Newport Hospital

Lifelines

March 2014

Linda Levenseller

Linda Levenseller, Customer Service Award Winner

As a dietary team leader in Newport Hospital's food and nutrition department, Linda Levenseller fills many roles. She works as a cashier in the cafeteria, but also ensures that everything is running smoothly in the kitchen, fills in when colleagues are absent, opens and closes the department facilities, and more.

According to Robert Tessier, food services manager, Levenseller fills all those roles with efficiency and good humor. "Linda is a star at her job, and often goes well above and beyond, taking on extra tasks, organizing, cleaning, and helping others," he says.

In her six years on the job, she also has made a name for herself as a positive and cheerful presence to colleagues, patients and families. Her nomination for this month's customer service award includes this testimonial from a patient: "I had just spent the night in the emergency room and was starving. I went to the cafeteria to get tea and a muffin while waiting for my rental car to pick me up. I had no cash, and Newport Hospital does not take debit cards. Linda let me pay 80 cents for the tea instead of $2.70, and I was able to eat. It was just the act of kindness I needed after a long night and a car accident."

Adds Tessier: "The core reason Linda deserves this award is because she cares. She cares about the business, she cares about the people, and she takes great pride in her work."

Hats Off!

Congratulations to hospital pharmacy manager Paul Parchesky, RPh, who was recently named Preceptor of the Year by the University of Rhode Island School of Pharmacy. He has been with Newport Hospital for eight years and has been pharmacy manager for three years. In his preceptor role, he provides academic training and guidance for the hospital pharmacy environment to pharmacy students from URI. The Preceptor of the Year award is based on student evaluations and is given each year at the annual conference in March.

Congratulations to June Martin

June Martin, RN, BC, was selected to receive the *DAISY Award for Extraordinary Nurses* for the quarter ending in February 2014. The DAISY Award honors the compassion and care that bedside nurses bring to their patients every day. A national program, the award was created by the family of a patient who wanted to honor nurses "for making a profound difference in the lives of their patients and patients' families." Newport Hospital was the first hospital in Rhode Island to participate in The DAISY Award program, joining the ranks of more than 1,000 organizations committed to honoring their nurses throughout the year with The DAISY Award. The program was implemented by Newport Hospital's Staff Nurse Council.

Celebrating Certified Nurses Day with 75 Board-Certified Nurses

Certified Nurses Day was March 19, and the hospital is proud to congratulate our certified nurses for their professionalism, leadership, and commitment to excellence in patient care:

Behavioral Health Unit: Christopher Paiva, RN-BC; Sharon Gendron-Petroff, BSN, RN-BC; Angela Volpicelli, BSN, RN-BC; Joanne Wingert, RN-BC

Birthing Center: Sheila Benevides, RNC, C-EFM; Michelle Farnum, BSN, RNC; Glenda R. Gagante, MSN, RNC; Mary Lovegreen, BSN, RNC, IBCLC; Joanne Phillips, BSN, RNC, IBCLC; Eileen Ryan, BSN, RNC, IBCLC; Eileen Santaniello, BSN, RNC; Vicki Schmidt, BSN, RN, IBCLC; Eileen Tiexiera, BSN, RN, IBCLC; Debra Venancio, BSN, C-EFM, RNC; Katherine West, MS, RNC, ACNP-BC

Case Management/PE&I: Gail Jackson, BSN, RN, CIC; Carol Meehan, BSN, RB-BC; Helena Miller, BSN, CCM; Leslie Hill, RN, CCM; Wendy Bergren, BSN, CCM; Lorraine McDonald, RN, CRRN; Andrea Ripa, BSN, CCM

Clinical Informatics: Mary Logan, MSN, RN-BC

Emergency Services: Kathy Champlin, RN, CEN; Natasha Chen, RN, CEN; Patricia Grimes, BSN, RN, CEN; Robert Grocott, RN, CEN; Karen Melchar, RN, CEN; Linette Novak, RN, CEN; Elizabeth Shaw, RN CEN; Sara Smyth, RN, CEN, Courtney Connor, RN, CEN

Float Pool: Gail Mosher, BSN, CMSRN, RN-BC, ACNS-BC

Intensive Care Unit: Margie Dunbar, MSN, RN, CRNI; Laurie Ferreira, BSN, RN, CCRN; Patricia Gallagher, RN, CCRN

IV Therapy/Oncology: Jean Harrington, RN, OCN, CRNI; Christine Murphy, RN, CRNI; Carolyn Woods, RN, CRNI

Nursing Administration: Kathleen Bergeron, MS, APRN, CNS, CEN; Angela Carnevale, BSN, RN, CCRN; Lisa Clarke, BSN, RN, CEN; Regina Dublin, BSN, CCRN; Nicole Piermont, MS, APRN, CNS-BC; Denise Sullivan, MSN, RNC

Risk Management: Cheryl Chandler, MS, RN-BC, CNL

Surgical Services: Lisa Camara, RN, CSRN; Mary Dunning, RN, CNOR; Gretchen Gannon, BSN, CPAN, CCRN; Deborah Gedney, BSN, RN, CNOR; Samantha Marques, BSN, CNOR; Cheryl Mulcahy, BSN, RN, IBCLC; Theresa Nunes, BSN, CSRN; Kristen Dufault-Skelly, BSN, CSRN; Nancy Tiska, RN, CNOR; Christina Trahan, MSHA, BSN, CNOR; Ann Sheets, BSN, CSRN

Interventional Radiology: Janice Nace, BSN, RN, CCRN

Turner 2 – Medical/Surgical: Patricia Johnson, BSN, RN-BC; June Martin, RN-BC; Sarah Nekrasz, BSN, RN-BC; Christine Hanover, BSN, RN-BC

Turner 4 – Medical/Surgical: Kristen Currey, RN-BC; Michelle LeBlanc, RN-BC; Amy Czarnecki, BSN, IBCLC; Kathryn Rexode, MSN, CNE

Vanderbilt Rehabilitation Unit: Sheryl McGovern, RN, CCRN; Deborah S. Nordstrom, BSN, RN, CRRN; Raymond P. Paquette, RN, CRRN; Veronica A. Probert, RN, CRRN, Rose Hehl, BSN, CRRN

Wound Care Center: Kelly L. Brothers, BSN, RN-BC, WCC; Ann Finn, BSN, WCC; Patricia Bestoso, RN, WCC; Alicia Williams, BSN, RN-BC

Denise Sullivan, vice president of nursing services and CNO, explains that board certification of nurses is increasingly important because nursing has become very complex. "While a registered nurse license provides entry to general nursing practice, the knowledge-intensive needs of modern nursing require extensive education as well as a strong personal commitment to excellence," she says.