First Quarter icare Nominees Announced

The first quarter nominees for the 2020 Joseph A. Lindenmayer Employee of the Year Award were announced at the ICARE breakfast in the Kyriacou Lecture Hall on July 10. The nominees honored were: Raquel Loustaunau, Nursing Services, Andrew McIsaac, PTOSM North Haven, Megan Palmer, Inpatient Therapy, and Jon Woodhouse, PsyD, Psychology.

Raquel Loustaunau is a Registered Nurse on Milne 2 and has been with Gaylord since January 2017. Raquel was nominated by a patient who states, "This was a difficult choice because the caliber of RN's and therapists was so very good. When it is said that really high quality medical employee puts their patients first I feel that I saw this at all times. My complaints were so few and so small that I would be a major jerk to even say them. Kudos to RN's.

Please excuse my poor penmanship it was wasn't really good before my stroke and needs more work. It wasn't a high priority in my recovery. I look forward to a visit in the near future. All my love to you all."

Raquel's supervisor, Jody O'Brien states, "I would like to enthusiastically support the nomination of Raquel Loustaunau as an ICARE quarterly award recipient. This patient felt that she put her patient first and that is most certainly the case. I see that in action whenever she works. She is thoughtful, caring and organized, and is always explaining and teaching both the patient and family. Raquel frequently takes the role of charge nurse on days, and knows what is happening on the unit. She has time for whatever presents to the desk or on the phone, she follows through to help other departments and visitors alike. I have never heard "that's not my patient", what you hear from Raquel is 'What can I do to help you?' She acts as preceptor to new employees, and calmly and patiently teaches new RN about policies, procedures and the care of patients at Gaylord. Our work is all about meeting patient's needs, and that is the team approach we see from Raquel at work. I would thank her also for the many extra hours she does to help meet staffing needs- some days we could not do it without her, and the support she provides to the rest of the team is appreciated by all. It is her compassionate care to her patients that stands out the most in her role, providing a calming influence at the end of life for a hospice patient, or for someone preparing for discharge. I am proud to have Raquel as a member of our team."

Andrew McIsaac is a Physical Therapist in our North Haven PTOSM and has been with Gaylord since December 2016. Andrew was nominated by a patient who states, "Andrew was kind, caring and knowledgeable. I had a TBI 30 yrs ago and was in the hospital for 3 months and in a coma for 10 days after a head injury, I have plenty of experience dealing with therapists and medical staff, I would have recommended Andrew 30 years ago and I would still recommend him today. Andrew was someone who was thoughtful about my care, he did a thorough job and I am very grateful for his help."

Andrew's supervisor, Joy Zdrojowy states, "I am very pleased to support the nomination of Andrew McIsaac for the Employee of the Year award. Andrew has been a member of our staff in North Haven since 2016. He came to Gaylord as an experienced clinician and since that time, has elevated himself further through his continuing education and acceptance to the career ladder as a Level 2 clinician.

Andrew has been on the career ladder for 2 years now. He has used this platform nicely to incorporate his love for baseball with his skills as a PT. He began by doing exhaustive research regarding the nature, cause and prevention of injuries for baseball/overhead athletes. He synthesized this information to create a comprehensive educational presentation and an injury prevention program. He developed a successful relationship with Diamond Zone (a local baseball/softball facility) and has presented this information to them. For the next upcoming season, Andrew is working on an injury screening/performance enhancement tool as well as a way to incorporate data into decisions regarding team selection for Diamond Zone.

Andrew exhibits the ICARE values through his work both in the clinic and outside of the clinic with his Level 2 initiatives. Within the clinic he helps to promote PTOSM's excellence by educating the staff and providing useful patient educational tools regarding dry needling. He is also a very active member in the Orthopedic Committee which meets monthly to discuss community based events, education and programs, profession promotion, and marketing for clinical initiatives. He has been a very active participant in PTOSM's outreach to potential referral sources such as dentists and endocrinologists.

Continued on page 2
These efforts have been successful, as our referrals from these disciplines have increased notably since that time.

Andrew’s skills as a clinician and involvement in various aspects of Gaylord’s mission are why his patients succeed, why Gaylord and PTOSM succeed and why he has been nominated for Employee of the Year.”

Megan Palmer is an Occupational Therapist in Inpatient Therapy. Megan has been with Gaylord since June 2012 and was nominated twice. The first nomination was by a patient’s family member and the second nomination was by a patient.

The family member states, “I am awed by the inner strength it must take to face every variety of medical and emotional challenges an Occupational Therapist encounters on a daily basis. Megan Palmer was the inpatient OT for my daughter Gabriela for 4 weeks. Whatever Gaby dealt with on a given day, Megan handled with grace, patience, unspoken understanding and a smile. She was a constant, on Gaby's most petulant days, when family, nurses and friends couldn’t motivate her. Gaby could not resist Megan’s quiet encouragement. "Ok, yes, I’ll take a shower."

But that’s nothing new, right? That’s what good OTs do. What made Megan stand out? Her moments for me, Mom, who was having a tough time grappling with her family’s situation and was pushing her limits. Little did Megan know that her brief chats in the hallway between therapy sessions buoyed me. They offered me calm and hope. I could then extend that hope to Gaby and our family. For the healing, she extended to our family. Megan Palmer is my choice for Gaylord employee of the year.”

The second patient states: “Megan’s therapy skills are exceptional. She was so motivating and skilled in all interactions with me. She came to my room to get me when normal transport was behind. Her words of encouragement made a huge difference in my recovery. She went out of her way to find products (for bathing, etc.) that brightened my day! She has the ability to make patients feel special and individual while still delivering the most effective therapy solutions.

I also would like to mention that her consistently cheerful disposition was very welcome and motivating. I feel she is a very valuable asset to your PT staff and hope you will recognize her. The quality of service provided by her to me (every day for 2 weeks) never wavered, she is exceptional.”

Megan’s supervisor, Bill Neidel states, “I fully endorse Megan Palmer, OTR as a quarterly nominee for employee of the year. Megan is a positive integral part of the inpatient therapy department as a level two occupational therapist. Megan has been a member of the Gaylord family for seven years. Megan is an exceptional clinician who specializes in treating patients with neurological diagnoses. Megan is a tireless advocate for her patients and their families always going the extra mile to ensure they are receiving the best possible care. Megan is a wonderful ambassador for the hospital in the community as Gaylord’s ThinkFirst program coordinator. In this role Megan presents to twenty schools yearly ranging from elementary to high schools, reaching on average one thousand kids per year. Megan’s positive personality and huge heart makes her the perfect face of Gaylord. As a member of our inpatient therapy family Megan is looked at as a strong, caring, empathetic person who is willing to help out her coworkers in any way possible. I am very pleased to recommend Megan for the ICARE nomination.”

Jon Woodhouse, PsyD, is the Director of Psychology and has been with Gaylord since February 2018. Jon was nominated by a patient who states, “I came to see Dr. Woodhouse for a simple set of tests because my neurologist was concerned about some issue I am having. Dr. Woodhouse was so kind to me and understanding of the facts that I was having a very difficult and stressful time at my home while trying to get my testing done. I have never had a doctor as compassionate and caring as Dr. Woodhouse. He took his time with me and allowed me to talk about the things that were making me sad, even though it kind of got in the way of the testing I was doing with him. Dr. Woodhouse made me feel comfortable and at ease from the moment I shook his hand when I first met him, to the moment I shook his hand to say goodbye. He really helped to understand a lot of what I was going through. He was awesome.”

Jon’s Supervisor, Dr. Holland states, “It is no surprise to me that Dr. Woodhouse was nominated by a patient for an ICARE award. He has a passion for neuropsychology that is evident with even a brief encounter. Jon has been at Gaylord for less than two years, but he has risen from clinician to Director of Psychology during that time and is in the process of transforming the department. Concomitant with rebuilding his neuropsychology staff, he is always thinking strategically about what programs Gaylord should be offering. Jon is always willing to pursue new areas of interest when he feels a different or new therapy may benefit our patients.

An example of Dr. Woodhouse’s accountability and pursuit of excellence can be shown in his work this past year with Suicide Prevention. Gaylord was in sore need of a workable process to help nursing and other clinical staff determine who was at risk for suicide and what therapeutic options to recommend. Jon could have edited the existing procedure and, with little modification, signed off on it. Instead, he started from scratch and reviewed the literature for the best screening guidelines and then worked with staff to develop a process that worked for all shifts and was mindful of resources. When it was clear that we needed an outpatient process, as well, he went to work again to figure out what the needs of staff would be in those situations and incorporated outside agencies for suicide prevention into our response and clear cut directions that have empowered our clinicians to make decisions. He continues to search the available literature looking for new reference materials in order to provide staff the most up to date information. When a problem with the pre-authorization process came to light recently, Jon also threw himself at that problem with his signature gusto to understand the issue and then help develop a solution.

Since my very first meeting with Jon, I’ve noticed he has a great capacity for showing respect. I’ve seen this in his respect for other opinions, respect for those with different experiences and respect for his patient’s feelings.”
Grateful Family Donates Painting Hung in Milne 1 Solarium

On July 1, a painting was unveiled in the Milne 1 solarium. Stan and Margot Nimiroski pictured with Gaylord President and CEO Sonja LaBarbera, donated the painting to Gaylord called “Wild Water” which was painted by Margot, a professional artist. The couple wanted to donate the artwork to give back to Gaylord and it’s patients. They are grateful for the care that Stan received here several years ago from our clinicians, nurses, therapists and the staff here at Gaylord.

ICARE Article Continued from Page 2

The ICARE patient nomination letter that was just read is an example of the respect he showed that patient by allowing her time to discuss the issues troubling her that may affect her testing. This is particularly noteworthy due to the pressure that Dr. Woodhouse has been under to keep up with our neuropsychology referrals despite being understaffed.

In summary, I believe Jon Woodhouse personifies the core values which Gaylord requires of its staff. They are a part of his DNA and he has shown his commitment to improving in each area as the challenges of his role require their use. I highly recommend Jon for this quarter’s ICARE award.”

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.

New Prices in the Cafeteria and Jackson Java Starting July 19

Beginning Thursday, July 19, you will see several items in the Cafeteria and Jackson Java have increased in price. See the chart to the right to see which items have been affected by the price increase. Please note, there has not been a price increase in the Cafeteria and Jackson Java in a year and a half.

<table>
<thead>
<tr>
<th>Item Name</th>
<th>Current</th>
<th>New 7.19.19</th>
<th>Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gold Peak Tea</td>
<td>$1.79</td>
<td>$1.99</td>
<td>$0.20</td>
</tr>
<tr>
<td>Pure Leaf Tea</td>
<td>$1.89</td>
<td>$1.99</td>
<td>$0.10</td>
</tr>
<tr>
<td>Slice of Cheese Pizza</td>
<td>$2.79</td>
<td>$2.89</td>
<td>$0.10</td>
</tr>
<tr>
<td>Lays Chips</td>
<td>$1.09</td>
<td>$1.19</td>
<td>$0.10</td>
</tr>
<tr>
<td>Doritos</td>
<td>$1.09</td>
<td>$1.19</td>
<td>$0.10</td>
</tr>
<tr>
<td>Lays Kettle Chips</td>
<td>$1.09</td>
<td>$1.19</td>
<td>$0.10</td>
</tr>
<tr>
<td>Seattle’s Best 12 oz. Coffee</td>
<td>$1.09</td>
<td>$1.19</td>
<td>$0.10</td>
</tr>
<tr>
<td>Seattle’s Best 16 oz. Coffee</td>
<td>$1.59</td>
<td>$1.69</td>
<td>$0.10</td>
</tr>
<tr>
<td>Starbucks 12 oz. Coffee</td>
<td>$1.59</td>
<td>$1.69</td>
<td>$0.10</td>
</tr>
<tr>
<td>Starbucks 16 oz. Coffee</td>
<td>$1.85</td>
<td>$1.95</td>
<td>$0.10</td>
</tr>
<tr>
<td>Starbucks 20 oz. Coffee</td>
<td>$2.25</td>
<td>$2.45</td>
<td>$0.20</td>
</tr>
<tr>
<td>Freshly Baked Cookie</td>
<td>$0.69</td>
<td>$0.89</td>
<td>$0.20</td>
</tr>
<tr>
<td>20 oz. Fountain Drink</td>
<td>$1.59</td>
<td>$1.69</td>
<td>$0.10</td>
</tr>
<tr>
<td>Scone</td>
<td>$1.50</td>
<td>$1.69</td>
<td>$0.19</td>
</tr>
<tr>
<td>Scrambled Eggs</td>
<td>$1.29</td>
<td>$1.39</td>
<td>$0.10</td>
</tr>
<tr>
<td>Small Side</td>
<td>$1.29</td>
<td>$1.39</td>
<td>$0.10</td>
</tr>
</tbody>
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Next Casual for Causes: Friday, July 19

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

Blood Drive at Gaylord, July 22

There will be a blood drive on Monday, July 22 from 11 a.m. to 4 p.m. in the Brooker Lecture Hall. If you are interested in donating blood, please schedule an appointment by clicking here.
2019 Weight-Loss Challenge Winners Announced

From April 15 to June 10, a group of employees embarked on a weight loss challenge sponsored by the Food & Nutrition Department and the Wellness Committee. The top two Biggest Losers were: Rebecca Nadeau – lost 12.9% and William Neidel – lost 7.5%

A total weight loss of 116.5 pounds from all participants that completed the challenge. The winners will split the registration pot, get $50 gift cards, an Instant Pot and a Bluetooth digital food scale – thanks to the Wellness Committee! Congratulations to both and a special thanks to those who participated and took the first step forward toward weight loss.

If any of the weight loss participants want to come back on August 12th – we will see who lost the most weight then or maintained their weight loss for an additional prize.

AAA Northeast Presents Gaylord with $2,500 Check

On Monday, July 1st AAA Northeast presented Gaylord with a check for $2,500 to purchase the Vericom Response, driving assessment software, and related equipment for Wallingford Outpatient Therapy. AAA donates in appreciation of our successful treatment of one of their staff members who was injured on the job in 2017.

The Vericom Response is a tool specifically designed to be used by Occupational Therapists, Medical Professionals, Research Teams, and Driver Training providers to test human perception and reaction time. It consists of software, a steering-wheel, and accelerator/brake pedal system, designed for use in an office type setting in front of a computer mounted to a desk with the accelerator/brake pedals on the floor. The Vericom Response includes 10 preloaded driving videos that simulate driving in the city, around mountain curves, rain, snow, and a 2-lane highway as primary distractions. The user can select from 9 different objects that will enter the video as a “stimulus” that the client is instructed to react to. The patient provides the response and input via a steering-wheel/pedal hardware system that is connected to the PC operating the Response software.

This system will be used on a regular basis as a treatment tool with the neurological and orthopedic population including brain injury, spinal cord injury, stroke, and other neurological conditions to help to prepare our patients with safe driving simulations prior to formal on-road testing. The goal is to help patients practice safe driving skills and to increase their chances of passing a return to driving evaluation.

<table>
<thead>
<tr>
<th>January 2020</th>
<th>February</th>
<th>March</th>
<th>April</th>
</tr>
</thead>
<tbody>
<tr>
<td>New Year's Day</td>
<td>National Heart Month</td>
<td>National Nutrition Month</td>
<td>National Occupational Therapy Month</td>
</tr>
<tr>
<td>January 1</td>
<td>National Psychology Month</td>
<td>National Professional Social Work Month</td>
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</tbody>
</table>
Hand Hygiene Performance Improvement Plan 2019

In efforts to reduce the spread of Hospital Acquired Infections; Hand hygiene compliance is a MUST. Infection Prevention will be sponsoring a Hand Hygiene Campaign focusing on identifying “In the Moment” staff education opportunities, when lack of hand hygiene is witnessed. The occasion for hand hygiene upon entering a patient room or when exiting; otherwise known as “Wash In - Wash Out”, will be the focus of the inpatient locations. Hand hygiene between patients in common areas such as the gym, will be the focus of Outpatient and Therapy Services. The campaign will begin August 1, 2019 thru January 31, 2020.

Currently each department has hand hygiene auditors. These auditors will receive a supply of tickets that review hand hygiene opportunities and education about consequences of hand hygiene noncompliance. They will be asked to distribute tickets to individuals who are not washing their hands immediately prior to entering a patient room at the closet hallway hand dispenser or immediately inside the patient room door and when exiting a patient room over the next six months. We will ask the auditors to report number of tickets dispensed and to identify those issued by job title only and location.

Auditors have been directed to approach individuals who have not performed hand hygiene, distribute the ticket and ask staff to “please review”. No other dialogue is required except for noting job title of the individual. No names will be reported. In the name of promoting a Culture of Safety, the expectation of staff receiving the ticket is to “thank” the observer for the reminder. Any confrontational or rude response directed to the observer will not be tolerated.

Artificial nails and excessive nail length are also infringements we would like to address. The hand hygiene auditors will give tickets to individuals not in compliance with the hospital’s artificial fingernail policy.

We currently measure compliance for hand hygiene by departmental observations and by the patient satisfaction Press Ganey Survey. Our hospital goal is >90% 5’s for the question “How did staff wash their hands?”. Our current score FY 2019 to date is in the mid 80’s top box. By increasing awareness and staff accountability for hand hygiene compliance we hope to protect our patients from the transmission of harmful bacteria and increase patient satisfaction.

Monthly totals of infractions will be reported to Regulatory Compliance in comparison to Press Ganey Scores for hand hygiene. In the event we do not make positive progress, rounding will arc up to include managers and senior management if need be over the next six months.

When you **don’t** wash your hands…
- 1 : 31 hospital patients acquire an infection
- About 72,000 patients die from an infection
- Hospital acquired infections have an annual cost between $35 billion and $45 billion
- Patient length of stay may be doubled

*Use of artificial nails are prohibited*
*Nail length may not exceed ¼” from the tip of fingertip*

Welcome the Latest Group of New Employees

Jonathan Ayitey, SNT, H2
Yeny Cardero, SNT, M2
Allison Crandall, SNT, L1
Stephanie De Jesus, SNT, M2
Amber Estes, PCT, M1
Ava Gabriel, Mobility Tech, M1
Stephany Gonzalez, PCT, H1
Kristara Laing, PCT, H1
Alyssa Lee, SNT, H1
Paolo Torres, SNT, M1

DID YOU KNOW:
The Pool on Jackson Ground is open to employees Monday - Thursday from 4pm - 8pm and on Saturdays from 9am - 1pm

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Nicole Morrill (top photo second from left) and Michele Lutz (bottom photo middle) from Nursing, had a questioning attitude and prevented a medication error. This is a good use of CHAMP tool “attention to detail”. Thank you Nicole and Michele!

We had 11 near misses reported in May 2019 and we are meeting goal of >80 near misses in FY19. The following people submitted the near miss occurrences in May.

- Allison Weisberger
- Bradley Fletcher
- Catherine Cervero
- Jenna Boughton
- Karisa Curran (2)
- Lorena Johnson
- Nicole Fields
- Nicole Morrill
- Terri Herrera
- Vanessa Baumann

Recognize A Star Program

Meet the Latest Recognized Stars!

Charlie & Joanne Lewis Recognize Hooker 2 Staff

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
Chaplaincy Services at Gaylord Hospital

About Our Services:

Chaplains serve to enhance health, maximize function and transform lives by helping patients, family members and staff draw upon their own religiosity and spirituality as potential sources of healing and comfort. We support patients, family members and staff of all faith backgrounds.

Our regular hours are:
Sunday 9am - 2pm and Tuesday, Wednesday, Thursday 9am - 4pm

Our current programs available:
• Sunday Prayer Service
• Wednesday Eucharistic Ministry
• Chaplain Visitation for patients, family and staff

Chaplain Visitation

Gaylord Hospital employs a professionally trained staff chaplain as well as several per diem chaplains. We understand that hospitalizations can be a traumatic experience as patients are challenged by their illness at the same time they are separated from their supportive communities.

Our chaplains are trained to visit, assess, and meet a variety of needs of our patients and their families. They provide religious support, spiritual support, emotional support and grief support for patients and families of all faith backgrounds or no faith background at all. No one should ever feel alone. All patients and family members can request a chaplain visit. Our chaplains are here to help.

Experts in healing. Experts in hope.

50 Gaylord Farm Road
Wallingford CT 06492
(203) 284-2800 • www.gaylord.org
Sunday Prayer Service

Every Sunday we meet for prayer at 10:30 am in the Atrium Lounge located on the Ground Level of the Jackson Building. All are invited to share what they are thankful for and what they are asking for in their prayers. At the conclusion of the service the chaplain offers blessings for health and peace. The service is open to patients, family members, staff and community members of all faith backgrounds.

Our chaplain facilitates our Sunday Service like a small group. Everyone is invited to share and almost all do. Many healing connections are made between patients as they share similar experiences.

Eucharistic Ministry

Gaylord has an active Eucharistic Ministry Program that consists of Catholic volunteers bringing communion to our Catholic patients.

Eucharistic Ministers are trained to visit and listen to patients. They provide a continuity of sacramental care as well as an opportunity for patients to communicate unmet spiritual needs. Many lives have been touched by the dedication and devotion of Eucharistic Ministers bringing communion to patients.

Meet Gaylord’s Chaplain:

Vincent J. Gierer, Gaylord’s Staff Chaplain, lives in Tolland, Connecticut with his wife and daughter. Vince was previously with Trinity Health working as the staff chaplain at Mount Sinai Rehabilitation Hospital in Hartford and Johnson Memorial Hospital in Stafford Springs.

Vince’s passion is to help patients and families connect their own spiritualties’ to their own healing journeys.

“Like many others, I have a personal connection to Gaylord as my grandfather was a patient here and received extraordinary care” Gierer said. “Gaylord is special and I’m glad to be a part of this wonderful team.”

Our staff chaplain, Vincent J. Gierer, can be reached at: 203-741-3345 or vgierer@gaylord.org