



Alison Whiting, RN

### **Alison Whiting, RN, Customer Service Award Winner**

Alison Whiting joined the nursing staff at Newport Hospital in 2010, and her skill, smile and empathy quickly earned the trust and respect of patients and colleagues alike.

“She always has a calm aura about her,” says Marc Kalapos, RN, director of medical/surgical nursing. “She is dedicated to the patients and truly enjoys her work; she is very kind, and takes time with her patients, making them feel at ease in her care.”

Whiting cares for patients on Turner 4, where her calm, compassionate demeanor has impressed the family members of patients as well. One recently wrote in support of her nomination as this month’s customer service award winner:

“We were blessed to have Ali Whiting as our father’s nurse. She was truly an angel, showing my father the respect and care that every person deserves at the end of their life. Ali went above and beyond, not only to provide nursing care, but to provide us with such compassion, guidance and support. My Dad and our family were blessed to have met Ali. Her smile and care will never be forgotten.”

A reception in Whiting’s honor will be held at 2 p.m. on June 19 in the MacLaurin Living Room.

### **Lab Professionals Recognized**



The Newport Hospital Laboratory celebrated Medical Laboratory Professionals Week last month, from April 22-26. The annual event is a celebration of the laboratory professionals and pathologists who play a vital role in every aspect of health care. Since they often work behind the scenes, few people know about the critical testing lab professionals perform every day. Lab Week is a time to honor the more than 300,000 medical laboratory professionals around the country who perform and interpret more than 10 billion laboratory tests in the U.S. every year.

Here in Newport, the lab celebrated the week with various activities. Staff members kicked off the week with a celebration of Earth Day; had a Lunch & Learn session with lecturer Dariusz Stachurski, MD; hosted a food drive for the Martin Luther King Center; and lab employees enjoyed games and puzzles throughout the week.



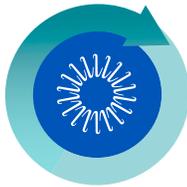
## Hats off!

Congratulations to Tanya DiTomasso, a CNA in the emergency department, who has finished nursing school and passed her boards. She earned a BSN from the University of Rhode Island. Those letters now replace her CNA credential.

The emergency department's Luis Pichardo, CNA, became a United States citizen in April. Pichardo was a surgeon in his home country of the Dominican Republic and has worked in the Newport Hospital ED since 2010 while studying to practice medicine in America. He is married and has a daughter. Emergency department nursing director Lisa Lima-Tessier says the entire ED staff is proud of Pichardo and excited for him.

Congratulations to both DiTomasso and Pichardo, who exemplify the high standards of their professions and are assets to Newport Hospital.

## Epic Update



### **EpiCenter of Excellence** One patient. One record. One system.

The move to a new IT infrastructure reflects an epic change to the way care is delivered at Newport Hospital and across the Lifespan system.

“EpiCenter of Excellence: One patient. One record. One system.” is the tagline created to convey the promise of this new IT infrastructure and to reinforce in a memorable way the goal that we are working to accomplish.

Planning and training for this complex project are well underway. Fred Macri, executive vice president, and Carole Cotter, senior vice president and chief information officer, recently announced the structure and project teams for

the Epic implementation. They include an IS strategy and planning council, chaired by Lifespan President and CEO Timothy Babineau, MD; a steering committee, chaired by Macri and Cotter; and an office of project directors, co-chaired by Eric Alper, MD, IS medical director, and Nancy Barrett, IS vice president, and including the chief medical officers and nursing officers from Newport and the other Lifespan hospitals.

Four project teams will report to the Office of Project Directors: from Newport, Terry McWilliams, MD, will co-chair the EpicCare ambulatory team. There will also be an acute care team, a patient access revenue cycle team, and a technical support team.

McWilliams will split his time between his Epic role and his chief medical officer role until the end of the fiscal year in September, when he will transition to working full-time at his new Epic position.

Through June, the 120 people who comprise the Epic implementation core team will be involved in intense training at Epic's headquarters in Verona, Wisconsin. Later this spring, the Lifespan Epic implementation team will move into newly renovated space at 240 Chapman Street, Providence.

The Epic system is an important underpinning of our new patient-centered model of care. With the support of Epic, we will at last be able to provide patients with electronic access to their health information 24/7, enable patients to communicate with caregivers from remote settings, eliminate duplicative and unnecessary tests, streamline the scheduling process and provide a system that will pull patient information from different caregivers into a single electronic medical record. The official go-live date for Epic is April, 2015.

“We are thrilled with the talent, dedication and enthusiasm of the team that will lead this effort,” say Macri and Cotter, “but it will take the commitment and resilience of the entire organization to successfully see us through this transformative period in health care.”