



VOLUNTEER CONNECTION

Created for the Newport Hospital Volunteers

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Dynamic Duo Honored at Awards Luncheon *by Dick Allphin*

At the Volunteer Awards Luncheon in May the 2013 “Dynamic Duo” award was bestowed on Sue and Jack Casey for their volunteer contributions. Co-workers nominating the two say that the Caseys each have warm smiles and show obvious concern for everyone they encounter at Newport Hospital. At least one nomination form used the expression “assets to the hospital” to describe the two.

Jack and Sue love their “interaction with patients” at the Information Desk. Every Thursday you will find them answering questions, giving directions to departments, and personally assisting those entering. In addition they transport discharged patients in wheelchairs from their rooms to the front entrance. They deliver greeting cards and flowers to patient rooms and try to be helpful in any way that they can. Jack and Sue love their volunteer jobs and credit Newport Hospital with being a “fun place to come to work.”

The wife of a patient wrote a letter to the hospital in which she stated, “What was to be a stressful day turned out to be easy because of Sue Casey’s help.” She greeted the couple with a wheelchair and after the patient’s procedure was there to wheel him to his car.

Sue has had many volunteer jobs at Newport Hospital starting with her candy striper position at age fourteen. After raising three boys she returned to volunteering and served in Physical Therapy, Pharmacy Services and Ambulatory Surgery.



Sue and Jack Casey

After a career as a marine engineer, owning his own business and spending 37 years in the Navy Reserves, Jack retired in 2010 and started his volunteer “career” at Newport Hospital.

The two have a passion for traveling the United States. In 2010 they fulfilled a goal of going cross country for seven weeks where they toured five presidential libraries, checked out all the great lakes and visited many of our National Parks. Having circled the world in six months as a merchant marine, Jack says he did not find any place better or more beautiful than the United States. ■



Volunteers on our Medical/Surgical Inpatient Units – Left to Right: Phyllis Lohrum, Giselle Boog, Caitlin Cassandro and Jane Becker

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2013 Shining Star Award Winners



Sally Lukeris (center) with BHU staff Bethany Diedrich & Chris Paiva

★ **Sally Lukeris** by Ron Barr
Sally Lukeris is one of the Newport Hospital volunteers who received this year's Shining Star Award for her contributions to the Behavioral Health Unit. Staff recognized her for the implementation of a successful cooking class. She donated the first griddle/panini maker two years ago and now the unit has a microwave and blender provided by Volunteer Services.

As a retired recreational therapist of many years experience, she brings to Newport Hospital her special training and insight working with patients in a behavioral setting. Working alongside the Recreation Therapist for the Behavioral Health Unit, Bethany Diedrich, Sally assists in group activities once a week including the twice monthly cooking classes. Therapeutic activities may include: teaching cooking skills and nutrition, socialization, coping skills, art therapy, and, exercise. Additionally, Sally assists Bethany at the Partial Hospital Program in the Borden-Carey Building on her weekly visits. Partial Hospital is a day treatment program designed to support persons in their recovery and offers a gradual transition to independent living. Here she provides a once-a-month information session on NAMI, the National Alliance of Mental Illness.

Sally's background includes a thirty-year career with the Connecticut Department of Mental Health and Addiction Services, first as a psychiatric

rehabilitation therapist, supervisor, and eventually as a manager. She has worked with many different populations, including developmentally disabled, elderly psychiatric residents, persons with severe mental illness, and forensic clients who were found not guilty by reason of insanity.

After retiring and moving from Sandy Hook, Connecticut, Sally now resides in Bristol, Rhode Island where she volunteers in her twin grandsons' kindergarten room. She has three grown daughters and two sons-in-law. Sally's late husband, Spiro Lukeris, bravely fought symptoms of paranoid schizophrenia his whole life. She would like others to know that mental illness is a neuro-biological brain disorder for which treatment works to some degree for all those afflicted.

I have to say I had some reluctance in using the word "retired" above when describing Sally's work experiences. One of the first things I asked her was how she felt about her volunteer work at the Hospital. Her reply was a simple one – it was of the utmost importance. When she told me about what she did here, especially in the BHU, I immediately realized that she is still pursuing her dream of helping people improve their lives with her lifelong skills which she now contributes so freely to Newport Hospital. A well deserved Shining Star.

Patricia Drislane by Dennis Bristow

★ She's quiet and petite, yet a mighty force in the hallways and patient rooms at our hospital. Retired US Navy Captain Patricia Drislane began volunteering at Newport Hospital in 2007 in the Ambulatory Surgery Department. After assisting with a number of clerical projects, delivering newspapers to patients and watering plants, she took over as weekend volunteer for the rolling library. Drislane manages intake of new materials, sorting and shelving books, magazines, CDs and DVDs. She stocks the library cart, replenishes magazines in several waiting areas and maintains a media inventory. One of her many Shining Star Award nominations said that Pat is "extremely dedicated, talented and



Patricia Drislane

concerned with the smooth operation of our rolling library program.”

The payoff as a volunteer comes when she brings the library cart to patients on the weekends. Pat wrote in a note to me, “I have found that

many patients are surprised, delighted and appreciative when a volunteer stops by on a weekend or holiday.” And she says, “It’s the memory of those smiles and kind words that I find most satisfying....”

Another of her Shining Star nominations says, “Patricia works tirelessly...” Her resume leaves no doubt about the accuracy of that statement. She works three days a week as Director of the Navy-Marine Corps Relief Society, Newport. Pat is a docent at the Loeb Visitors Center at Touro Synagogue, a tour guide for both the Newport Historical Society walking tours, and Intercruises NA which conducts tours for cruise ship visitors to Newport.

In addition to the hospital, Patricia is a volunteer at Linden Place Museum in Bristol, Newport Art Museum, and Friends of Newport Public Library Bookstore. Could she do more? She does. She takes on “spot” duty at special times for organizations that need her.

Writing about volunteers is always heavily laced with superlative praise, as it should be. Patricia Drislane deserves to be recognized as a superlative volunteer every day. The former military careerist has achieved star rank in a very special way – as a Newport Hospital Volunteer.

Nancy Scott by Joyce Allphin

★ Nancy Scott is a super star who earned the Shining Star award for her management of the hospital gift shop where she spends many hours buying and unpacking merchandise and supervising the volunteers. Without volunteers who give generously of their time and talents, Nancy says, she could not do the job. She adds that many of the volunteers have had retail experience such as buying for Macy’s and owning a local retail store.

According to Nancy, her customer base is the

over 750 hospital employees who stop in frequently to purchase gifts, candy and magazines. Her goal is “to provide an oasis in the center of the hospital where one can get away from the medical environment and shop in a cheerful, calm place.”

Describing the shop, some say it is stylish and sophisticated - a first-class boutique where the shopper can find a special gift for a newborn, teen or adult. From scarves which compete with those bought at Nordstrom, colorful cocktail napkins and place mats to the latest blinged-out costume jewelry, the shop is a mini paradise for retail therapy.

Working with new vendors, Nancy stocks the shop with affordable as well as attractive merchandise which does not stay on the shelves long. Always on display are the works of local artisans such as greeting cards, pottery and jewelry. The color-coordinated and eye-catching window displays are created by volunteers who also make buying suggestions. Most importantly 100% of the proceeds benefit hospital projects supported by the Auxiliary.

Nancy was a flight attendant for five years at Pan American Airways and worked for the airlines a total of seven years. For over 20 years she was a realtor and Relocation Director for Coldwell Banker. She has been a volunteer manager of the gift shop for the past 18 months.

Nancy is married to Ron Barr who also volunteers at the hospital. The two share a love of traveling, and recently took a cruise on the Danube River. ■



Nancy Scott with hospital President Gus Cordeiro

They're on the Case *by Dennis Bristow*

Better health at lower cost? We've all heard that elusive wish/promise before. Help for better, more cost-effective health care comes from many quarters. Today let's look at one of the most promising strategies— the Medical Case Management Department of Newport Hospital.

Director of Case Management Andrea Ripa recently guided me through the workings of medical case management. There's a lot to learn.

Medical case management is a collaborative process that facilitates recommended treatment plans to assure the appropriate medical care is provided to disabled, ill or injured individuals. It refers to the planning and coordination of health care services to achieve the goal of medical rehabilitation. It monitors an individual's progress and promotes cost effectiveness.

Case Management Works Diligently to:

- Clarify benefits available for the patient with Newport Hospital Patient Financial Counselors.
- Negotiate with insurers for out-of-network benefits to formulate a safe discharge plan and avoid readmissions.
- Coordinate insured services with any available community services.
- Negotiate with insurers to ensure that admissions, continued stays, and coverage of discharge arrangements are authorized.

With Medicare, Medicaid and commercial health insurers reducing payment for readmissions, the role of case managers in ensuring that the patient has the best possible medical outcomes is critical. Hospital case managers have been valued for their understanding of health care delivery and their ability to combine quality, efficiency and resource management. The need for effective and responsive case management has never been greater.

The Newport Hospital RN case management team is Lorraine McDonald, Pat LaBonte, Deanna Murphy, Deb Radigan, Janet Palmer and Wendy Bergren.

In their role they function as a liaison between the treatment team and physician, patient and family, and the payer. The case manager is

responsible for discharge planning, coordination of care, referral to appropriate resources, and utilization management.

Transition coordinators, Carrie Ciccarone and Frank Martin, arrange for the smooth passage from hospital to home or extended care facility. They arrange transportation to a safe destination that will have the appropriate services for the patients' continued comfort and well-being.

Medical events have a powerful effect on the minds and hearts of patients and their families. Both short- and long-term health care needs are affected by the impact of emotion. Three clinical social workers, Katherine Finnegan-Walker, Sue Winsor and Lisca Coyle, help patients and their families to address emotional, financial, psychological and social issues. The social workers connect families with services provided by community organizations like: Newport County Community Mental Health, Child and Family Services, and the Rhode Island Department of Elderly Affairs.

Sue Winsor adds, "It is a great feeling to be part of such a dedicated team that is truly committed to their patients and families. As a clinical social worker it is rewarding to know that patients and their families have comfort in knowing they have been connected to the appropriate resources."

Case management staff have the big picture on improving health care and cost containment. We volunteers are proud to know what you do and happy to support your work. For more information please contact Andrea Ripa, Director of Case Management at 845-1289. ■



Transition Coordinators Carrie Ciccarone & Frank Martin

“Seconds Please” *by Ron Barr*

A brand new cookbook entitled “Seconds Please” created by members of the Newport Hospital Auxiliary, spearheaded by Joan Mason, has just been published – and you can get your copy for \$15.00 from the Hospital Gift Shop now. It is pretty to look at, fun to read and full of tried and true recipes that are sure to be a hit. If you collect cookbooks, you need this one on your shelf.

The book contains 335 delicious recipes submitted by members of the hospital staff, volunteers, Auxiliary members and some Newport restaurants. Artists from Spring Bull Gallery, whose paintings are seen throughout Newport Hospital, volunteered to share their art to help make the book a visual feast. When you purchase the cookbook you support Auxiliary funds development. The Auxiliary contributes to the building campaigns and purchases art to beautify the hospital, provides handmade newborn knits, children books, and more. After trying a few recipes we are sure you will often hear “Seconds Please!” ■

Recipe from “Seconds Please” Baked Asparagus

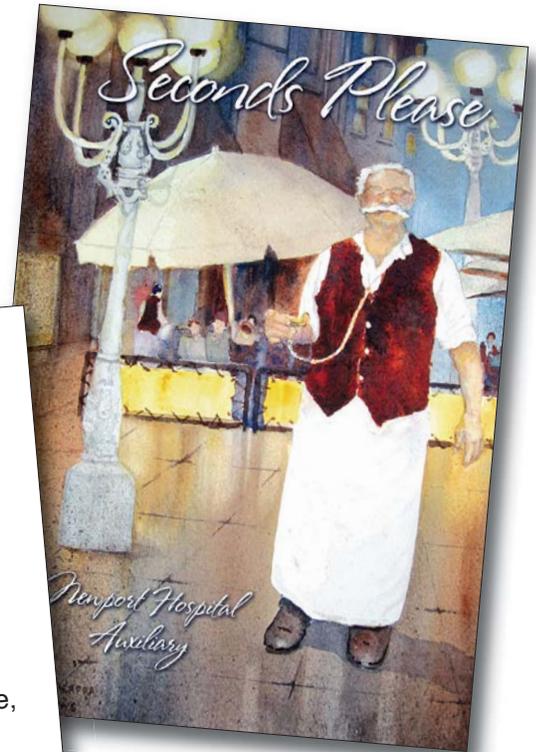
Preheat oven to 400 degrees
Toss 1 lb of trimmed asparagus with olive oil in a baking dish.
Roast the asparagus until tender, about 12 mins.

Combine

- ½ cup of Panko bread crumbs,
- ¼ cup grated Parmesan Cheese,
- 2 tsp of olive oil
- ½ tsp each of chopped thyme, salt and pepper.

Sprinkle over asparagus.
Bake till bread crumbs are golden, about 6 minutes.

ENJOY!



Alfresco Flutes

Newport County flute duo, Alfresco Flutes, plays music from the baroque and classical periods, traditional folk songs, and favorites from American jazz and pop. They volunteer once a month to play in the hospital’s Hill Courtyard.

The duo features Gianna Sullivan of Newport, who attended Juilliard School of Music, Boston University, and masterclasses with flutist Jean-Pierre Rampal, and Shirley Hardison of Little Compton, a graduate of the University of Louisville with a Master’s degree from Fairfield University.

Performing together since 2011, they have appeared at Salve Regina University, Sandywoods Center for the Arts, Harbor Fine Arts, Newport Opera House, and at private events.

Visit Alfresco Flutes on Facebook or contact Gianna Sullivan, (401) 841-9936

Thank you to our Summer 2013 Youth Volunteers!

Taylor Braun – *Emergency Department*

Caitlin Cassandro – *Unit Assistant/Turner 2 & 4*

Jenna Clarke – *Recreational Therapy/Turner 6*

Brooklyn Ghirardi – *Hospitality Cart/Dietary Services*

Brielle Hansen – *Gift Shop*

Emily Hebel – *Emergency Department*

Olivia Kopin – *Emergency Department*

Gigi Moylan – *Transport Aide*

Jay Patel – *Transport Aide*

Hannah Patry – *Emergency Department*

Jenna Polselli – *Dietary Services*

Katie Sgarro – *Nursing & Behavioral Health*

Nicholas Sullivan – *Emergency Department*

Kristin Walker – *Comfort Cart/ Health Information Services*

Save the Dates

Friday, November 1

In-Service: Noon - 1:00pm Gudoian Conference
*The Use of Adjunctive Therapies for
Pain Management and Stress Reduction*

Thursday, November 14

Gourmet Food Vendor Sale
9:00am - 5:00pm Hill Courtyard
*Featuring The Flavored Olive & Betty's Candies
Free olive oil and balsamic vinegar tastings*

Friday, December 6

Annual Auxiliary Holiday Craft Fair
Hill Courtyard
*Staff & Volunteers sell their handcrafted
items, Bake Sale Table and Raffle
Crafters may contact Suzan Ballard at
624-8890 for information on reserving a table*

Tuesday, December 17

Books Are Fun Vendor Sale
9:00am - 5:00pm Hill Courtyard
*Large selection of discounted books
and holiday gift items for all ages*

Volunteer Services
Newport Hospital
11 Friendship Street,
Newport, RI 02840