Looker Project:
Unit Renovations Set to Begin
March 28 Starting on Lyman 1

The Looker Project (renovations of the Lyman and Hooker units) will begin at the end of March. Here’s what you need know:

- **Monday, March 18**: Lyman 1 Solarium will close to prepare for use as a nurses station.
- **Thursday, March 21**: Lyman 1 Nurses station will relocate to the Lyman 1 Solarium.
- **Thursday, March 28**: Construction company (OR&L) will close off the Lyman 1 corridor (*red on the map below) that connects to Luscomb. All foot traffic will be directed to an alternate route. See page 2 for a map.

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Gaylord Welcomes New Physiatrist, Dr. David Chen

Gaylord is pleased to announce that David Chen, MD, FAAPRMR, MMSc, will be joining Gaylord Medical Services as a full time physiatrist on April 1. Dr. Chen completed medical school at SUNY Downstate College of Medicine in Brooklyn, NY and then went on to Harvard Medical School to complete his Master of Medical Science. He completed his postdoctoral fellowship in Biomedical Informatics at Massachusetts General Hospital. His residency and internship were both completed at the University of Pennsylvania, School of Medicine, Department of Physical Medicine and Rehabilitation. Dr. Chen is board certified by the American Board of Physical Medicine and Rehabilitation as well as the American Board of Preventive Medicine, Certified as a Specialist in Clinical Informatics. His office will be in Jackson Medical Services. If you need to meet with him or need more information please call Susan Fanning at extension 3348. Please help us welcome Dr. Chen to the Gaylord family!

Our mission is to preserve and enhance a person’s health and function.
Congratulations to the multidisciplinary team of Hooker 2 on being awarded the Gaylord Cup. This team worked tirelessly to manage a very difficult patient. While this is not unusual for this special group, this one particular patient was challenging in every way possible. The team went to great lengths in keeping his plan of care on task in addition to keeping him safe. This was not an easy thing to do. The team never complained and they never let the other patients on the unit feel the struggle of what they encountered every day. The patient’s discharge disposition was to an unexpected destination. This team continually faces the challenges of hard to manage patients with behavioral issues and they never seem to waver. We would like to award them the Gaylord Cup for their outstanding multi-disciplinary teamwork and their commitment to the patients they care for.

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.

March 19th is National Certified Nurses Day!

Gaylord is proud to have nurses who have proven their dedication and expertise to their nursing specialty, including CRRN (Certified Rehabilitation Registered Nurse), PCCN (Progressive Care Certified Nurse), CWCN (Certified Wound Care Nurse), and BC (Board Certified Med/Surg). Please join us in congratulating all of our board certified nurses for their professionalism, leadership, expertise, and commitment to excellence in patient care! - Lisa Kalafus, MSN, RN Vice President, CNO

March 15th for Causes

For a small donation, staff can dress casually for the day and help a local charity on Friday, March 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 Wallingford Senior Center.

Medical Staff Photo Contest: Vote for Your Favorite

Check out the Medical Staff Photo contest in the cafeteria! As part of this year’s Medical Staff Day celebration, we are asking Gaylord staff to choose their favorite. Photos will be on display in the cafeteria until March 22. Photos are also available for viewing on the intranet homepage. Voting will then close and names of the photographers will be attached to their photos. The winning photo will be announced at the Medical Staff Reception on March 29, then framed and displayed in the Milne 1 lobby.

Daffodil Sale in the Cafeteria

Community Relations Committee will be selling Daffodils in the cafeteria during lunchtime on March 21 and March 22 to benefit American Cancer Society. The cost is $10 a bunch. Cash, credit card and checks accepted.

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<th>March</th>
<th>April</th>
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<tr>
<td>National Nutrition Month</td>
<td>Casual for Causes March 15</td>
<td>National Occupational Therapy Month</td>
<td>Gaylord Golf Classic June 3</td>
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<td>National Social Work Month</td>
<td>National Certified Nurses Day March 19</td>
<td>Casual for Causes April 5</td>
<td>Casual for Causes May 3</td>
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<tr>
<td>National Brain Injury Awareness Month</td>
<td>Employee Meetings March 18, 20 &amp; 21</td>
<td>Casual for Causes April 19</td>
<td>National Nurses Week May 6-10</td>
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<td>Patient Safety Awareness Week March 10 -16</td>
<td>Health Information Professionals Week March 24 -30</td>
<td>Better Hearing and Speechi Month</td>
<td>Wine Tasting May 10</td>
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<td>Pulmonary Rehabilitation Week March 10 -16</td>
<td>Casual for Causes March 29</td>
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<td>National Hospital Week May 12 - 18</td>
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Hooker 2 Multidisciplinary Team Awarded the Gaylord Cup

Congratulations to the multidisciplinary team of Hooker 2 on being awarded the Gaylord Cup. This team worked tirelessly to manage a very difficult patient. While this is not unusual for this special group, this one particular patient was challenging in every way possible. The team went to great lengths in keeping his plan of care on task in addition to keeping him safe. This was not an easy thing to do. The team never complained and they never let the other patients on the unit feel the struggle of what they encountered every day. The patient’s discharge disposition was to an unexpected destination. This team continually faces the challenges of hard to manage patients with behavioral issues and they never seem to waver. We would like to award them the Gaylord Cup for their outstanding multi-disciplinary teamwork and their commitment to the patients they care for.

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What is the Neurobehavioral Committee?

The Neurobehavioral Committee is a multidisciplinary group who serves to develop education and training materials, as well as documentation tools related to neurobehavioral activity and occurrences. The committee also serves to review neurobehavioral incidents and responses, respond to Dr Strongs and conducts bi-annual Dr. Strong Drills. Additionally, they support and consult with treating team members working with the neurobehavioral population with respect to plans of care, interventions, and behavior plans. The committee also schedules and provides Non Violent Physical Crisis Intervention Training to all therapy staff and nursing staff on the brain injury unit.

Dr Strong Policy Review (policy 2-500.24):

• Only CPI trained and H2 staff should respond to a Dr Strong
• Just like a Rapid Response, once 2-5 trained staff members are present and handling the situation, the remaining staff should dissipate
• There should be one primary communicator or “team leader” interacting with the individual
• Staff that is not directly interacting with the acting out individual is responsible for maintaining the safety of the scene such as removing unsafe objects, securing exits stairwells, removing other patients/bystanders, retrieving any additional equipment needs (i.e. wheelchair, restraints, etc.)
• Once the patient is stabilized, the “team leader” or person who initiated the call will document the occurrence in the EMR under the Notes section. The Nursing Supervisor will lead the completion of the RL Solution which the neurobehavioral committee will review for trends and opportunities.

Acting out patients may occur on any unit, remember your resources:
* Ask for a physiatry consult by a Board Certified Brain Injury Specialist
* Contact the Neurobehavioral Committee for additional recommendations and support by emailing Marcia Brassard at mbrassard@gaylord.org or calling extension 2875.

Improving the Mind-Body Connection:
* Social Work Month Spotlight on Amanda Scholl, LCSW

For nearly three years, Amanda Scholl, LCSW, has been providing psycho-social support for patients on Gaylord Hospital’s Spinal Cord Injury Unit and for medically complex patients on Milne 1. But Amanda is not your typical hospital social worker. Continued on page 5

National Nutrition Month Raffle

There will be a ‘Guess the Grain’ raffle in the cafeteria the last week in March. All those who enter the raffle will have the chance to win a goodie bag filled with National Nutrition Month treats!

REMINDER for all emergencies dial 3399
Social Work Article Continued from page 4

“It's a position that's very unique to Gaylord,” she said, explaining that unlike most social workers in the hospital setting who only function as a case manager, Amanda does direct therapeutic interventions with patients, herself.

She says that she often receives internal referrals to see patients for a diagnostic interview, in which she reviews each individual's psycho-social background and medical history.

“I'll formulate a diagnosis and a treatment plan based on that and then follow up on a regular basis to provide therapy. We typically see a lot of cases of substance abuse treatment, depression, anxiety management, and adjustment disorders, and sometimes have even treated people with schizophrenia and multiple personality disorder.”

Amanda knows first-hand the trauma and immense stress that families and their loved ones face as they adjust to dealing with the aftermath of a catastrophic life event.

“In some instances, they have almost everything taken away from them,” she said. “Many of our medically complex patients are vented and don't know if they'll ever be able to breathe again on their own. Others are living with the uncertainty of whether they'll ever walk or function again. It's a very vulnerable, emotionally charged time.”

She recalled one patient who was so depressed and anxious that the staff couldn't pry the call bell out of his hands. Amanda was able to teach him how to self-manage his own anxiety, enabling him to thrive in therapy and take control of his own treatment.

“Therapy and medical services are fantastic for healing the body, but if you don't also address the emotional aspect of what is going on with a patient, their motivation will be lower … and their recovery can stall.”

“It's a whole-body approach: By addressing their mental issues and giving them coping skills, we're improving their energy levels, their appetite improves, they are more willing to participate in therapy and engage with others. We're seeing less muscle and skin breakdown and just better results overall.”

Amanda says that her care doesn't only focus on providing the help that patients need in the hospital, but also extends to helping them formulate a plan to continue their success post-discharge.

“It's all about strengthening the mind-body connection as much as possible for optimal outcomes,” she said.

Welcome the Latest Group of New Employees

Antrell Armour, Nursing Assistant, H1
Fernanda Bacolas, Nursing Assistant, H1
Larissa Chiassen, RN, L1
Renee Frost, Care Manager
Janice Garrett, Residential Rehabilitation Tech
Kate Kraines, Patient Experience & Volunteer Liaison
Leah Lacomb, Unit Secretary, L2
Jessica Miner, RN, L1
Lucas Partnow, RN, H2
Stacey Ricca, Outpatient Counselor
Norma Walters, Nursing Assistant, H1
SOCIAL MEDIA AND PATIENTS: A DANGEROUS INTERACTION

Even though we increasingly lead our lives on social media, you need to be careful about anything you post online that might expose any patient information. Federal and state law requires you to keep patient information confidential, and it’s easy to make mistakes.

Problems arise not necessarily because people are careless, but because they care a lot. Healthcare work can be challenging, with long hours and difficult patients, and it can be tempting to talk about patients. Healthcare work is also rewarding, and you may develop close relationships with patients and families.

But never forget that the information you get as part of your work at our facility is confidential and should not be shared on social media. Federal law requires this!

What must you avoid?
- Posting pictures of patients
- Complaining about patients or mentioning patients while complaining about your job
- Blowing off steam after a hard day, such as posting about a difficult experience with a very sick patient
- Commenting on news stories about patients who are being treated at the facility
- Letting people know that a celebrity, politician, or other prominent person is being treated at our facility
- Adding information to threads others have started

“Individually identifiable”
The Health Insurance Portability and Accountability Act (HIPAA) protects healthcare information related to an identifiable individual. Even if just one person can identify the patient you are posting about, the post is identifiable. The chances of this happening are high—even if all of your privacy settings are turned on. Posting in private groups is also not allowed. On social media nothing is truly private.

Best practices
- Do not list our organization in your employment section
- Do not reference events that happen at work
- Keep social media conversations with co-workers limited to personal, non-work events
- Do not send pictures of patients to your friends
- Do not add or follow on social media any patients you met through work

Social media posts can be punished as privacy breaches.

For more information, refer to our Social Media Policy, #2-800-35.
### Education Scholarships Available! Apply Today

**Barbara Chase Lane Scholarship**
The deadline is April 15, 2019, 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. To meet the criteria for application, the applicant must:

- Be an employee of Gaylord Hospital 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.
- Application deadline is April 15, 2019.

Applications for both scholarships can be downloaded from the Gaylord intranet. If you have any questions, please call the Development Office at extension 2881.

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**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

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**Meet the Latest Recognized Star!**
- **George Babey Recognizes Latoya Moore (Nursing Services)**
- **George Babey Recognizes Tim Kilbride (Inpatient Therapy)**
- **David Oksienko Recognizes Tim Kilbride (Inpatient Therapy)**
- **George Babey Recognizes Jackie Magnuszewski (Inpatient Therapy)**

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**SAFETY STARTS WITH ME**

**SAFETY JEOPARDY!**

**Thursday, March 14**
**12:00 PM**
**Brooker Lecture Hall**

Come watch the contestants and join the fun!
March is Brain Injury Awareness Month

Gaylord Specialty Healthcare

Brain Injury Program Highlights FY’18

174
# of TBI Inpatients

661
# of TBI Outpatients

8,998
Visits

In 2018, the residents at the transitional living center, Traurig House, benefited from services by spending almost 1,350 days experiencing community reentry activities, therapy programing and activities of daily living with guidance and supervision by Traurig team members.

Traurig House
ThinkFirst Program
Cognitive & Aphasia Day Treatment
ABI Peer Mentor Program
Concussion Clinic

gaylord.org
EMPLOYEE WEIGHT LOSS CHALLENGE

SPONSORED BY:
Food & Nutrition Department and Wellness Council

APRIL 15 - JUNE 10

- Entry fee is $10 cash and you can sign-up any time before April 15. Overall winners get to split the “pot” (There will also be additional prizes for top-winners)

- Winners will be the Top 2 Participants with largest % total weight loss.

- First weigh-in is Monday, April 15, 10am-11am in Frankie Maderia’s office on Hooker Ground, RM 17.

- Email blasts twice per month with tips on exercise and nutrition

- Optional weigh-ins 1st and 3rd Tuesdays, 10am-11am, Frankie Maderia’s office on Hooker Ground, RM 17.

- 2 month weigh-in after program completion for a larger raffle prize (maintained or lost further weight) (August 12, 2019)

Prizes: $50 Panera gift card, $50 Stop and Shop gift card, Bluetooth Smart Scale and an Instant Pot Pressure Cooker

Registration form is located on the intranet homepage and in the cafeteria.
EMPLOYEE WEIGHT LOSS CHALLENGE

SPONSORED BY:
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APRIL 15 - JUNE 10

REGISTRATION FORM

NAME: ____________________________
DEPT: ____________________________
EXT: ____________________________
EMAIL: __________________________

FEE: $10
Please include $10 cash with registration. Top 2 winners split registration funds.

INITIAL WEIGH-IN: Monday, April 15
FINAL WEIGH-IN: Monday, June 10 in Frankie Maderia’s office on Hooker Ground.
Optional bi-monthly weigh-ins on 1st and 3rd Tuesdays, 10am-11am in Frankie Maderia’s office.

CONTACT:
Frankie Maderia, RD
fmaderia@gaylord.org
x3451

NUTRITION QUESTIONS:
Martha Mensceli, RD
mmensceli@gaylord.org
x3393
Corinne Zavaglia, RD
czavaglia@gaylord.org
x3377

Please note, you should check with your doctor prior to participating in any weight loss program. Meal skipping is not recommended! There are no nutritional consults scheduled for this challenge, it is a self-directed weight loss challenge. Healthy weight loss tips/guidelines will be provided monthly via email.

Please drop off your registration form to Food and Nutrition or to Frankie Maderia via inter-office mail.