Gaylord Announces Nightingale Award Recipients

Excellence in nursing. That’s the hallmark of nurses honored with the Nightingale Award. The award was developed by the Visiting Nurse Association of South Central Connecticut to be a collaborative effort to celebrate outstanding nurses and elevate the nursing profession. Gaylord is proud to announce that Nicole Bartone, Janet DiBiaso, Courtney Fletcher, and Anika Mitchell will be among the ranks of excellent nurses honored at the annual Nightingale Gala in May. Below are excerpts from their nominations:

Nicole Bartone, RN, Hooker 1

"It is with great pleasure that we nominate Nicole Bartone for the Nightingale Award. Nicole began with Gaylord Hospital as a Nursing Assistant while attending school. She transitioned to her role as a new RN in 2016. Nicole is known for her high standards of performance. She cares for our patients and families with respect and is careful to preserve their dignity. Like the rising of the sun and the moon each day, Nicole's consistency and dependability is felt by her fellow staff members as well as her patients on a daily basis.

She is a great asset to our hospital. Nicole has a passion for Nursing and Healthcare overall. She has been noted by her fellow staff for her high level of compassion and energy. Our newest staff members that were oriented by Nicole have expressed awe for her level of expertise and knowledge base. She is always courteous and helpful to others. She is highly respected by her peers and combination of warmth and humor to encourage her patients to participate in their care. Nicole is quick to adapt her plan of care for her patients, including them in decisions as they work together to attain set goals. Nicole is a very positive member of our team and exhibits a "win-win" philosophy that carries the patient through the continuum of care.

Nicole carves out many quiet moments of interactions with her patient’s. She gives each one, that special something, each and every day ranging from enthusiastic cheerleading to holding a saddened patients hand and taking a moment to acknowledge their emotion in the moment. Nicole is efficient and always makes time to assist other co-workers throughout her day. Nicole finds challenging moments energizing and is always striving for excellence in problem solving and patient care. She is noted most for her ability to go the extra step to ensure that her patient and family are comfortable and secure. Nicole is an extraordinary RN. She uses her energy and enthusiasm to serve others, to care for, and improve patients’ lives.”

Janet DiBiaso, RN, Hooker 2

"It is our pleasure to nominate Janet DeBiaso for the Nightingale Award. Janet has been a Registered Nurse at Gaylord Specialty Healthcare for over 30 years, most recently working nights on Hooker 2. In that time, she has served as a preceptor and mentor to many nurses, including us. We consider ourselves very fortunate to have had Janet as our preceptor as we started our nursing careers. Janet has the uncanny ability to share her considerable nursing knowledge in thoughtful and supportive ways. She consistently exceeded our expectations of a preceptor during our orientations and we felt that we were well prepared due to her nursing excellence.

Janet also makes a significant impact on patient care and the nursing profession. Hooker 2 is a demanding Traumatic Brain Injury floor with a unique patient population. Janet can always be counted on as a leader in ensuring patient and staff safety. She serves as a role model for our unit and always makes sure that everyone is working as a team to provide the best possible care for our patients. She calls on her experience to guide newer nurses and nursing assistants in such a way that every interaction with her is an important learning opportunity. We all benefit greatly from Janet’s guidance, which in turn positively impacts patient care.

Janet has achieved a life-long legacy in Rehabilitation Nursing during her 30 plus years at Gaylord Specialty Healthcare. She has worked in Spinal Cord Injury Rehabilitation as well as Traumatic Brain Injury Rehabilitation. Janet is also a Certified Rehabilitation Registered Nurse. Janet has touched the lives of so many patients, and their families, during her years at Gaylord. Additionally, she has mentored many nurses. Janet possesses many wonderful qualities that make her an exceptional nurse and coworker. Janet is truly an asset to the nursing profession and we are honored to nominate her for the Nightingale Award.”

Continued on page 2
Nightingale Article Continued from Page 1
Courtney Fletcher RN, Milne 2

"Courtney is a prime example of what it means to be a nurse. She is patient, caring and empathetic. Courtney consistently places her patients needs as a priority to assist them through extremely difficult times. One example of going above and beyond was when she organized a “PROM” for an adolescent patient that was unable to attend due to severe illness. This is just one of the many examples of how Courtney exemplifies true kindness and dedication to her patients and the profession. Courtney is involved in several performance improvement committees and played an integral part in developing our nursing focused plan of care for the LVAD patient population. In addition to being an amazing staff RN, Courtney also assists management in the RN Supervisor role. Dedicated to furthering her career and education Courtney is also working towards an advanced degree. Overall, Courtney is highly deserving of the honor to recognize her contribution and commitment to the nursing profession."

Anika Mitchell, RN, Milne 1

"Anika is a leader on the night shift on her unit. Her calm presentation sets the tone for the night’s challenges. She consistently strives to provide the best of care to our patients, and is there to assist other members of the team as well. Her character is such that she is always welcoming and approachable, listens to understand, and follows through. These qualities make her someone people go to for resource with their questions; and make her a strong preceptor for our new nurses. Anika is nominated by her co-workers who contribute the following:

Anika comes to work each day with a smile on her face ready for anything. This positive attitude has a great effect on her patients who always have a great rapport with her. There have been countless times when a patient is doing poorly and she will go above and beyond to resolve things and attend to patient specific needs before her shift is through. As a co-worker she can be relied on to help a fellow nurse when they are struggling and frequently can be heard asking “How are you doing right now, is there anything I can do to help?” This constant presence when she is on the floor makes her an incredible nurse to work with. It is for these reasons she deserves to be nominated for this honor."

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Did You Know You Can Get Paid To Volunteer!

As a not-for-profit hospital, Gaylord needs to make sure we give back to the community. To insure we do, Gaylord Policy allows each employee 4 hours of PTO time to go out and Volunteer, with your supervisors advance approval. Since Gaylord isn’t a community hospital we need employees to utilize these hours each year during your normal work hours which we then record and file with our taxes. At a recent Community Relations Meeting, Controller Jon Mace reported there has been a significant reduction in Volunteer time reported in 2018 from previous years.

The hospital does look for volunteers for 2 annual programs- Read-A-Loud Day (Friday, May 3rd ) & Day of Caring (September) however if there is any organization you are involved with please let us know. If you have been volunteering at your local food bank, church, civic organization, or other nonprofits perhaps you have just forgotten to tell us. The form to submit is located on the intranet under committees, volunteer form once completed please send to Lori Evon in Brooker 201. For those who do volunteer during work hours and punch in and out please do not punch out when you leave the building. If you have any questions on this policy, volunteer opportunities or payroll designation please do not hesitate to contact Lori Evon or Jon Mace.

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On-site Guest Accommodations Reminder

Since there are now several accommodation options for our guests to choose from, many questions from staff have come up as to how to direct potential guests and family members to find out more information. Is there room availability? How can a guest book a room at MoraLee or the Hoffman Cottage? How much does it cost?

A few things to keep in mind… the guest accommodations are for family members or inpatient guests who want to be close to their loved one. They are not intended for day renting for families or friends to host events or parties, and lastly the suites and cottage are not pet/animal friendly.

Here’s the scoop

As an employee, you can view the Hoffman and MoraLee Cottages Calendar for availability on the Patient Experience Department SharePoint Site! No, you cannot book… you can only look!

You can also direct your inquiring family or guest to visit our Gaylord website or click here for more information or provide them with printed information about the on-campus Guest Accommodations that is available through the Marketing Department.

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New Badge Buddies Coming Soon

Look for new badge buddies for all staff to be distributed during Hospital Week (May 13-17). The badge buddies include updated mission and values, updated info to know, updated titles and updated streamlined badge buddy colors.

Reminder From the Patient Experience Committee

Every inpatient is mailed a Press Ganey Patient Satisfaction Survey post discharge. In the survey, they are asked about various aspects of their care and are asked to rate their satisfaction using the numbers 1-5, 5 being excellent. The number five is what we aim for. While the satisfaction numbers are trending in the right direction, the Patient Experience Committee ask staff to be aware that the three areas of priority that we all should be focusing on are:

1.) Staff addressed patient’s emotional needs.
2.) Staff response to concerns and complaints regarding treatment.
3.) Staff include patient in decision making regarding treatment.

Therapist Represents Gaylord at Career Fair

Jackie Borrelli, OTR/L, CCCE attended the Sheehan High School Career Fair on April 10 where she was able to interact with students and answer questions about careers in healthcare. Jackie provided examples of what physical, occupational and speech therapists do to help patients at Gaylord and in other levels of care.

Blood Drive at Gaylord, April 30

There will be a blood drive on Tuesday, April 30 from 1 p.m. to 6 p.m. in the Brooker Lecture Hall. If you are interested in donating blood, please schedule an appointment by visiting redcrossblood.org.

Next Casual for Causes: Friday, May 3

For a small donation, staff can dress casually for the day and help a local charity on Friday, May 3. 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 Spinal Cord Association.

Title Changes:

Patient Care Tech (PCT) and Student Nurse Tech (SNT)

In our efforts to align more closely with our acute care partners, we will be changing the title of our “Nursing Assistants” to “Patient Care Tech.” This title change will also provide us the ability to expand our workforce by hiring individuals who may have Certified Nursing Assistant Certificates or Medical Assistants Certifications. The only change to the job description will be the title. All job responsibilities will remain the same and in the very near future will include training for blood glucose checks. In addition to this change, our Student Nurse Assistants will also have a title change to “Student Nurse Tech.” New badge buddies will be coming soon and all staff will be given a new badge buddies with the new title.

Hospital Week Highlight:

Employee of the Year Ceremony

The 2019 Joseph A. Lindenmayer Employee of the Year will be announced in the Brooker Lecture Hall on Tuesday, May 14 at noon. Don’t miss this exciting event!

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<th>April</th>
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<th>June</th>
<th>July</th>
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<tr>
<td>National Occupational Therapy Month</td>
<td>Better Hearing and Speech Month Stroke Awareness Month Casual for Causes National Nurses Week Ellie Brown Memorial Roadside Clean-Up</td>
<td>Wine Tasting May 10 National Hospital Week May 12 - 18 Wellness Fair May 13 Employee of the Year Ceremony May 14</td>
<td>Casual for Causes June 3 Casual for Causes July 5 Casual for Causes July 19</td>
<td>Casual for Causes August 2 Casual for Causes August 16 Casual for Causes August 30</td>
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Gaylord Message in a Minute: SBAR

Message in a Minute is a new, fun concept to help enhance communication and training. The videos will be featuring our very own Gaylord staff and patients. Click here to watch our third Message in a Minute starring Dr. Sicklick and Tina Ufferflige, Nursing as they demonstrate using CHAMP safety tool SBAR to communicate effectively. SBAR stands for Situation, Background, Assessment and Recommendation.

Wall Street Journal Taps Gaylord Physical Therapist for Aquatic Expertise

Appearing online and in print on April 21, 2019, Gaylord’s Sue Goldstein was a key contributor to The Health Benefits of Aquatic Therapy: Aquatic therapy can be less painful than traditional physical therapy in restoring strength, mobility and balance. The following paragraph is an excerpt:

"Aquatic therapy has become one of the most dynamic treatment techniques used by occupational and physical therapists," says Sue Goldstein, a physical therapist and founder of the aquatic therapy program at Gaylord Specialty Healthcare in Wallingford, Conn., a center for rehabilitation after illness and traumatic accidents. Patients at Gaylord often report feeling less stress and anxiety while exercising in water, Ms. Goldstein says.

If you have The Wall Street Journal subscription, click here to sign in and read the entire article.
You can also contact publicrelations@gaylord.org for a copy of the piece. Congratulations to Sue for her achievement.

Gaylord Graduate, Colleen Kelly Alexander, Story in Reader's Digest

Colleen Kelly Alexander was run over by a freight truck while riding her bike. She received 78 pints of blood and was resuscitated many times. She came to Gaylord for rehab and beat the odds! Click here to read about her story.

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<thead>
<tr>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January 2020</th>
<th>February</th>
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<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>
<td>New Year's Day January 1</td>
<td>National Heart Month</td>
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<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>
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<td>Employee Appreciation Day September 13</td>
<td>Casual for Causes October 18</td>
<td>Casual for Causes December 20</td>
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<td>Casual for Causes September 20</td>
<td>Respiratory Care Week October 20 - 26</td>
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**Meet the Latest Recognized Stars!**

**John & Noelle**
Give special thanks to
**Inpatient Therapy Department**

**John & Noelle**
Give special thanks to
**Hooker 2 Nursing Staff**

**John & Noelle**
Give special thanks to
**Heidi Fagan & Jackie Skirkanich**

**John & Noelle**
Give special thanks to
**Dr. Sicklick & Mark Powers**

**John & Noelle**
Give special thanks to
**Janine Clarkson & My Speech Therapy Team**

**John Kaczmarczyk**
Thanks
**Outpatient Therapy Department**

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**Help Clean Up Gaylord Farm Road, May 8**

Join your co-workers for the Annual Ellie Brown Memorial Roadside Clean-Up on Wednesday, May 8 from 4:30 p.m. to 5:30 p.m. Ellie was the wife of former medical director Curtland Brown, M.D. Mrs. Brown made it her mission to pick up litter along the roadside each day during her daily walk to insure that the hospital always looked good and made a great first impression for patients, families and visitors. This event counts for one hour of social accountability. Volunteers may dress casually that day. Refreshments will follow. Contact Public Relations to sign-up at extension 2881 or email publicrelations@gaylord.org.

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**Human Resources Updates**

**ConnectiCare members**

**Onsite Waist Circumference and Blood Pressure Screenings**

**Monday, April 29**
Brooker Lecture Hall
12 pm - 2 pm

Still need to earn Step Up to Wellness healthy outcomes points for blood pressure or waist circumference? Get checked to see if your results are within range! No registration required. Screenings conducted on a first come, first serve basis. Please note, glucose test will not be administered at this session.

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**Quality + Safety Corner**

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<th>Gaylord Risk Solution's Quality Measures 2018-2019 Results</th>
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<tr>
<td>Monitors</td>
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<td>Reportable Events (Number)</td>
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<td>Hospital Acquired Pneumonia (Number)</td>
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<td>Inpatient Satisfaction</td>
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<td>Hospital Acquired C. Diff</td>
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<tr>
<td>% of New Employees Attending Patient Safety Training</td>
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*All Full-Time and Part-Time staff*
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.

RAFFLE for RNs
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!
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
Raw bar
Craft beer
Hearty appetizers
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
Employees Mentioned in the Press Ganey Survey

The following people were positively mentioned in comments from Inpatient Press Ganey questionnaires for the second quarter of FY19. On behalf of Gaylord and all patients served many thanks for your time and talent.

**Inpatient**

**Nursing Services**
Jacqueline Quiroz
Jacqueline Tripp
Shannon McLean
Aubrey Marotta
Karen Doukas
Amanda Fabis
Allison Weisberger
Julie Dean
Kathleen Shanahan
Evelyn Bykowski
June Napolitano
Melissa Sammarco
Katherine Gonzales
Diane Birtha
Nancy Baummer
Yvonne Mejia Cuevas
Karen Adams
Gabriella Bruno
Andrea Santos
Beverly Teixeira
Alicia Bosse
Edna Vasquez
Lori Baker
Senada Duracak
Marylou Colangelo
James Greene
Marzena Michallik
Valarie Yeaton
Barbara Outlaw
Barbara Janicki
Gracey Gonzalez
Monica Dalton
Raquel Loustaunau
Lisa Florio
Nicole Morrill
Holly Johnson
Sarah Ferrero
Abigail Hull-Gulotta
Burton Fleischner
Jill Hellstrand
Jill Hurlburt
Noa Noia
Susan Goldstein
Paula Savino
Paula Cappola
Timothy Kilbride

**Psychology Services**
Dorene Scolnic

**Physician Services**
Dr. Seye
Kristin Meyers, PA
Dr. Sicklick
Mark Powers, PA
Dr. Benetato
Dr. Somera
Elaine Larson, PA

**Therapy Services**
Michelle Saunders
Kristyn Boscariino
Kimberly Tetreault
Kimberly Tuccitto
Gregory Szurek
Lisa Desandre
Tammy Spurgeon
Marcia Annunziata
Amanda Williams
Kaitlyn Rudolf
Amanda Bernabe

**Care Management**
Debra Kaye
Ann Dwyer
Jennifer Kleinschmidt
Kate Barron
Cecily Finkle
Karen Gamble

**Respiratory Care Services**
Tammy Maher
Kristy Morrone
Cindy Lafarier
Matthew Sullivan

**Therapeutic Recreation**
Katie Joly
Chris Mallinson

**Food and Nutrition**
Nick Carabelas
John Brocable

**Unit Secretary**
Lori Baker

**Environmental Services**
Vinny Papotto
Laura Hugo
Brianna Dean
Miriam Ortiz

**Outpatient**

**Wallingford**

**Occupational Therapy**
Robert Anderson

**Physical Therapy**
Katelyn Donohue
Kim Eisen
Ingrid Marschner

**Speech Therapy**
Alice Kowalski
Theresa Allgood

**Medical Staff**
Dr. Alyse Sicklick

**North Haven PTOSM**
Natalee Cifuentes
Alyssa Daniels
Stephanie Fisher
Kayla Horien
Becky Juliano
Matt Scavo-PT Student
James Silva
Lauren Tarsi
Joy Zdrojowy

**Cheshire PTOSM**
Eric Lagoy
Kim Levesque
Cottages Article Continued from Page 2

The printed information sheets have been distributed to various departments such as Care Management and Admissions and are also available from the Nursing Supervisors. For additional copies, please contact Kim Thompson in our Marketing Department at extension 3557.

Cost: The MoraLee Cottage Suite-Room is $80.00/night and The Hoffman Cottage is $120.00/night. The MoraLee Cottage is a hotel-suite style accommodation with a queen bed that comfortably sleeps 2. The MoraLee Suite comes furnished with a microwave, mini-refrigerator, Keurig® coffee maker, desk, flat screen TV, sitting area and provided bed & bath linens. The Hoffman Cottage offers more of a bungalow-style house for someone who is looking for a little more space. It is a 2 bedroom house with a queen and a twin bed that comfortably sleeps 3. The Hoffman Cottage has a full kitchen, dining room, living room, and front & back porches. The Hoffman Cottage comes furnished with microwave, refrigerator, stove, Keurig® coffee maker, basic utensils, dishes & glassware, flat screen TV and provided bed & bath linens.

Any reservation questions are best handled if directed to the Guest Accommodations direct phone number. It is the most direct and helpful way for interested guests to learn more about the cottages. The phone number is 203-284-2817.

Safety Coaches Awarded the Gaylord Cup

Congratulations to the Safety Coaches on being awarded the Gaylord Cup. This group was recognized for being ever present and striving to keep safety front and center. There are 27 coaches from various departments who meet monthly, many come in to participate when not regularly scheduled.

Last month during Patient Safety Week this group coordinated fun activities including wear purple for safety, wheel of fortune and hosted a hospital-wide game of jeopardy which was focused entirely on the use of our CHAMP safety tools.

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.

Mother’s Day Plant Sale

Thursday, May 9 & Friday, May 10
Jackson Lobby
7:30 A.M. - 3:00 P.M.

Portion of the proceeds benefits: The Gaylord Fund

Please Note: Cash or Check only
Join us at the Wellness Fair and discover tips and tools to integrate healthy habits in all aspects of your life and enjoy everything we have prepared for you.

- Healthy Snacks & Recipes
- Healthy Living Handouts
- Chair Massage
- Skin Care Education
- Mindfulness Sessions - Brooker 119, 11:30 am and 12pm
- Waist Circumference & Blood Pressure Screening
- Gaylord Outpatient Information
- Raffle Prizes

*Raffle Prizes
- $100 Visa Gift Card
- $50 Panera Gift Card
- $50 Pure Alchemy Gift Card
- FitBit
- 6 tickets to the Hartford Yard Goats
- JBL Bluetooth Portable Stereo Speaker

*Pick up your passport at the registration table and visit each booth to receive tickets to enter the raffle.

Participants: