get around and I hated the thought of him having to come all the way back here again.’ She is an exemplar of customer service at Newport Hospital!”

On your bikes!

Newport Hospital is a participant in the annual Bike to Work Day in Newport, to be held this year on Friday, May 18. Biking instead of driving is healthy, good for the planet, and fun, and hospital Bike to Work Day representative Bart Grimes encourages everyone to give it a try.

“This will be a great event and a nice introduction to commuter biking,” says Grimes.

All events of the day take place in and around Washington Square. Participants might want to build in a little extra time for a commuter breakfast, provided by various Newport eateries. All-day benefits include free admission to the Breakers for visitors who arrive on bicycles; booths, clinics, classes, demonstrations and bike tours; a 1 p.m. press conference; and a 4 p.m. community bike ride around the city. The day closes with a bike fair from 5 to 8 p.m., followed by a screening of the 1979 classic bicycle movie, *Breaking Away*, at the Jane Pickens Theater.

A self-proclaimed two-wheeler, Grimes himself owns four bicycles: two mountain bikes, a commuter bike, and a road bike. “I know that when my co-workers participate, they’ll find it so easy and fun to bike to the hospital every day,



they'll be on their bikes more," Grimes says. "It's a terrific way to get a little exercise and clear your mind for the day ahead. And most Americans' car trips are less than two miles! Imagine the gas savings by using a bicycle for such short distances."

Bike Newport, the principal sponsor of Bike to Work Day, was established in 2011 and collaborates with businesses and residents alike, as well as with the City of Newport. With the goals of increasing the number of people in Newport who use bicycles for recreation and transportation, and educating drivers and cyclists about safety, Bike Newport has already held several successful events. In its inaugural year it also placed 14 bike racks around the city, each sponsored by an organization or individual – including one sponsored by Newport Hospital and prominently located outside Newport City Hall.

Among other supporters of Bike to Work Day are the AARP, the Preservation Society of Newport County, and Newport Bicycle. Anyone with questions about Bike to Work Day may call Bart Grimes at 5-1345 or visit BikeNewportRI.org.

Nursing School Alums Schedule Open House

Former students of the Newport Hospital School of Nursing will welcome visitors on Saturday, May 12, from 2 to 4:30 p.m. Please call Joan at 846-2836 for further information.

Patient Safety Awareness Week

Newport Hospital celebrated National Patient Safety Awareness Week last month, with numerous employees participating in a variety of fun and educational activities.

This year's theme was *Be Aware for Safe Care*, stressing the importance of raising awareness about patient safety and finding ways for patients/families, providers and the public to partner in this effort.

Informal education sessions focusing on national safety goals and patient safety culture were held in the Hill Courtyard during the week, with opportunities for discussion and a Q&A with experts. David Harriman, director of PE&I, encouraged staff members to nominate fellow Newport Hospital employees for recognition as "Patient Safety Heroes."



Staff members listen to Kammie Lucas, RN, give a presentation on "Universal Protocol: Preventing Wrong Site, Wrong Procedure and Wrong Person Surgery."

Among the additional activities and displays related to safety week:

- Staff members created safety-themed posters for display in the Hill Courtyard throughout the week.
- A Tuscan Café gift card was raffled off to employees who responded to the question, "What is your Role in Patient Safety?"
- Healthy snacks and raffle tickets were distributed to evening shift staff who participated in discussions about safety goals.
- Laminated copies of the 2012 safety goals were delivered to hospital units/departments.



Bulletin board outside the Newport Hospital cafeteria during patient safety awareness week.