Our mission is to preserve and enhance a person’s health and function.

Fourth Quarter Nominees Announced

The fourth quarter nominees for the 2019 Joseph A. Lindenmayer Employee of the Year Award were announced at the ICARE breakfast in Brooker Lecture Hall on April 3. The nominees honored were: Kayla Horien, PTOSM North Haven, Ingrid Marschner, Outpatient Therapy, Keri Saxton, Nursing Services, and Corinne Zavagalia, Food & Nutrition.

Kayla Horien is a Physical Therapist in our North Haven PTOSM and has been with Gaylord since February 2017. Kayla was nominated by a patient.

The patient stated, “Kayla Horien was my Physical Therapist after I was released from home-bound PT after fracturing my tibia and tibial plateau which required plates and pins to repair.

Kayla developed a program which helped develop my muscles and balance. She always had a pleasant, compassionate manner during treatment. She was always willing to explain what she was doing and addressed any of my concerns and adjusted my exercises. Her attitude was totally professional with staff and patients. She emphasized the progress I was making which was encouraging. I was provided with a clear explanation of exercises to do at home. We had delightful conversations during therapy which was relaxing. I always felt she had a personal interest in my physical well-being and as a person.”

Kayla’s supervisor, Joy Zdrojowy states; “I am very pleased to support the nomination of Kayla Horien for the Employee of the Year award. Kayla has been a member of our staff here in North Haven since 2016. Her energetic and caring personality has made her a favorite among patients and her fellow coworkers since the very beginning.

From the moment that Kayla began working for Gaylord, she has gone above and beyond as a team player. Her light-hearted, fun, yet genuinely caring personality always shines through in everything that she does, an example being the “May Day” bags that she gives to her coworkers a few times a year. I still don’t quite understand what “May Day” is all about, but she keeps telling us that it’s one of the best Minnesota traditions that the Northeast doesn’t know about.

We’re not arguing, because she usually puts our favorite treats inside. Kayla is FRC and KinStretch certified and has begun holding regular classes out of a local CrossFit gym with the goal of promoting safety, injury prevention and performance enhancement. You can find Kayla on Instagram where her passion for FRC and KinStretch reach a wider audience. Not only does her knowledge and clinical expertise benefit her patients and the community, but also the Physical Therapy profession as a whole. She is currently the clinical instructor to a third-year student. Her dedication can be clearly seen through her week to week progress.

In November, Kayla completed the Marine Corps Marathon in Washington D.C. with a great time and even greater personal experience. She is slated to run the Chicago Marathon in October and is raising money for Alex’s Lemonade Stand in support of childhood cancer.

Kayla’s nominator said it best when she stated that Kayla’s “attitude was totally professional with staff and patients. She emphasized the progress I was making, which was encouraging…I always felt she had a personal interest in my physical well-being and me as a person.” These attributes and many more are why Kayla is so deserving of this award.”

Ingrid Marschner is a Physical Therapist in our Outpatient Physical Therapy Department/Wallingford campus. Ingrid has been with Gaylord since June 1994 and was nominated twice. The first nomination is by a patient and the second nomination by a patient family member.

The first patient states, “Ingrid conducts herself with high ethical/moral standards. I first met Ingrid in 2001 following my first back surgery. Seventeen years later she not only remembered me but enthusiastically welcomed me and reminded me that she had also met me at the North Haven facility following my Spinal Fusion therapy. She encouraged me on each occasion and understood that I have been in constant pain since 2001. Her kindness inspired me to daily for the last 17 years to do a 45-minute exercise program that she taught me and gave me a copy. I felt I had come home when she became my therapist again in November 2018.”

Continued on page 2
She radiates responsibility and caring. She encouraged me to continue daily aqua exercise and inspired me to join the Aquatics Program. Despite her personal injuries, she demonstrated new exercises and I witnessed her excellent supervision of a new student and her ability to work with severely disabled patients and to inspire them.”

The second patient family member states, “Ingrid was able to get more of Tamarah faster than any other therapist that she has seen. I believe this is due to the personal connection that she made with Tam and that she always went the extra step to motivate her. I hope she can do that with all of her patients. For us, it has made our future brighter.”

Ingrid's supervisor, Anne Pacileo states, “Inspired by 2 nominations written by 2 of her patients this quarter, I would like to begin with a name: Ingrid Marschner. “For those of us who know her, just saying her name brings a smile to our face and a happy thought to our hearts.” I have written these words before about Ingrid and they remain as true today as they were then. I am thrilled to write to you, yet again, to recommend Ingrid Marschner as a quarterly nominee for the ICARE program.

When I received these new nominations, I again took the time to reflect on what makes Ingrid such a success in her daily care of the patients she serves. What comes to mind is her incredibly positive attitude and her genuine compassion for everyone with whom she comes in contact. I can honestly say she is one of the most caring individuals I have ever met. Ingrid always considers her patients first, ALWAYS. Her care of each of her patients is so genuinely warm that patient's notice it the moment that they meet her and it makes them feel that they are special. The truth is that she is very special. It cannot be a coincidence that I write to your group with regularity upon having Ingrid nominated by another 2 patients in yet another quarter.

She goes to great lengths to make sure every patient has a quality encounter every visit. With stellar customer service that is an example to all, she uplifts each person even while challenging them to go beyond where they think they can. Her care is consistent and she can always be counted on to offer that caring touch and a warm smile. Ingrid Marschner exemplifies the letter and spirit of the ICARE concept. It is as if this award was created for her. I cannot emphasize enough how much she deserves this honor.”

Keri Saxton is a Registered Nurse on Milne 1. Keri has been with Gaylord since March 2004 and was nominated by a co-worker.

Her co-workers state, "When I think of ICARE values, I think of Keri Saxton. I write this nomination from the unique perspective of not only her co-worker but as the daughter of one of the patients, Keri so lovingly served. To quote my father, Keri “wrote the book” when it comes to being an excellent nurse. Keri provided such beautiful care for my Dad; whether it was making sure he got a certain yogurt with his medications or a nice hair washing when my Mom wasn’t able to make the trip up to do it. She possesses a calm, reassuring demeanor that patients and family members trust and respect. She is a nurse who is dedicated to not only restoring a person's health but their dignity as well. One particular night, she provided me with much needed emotional support when my dad wasn't doing well. Keri met my tears with a warm embrace and tears of her own. Her communication of raw empathy at that moment made me feel less alone, sad and scared. I knew, leaving the hospital that night, my dad was not only in expert hands but in the hands of a person that would treat him like family."

Keri’s Supervisor, Jody O’Brien states, “I enthusiastically support the nomination of Keri Saxton for an ICARE award. Keri started at Gaylord as an LPN and has been a strong nurse and advocate for her patients from the beginning. She has advanced her career to become an RN and is a leader on the unit in this role as well. Keri is always to be found in a patients room assessing, providing treatments, teaching or supporting the patient and family. She makes time for everyone that needs her and demonstrates this in all she does. Keri is that strong advocate for patients, striving to provide the highest level of care for the patient, meeting the needs of the family as well. She collaborates with all members of the team to meet this goal. Keri helps to identify opportunities for improvement in the unit, always seeking to provide safe and excellent care in the process. Keri functions in the role of charge nurse and is a resource to other members of the team. She has been a preceptor to new staff; helping to develop the skills and questioning attitude that will help us to achieve the highest level of nursing care. Keri received the Nightingale award last year which also recognized her strong contributions to patients, families, and nursing. It is an honor to have Keri as a member of our team.”

Corinne Zavaglia is a Clinical Dietitian in our Food and Nutrition Department. She has been an employee of Gaylord Hospital since December 2015 and was nominated by a patient.

The patient states, “Even though the Food and Nutrition Department staff did all within their powers to sabotage every meal Corinne your dietitian was always at my side trying to help me learn the new renal diet I was placed on so that I was able to dance between Sugar Free diabetic and renal diet and see the progress.”

Corinne's supervisor, Suzanne Fredricks states, “It is my pleasure to support the nomination for the ICARE award to Corinne Zavaglia, Clinical Dietitian in the Food and Nutrition Department. Corinne has been an employee of Gaylord since December 2015. She demonstrates a true passion in her relationships with both her co-workers and her patients. She takes pride in the provision of excellent service and compassion.

In her daily role as a Clinical Dietitian, she provides clinical support and nutrition education to patients on Hooker 1, Hooker 2 and Lyman 1. In addition, Corinne provides education to those patients that seek nutrition counseling in the outpatient environment as well as in the community setting.

Continued on page 3
ICARE Article Continued from Page 1

As an example, in March, Corinne presented “Nutrition Myths and Facts, Tools for Making Informed Choices” at the Cheshire Senior Center. Lastly, Corinne serves on the hospital Wellness Committee where she provides guidance and support for various wellness initiatives throughout the year.

Last spring, Corinne stepped up to the plate and agreed to be the department’s safety coach to not only expand her knowledge but to support the hospital’s goal of patient safety. She has demonstrated this leadership role by continuing to educate the department on CHAMP and all of the tools available to help support both patient and employee safety.

One of Corinne’s strengths is her ability to relate to the frontline team. Daily, she supports the patient services staff by providing them with feedback on their patient menus in order to drive patient satisfaction and the department’s goal of operational excellence. This commitment to excellence has been evident in the Food and Nutrition Department results as the raw score on the Press Ganey Survey has averaged 84.1 (goal 81.6) for the floors that Corinne has supported for the last three years.

Corinne is well liked by her peers in the Food and Nutrition Department. Last Spring the Food and Nutrition Department kicked off “Employee of the Month”, a peer recognition program. Corinne was nominated and won for the month of September. Staff described her as "a team player, hardworking, dedicated, and truly a nutrition educator to all."

Corinne is an active, engaged participant, in all department meetings and in-services. She is a pleasure to work with and there is tremendous support in this nomination, not only from her co-workers but management, nursing staff, and patients that have had the opportunity to work with her on a daily basis."

Find out who will be named the 2019 Employee of the Year on Tuesday, May 14 in the Brooker Lecture Hall at noon.

Employees, patients and patients’ family members are encouraged to complete the nomination forms which are available in the Human Resources Department as well as on the nursing units. If you know of a Gaylord employee who lives the Gaylord values, nominate him or her today. Completed forms can be sent to Human Resources.

---

Celebrate
NEAR MISSES

Allison Greco, (pictured second from right) Inpatient Speech Therapist was about to complete a Modified Barium Swallow (MBS) for a patient. Patient indicated that he was allergic to barium during time out. Therapist cancelled the study and followed up with numerous clinicians outside of Gaylord to verify that the patient was not allergic to barium. After verifying and validating the information, the study was completed. This is a great example of utilizing the CHAMP tools.

We had 11 near misses reported in February 2019. The following people submitted the near miss occurrences.

- Anne Pacileo
- David Rosenblum
- Danielle Decarlo
- Kristine Provost
- Michelle Saunders
- Emily Clifford
- Jarret Assael
- Mary DiCristofaro
- Carol Gittings
- Melissa Mancuso
- Debra Kaye

Gaylord’s partnership with Quest Diagnostics began in June of 2016. There are 14 regularly scheduled staff who process an average of 114 specimens per day. That’s over 41,000 specimens per year!

Thank you to our partners in patient care, Quest Diagnostics!
Cycle Volunteers Wanted!

Do you enjoy bike rides after work? If so, consider volunteering with the Sports Association Adaptive Cycle Club! The Sports Association offers adaptive cycle rides to our participants during the summer and we are looking for volunteers to help out. Volunteers are paired with a participant who will ride alongside during the group ride on the Linear Trail in Cheshire. Rides usually occur on Thursday evenings from 5 p.m. to 7 p.m. Ride distances range from 3-8 miles and pace varies depending on the participant. Adaptive cycle experience is not necessary, however volunteers must have their own bike and be able to transport their bike to the rides. New volunteers will be invited to a training in May to learn about our adaptive cycles, ride organization, cycle safety and ride policies. If you would like more information on becoming a cycle club volunteer, please contact the Sports Association at 203-284-2772.

A Smashing Good Time at the Second Annual Smash Bowl

The Gaylord Sports Association held their second annual SMASH BOWL Wheelchair Rugby Tournament on Saturday, March 23, 2019 at Southern Connecticut State University. This event gave able-bodied (AB) rugby teams and other community groups a chance to try their hand at the hard-hitting sport of wheelchair rugby! Four teams joined the tournament to compete for the Smash Bowl Championship! This included a team from Gaylord Hospital, a team from Southern comprised of Therapeutic Recreation Students and two teams from the Connecticut Grey Rugby Club. The Gaylord team came out on top over the Southern team for the first game, but was knocked out during the second round with the Grey. The Connecticut Grey won the elimination round and went on to play the Gaylord Jammers for the championship game. The final game was intense and went into double overtime, with the Gaylord Jammers winning by one point! We would like to thank SCSU Institute for Adapted Sport and Inclusive Recreation for their collaboration with this event. Also, thank you to Tim Kilbride for organizing the Gaylord Hospital team and to all the players and volunteers who helped to make the SMASH BOWL a success! Click the link below to see the media coverage of the event.

Medical Staff Photo Contest Winner

Congratulations to Tracy Houle, APRN, on winning the Medical Staff Photo Contest. Thank you to everyone who voted for their favorite photo. The winning photo is pictured above and will be framed and placed in the Milne Lobby.

<table>
<thead>
<tr>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
<th>August</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Occupational</td>
<td>Better Hearing and Speech</td>
<td>Gaylord Golf Classic</td>
<td>Casual for Causes</td>
<td>Casual for Causes</td>
</tr>
<tr>
<td>Therapy Month</td>
<td>Month</td>
<td>June 3</td>
<td>July 5</td>
<td>August 2</td>
</tr>
<tr>
<td>Helping Hands Spring</td>
<td>Casual for Causes</td>
<td>Legacy Week June 4 6</td>
<td>Casual for Causes</td>
<td>Casual for Causes</td>
</tr>
<tr>
<td>Bake Sale April 12</td>
<td>May 3</td>
<td>Casual for Causes</td>
<td>July 19</td>
<td>August 16</td>
</tr>
<tr>
<td>Casual for Causes</td>
<td>May 6-10</td>
<td>June 7</td>
<td>Casual for Causes</td>
<td>Casual for Causes</td>
</tr>
<tr>
<td>April 19</td>
<td>Wine Tasting</td>
<td>Casual for Causes</td>
<td>June 21</td>
<td>August 30</td>
</tr>
<tr>
<td>Medical Laboratory</td>
<td>National Hospital Week</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Professionals Week</td>
<td>May 12 - 18</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>April 21 - 27</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

WTNH NBC CT

CASUAL for CAUSES

Next Casual for Causes: Friday, April 19

For a small donation, staff can dress casually for the day and help a local charity on Friday, April 19. Employees need a button or a Casual for Causes sticker to indicate their participation. Stickers can be purchased in the Cafeteria, Human Resources, Jackson 2 Outpatient, North Haven, Cheshire and the Servery. The cost of the sticker is $2. All proceeds benefits the Stroke Association-Local Chapter.
Admissions Team Awarded the Gaylord Cup

Congratulations to the Admissions Team on being awarded the Gaylord Cup. Pete Grevelding, Vice President, Clinical Services, presented the cup and explained how the time and effort they put in in the months leading up to the end of our second quarter has facilitated our current success. During the lower census months the Admissions Team spent a lot of time with:

- Creative marketing ideas
- Getting out to the acute care floors
- Developing relationships which have grown into productive opportunities
- Specific rounding with care managers to look at appropriate patients
- Developed relationships with physicians and practices
- Specific rounding in target areas

Congratulations to the entire Admissions Team, both the staff who work on the Gaylord campus and those members who are stationed at the referral hospitals.

What is the Gaylord Cup?
The Gaylord Cup recognizes the achievements and contributions of a department and that department’s employees. The Gaylord Cup is awarded to a deserving department at each Management Meeting. The Management Executive Committee (senior management) selects the department each month, with each Vice President bringing those qualities, behaviors, standards, values and results that make the department worthy of this designation.

Project Team Looks for Cost Savings on Out Trips

The Out Trips project team is a multidisciplinary group working toward the goal of decreasing the amount of scheduled out trips and associated costs related to these trips. The group met for 5 days last week to map out the current process and identify areas of potential cost savings. Next steps will look to pilot suggestions generated during the project and continue tracking data. Our team included Dr. Seye from Medical Services, Tina Dogramatzis and Jan Miller from Milne 1 Nsg. Services, Nivia Rodriguez from Care Management, Paula Savino from Inpatient Therapy Services and Kathryn Prevost from Business Development. The group was led by Kathy Reilly, Director of Care Transitions and facilitated by Leigh Golembiewski, Manager of Process Improvement and Project Planning.

<table>
<thead>
<tr>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Rehabilitation Awareness Month</td>
<td>National Physical Therapy Month</td>
<td>Casual for Causes November 1</td>
<td>Casual for Causes December 6</td>
</tr>
<tr>
<td>Casual for Causes September 6</td>
<td>Casual for Causes October 4</td>
<td>Casual for Causes November 15</td>
<td>Santa Visit December 6</td>
</tr>
<tr>
<td>Employee Appreciation Day September 13</td>
<td>Casual for Causes October 13</td>
<td></td>
<td>Casual for Causes December 20</td>
</tr>
<tr>
<td>Casual for Causes September 20</td>
<td>Respiratory Care Week October 20 - 26</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

April Service Awards

Congratulations to the following employees for their years of service to Gaylord:

20 YEARS
Marzena Michallik
Nursing Services

15 YEARS
Bill Alberti
Pharmacy

Lori Evon
Development

10 YEARS
Socorro Josef
Nursing Services

Diane Kealey
Nursing Services

Lynn Rivera
Nursing Services

Carolyn Ticino
Nursing Services

Edna Vasquez
Nursing Services

5 YEARS
Kristelle Caslangen
Nursing Services

Miriam Felton
Nursing Services

Bradley Fletcher
Outpatient Therapy

Aubrey Marotta
Nursing Services

Caroline Ortiz
Nursing Services

September
National Rehabilitation Awareness Month
Casual for Causes September 6
Employee Appreciation Day September 13
Casual for Causes September 20

October
National Physical Therapy Month
Casual for Causes October 4
Casual for Causes October 13
Respiratory Care Week October 20 - 26

November
Casual for Causes November 1
Casual for Causes November 15

December
Casual for Causes December 6
Santa Visit December 6
Casual for Causes December 20
Do You Know an Extraordinary Nurse?

Gaylord is excited to announce the DAISY award for Registered Nurses will begin to be celebrated the week of Nurse's Week (May 6-10th, 2019). The DAISY award is a renowned nursing recognition program created by the family of J. Patrick Barnes. Patrick died in 1999 from the autoimmune disease Idiopathic Thrombocytopenia Purpura at the young age of 33. His family was so overwhelmed by the care and compassion Patrick received from his nurses during his 8 week hospitalization that they wanted to create a recognition award program just for RN's. DAISY stands for Diseases Attacking the Immune SYstem and today there are over 3200 healthcare facilities throughout the US and 18 other countries that celebrate the award. We are thrilled that Gaylord is added to the list!

Who can be nominated for the DAISY award?
Any Registered Nurse in any department that goes above and beyond the call of duty

Who can nominate an RN?
Anyone can nominate an RN to receive the DAISY award (any staff member, family member, or patient)

How many awards will be presented?
Gaylord will celebrate one DAISY award winner four times throughout the year

How is the award winner chosen?
Nominations are presented to a Daisy Committee that will review all nominations blindly and follow a scoring rubric

What does the DAISY award member receive?
The award winner will receive a banner to display proudly on their unit, a certificate, a pin, a Healer's Touch statue from Zimbabwe, and of course Cinnamon Buns for the celebration (Patrick’s favorite treat)

Where can I find information to nominate a nurse?
Brochures with nomination forms are kept on the nursing units by the secretaries station. You could also ask any one of our Nurse Managers or Nursing Supervisors if you have any questions. Electronic submission ability coming soon!

Please nominate a Registered Nurse today!

Gaylord Offering Referral Bonus for Full Time North Haven Outpatient Orthopedic Physical Therapist Position

Volunteers Needed

To sign up as a volunteer visit: gaylordgauntlet.org
Welcome the Latest Group of New Employees

Amaia Badiola, RN, H1
David Chen, MD, Physician
Kim Colquhoun, RN, M2
Odalis Delgado, Nursing Assistant, L1
Shlomo Ehrenreich, RN, M2
Janice Garrett, Residential Rehab Tech, Traurig
Bo La Kim, RN, H2
Scout Lohrs, Nursing Assistant, H2
Karen Mounts, RN, H1
Kate Parker, Unit Secretary, L1
Mitian Patel, Food Service Assistant
Corey Podbielski, Physical Therapist, North Haven
Karen Swanson, Unit Secretary, M2
Rahnique Williams, EVS Aide

Not everyone listed is pictured

Education Scholarships Available! Apply Today

Barbara Chase Lane Scholarship
The deadline is April 15, 2019, to be considered for the Barbara Chase Lane Scholarship Fund. Each award is $1,500. The fund was created in 1979 to honor the memory of Barbara Chase Lane who was a member of the Gaylord Auxiliary and eventually the Director of Volunteers at Gaylord. To honor Barbara, her memory and the extraordinary work she did, the Auxiliary established an annual scholarship to assist a worthy individual in their pursuit of an education in an allied health field. This scholarship is open to employees, volunteers or their family members including high school students who are pursuing an education in an allied health field. The successful candidate must meet all of the following criteria:

• Be a member of the Gaylord staff, a Gaylord volunteer, or be a family member of either.

• Have a good academic record.

• Have some financial need for the scholarship.

• Be accepted by an accredited institution in the allied health field.

Dolly Parisi Scholarship
Are you in school, taking classes to pursue or continue a career in a health care-related field? If so, you might be interested in learning more about a scholarship offered by the hospital. In 1996, Gaylord Hospital established a scholarship in honor of former Assistant Vice President of Nursing Dolly Parisi upon her retirement. The annual scholarship is awarded to a qualified applicant pursuing or continuing a career in a health care-related field. The $1,500 scholarship is awarded to an employee who is committed to Gaylord’s mission of caring for persons with chronic illness or disability. To meet the criteria for application, the applicant must:

• Be an employee of Gaylord Hospital for 12 months prior to application (Exempt/Non Exempt).

• Scheduled to work a minimum of 20 hours per week.

• Performance appraisal averaging "Proficient" or above.

• Have a satisfactory time and attendance record.

• Application deadline is April 15, 2019.

Applications for both scholarships can be downloaded from the Gaylord intranet. If you have any questions, please call the Development Office at extension 2881.

Follow Gaylord Specialty Healthcare on Facebook!
www.facebook.com/gaylordspecialtyhealthcare

Gaylord is also on YouTube.
www.youtube.com/user/GaylordHealthcare

Check out Gaylord's boards on Pinterest.
pinterest.com/gaylordhealth

Follow Gaylord on Twitter.
twitter.com/GaylordHealth
BAKE SALE

Friday, April 12
11am to 1:30pm
Cafeteria
Please Join Us!

Wine, Beer & Cordial Tasting Event

to benefit renovations to The Brain Injury Unit

Friday, May 10, 2019
5:30 pm - 8:30 pm
Brooker Building on the
Grounds of Gaylord Specialty Healthcare

Tickets available ONLINE:
www.gaylord.org/wine
or call (203) 284-2881

$50
per ticket

Sample over
20 wines

Hearty
appetizers

Raw bar

Craft beer

Billy Cofrances
Jazz Quartet

Raffles

DEPARTMENT
Raffle Basket Challenge
Help us raise money for the Looker Project

- Assemble an AMAZING raffle basket -
- Need 10 departments or teams -
- Winning team wins a pizza party -
- Baskets due: May 1st to Brooker 201 -

Baskets will be
used at the
Wine Event
Employee Weight Loss Challenge

Sponsored by:
Food & Nutrition Department and Wellness Council

April 15 - June 10

- Entry fee is $10 cash and you can sign-up any time before April 15. Overall winners get to split the “pot” (There will also be additional prizes for top-winners)

- Winners will be the Top 2 Participants with largest % total weight loss.

- First weigh-in is Monday, April 15, 10am-11am in Frankie Maderia’s office on Hooker Ground, RM 17.

- Email blasts twice per month with tips on exercise and nutrition

- Optional weigh-ins 1st and 3rd Tuesdays, 10am-11am, Frankie Maderia’s office on Hooker Ground, RM 17.

- 2 month weigh-in after program completion for a larger raffle prize (maintained or lost further weight) (August 12, 2019)

Prizes: $50 Panera gift card, $50 Stop and Shop gift card, Bluetooth Smart Scale and an Instant Pot Pressure Cooker

Registration form is located on the intranet homepage and in the cafeteria.
CELEBRATE NURSES WEEK 2019

WEDNESDAY
MAY 8
7:30am - 5pm
Brooker Lecture Hall

All are welcome!
Come enjoy some popcorn as you take a look around at a variety of goods from local vendors! Cash preferred.

All RNs who “pop in” will be given a raffle ticket and will be automatically entered into a drawing to win a prize in honor of Nurses Week!
Brain Injury Coping Skills (BICS)
Family & Patient Support Group
Held at Gaylord Hospital

About:
This program offers eight weeks of structured support and assistance dealing with specific topics each week.

Patient will have transitioned home and their support system will be looking to learn additional coping skills to better cope with challenges.

- Open to Gaylord patients, ideally 3-6 months post ABI (acquired, stroke, TBI, tumor)
- Patient needs to be able to participate in the sessions
- The family member or designated caregiver needs to attend the entire series along side the patient

Goals of BICS Program:
There is a need for care that includes both survivors and their families. Improved coping skills and increased social support leads to improved psychosocial outcomes.

Inclusion criteria:
1. ABI at least 3 months post-event
2. Have a primary caregiver who is willing and able to complete the 8 week intervention with the patient
3. Patient should be able to communicate in a group setting

Importance of BICS and meeting patient and family needs:
- Family gains knowledge of injury and how it relates to their loved one
- Set appropriate expectations for prognosis
- Establish good communication with professionals
- Improve skills for handling challenges
- Identify resources in community

Pre-registered families will attend:

- Where: Brooker 119
- When: Tuesdays from 6 pm - 8 pm

Next session begins May 7, 2019

To be interviewed for the May-June 2019 session, contact Tammy by April 16, 2019:

Contact: Tammy Little
Email: tlittle@gaylord.org
Phone: (203) 741-3413

Facilitator: Dorene Scolnic, LCSW
April Safety Topic: What would you do?

SAFETY COACH’S Corner

Safety first – including your own.
Expect the unexpected.
Practice a questioning attitude.
Have plans for how to respond.

Take-aways:

---

**SCENARIO #1**
You are heading out to your car after work and cross paths with a familiar-looking man walking unsteadily toward the street. You aren’t sure, but something makes you think he might be a patient.

**What would you do?**

**GUIDELINES for SAFETY**
- Speak with the individual. Ask if he is a patient.
- Look to see if he is wearing a wrist band.
- If he is a patient, or you still think he is, stay with him.
- Use your cell phone to call the Hospital Switchboard 203-284-2800, press 0, and ask that Security be sent out.

---

**SCENARIO #2**
You’ve just gotten into your car after leaving work, when you happen to see a woman trip and fall. She is alone and does not get right up. You get out of your car and run over. She says she’s OK and asks you to help her get up.

**What would you do?**

**GUIDELINES for SAFETY**
- Encourage her not to get up.
- Stay with her.
- Use your cell phone to call a FALLS RESPONSE through the Hospital Switchboard, 203-284-2800.

---

**SCENARIO #3**
You are walking from the parking lot to get to work. The door requires a Gaylord badge to gain access. There is someone walking behind you. When you get to the door, you turn to see someone you do not know, and he does not have his badge in sight.

**What would you do?**

**GUIDELINES for SAFETY**
- Ask to see their Gaylord ID Badge.
- If they do not show their Badge, say, “I’m sorry, this is an employee entrance, and I can’t let you in.”
- Give directions to a main entrance (Jackson or Milne during the day; Jackson if at night).

---

Source: HPI, Healthcare Performance Improvement, LLC.

Please use -- and help remind your coworkers to use -- these important patient safety tools in your day-to-day work.

Thank you for all you do!!