Employee Meetings Touch Upon Construction Projects to Special Events

Employee meetings were held on March 19 and 20 in the Brooker Lecture Hall and on March 21 in North Haven. The focus was to discuss Gaylord’s operating outcomes, both financial and clinical.

Operating Update
Sonja LaBarbera, President and Chief Executive Officer, reported on Gaylord’s financials. For the month of February, we were $155,000 ahead of budget due to a high census and discharging patients at their targeted length of stay. Even though we were ahead of budget in the month of February, FYTD 19 we are $241,000 behind budget. Some of the challenges we see are increased continued stay insurance denials, increased pre-admission insurance denials, increased competition from hospital owned inpatient rehab units (IRU’s) and skilled nursing facilities (SNF’s) and there is a shift to Medicare Advantage from FFS Medicare. On the outpatient side, they are behind in budget mainly due to staffing vacancies in North Haven, Physiatry and Psychology.

What are we doing to meet these challenges?

▷ Adding volume of admissions
  • Meeting with key referral sources (at all levels)
  • Ongoing education on services and value of LTACH
  • Piloting new programs in referral hospitals related to early referrals and round as part of a team

▷ Educating payer sources / large employers
  • Aetna visit planned for March 2019
  • Anthem CEO / Gaylord CEO recently had a meeting
  • United Health Care meeting being schedule
  • State of Connecticut

▷ Controlling costs

▷ Filling outpatient vacancies as quickly as possible
  • North Haven (3 out of 6 vacancies filled)
  • Physiatry (Dr. David Chen starts April 1)
  • Neuropsychology (vacancies filled, start dates later on this year)

▷ Increased marketing for outpatient services

Quality and Safety Update
Vice President and Chief Medical Officer Steve Holland, MD reported on the Quality and Safety Dashboard. Out of 16 quality monitors, FYTD19 Gaylord is meeting goal in seven of those quality measures. Dr. Holland pointed out that we need to do better in Catheter Associated Urinary Tract Infections (CAUTI). FY19 CAUTI goal is <=11 and FYTD19 we’re already at 6.

Continued on page 2

Looker Project: Lyman 1 Renovations Begin Today!

Please excuse our appearance and noise as we remodel to serve you better. Today, March 28, construction company (OR&L) will close off the Lyman 1 corridor that connects to Luscomb. All foot traffic will be directed to an alternate route. Below are architect renderings of what the Lyman 1 nurse’s station and patient rooms will look like when renovations are complete.
Employee Meeting Article Continued from Page 1

Patient Satisfaction
Dorothy Orlowski, Patient Relations and Volunteer Services Manager, presented the patient satisfaction results for February. Both inpatient and outpatient beat their patient satisfaction goal in February, inpatient goal of 85% vs February result of 96%, outpatient goal of 90% vs February result of 95%. Dorothy updated staff of the Patient Experience FY19 goals. Here are some highlights:

- Welcome bags for inpatient admissions (280 bags provided to date)
- Manage on-campus guest accommodations (MoraLee: 16 guests to date, Hoffman: 2 guests to date)
- Hire new Patient Experience & Volunteer Liaison (Hired Kate Kraines)

Construction Update
Bob Hall, Director of Facilities, EVS, Security and Switchboard, updated staff on the Looker Project (renovating the Lyman and Hooker units). Preparations are underway for the construction crew to come in and begin renovations which officially begin on March 28. Lyman 1 will be the first unit to be renovated. Look for construction updates in future issues of FYI.

Human Resources Update
Wally Harper, Vice President of Human Resources announced the schedule of HR events for 2019: Education Expo-April 1 – June 1, Hospital Week, May 13-17, Legacy Week, June 4-6, Staff Appreciation Day, September 13 and Santa Visit, December 6. Wally also mentioned a program back by popular demand called Lunch with the CEO where staff have an opportunity to have casual conversation with CEO, Sonja LaBarbera over lunch. This is by random invitation or request.

Special Events
Tara Knapp, Vice President of Development, Public Relations and Marketing reminded staff to spread the word of the three special fundraising events coming up (see below). Funds raised at the wine tasting event will go towards the Looker Project. Tara encouraged departments to participate saying she was looking for at least 10 baskets. The winning team gets a pizza party. Baskets are due to the PR/Marketing Office, Brooker 201 by May 1.

Gaylord Presented with Check from Berlin Lions Charities
James Formicola from Respiratory Therapy presented a check for $1,000 on behalf of the Berlin Lions Charities (wine tasting event) to Sonja LaBarbera, President and Chief Executive Officer and Tara Knapp, Vice President of Development, PR and Marketing on March 27.

Order Your Gaylord Gear Online
Get your Gaylord Gear! Did you know you can purchase Gaylord Gear online? The link to Gaylord Gear can be found on the intranet homepage or you can click on the logo below. You can purchase your gear using a credit card only, no payroll deduction and no returns. Orders will be delivered once a month to Gaylord. You will receive notification.
Rehab Management Magazine Features Jillian Cacopardo for Wheelchair Assessment

Jillian Cacopardo, MPT, ATP/SM is the Clinical Program Coordinator for Wheelchair Assessment Services at Gaylord Specialty Healthcare. She is certified as an Assistive Technology Professional and as a Seating and Mobility Specialist. Jillian is now one of only five people in the state of Connecticut with a certification in Seating and Mobility. Jillian has already built a great reputation throughout the state and beyond for her skills as an ATP and for Gaylord’s Wheelchair Assessment Clinic. She has now taken this even a step further with this new certification. Jillian wrote an article about wheelchair assessment which Rehab Management featured in their March issue. Click here to read Jill’s article.

Two of our Gaylord pharmacists Claudia Napiorkowska and Steve Verdolino came up with the bright idea to stock a standard TPN formulation to be administered as the first dose for new admissions on Total Parenteral Nutrition (TPN). Anytime a patient needs IV nutrition Admissions needs to get the patients TPN order in time for the pharmacy to order this specialty IV bag from our outside supplier. Because it has to be ordered early if the patient can’t be admitted until the next day the IV that was ordered is wasted. Steve and Claudia suggested the pharmacy stock a standard TPN that all patients could use the first night of admission. These TPN bags have a long shelf life and are not activated until right before they are administered to the patient. They also cost $34 compared to an average of $150 for the TPN we order. Just in first doses alone this will save Gaylord approximately $4,000 annually and that doesn’t include the wasted bags! Thanks to Claudia and Steve for a great bright idea!

Gaylord is always looking for bright ideas to help us grow and thrive. What can we do better? Differently? Without? Any idea is a good idea, just let us know by emailing publicrelations@gaylord.org.

Next Casual for Causes: Friday, March 29

For a small donation, staff can dress casually for the day and help a local charity on Friday, March 29. 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 Master’s Manna.

Fellow Staff Members Lend a Helping Hand

Nina Ketvichit, Milne 2 unit secretary would like to thank June Napolitano (Nursing Services) and Lee Cyphers (Facilities) for changing a flat tire for her on a really cold day earlier this month.

Readers Needed for Read-A-Loud Day

The Community Relations Committee is looking for volunteers to read to 1st graders in Wallingford and North Haven for the Q Chamber’s Annual Read-A-Loud Day on Friday, May 3 from 9:15 a.m. to 10:15 a.m. The book is pre-selected and will be given to the reader in advance. Contact Lori Evon at extension 3454 to sign-up. Limited number of spots.

—

March

<table>
<thead>
<tr>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Nutrition Month</td>
<td>National Social Work Month</td>
<td>Casual for Causes April 5</td>
<td>Casual for Causes May 3</td>
<td>Casual for Causes June 3</td>
</tr>
<tr>
<td>National Social Work Month</td>
<td>National Occupational Therapy Month</td>
<td>Casual for Causes April 19</td>
<td>National Nurses Week May 6-10</td>
<td>Casual for Causes June 7</td>
</tr>
<tr>
<td>National Brain Injury Awareness Month</td>
<td>Health Information Professionals Week March 24 - 30</td>
<td>Medical Laboratory Professionals Week April 21 - 27</td>
<td>Wine Tasting May 10</td>
<td>Casual for Causes June 21</td>
</tr>
<tr>
<td>Health Information Professionals Week March 24 - 30</td>
<td></td>
<td></td>
<td></td>
<td>6th Annual Gaylord Gauntlet 5k June 22</td>
</tr>
<tr>
<td>Casual for Causes March 29</td>
<td></td>
<td></td>
<td></td>
<td>Casual for Causes July 19</td>
</tr>
</tbody>
</table>
Gaylord Welcomes New Patient Experience and Volunteer Liaison

Kate Kraines joined Gaylord in early March as the new full time Patient Experience and Volunteer Liaison. Her primary role is to be visible throughout the hospital on the nursing units participating in patient rounding efforts, assisting in data collection and reporting as well as promoting hospital-wide patient experience initiatives. This summer she plans to take on an additional role with the volunteer program and has begun engaging with Gaylord volunteers daily.

Kate is a Licensed Master Social Worker currently working towards clinical licensure. She comes most recently from 4.5 years as a substance abuse counselor in the field of medicated assisted treatment. Previous to her substance abuse experience she worked on the behavioral health unit at Middlesex Hospital as a case manager.

With experience in the areas of substance abuse and mental health as it relates to healthcare, Kate will be an excellent addition to the patient experience department. Kate is thrilled to have joined the team at Gaylord and is looking forward to collaborating with staff hospital wide. Kate's office is located in the Jackson Main Lobby and she can be reached at extension 3321.

Gaylord Awarded the Partnership Award by the Brain Injury Alliance of Connecticut

Pictured middle: Jonathan Woodhouse, Director of Psychology at Gaylord and new Brain Injury Alliance of Connecticut (BIAC) board member, accepts the Partnership Award on behalf of Gaylord at the BIAC Annual Conference on March 15. The Partnership Award is awarded to an individual or organization for outstanding support of BIAC events and promotion of brain injury awareness and prevention.

Gaylord Teams Up with Red Cross for Successful Blood Drive

On February 26, Gaylord and the Red Cross teamed up to hold a blood drive in hopes of collecting 18 pints of blood. The blood drive successfully obtained 25 pints of blood which will help up to 75 lives! Channel 8 visited Gaylord to cover the event and interviewed Vice President and Chief Medical Officer Stephen Holland, MD about the importance of blood donation.

<table>
<thead>
<tr>
<th>August</th>
<th>September</th>
<th>October</th>
<th>November</th>
<th>December</th>
</tr>
</thead>
<tbody>
<tr>
<td>Casual for Causes August 2</td>
<td>National Rehabilitation Awareness Month</td>
<td>National Physical Therapy Month</td>
<td>Casual for Causes November 1</td>
<td>Casual for Causes December 6</td>
</tr>
<tr>
<td>Casual for Causes August 16</td>
<td>Casual for Causes September 6</td>
<td>Casual for Causes October 4</td>
<td>Casual for Causes November 15</td>
<td>Santa Visit December 6</td>
</tr>
<tr>
<td>Casual for Causes August 30</td>
<td>Employee Appreciation Day September 13</td>
<td>Casual for Causes October 18</td>
<td>Casual for Causes December 6</td>
<td>Casual for Causes December 20</td>
</tr>
<tr>
<td>Casual for Causes September 20</td>
<td>Respiratory Care Week October 20 - 26</td>
<td>Respiratory Care Week October 20 - 26</td>
<td>Casual for Causes November 15</td>
<td>Casual for Causes December 20</td>
</tr>
</tbody>
</table>
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.
Patient Safety Awareness Week 2019

Staff show their support of patient safety by wearing purple on March 13.

Staff test their CHAMP safety knowledge during Safety Jeopardy in the Brooker Lecture Hall on March 14.

Inpatient physical therapist Tim Kilbride plays host during Safety Jeopardy.

Congrats to the Pharmacy Department Team on winning Safety Jeopardy.

Staff participated in the “Wheel of Safety” game in the cafeteria. The following people won $10 Dunkin Donuts Gift Cards: Jessie Meyer (Food & Nutrition), Anne Walczak (Inpatient Occupational Therapy), and Rachel Noia (Inpatient Speech Therapy).
Whatever your retirement dreams are, Transamerica is here to help you achieve them.

Join us for a group meeting that will go over some key concepts to consider as you get ready to retire: Investments, Income Planning, Healthcare, Legacy, and Lifestyle. Individual 1:1's are also available upon request, to schedule please click on the "Make an Appointment" button below.

What’s your dream? Sailing around the world? Just taking it easy? Or working as long as possible because, to you, it’s not “work” — it’s life and you love it.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>PLACE</th>
</tr>
</thead>
</table>
| Friday, April 5, 2019 | Session 1: 7:30am  
                     | Session 2: 12:00pm | Brooker Lecture Hall |

The role of the retirement planning consultant is to assist you with your retirement plan. There are no additional charges for meeting with your retirement planning consultant, who is a registered representative with Transamerica Investors Securities Corporation (TISC), 440 Mamaroneck Avenue, Harrison, NY 10528.

This material was prepared for general distribution. It is being provided for informational purposes only and should not be viewed as an investment recommendation. If you need advice regarding your particular investment needs, contact your financial professional. Your employer has selected Transamerica Retirement Solutions as your retirement plan provider, but there are no other affiliations between your employer and Transamerica or its affiliates.