



Linda Dutra

## Linda Dutra, RN, Customer Service Award Winner

Linda Dutra, clinical nurse II, started work in the Newport ICU in 1977. By any standard, she is a seasoned, highly skilled professional.

Yet she has continued to learn and grow as a nurse—last year, she returned to a program at Salve Regina University and got her BSN degree.

She is also enough of a veteran to know that it's not only the clinical side of nursing that aids a patient's recovery, it's also the caring human touch.

Her nomination for this month's customer service award mentions a recent day on the ICU, when she sedated and monitored a patient undergoing a procedure with her usual efficiency. At the end, a colleague writes, "I realized Linda was shaving this elderly gentleman. Linda believes that in addition to the lifesaving interventions, the little things make a big difference in the lives of our patients. Being clean and shaved changes a patient's demeanor and improves their feelings of well-being. Linda does things like this every day."

Her colleagues all agree, citing her dedicated, caring and thoughtful manner with patients and her store of wisdom built up by long experience on the job.

"Linda is friendly, kind and caring," sums up Margie Dunbar, director of nursing for the Newport ICU. "If you were ill and in the ICU, Linda is one of the nurses you would want taking care of you."

## Newport Partners with Bradley Hospital to Care for Kids in Crisis

Like many hospitals, Newport Hospital has seen a rise in the number of children arriving at the emergency department in psychiatric crisis. Usually, staff members arrange to transfer the child to a pediatric psychiatric facility, and care for him or her while awaiting an available bed—which can take hours, even days.



The wait creates a daunting challenge for staff on the pediatric unit, charged with providing the best care to children whose behavioral or psychiatric crisis may involve aggressive or self-injurious behavior, while continuing to provide the highest quality care to other patients with medical conditions.

To help address this concern, Newport Hospital collaborated with Bradley Hospital's Department of Behavioral Education to educate and train both pediatric and emergency department staff in ways to help children in emotional distress. The hospitals also conducted an assessment of process improvements that would benefit patients and staff.



In addition, Newport Hospital rearranged the pediatric unit to provide a safe, private space for patients awaiting transfer, while still maintaining a calm, private environment for other pediatric patients. The new space includes games and activities that are age and situation appropriate. For example, children who might be self-injurious are only provided with safe toys, such as soft toys with no hard edges.

Pediatric staff took the lead in ascertaining where improvements could be made and in implementing changes, effective last summer. The entire initiative has proven very effective in elevating Newport Hospital's level of care for children who come to the hospital with a psychiatric emergency. Training and improvements in safety care are ongoing.

The project was supported by a grant from the Lifespan department of risk management and Lifespan risk services. The Lifespan risk management grant program was created to support innovative efforts and provide a source of funding for projects relating to professional liability, general liability and patient safety.

Thanks to the grant from the department of risk management, the Newport-Bradley collaboration has resulted in better care of patients and a less stressful, more efficient work environment for staff.

## Newport Nursing News

The emergency department is pleased to announce that four nursing staff members have recently attained the CEN credential to become certified emergency nurses.

Congratulations to **Karen Melchar**, RN, CEN; **Linette Novak**, RN, CEN; **Elizabeth Shaw**, RN, CEN; and **Sarah Smyth**, RN, CEN. The CEN is a notoriously difficult certification to pass.

All four nurses have been part of the emergency department for five years, and the entire ED and hospital staff applaud their dedication and their accomplishment.

## There's still time...

Walkers, runners and kids can still register for the hospital's 5K fun run/walk scheduled for Sunday, September 9. The children's run begins at 9:30 a.m. and the adult 5K at 10 a.m. There will also be awards, a moon-bounce, health information and raffle prizes, as well as food and drink.

For more information, call Lori Allan at 5-1111 or visit [newporthospitalrun.com](http://newporthospitalrun.com).

