



Marion Labonte

## Marion Labonte, Customer Service Award Winner

When a patient is confined to a hospital bed, meals take on added importance, providing a measure of comfort and familiarity at a stressful time. For more than 33 years, dietary aide Marion Labonte has worked to provide that comfort at

Newport Hospital, with a profound understanding that the smallest details can have a tremendous positive impact on a patient's experience.

Her nomination for this month's customer service award cites her dedication to her job and her thoughtful care of every patient. "My mom was a patient many times, and during her hospitalizations, Marion came to know her and what she liked to eat," says a co-worker who is also a patient's family member. "Marion made sure she always had her favorite snack along with her favorite drink. In June, Marion came to me with a beautiful bouquet and said, 'This is for your Mom; please put it on her grave.' That act of kindness demonstrates how empathetic Marion is to patients and co-workers."

Labonte's colleagues also cite her support of the employee assistance fund, contributing bouquets to the hospital farmer's market; her attention to detail; and her concern for patients' well-being, even when it falls outside her own area of responsibility. "Time and again, she has immediately relayed a patient's request to either the nursing staff and/or the secretary in the ICU, when it's something she herself can't provide," reads her nomination.

"Marion is a caring person," sums up Food Services Manager Marc Brodeur. "She goes out of her way to make sure patients are comfortable and have everything they need."

## Turner Scholarships Awarded

Seven Newport Hospital employees were recently named recipients of the 2013 Turner Scholarships, which provide funds for qualified employees to further their education. They include:

- Denise Barrese, CPA, CGMA, finance, to pursue an MS in healthcare administration and management at Salve Regina University
- Courtney Connor, RN, ED and IV therapy, to pursue a BS, nursing, at Pennsylvania State University World Campus
- Carolyn Woods, RN, IV therapy, to pursue a BS, nursing, at Salve Regina University
- Stacey Novak, BSN, RN, ICU, to pursue an MS, nursing, at the University of Rhode Island
- Deanna Murphy, RN, case management, to pursue a BS, nursing, at Salve Regina University
- Nathan Kinsella, RN, ICU, to pursue a BS, nursing, at the University of Rhode Island
- Jacqueline Hurteau, student nurse associate, behavioral health unit, to pursue a BA in nursing at Rhode Island College

The William K. Turner Professional Education Fund was created in 1982 with an initial gift from the Dimeo Construction Company to honor William Turner, who served as director of Newport Hospital from 1948 to 1982. The fund was originally intended to "help a deserving student through (the Newport Hospital) nursing school." After the nursing school closed, the fund's purpose was expanded to help deserving employees advance to baccalaureate, master and doctoral levels at accredited colleges and universities. The number and dollar amount of scholarships varies from year to year; preference in scholarship selection is given to nursing candidates.



## New Use for Used Uniforms

Newport Hospital held its first-ever “new or gently used” uniform drive this month, and collected more than 100 sets of scrubs to donate to the Career Closet, a program of the East Bay Community Action Project. The Career Closet provides free business and professional attire to people who are in job internships and training programs.

“The employees were very generous and the drive was a real success,” says Lisa Coble, director of volunteer services and coordinator of the drive.

Clothing cooperatives such as the Career Closet are chronically low on this kind of useful medical wear, and demand is high. “We get so many people who come in who might be training to be a phlebotomist or a CNA,” says Kim Weatherald, Career Closet coordinator. “Not everyone works in an office—these people need scrubs, and new ones are expensive. We were just overwhelmed at how much great stuff we got. Everyone at the hospital was just awesome, and the scrubs are already flying out the door.”

## Hats Off!

A Certified Advanced Stroke Center since 2010, Newport Hospital was recently recertified by the Joint Commission, indicating that the hospital stroke team provides care that meets or exceeds the commission standards.

Kathy Bergeron, stroke management team coordinator, says the Newport Hospital stroke management team and core team have worked continually to identify areas where the team can improve, to ensure that good outcomes for patients remain the norm, and to stay abreast of new recommendations.

### The stroke management team members are:

Dianna Baldaro, RN ICU

Erin Behan, BSN, RN, T4/stroke unit assistant nurse manager

Elias Chalhoub, MD, intensivist, hospital medicine

Cheryl Chandler, MS, RN-BC, risk manager

Anne Cooney, quality coordinator, administrative assistant to director of quality

Regina Dublin, RN, BSN, CCRN, manager, nursing resources and inpatient rehabilitation services

Margie Dunbar, MSN, RN, CRNI director of ICU, IVT, central transport

Melissa Fournier, PT, MS director, Vanderbilt Rehabilitation Center

Patricia Grimes, RN, BSN, assistant nurse manager, emergency department

Marc Kalapos, MS, BSN, RN, director T2 and T4/stroke unit

Lisa Lima-Tessier, MS, RN, nursing director, ED

Thomas McGue, MD, VP medical affairs, CMO

Stacey Novak, BSN, RN, assistant clinical manager ICU, IVT, central transport

Paul Parchesky, RPh, MS, manager, pharmacy services

Christopher Perry, MT (ASCP), director, laboratory services

Eric Radler, MD, Chief, hospital medicine

Paul Ripa, Newport Fire Department, EMS

Kari Robinson, RN, ICU

Kraig Ruth, Core Lab supervisor

Joyce Sullivan, MS, RRT, director, cardiopulmonary services

Devin Tsai, DO, ED physician

Jason Vachon, MD, radiologist

Claudia Wheeler, DO, medical director, Vanderbilt Rehabilitation Center

Patricia Wheeler, RN, MBA, director, PE&I

**The stroke management core team members are:**

Michael Vecchione, DO, neurologist and stroke team medical director

Kathy Bergeron, MS, APRN, CNS-BC, CEN stroke management team coordinator

Nickie Piermont, MS, APRN, CNS-BC, CNS, stroke unit

Patricia Schumacher, RN, BSN, quality outcomes coordinator

Meghan Charest, BS, speech and language therapist

**Thanks and congratulations to all team members.**