Third Quarter iCARE Nominees Announced

The third quarter nominees for the 2019 Joseph A. Lindenmayer Employee of the Year Award were announced at the ICARE breakfast in Chauncey on January 9. The nominees honored were: Val Accabo, Information Technology; Maria Bitso-Brookins, Nursing Services; Tim Kilbride, Inpatient Therapy; and Kim Tetreault, Inpatient Therapy.

Val Accabo is the IT Application Manager in our IT Department. Val joined Gaylord in 1993, worked outside Gaylord from 2008 - 2013 and then returned. Val was nominated by an employee.

The employee states, “No matter how many times, nor how challenging the request, Val consistently finds a way to make things happen. No matter how many additions to a report are requested over time, Val is patient and accommodating. As easy as it could be to answer “we can’t do that,” or some other negative response, Val will always search for the answer. It might ultimately not work, but she is willing to invest the time to exhaust all options. Her creativity and perseverance has saved us many times when we needed data or a solution. She started here as a youngster, left and came back and continues to value and embody the culture of Gaylord. She typifies the values we all work towards in being accountable for her actions, striving for excellence and respecting her co-workers. Val is a great nominee for employee of the year.”

Val’s supervisor, Craig Stearns states, “Val is very skilled and thoughtful when looking at problems and evaluating solutions. She’s always focused on understanding the impact to the customer as it relates to the technology challenges she’s working to solve. She recognizes that her success is measured by the exceptional services and support she and her team provide to the staff. Val continues to look for opportunities to improve on both internal IT processes as well as opportunities to enhance the software applications she and her team support. Recently she headed up a project to implement an interface engine to more efficiently allow for data to be exchanged across disparate systems, including systems outside of Gaylord. This significant investment is core to Information Technology’s strategy to support the destination center. She’s worked to streamline how MEDITECH is supported and maintained, implemented interfaces to support the NEMG transition, developed and modified numerous reports for the organization, and spent countless hours troubleshooting issues as a member of the IT leadership team. She’s also focused on growing her teams’ skills to provide services to Gaylord and optimizing solutions to meet the organization’s needs. I can always count on Val to make sure that our customers priorities are being addressed.”

Maria Bitso-Brookins is a registered nurse on Hooker 1. Maria has been with Gaylord since August 2017 and was nominated by a co-worker.

Her co-workers states, “We recently had a patient in H123, Michael, who had been a patient here for about 3 months. He was diagnosed with locked in syndrome, progress was limited and prognosis was less than ideal. He finally stabilized where he could transition to the next level of care. He was heavy for nursing regarding the amount of care that they provided him on a daily basis. She and another nurse took it upon themselves to follow the ambulance down to the skilled nursing facility in Rockville, CT to help with his transition after a very stressful day of waiting for discharge. Off the clock, she stayed with him for about 3 or so hours not including the drive, and fed him, assisted with care, etc. and provided support for him and his family. It was an amazing act of kindness and just goes to show the lengths that our staff will go through to ensure that our patients are getting the best care. I’m sure that the family and the nurse at the other facility really appreciated it. This is a true representation of our ICARE values of integrity, compassion, accountability respect, and excellence.”

Maria’s supervisor, Jean Shutak states, “I fully support the nomination of Maria Bitso-Brookins for the nomination as an ICARE recipient.

In my long nursing career I have been blessed to have witnessed many outstanding efforts by my fellow RN’s. However, this episode is one of the most selfless acts I have ever had the privilege of sharing. Our patient, Michael, had been with Gaylord for several months. He was a survivor of many medical conditions, one of which was locked in syndrome. He had made very slow gains and was preparing for the next level of care. Michael and the nurses had developed methods of communications during his stay.

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He was able to be present for a family meeting as part of his preparation for discharge. As the date drew near, staff noted that Michael was a bit quieter and sadder. The timetable for his departure kept changing to later in the day which seemed to add to his stress.

At 5 p.m., I noted that Maria was still on the unit. I inquired if all was OK and she cheerfully stated, “I’m good, I punched out…I’m just waiting to say goodbye to Michael.” I reminded her that the transport had been moved to 6 p.m.

The next morning, I discovered that Maria not only stayed to say goodbye, but she and another RN had followed the ambulance to his new residence. She assisted him to settle in, gave the staff information that would help them to take over Michael’s care, fed him and simply kept him company in those first several hours in his new environment. “Safety” is always in Maria’s vocabulary. She was aware that Michael needed to feel safe in his new surroundings. Through her actions Maria demonstrated to him that she could safely transfer his care to a new team and that he too could trust the new team.

When I recognized Maria in person for her outstanding efforts on behalf of Michael, Maria made it clear that she did not do it for any recognition other than her own knowledge that he was in good hands.

We are all proud of Maria. She is the embodiment of what it means to be recognized for the Gaylord “ICARE” award.

This story should be shared over and over as tangible evidence that our staff do incredible things everyday on behalf of our patients. Many of their stories will never be known and shared with others. Their stories will forever be held close to their hearts and by extension the Heart of Gaylord.

Congratulations, Maria. Thank you for allowing your story to be shared.”

Kim Tetreault is a Physical Therapist in our Inpatient Therapy Department and has been with Gaylord since May 2017. Kim was nominated by a patient.

The patient stated, “Kim was a bright light when my world was at its darkest. She understood my limitations and exactly how hard to push me to get maximum results. She never belittled me or made me feel uneasy. She even put up with my lame jokes. She was and always will be my angel.”

Kim’s supervisor, Anne Walczak states; “It is my pleasure to support the ICARE nomination of Kim Tetreault. Since her start, Kim has been a learning sponge in therapy. She seeks opportunities to hone her skills every day for the good of her patients. Not only does she have great rapport with her patients, she recognizes her peers on a regular basis for the great work they do and is appreciative of all of the education and mentoring she receives on a day to day basis. She is a member of the Falls Committee and has recently joined a research group and has begun teaching as an adjunct faculty member at the University of Hartford. In addition, she volunteered at the Gaylord Gauntlet as well as Special Olympics this year. Kim goes above and beyond for her patients and spends extra time assuring that their care needs are met. Thank you for this opportunity to brag about Kim.”

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.
Employees Mentioned in the Press Ganey Survey

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

**Case Management:**
Debra Kaye
Nivia Rodriguez

**Environmental Services:**
Vinny Papotto

**Nursing Services:**
Rachael Baribeaut
Nancy Baummer
Gabriella Bruno
Jessica Credo
Anna Claros
Darla D'Angelo
Melissa DeSandre
Jillian Dole
Halina Domitzr
Coral Gittings
Emily Pelletier
Lauren Perrelli
Tina Ufferfildge
Edna Vasquez
Jermaine Wright

**Respiratory Care Services:**
Jarret Assael
Tammy Maher
Matt Sullivan

**Psychology Services:**
Su Stanton

**Physician Services:**
Dr. Holland
Dr. Mahendrakar
Dr. Panico
Mark Powers, PA
Dr. Sicklick
Dr. Somera
Dr. Syed
Frank Wendt, APRN

**Therapy Services:**
Dan Bergeron
Caitlin Boland
Erica Cadavid
Meghan Chiaraluce
Janine Clarkson
Lisa DeSandre
Heidi Fagan
Burt Fleischner
Abby Hull-Gulotto
Tim Kilbride
Emily Meise
Bill Neidel
Rachel Noya
Meghan Palmer
Kristine Provost
Kate Rudolf
Michelle Saunders
Jackie Skirkanich
Cheryl Tansley
Kim Tuccito
Anne Walczak
Lexie Waller
Stephanie Zanvettor

**Next Casual for Causes:**
**Friday, January 18**

For a small donation, staff can dress casually for the day and help a local charity on Friday, January 18. 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 Brain Injury Association.

**2019 Casual for Causes: Purchase Your Annual Donor Button in January**

It is time to purchase your 2019 Casual for Causes Button. Your 2018 button is good for the January 18 casual day. The cost of the button is $50; the cost is tax deductible and covers the cost of 28 casual days, beginning February 1, 2019 running through January 2020. In 2019-20, there will be three $5 Casual Days for Go Red for Women-American Heart Association, Penny Dunker Scholarship and Voices for Joanie. There will be 25 Casual Days for charitable organizations such as the Brain Injury Association of CT and Master's Manna.

Your purchase of the button entitles you to all Casual for Causes days. The button can be purchased by cash, check or credit card. Please make checks payable to Gaylord Hospital. Forms are located on the intranet homepage.

**COMING SOON**

**Did you know?**
Pasta Exhibition Station
Wednesday nights
4:30 p.m. - 6 p.m.
Cafeteria
Walter Camp Football Players Pay a Visit to Gaylord

On January 11, patients received a visit from six All-American football players from the Walter Camp Football Foundation. The players were: Cole Tracy, Paul Palmer, Tommie Frazier, Grant Delpit, Andre Cisco and Blair Thomas. Players visited patients in the inpatient and outpatient gyms. They also signed mini footballs and took pictures with patients and staff. Click on the links below to see the media coverage of the event.

Overall Assessment

"I would strongly recommend Gaylord to a friend. The physical therapy aspect of Gaylord is outstanding. It provides much benefit for those who work hard."

Physician

"Really great physicians!"

Nurses

"Annie and Gabby were outstanding."

Scheduling & Registration

"All registration/office personnel extremely courteous, polite and pleasant."

Facility

"Very clean, organized, in order. Never too many patients in room at the same time."

Physical Therapy

"Therapists are awesome. Kind, knowledgeable, compassionate, goal-oriented, positive. Audrey is the best! Everyone makes you feel comfortable and legitimate."

Hospital-Wide Goals

<table>
<thead>
<tr>
<th>Monitors</th>
<th>FY19 Annual Goal</th>
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<tbody>
<tr>
<td>CAUTI (Catheter Associated Urinary Tract Infection)</td>
<td>&lt;= 11</td>
</tr>
<tr>
<td>Inpatient Falls Total</td>
<td>&lt;= 180</td>
</tr>
<tr>
<td>Return to Acute Care - Emergent</td>
<td>&lt;= 16%</td>
</tr>
<tr>
<td>Serious Safety Events (SSE)</td>
<td>&lt;= 4</td>
</tr>
<tr>
<td>Outpatient Global Rating of Change - percent of scores 5 - 7</td>
<td>&gt;= 81%</td>
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<thead>
<tr>
<th>June</th>
<th>July</th>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
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<tbody>
<tr>
<td>Gaylord Golf Classic</td>
<td>Casual for Causes</td>
<td>Casual for Causes</td>
<td>National Rehabilitation Awareness Month</td>
<td>National Physical Therapy Month</td>
<td>Casual for Causes</td>
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<tr>
<td>June 3</td>
<td>July 5</td>
<td>August 2</td>
<td>Casual for Causes</td>
<td>October 4</td>
<td>November 1</td>
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<td>July 7</td>
<td>Casual for Causes</td>
<td>August 16</td>
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<tr>
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<td>July 19</td>
<td>Casual for Causes</td>
<td>August 30</td>
<td>September 6</td>
<td>October 18</td>
</tr>
<tr>
<td>6th Annual Gaylord Gauntlet 5k</td>
<td>July 22</td>
<td>6th Annual Gaylord Gauntlet 5k</td>
<td>September 20</td>
<td>October 4</td>
<td>Casual for Causes</td>
</tr>
</tbody>
</table>

6th Annual Gaylord Gauntlet 5k
June 22
Claudia Napiorkowski and the Pharmacy team prevented patients from receiving incorrect volume of Total Parenteral Nutrition (TPN). When the TPN orders arrived, they double checked the order and caught the error. They were able to obtain new TPN bags without any delay in the administration.

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

- Elizabeth Spataj
- Jamie Dobkins
- Senada Duracak
- Destiny Velez
- Barbara Banning

Pete Grevelding Talks about Gaylord on Channel 8

Ann Nyberg of Channel 8 News recently visited Gaylord and discovered the many facets of care that we offer. Click here to see her interview with Gaylord’s Vice President of Clinical Operations, Pete Grevelding PT, MSPT, NCS.
Help us Protect our Patients, Visitors & Staff

- If you have a COUGH or other flu symptoms (like a fever, sore throat, or runny nose) you may put other people at risk.

- If your visit is not urgent, please consider visiting on another day when you are feeling better.

- If your visit is urgent, please notify a staff member as soon as you arrive and put on a face mask.

- Wash your hands before entering a patient’s room and leaving patient areas.

- Limit close distance to patients.

Flu signage in the Milne and Jackson lobbies.