



Theresa Hayes

Theresa Hayes, Customer Service Award Winner

Theresa Hayes is a secretary in Newport's Behavioral Health Unit—but that one-word description does not begin to convey the scope of her job, or the positive effect she has on colleagues and patients.

Co-workers cite her excellent service, her attention to detail, and her ability to solve an array of issues quickly and efficiently, all while radiating calm and compassion.

Her nomination for this month's customer service award gives an example of her way with patients.

"There are times when Terry is seen sitting with a patient, not offering therapy, but simply being present, which sends the message, 'I care about you.' Once she sat with an undernourished young male and conversed with him about trivial topics, such as her fanatical love for the Red Sox. She successfully got him to eat his entire meal!"

Christopher Paiva, director of the Behavioral Health Unit, cites a moment last year when the staff was reeling from the loss of a treasured team member. "During this difficult time, Terry purchased numerous items for the nurses' lounge...it

was her way of easing the emotional pain of the staff. And it was done with no fanfare, only out of her caring nature and sensitivity for people."

Bottom line, says Paiva: "Terry has been a wonderful addition to our unit. She's a pleasure to work with and a manager's dream."

A reception was held in Hayes' honor on June 19 in the Maclaurin Living Room.

On Course for Magnet Redesignation

Magnet designation for nursing excellence is a much coveted award—but like anything of value, it doesn't come easy. After months of work, the Newport Hospital Magnet redesignation submission was recently sent to three appraisers and the Magnet program office before the June 1 deadline. The document comprises 13 manuals, 88 sections, and 665 sources of evidence.

Sections of the submission document include more than 2500 pages, including an overview of the hospital; transformational leadership; structural empowerment; exemplary professional practice; and new knowledge, innovations and improvements.

Denise Sullivan, Newport Hospital CNO and vice president for nursing, thanks the nurse executive council, staff nurse council, Magnet ambassadors, Magnet oversight committee, Magnet



redesignation committee, and staff throughout the hospital. This effort has touched almost everyone in some way and the challenge was met with enthusiasm throughout the nursing units, in the copy center, in administration, informatics, performance evaluation and improvement, the volunteer department and countless others.

“This process and this designation help us take care of our patients in the best possible way,” says Sullivan, “care with the most compassion and the highest quality.”

Sullivan expects to hear from Magnet appraisers over the summer and to have a site visit in the next few months.

Care and Clothing for Sexual Assault Victims

Newport Hospital is participating in a clothing drive to collect new items for sexual assault victims who are treated at state hospitals. These patients often have to surrender their clothing as part of the sexual assault evidence collection kit. The idea is to collect much-needed items, such as undergarments, t-shirts and sweat pants, so the emergency department can provide new clothes to patients who need them.

Lisa Lima-Tessier, director of emergency services, is working on the drive with Day One, an advocacy center for victims of sexual assault, domestic violence and other violent crime.

The collection box is in the ED nurse manager’s office, located on the ground floor of the Alletta Morris building. Donors can also call Lima-Tessier at 5-1205 or Pat Grimes at 5-4273 to pick up items.

Kudos for Newport Blood Bank

The Newport Hospital blood bank recently won national recognition from the American Association of Blood Banks (AABB), for continued excellence and highest standards of care relating to transfusion services.

After a full-day, onsite evaluation in February, the blood bank was granted AABB accreditation, which establishes that the

facility’s level of performance meets or exceeds the rigorous AABB standards. The accreditation process is entirely voluntary; Newport’s participation reflects the staff commitment to continuous improvement, quality and safety.

“It’s a lot of work—we might ask ourselves, ‘why are we doing this?’ when we’re in the middle of it, but we’re glad to be able to say that we are AABB accredited,” says Jane Fontaine, blood bank director. “I couldn’t do it without the staff that we have--they all help make sure that we are in compliance.”



From left, the blood bank staff are: Tina Shaw, Jane Fontaine, MaryBeth Fransson, Julie Lamountain