



Vincent Calabrese

Vincent Calabrese, Customer Service Award Winner

On any given day, you can find Environmental Services Supervisor Vincent Calabrese hauling laundry carts from the dock; moving furniture for renovation projects; coordinating cleaning or setting up for special events. At the same time, he carries the department cell phone and is continuously fielding calls, addressing issues and requests on the fly.

“Vin understands that staff members are depending on him to resolve their issue so they can get their own job done,” says Pamela McLaughlin, director of Patient Support Services. “One of the things that stand out about him is how quickly he addresses the calls. He never makes promises he can’t keep, and always follows up with customers when the job is completed to make sure they are satisfied.”

Calabrese has been at Newport Hospital, in his current position, for three years. His colleagues uniformly cite his tremendous efficiency, energy, helpfulness and pride in a job well done.

“You never have to worry that your issue, request, or suggestion won’t get attention when you call Vin,” reads his nomination. “He’s a hands-on, fast moving, get-it-done kind of supervisor.”

Many of his co-workers also mention his sense of humor. “Vin is funny, often making light of difficult or stressful

situations, but never losing sight of the importance of great customer service,” writes one.

Bottom line, says McLaughlin: “Vin just gets the job done.”

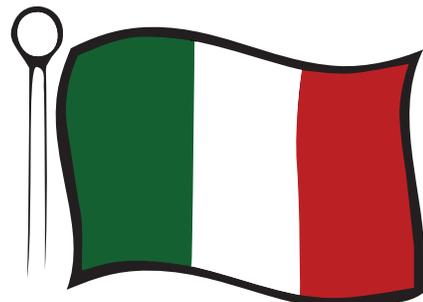
Newport Nursing News

Cara Gullitti, RN, has become a certified Diabetic Outpatient Educator, which formally qualifies her to bring knowledge about diabetes to her patients so they will be better able to care for themselves after discharge from the hospital. Gullitti has also recertified as a Clinical 3 nurse.

Cricket Meehan, RN, has recertified as a Clinical 4 nurse, one of only a few at Newport Hospital. The recertification indicates she has met all guidelines and achieved a variety of goals for this level of nursing, which include, among many, patient education and participation in professional education and conferences.

Celebrate Italian Cultural Diversity Day

On St. Joseph’s Day, March 19, Newport Hospital will host a table display outside the cafeteria and will offer Italian specialties for lunch and dinner. The bulletin boards will have information on Italian culture throughout the week.



A committee has been formed to plan Italian Cultural Diversity Day activities, and the team leader, Vicki Williams, encourages anyone who is interested to join. Committee members are:

- Barbara Arcangeli, human resources
- Vincent Calabrese, environmental services,
- Annmarie Courtemanche, CNA, float pool
- Barbara Davis, library
- Rosetta Izzi, registration
- Marilyn Oliver, library
- Sandra Peterson, health information services
- Katina Shaw, laboratory
- John Shea, food and nutrition
- Vicki Williams, human resources

Please call Vicki Williams at 5-1302 if you'd like to join the committee and help with planning.

MyHealth, Coming Soon

Who knew healthy changes could earn you spare change?

The MyHealth Health Risk Assessment (HRA) and health screening start March 1, 2012. Complete your HRA and schedule your screening by April 23, 2012 and you'll earn \$200. Simply log on to www.lifespanmyhealth.org on March 1 to get started.

To ensure employee privacy, this program is being delivered by Healthways, a leading provider in well-being improvement solutions. The HRA and health screening are available to all Lifespan benefit eligible employees regardless of how you purchase your health insurance.

Remember: complete the HRA and schedule your screening by April 23 to receive the \$200 benefit.

The program is confidential, voluntary, and offered at no cost to you. For more information, [click here](#), or call 888-824-9407.

Save the Date!

The Newport Hospital Nursing Research Conference

The Newport Hospital Nursing Research Conference, entitled *Building Sustainable Bridges*, will be held on **Thursday, June 28**, at Portsmouth Abbey School in Portsmouth. Keynote speaker is Joanne V. Hickey, PhD, RN, ACNP-BC, FAA, FCCM. Please watch for more information in March, or call Barbara Davis at 5-1311.

