

The Miriam Hospital Traditions

For our friends and supporters.

Volunteers Make a Gift of Their Time

Among the traditions that define The Miriam's history of compassionate care, volunteerism makes a difference every day for all who walk through the hospital's doors. Our group of greeters, transporters, family liaisons, pet therapy dog owners, and so many others, give the most important gift of all – their time. We're excited to introduce you to four of our special volunteers: Hector, Sheryl, Morgan, and Barbara.



Meet Hector

Sixteen-year-old Hector Guerrero has a special gift. Since last July, the Hope High School sophomore has been a volunteer pianist twice a week at the Leonard and Adele R. Decof Family Comprehensive Cancer Center at The Miriam Hospital, part of the Lifespan Cancer Institute. When watching Hector's hands glide across the keys of the cancer center's grand piano, you'd never guess he's been playing for less than two years. "I express my feelings through the piano. It means so much to me when I see it bring a smile to someone's face," he says. "I know a lot of the people who listen to my music are going through difficult times, so to make them feel good is something bigger than me."

One Saturday, a woman approached the piano – she was crying and handed him a note before walking away. The note thanked him for being there while she underwent treatment. But even more powerful was how he reminded her of her late son, who had spent his life playing the piano. "I read that note each time before I play – it motivates me," he says. "The piano is my whole world, my voice, and I can't imagine not volunteering and sharing my music with others."

Meet Sheryl

Sheryl Kydd feels blessed. She comes from a loving family, completed college and graduate school, and enjoyed a 30-year career at Verizon before retiring early. Unexpectedly, in 2017, the now 69-year-old underwent heart surgery out-of-state, choosing The Miriam for her cardiac rehabilitation. "Both of my parents were cared for here in their later years," Sheryl says. "I love this hospital and my care team was amazing." During rehab, Sheryl decided she wanted to do more to help others. Her cardiac therapist connected her with the hospital's volunteer program, and before Sheryl knew it, she was working at the information desk twice a week.



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Quick to share that no two days are alike, Sheryl is a welcoming face behind the desk, greeting everyone with a smile as she helps them find a loved one or offers directions to patient registration or to a specific unit for a test. “It may sound silly, but when I’m not at The Miriam, I miss it terribly. Volunteering gives me an even deeper appreciation for life. There’s no question I get more out of it than I put in.”



Meet Morgan

When former financial professional Morgan Donahue retired, he wanted to volunteer his time. With an interest in health care and hearing great things about The Miriam, Morgan reached out to the hospital’s volunteer office in 2005. “I didn’t want to volunteer and sit behind a desk. When I learned about the family liaison position, I knew it was for me,” Morgan says. Fourteen years later, Morgan is still there every Wednesday.

“Patients and families are understandably nervous at the hospital,” he says. “It’s my job to help them and alleviate their concerns.” As a liaison, Morgan is a go-to for those who come to the hospital for tests or procedures once they’ve finished with registration. He answers questions, processes authorization forms, and notifies procedure areas of a patient’s impending arrival. Often, he’ll take a patient where they’re going and transport them back.

“Families value having a liaison, especially when there’s so much on their mind. Some are surprised when they see the word ‘volunteer’ on my nametag, and I think that’s one of the things that sets The Miriam apart from other hospitals. I’m happy to be part of that.”

Meet Barbara

During a most vulnerable time in her life, while dealing with a serious health scare and mounting medical bills, Barbara Leach says The Miriam was there to help in every way imaginable. And for the past eight years, she has been paying it forward as a volunteer extraordinaire.

Four days a week, the 72-year-old arrives at 5:30 a.m. and heads to the intensive care units to deliver welcome packets for the day’s patients. She then heads to the lobby to serve as a greeter for an hour or two before retreating to the volunteer office to make up welcome packets.



“There’s lots of information in there, but the television guide is most popular! I also deliver mail to the patients. The cards really brighten their day.”

Barbara also takes a lead on the hospital’s Gingerbread Kit program during the holidays. It raises funds to help neighborhood families during the winter with warm coats, gloves, and blankets. “My family is very supportive of my volunteerism. Sometimes, my son will joke that the hospital won’t fall down if I’m not there, but I don’t want to take the chance – I love it there.”

Emergency Care at The Miriam

Lise Jenouri, MD, MBA, FACEP, joined The Miriam Hospital in 2002 as an attending physician and has served as medical director of the Emergency Department (ED) since July 2017. She was named the 2018 Charles C. Carpenter, MD, Miriam Hospital



Outstanding Physician of the Year – the highest honor awarded to a doctor on staff. In 2018, 2017 and 2015, Dr. Jenouri was designated a “Top Doc” for emergency medicine by *Rhode Island Monthly*. Dr. Jenouri recently spoke with us about the changing face of emergency care at The Miriam.

The ED underwent extensive renovations completed in 2014 – what influenced the need for a bigger ED, and what improvements were made?

The leading factor for a larger ED was a dramatic increase in patient volume. Since 2010, the number of patients seeking care in the ED has grown by 32 percent. Our renovations added five beds, critical care and triage areas, private exam rooms, and a CT scanner, all of which have reduced wait times and improved patient flow. Workstations were also remodeled, and computers installed in patient rooms, allowing for greater integration of care.

How has the closing of Memorial Hospital impacted The Miriam’s ED and what steps have been taken to handle a change in patient volume?

When Memorial closed in December 2017, we began to experience a 10 percent rise in ED visits compared with the same months the previous year. This was also compounded by the opioid epidemic and the worst flu season in years. The addition of a fully-equipped triage area and the opening of our Clinical Decision Unit (CDU) have been crucial to managing the increased volume. That being said, we are once again facing record volume in the ED and adjusting our care models to treat patients in the most efficient way possible.



What is the CDU and how is it impacting care in the ED?

The CDU is a 10-bed unit adjacent to the ED, dedicated to patients whose condition requires monitoring, but who may not require admission. It allows patients to get the care they need in the most efficient way, while helping to manage the flow of care in the ED and lessening the demand for inpatient beds. Of course, if a patient in the CDU needs longer care, they’re admitted to the hospital.

How has The Miriam’s ED evolved?

Today’s Miriam ED is a dynamic environment offering a wide range of services that deliver state-of-the-art care supported by research and education. Thanks to our exceptional staff and cutting-edge technology, we are able to adapt to the changing needs of our community, while always ensuring the highest standards of compassionate care.



Learn more at giving.lifespan.org/The-Miriam/Gala

Brown University Team Hosts Bench Press for Cancer

Just two days after a hard fought game against Yale, members of the Brown University football team were back to work early on a Monday in November. But they weren't on the football field; instead, players were gathered on the school's main green as the team hosted its annual Bench Press for Cancer event to raise funds for the Cancer Survivorship Program for Young Adults at The Miriam Hospital.

The players and their fellow students, along with staff from The Miriam, took turns flexing their muscles by bench pressing a weight of either 75 or 165 pounds for as many repetitions as possible. Prior to the event, participants secured a "per rep" pledge from family and friends, meaning the more repetitions they benched, the more money raised to help young adults battling cancer.

Bench Press for Cancer began at Brown in 2004, when the football team established the event to help former teammate and team captain Lawrence Rubida, who was



Dr. Fred J. Schiffman spotted by Brown junior Caleb Clarke

diagnosed with Ewing's Sarcoma while attending Brown. While Lawrence sadly passed away in 2005, the team has continued the event to honor his memory. The 2018 event raised more than \$18,600.

Chickpea "Chicken" Salad

Smashed chickpeas mimic the texture of meat in a traditional chicken or tuna salad while silken tofu "mayonnaise" makes this a delicious, heart healthy sandwich filling!

Ingredients:

- 2 (15 oz) cans chickpeas, drained and rinsed
- 3/4 cup Ornish vegan mayo (recipe to right)
- 1 shallot, minced
- 2 celery stalks, diced
- To taste: onion powder, garlic powder, kosher salt, black pepper, tarragon, chives, etc.

Directions:

1. Cut all vegetables.
2. Drain and rinse chickpeas, place in a medium bowl and mash gently with the back of a fork until crushed, with some texture.
3. Add the remaining ingredients and mix thoroughly to combine.
4. Serve 1/4 of the mixture on a sandwich or as a salad topper!

Ornish Vegan Mayo: (makes about 1.5 Cups)

- 1 1/2 cups silken tofu
- 2 tbsp lemon juice, fresh
- 1 1/2 tsp dijon mustard
- 1 tsp onion powder
- 1/2 tsp garlic powder
- 1/8 tsp powdered stevia (or 3/4 tsp maple syrup)
- 1/8 tsp Kosher salt or sea salt
- 1/8 tsp black pepper

Combine all ingredients in a food processor and pulse until smooth, creamy, and thoroughly combined, scraping down the bowl, as needed.

This recipe was provided by the Dean Ornish Cardiac Rehabilitation Program at The Miriam Hospital.

Nutrition Facts	
servings per container	
Serving size	(187g)
Amount per serving	
Calories	200
	% Daily Value*
Total Fat 4g	5%
Saturated Fat 0g	0%
Trans Fat 0g	
Cholesterol 0mg	0%
Sodium 330mg	14%
Total Carbohydrate 31g	11%
Dietary Fiber 8g	29%
Total Sugars 6g	
Includes 0g Added Sugars	0%
Protein 11g	
Vitamin D 0mcg	0%
Calcium 89mg	6%
Iron 2mg	10%
Potassium 182mg	4%

*The % Daily Value tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.



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