



Sam Baldwin, MS Customer Service Award Winner

Sam Baldwin has a knack for making each patient feel heard and valued. As the coordinator of cardiac and pulmonary rehab at the Vanderbilt Rehabilitation Center, he works with patients who may feel vulnerable after a

serious health event or be fearful of overexerting themselves. Baldwin gives every patient his full attention, allowing them to feel safe and reassured by his skilled professionalism.

“Sam...is very caring, considerate and attentive,” writes a patient’s spouse in his nomination for this month’s customer service award. “My husband was referred to cardiac rehab after open heart surgery. [He] feels comfortable in the cardiac rehab program and that makes me feel satisfied that he is in good care.”

Baldwin was hired as an exercise physiologist in 1997 and has served in his current role for the past six years. An athlete himself, who has played in basketball and volleyball leagues, he has been a positive role model for both patients and colleagues, overseeing the employee fitness center as part of his job and encouraging co-workers with their exercise routines.

“When employees join the gym, Sam shows them the equipment and gives them some exercise tips to get them started,” says Melissa Fournier, Vanderbilt director. “A group of them have begun to exercise with him and he informally leads them through a workout. They love the direction he gives them, and the group has bonded and become quite close.”

“Sam has great customer service skills,” she adds, “whether with patients or colleagues.”

Hospital Opens New Diagnostic Imaging Location

The Newport Hospital Medical Imaging Center opened its doors this month at 345 Valley Road in Middletown. Conveniently located and with ample door-side parking, the brand new imaging facility is in the former XRA premises and marks the third hospital diagnostic imaging location (Portsmouth Imaging Center and Newport Hospital are the others).

Newport Hospital manager of medical imaging services David Card says the new center’s location is an advantage both to patients and to local physicians. “Many physicians’ practices are on Valley Road and Aquidneck Avenue,” he says. “Locating our new imaging office where the services are most convenient makes sense because patients can often go right up the street from their doctor appointments and get the service they need.”

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The new location features walk-in x-rays, while other services – MRI, mammography and ultrasound – are provided by appointment. Office hours are 8:30 a.m. to 5 p.m. Monday through Friday. Call the DI department at 5-1338 for an appointment.

Local Scout Troop Earns Badges and Benefits Patients

A group of Middletown Girl Scouts trooped through Newport Hospital last month, bringing comfort to patients and earning badges at the same time.

Accompanied by leaders Jenn Holubesko and Lori Loughlin, members of Girl Scout Troop 721 delivered donations of more than a hundred DVDs; a portable DVD player for inpatients, which they purchased by earning money through chores; and handmade baby hats for the hospital birthing center, for which they learned to knit.

Volunteer services director Lisa Coble arranged tours for the troop, and those tours helped the girls complete their badge work for this effort. They visited the hospital's diagnostic imaging area and Vanderbilt Rehabilitation Center's outpatient department and talked with the staff in each area to learn about careers in health care.



Girl Scout Troop 721 from Middletown

Newport Nurse Honored with Nightingale Award

Marc Kalapos, RN, BSN, MS, Newport Hospital's director of medical/surgical nursing, was recently honored as nurse leader of the year by the Rhode Island State Nurses Association and the Rhode Island Institute for Nursing. Kalapos was presented with one of the associations' six annual Nightingale Awards for Excellence in Nursing during an April award ceremony held at the Providence Marriott.

Kalapos began his career at Newport Hospital as a certified nursing assistant. After receiving his BSN from Salve Regina University, he worked the night shift on a busy medical/surgical floor, and by 2009, became the director of surgical nursing, and then director of medical/surgical nursing for the hospital.

In honoring Kalapos, the nursing association recognized his skilled management of over 120 employees and a multi-million dollar budget, as well as his "ability to make sincere human connections with patients and their families." During the presentation of the award, the association also cited the fact that he is a widowed father of a nine-year-old son, who "somehow manages to balance his hectic day at work to go home and be Dad and Mr. Mom all in one."

Nominees for the Nightingale awards are reviewed and selected by an independent panel of nursing experts from outside Rhode Island.

Benefits Update

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