

Appointments



Cindy Peterson, MBA, named Executive Vice President of Ambulatory Care at Lifespan

PROVIDENCE – Lifespan has hired **CINDY PETERSON, MBA**, to serve as Executive Vice President of Ambulatory Care, overseeing physician practices, health care clinics and urgent care centers.

Peterson started in this new role in December 2023 and is responsible for the overall leadership of Lifespan clinical ambulatory services across Rhode Island.

Most recently she was the vice president of regional ambulatory operations and business development for a major teaching hospital in Boston. In that role she was responsible for driving ambulatory growth across competitive markets and expanding the hospital's ambulatory offerings into metro Boston, greater Foxborough, and the south shore of Massachusetts.

"Cindy's knowledge of the ambulatory care landscape in southeastern New England will help Lifespan develop outpatient programs that offer premier care in the communities where patients live and work," said Lifespan President and CEO

JOHN FERNANDEZ.

Peterson holds a BA from Amherst College and an MBA in healthcare management from Boston University. ❖

Help your Patients Keep their Medicaid Coverage

Medicaid members will need to renew their eligibility with the State of Rhode Island to keep their health insurance.

You can help now by reminding your Medicaid patients to update their account information with their current address and phone number. Medicaid members can update their information by:

- Logging into their HealthSource RI account: <https://healthyrhode.ri.gov/>
- Calling HealthSource RI at 1-855-840-4774 (TTY 711)

Thank you from all of us at Neighborhood for your commitment and partnership in ensuring Rhode Island families keep their health care coverage!



Neighborhood members can scan the QR code to update their address through our new e-form or visit www.nhpri.org



Neighborhood Health Plan
OF RHODE ISLAND™

www.nhpri.org 1-800-459-6019 (TTY 711)

Places

Brown School of Public Health collaborating with partners on creating systems training to improve disability, chronic condition care

The Agency for Healthcare Research and Quality and the Patient-Centered Outcomes Research Institute have partnered in awarding a five-year, \$5 million grant to create the Learning Health systems training to improve Disability and chronic condition care (LeaHD) Center. The LeaHD Center is a collaborative effort of the Brown University School of Public Health, the University of Pittsburgh School of Health and Rehabilitation Sciences and Boston University School of Public Health, together with nine health system and health organization partners including University of Pittsburgh Medical Center (UPMC).

LeaHD's mission is to improve the health-related quality of life of persons with disability and chronic conditions by addressing inequities in access to and quality of rehabilitation and long-term services and supports (LTSS) for persons with disability and chronic conditions. The center will achieve its mission by training a new generation of scientists in learning

health systems (LHS) research methods to address these issues.

LeaHD's principal investigator is **LINDA RESNIK, PT, PhD, FAPTA**, professor of health services, policy and practice at Brown's School of Public Health. Dr. Resnik also serves as a research career scientist at the Providence VA Medical Center.

In a Brown School of Public Health press release, she stated that "efforts to address these inequities have never been more important. Chronic conditions affect more than half of adults in the U.S., with 27% having multiple chronic conditions and one in four American adults living with a disability."

She noted that these figures are steadily increasing, and disproportionately affect persons 65 years and older, those living in poverty and those from some racial or ethnic minority groups. "A learning health systems approach offers potential solutions by embedding knowledge and best practices into care delivery, thereby supporting improvement, innovation, and equity." ❖

Recognition



South County Hospital re-designated as Baby-Friendly hospital

WAKEFIELD – South County Hospital has been re-designated as a “Baby-Friendly” hospital for the optimal level of care, education and support provided to breastfeeding families. In 2000, South County Hospital became the first in Rhode Island to achieve this status.

“It is an honor to receive re-designation as a Baby-Friendly hospital. At South County Health, our expert team of providers, nurses, and support staff are committed to high-quality care, and nurturing a supportive environment, both for breastfeeding families and for those who cannot or decide not to breastfeed,” said **MEGIN DALTON, MD**, Medical Director, Center for Women’s Health, South County Health.

Baby-Friendly hospitals undergo a rigorous review process and site visit. Facilities are evaluated for their adherence to the highest standards of care for breastfeeding families. These standards are built on the Ten Steps to Successful Breastfeeding, a set of evidence-based practices recommended by the World Health Organization (WHO) and the United Nations Children’s Fund (UNICEF) for optimal infant feeding support in the precious first days of a newborn’s life.

In addition to education and breastfeeding support services, South County Health has lactation consultants, certified childbirth educators, and nurses who are specially trained to help all families accomplish their breastfeeding and newborn feeding goals. The team at The Women and Newborn Care Unit at South County Hospital also features Neonatal Nurse Practitioners. ❖

Westerly Hospital recognized with Press Ganey’s 2023 Guardian of Excellence

WESTERLY – Westerly Hospital announced that the hospital has been recognized with Press Ganey’s 2023 Guardian of Excellence –Patient Experience–Medical Practice service award, specifically for the clinicians at Smilow Cancer Hospital at Westerly.

The Press Ganey award is the organization’s annual ranking of the top hospitals and health systems in the country, according to performance in patient experience. The Guardian of Excellence Award is given to organizations that have achieved the 95th percentile or higher for performance in patient experience. Press Ganey works with more than 41,000 healthcare facilities in its mission to enhance caregiver resilience and to improve the overall safety, quality and experience of care.

“This honor is a reflection of the exceptional patient-centered care and treatment provided by our outstanding team of physicians who treat patients who are going through a difficult diagnosis,” said **RICHARD C. LISITANO**, president, Westerly Hospital. “Our world-class team is committed to providing the greatest of care by treating patients and their families with compassion and empathy.”

Smilow Cancer Hospital is affiliated with Yale Cancer Center, one of only 56 National Cancer Institute (NCI)-designated comprehensive cancer centers in the nation and the only such center in Connecticut and Rhode Island. Smilow Cancer Hospital locations provide patients with individualized, innovative, convenient and caring medical treatment.

“The Smilow cancer care sites, around Connecticut and in Westerly, ensure that we deliver world-class care to our patients where they are most comfortable and that includes being closer to home,” said **ERIC P. WINER, MD**, director, Yale Cancer Center and president and physician-in-chief, Smilow Cancer Hospital. “This award is well deserved recognition of the excellent work by clinicians at the Smilow Cancer Hospital at Westerly.”

“We strive to deliver high-quality healthcare to all our patients and this recognition from them is a testament to the dedication and compassion of our team,” said **ROBERT LEGARE, MD**, medical director, Smilow Cancer Hospital at Westerly; associate professor, Clinical Medicine (Medical Oncology), Yale School of Medicine. ❖