



Theresa Nunes, RN

## Theresa Nunes, RN, Customer Service Award Winner

Theresa Nunes is the kind of nurse whose understated competence influences the entire medical team.

Her co-workers know they can rely

on her completely, so when she is facilitating a difficult procedure in the endoscopy suite, calm prevails.

“Theresa always puts patient care first and will act as a patient advocate when she feels the climate in the room is creating anxiety for the patient (talking, music too loud, etc.),” reads her nomination for this month’s customer service award. “She is always conscientious and respectful of her patients and their families, and patient safety is her top concern.”

Nunes has worked at Newport Hospital for 33 years, the last eight in endoscopy. Co-workers mention her strong sense of honesty and fairness, and her willingness to volunteer for extra work or unpopular assignments without hesitating. If there’s a need for coverage, she’ll help out her colleagues without waiting to be asked.

“When Theresa sees that a process isn’t working as well as it should, she comes up with ways to improve it,” says Maureen Sherman, director of surgical services. “She seeks excellence in all she does. With all these qualities, she is very humble, and gives credit for successes to others. [I’m glad to] see her receive recognition for her excellent patient care, skills, and team qualities.”

## Auxiliary Gets Cooking

The Newport Hospital Auxiliary is creating a cookbook and hoping to have it completed before the holidays. If you have one or more favorite recipes to share, please drop them at the hospital gift shop recipe box. You may also send recipes to auxiliary Norma Greene: [ngreene@lifespan.org](mailto:ngreene@lifespan.org).

Recipes may be handwritten, computer-generated, or on index cards. Please include your name and phone number in case of questions.

All proceeds from the cookbook will support the programs and projects of the Auxiliary.

## Walk or Run the Newport Bridge

Newport Hospital is a sponsor of the upcoming Pell Bridge Run, which takes place on Sunday, November 11, at 6:30 a.m. The four-mile course begins in Jamestown, near the Rhode Island Turnpike and Bridge Authority office, and ends in downtown Newport.

Unlike last year, the race is open to walkers this year as well as to runners. “It’s a rare opportunity to take in the spectacular view from the bridge without being confined in a car,” says hospital president Gus Cordeiro, adding that the hospital is sponsoring the run through the Newport Hospital Frederick Henry Prince Memorial Fund. The goal of the fund is to improve the health of Newport County youth through encouraging participation in sports and other physical activity.

Proceeds of the run will support nonprofit organizations, including the Newport County YMCA and the Dr. Martin Luther King Jr. Community Center. For more information and to register, go to [www.pellbridgetrun.com](http://www.pellbridgetrun.com).



# Newport Holds Flu Clinic/Emergency Planning Drill

All hospital employees need a seasonal flu vaccine, to protect themselves, their families and the patients they care for. And once you're vaccinating a bunch of employees against the flu, why not make it a test of your ability to vaccinate large numbers in the event of other medical emergencies?

That was the thinking behind Newport Hospital's recent flu clinic/emergency medication distribution drill, says Patricia Grimes, RN, emergency preparedness coordinator.

"Not only does it help us exercise our emergency plan, but it helps occupational health deliver a large amount of vaccine to the staff," says Grimes. "It's a win-win for both of us."

Grimes and the emergency preparedness team gave this concept a test run last year. When it proved successful, they

expanded their sights this year. They set up a temporary clinic in the laundry room outside the cafeteria, with privacy bay, pharmacy table and an efficient team to process paperwork and move folks through the line.

All the planning paid off: in two and a half hours, the team managed to vaccinate 250 people, 100 more than the year before.

"It gives us the opportunity to see that we could treat large amounts of people if necessary," says Grimes. "There are performance measures that call for you to be able to treat your entire staff prophylactically within 48 hours. That's around 800 people—and this shows we could do it."



**This month's flu clinic reached a record number of employees, and demonstrated the hospital's capacity to treat large numbers in the event of an emergency.**