Communication Chain Game Results
Why is communication so important?

Communication failures can result in severe, sometimes irreversible harm to our patients. The failure to communicate even affects all of us within the workplace and can make our jobs more difficult. Last year’s Safety Survey and Employee Engagement Survey results both show we all feel “handoff and communication” needed some attention.

The Communication Chain Game was very eye opening and allowed us the ability to see just how much we are communicating with each other throughout a typical work week.

Check out the results on page 2.

Here’s the Scoop on MoraLee and Hoffman Cottage Rental Information

As you may have noticed, since the open-house tour and grand opening for our new on-campus cottages we have been hosting guests steadily. The overall feedback from our guests has been very positive and overall they cannot seem to comment enough about the convenience and comfort of being steps away from their loved one as they rehabilitate with us.

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- no, 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. The printed information sheets have been distributed to various departments such as Care Management and Admissions and is 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.

Continued on page 4

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

<table>
<thead>
<tr>
<th>Department</th>
<th>Exchanged Times</th>
</tr>
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<tbody>
<tr>
<td>Nursing Department (includes all RN, CNA, Unit Secretary, Mobility Tech, Cardiac Monitor Techs, Nursing Managers, and Nursing Supervisors)</td>
<td>182</td>
</tr>
<tr>
<td>Medical Staff (MSO, MD, PA, and APRN)</td>
<td>10</td>
</tr>
<tr>
<td>Inpatient Therapy (includes all PT, OT, ST, TR and Rehab aides)</td>
<td>33</td>
</tr>
<tr>
<td>Outpatient Therapy (includes all PT, OT, ST, SLP, Rehab aides- across all 3 sites!)</td>
<td>59</td>
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<tr>
<td>Respiratory Therapy</td>
<td>12</td>
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<tr>
<td>Radiology</td>
<td>2</td>
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<tr>
<td>Case Management</td>
<td>14</td>
</tr>
<tr>
<td>Medical Services &amp; Psychology</td>
<td>6</td>
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<tr>
<td>Traurig House</td>
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<tr>
<td>Performance Improvement</td>
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<tr>
<td>Human Resources</td>
<td>14</td>
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<tr>
<td>Agiliti (formerly UHS)</td>
<td>3</td>
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<tr>
<td>Biomed/IT</td>
<td>1</td>
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</table>
So you see, there are NO WEAK LINKS AT GAYLORD!
Thank you all for being 200% accountable in your commitment to communicate!
Group of Employees Earn Perfect Attendance in 2018

Congratulations to employees listed below who received the Perfect Attendance Award for 2018. This is a very challenging accomplishment. A non-exempt employee who has accumulated 720 hours of sick time (pro-rated for part-time employees) by December 31st of any year and has not utilized unplanned PTO, extended illness time, workers’ compensation, family/medical/personal leaves of absence or sent home sick time in that year will be paid a bonus of $300. It takes about 9 years of perfect attendance to reach this award. Wow! The perfect attendees are:


The following three people were selected from this list to win a raffle prize:

- Patty Shara: Impak Travel Ware Wheeled Duffle
- Erich Eichorn: Fit Bit
- Kayode Akande: $50 Amex gift card

Raffle winners can stop by Human Resources to pick up your prize.

Cottages Article Continued

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, 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. Cottage Guest Parking is available right outside of the Brooker Building at the cottage sidewalk for guest convenience. Sorry, the parking is for cottage guests only. Employees parking in cottage guest parking will be contacted by security to move their car!

Next Casual for Causes: Friday, February 15

For a small donation, staff can dress casually for the day and help a local charity on Friday, February 15. 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 Gaylord Special Needs Fund.

Blood Drive at Gaylord, February 26

There will be a blood drive on Tuesday, February 26 from 9 a.m. to 2 p.m. in the Brooker Lecture Hall. If you are interested in donating blood, please schedule an appointment by visiting redcrossblood.org

FEBRUARY IS
American Heart Month

80% of heart disease and stroke events are preventable

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<thead>
<tr>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
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<tr>
<td>National Heart Month</td>
<td>National Nutrition Month</td>
<td>Casual for Causes March 15</td>
<td>Casual for Causes April 5</td>
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<td>National Social Work Month</td>
<td>Casual for Causes March 29</td>
<td>Casual for Causes April 19</td>
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<td>Flag Dedication Ceremony</td>
<td>National Brain Injury</td>
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<td>Casual for Causes May 3</td>
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<td>Awareness Month</td>
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<td>Blood Drive</td>
<td>Patient Safety Awareness</td>
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<td>Week March 10 - 16</td>
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<td></td>
<td>Pulmonary Rehabilitation</td>
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<td>Week March 10 - 16</td>
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<tr>
<th>Candy Day</th>
<th>National Nurses Week</th>
<th>Better Hearing and Speech Month</th>
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<td>March 6</td>
<td>May 6 - 10</td>
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<tr>
<td>World Cancer Day</td>
<td>Wine Tasting</td>
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<td>March 21</td>
<td>May 10</td>
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<td>National Hospitals</td>
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<td>Supporting our</td>
<td>May 2 - 14</td>
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<tr>
<td>Neighbors</td>
<td>Casual for Causes May 17</td>
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Dr. Anna Tirado Recognized for 20 Years of Service

On February 2, Dr. Anna Tirado, a consultant for Gaylord in Outpatient Medical Services, celebrated 20 years of providing GYN services for our patient population. This is a difficult position to find talented physicians willing to treat disabled patients. Gaylord recognized Dr. Tirado’s 20 years of service with a room dedication plaque which will hang in outpatient medical services on Jackson 1. In addition to being a very competent and skilled physician, she is empathetic to the needs of her patients and loved by them and staff alike. Her dedication is revealed by this remarkable tenure and she was very touched by this recognition.

Hospitalist Transition Team Awarded the Gaylord Cup

Congratulations to the Hospitalist Transition Team on being awarded the Gaylord Cup. The Hospitalist Transition Team was honored at the January meeting for a smooth transition from the Sound Hospitalist group to Northeast Medical Group (NEMG) based at Bridgeport Hospital. Particularly recognized were: Drs. Leo Somera, Tuba Khawaja, Astou Seye (Chief Hospitalist) and Lakshmi Polisetty; Sound Regional Leadership, including Drs. Greta Boynton and Roy Sittig, Tommy Gotreaux; Sound to NEMG Program Coordinator- Stefanie Landry, and NEMG leadership Dr. Mahfuz Hoq and John Palumbo. This award was in recognition of how difficult it is to smoothly transition from one hospitalist team to another without a gap in patient care. For the six months before the January 4th transition date, no shifts went unfilled and care proceeded without incident.

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.

Lactation Room Moved to Hooker Ground

In preparation of the Looker Project, the space provided by Gaylord for breastfeeding and lactating mothers has been relocated to Hooker Ground audiology booth. This room is reserved for these employees only.
Welcome the Latest Group of New Employees

- Brian Ahern, Student, TR
- Melissa Fico, Nursing Assistant, L1
- Shekinah Hawkins, Mobility Tech, H1
- Frankie Maderia, Clinical Nutrition Manager
- Jazmine McCowan, Food Services Assistant
- Elijah Miller, Food Services Assistant
- Brandon Musto, Mobility Tech, H1
- Joshua Nieves, Food Service Assistant
- Yanika Pitter, Nursing Assistant, L2
- Melissa Sammarco, Nursing Assistant, L2

Gaylord will be holding a Flag Dedication Ceremony dedicating an American flag that was flown in honor of Gaylord Specialty Healthcare during special operations in Afghanistan on Thursday, February 21 at 12 p.m. in the Jackson Lobby. Everyone is invited to attend.

Step Up to Wellness Refresher—2019 Wellness Program

Thursday, February 14
12 pm
Brooker Lecture Hall

Please email Christina Drogkaris at cdrogkaris@gaylord.org to sign up for this event

ConnectiCare
Gaylord Offering Referral Bonus for Full Time Regional Healthcare Manager and North Haven Outpatient Orthopedic Physical Therapist Positions

Do you know any nurses interested in a Regional Healthcare Manager position or experienced Outpatient Orthopedic Physical Therapists? If so, refer them to Gaylord and you could receive a $2,500 net referral bonus! That's right! You get the full $2,500!

Regional Health Care Manager: The Regional Healthcare Manager develops a network of referral sources, performs onsite evaluations of prospective patients, facilitates the admissions process and communicates Gaylord's value proposition with healthcare organizations, referring healthcare practitioners, family members and insurance companies.

Qualifications: Current CT RN license required; BSN and/or other advanced degree or certifications preferred; 4 or more years of acute care hospital experience necessary; critical care or rehabilitation nursing or insurance case management experience desired; sales experience helpful

Outpatient Orthopedic Physical Therapist: The Outpatient Orthopedic Physical Therapist focuses on improving a person's movement, mobility and strength to restore, maintain and promote physical function through exercise prescription while utilizing advanced manual techniques and therapeutic modalities.

Qualifications: Bachelors' degree in Physical Therapy required; Masters degree or higher preferred; current CT PT license required; 1 year of clinical experience necessary, including outpatient orthopedics

Please note that the employee’s name must be listed at the time the application is submitted. Please contact Human Resources with any questions.

*Net referral bonus payable 1/2 upon hire; 1/2 after 3 months.

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

By performing a double check, Catherine Sabith (pictured second from the left), inpatient Physical Therapist, found a near-empty portable oxygen tank just prior to a patient beginning therapy, and took action to get a replacement so that the patient was not adversely affected.

We had seven near misses reported in December. The following people submitted the near miss occurrences.

• Stephen Verdolino
• Julie Dean
• Senada Duracak
• William Palumbo
• Amanda Siedlecki
• Kristin Myers

Daffodil Days; Place Your Order Today

Daffodil Days is an opportunity for everyone to join the American Cancer Society in saving lives, celebrating lives, and leading the fight for a world without cancer. The Community Relations Committee will be collecting orders for daffodils now through Friday, February 15, 2019. Flowers will be delivered the week of March 18.

This year the campaign includes:
• $10 donation, receive one bunch of daffodils as a thank you
• $15 donation, receive potted mini-daffodils as a thank you
• $25 donation, instead of receiving flowers, you can support the Gift of Hope Program where volunteers deliver daffodils to local hospitals

To place an order, contact Lori Evon at extension 3454 with cash or a check made out to the American Cancer Society.