



Glone Baker

Glone Baker, Customer Service Award Winner

As a medical assistant with NHCC Medical Associates, in the Jamestown Family Practice office, Glone Baker juggles many responsibilities— and all of them with grace.

“I have seen her answer phones, Xerox forms, find charts, greet patients and request insurance forms simultaneously, and always with a smile,” writes a colleague in Baker’s nomination for this month’s customer service award.

Baker has worked for NHCC since 1998, and patients and colleagues alike comment on her efficiency, calm, intelligence and unfailingly pleasant manner.

“While many employees of the Jamestown Family Practice are also very skilled, I believe Ms. Baker is the epitome of excellence,” writes one. Another physician in the office sums it up in a sentence: “Everyone loves Glone.”

A reception was held in Baker’s honor in March in the MacLaurin Living Room.

Newport Stages Successful Patient Safety Awareness Week

Newport Hospital created a multimedia patient safety awareness week in March, incorporating panel presentations, community outreach, and even an interactive theater piece.

The theme for this year’s patient safety week was 7/365: 7 days of recognition, 365 days of commitment to safe care. The week’s activities were coordinated by Patricia Weissman, RN, quality outcome coordinator, performance evaluation and improvement. All events focused on safe management of patient medications through the use of effective communication.

More than 50 staff members enthusiastically attended each of the following events at Newport Hospital:

- A panel presentation, in which a physician, nurse and pharmacist discussed their reflections on how communication plays a critical role in preventing medication-related errors in patient care;
- A play, entitled, “It’s Not Just a Retention Problem: A Hearing on ‘Bullying’ and ‘Lateral Violence’ in Nursing.” Evidence discovered during the play becomes a catalyst for change and process improvement. Collaboration among team members improves as communication becomes more effective.

In addition, Newport Hospital representatives joined members of the Newport Community Coalition to conduct a successful medication safety outreach project at the Edward



King House. The team worked to raise awareness and educate older adults in the community on safe medication use and the importance of their partnership in safe health care. Team members reviewed educational literature, including medication cards, and distributed it to many interested senior community members.

Patient Safety Awareness Week is an annual education and awareness campaign for health care safety led by the National Patient Safety Foundation.



Panel Presentation (left to right): David Harriman, facilitator (standing); Gayle Weaver, MD; Karen Pensak, RPh; Laurie Allan, RN (at the table).



In celebration of Patient Safety Awareness Week 2013, cake and coffee were served to attendees at the panel presentation and play and distributed to staff on the off shifts.

Another DAISY for Newport Nursing

Congratulations to Anne Hagan, RN, BSN, CHPN, who was selected as a recipient of the DAISY Award for Extraordinary Nurses. Hagan is a case manager at Newport Hospital. Each quarter, the DAISY Award honors a nurse who has shown extraordinary compassion and care. The nurse may be nominated by his or her peers or by patients.

Newport Hospital is the first and only hospital in Rhode Island to participate in the DAISY Award program, joining the ranks of 1,263 organizations committed to honoring their nurses throughout the year with the DAISY Award. This program was established by the family of a young man whose life was touched by nurses. The DAISY Award for Extraordinary Nurses honors the compassion and care that bedside nurses provide their patients every day. The program was implemented by Newport Hospital's Staff Nurse Council.

Save the Date!

Mark your calendars for the annual Employee Award Celebration:
Thursday, May 16, from 5 to 8 p.m.
at the Atlantic Beach Club.
Watch for details and plan to join your colleagues for a fun evening.