Employee Meetings Provide Positive Update for Gaylord “Family”

Well attended employee meetings held January 21 & 23 were kicked off with a safety update by Lisa Kalafus, CNO, showcasing a new Message in a Minute (MIM) highlighting Using Interpreter Services. North Haven PT’s Natalee Cifuentes and Kayla Trobec were joined by Patient Experience’s Kate Kraines and Psychology’s Melissa Pinto in a tongue in cheek parody comparing conversational fluency in a patient’s primary language to that of a certified medical interpreter which is needed in situations involving registration and clinical decision making. Check out the MIM on the home page of SharePoint or on www.gaylord.org.

Sonja LaBarbera, President and CEO, reported a positive operating margin for FY2020. Although admissions and outpatient visits were both under goal, the keys to success were payer mix and cost reduction. She thanked staff for their efforts on both fronts to keep Gaylord in a good place financially while providing excellent patient care.

Wally Harper, VP for Human Resources, previewed the 2020 Step Up To Wellness plan, powered by WellSpark Health. Informational sessions will be held February 18 & 20 to review the four requirements due by November 30. More information will soon be available on the HR SharePoint page.

Connecticut’s “Time's Up Act”, a mandatory sexual harassment prevention program was reviewed. A two hour training program is to be completed by all employees in March 2020 via 12 HealthStream Modules, which can be completed one module at a time, they are not required to completed in one sitting.

Name badges and badge buddy hygiene and pin protocols were reviewed. If you or your staff requires new picture identification please see security, for badge buddy replacements please see your supervisor or your unit secretary.

Steve Holland, CMO, updated staff on the statistics appearing on the quality and safety dashboard, where there were more measures meeting goal than not. All staff play an important function in creating a safer environment for patients. Part of that environment is maintaining our High Reliability Organization (HRO) training which assists Gaylord in “delivering the right outcomes each and every time, despite human error and unsafe systems”.

Dorothy Orlowski, Patient Experience Manager, delivered positive system-wide patient satisfaction rate of 88.9% for December which exceeds the goal of 87%, which was not met in October or November. The new Press Ganey survey has begun and Patient Experience will monitor and report trends for the first six months before implementing performance improvement plans for results which dip below expectations.

Tara Knapp, VP for Development, PR and Marketing, addressed the importance of continually tracking and reporting the benefits Gaylord provides to its community. See separate article in FYI for more information on Community Benefits 101.

Sonja LaBarbera provided a strategic update:
- Looker project wrapping up, moving to second side
- Converting Lirot house to offices
- Zen garden created in Chapel area
- Hoping to find funding for Jackson Lobby to be renovated
- Capital campaign is well under way with more than $10 million pledged
- New smart pumps, C.N.A. partnership, workers’ compensation continue to grow
- Another physical therapy location will be opening, location to be announced soon!

Next meetings will be held in April.
Message in a Minute: Using Interpreter Services

The latest Message in a Minute (MIM) focuses on Using Interpreter Services. This short video focuses on the importance of utilizing certified translator services when helping patients with paperwork or medical conversations. Thank you to the staff who participated in producing this great reminder of our responsibilities when a patient requires assistance. The message this time can be watched from the Gaylord website, our YouTube channel or from the home page of SharePoint.

Facilities Work Order Management System

The Facilities Dept has a new integrated cloud-based system for tracking and reporting requests for service, routine maintenance, project work and rounding. This CMS (Custom Maintenance Software) will eliminate large amounts of paper and create customized dashboards, all with the goal of providing better customer service and improving compliance. The system sends updates when the status of the request is changed via email. The go-live date for this is Saturday, February 1.

Please see instructions on page 7 as to how the work order system has been enhanced and where to find the information on the Intranet.

Next Casual for Causes: January 31 & February 7

For a small donation, staff can dress casually for the day and help a local charity on Friday, January 31. 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 and proceeds will benefit Alzheimer’s Research.

$5 stickers will be available to benefit Go Red for Women - American Heart Association which will be celebrated on Friday, February 7th.

Think Possible. Think Gaylord.

Attention FYI Readers

Moving forward, if you would like to submit an article, promote an event, etc., in FYI, please email publicrelations@gaylord.org with your details until further notice. Thank you.

REGISTRATION NOW OPEN
www.gaylordgauntlet.org

Early Bird Discount Code: February
(if you sign up February 1 - 29)

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<td>Wine, Beer &amp; Cordial Tasting May 8</td>
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Walter Camp Football Players Pay a Visit to Gaylord

On January 17, patients received a visit from two All-American football players from the Walter Camp Football Foundation. Keith Duncan, place kicker from Iowa and Tommie Frazier, former quarterback from Nebraska and were joined by Denver Broncos cheerleaders Sydney Hulse and Andria Lewis. The group visited patients in the inpatient and outpatient gyms. They signed mini-footballs, led a cheer routine and took pictures with patients and staff.

Congratulations!

Laura Phipps
Senior Graphic Designer
Public Relations

Baby Girl
Lillian Abigail Phipps-Buck
January 15, 2020

Christina Drogkaris
Benefits Administrator
Human Resources

Baby Girl
Alexis Drogkaris
January 17, 2020

If you got engaged email the following information:
Name, department, got engaged to ________ (optional). Our wedding date will be ________ (if already set).

If you just got married email the following information:
Name, department, married on (date), to whom. Location (optional), Last name change if applicable.

If you recently had a baby email the following information:
Name, department, baby name, date of birth and weight

All emails should be sent to publicrelations@gaylord.org. By sending your information you are giving approval for your information to be published in FYI. Please do not send photos.
Gaylord Offering Referral Bonus for Full-Time Care Manager Position

Do you know any Care Managers? If so, refer them to Gaylord and you could receive a $2,500 net referral bonus!

Job Summary: The Care Manager coordinates all health care services required for an organized, multi-disciplinary team approach to management of designated patient populations; initiates discharge planning in a timely fashion; develops and revises individualized discharge plans as indicated by assessment and patient response to treatment; assesses quality, cost-efficient care to ensure patient’s plan of care promotes a safe and timely discharge; evaluates overall plan for effectiveness; involves the patient and family in the formulation of goals; monitors appropriateness of admissions and continued stay and provides the link between provider and payer organizations, physicians and the community in the transition of patient care through the health care system.

Qualifications:

- Current CT RN license required
- A minimum of 2 years of acute care clinical experience needed
- Bachelor’s degree strongly preferred; in lieu of a Bachelor’s degree, 4 – 6 years of hospital experience preferred
- Acute care case management, home care and/or long term care experience desired
- Professional certification in Case Management or eligibility a plus

Look for the online application on the website and to learn more about the position. Please note that the employee’s name must be listed at the time the application is submitted. Please contact Human Resources with any questions. *$2,500 net; ½ payable upon hire; ½ payable after 6 months of service

2020 Casual for Causes: Purchase Your Annual Donor Button in February

2020 is off to a great start and it is time to purchase your 2020 Casual for Causes Button. Your 2019 button was only good through January 31. The cost of the button is $50; the cost is tax deductible and covers the cost of 28 casual days, beginning February 7, 2020 running through January 2021. In 2020-21, there will be three $5 Casual Days for Go Red for Women-American Heart Association, Penny Dunker Scholarship and one other cause. There will be 25 Casual Days for charitable organizations such as Love Your Brain 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.

Tito’s Check Presentation

Gaylord was pleased to accept a check for $5,000 from Tito’s Handmade Vodka and the owners of CT Beverage Mart on Jan 22, 2020. Tito’s donated $3.50 per bottle sold during November and December, up to $5,000. Due to multiple positive interactions with friends and family members treated at Gaylord over the years, Gaylord was chosen as the recipient for 2019. Lori Evon from Development and Wally Harper from Human Resources accepted the donation and thanked the team for their support and encouraged them to keep in touch.

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

Photo caption: Lori Evon (Gaylord Development), Frank LaTorra (RI and CT State Manager for Tito’s Handmade Vodka), Rachel Landau (Sales Coordinator for RI and CT for Tito’s Handmade Vodka), Stephen Downes (Owner CT Beverage Mart in Wallingford), Wally Harper (Gaylord VP of Human Resources), Brian Downes (Owner CT Beverage Mart in Wallingford), Angelo Culmo (District Manager of Hartley & Parker Limited, Inc, distributor), Ted Downes (Owner CT Beverage Mart in Wallingford)
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 FY20. On behalf of Gaylord and all patients served many thanks for your time and talent.

**Therapy Services**
- Kimberly Eisen
- Marcia Brassard
- Anne Walczak
- Meghan Chiaraluce
- CJ Sabith
- Jill Hellstrand
- Marcia Annunziata
- Allison Greco
- Daniel Bergeron
- Gregory Sczurek
- Caitlin Boland
- Jaclyn Skirkanich

**Nursing Services**
- Nancy Patel
- Allen Abayao
- Mohandas Orencia
- Allyson Ramos
- Anna Claros

**Care Management**
- Ann Dwyer

**Food and Nutrition**
- Brenda Paluszewski

**Environmental Services**
- Judith Minaya

**Admissions**
- Stephen Tortora

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Gaylord Staff Provides Diabetes Education

On Friday January 17, Gaylord was invited to the Meriden YMCA to present on Diabetes Prevention and Nutrition. Amanda Perriello, RD and Philip Silverio PT, DPT, OCS, CMPT provided attendees with an interactive discussion about pathology, signs and symptoms, nutrition and exercise management and managing complications. Thank you to Amanda and Phil for sharing their expertise with the community.

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Gastrointestinal Virus “Stomach Bug”

A GI bug is an acute, short lived virus that affects the intestines and causes abdominal cramping, diarrhea, nausea, and vomiting and sometimes fever. Just a reminder, if any employee is exhibiting GI symptoms they should refrain from reporting to work until they are 48 hours symptom free (refer to EH-06-0 Policy for Work Restrictions). Please also notify the Infection Prevention department of any employee out with symptoms so we can track trends.

Methods of transmission are:
- Direct contact with contaminated surfaces or objects
- Direct contact with someone who is infected
- Contaminated food and water

Prevention:
1. Frequent cleaning and disinfecting contact surfaces/objects especially high touch ones (work stations, keyboards, door knobs, handle rails, phones) with hospital approved bleach based disinfectant.
2. Frequent hand hygiene with soap and water.
3. Stop the spread by staying home until 48 hours symptom free.
4. Not consuming possibly contaminated food.
5. Eating in designated areas only. In addition, there should be no food at the nurses’ stations or on WOWs.

There will also be a temporary DISCONTINUATION of:
- Community food being brought in by staff and patient’s families to share with staff (foods such as popcorn, cookies, donuts, unwrapped candy unless all food is commercially and individually wrapped)
- Pot luck celebrations

Any questions please contact Infection Prevention at 2795.

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Patient Survives EEE and Shares Story of Recovery

A Gaylord patient is making miraculous progress after contracting EEE (Eastern equine encephalitis) from a mosquito bite in August. Of the four Connecticut residents to have contracted the virus, Richard is the ONLY survivor which prompted his family to share his story with several news outlets. Thank you to the Gaylord staff for the amazing care to all our patients and to the staff who participated in sharing Rich’s story.

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January Service Award

Congratulations to Lisa on her anniversary. FYI apologizes for missing this special milestone in the last issue with the other Gaylord Service Awards.

**30 YEARS**
- Lisa Florio
- Nursing Services
Vote to Support Gaylord with Community Partner Ion Bank

The Ion Bank Foundation has invited Gaylord to participate in their 11th Annual Community Awards Program which will take place from Saturday, February 1, 2020 until Tuesday, March 31, 2020; winners will be announced in May 2020.

The Community Awards Program allows each Ion Bank customer to vote for their favorite nonprofit organization to help the Ion Bank Foundation give away up to $60,000. Ion will donate a minimum amount of $25 to each nonprofit for every vote received.

In order to participate, Gaylord has been enrolled in the program online, because it serves residents of Ansonia, Cheshire, Hamden, Farmington, Manchester, Meriden, Middlebury, Naugatuck, Oxford, Prospect, Southbury, Wallingford, Waterbury, Watertown and Woodbury.

Look for information at your bank branch and please choose Gaylord when you place your vote in person or on-line.

Pediatric Neuropsychology Services – Helpful Video

In the January 2nd FYI, pediatric neuropsychology and its providers were highlighted. Drs. Ryan and Grayson have the experience to help pediatric patients and their families face complex neuropsychological issues related to:

- Difficulty with attention, behavior, learning, socialization, or emotional control
- A disease or developmental problem that affects the brain in some way
- A brain injury from an accident, birth trauma, or other physical stress

There is now a video of Dr. Grayson explaining the process. Check out Gaylord’s YouTube channel for this and other educational videos produced by Gaylord staff for patient and families.

For future info or to make an appointment on the Wallingford campus, call (203) 741-3413.
Education Scholarships Available! Apply Today

**Barbara Chase Lane Scholarship**
The deadline is April 15, 2020, 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, with a deadline of April 15, 2020. To meet the criteria for application, the applicant must:

- Be an employee of Gaylord 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.

**Kornguth Family Scholarship**
The Kornguth Family Scholarship was established in 2019 by a grateful patient, Phyllis Kornguth, who was impressed with the industrious nature of her Nursing Assistant and observed that many staff were working to advance themselves and their careers by going back to school. She wanted to assist staff and created the Kornguth Family Scholarship for Gaylord staff or their children who wish to pursue a career in an allied health field. The $1,500 scholarship has a deadline of April 15, 2020. To meet the criteria for application, the applicant must:

- Be a member of the Gaylord staff or be a family member.
- Have a good academic record.
- Have some financial need for the scholarship
- Be accepted by an accredited institution in the allied health field.

Gaylord welcomes the applications of all eligible candidates. Please call the Development Office at Gaylord Specialty Healthcare at (203) 284-2881 with questions. Applications for scholarships can be downloaded from the Gaylord intranet.

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**REMINDER**

for all emergencies dial 3399
Requesting work from Maintenance and Environmental Services at Gaylord is being enhanced

Facility Support Services has been working hard over the last several months building a new cloud based work order management system that will significantly improve how we work and collect data for compliance. Maintenance and Environmental Services work requests will be entered as they always have, either by phone or electronically. Whether you like talking to a live person or feel more comfortable entering your request electronically, the choice is up to you.

The work request line will remain extension 2222.

Electronic submission remains the same by clicking on the link on the intranet page shown at right. When you click you will be directed to the new work request page shown below.

Once on the page, you will be prompted to enter all the information related to your work request. The line items in red are mandatory fields. Use the “Requestor Comments” section to be as descriptive as possible so we can come prepared to complete your request in a timely manner. Once all the information is entered click “Submit Request”. The request will be sent to our dispatcher and assigned to one of our helpful Maintenance Workers for execution.

Once you have entered your 1st request the system will remember you and future requests will pre-populate with your contact information.

The lower section of the portal will display recent work requests entered in your area and their status.

If you encounter any difficulties or have questions, please call Kim at x2883 or by email at kchilds@gaylord.org.
What is Norovirus?
A virus that can cause severe and sudden gastroenteritis (i.e., inflammation of the lining of the stomach and intestines.)

What are the symptoms?
Nausea, vomiting, diarrhea and some stomach cramping.

Is it contagious?
Norovirus is very easily transmitted through contaminated hands, equipment/surfaces or food/water.

What can I do to prevent norovirus?
Always preform appropriate hand hygiene, particularly after contact with fecal material or after contact with anyone suspected/confirmed with norovirus. Enteric precautions are required. Please follow personal protective equipment (PPE) recommendations.

Routine cleaning and disinfecting of high touch patient surfaces and equipment with Gaylord approved bleach-based products.

If you have symptoms consistent with norovirus infection, stay home for a minimum of 48 hours after symptom resolution.

If an outbreak is suspected, contact Sonnia Belcourt in Infection Prevention at ext.2795.