



Nicole Piermont, RN

### Nicole Piermont, RN, Customer Service Award Winner

Nicole Piermont has an endless supply of energy and enthusiasm, both of which she employs in her work in nursing administration and as a clinical nurse specialist.

Her co-workers cite her conscientious,

diligent nature, positive attitude and confident yet kind approach to leading efforts for change.

“Nickie is an asset to any team who is lucky enough to have her,” reads her nomination for this month’s customer service award. “Her disposition is always chipper. She has a delivery of kindness with guidance even when she is correcting you.”

Piermont is often sought out to lead new initiatives, says Paula Gillette, MSN, RN vice president of patient care services and chief nursing officer, because of her excellent leadership abilities. “Nickie engages in positive relationships with clinical staff and leadership, promoting a sense of teamwork and purpose,” says Gillette. “Matched with her enthusiasm, she conveys a message of confidence to the team that any goal can be achieved.”

And most importantly, adds a colleague, “Nickie is an absolute pleasure to work with!”



### Serve Yourself!

Want to check your current payroll deductions? Prefer the paperless delivery of your paystub? Need to change your home address or phone number, or alter your federal or state tax withholdings?

With the launch this month of the new ADP self-service portal, all employees can perform

these tasks and more at their own convenience. The portal gives Lifespan employees the ability to log in to their own account—from home or workplace—and view or change their payroll information, including:

- View and print a copy of your paystub and 2012 W-2
- Opt to go paperless with your paycheck
- View your general deductions
- Link to the Benefits Administration website
- Change your emergency contact info, home address, or phone number
- Change your federal and state tax withholdings

Lifespan Payroll and Human Resources Operations are behind this new service, and urge all employees to register. <http://intra.lifespan.org/askpayroll/> to start your first time registration and establish a username and password.



## Hats off

Congratulations to respiratory therapist Mark Greenslade, who recently earned his RRT designation to become a registered respiratory therapist. The RRT is the advanced respiratory therapy credential.

Greenslade has been a certified respiratory therapist in the cardiopulmonary services department for more than a year and works the evening shift. His advancement reflects dedication to his profession and his patients.

## Local Hero



**“When I saw they needed help, I just acted,” Deasley told the local paper. “That’s what I do. That’s how I’m built. I don’t know what connected me to these people, but I’m glad I was there to help. It was almost like it was meant to be.”**

One of Newport Hospital’s own was featured in the local media this month, for rushing to the assistance of a family whose baby was having a seizure.

Linda Deasley, a surgical technician in the Newport OR and eight-year staff veteran, happened to be walking her dog on a city street when she heard a young couple screaming for help. Although they spoke Spanish, Deasley understood the word “baby”, and after showing her hospital ID, followed the terrified parents up to their apartment. There, she found a 10-month-old boy in the grip of a grand mal seizure.

Along with Deasley’s health care background, her own son has lived with seizures since suffering a brain injury at age 7, so she knew precisely what to do. She was able to care for the baby until an emergency crew arrived and took him to the hospital. Deasley then dusted herself off and reported to work for her 7 a.m. shift.

The child was treated and later released to his relieved parents, and is doing fine at home. Yet Deasley kept thinking about the family, and their clean, but bare surroundings. She bought some baby equipment that seemed to be lacking, collected other household items from friends and family, and dropped them at the apartment, only blocks from the hospital. She stopped off to visit with a Spanish-speaking friend, who helped explain how to cope with seizures, a topic Deasley knows well, through personal experience with her son.

Impressed with her quick thinking and generosity, a colleague contacted the *Newport Daily News*, and the paper ran a story about the incident.

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