The 26th Annual
Celebration of Excellence in Hospital Care

Hospital Association of Rhode Island
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March 22, 2016
5:30 p.m. Reception
6:30 p.m. Awards Ceremony
Crowne Plaza, Warwick, RI
### HARI Member Hospitals

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### HARI Affiliate Members

- Applied Management Systems
- AstraZeneca
- Commerce Bank
- Merritt Hawkins
- Pannone, Lopes, Devereaux & West, LLC
Welcome to the 26th Annual Celebration of Excellence in Hospital Care.

Tonight is a recognition of the heroes in our hospitals - employees who go above and beyond each day to ensure superior patient care.

We will also present the Edward J. Quinlan Award for Patient Safety Excellence.

The awards ceremony will commence at 6:30 p.m.

Enjoy the evening!

Edward J. Quinlan Award for Patient Safety Excellence

The Edward J. Quinlan Award for Patient Safety Excellence honors a hospital unit and/or team that has implemented an initiative that has achieved measurable results in improving quality and patient safety.

L+M Westerly Hospital was the first hospital in Rhode Island to embark on a journey toward high reliability, a science involving specific safety behaviors and tools. It has been used to transform the culture of complex, high-risk industries such as nuclear power and aviation, dramatically improving their safety records. Teams work better together, people are accountable, communications improve, and crisis decision-making is based on relevant knowledge and expertise, not a person’s position in the organization. L+M Westerly has successfully trained 77% of its staff in these principles. This training, combined with other initiatives including daily safety huddles, has significantly increased the number of safety events reported and fostered a culture of transparency.
Edward J. Quinlan Award for Patient Safety Excellence

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Butler Hospital

Geralyn Gabriel, Executive Secretary

Geralyn has been a part of the Butler Hospital community since 1995. Starting as an office manager, she assumed the role of executive secretary to the Sr. VP and CNO at Butler Hospital in 2004. Geralyn is described as hard-working, dependable and reliable. She embodies a positive attitude and has an empathetic heart. Her contributions to Butler include creating BRASS, an intranet site for administrative support staff and working to improve collaboration and education across several departments. Geralyn is a member of the Staff Satisfaction Committee and plays a significant role in coordinating Hospital Week and Education Fair events.

Fatima Hospital

Keri Kinniburgh, Occupational Therapy Assistant

Keri is an important member of the Fatima Hospital team. She embodies the true meaning of service excellence and goes above and beyond for her co-workers and patients. Colleagues and patients describe her as passionate about the work she does, motivated, driven, and most importantly, she puts the needs of her patients and team first! Keri has grown the hospital’s stroke support group into a consistent community for survivors and caregivers.

Providence VA Medical Center

The Providence VA Medical Center is recognized for reducing the occurrence of health care-associated infections. The team successfully implemented a bundle of infection control strategies including environmental management, hand hygiene, contact precautions, and cultural transformation. In the three years since the program was established, the incidence of Clostridium difficile infections has decreased 43%. The medical center has also implemented an antimicrobial stewardship program that has resulted in shorter length of stays, fewer adverse drug events, and a significant decrease in the use of broad-spectrum antibiotics. Antibiotic use per 1,000 days has shown a significant sustained decrease.
South County Hospital

Diane Benson, Case Manager, Social Worker

Diane has worked at South County Hospital since 1992 and is an essential member of the case management department. She is easy to get along with and very open to suggestions. Diane is the definition of a team player. Patient’s love talking with her and fellow staff members love working with her. She is knowledgeable, calm in stressful situations and always willing to help other members of the team. Diane has a bachelor’s degree in sociology and gerontology and a master’s degree in health services administration.

Kent Hospital

Diane Ardito, Registered Nurse

Diane has been an employee at Kent Hospital for the past ten years and has been working as a registered nurse for eight of those years. She demonstrates the highest standard of nursing care, providing guidance and calm leadership to her team. She is described as being intelligent, kind, compassionate and dedicated. She is well regarded by everyone at Kent and participates in a number of initiatives to continually improve the care and safety of the patients. Diane is the co-chair of the Emergency Department Unit Council and influences positive changes in the department. Before working at Kent Hospital, Diane served for six years as a United States Naval Corpsman/EMT both active duty and reserve.

Women & Infants Hospital

Sheila Enderby, Oncology Nurse Navigator

Sheila serves in a unique role as nurse navigator. She is a bridge between the oncology areas of outpatient infusion for chemotherapy and the inpatient care areas at Women & Infants. She helps families find their way through the complicated system of health care while dealing with difficult diagnoses and uncertain outcomes. Patients describe her as kind, thoughtful, extremely informative, compassionate, cheerful and most importantly, an exceptional nurse.

L+M Westerly Hospital

Carol Desillier, Supervisor, Lobby Shop

Carol has made the gift shop one of the best volunteer assignments! The volunteers LOVE working there and they are incredibly loyal to her. Carol goes above and beyond in everything she does. She makes the holiday season better for employees by opening the gift shop early to accommodate third shift staff. She also makes sure our employee holiday party is enjoyed by all, coming in on her personal time to make sure the third shift staff had fresh food like all other staff. She supports employee events through donations from the gift shop and became the Westerly Hospital Auxiliary president when they were looking for leadership.
Landmark Medical Center
Christopher Wethey, Programmer/Analyst

Chris joined Landmark Medical Center in 1984. He graduated from the Community College of Rhode Island in 1990 with an associate’s degree in business management. He demonstrates dependability and reliability, and his service and performance are highly valued. Chris’ supervisor says he demonstrates that he is “concerned first for the patient, then for the end users of Landmark systems. That concern goes beyond those things for which he has actual accountability. If he can make a contribution, he will.”

Providence VA Medical Center
Jeannie Ursillo, Nurse Practitioner

Jeannie has been with the Providence VA Medical Center for more than 23 years and is well respected and regarded by primary care staff. She has a diploma in nursing from St. Joseph’s School of Nursing, a bachelor’s degree in nursing from Salve Regina University and a master’s degree in nursing from the University of Rhode Island. She is devoted to patient-centered, integrated care. Jeannie provides primary care in the home of veterans for whom clinic-based care is ineffective due to issues related to travel, cognition or chronic debilitating conditions.

Memorial Hospital of Rhode Island
Patricia Masse, Cook

Pat exemplifies Memorial Hospital of Rhode Island’s values – accountability, caring and teamwork. She understands she is essential personnel and is always willing to work. Pat is always offering assistance to ensure patients and staff are fed quality meals. She is willing to help whenever needed and will always step up to cover a co-worker’s shift. Her response is always “whatever you need me to do.” She is an invaluable resource to her department and the hospital.

Roger Williams Medical Center
Daniel Albuquerque, HVAC Mechanic

Dan joined Roger Williams Medical Center in 1982. He is a humble individual who doesn’t like to be the center of attention and just wants to do a good job. He takes pride in his work and wants to maintain a comfortable atmosphere for the employees and patients. He has an incredible understanding of the building and systems used for heating and cooling the facility. Dan has an associate’s degree from the New England Institute of Technology.