

First Quarter 2024 **icare** Nominees Announced

Four recipients of the quarterly nominations for the Joseph A. Lindenmayer Employee of the Year were recently announced. This group is the first of the recognition cycle for 2024.

It is our employees who make Gaylord so special for our patients. Whether providing direct patient care or providing the myriad of support to the caregiver teams, each employee is vital to our success and to our mission of improving the health and functionality of our patients. Our core values spell ICARE: Integrity, Compassion, Accountability, Respect and Excellence. In its deliberations of the candidates, the committee constantly reflects upon the importance of respect, not only for patients and families, but also for co-workers.



Our first nominee is **James Greene**. James' primary position is PCT on Milne 2. He also is Clinical Support Associate on Milne 2, Monitoring Technician, and Supply Utilization Coordinator. He has been with Gaylord since September 2016 and was nominated by a patient and a peer.

The patient states, "Jim was so kind to me. He always came when I needed him. He is very attentive to my needs, and he deserves to be recognized. Wonderful man. You have a great employee in him. So grateful."

The peer states, "With great enthusiasm I submit an ICARE nomination for James Greene. James is known at Gaylord as being a "jack-of-all trades". He approaches everything he does with a passion matched by few. James has been consistently nominated in all four categories of Gaylord's annual PCT appreciation awards since their inception in 2020!

James has a special gift of talking with our patients, making them feel at ease and less anxious. He takes the time to find out what is meaningful to our patients so they can share their stories and think about something other than being sick and in the hospital. I heard about a situation where James brought two patients together for support. He created a friendly "competition" between the two and would ask each of them how many steps they walked and challenge them to outpace the other. The good-natured encouragement brought much-needed levity and sparked the motivation to push through their recovery. This type of "medicine" cannot be prescribed but can truly enhance a patient's healing after a life-altering illness or injury.

James also serves as a primary preceptor for incoming PCT staff. He makes sure that new staff is supported to ensure their success. James reinforces our high-reliability principles by reinforcing the importance of paying attention to detail. He teaches new staff to care for patients the way they would want to be cared for. James is a continuous learner, always looking for opportunities to help in various ways. For example, when there were staffing challenges in the cardiac monitor room, James stepped up and offered to be trained.

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FYI

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

The deadline for the next FYI is Friday, August 18.

Email: publicrelations@gaylord.org

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When we needed coverage for a clinical support associate, he didn't skip a beat and said, 'I will learn the role, and I will help.'

James also has a LEAN mindset. He is always looking for ways to work smarter, not harder. James finds ways to minimize waste and save money. Because of this, he took part in a LEAN project a few years ago, where he collaborated with his team to identify and implement action items to reduce waste and improve cost efficiencies on the nursing units. His participation and ideas led to the creation of a new role for Gaylord titled "Supply Utilization Coordinator," a role which he holds. For all these reasons and more, it is obvious that James is the true example of our ICARE values. He is most deserving of this award, and he is a gift to Gaylord and our patients."

James' supervisor, Courtney Raynor, states, "I fully support his nomination as James is beyond deserving of this recognition. I have had the pleasure of working with James since he started at Gaylord six years ago. James is a true team player who goes above and beyond the requirements of his job. He is invested in the success of his team, our organization, and the outcomes of the patients he cares for. James is always willing to flex for what is best with the team. He won't hesitate to accept a last-minute change in his role for the day. He is always willing to mentor new staff- I think he has trained most of the M2 PCTs at this point! Above all, James consistently brings a positive attitude to work."



Our next nominee is **Kiersty Neeman**. Kiersty is an Occupational Therapist in our Outpatient Therapy Department in Wallingford. She has been here since December 2021 and was nominated by a patient.

The patient states, "I would like to nominate Kiersty Neeman as the Employee of the Year! She has demonstrated a high level of

professionalism, care, and responsibility in taking care of my needs.

She took the time to listen to my problem and carefully examine it. She devised different helpful exercises, homework, and tools that kept the visits productive and

fun. I saw improvement with each visit. I am happy that she was the one who took care of me.

We need more professionals like her. She has demonstrated all requirements necessary to be the Employee of the Year!"

Kris Provost states, "Kiersty is a relatively new clinician to the outpatient department and joined our Gaylord family in December of 2021. Although a new clinician, she has already demonstrated proficiency in providing direct patient-centered care. She is an enthusiastic, skilled clinician with a stellar bedside manner. Kiersty consistently exhibits a positive attitude, teamwork, and proactive interdepartmental communications. She is a wonderful addition to the department and an integral team member.

Kiersty is a competent, compassionate clinician with high ethical and moral standards and prioritizes patient-centered care. She always involves the patient and their significant others in the development of functional goals and treatment plans. She provides research-based, patient-focused care to all her patients to ensure they get the best possible care and clinical outcomes. Kiersty consistently goes beyond standard practices and treats her patients and their families holistically. She personalizes her sessions and provides the best treatments possible to all her patients. She is collaborative and creative.

Since her hire, Kiersty has expanded her role within the Occupational Therapy Department. She consistently strives to improve professionally and personally, as well as the quality of services we provide—demonstrating ICARE values to her patients and the outpatient department and hospital. She stepped up and assumed the role of one of our aquatic therapists and served as her department's resource for the FES bike and validator for paraffin. More recently, Kiersty has been a driving force for advancing her department's education regarding hand therapy. We cannot thank her enough for the time and effort she has put forth for this!

Kiersty has also served as a mentor for a new occupational therapist in the department and a mentor for our COTA, ensuring that the care provided by the outpatient department is top-notch. She is a fabulous team member and demonstrates ICARE values daily.

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As noted in her recommendation letter, Kiersty is extremely professional in all her interactions with patients, families, and staff. She demonstrates a fabulous mix of excellent clinical skills, an empathetic, caring demeanor, and a positive attitude, which makes her an ideal clinician.

We are blessed to have Kiersty as a member of our team, she is highly deserving of this recognition, and I strongly support her nomination."



Our next nominee is **Rachel Noia**. Rachel is an inpatient Speech Pathologist. Rachel has an original hire date of June 2009, rejoined us in January 2016, and was nominated by a peer.

The colleague states, "It is my pleasure to nominate Rachel Noia for the ICARE Award. As a colleague and friend, I have witnessed first-hand the values of ICARE that Rachel exhibits daily with her patients and their families.

Rachel leads with her exceptional blend of a brilliant mind and a compassionate heart. She is insightful and takes a holistic approach to treating our patients. Rachel has a particularly special way of helping patients approaching the end of life. No matter the effort it takes, Rachel finds a way to give these patients the dignity and quality of life they deserve at a time when feelings of hopelessness might encompass them. Furthermore, Rachel takes the time to use her gentle yet powerful words to counsel families as they try to navigate the challenging days of having a sick loved one. Rachel is a fierce advocate for her patients and a valued team member. Rachel's dedication to her patients and commitment to the goals of Gaylord deserve to be recognized with this Award."

Rachel's supervisor, Janine Clarkson, states, "I fully support Rachel's ICARE nomination. Rachel is the very essence of the ICARE values. Not only is she a very well-rounded, knowledgeable clinician she is also extremely empathetic and caring. She always ensures that her patients are treated in the most caring, respectful, and dignified way and always goes above and beyond for everyone.

Rachel is a powerful advocate, a voice of reason, or even a shoulder to cry on for her patients, their families, and staff. The nomination perfectly states why Rachel is so deserving

of this ICARE nomination. We are fortunate to have Rachel as part of our Gaylord family!"



Our next nominee is **Kim Tetreault**. Kim is an inpatient physical therapist and has been with Gaylord since May 2017 and was nominated by three different patients.

The first patient states, "I would like to nominate Kim Tetreault for going above and beyond with the treatment she provided me. Kim treated me like family; she is loving, caring, knowledgeable, and honest. She treated me with the utmost respect and prioritized me and my family with treatment and updates on my progress. After my stay at Gaylord, she continued to check up on me and ensure I received the proper treatment I needed to get the best outcome on my rehabilitation. When I arrived home, I found a card in my mailbox from Kim; she wished me well and told me she was there for me if I needed anything. Kim is a star employee and a true leader in her field. Thank you for your love, support, and kind words as my family and I went through this difficult process."

Another patient states, "I liked Kim right from the start. There was something about her that made me feel her compassion for my situation. She was warm, friendly, and intelligent. She was well-versed in the art of physical therapy. She gave detailed but thorough explanations about the exercises she wanted me to do. She would listen patiently to my questions. I felt like she was my friend as well as my therapist. This relationship stayed the same throughout my time at Gaylord. I would like to nominate Kim for Employee of the Year."

The last patient states, "Kim is truly the epitome of excellence and Gaylord Hospital Inpatient Physical Therapy should be proud to have her on their staff. As a physical therapist in the inpatient hospital setting, she is highly effective, compassionate, knowledgeable, humorous, creative, patient, flexible, highly trained and competent. Kim puts the needs of her patients first and foremost and is always observant of what they may need in an instant, advocating for them, as well. She approaches each of her sessions with kindness, care, and a gentle manner that puts her patients at ease. She holds herself to the highest standards and ensures her patients are getting nothing but the best from her at all times, (often subjecting herself to great feats of strength and endurance to ensure her patients make progress). I often wondered how she was able to do what she does all day long.

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She even goes out of her way to check on her patients on her own time out of genuine concern for their welfare.

With exemplary observational skills, Kim often impressed and amazed me with how quickly she could evaluate a situation, find a solution, run to the back of the gym to get what was needed and continue with the session in what appeared like the blink of an eye. "Where'd she go?" I would ask myself, only to find she was right there fastening some device on my foot or leg, having no idea from where or how she returned. "Huh?" was all I could say. When specific devices weren't available, she would creatively design the equivalent herself, and I was delighted and impressed with how well her ingenuity worked. In some cases, it functioned better than the device probably would have itself.

In my mind, there is no one more deserving of "Employee of the Year" than Kim Tetreault and I truly hope the committee will seriously consider her for the Joseph A Lindenmayer Employee of the Year honor."

Kim's supervisor, Anne Walczak, states, "Kim is a diligent and hardworking employee frequently recognized by her patients, who appreciate her commitment to their care. She was recognized 3 times this quarter by grateful patients!

She has several stars on the Luscomb wall and is active in the community. She regularly participates in Special Olympics and volunteered in an adaptive rowing program this year. She is also involved with integrative medicine and works with patients in the Mindfulness program.

She has taken it upon herself to complete a Level 2 sign language program and has utilized this skill to work with her hearing-impaired patients. She has also attended courses on managing and treating persons with intellectual disabilities and presented the information to staff in an in-service. Kim has specialized in several hospital areas, including high-intensity gait training and the JFK cognitive assessment for persons with low-level brain injury. She seeks learning opportunities both inside the hospital and in the community.

Kim is a "quiet doer" as she does not seek recognition for her accomplishments, but she is a high producer in the department and her knowledge. It does not surprise me that Kim was nominated three times. Her patients have stated they feel like she puts them first, is focused on the progression of goals, and is very thorough in her explanations to patients, putting them immediately at ease in her care. It is with great honor that I support Kim's nomination."

ALL STAFF MEMBERS

Join us

WEDNESDAY, AUGUST 23

7:30 am, 12:15 pm, 2:30 pm

*The Rutledge Family
Garden Tour*

Located outside, next to the cafeteria

REFRESHMENTS SERVED





GAYLORD IN THE NEWS

WTNH:

[Connecticut man paralyzed by diving shares 'think first' message to others](#)
Featuring Gaylord patient Joe Graham

Click [HERE](#) for more media mentions.

Welcome to the Gaylord Team!

- Vanessa Baez** Grad PCT-H2
- Nadia Pare** Associate Director-Psychology
- Socheata Lim** Research Coordinator
- Kania Nash** Rehab Therapy Aide-NH
- Taylor Settle** Admissions Registrar
- Isha Rorie** Intake Rep-Wallingford
- Alexa Guercia** PCT-M2
- Brianna Talarico** SNT-L1
- La'Shema Bromell** PCT-Float
- Oscarys Morales** SNT-Float
- Marianne Reid** SNT-L2
- Brittany Kolitsidas** Registered Dietitian
- Shannon Woodward** GPN-L1
- Aaliyah Riley** Intake Rep-Cheshire
- Katherine Simen** LPN-H1
- Michelle Machasa** RN-M2
- Jake Chambless** LPN-L2
- Maria Cole** PCT-L2
- Georgette Alamo** RN-L1
- Makhosi Faison** PCT-Float
- Joselito Sanchez** RN-M2

Mail Reminder



Please bring down mail to Switchboard on Hooker Ground by **12:15pm LATEST**





What do all the colors mean?

The Safety Coaches have identified a gap in staff understanding the wristbands worn by Inpatients versus Traurig patients. See the color chart below.

INPATIENT WRISTBAND COLORS

White	Patient ID bracelet	Yellow	Transfer Status (from Therapy)
Purple Dot	Opt-Out ●	Blue	Infection Prevention Status
Red	Allergy	Orange	Code Status (DNR/DNI)
Neon Pink	Limb Alert (indicates caution)	Purple	Pass off

- Contact the CSA or nursing unit manager for questions.

TRAURIG WRISTBAND COLORS

Blue	Resident can walk independently to or from hospital and house. Also can walk independently around Jackson building.	Yellow	Resident may wait in hospital on Jackson 2 only during therapy breaks independently. Must be transported from Jackson 2 to Traurig by staff.
Green	Resident may wait in hospital on Jackson 2 and Jackson 1 during therapy breaks independently. Must be transported from Jackson 2 or Jackson 1 to Traurig by staff.	Red	Pass off (resident needs to be accompanied by staff to another staff, resident not able to go to therapy unaccompanied)

- If wrist band is missing please notify staff
- Please call ext 2773 or ext 3488 with any concerns.
- "T" written on band means trialing (testing to see if that color is appropriate for resident)
- Traurig Staff and Outpatient staff will communicate on individual exceptions



ALL NURSING EMPLOYEES

Competency Validation

August 1- September 21

See your email for more information



Want to help the monarch butterflies?

Join “Milkweed Monday”
Monday, August 21, 4 p.m.

Harvest milkweed from Gaylord’s campus for your own garden!

Meet Paula Savino at Lyman 1 Solarium.
BYO shovel, gloves, containers for plants, and insect repellent.



Did your co-worker go above and beyond?

Scan the QR code above and fill out the form to recognize them.



MEDITECH EXPANSE WEBINAR SERIES

MAR (Medication Administration Record)



Scan the QR code
or [click here](#)



**Monday, August 14
12 p.m., Via Zoom**

Presenter
Kate McNelly

Webinar link is also available on the intranet homepage/PULSE

**SUMMER
BBQ**

EVERY THURSDAY
NOW THROUGH AUGUST

MILNE CIRCLE
11:30 AM - 1:30 PM

Buy your ticket in the cafeteria,
head out to the Milne Circle for food

Weather permitting

*NO BBQ JULY 6 FOR HOLIDAY
*NO BBQ JULY 13 FOR LEGACY WEEK

August	September	October	November	December
Jeans for Charity August 4, 18	Jeans for Charity September 1, 15, 29	National Physical Therapy Month	Jeans for Charity November 3, 17	Jeans for Charity December 1, 15, 29
Rutledge Family Garden Tour August 23	Employee Meeting September 6	National Case Management Week		Employee Meeting December 6
	Employee Appreciation Day September 19	National Respiratory Care Week		
	National IT Professionals Day September 19	National Pharmacy Week		
	National Spinal Cord Injury Awareness Month	Infection Prevention Week		
	National Rehabilitation Awareness Week	National Patient Account Management Week		
	Complex Rehab Technology Awareness Week	Healthcare Quality Week		

AUGUST

Service Awards

Congratulations to the following employees for their years of service to Gaylord:

30 YEARS

Kate Barron
Care Management

15 YEARS

Casey Kennedy
Nursing Services

10 YEARS

Dorene Scolnic
Psychology

5 YEARS

Jason LePage
Physical Therapy-No. Haven

Rochelle Clay
Nursing Services

Caroline Greene
Nursing Services

Tiffany Kashur
Nursing Services

Kimberly Jean Bifano
Physical Therapy-Cheshire

Jeans for Charity: Friday, August 18



The featured organization is

In a Heart Beat

"Our mission is to prevent death from hypertrophic cardiomyopathy (HCM) and sudden cardiac arrest by raising awareness, enabling research, and

donating automated external defibrillators (AEDs) to places that need them. We also provide CPR/AED training and host free community ECG screenings for children, teens, and young adults."

For more information, [click here](#).

Employees need a Jeans for Charity sticker or button to indicate their participation.

Stickers can be purchased for \$2 in the cafeteria, Jackson Java, Human Resources, Jackson 2 outpatient, North Haven, Cheshire, Cromwell and Madison.

Attention FYI Readers:

If you would like to submit an article, promote an event, etc., in FYI, please email:
publicrelations@gaylord.org
with your details.

Thank you!

January 2024

Jeans for Charity

February

Jeans for Charity

March

National Nutrition Month

Jeans for Charity

April

Occupational Therapy Month

Jeans for Charity

May

National Hospital Week

National Nurses Week

Jeans for Charity



- **August 1 - Nov 1**-Cromwell Lions Football and Cheer
- **October 1**-Apple Harvest Road Race

For more information on community events and sponsorships, please [click here](#).

● Community Events ■ Sponsorships

Did you know Gaylord holds a weekly 'Photo of the Week' contest on the intranet homepage?

Share your amazing photos with us and your photo may be chosen for display on the intranet homepage for one week for all to see. Please email photo entries to publicrelations@gaylord.org with your name, department, title and brief description of the photo.



**Need to access Gaylord's Employee Assistance Program?
Call (860) 233-6228.**

PROCESS IMPROVEMENT

ideas?

Please reach out to Leigh Golembiewski at lgolembiewski@gaylord.org





Be Innovative.
Think Possible.



Share your
innovative
ideas with us.

Scan the QR code or
email innovation@gaylord.org

GET READY FOR NEXT YEAR.



SAVE THE DATE

06 15 24



Follow Gaylord Specialty Healthcare on Facebook!
www.facebook.com/gaylordsspecialtyhealthcare



Gaylord is also on YouTube.
www.youtube.com/user/GaylordHealthcare



Follow Gaylord on Twitter.
twitter.com/GaylordHealth

What's New on Jackson 2



Location: **Jackson 2 Ramp**

Check out the relocation of the moss panels from outside the chapel to Jackson 2. Another example of bringing nature into clinical spaces. These panels were a gift from Board of Director member Robert J. Lyons, Jr.



Location: **Jackson 2 Therapy Fishbowl**

Recently, window clings made out of perforated material, were installed on the Jackson 2 Therapy Fishbowl office windows. The goal of this project was to give therapy staff privacy while they ate or charted while still giving them the ability to see out into the gym. The blue gradient matches the blue accent walls in the outpatient therapy gym.

Get ready for CARF 2023!



Prepare yourself for the CARF Survey by reading "Eyes on Gaylord" Newsletter

Issue #4 on the intranet homepage/PULSE

MEDITECH
EXPANSE



RNs, LPNs, PCTs, SNTs & CSAs

Register in HealthStream today for an
Meditech EXPANSE training class!

August 21 - September 16

Attendance is required

VOLUNTEERS NEEDED

United Way Day of Caring
Thursday, September 21

Gaylord will team up with other local companies to make an impact in our surrounding community.

Responsibilities may be indoor or outdoor projects. More details will be provided the week of September 11. Employees will be paid for those hours but must have supervisors' approval prior.

To sign-up contact Jim Russo at jamesrusso@gaylord.org.

**Deadline to sign-up:
Friday, September 1 by 4pm**





Refer A Friend

Employee Referral Bonus Program



Helping fill jobs is **ALL** our job.
Get paid to help.

***REFERRAL BONUS**

POSITION

\$2,000 RN

\$1,500 LPN

\$1,000 PCT

\$1,000 Intake Rep

\$1,000 CSA

\$500 EVS or F&N

***For program details and payout schedules, contact HR.**



August Safety Topic:
**Practice & Accept a
Questioning Attitude**



Practice & Accept a Questioning Attitude

We should question what we hear and see if it doesn't fit with what we know.

This is not about asking the questions,
it's about **questioning the answers.**

And, don't forget to **ACCEPT** a questioning attitude:
Don't get offended when a co-worker has a feeling that something is not right and comes to you for clarification or additional information.

“Stop the line—I need clarity”



Say this phrase when patient care or work is being carried out and you have questions or feel unsure (or if you can tell a coworker does).

The idea here is to make sure we don't continue carrying out a plan when there is any uncertainty on the part of any staff or caregiver involved.

Stopping the line allows us to review the plan, answer questions, address concerns, and reassess actions to ensure safety.

Stop the Line—I need Clarity

Similar in concept to the “Stop the Line” or “Stop Work Authority” concept promoted by most high-risk industries

- If you are uncertain about what you are about to do...
- If you have questions...
- If someone raises a concern or question...

STOP

Review your plan
Resolve the concern
Reassess your actions

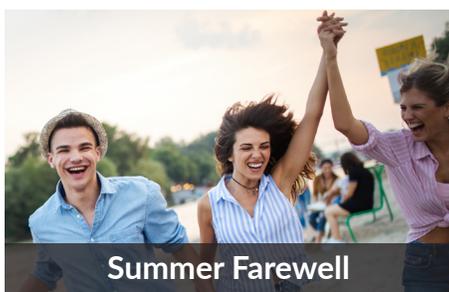


End Your Summer With Savings



August Highlights

- Six Flags:** 60% off theme park tickets
- Sonos:** 15% off select Sonos products
- Microsoft Office:** Over 80% off a lifetime license for Windows or Mac
- Home Chef:** 50% off each of your first 4 meal kit boxes
- Byte:** Get the Byte Impression Kit for only \$14.95



Summer Farewell

Savor summer's end with big offers on last-minute travel. Plus, be on the lookout for early Labor Day offers.

- **Flights:** Up to 20% off domestic and international tickets
- **Hotels:** Up to 60% off hotels nationwide



Back-to-School

August means it's back-to-school time. Take advantage of our education offers and get a head start on learning.

- **KinderCare Education:** 10% off childcare tuition
- **Rosetta Stone:** Over 50% off a lifetime subscription



National Wellness Month

We've got August offers on fitness, nutrition, and well-being to celebrate National Wellness Month.

- **BetterHelp:** 20% off 3 months of professional online therapy
- **Life Fitness:** 25% off strength and cardio equipment

plumbenefits

Make the most of your Plum Benefits membership! Get instant access to exclusive deals, limited-time offers and members-only perks on the products, services and experiences you need and love. With something to excite every interest, it's time to spend less and enjoy more this season.

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1

Visit PlumBenefits.com

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Click *Become a Member*

3

Enter your company code or work email to create an account

COMPANY CODE

ac0324481

NEED HELP? CALL US: 1-877-868-7758 • EMAIL US: CUSTOMERSERVICE@PLUMBENEFITS.COM page 15

*Prices and Offers are subject to availability and subject to change without notice. Please review the terms and conditions for offers.