

COASTLINES

The Southcoast Health System Employee Newsletter

September 2008

breathe *better*

Smoking Cessation Programs

New classes added

Register online on the HealthQuest page of the intranet

SOUTHCOAST TO TAKE LEAD ON CREATING HEALTHY ENVIRONMENT

Step one: Reducing smoking on campus

As part of the effort to help employees live healthier lives, Southcoast will offer additional resources to help those who want to quit smoking.

Southcoast has launched a new initiative to further raise public awareness of the health risks associated with smoking and secondhand smoke by reducing smoking on its hospital campuses.

The campaign, called "Breathe Better," launches October 1 and is part of an ongoing effort to educate employees and the public about the health benefits of quitting or reducing smoking and to create a healthier environment for everyone who spends time at our hospitals.

"It is very important that Southcoast take a leadership role in the community by demonstrating our dedication to the health and safety of our employees, patients and visitors," said Keith A. Hovan, President & CEO of Southcoast Hospitals Group.

Over the past six months, the issue of smoking has been discussed across Southcoast through focus groups, open forums, staff and leadership meetings.

"The issue is clear: As the region's health care leader, the largest employer and a strong community member, Southcoast needs to create a healthier environment by limiting smoking on our sites and promoting wellness," said David DeJesus Jr., Senior Vice President for Human Resources.

Southcoast's new healthy initiative, "Breathe Better," will create Smoke Free Zones across all Southcoast facilities as of October 1.

Smoking will be limited to distinct locations at our hospitals — two each at Charlton and St. Luke's and one at Tobey [see sidebar and map].

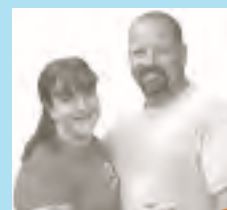
Taking a Leading Role

As the region's leading provider of health care services, Southcoast has taken these steps because "we have a responsibility to create and promote a healthy environment at all Southcoast Hospitals locations," Hovan said.

A number of specific reasons led Southcoast to embark on this initiative at this time.

- Smoking is universally recognized as a bad health habit that is counter to Southcoast's mission "to care for the health of our communities."
- Exposure to smoke is bad for the health of non-smokers.
- Smoking is a fire hazard that has resulted in three fires on Southcoast campuses.
- Discarded cigarettes are the main cause of litter on Southcoast campuses.
- The Joint Commission requires Southcoast to have a smoking policy and enforce it.

continued on page 2



Smoking Locations

Southcoast's new healthy initiative, "Breathe Better," will create expanded Smoke Free Zones across all Southcoast facilities as of October 1. Smoking will be limited to distinct locations at our hospitals — two each at Charlton and St. Luke's and one at Tobey.

- **Charlton:** The present location behind the hospital (for employees, patients and visitors) and a location near the Emergency Department (for patients and visitors only).
- **St. Luke's:** In the corner of the White Home parking lot closest to the ambulance entrance (for employees, patients and visitors) and at the front of the hospital (for patients and visitors only).
- **Tobey:** In its present location (for employees, patients and visitors).

All locations will be clearly marked and will have shelter in case of inclement weather.

Any employee, patient or visitor smoking in a non-designated area will be asked to move to the approved areas. Maps will be available at all public exits to show people how to get to the nearest smoking area.

Reducing smoking on campus

continued from cover

- Many hospitals across the country are going 100 percent smoke free.

"Most importantly, we will have a healthier, safer environment for everyone who works at Southcoast and everyone who visits," Hovan said.

How This Effects Employees

Employees are expected to smoke only in designated areas and only on approved breaks, in accordance with hospital policy. Smoking anywhere else on Southcoast property — including in employee vehicles — is not allowed.

Employees will also be expected to not smoke on neighborhood streets nor dispose of smoking materials in public places.

"Southcoast Hospitals are situated within residential neighborhoods and we

Southcoast will also host smoking cessation classes in the coming weeks. More details on these programs will be forthcoming via email messages and on the intranet.

How This Effects Patients & Visitors

The "Breathe Better" campaign includes both an internal and external component to help patients and visitors comply with the smoking restrictions.

Patients and visitors will receive information about smoking upon admission and visits to doctors' offices. The campaign's message will also be broadly communicated to the general public. Signs will inform people to stop smoking as they approach our buildings.

"We want to encourage everyone who visits our hospitals not to smoke when they are on our campuses," said Jim Rattray, Vice President of Marketing & Public Affairs. "We will engage the community through a public awareness campaign to help expand the attention to the benefits of creating a healthy environment."

In addition to signage, communication will include "Breathe Better" posters and banners throughout the hospitals and ads and news stories in the community.

Visitors will also be expected to comply with Southcoast smoking policies and should be directed to the designated smoking area.



have always been conscious of our relationships with our neighbors," DeJesus said. "As such, employees are expected to respect neighbors' property by not smoking on or near private property in these neighborhoods. These expectations will be enforced as part of this effort."

Help for Smokers Who Want to Quit

As part of the program, Southcoast will also offer increased resources and tools to smokers who want to quit.

"Southcoast is committed to providing the resources and support necessary to assist any employees who wishes to quit smoking," DeJesus said. "We also know that quitting smoking is a difficult task and hope that employees will take advantage of this opportunity and view these changes as a good opportunity to choose a healthier lifestyle."

The employee pharmacy benefit program will continue to offer discounted nicotine replacement therapy products. There will now be coverage for prescriptions of Chantix and Zyban for a \$35 copay.

Patients will be encouraged not to smoke while in the hospital. Southcoast will provide these patients with multiple replacement options and counseling, if requested.

"We know that this can be very challenging for our staff and we appreciate your cooperation as we work through this process," DeJesus said.

Security staff and leadership staff will also receive training on enforcing this effort and will be available to assist in any way they can.

Looking forward, it is expected that smoking at health care facilities, and within society in general, will continue to be increasingly limited. Like many other hospitals in Massachusetts and across the country, Southcoast intends to eventually go totally smoke free within the next two years.

"We hope that the investment Southcoast is making to limit smoking — and to support smokers who seek to quit this habit — will result in a healthier environment for everyone at Southcoast," Hovan said. 🌿

Southcoast opens wireless hotspots for physicians, guests

Physicians and guests visiting Southcoast Hospitals can now access the Internet through a new guest wireless program.

Users can access the Internet through their laptop computers at select locations at each of Southcoast's three hospital sites. There is no cost for the service.

"Our goal is to make everyone's stay and the services we provide more convenient and comfortable," said Mark Lacombe, Director of Information Technology.

Wireless access for guests and providers is routed directly to the Internet by a "Guest Manager" function. This technology assures the Southcoast network will not be affected by a virus or spyware that may reside on the users' laptop computer or other wireless device.

Once a guest is connected to the Internet, they can access any unrestricted Internet site, including the southcoast.org website, but they will not have access to the internal Southcoast network.

The system will include some filtering. There will be no access to Voice over IP (VoIP) and certain websites that are considered objectionable or obscene will be prohibited and blocked. Users are asked not to play music or other audio

sounds to avoid disturbing our patients or guests and instead use headphones.

Authorized physicians will be able to connect via VPN to the Southcoast network where they can access Meditech and other network-based applications. Physicians will be required to use a network sign-on with a UserID and password that can be obtained from the MIS Help Desk.

Future phases of the program will introduce wireless access in patient rooms, Lacombe said. 📺

Southcoast Guest Wireless Hotspots

Wireless hot spots have been installed in all three hospitals and are marked with signs that say "Wireless Internet Service." Brochures are available that outline required equipment and steps to connect.

Charlton

- Main lobby
- Surgery waiting area
- ED waiting area
- Cafeteria

St. Luke's

- Main lobby
- Lumbard Coffee Shop
- Surgery waiting area
- ED waiting area
- Cafeteria

Tobey

- Main lobby
- Surgery waiting area
- ED waiting area
- Cafeteria



Above & Beyond

Jim Rayne, Emergency Department Technician

Jim Rayne is an Emergency Department Technician at Charlton who has diabetes and has used an insulin pump for several years. On his day off, Rayne helped a young diabetes patient who was in the Charlton ED in dire need of help.

A 13-year-old-girl with diabetes arrived at the Charlton ED during the July heat wave, presenting with elevated blood sugar. She was visiting from New York and had run out of infusion sets for her insulin pump.

"This type of patient can go into diabetic ketoacidosis very easily so she needed to get insulin quickly," said Tracy Souza, RN, Team Leader in the Charlton ED. "But locating the correct infusion set became quite a challenge."

Ketoacidosis is a serious condition that can develop if a person's diabetes is out of control. It can lead to diabetic coma (passing out for a long time) or even death.

The patient arrived at the ED in the evening when medical supply companies were closed and Charlton did not have the right set.

"I called Saint Anne's, St. Luke's, Tobey and Rhode Island Hospital. No one had an infusion set," Souza said. "I also called the company that manufactures the infusion set, but it would take two days for a delivery."

"We had to administer insulin with a needle," Souza said. "To a 13-year-old, that is a frightening ordeal."

The ED began to consider transferring the child to a pediatric facility so that she could get repeated insulin injections until her parents could arrive from New York with infusion sets. Then Souza remembered that Rayne had an insulin pump. She called him at home to ask how she could get an infusion set for the patient. When they found out that Rayne and the patient used the same model insulin pump, Rayne quickly came up with a solution.

"I always keep a couple of sets locked in my locker just in case," Rayne said. "I just gave Tracy the combination to my lock and told her to take two sets — one to use and a spare just in case. It was the quickest, easiest solution."

With the infusions sets available, the patient was able to be discharged and continue her vacation.

"Without Jim's assistance she would have required a hospital admission," Souza said. "He even called me back an hour later to see if the child needed anything else. He truly went above and beyond for both me and the patient." 📺

Three practices join Southcoast Physician Services

Richard Demopoulos, MD, Swansea Family Practice Group and Wareham Medical Associates have joined Southcoast Physician Services.

Dr. Demopoulos has practiced general surgery at St. Luke's Hospital for the past 14 years and has special interest and training in advanced laparoscopic surgery including colon, biliary, intestinal and hernia surgery and breast and soft tissue surgery. He is board certified in general surgery and is a fellow of the American College of Surgeons.

Dr. Demopoulos earned his medical degree from Cornell University Medical College in New York and completed an internship and residency in general surgery at Columbia Presbyterian Medical Center, Columbia University College of Physicians and Surgeons in New York City.

Swansea Family Practice Group includes James Lippincott, MD, Martin Miner, MD, Mark Ringiewicz, MD, Priscilla Shube, MD, Jeffrey Syme, MD, and Hugh Woolverton, MD. They are part of the active medical staff at Charlton.

Wareham Medical Associates includes the internal medicine practices of Thomas Gleason, MD, John Howard, MD, and Thomas Spiro, PAC.

All three practices are currently accepting new patients.


Dr. Demopoulos's office can be reached at **508-993-3598**.

Swansea Family Practice Group can be reached at **508-672-5300**.

Wareham Medical Associates can be reached at **508-295-4450**.

Southcoast Physician Services also includes Borden Medical Associates; Truesdale Medical Specialties Associates and Hanover Internal Medicine Associates, in Fall River; the practice of Randy Caplan, DO, in Wareham; the practice of Carlos A. Correia, MD, in Fall River; Linden Tree Family Health in Portsmouth, R.I.; Southcoast Neurosurgery in Fall River and Dartmouth; Wareham Medical Associates and Wareham Surgical Associates, both in Wareham.

Patient Comment

"The care and dedication of the nurses, aides and housekeepers is second to none. People are upbeat and pleasant. You have a great crew here." 

Southcoast Medical Staff Receive The Blue Cross Excellence in Primary Care Award for 2006

On June 1, BCBSMA honored 628 physicians across the state for their outstanding performance in 2006 HMO Blue Primary Care Physician Incentive Program (PCPIP). The Primary Care Physicians who received Certificates in Excellence had results that placed them in the top 10 percent of all physicians in the PCPIP. The PCPIP goal is to increase the number of members who receive important preventive and disease management services.

Service measures include the HEDIS measure of well-visits for children and adolescents, mammography services and diabetes care. It also includes utilization and efficiency measures of generic medication utilization and utilizing electronic capabilities (e-Prescribing, Electronic Medical Records and medical decision support).

Southcoast Health System is honored to announce that 20 physicians on our Medical Staff have been chosen to receive the BCBSMA 2006 Excellence in Primary Care Award. These doctors include:

Private Practice

Bradford Kney, MD*

Dartmouth Pediatrics

Mohsen Elhaddad, MD

Hawthorn Medical Associates

Michael Hait, MD

Eric Levine, MD

Internal Medicine & Cardiology Associates

Philip Sabra, MD

Angela Simpson, MD

Shobhita Sundar, MD

Karl Zuzarte, MD

Primacare

Neveen Bassaly, MD

Tamin Hinedi, MD

Ossama Labib, MD

Ehab Sorial, MD

Eugene Zak, MD

New Bedford Medical Associates

Mark Desnoyers, MD

Southcoast Primary Care

David Chesney, MD**

Joseph Costa, DO**

Drew Nahigyan, MD

Bernard Portnoy, MD*

Dilma Silva, MD

Southcoast Physician Services

Tricia Carty, MD

* Drs. Kney and Portnoy also received this award in 2005 and 2004.

** Drs. Chesney and Costa also received this award in 2005. 

Employee gifts set an example for community donors

You want to help" was last year's call to action for the Employee Appeal — and help you did!



The 536 of you that participated in the 2008 Employee Appeal represents 9.5 percent of our more than 5,800 employees. That number shows a significant increase of 185 percent in total employee donors from four years ago when only 197 employees, or 4 percent of you, participated. Yet, with nearly 6,000 employees, we need to work harder to encourage more of you to give at whatever levels you are able.

Why?


Your gifts do more than help us provide important new services and technology. They encourage the community to give. When community members see those who provide the technical, caring and nurturing support to patients also give monetarily, they want to give too.

When you support your hospital, you become a role model for the community.

The rise in employee participation last year has encouraged us to set the 2009 Employee Appeal goal at 10 percent, or 583 employees. We can reach this goal and do even better if each of us encourages others to participate.

Bill King, the owner of Cruise Holidays in Lakeville, Mass., wants to see us reach that goal. One of the most dedicated fans of the work we all do, King has donated the raffle's grand prize — a nine-day Caribbean Cruise for two. Think about it — a minimum gift of \$1 a week could win you a cruise worth \$3,500, and help support our patients and each other.

"As a lifelong resident of the greater New Bedford area, my family and I have long appreciated the services provided by St. Luke's Hospital to our families and friends," King said. "With the three excellent hospitals in the Southcoast Health System, residents of this entire region have access to exceptional care without the need to travel to large cities. We have this access to 'big city' health care right here in our own backyards.

"If anticipating the fun of a Caribbean cruise helps to encourage employees who already give of their skills and experiences daily to also support the hospital with their dollars, I am happy to do it," King said. "Because the care these employees give all of us is so important to me and my family, and to families throughout the region." 

The next generation of surgery, coming this fall to Southcoast Hospitals

Southcoast to offer the region's only robotic-assisted surgical services

Southcoast will open a robotic surgical program this fall that will bring the next generation of surgery to the region.

The purchase of Intuitive Surgical's **da Vinci®** Surgical System will allow highly-skilled surgeons to perform robotic-assisted, minimally invasive procedures with greater precision and expertise.

The da Vinci Surgical System at

Southcoast will be used primarily for

complex urological surgeries, such as radical prostatectomies, with plans to expand to gynecological procedures. It will be located at Charlton Memorial Hospital, the Fall River site of Southcoast Hospitals Group and will be used by surgeons from throughout Southcoast Hospitals Group.

"Southcoast Hospitals is the first health care organization to bring state-of-the-art robotic surgical technology to Southeastern Massachusetts," said Keith A. Hovan, President & CEO of Southcoast Hospitals Group. "We are raising the bar for cancer surgery and offering our patients the fastest-growing prostate cancer surgery available."

Robotic-assisted surgery

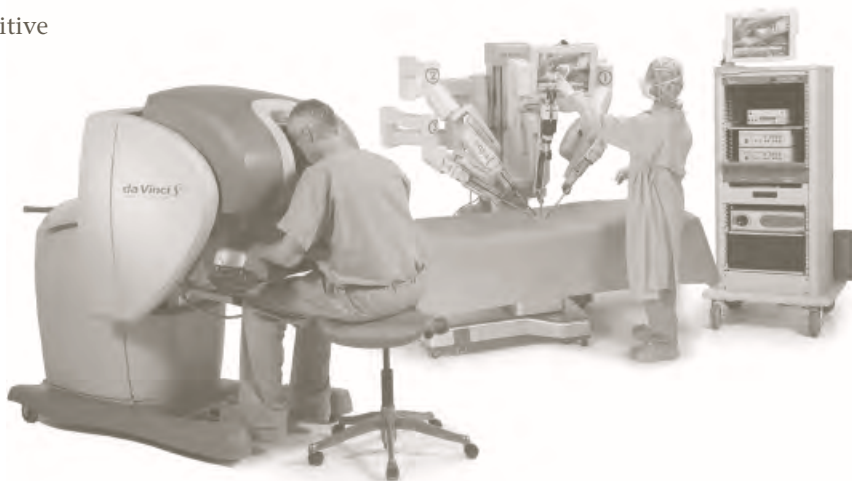
Surgical robotics is a technology designed to give surgeons more precision and control during complex, minimally invasive procedures. It is an alternative to open surgery and laparoscopic surgery and can result in quicker recoveries for patients.

The da Vinci Surgical System "robot" is a state-of-the-art medical device comprised of a surgeon console and patient-side robotic system with a high-resolution camera and microinstruments. The system is equipped with several "arms" that scale the movements of the surgeon's hands and arms down to micromovements for delicate precision. The surgeon "drives" the instruments using a high-resolution 3-D endoscope and image processing equipment, which provide the true-to-life, highly magnified 3-D images of the surgical field.

The entire surgery is performed through tiny incisions typical of minimally invasive surgery — and the surgeon is 100 percent in control at all times. Members of the Southcoast surgical staff will receive special training to assist the surgeons with this new technology.

Surgeons from the entire region who have received the proper training on the da Vinci Surgical System will be welcome to practice at Charlton.

Look for an in-depth article on the da Vinci Surgical System in an upcoming issue of *Coastlines*. 📄



Your patients can receive e-mail at Southcoast

Friends and family can stay in touch with their loved ones who are patients at Southcoast Hospitals.

They can simply send an email by clicking on the "E-mail a patient" option on the home page of Southcoast's website, www.southcoast.org.

"In just two easy steps, anyone can create a message and have it delivered to a patient Monday through Friday," said Jim Rattray, Vice President of Marketing & Public Affairs. "It is a great way to keep in touch with a loved one in the hospital — especially for those living out of town."

Rattray said every effort is made to deliver messages on the same day they are received by Southcoast Hospitals. Messages received over the weekend are delivered on Monday. If a patient has been discharged, the message is mailed to them. 📄



News Briefs

Lucille Force, RN, has been named Director of Women & Children's Health Care at St. Luke's. Before joining Southcoast, Force was Nurse Manager and Administrative Nursing Supervisor at Women & Infants Hospital in Providence, R.I., where she received two "CARE Awards" that were presented to employees who exemplify customer service excellence. The awards came in 2000 for decreasing wait times in the emergency department and in 2006 for the Sexual Assault Nurse Examiners Program. A graduate of Roger Williams University in Bristol, R.I., she received her Master of Science in Nursing from the University of Phoenix and her Maternal Child Health Certificate from Boston University. In 1995, she was awarded a Master of Science in Health Administration from Salve Regina University in Newport, R.I., and holds a certification in Nursing Administration from the American Nurses Credentialing Center.

Kara Gauvin, RN, has accepted the position as Nurse Manager of the Family-Centered Unit and Pediatrics at St. Luke's. Gauvin has worked for Southcoast for 20 years, most recently as the night Resource Nurse for the FCU. She holds a Bachelor of Science degree in nursing and is currently enrolled in the Master of Science in Health Administration program at Salve Regina University in Newport, R.I.

In Memoriam

Andy Irwin, a mechanic in the Maintenance & Engineering Department at St. Luke's for 25 years, passed away on July 31. He is survived by his wife, Beverly, and two daughters, Tammie and Melony Irwin.

Ed Boyer, former Director of Engineering & Maintenance at Charlton and St. Luke's, died on July 31. Boyer worked for Southcoast for 55 years beginning in 1951 with an after-school job as a maintenance mechanic's helper at Truesdale Hospital.

In a 2002 interview with *Coastlines* to mark his 50th anniversary with the organization, Boyer talked about the dramatic changes he had seen at Southcoast during his time here.

"At that time [I started], there was no air conditioning in the hospital," he said. "Even the operating rooms had windows that opened. We still had boiler plants with coal-fired boilers. We had people who used to shovel coal to keep the boilers running."

To the people who worked with him, Boyer was an endless source of knowledge and a mentor.

"Ed would always sit down and share his knowledge with anyone who was interested," said Bob Crepeau, Facilities Manager for Charlton, who began working for Boyer in 1977. "He coached me — and all his staff — along the way and gave us opportunities to advance as they became available."

Most important, Crepeau said was Boyer's dedication to Southcoast and his concern for people. "He cared about everyone, especially those in need. And he always did what was best for his team and Southcoast."

Boyer is survived by his wife, Joan, a former Southcoast employee; sons Edward K. Boyer and James Boyer, and daughter, Brittney Boyer. 📄



Quality & Safety

Keith Hovan,
President, CEO, Southcoast Hospitals Group



As I begin my work as President of Southcoast Hospitals Group, I realize I am stepping into big shoes in following Dr. Goodspeed — shoes that have set a clear path in the pursuit of quality outcomes for our patients.

Health care quality has been Dr. Goodspeed's passion since medical school where he designed his first quality assurance study. As a hospital president, Dr. Goodspeed was among the first of his peers to make the pursuit of and responsibility for quality pervasive throughout the organization. He was a pioneer in reporting quality measures to Southcoast's Boards of Trustees and educating trustees on their responsibility for the quality of service and the safety of all patients who passed through Southcoast's doors.

Dr. Goodspeed's reputation as a champion of health care quality is known nationally. In 2006, Dr. Goodspeed was named the President of the Board of Directors for the Massachusetts Coalition for the Prevention of Medical Errors. In 2007, he received the American College of Healthcare Executives Lifetime Achievement Award.

He has made presentations to the World Research Group at its annual program on Hospital Acquired Infections, the National Governors' Association Healthcare Policy Academy, the Massachusetts Hospital Association regional CEO forums, the Tufts Healthcare Institute forum on Improvement and the Boston University Pharmacy Leadership Institute.

All of us at Southcoast, and throughout our communities, owe Dr. Goodspeed a tremendous debt of gratitude for his tireless efforts to bring the best possible care to our region.

I share Dr. Goodspeed's passion for health care quality. Having started my career in health care at the bedside, I understand the importance of always putting the patient first and keeping quality and safety at the heart of all we do. My experience as a clinician will continue to help me relate

to those of you who provide care to our patients — whether you are a physician, nurse, radiology technologist or housekeeper. I understand the issues and roadblocks to delivering quality care and will work with you to overcome those barriers.

As we move forward, we will continue all of the practices Dr. Goodspeed worked to develop, using them as the foundation upon which we build the next level of our quality program. You can expect to see dashboards and reporting that provides detail on the front-line level so that we all can understand how our work contributes to safety and quality within our organization.

While this is a challenging time in health care, it is also an exciting time. Right now, we have the opportunity to secure Southcoast's place as an unprecedented leader in the health care quality and safety movement. I look forward to working with you in honoring Dr. Goodspeed's quality and safety legacy at Southcoast and elevating our work in these areas to a level in which we can all take even greater pride. 📊

Pain Assessment

Must be documented for ALL patients in ALL areas (IP + OP):

- ✓ On initial assessment / every visit and
- ✓ Reassessed according to policy
- ✓ Use the pain scale when patient can respond

Icons representing different pain levels: smile, neutral, frown, and a person in pain.

Prohibited Abbreviations

Do NOT use: QD

USE: daily or every day

COASTLINES is a monthly publication produced by the Marketing & Public Relations Department of Southcoast Health System. Copyright ©2008 by Southcoast Health System. All rights reserved.

Editor	Patricia Giramma
Graphic Designer	Heather Tomaz
Contributors	William E. Grigg, CPA, FHFMA Keith A. Hovan, Jim Rattray
Photographers	Patricia Giramma

Address inquiries to: Editor, Coastlines
Marketing & Public Relations, Southcoast Health System
101 Page Street, New Bedford, MA 02740
giramma@southcoast.org

the Interview

Susan Butts & Jeffrey Mello

Susan Butts and Jeffrey Mello have known each other all their lives — really. The two were born at St. Luke's Hospital on August 5, 1968, just a few hours apart and spent their first days together in the St. Luke's nursery. Both grew up in Rochester and, though they shared classes and friends on and off during their school and early adult years, they never became friends. All that changed in August 2007 when Mello stopped by to visit his son from a previous marriage, Jeffrey Michael, who was working on Butts' barn. The two hit it off immediately and began dating. On August 5 of this year — their 40th birthdays — the two were married in a private ceremony. Four weeks before the wedding, they talked with Coastlines about their story and why they chose to share it with Southcoast.



Why do you think it took you so long to get together?

Butts: I think it's really about timing. We were both different people then.

Mello: (To Butts) You would have hated me 20 years ago.

Butts: We also really love our children and wouldn't change having them for the world.

Tell me about your children.

Butts: I have two daughters, Kaitlyn, who is 15, and Paige, who is 10.

Mello: I have three kids: Jeffrey is 18, Krystin is 17 and Cassandra is 13.

How did you meet this last time?

Mello: Jeffrey knows Sue's daughter, Kaitlyn, and agreed to help work on their barn. I was living in New Bedford at the time and my son was living with my mother in Rochester. I was in the area, so I decided to stop by and see him.

Butts: I had been working in the barn all day and was a mess, but we just started talking and hit it off. He arrived at the house at noon and didn't leave until eight that night.

Mello: I was impressed because she wasn't afraid to work and get dirty.

Butts: We didn't start dating right away. We really began as friends and are best friends now.

The wedding is just a few weeks off. What do you have planned?

Mello: There will be a private ceremony — just the two of us — on August 5 and then a celebration with friends and family on the eighth.

Butts: Our public vows will take place on August 25.

Are there plans for a honeymoon?

Mello: We don't have any set plans but I am going to take some time off work and we will do something.

Butts: We are not much for vacations. We rescue injured and abused horses and spend a lot of time taking care of them. It gives us a lot of satisfaction and we both love working with the horses.

You contacted Southcoast to share your story. What prompted you to do that?

Butts: This may sound corny but we just wanted to thank everybody who took such great care of us and our mothers back then. Every day they [Southcoast staff] take care of so many people and probably never get to know when the care they give leads to something really great. We wanted to show the people that took care of us that they really do touch people — they touched us. 📺