

Newport Hospital Healthbeat

A PUBLICATION FOR THE NEWPORT COUNTY COMMUNITY • SPRING 2020

Message from the President of Newport Hospital



Our world and this edition of our community newsletter are both quite different than we could have imagined. We hope you are staying close to home, healthy, and safe. Across these pages we are sharing insights into how we are responding to the COVID-19 pandemic.

The Newport Hospital team is working around the clock to protect patient, employee, and public health. It is hard to know where we will be in our journey through this crisis at publication time, but I encourage you to continue to visit lifespan.org, healthri.gov, and cdc.gov for the most current information. Please do your part by following state guidelines on hand hygiene and protective health measures. Your actions are vital to reducing the spread of the virus.

Newport Hospital, and Lifespan as a system, began planning for the arrival of coronavirus many weeks before the first case was diagnosed in Rhode Island. We are dedicated to the health and safety of all those we serve and of our workforce in these unprecedented times.

I am sincerely grateful for the outpouring of support from all corners of Newport County. From handmade signs and notes from children and adults of all ages, to donated meals, home-sewn masks, and personal protective equipment for our hard-working staff, to generous monetary donations, the support of individuals, local businesses, and local media has been both uplifting and humbling.

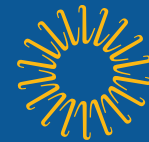
I want to express my profound appreciation to all of our Newport Hospital employees, who are working tirelessly to provide excellent care to our patients in a trying and often-changing environment. Their dedication and selflessness make me extremely proud.

My deepest hope is that each of you and those you love remain well and that by the time you read this, we are on the downside of the curve. No matter where we are in this journey, you can remain confident that as always, Newport Hospital is here to care for you.

Sincerely,

Crista F. Durand, MBA, FACHE

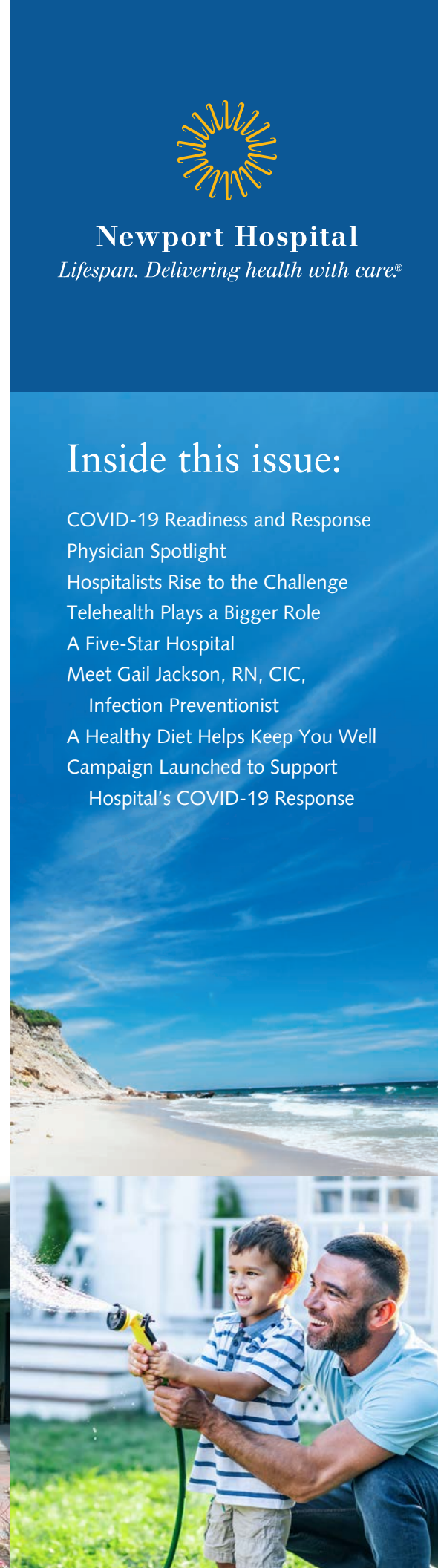
President, Newport Hospital



Newport Hospital
Lifespan. Delivering health with care.®

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All Hands on Deck For COVID-19 Readiness and Response

In a crisis, there are often two kinds of people, says Jeffrey Gaines, MD, Chief Medical Officer at Newport Hospital. There are those who run toward a fire, he says, and those who run away.

When the coronavirus outbreak began, the hospital's rapid and efficient response reaffirmed for him what types of people work here.

“Our entire staff, without exception, are the running-toward-the-fire-type of people,” says Gaines, an emergency medicine physician. “That’s what they do. That’s what they signed up for. It’s how they see their job and their identities.”

Thanks to preparations that began almost immediately after the first reports of the new disease, Newport Hospital stood ready to respond when the first cases of COVID-19 began arriving.

“Fortunately, at the state level and within Lifespan, we began preparing for COVID-19 early on,” says Francine Touzard-Romo, MD, Director of Infection Control and Infectious Diseases at Newport Hospital. “This gave us an advantage when we saw the number of cases rising”

Dr. Gaines, who also serves as Vice President of Medical Affairs, says the hospital has been able to respond effectively to COVID-19 partly due to close collaboration between Newport Hospital and Lifespan, the R.I. Department of Health, and the Governor’s Office, which in turn connects the hospital to federal resources such as the Centers for Disease Control and Prevention and the World Health Organization.

“We’re a branch of a larger tree in this epidemic,” says Dr. Gaines. “So, we tap into all the resources available to us.”

Dr. Gaines and Orla Brandos, RN, DNP, Vice President of Patient Care Services and Chief Nursing Officer, walk the halls of Newport Hospital,



making sure staff members have the resources they need to take care of their patients—and themselves.

“If we didn’t check in and ask them to take a breather, they’d literally be going 24-7,” says Dr. Gaines.

The core team delivering bedside care to COVID-19 patients includes physicians, nurses, and respiratory therapists—but there’s an army behind them from virtually every department in the hospital, including environmental services and the pharmacy, to name a few.

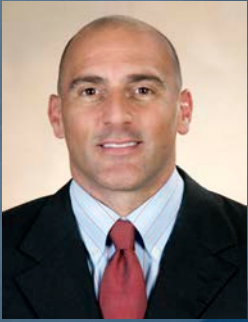
Even the Vanderbilt Rehabilitation Center has a role to play as it absorbs inpatients from Rhode Island Hospital’s rehab program to free more beds there. Other Newport Hospital clinicians are being trained up and cross trained to work on the front line.

Meanwhile, says Dr. Brandos, “The outpouring of support from the community—moms and children, first responders, restaurants, local businesses, Salve Regina University, the Navy—it’s been incredible.”

“We’re already looking at what Newport Hospital and the community will look like after COVID-19, and how we will meet the needs ahead,” says Dr. Gaines. “We are eternally grateful for the support that has helped us weather this storm and will make us better and stronger on the other side.”



Physician Spotlight



Alexis Carayannopoulos, DO, MPH,
Physical Medicine & Rehabilitation

Q. What drew you to the field of psychiatry or physical medicine, as it is sometimes known?

A. What drew me to the field over other specialties was its unique perspective. The focus of PM&R is to enhance and restore functional ability and quality of life to those with physical impairments or disabilities. As a psychiatrist, I learned to

incorporate both medical and surgical skills in treating patients using a biopsychosocial approach. This perspective systematically considers biological, psychological, and social factors and their complex interactions in understanding health, illness, and health care delivery.

Q. What are your particular interests in the field or particular areas of expertise?

A. I am a psychiatrist with a sub-specialization in pain medicine. My particular interests are in using a multi-modal treatment paradigm, which includes non-opioid medications, rehabilitation, minimally invasive procedures, and incorporation of complementary and alternative medicine to treat pain. My expertise includes application of neuromodulation, which is a reversible therapy delivering electrical stimulation to specific neural circuits in the brain, spine, or peripheral nerves to treat pain.

Q. What are some of the conditions you treat?

A. My focus is in treating spine and musculoskeletal pain and related loss of function.

Q. What do you find most rewarding about what you do?

A. As an educator, I love to teach. One of the most rewarding aspects of my job is the opportunity to educate my patients and students. Another rewarding aspect is to learn from my patients. Each patient comes with a unique story and each story enables me to be more empathic, improving my ability to sense what someone else might be thinking or feeling. This lesson in empathy helps me in my professional role to make my patients and staff feel like a member of a team, which inevitably increases compliance, morale, and loyalty.

Q. What is the most important thing to you when you meet a new patient?

A. The most important thing I can do in meeting a new patient is to listen to their story. Pain is a very subjective phenomenon and everyone's pain is different. In understanding my patient's personal experience with pain, it helps me to tailor an individualized set of treatment options to meet their distinctive treatment goals.

Q. What do you like to do in your spare time?

A. In my spare time, I enjoy spending time with family and friends, exploring the world, and restoring old homes.

How can I help? The impact of philanthropy –

How can I help? That's the question we hear from many in our community who want to give back to their hospital or thank a caregiver, and who want to ensure that Newport Hospital remains five-star and with capacity to support the health and well-being of the thousands of patients that come to us for care from Newport County and beyond.

Whether you feel inspired to make a first gift or want to help us achieve a priority strategic goal, your charitable support will help save lives and will have meaningful impact to help Newport Hospital *Deliver health with care*.

In recent years, with the support of our donor family, Newport Hospital has been able to expand and transform the Emergency Department, add lifesaving diagnostics at our Lifespan Cardiovascular Institute, and expand

services through our behavioral health program – just to name a few advances in care made possible by the generosity of many.

The team at Newport Hospital Foundation is here to answer your questions and to learn more about how you want to help. Won't you call us today?

Go to <https://www.newporthospital.org/Giving-to-Newport-Hospital> to learn more, or call 401-845-1536 to speak to a Foundation team member. We are grateful for your consideration and support.

Loriana De Crescenzo, CFRE
Chief Development Officer

In the fight against COVID-19, hospitalists rise to the challenge

For more than 20 years, hospitalists have played a key role in caring for hospitalized patients. That role has become even more significant during the COVID-19 pandemic. Trained as thoroughly as other internal medicine doctors, hospitalists share all the same skills as their colleagues but, instead of practicing in an office setting, focus on the care of hospitalized patients. “Due to the nature of our work, we are very well positioned to think outside the box, when it comes to patient care,” says Christina Beyer, MD, who was recently named Director of the Division of Hospital Medicine at Newport Hospital. “We’ve been partnering with colleagues in departments across the hospital to balance competing interests such as patient safety, maximizing throughput, conserving personal protective equipment, developing alternative staffing models, considering alternative locations for patient care, and creating policies and procedures for triaging patients, emerging treatments, and limited resources.”

As the COVID-19 crisis developed internationally, hospitalists began preparing for its arrival here in multiple ways. Including ramping up education on management of respiratory failure, studying the experiences of other countries and states, and sharpening their intubation skills in the hospital simulation center.

“We have all been preparing psychologically for what is essentially like being deployed for battle,” Dr. Beyer said. “We are thinking strategically about how to match our skills and numbers to meet a surge of patients, while protecting our staff from becoming ill. There has been a massive effort nationally, including here in the Newport region, to expand the use of telemedicine technology to reduce the number of masks we use and still get our patients the specialty expertise they need.” In her role as director, Dr. Beyer is involved in the crisis response in multiple ways. As a physician, she provides direct patient care and educates and consoles patients’ families remotely because they must not visit. As a director she disseminates information, develops disaster staffing plans, and participates in the hospital incident command structure.

“I need to be able to support the people with whom I work because they are our most precious resource,” she says. “I am also a source of information and support to my family and friends who do not work in health care. It is part of my responsibility to educate everyone I know about the importance of social distancing and self-quarantine.”

Lifespan and Newport Hospital have been running the equivalent of a sprint and a marathon simultaneously in response to COVID-19. Planning was

ramped up in the early stages of the overseas outbreak, and efforts to treat the sick and procure and manage both human and clinical resources are ongoing and evolving.

“It is inspiring, really. The effort across the system is incredibly comprehensive, collegial, and creative,” Dr. Beyer says. “We are in the most difficult situation we have ever faced. We all wish things could be different, but we can be proud of the expertise and dedication we have right here in Newport and Rhode Island.”

Christina Beyer, MD, is a graduate of the University of Pittsburgh School of Medicine, and she completed her residency program at The Warren Alpert Medical School of Brown University and Rhode Island Hospital. Dr. Beyer was named a Top Doc for Hospital Medicine in Rhode Island Monthly in 2017 and a Lifespan Quality Leader in 2016.

Living the community hospital mission

Newport Hospital provided more than \$9 million in charity and unreimbursed care in 2019.

One of the best kept secrets of community hospitals is the support they provide to their patients and community in the form of free and subsidized care and free programming that breaks down barriers to health services and provides education that helps citizens live healthier, more productive lives.

“As a not-for-profit community hospital, Newport Hospital cares for all patients who come through its doors regardless of their ability to pay,” says Crista F. Durand, President of Newport Hospital. “We are proud to fulfill that mission every day.”

Commonly known as uncompensated care, the hospital’s contribution is significant, adding up to \$9 million in 2019. Additional community support in the form of educational programs and screenings brought Newport Hospital’s contribution to charity care and services to \$9.3 million last year.

Newport Hospital funds this care, in part through income generated by endowment funds established by many generous donors throughout its history.

“It is one of the reasons why public support at all levels is so important to Newport Hospital,” says Durand. “The support we receive is poured right back into funding the community’s most pressing health and wellness needs.”

A new kind of house call

Telehealth allows remote visits with health care providers. Health care has gotten more convenient now that patients of Lifespan providers can participate in health care visits over the phone with telehealth. Some providers even offer video appointments!

“Telehealth is not new, but the COVID-19 pandemic has provided an opportunity to expand its use, and we’re seeing widespread buy-in from patients, providers, health care systems and insurers,” says Stephanie Maryeski, MD, of Primary Care Newport, part of Lifespan Physician Group. “Telehealth offers unique capacity for screening, triage and treatment, and it has the potential to play a significant role in reducing transmission of the disease to and among health care workers and patients who are not affected.”

You can request a telehealth visit when you call to make an appointment with your provider. Be sure your provider’s office has a correct phone number for you, and they will call you at the time of your visit. You may also update your contact information online if you have a MyLifespan account. Once your appointment is complete, your provider will document the call and furnish you with instructions.

Of course, hands-on physical examination is not possible during a telehealth visit. While some conditions can be diagnosed and treated without that component of a traditional visit, others require it. Annual physicals, which require in-office vital signs and a physical exam, are not appropriate for telehealth.

You may schedule a telehealth appointment for your child or teen if they have their own MyLifespan accounts.

To learn more, call your provider’s office or visit <https://www.lifespan.org/telehealth>.



Eric Wright, MD; Shrishti Ganguly, MD; Dariusz Stachurski, MD; Orla Brandos, RN, DNP; Jeffrey Gaines, MD

Newport Hospital awarded 5 stars for overall quality of care

We are proud to announce that Newport Hospital has again earned five stars for overall quality from the Centers for Medicare and Medicaid Services (CMS), in the most recent “Hospital Compare” ratings. This is the second time that Newport Hospital has received the highest rating from CMS.

According to the CMS website, overall quality ratings summarize a range of measures reflecting common conditions that hospitals treat, such as heart attacks or pneumonia. The overall rating shows how well each hospital performed, on average, compared to other hospitals in the United States. Newport Hospital was among 407 hospitals across the country to be awarded the top rating, out of 4,586 institutions.

This latest achievement – along with our Baby Friendly and Magnet status, and our successful Joint Commission and CMS Survey results – is one more indication of the skill, professionalism, and caring our employees bring to their work each day.

Lifespan hospitals, including Newport Hospital, review information from several quality and safety benchmarks, including from the CMS, to inform our continuous quality improvement efforts. The CMS star ratings reflect an emphasis on patient experience.



Employee Profile

Gail Jackson, RN, CIC, Infection Preventionist

Gail Jackson wants to know if you've washed your hands lately.

“Hand hygiene is one of the single best ways to prevent the spread of disease and infection, including coronavirus — not just in a hospital environment, but anywhere you go,” she says.

As Newport Hospital's infection preventionist, her role has perhaps never been more important than it has been during the coronavirus pandemic. Among other duties, Gail monitors and educates staff on proper use of personal protective equipment to prevent the spread of the virus. She helps advise the hospital's Incident Command center and a central Lifespan command center on critical issues relating to COVID-19.

Ordinarily, her focus also is on a multitude of practices and policies that help prevent patients from contracting hospital-acquired and device-related infections such as those related to catheters and central lines. Ongoing collaboration with providers is also invaluable to these and many other infection prevention efforts.

While Gail is the only dedicated infection preventionist at Newport Hospital, she is not alone in her crusade against infections. She works closely with Dr. Francine Touzard-Romo, chair of the Infection Control Committee at Newport Hospital, and leads an infection prevention champion team that meets monthly to review new information and policies. The champions also play a key role conducting hand hygiene and device maintenance audits throughout the hospital. All have been collaborating closely to help Newport Hospital best respond to the coronavirus outbreak. Gail rounds throughout the hospital daily, visiting patient units as well as the OR, emergency and imaging departments, and the lab.

She also works very closely with the environmental services team. “As the people responsible for cleaning and disinfecting virtually every area of our hospital, their work is critical to keeping patients, employees and visitors safe,” she says. “Our environmental services staff is well educated about their very important role; they take it seriously and they do it very well.” However, the responsibility for infection prevention is not limited to clinical areas. Employees in administration and service jobs also play a role in maintaining a safe environment.



As for the coronavirus outbreak, she said, “All of this is overwhelming for me and the staff at Newport Hospital but we are taking the challenge on together as a team.” To prevent the spread of coronavirus or anything else that is “going around,” Gail recommends keeping a clean environment by using disinfectant wipes and practicing hand hygiene and respiratory etiquette. Eating a healthy diet and getting enough rest also help boost the body's defenses.

Gail earned her nursing degree from Salve Regina College in 1980 and worked mainly in oncology before joining Newport Hospital in 1987 as an IV nurse. She began working part-time in infection prevention in 1994 and took on the role full time in 1997.

“I love coming to work every day,” she says. “I am very social by nature and this job gives me the opportunity to get to know people throughout the hospital and form partnerships with frontline staff, providers, and leadership.”



A healthy diet can give you an edge on wellness – Food as Medicine

As our experience with coronavirus continues to unfold, all of us are seeking any possible advantage in protecting ourselves. A healthy diet could provide an indirect but considerable benefit, as it does with so many health and wellness concerns.

When we stop to think about what we put into our bodies as fuel, it's also important to think about the long-term effects it can have on our well-being. With more choices than ever on how to “be healthy” – from eating organic, to shopping local, eating vegan or keto, low-carb, and no-carb diets, to name a few - the foods we choose can have lasting implications for our health and the diseases we may be at risk for.

In the case of coronavirus, it's true a healthy diet will not make you immune to it, or any virus. But, eating well can help to boost the immune system, which is your first line of defense against illness. If you do contract a virus, a strong immune system improves your ability to fight the infection. In a more general sense, current research shows that dietary habits can directly affect the types of diseases we become most vulnerable to. While certain foods can lead to chronic health issues, there are many others that can provide strong medicinal and homeopathic qualities. Vegetables, for example, are a powerhouse for disease prevention. High in vitamins and nutrients, veggies are packed with all the healthy ingredients needed to fuel and satisfy our bodies.

Additionally, making small changes in diet and nutrition can go a long way in reversing the effects of illnesses like diabetes and hypertension and can even aid in cancer prevention. In recent years, the food-as-medicine movement has grown exponentially as food has become a formal part of the medical treatment process.

Knowing what to fuel your body with is essential when it comes to using food as medicine. Combining fresh, nutritious foods like vegetables, fruits, beans, and whole grains along with proteins and healthy fats provides numerous health benefits – like protecting the cells in our bodies from becoming damaged, boosting our immune systems, and decreasing chronic inflammation. When thoughtfully combined, food can be a preventive agent in achieving better health.

And a way to make this all happen is right in our own backyards. Shopping local can help take the guesswork out of what is going into our bodies. When you buy from a local farmers market, you get to know the whole story of where your food came from. Whether purchasing fresh produce or buying a whole chicken from a farmer who raises pastured poultry, shopping local is one of the best ways to ensure you know exactly what you're eating.

And the best part about fresh food is that it tastes better! When shipping perishable foods of any kind, there are always challenges to keeping food fresh. Many times, products arrive at grocery stores several days after they've been packaged. That means, by the time you get them home, several days have passed from when they were first picked and packaged. By shopping at a local farmers market, you know that the fruits, vegetables, even the meats and breads you're selecting are fresh, in season, and have been picked at the height of ripeness. And it's no secret that fresh food tastes better.

During the COVID crisis, shopping local has become more convenient. Local farmers have set up an online ordering and home delivery system via Farm Fresh Rhode Island, a local non-profit dedicated to connecting area growers with residents.

The bottom line? Food does much more than simply provide fuel for our bodies; it plays an important role in our overall health. Sticking to foods that are fresh and nutrient-dense can change the course of our health history and keep us living longer, healthier lives.

While in the current environment it is not certain when and if outdoor farmers markets will take place, hang on to these tips for maximizing your daily or weekly visits.

- Arrive early for the best selection
- Arrive late for the best deals
- Walk the entire market before making selections
- Ask what's at the peak of its season
- Go with a budget
- Bring a bag
- Have cash in your wallet in case a vendor doesn't take credit cards

For complete information on local farmers markets and growers, and to learn more about the sustainable and healthy food system in our region, visit <https://www.farmfreshri.org/>.



Campaign Launched to Boost Hospital's COVID Efforts

Friends of Newport Hospital, a group of community leaders, has launched the “Our Health Care Heroes” campaign to raise funds for the hospital’s ongoing response to the COVID-19 pandemic.

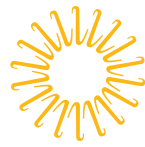
A new website, FriendsOfNewportHospital.org, invites all residents of Newport County to make a gift in any amount they’re able. Every dollar raised will remain local, benefitting the Newport Hospital Emergency Preparedness Fund to meet the needs of COVID-19 response, treatment, containment, and recovery.

Friends of Newport Hospital include Barbara van Beuren, Norey Dotterer Cullen, Elizabeth Leatherman, Judy McLennan, Jonathan Pardee, and Sharon Wood Prince.

“It cannot be overstated how fortunate our community is to have a hospital of this caliber right in its backyard, especially at such an unprecedented time,” said Barbara, who is helping lead the effort. “Newport Hospital is a world-class institution that keeps us healthy and safe, and with the coronavirus surge here, they need our help. We all can do something. It isn’t the amount that you give; it is that we participate as an entire community.”

“During such an uncertain time for us all and our families, I’ve been humbled by the many people who have asked what they can do to help the hospital,” said Crista F. Durand, president of Newport Hospital.

“Right now, our most significant challenge is to ensure we have the resources to provide the critical services our community depends on. Every gift to this important campaign will make a difference. We are beyond grateful to Friends of Newport Hospital for their commitment and for rallying the community on our behalf.”



Newport Hospital

Lifespan. Delivering health with care.®

Newport Hospital
11 Friendship Street
Newport, RI 02840
401-646-4PCP

An Award-Winning Hospital Serving Newport County and Beyond



- Four-time designation as a **Magnet® hospital**, the gold standard for nursing excellence
- **Five-star rating** for overall quality from the national Centers for Medicare and Medicaid Services
- **‘A’ Grade** for patient safety from The Leapfrog Group
- **Baby Friendly®** designation from the World Health Organization and UNICEF for excellence in support of breastfeeding mothers and infants
- **Blue Distinction Center** for excellence in hip and knee replacement
- Joint Commission-certified **Primary Stroke Center** and **Stroke Gold Plus award** from the American Heart Association
- Certification by the American College of Radiology as a **Breast Imaging Center of Excellence**

Prince Fund Aids Food Programs

To help provide nourishing food for children impacted by the COVID-19 crisis, Newport Hospital’s Frederick Henry Prince Memorial Fund awarded a total of \$20,000 in grants to Boys & Girls Club of Newport County, Lucy’s Hearth, the Dr. Martin Luther King Jr. Community Center, and Newport Health Equity Zone.

“We know that our community’s most vulnerable kids are feeling the impact of this crisis,” said Lori Allan, chair of the fund advisory committee. “The values of the FHP Fund are built upon supporting a healthy life for all youth. And these are unprecedented times that call for our emergency action.”

Hospital President Crista F. Durand said “No matter the magnitude of the challenges the COVID pandemic has brought to our community, we cannot allow children and their families to go without healthful food. We’re honored to be the administrator of a fund so dedicated to our community, and particularly the needs of its youngest residents.”