



Message from Lisa

This spring I was given additional responsibility to assist with outreach activities in conjunction with Lifespan Community Health staff. In this role I will be coordinating and

implementing community outreach services throughout Newport County. The Lifespan Community Health department has many resources to assist in broadening our scope at area health fairs and other health promotion events. They will be offering a “SunSmarts” skin cancer screening this summer at First Beach on July 11 and Second Beach on August 22. Stop by to get a free screening and information on staying safe in the sun!

If you are aware of an opportunity for Newport Hospital to “tell our story”, please contact me at lcoble@lifespan.org to learn about our speaker’s bureau. We can provide a health screening or bring a health expert to your civic organization’s next event. Join me in making Newport a healthier community! ■

Lisa Coble, Director of Volunteer Services

Email: LCoble@lifespan.org, Phone: 401 845 1635

News from Cheryl Chandler, Risk Manager/Patient Representative

Lifespan went live with the SafetyNet Compliment and Complaints module on June 2, 2014. The benefits of implementing this module is it enables improved & timely communication, promotes transparency, gives an opportunity to remedy a situation, and share success stories & lessons learned. We want to be able to track compliments and complaints to better enable us to give credit when due and define opportunities to improve the care we give to our patients.

Volunteers should direct anyone that wishes to report a compliment or complaint to the information desk or unit secretary of the department they serve in. You should always feel empowered to report any incident that would be important to the hospital administration. ■



VOLUNTEER CONNECTION

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Cafeteria Upgrades and New Menu Options *by Dennis Bristow*

Coming this September the hospital cafeteria will show off a new look, expanded menu and a food court. During the construction phase in early July, food will be served from a temporary set-up within the dining room.

For Sodexo Food Service Manager Bob Tessier this is a significant and exciting upgrade. It advances the role of the cafeteria from merely a place to refuel and relax for a few minutes, to an important component in the support of the health and morale of hospital staff, patients, volunteers and anyone who visits Newport Hospital. Tessier told me that his personal mission focuses on “providing food and care ... for someone who might be having a difficult day.”

“The hospital cafeteria will present a face and a product to this community that reflects a proud tradition of quality. The renovated cafeteria will be a happy and healthful destination for all of us.”

Bob Tessier, Food Service Manager

There will be enhancements to refresh the approach and entrance to the cafeteria as well as to the dining room, but the centerpiece of the renovation will be an entirely new food court, modeled after the food service operation at The Miriam Hospital. Presently operating in a dated cafeteria line configuration, the new food court will have four prepare-and-serve stations, each manned by personnel who will make hot and cold sandwiches to order, a choice of soups, entrees, desserts and side dishes. The new food court will offer a plentiful array of take-out salads, sandwiches and desserts for guests on the go. The menu will grow to include more healthful choices, but traditional favorites will remain. Lifespan and Sodexo are partnering in an improved nutrition effort with growing emphasis on mindful eating and menu choices that support better health for all. One aspect of the upgrade is already in place – the cafeteria now serves a full hot breakfast starting at 7:00am Monday through Friday.



Robert Tessier, Food Services Manager and Nancy Lavoie, Registered Dietician

The cafeteria is open every day of the week. The full menu, posted for two weeks at a time, and hours of operation can be accessed here:

<http://intra.lifespan.org/Applications/cafeteria/>

Bob Tessier’s enthusiasm for this project is apparent in the way he speaks of serving people and the desire to serve more. Bob has a background in culinary arts and hospitality that make him well qualified for this position. A native of western Massachusetts, he began his education with studies at Johnson & Wales University where he earned his Associate’s Degree in Culinary Arts,

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You Are What You Eat *by Ronn Barr*

The new Dietary Services for Patients

The phrase “you are what you eat” has come to us via a tortuous route. Anthelme Brillat-Savarin wrote, in *Physiologie du Gout, ou Meditations de Gastronomie Transcendante*, in 1826: “Tell me what you eat and I will tell you what you are”. Never has that phrase rung more truly than today. If your mental image of an older person is someone frail and thin, think again. For the generation currently moving through middle age and beyond, the new growing concern is obesity and this applies to the younger generations, as well. Americans in their sixties today are over 10 lbs heavier than their counterparts of just a decade ago.

Thus it is especially significant that Newport Hospital has initiated a patient focused dietary program, with emphasis on individualized needs and communication. To lead this innovation, Nancy Lavoie comes to us after five years as Staff Dietician at Rhode Island Hospital. She supervises a team of Newport Hospital dieticians and they in turn work with “Diet Hostesses”. This new concept replaces the traditional “Tray Line” method in which patients made their choices from a limited menu the day before the meals were served. Now, in the new dietary program, as Nancy describes it “meals are more personalized and more in the moment”.

Every morning each unit has a collaborative meeting between clinical staff and dieticians to review patient summaries. This allows both dieticians and hostesses to know what patients can or cannot eat and what specialized diets are needed. They then visit patients individually and discuss the food choices with them taking the opportunity, when appropriate, to teach about healthy food lifestyle and how to make positive changes. From there the patient menus are transmitted to the hospital kitchens and hostesses ensure the patient receives the meal of choice.

The new food services are provided by one of the largest services in the USA, Sodexo which emphasizes fresher higher quality foods. The Newport Hospital kitchens are being totally renovated to the latest “pod” system of food serving allowing for individualized patient service. A similar system will be adopted in the staff cafeteria and the dieticians will occasionally present seminars on good nutrition.

Nancy’s dieticians go further in their efforts to educate and help patients by teaching nutrition in the Behavioral Health Unit and working closely with patients of the recently opened Rhode Island Hospital Comprehensive Cancer Center at Newport Hospital where specialized diets are so important. ■

Safety is a #1 Priority at Newport Hospital



Volunteers that have completed one year or more of service will be receiving their annual hospital wide safety training. Everyone is asked to read the training booklet and complete the post test.

As a component of Newport Hospital’s Safety Management Program, a “Safety Officer” is designated to ensure a safe, functional, and effective

environment for patients, employees, volunteers, and visitors at Newport Hospital and the off-site medical offices. **Joyce Sullivan, MS, RRT**, serves in this capacity in addition to her role as Director of Cardiopulmonary Services.

As Safety Officer, she provides oversight through the Safety Management Committee to

the programs that report to this Committee including, Life Safety (fire safety), Hazardous Materials and Waste, Security, Safety Education and Training, Medical Equipment Management, Utilities Management, Infection Control, Employee Health, and Emergency Preparedness.

As volunteers providing services throughout the numerous areas of Newport Hospital, you are all in unique positions that have opportunities to identify safety issues or potential safety issues. For this reason, it is mandatory that all volunteers complete the Newport Hospital Safety training when initially beginning volunteer work and annually thereafter.

If you ever have any questions or would like to report anything related to safety, feel free to contact **Joyce Sullivan** at 401-845-1177 or via email at jsullivan@lifespan.org. ■

Volunteer Recognition Luncheon 2014 *by Joyce Allphin*

At the annual Volunteer Recognition Luncheon, volunteer Dennis Bristow and his associate Daniel Lanier offered up the musical entertainment. “Uplifting and soothing” commented one attendee as the two musicians strummed Patsy Cline’s “Sweet Dreams” on their guitars. The music set the stage for a wonderful afternoon of food, friendship and recognition awards at the Naval Officers’ Club in Newport on May 1st. Even though the forecast outside was dreary, inside many felt the sun was shining and the day sparkling.

Lisa Coble, Director of Volunteer Services, welcomed a group of approximately 150 volunteers, friends and family. Then she introduced the executive team, including Arthur J. Sampson, Interim President, who looked out at the audience and declared that “Volunteerism is alive and well at Newport Hospital”. He then added “the Hospital thanks you for all that you do”.

Before being served a delicious buffet of baked Salmon and Chicken Marseilles with several sides, Reverend Everett Greene gave the invocation. In it he asked for courage and strength for the nurses and other support staff and said we should be mindful of the needs of others as we partake in such a hearty feast.

The top awards presented include the following: Ten Years of Service – Fran Amoruso, Betty Shea, Toni Mills, Joan Hopper and Marilyn Oglo; 15 Years of Service – Mary Ellen Blass; and 25 Years of Service – Martin Kinsella. Recipient of the President’s Volunteer Service Award for over 4000 hours of community service was Joseph Brinza, and those who earned their 1000 hour pins included volunteers Richard Allphin, Joyce Medeiros, Mary-Ellen Nelson and Nancy Scott.

Glowing recommendations from supporting staffers culminated in Shining Star Awards for Kelly Johnson, Nanci Stewart and Eric Shaw and his golden retriever, Squall. Kelly’s work in the Administrative Suite has brought rave reviews for her creativity and meticulousness as well as her positive attitude.

Nanci has made herself invaluable as a volunteer at the Information Desk. Three days a week she answers and directs phone calls, delivers flowers, and transport patients. Nanci says “I love working with the other volunteers at the Information Desk greeting and helping the patients who come to the hospital.”



Shining Stars 2014- Kelly, Eric and Nanci with Squall

Eric Shaw and his pet therapy dog were recognized for their service visiting the patients in the Behavioral Health Unit on Fridays. Eric Shaw’s golden retriever Squall came by his name when Eric was the commanding officer on the Coast Guard tall ship, Eagle. The eight month old rescue dog was a little wild and lacked training. Eric likened the dog’s personality to getting hit by a squall at sea – the name took hold. Pet Therapy visits to the BHU have a profound impact on patients by helping to reduce their anxiety and stress. Eric was “honored and humbled” to receive the award and had it not been for Lisa Coble stepping in as he was about to leave to



Lois Lang, Jack and Sue Casey enjoy the Volunteer Recognition Party!

teach a class at the War College, he would have missed the presentation. He says that he is “very happy to volunteer in support of Newport Hospital’s mission of caring. That Squall enjoys doing so is gravy.”

After the program the clubs’ servers appeared with cake and coffee – a perfect ending to a lovely afternoon. ■

Spring Retreat at Sachuest Point *by Joyce Allphin*

The annual volunteer retreat is something I look forward to. In past years, various speakers have presented creative writing, finger painting, kite making, drum work and other craft projects. What would this year bring?

The program on April 5 did not disappoint. There were fascinating speakers, good eats and a beautiful setting at Sachuest Wildlife Sanctuary in Middletown. The Sanctuary features walking paths edging a natural ocean coastline.

While networking with the other 18 attendees, we sipped our beverages and enjoyed some tasty pastries. After the light breakfast, Kelly Doyle from the Ananda Yoga and Meditation Center began the morning workshop. A holistic counselor and meditation teacher, Kelly started us off with an "Intention Exercise" in which we lit candles and each one expressed their intention such as "be happy and spread joy", "love oneself again", "share the gifts given" and "enjoy each precious moment of life".

The group was now prepared for energizing exercises, breath work and chanting. At the completion we looked at our neighbors and agreed we truly felt relaxed, in fact so much that a nap would be in order. Next on the agenda was a hearty lunch of sandwiches, sides and dessert along with walking the beautiful paths if we so desired.

We then participated in a spring floral workshop under the excellent tutelage of designer, Barbara Powell Keeley. Barbara is a volunteer in the Hospital's Create-A-Card program which she has enhanced to include graphic images of animals and pets for the cards. She leads horticulture activity groups on the Behavioral Health unit. In her groups, patients create beautiful flower arrangements and she noted "the response to both programs has been terrific and makes me look forward to every visit."

For the Retreat participants, Barbara had prepared six-inch clay pots with a special chalkboard finish to hold a spring bouquet of colorful daisies, tulips and greens. After completing our flower pots, the classroom looked like a very busy florist shop. Each arrangement was as individual as its creator.

When it was time to leave many of us said good-bye to this beautiful place and event and thanked Lisa Coble, Director of Volunteer Services, for another great retreat. ■



Nancy Scott and Pam Gerlich having fun making their flower pot arrangements at the Retreat!

Volunteer Opportunities

We are recruiting volunteers for the following patient focused opportunities.

Meal Mates: Be trained to support a very important aspect of the hospital stay- meal time. Volunteers will support dietary and clinical staff by getting patients ready to enjoy their nutritious meals. This is a social opportunity for you and the patients.

Mobility Volunteers: Join the dynamic team of volunteers that mobilize patients to take a walk. Training on how to safely ambulate patients will be offered in September. The commitment is once a week from 9:30am-11:00am or 5:30pm-7:00pm.

Patient Phone Support: Volunteers, with good conversational skills, are needed to call patients that have had a recent hospital stay. You will be provided

with clinical supervision and a script. The supportive calls ensure a safe transition from hospital to home.

Nurse Servers Helpers: If you have 1.5 hours a week to have a big impact, we need you. There are cabinets with nursing supplies at each patient room. We need help keeping nurse servers stocked and ready for patient care. It is easy and very important to perform this service.

Gift Shop: Cashiers are needed to help serve patrons of the Auxiliary Gift Shop. A stylish boutique that is open seven days a week. This is a fun spot to serve in and all funds raised through Gift Shop sales support hospital programs.

If you would like to try a new assignment or can refer a friend, please contact Lisa Coble at 845-1635 or lcoble@lifespan.org. ■

Staff Profile: Spotlight on June Massey *by Richard Allphin*



When June Massey came to Newport Hospital some 28 years ago, one of her first jobs was that of medical transcriptionist. She used an electric typewriter but the “technology” at that point involved typing an original with several “onion skins”

behind, separated by sheets of carbon paper. When a mistake was made, she had to laboriously erase each copy before continuing.

The technology has changed drastically since then. June said that she couldn’t do her job without today’s computers and software.

Her job, that of Executive Assistant to the President, entails using all of today’s electronic tools. She is responsible for managing the calendar of the interim President, Arthur Sampson, as well as the calendars of the Vice President of Finance Services and the Director of Strategic Relations. Because Mr. Sampson is also the president of the Miriam Hospital, June must coordinate with his Miriam assistant to plan his schedule.

In addition, she supports the Chairman of the Newport Hospital Foundation Board of Trustees. This board consists of 15 volunteer, unpaid members. Attending the meetings, in addition to the 15, are 10 hospital executives, and June is responsible for the minutes. She also coordinates the arrangements for the Lifespan Board of

Directors, the consolidated board for the entire Lifespan system, when it meets on a rotating basis at Newport Hospital.

In her role, she coordinates executive leadership and management meetings, events and travel arrangements, including rooms, menu selection, equipment, speakers, agenda development, presentations and minutes.

June is responsible for handling general announcement e-mails to all employees through the “Newport Exchange”.

June lives in Tiverton with her husband, Paul. She moved there in 1986, right at the time she started at the hospital. She has a daughter 25 and step-daughter 34.

In high school, June thought she would train to become a nurse after graduation. However, when she took part in a Rogers High School vocational program that involved taking patient fluid samples at Newport Hospital, she realized direct patient care was not for her. Instead, she took the secretarial route and has had a career with seven different jobs of increasing responsibility.

“Many people come to work here as teenagers and stay until retirement. We feel like the Hospital is our own”. ■

Since this was written, Lifespan president and CEO Dr. Timothy Babineau announced the appointment of a new President for Newport Hospital, Crista Durand. June is looking forward to supporting Ms. Durand in this position.

... cafeteria upgrades *continued from page one*
 then attended University of Massachusetts at Amherst to obtain a degree in Hospitality Management. He worked in Massachusetts as an executive chef at several major hotels. He has been a manager with Sodexo, the worldwide supplier of food service and contract services, for the past five years. Before coming to Newport Hospital he was Executive Chef at The Miriam Hospital in Providence. ■

“The food at the cafeteria is wonderful. I love it and I eat here every time I volunteer!”
Lacey Schenk, Mobility Program Volunteer



Lacey Schenk enjoying lunch with Adolphe Salaun