



Robert Pounds, CNA

Robert Pounds, CNA, Customer Service Award Winner

Robert Pounds has worked at Newport Hospital as a certified nursing assistant since 2001. And in all that time, his colleagues say, no one can remember him having an off day.

“Robert is always smiling and happy,” says Marc Kalapos, director medical/surgical nursing. “I think he truly likes his job. He has a calmness about him that puts patients at ease, and he’s very patient-focused.”

His nomination for this month’s award cites his great listening skills; professional, yet approachable demeanor; easy sense of humor and unfailing compassion towards patients.

“Robert was extremely attentive to our [father] on his shift,” writes the family member of a recent patient. “He showed great compassion and concern for Dad’s needs. So very nice to see!”

That kind of feedback is not unusual for Pounds—one co-worker reports a patient’s son being moved to tears as he praised Pounds’ care for a parent. “He gets along with all the patients and their families,” says Kalapos. “I have seen his customer interactions many times. He is just great to work with.”

Birthing Center Still Baby Friendly

At the Noreen Stonor Drexel Birthing Center, the job doesn’t end when a healthy baby is safely delivered. The center is also dedicated to giving babies the best possible start in life, and that involves educating and supporting mothers who breastfeed.

The center’s commitment to breastfeeding mothers and their babies recently earned it the prestigious Baby-Friendly designation from the World Health Organization (WHO) and the United Nations’ Children’s Fund (UNICEF), for a second time. Newport Hospital first earned Baby-Friendly designation in 2003, one of only 40 U.S. hospitals to be so honored—today, there are 172 hospitals that have received the designation.

Staff at the birthing center put in a huge effort to achieve the second designation, says Debra Venancio, RN, manager of maternal and child health at Newport Hospital. “As with any re-designation, they always raise the bar,” she says. “It’s a lot of work and you need a lot of buy-in from staff, physicians, and patients. You have to be culturally sensitive—some cultures don’t want to breastfeed in the first few days, for example, because they believe colostrum is poison.”

Under the new guidelines, every staff member has to have at least 20 hours of breastfeeding education. “That means all nurses, not just the lactation consultants, should be able to help mothers with breastfeeding,” says Venancio. “Everybody had a part in making this a success.”



SAVE THE DATE

Thursday, May 15 is the date of the Annual Employee Award Celebration. It will be held at the Atlantic Beach Club from 5 to 8 p.m. Watch for more information.

Sharing the Love

Hospital staff and volunteers celebrated Valentine's Day with festive apparel, balloons, and the traditional flowers and heart-shaped boxes of candy.

Less traditionally, the hospital also held an ice cream social for all staff on Friday, February 14, after lunch and dinner. Treats were delivered to remote medical offices and to night staff.



Hospital volunteers Katherine Smyth and Susan Lynch in the gift shop.



Mary Ann Smith, Victoria Byrd and June Massey serve up Valentine ice cream outside the cafeteria.



Luisa Rivera with traditional Valentine's Day surprises.