How is the heart of a philanthropist cultivated and what does it look like in practice? Meet the Bartels. Hank and Nancy Bartels’ passion is supporting education. When asked about what drives their giving they are not quite sure. That is until Nancy, who is petite with delicately wavy gray hair, begins talking about Hank’s desire to help others even when they had little to give. “We were living in a two family house in a workingman’s neighborhood in Cleveland. Hank wasn’t making much money. We’d just had our first baby when one day a young girl knocked at our door collecting money for a local hospital. Hank pulled $15 from his wallet and gave it to her,” Nancy says quietly. “I think we were paying $42 a month for rent, so $15 was a lot of money!” Her husband smiles and nods in agreement. Hank has piercing blue eyes and is tall, standing straight as an arrow. He understands people and the nuances of business and these skills have allowed him to become a deliberate and thoughtful philanthropist.

Education has been a key factor in shaping the Bartels’ lives and they are deeply committed to helping others attain educational opportunities. To this end, in the early
Your Giving Matters:  
From the Patient’s Perspective

By Karen Hatcher, CFRE

This hospital was started by local philanthropy and continues today because of the generosity of our donors. It is still the same as it was when the Hospital was founded in 1902: our work is about people helping people. Your gifts, combined with your neighbors’ and friends’ gifts, provide a resource to meet the healthcare needs of our community. Your gifts allow Gaylord to take a more holistic approach to care, by providing supportive programs that address patients’ physical and emotional needs.

This is just one story about one of those programs. It is at its core a thank you from someone who has experienced firsthand the extraordinary care provided at Gaylord.

Dave Thompson has lived within a few miles of Gaylord almost all his life. Like most of us, he never thought he would be a patient here. But after suffering a catastrophic illness in May, and spending two months in an intensive care unit, Gaylord became his very best option for recovery. He spent more than five weeks here. He had his condition managed by our physicians and spent hours each day in therapy. Now he is home, continuing to get healthier and to regain his strength.

Dave is a successful businessman. He has run his own company and worked at several large corporations. He has observed how difficult it is to recruit good people and keep them focused on putting customers first. During his time here he was constantly impressed with the uniformly high quality of our staff. So he wanted to know: how do we do it? How does an organization with vastly different departments, headed by an array of directors, consistently hire quality staff members?

The simplest answer is this: a commitment to our mission and to the tradition of excellent patient care begun back in 1902.

Knowing how hard it is to find great staff, Dave is amazed that none of that difficulty is apparent at Gaylord. Everyone makes it clear that the patient comes first.

Here is a perfect example to show just that.

The story needs to start with the observation that Dave is truly a people person. He has an extended circle of family and close friends whose members could be seen visiting him daily. He always had guests. Two of them are Dave’s long-time friends Rich Hodgkins and Ken Rieske, both of whom are accomplished musicians. They both know how much Dave likes music, and how long it had been since Dave had been able to get out to see a live performance. So they offered to bring the music to him, and put on a concert for the staff and patients in our Japanese Garden.

But how was he going to make that happen? It was done through the efforts of Jessica Baker, CTRS, a member of our Therapeutic Recreation Department. Dave says that with Jessica, nothing was difficult or impossible. Every request was met with “yes, we can do that.” And we did.

The result was a magical event when more than forty patients and attending staff gathered on a balmy evening in August to hear Rich and Ken, known professionally as “The Two of Us”, perform songs from the 60’s and 70’s. One woman was even wheeled outside in her bed—something that she had not done in the two months she has been at Gaylord. You could see her fingers drumming along to the beat as she listened.

The concert took place in our Japanese Garden. The garden is another reason Dave is so enthusiastic about Gaylord. It is a serene place, one made possible by the donations of donors such as you. For Dave it was a wonderful spot to meet with friends and family and to be reminded of the beauty in the world.

For helping to put on this concert, but mostly for the care he has received here from our exceptional staff, Dave is very grateful. To his already large circle of friends he has added many more at Gaylord.

You, our donors, back up our 110-year old commitment to continue to provide quality healthcare in our community. Dave can honestly say he could not have come as far as he has without a little help from his friends.
years Hank volunteered as a scoutmaster, was heavily involved in Junior Achievement, and later served on the boards of a number of educational and civic institutions. Meanwhile, Nancy worked at home raising their two sons (who are now following in their parents’ footsteps) and did volunteer work, for many years, in the community with the Junior League. Through the years the Bartels’ philanthropy has included their time, talent, hospitality and financial resources.

Hank’s drive to make a positive impact may have been inspired by his first job after graduating from high school in 1940. As a messenger boy in a Wall Street bank, he found the job less than satisfying. “They gave me black pants and a tan coat and three boys had to sit along a wall in a room filled with about 50 vice presidents all sitting at huge mahogany desks,” Hank explains spreading his arms to emphasize the size of the room. “They would call out ‘Boy!’ and one of us would jump up and run a message from one desk to another or up or down a couple of flights of stairs. I thought about it and I was just taking paper back and forth, so I quit after three months.”

Hank quickly found a factory job at Western Electric. There he discovered that he loved to make things and at the end of the day would say, “I made this!” This experience gave him great satisfaction and started him on the path to becoming an engineer. After receiving a state scholarship to Rutgers, Hank studied mechanical engineering until World War II interrupted his life. During the war he trained as a Naval Aviator flying dive bombers and then finished his education at Cornell University in industrial engineering. It was during a music appreciation class at Cornell that Hank first spotted Nancy who was majoring in zoology. They married after graduation in 1948 and a number of years and several moves later settled permanently in Connecticut where Hank became a vice president of Insilco Corporation. Reflecting on his career Hank says, “I’ve told people that I am a factory worker and I am proud of that! I always had the feeling when we shipped a product that as a factory manager I had contributed that [product] to society.” This desire to give back and contribute in tangible ways is a thread that is woven throughout the Bartels’ lives.

Hank served for 12 years on the Board of Directors of Gaylord Hospital, serving 4 years as chairman, and he has been an honorary director since 1990. His involvement on the board and business expertise helped to shape Gaylord’s future direction. The hospital has also benefited greatly from the Bartels’ generous support. “Gaylord not only does a great job medically but it is a very fine institution,” Hank explains. “Our interest has always been education and we have concentrated on educational programs for Gaylord employees. There have been some fine success stories of employees taking a course or two and applying it to their work. We think that is great! We are so pleased that this is the result of the contributions we’ve made to Gaylord.”

Gaylord Is First Hospital in State to Use Solar Power.

As Gaylord Hospital enters its 110th year of service, it continues a tradition of firsts. Gaylord is the first hospital in Connecticut to receive funding from The Connecticut Clean Energy Fund for a solar hot water heating project. The $323,000 grant will significantly offset the project’s total cost of $550,000 which includes project design, engineering and installation of the solar panels. On hand to announce this grant was Connecticut Governor Dannel P. Malloy who visited the hospital on August 12, 2011 to announce the grant and commend Gaylord on its initiative.

“In its 110th year, Gaylord has found a way to lead yet again,” Malloy said.

Mark Vere, Gaylord’s director of facilities management, said the new solar thermal system will provide 65% of the hospital’s hot water needs, reducing heating oil consumption by 7,000 gallons a year. “This allows us to take the first, most important step to reduce our dependence on heating oil,” Vere said.

The Connecticut Clean Energy Fund received $4 million in federal stimulus money to distribute for green energy projects.

Philanthropist, continued from page 1

With new advances in medicine it is vital for staff to have access to educational resources and opportunities. The Bartels’ specific philanthropic focus on education demonstrates that anyone can give in a way that combines personal interests with a commitment to helping others. There is great satisfaction in knowing that donating resources, time or talent has the power to change lives. Anyone truly can cultivate the heart of a philanthropist.
Contributions I 4

Wounded Warriors Celebrate Life through Adaptive Sports

By Laura Phipps

Wounded Warriors—U.S. servicemen and women with disabilities—from Connecticut, Massachusetts and California converged in Hartford for the 2011 Connecticut Wounded Warrior Adaptive Sports Event, Tuesday, August 9 through Friday, August 12 at Riverside Park in Hartford. The event, sponsored by Gaylord Specialty Healthcare, Riverfront Recapture and Disabled Sports USA, was free to the disabled veterans and their immediate family members.

The four-day event introduced former service members who have experienced permanent disabilities while serving in Iraq, Afghanistan and other military conflicts to adaptive sports such as kayaking, cycling, fishing, rowing and Riverfront Recapture’s Adventure Challenge. Approximately 24 soldiers attended the event.

Sports Association Coordinator Todd Munn said, “We’re proud to honor the soldiers who have given so much for our country. Our goal is to make adaptive sports available to these veterans and provide a time for them to have a great event with others who understand and have a disability.”

The event was covered by television and newspapers, including NBC 30, WTNH-Channel 8, Fox 61 and the Hartford Courant. Special thanks go to the many Gaylord employees who volunteered during the four-day adaptive sports program.

Clockwise:
Service members and volunteers gather for a group picture before events begin on the first day at the Wounded Warrior Adaptive Sports Event in Hartford.
Participants try out adaptive kayaking.
A soldier from the Vietnam War tells his story to a reporter from Fox 61 News.
Connecticut Senator Richard Blumenthal talks with Gaylord Hospital Sports Association and Wounded Warrior Coordinator Todd Munn about the event.
A former soldier leaps off the zip line platform at the Challenge Course at Riverside Park in Hartford.
After more than forty years, the sound of chimes can be heard in the Brooker lobby. Because of the expertise and generosity of a Gaylord donor, our 19th-century grandfather clock has been restored.

How did this come about? It really began when Barbara Bruno was a patient at Gaylord in the late 1990’s. These many years later her husband, George, still appreciates the remarkable care she received here and has shown his gratitude in a unique way: by restoring the clock’s movements.

George is a Horologist Antiquarian (Americana), which means that he is an expert on wooden clocks made in the United States from 1800 to 1840. His career started in the 1960’s when he was working as an engineer at a foundry. He was approached by a gentleman with an old clock who could not find any replacement parts. George was asked to manufacture them, and he said he would give it a try. He did not realize it might take more than just one or two times. As George tells it, he filled up a trash basket or two, but he finally succeeded in making the parts to the specifications he wanted. It was from this first exposure that he became fascinated with how these 19th-century movements came together in elegant simplicity.

Over time he got busier and busier working on clocks, to the point where he was working the equivalent of two full-time jobs. So he chose to leave his “day job” to devote himself to the design, building and repairing of wooden movement clocks. He has a fully-equipped workshop in his basement. There he makes a wide variety of wooden gears and pinions. He also makes metal clock hands in many designs. As a way of ensuring authenticity, and access to the designs he wants, he even makes the molds used for forming the clock hands. Years earlier he also hand painted the clock faces, and carved and assembled the clock cases.

During the years George has painstakingly created an extensive library of plans for his clocks. They are all carefully drawn, labeled and explained. Clockmakers from around the globe have purchased them.

Today George works on clocks whenever a project interests him – like repairing the one here at Gaylord. His son Don is carrying on his legacy. He has taken over the business of clock making and repairing, and has both domestic and international clients.

When George learned that the grandfather clock in the Brooker lobby no longer kept time, he offered his services to repair it. He estimates the clock was made between 1808 and 1812. George donated and installed reproduction wooden movements from that time period which he manufactured, topped off with newly-minted clock hands.

The clock now keeps accurate time and chimes on the hour. Visitors can not only see this unique bit of working history in the lobby, but can also see what literally makes the clock tick. George has left us a display clock giving a full view of the workings. He has also donated the plans. Anyone interested in making a reproduction clock movement can purchase plans for it from the Development office for $15, and all proceeds will go to the Hospital.

George Bruno describes the workings of the clock mechanism he fashioned for Gaylord’s grandfather clock.
How One Family Faced a Challenge by Making Gifts to Others

When Elizabeth Birney Gagliardi was severely weakened by Multiple Sclerosis, she came to Gaylord for outpatient treatment. She and her large extended family were very grateful for the exceptional care she received. That gratitude turned into an offer by the Birneys and Gagliardis to raise money to financially help local patients afflicted with this debilitating, progressive disease.

The result was an annual fundraising event, the proceeds of which go into an endowed fund named after Liz. An endowed fund, with a minimum of $25,000, ensures a perpetual source of revenue because it generates income while protecting the principal. This year’s event exceeded expectations and took the Fund well over the top of its goal. Now the Fund is able to help patients with MS in many ways, such as providing assistive technology, and giving financial aid to continue treatment that they otherwise could not afford.

On the beautiful evening of May 20th, it seemed like heavy rain fell everywhere else but the Milne Courtyard, where over 300 guests gathered to taste wine and beer and feast on sumptuous food. Ives Road Wine & Spirits in Wallingford and City Steam Brewery in Hartford contributed their beverages to help increase the bottom line: the event netted $18,470.

To the Birney and Gagliardi families and to everyone else who participated: many thanks for helping our MS patients to cope with their disease.

Clockwise from upper left:
Chefs oversee the carving station and hearty hors d’oeuvres
Elizabeth Birney Gagliardi chats with guests
Bill and Kathy Birney smile for the camera
Guests enjoy the patio outside of the Brooker Building
Donated Painting Brightens Gaylord’s Hallways

A painted canvas mural of Irises was installed in July in the hallway leading to the hospital’s cafeteria. This was a gift from the employees of Boehringer-Ingelheim Pharmaceutical Co. Boehringer-Ingelheim is a pharmaceutical company in Ridgefield, CT that employs 1,000 people. Each year they hold an employee volunteer day. This past year, the committee wanted to give back to patients and their families while also focusing on the following diseases: MS, Rheumatoid Arthritis, Diabetes and Oncology. A group of employees researched hospitals in CT and found that Gaylord was a great healthcare facility that had done work with MS patients. They partnered with a nonprofit called hospitalart.org to paint murals as gifts to four hospitals. They signed their work in the lower right-hand panel. This vibrant picture brightens up the hallway and brings the outside in.

Diamonds Are the Hospital’s Best Friend:

A Sparkling Idea from a Generous Donor

Sound financial advice is to diversify your portfolio. John Ott has done just that, although his is a bit more diversified than most. Included in his assets is an investment grade diamond he purchased many years ago.

Economic uncertainty and growing international demand have contributed to an increase in the value of diamonds. As John and his wife Cecilia were deciding how they could help Gaylord, they wondered if they could give the diamond to the hospital. After discussions with a staff member in the Development Office, they agreed to donate it. Now it will be appraised and sold. Heritage Auctions in New York will auction this beautiful stone of 1.75 carats at its Signature Fine Jewelry Auction on December 6. Because of the Otts’ exceptional generosity, all proceeds will go to the Gaylord Fund to support patient care. Their gift will help our patients as they recover from a catastrophic illness or injury.

Are you interested in bidding on the diamond or learning more? You may call Karen Hatcher at Gaylord at 203-284-2844 or send an e-mail to khatcher@gaylord.org; go to www.ha.com; or phone Kathleen Guzman, Managing Director/New York, Heritage Auctions, at 800-872-6467 ext.1672 or e-mail her at kathleen@ha.com.

Inpatient comments:
"All staff was excellent."
"Would go to Gaylord happily if I ever needed further care. Excellent experience in all ways."
"Nursing staff was awesome. Excellent therapists, very qualified and extremely helpful and attentive."
"Your facility is excellent in every respect! I would highly recommend it. You all should be commended for your excellent patient & family care."

Outpatient comments:
"I wish I could give you higher ratings! Everything was perfect and you should feel proud at having such a wonderful place."
"The people I have dealt with show an honest concern for their patients – something I have not seen in a lot of hospitals."

Traurig House:
"Every employee here helped me at my hardest time in life. Thank you."
"I love this place. It has given me a whole new meaning on life. It completely changed the way I view the world. Now I stop to notice the beauty that is around me in life."

Sleep:
"Professional and caring staff made this a wonderful experience. I will happily recommend the facility and staff."

What Our Patients Are Saying

Your gifts to the Gaylord Fund help underwrite quality patient care and outstanding outcomes. Go online at www.gaylord.org to make your gift today!

THE GAYLORD FUND
SUPPORTING CARE BEYOND THE ORDINARY
New CEO named

George Kyriacou, of Hanover Health Care in Pennsylvania, has been selected to succeed retiring Gaylord President and Chief Executive Officer Jim Cullen, announced William Simione, chairman of the Gaylord Hospital Board of Directors.

"After an extensive search that began in January, the Board is confident that we have found the ideal chief executive in George," Simione said. "He is the right person to lead Gaylord at a time when the very fabric of the health care system is changing."

Currently serving as president and chief executive officer of Hanover Health Care, a 106-bed acute care hospital, Kyriacou will join Gaylord early this fall. A definite date will be announced when details are finalized over the next few days.

Kyriacou is no stranger to the Connecticut health care scene. Before his three-year stint at Hanover Health Care—where he achieved financial turnaround of the hospital with a $3.5 million operating margin—Kyriacou was instrumental in the development of the Hartford Healthcare System (HHCS) over two decades, first as vice president of administration and professional services at Meriden-Wallingford Hospital (now MidState Medical Center which is owned by HHCS) in the late 1980s, then vice president of system development at HHCS and executive vice president and chief operating officer at MidState Medical Center.

Given his 30 years in the health care industry, Kyriacou brings experience in strategic planning, business development, philanthropic fundraising, corporate financing, mergers and acquisitions, and physician recruitment and integration within acute care hospitals and ambulatory centers in the Northeast.

"The Board believes that George brings a versatile skill set to Gaylord, one that includes strong leadership with vision as well as operational insight," Simione said.

Kyriacou received his bachelor’s degree in urban studies from the University of Massachusetts, Amherst, where he also earned his master’s degree in public health administration.

"As health care reform progresses," Kyriacou said, "Gaylord is well positioned to work with Connecticut’s acute care hospitals to enhance clinical care and contribute to controlling the cost of providing high quality health care."

Kyriacou and his wife Ann are excited to return to Connecticut and reconnect with friends, family and colleagues.