



Mary Shotwell

Mary Shotwell, Customer Service Award Winner

There are some people who seem to create order wherever they turn. Mary Shotwell is one of them. The executive secretary for allied patient care administration, Shotwell has seemingly never met a process she couldn't improve, a task she couldn't tackle or office she couldn't organize.

Shotwell has worked at Newport Hospital for seven years, the last few in her current job. Her title covers responsibilities as varied as writing technical minutes for various committees; assisting with the mammoth Magnet redesignation submission; writing and tracking policies; organizing department operations; and more.

According to her colleagues, Shotwell handles it all skillfully, and with an unfailingly positive and helpful attitude. "Mary's attention to detail and her willingness to help at any time make her a pleasure to work with," reads her nomination for this month's award. "I have never heard Mary say, 'I can't do this,' but rather, 'How can I do this?'"

Another cites her instrumental work on the complex Magnet submission, sent out last month, for which she handled everything from formatting the newsletter to delivering lab coats to a local tailor for new labels.

"Mary is a wonderful and warm human being who is very approachable, unselfish, and generous," says Bart Grimes, MS, RPh, administrative director of allied patient care services. "She is simply a model for customer service."

Hats Off

Medical staff services coordinator Elizabeth Sessa Sekscenski, BS, CPC, recently passed a grueling exam to achieve national certification in professional medical service management from the National Association of Medical Staff Services (NAMSS).

NAMSS is a national organization dedicated to enhancing the professional development of and recognition for professionals in the medical staff and credentialing services field. Sekscenski is now nationally certified in both overall medical staff services management and credentialing. The certification process recognizes expertise in those respective areas and requires extensive educational and practical work experience leading to a demanding certification examination, similar to board certification in medical specialties. Once successfully certified, maintaining certification involves a documented continuing education process.

A Doctor of Nursing

A Newport nurse is also the hospital's newest doctor. Glenda Gagante, RNC, VNP, MPH, has added the letters PhD to her title, completing a doctorate in nursing practice, family nurse practitioner track, at the University of Massachusetts this spring.



A Doctor of Nursing continued

Gagante is originally from the Philippines, where she had worked as a nurse and researcher in the field of women's health. She began her career in the U.S. as a travel nurse, and Newport Hospital was her first assignment. She came on staff permanently in 2005, and after a stint in medical telemetry, moved to the Noreen Stonor Drexel Birthing Center, where she practices today.

Gagante already had her master's in public health; it took her four years to complete her doctorate, while juggling full-time work and two children (ages 8 and 13). "It was demanding, but my husband is very supportive," she says. "I love being in the field of women's health, and I think this adds to my practice, in terms of better assessment skills, history taking, documentation."

"This was a huge achievement for Glenda," says Debra Venancio, manager of maternal and child health. "She continued to work her regular hours on the night shift and cared for her young family. Glenda used her studies to enhance practices here on the birthing center and to assist in the application for renewing our Baby Friendly designation. Her education improved her practice and communication with patients, peers and practitioners."

Seaside Summer Evening in Newport

Newport Hospital held its summer benefit, "A Seaside Summer Evening," on July 11 at Ochre Court in Newport.

The event celebrated the long and steadfast support of the van Beuren Charitable Foundation and the van Beuren family.

In his remarks, Newport Hospital president August B. Cordeiro said, "The generosity and involvement of this remarkable family date back several generations and have allowed Newport Hospital to grow and flourish with the latest in technology and innovative programs and services."

The evening began with cocktails as guests arrived, and proceeded to dinner, a live auction by Sotheby's, and music by the Dick Lupino Band. Several corporate sponsors and 360 individuals attended the benefit, which raised \$390,000 for the hospital's intensive care unit.



The van Beuren family at the Newport Hospital tribute.



Eleven eager young people—the largest group in Newport Hospital history—will take part in this year's summer youth program, thanks to a grant from the van Beuren Charitable Foundation. Participants will work four days a week in various hospital departments, getting a first-hand look at the opportunities and requirements of a career in health care, and spend one day at other Lifespan affiliates participating in youth development programs.

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