

2023 Joseph A. Lindenmayer Employee of the Year Award



First Quarter Nominees



Name: Chrissy Rutigliano

Department: Outpatient Medical Services

Years of Service: 13 years

Chrissy Rutigliano is the Practice Supervisor for Outpatient Medical Services. She has worked at Gaylord since December 2009 and was nominated by an employee.

The employee states, “It is with great pleasure that I recommend Christine Rutigliano for Employee of the Year. I first met Chrissy when she worked in the respiratory therapy department.

My observation of her care and compassion towards patients, staff and visitors to Gaylord never waivers. She is joyful in a time when it is difficult to find joy and her enthusiasm is highly contagious. In her current position as Practice Manager for Outpatient Medical Services, she demonstrates the same care and compassion but also adds respect, accountability, integrity and excellence. Chrissy is articulate, patient, kind and knowledgeable in all areas of outpatient treatment.

When the world seems to have lost their moral compass, Chrissy stands as an extraordinary employee.”

Chrissy’s supervisor, Jacob Hunter, states: “I am thrilled to support the nomination of Chrissy Rutigliano as a quarterly recipient for the ICARE award. Chrissy has been working in our Medical Services Department for years and has become the cornerstone for our patients, their families, our physicians, and her staff. Her personal touch, wonderful

sense of humor, and unwavering ownership ensures that every patient has the best experience and set up to succeed. She is a wonderful listener, quick on her feet, and hard working.

Chrissy is naturally investigative and inquisitive which helps to avoid gaps in communication for the sake of patients’ experience and for the optimization of workflow for her team. Chrissy is a thoughtful and creative problem solver and is always looking for better ways to do something. This questioning attitude is one of the Gaylord’s pillars that helps elevate our team’s performance, ultimately leading to better patient experiences. Chrissy is a doer, leading by example and brings tasks to completion.

Chrissy was recently a recipient of Kornguth Scholarship as she continues her education to receive her degree in Business Management. She is an inspiration to me and her staff by showing that we can all challenge ourselves to greater achievements. She is truly deserving of this award.”

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First Quarter Nominees



Name: Madelyn Sola

Department: Outpatient Therapy, NH

Years of Service: 4 years

Madelyn Sola is team leader intake representative at our North Haven Outpatient Clinic. She has been with Gaylord since 2018 and was nominated by a patient.

The patient states, “After a knee replacement in 2021, I went to Gaylord in North Haven. Everyone there was amazing, from the intake representatives at the front desk to Corey, my PT. However, as hard and dedicated as they all were, Madelyn Sola stood out to me, above everyone. She always had a smile, was very knowledgeable, professional and hard working. She always seemed to be rushing around doing more than her own duties.

I would highly recommend Madelyn. I can only say Madelyn is a tremendous asset to Gaylord.”

Madelyn’s supervisor, Belen Garcia, states: “I am truly thrilled and in full support of Madelyn Sola’s nomination for Employee of the Year.

Madelyn came to Gaylord having worked for the Better Business Bureau and handled tough situations with grace. Her journey with Gaylord started when she decided she wanted to work for an organization that was helping and most important of all, healing.

She has described Gaylord as a place of healing from the start and has continued to support her coworkers and promote the notion that Gaylord is important because it allows us to help people in the community. She wholeheartedly displays the compassionate aspect of the

ICARE values. She is always going above and beyond for patients, assisting them with transportation, scheduling and other tasks outside of her role.

Madelyn always maintains a positive attitude and approach when interacting with co-workers and patients. Her daily motto is “choose happiness” and she certainly does, because of her kindness and charisma she promotes a happy and healthy working environment for all. She works very hard to make sure her job is done and doesn’t leave until checking in with the rest of her co-workers to ensure the team is set for the day. She often spends more time at work than she is scheduled for and we have made a joke of having to “kick her out” otherwise she’ll sleep over, often considering gag gifting her a Gaylord sleeping bag.

Madelyn is truly an exemplary and an integral part of the Gaylord North Haven team, who is always offering to help when needed. She has provided cross coverage and training to some of our other locations including Cheshire, Cromwell and Madison. As a local of North Haven she has made herself available to unlock and re-lock our NH office over the weekend in order for our IT team to get in and complete updates.

She is a reliable and trustworthy part of the Gaylord team and as her supervisor I am unsure how I would be able to keep the North Haven clinic flowing smoothly without her help. Everyone needs a Madelyn Sola in their department!”

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First Quarter Nominees



Name: Corey Podbielski

Department: Physical Therapy-Madison

Years of Service: 3 years

Corey Podbielski is a physical therapist at our Outpatient Therapy Madison Clinic. He has been with Gaylord since 2019 and was nominated by a patient.

The patient states, “Corey is respectful, caring and compassionate. When I said, “I was tired or hurting”, he listened and didn’t push. He listened to my concerns! I never felt he judged me. If I ever need Gaylord again, I would request Corey. I nominate Corey for Employee of the Year award. He deserves it.”

Corey’s supervisor, Andrew McIsaac states, “It is with great pride that I am writing in support of Corey Podbielski’s nomination for the Joseph Lindenmayer Employee of the Year award. Corey has been a physical therapist at both our North Haven and Madison clinics. He has been an instrumental part of developing our Madison site since we opened in February of 2022.

The ICARE values that Corey exemplifies most are Compassion and Excellence. As the patient states in his nomination,” (Corey) listened to my concerns”. Recent research in physical therapy has demonstrated that patients benefit most greatly from having a high “therapeutic alliance”, or feeling as though they connect with their practitioner. Corey brings these qualities to each of his patients and demonstrates enthusiasm with treatment no matter what time of day or night. As Corey’s supervisor, I am frequently advised by his

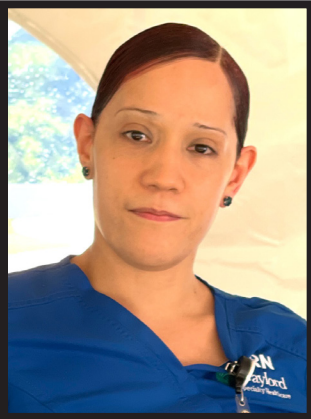
patients when I am on site that he helps to distinguish Gaylord’s treatment model of patient-centered care. If I had a nickel for every time that someone spoke highly to me of Corey’s personality and treatment knowledge, I’d have...a LOT of nickels.

I wholeheartedly support this nomination, and feel that Corey exemplifies what we strive for as employees of Gaylord and its mission as a whole.”

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First Quarter Nominees



Name: Yazmin Ortiz
Department: Nursing Services
Years of Service: 1 year

Yazmin Ortiz is a Unit Nurse Leader on Hooker 1 and has been with Gaylord since 2021. She was nominated by her Nurse Manager, Jillian Mattson.

Jillian states, “I support Yazmin’s nomination for an ICARE Award. I believe that Yaz truly exemplifies Gaylord’s values. Prior to me becoming Hooker 1’s nurse manager she did an excellent job managing her duties as a floor nurse as well as being a resource to the staff members. During my initial start on Hooker 1 she was so welcoming and willing to support me while I was getting my footing. Her actions during this time showed me that she is not only invested in her patient’s well-being but the well-being of the hospital as well.

Yaz holds herself to high standards and is always doing the right thing even if it isn’t easy. There have been multiple accounts where she has had to advocate for her patients or the staff because she believes it is the right thing to do. She is willing to be accountable and hold people accountable even when it is uncomfortable.

Yaz is respectful and courteous. She welcomes new employees and staff members from other units with open arms. She is always checking on her fellow teammates and respects that all shifts have their little nuances. She

is constantly striving to make sure that her team is at an advantage before she leaves for the day. Yaz helps to do the assignments for the weekend before she leaves on Fridays, so that it is fair and manageable for staff and patients. I have seen Yaz help with admissions on evenings just so the evening team can start off on the right foot. Yaz has even come in early to shower patients so that they can have a better day.

To sum this nomination up Yazmin truly encompasses Gaylord’s ICARE values. It is hard for me to pick out examples because she is leading by these values every day. Truthfully, these are things that come second nature to her and that will never change.”