

Spreading Joy with Free Valentine's Day Cupcakes for All Employees

Dear Gaylord Employees,

As Valentine's Day approaches, we're excited to spread some love and joy among ourselves and our patients who are spending this special day with us in the hospital.

To celebrate, the Human Resources Department is sponsoring cupcakes for all employees! You can swing by the cafeteria for a cupcake between 11:30 am and 2:00 pm, evening shift from 6:00 pm to 7:30 pm, and for our night shift and off-site locations, cupcakes will be delivered to your areas, ensuring everyone can partake in the festivities. Please note that delivery will be Tuesday night into Wednesday for the night shift!

But there's more! We encourage staff on the Wallingford campus to take a moment to fill out a Valentine's card for our patients. Cards will be available in the cafeteria on Monday, February 12, and Tuesday, February 13. These heartfelt messages will be distributed throughout the hospital, bringing smiles to those who may not be able to celebrate Valentine's Day in the traditional way.

Let's unite as a team to spread love and kindness to those who need it most. Your simple act of kindness can brighten someone's day in ways you can't imagine.

Thank you for joining us in embodying the compassionate spirit that defines our Gaylord community.

Wishing you all a truly wonderful Valentine's Day!

Warm regards,

The Human Resources Team



Oupatient Services Awarded the Gaylord Cup

Congratulations to Outpatient Services on being awarded the Gaylord Cup at the January Management Meeting. The award was given in recognition of their historic 100% patient satisfaction scores in November 2023.

see staff photos on page 4

FYI

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

The deadline for the next FYI is Friday, February 16.

Email: publicrelations@gaylord.org

Gaylord Leaders Shine Bright with Dale Carnegie Leadership Training



Gaylord leaders across many disciplines recently completed Dale Carnegie's Leadership Training for Managers Program. Participants included managers/supervisors new to their roles and seasoned managers/supervisors seeking personal and professional development. The positive outcomes are already evident, with leaders immediately implementing what they have learned!

Known for its transformative impact, the three-day program provided managers with insights into key aspects of contemporary leadership practices, including communication, strategic thinking, and positive workplace culture. Participants actively engaged in the program, contributing their perspectives and strengthening the collaborative spirit within the organization's leadership team.



This initiative underscores Gaylord's dedication to fostering a culture of continuous improvement, investing in the training and development of

our management team, and supporting effective leadership principles that ultimately translate into exceptional patient care, outcomes and staff satisfaction.

Special congratulations to Caitlin Cote for winning the peer-nominated Dynamic Leader Award, showcasing her capabilities as a leader; Courtney Raynor for winning the peer-nominated Human Relations Award, embodying Dale Carnegie's Human Principles; and Nicole Morrill and Ryan Wanat for the best Utilization of Leadership technique!

Kudos to our outstanding management team for their commitment to always #ThinkPossible!

Top picture:

Dale Carnegie's Leadership Training for Managers Attendees:

Top Row Left to Right: Andy Huang, Tom McKinstry, Phil Silverio, Courtney Raynor, Caitlin Cote, Val Acabbo, Roz Gilhuly, Ryan Wanat, Kelly Romano, Hank Hrdlicka, Lisa Florio, Andrew McIsaac, June Napolitano, Laurie Jano, Nicole Morrill, Bob Dixon – Dale Carnegie Facilitator

Bottom Row Left to Right: Jamey Forbs, Tina Ufferfilge, Cheryl Joyner, Jill Mattson, Kaila Morin, Kris Provost, Corey Podbielski

Bottom picture:

Peer Selected Winners:

Ryan Wanat, Nicole Morrill, Caitlin Cote, Courtney Raynor

Gaylord Welcomes Doug Griffin as the New Director of Business Intelligence



Gaylord is happy to announce that Doug Griffin has officially joined Gaylord as our new Director of Business Intelligence. Doug brings a wealth of experience and expertise in data analysis, reporting, and strategic decision-making.

Doug joins us with 28 years of experience in the healthcare industry, most recently serving as a Financial Lead Consultant for Meditech. He has a proven track record of success in leading and developing BI teams, implementing data-driven solutions, and driving operational improvements.

What Doug brings to Gaylord:

- Deep understanding of healthcare data: Doug has extensive experience working with complex healthcare data sets and translating them into actionable insights.
- Strategic mindset: He possesses a strong understanding of the healthcare landscape and can effectively leverage data to inform strategic decision-making.
- Leadership skills: Doug has a proven ability to build and lead high-performing teams, fostering collaboration and innovation.
- Communication expertise: He excels at communicating complex data findings in a clear, concise, and impactful manner.

Chief Financial Officer, Chris Hayes says, "I am confident that Doug's arrival marks an exciting new chapter for Gaylord Hospital with the creation of this new Business Intelligence department! His leadership and expertise will be instrumental in advancing our data-driven culture and supporting our mission of delivering exceptional patient care."

Changes in Inpatient Therapy Leadership



Gaylord is pleased to announce that **Bill Neidel** has accepted the position of **Director of Inpatient Therapy**. With nearly 20 years of dedicated service to our hospital, Bill brings a wealth of experience and a deep understanding of our organization's values. Many of you already know Bill from his tenure as a supervisor, where he has forged strong relationships across the hospital. His passion for collaboration and commitment to excellence make him the ideal candidate to lead our Inpatient Therapy Department into the future. Bill is eager to expand our evidence-based practices, foster innovation, and drive growth while upholding our hallmark of delivering exceptional patient care.



Gaylord is pleased to announce that **Jill Hellstrand** has accepted the role of supervisor following Bill's transition. Jill brings over two decades of experience as a physical therapist, including six years of valuable contributions to our team here at Gaylord. Her extensive background includes many years at Hartford Hospital, where she earned widespread recognition as a team leader. Jill's leadership skills and expertise have been evident throughout her time with us, including her recent role as a department superuser for Expanse.

Cup article continued from page 1

All services, including Medical Services, Psychology, and all five outpatient therapy sites (Wallingford, North Haven, Cheshire, Cromwell, and Madison) achieved this distinction. In his remarks, VP of Clinical Services Pete Grevelding thanked the staff for “consistently delivering outstanding clinical care and customer service.” He stated, “These scores validate what we already know: Gaylord outpatient services provide exceptional care, and our patients value that.”

Note: Not every outpatient staff member is pictured below.



06 15 24

REGISTER TODAY

www.gaylordgauntlet.org

Coming soon in March 2024 - BIAC Annual Conference



Gaylord will be exhibiting at the [2024 BIAC Annual Professional Conference](#) on Friday, March

15, 2024, at Quinnipiac University, School of Medicine in North Haven.

Speakers and workshop topics will include High Intensity Training after Brain Injury, Cognitive-Communication Disorders in Veterans with TBI, Person-Centered Assessment of Interfering Behavior, Neurologic Music Therapy, and Holistic Clinical Approaches to Traumatic Brain Injury. BIAC's mission of raising the voices and visibility of people with brain injury and improving lives through support, education, and advocacy complements Gaylord's service to patients and education for staff.

Gaylord has staff attending from medical services, therapy, and social work who will attend sessions and be in the exhibitor area to answer questions. If you want to attend this conference, please speak with your supervisor. Supervisors will approve staff requests to attend, help fill out the registration form, and forward it to Georgette MacQuarrie by February 14 as she coordinates the group registration to take advantage of the discounted rate and will share the list of attendees for that group to coordinate coverage at the exhibit table.

Dr. Panico Shares Kudos on ABG Lab Inspection!

The DPH's scheduled investigation of the ABG Lab was completed with no citations or recommendations made. Many thanks to all who assisted and supported the process. Congratulations to Laurie Jano and Ryan Wanat for leading the project and for being amazingly well-organized and thoroughly prepared.



GAYLORD IN THE NEWS

New York Post:

[Shoveling snow this weekend? 3 ways to avoid injury, according to experts](#)
Featuring physical therapist, Phil Silverio.

Shoreline Times:

[Person of the Week: Kaplan finding ways to help people deal with pain](#)
Featuring Dr. Kaplan

Fox 61:

[After devastating crash, man continues to ride with MotoDemption](#)
Featuring Anthony Picchione, a former SCI patient.



New Gaylord Website Highlights Program Information and Easier Navigation

The Gaylord website will be moved to a new hosting platform in February. By doing so, the Public Relations/Marketing team will be able to edit the website more efficiently and will have access to better data analytics. Each page is designed to capture important information about what visitors are looking for and facilitate asking questions, requesting appointments and making referrals in real time. **Here are some highlights:**

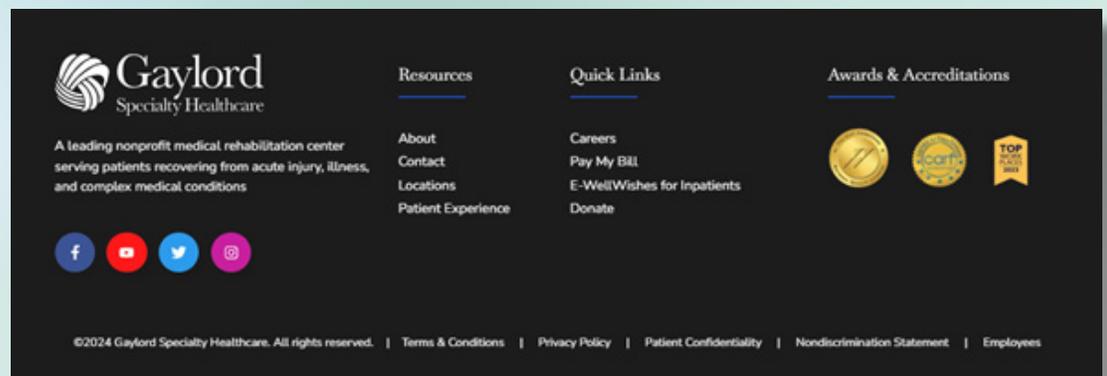


Revamped top navigation bar.



The home page provides an immediate view of the largest programs and services.

The footer contains links to social media, patient experiences e-well wishes and still contains the link to the employee page for email, scheduling, Healthstream and more.



Watch for an “everyone” email and screen savers for the date the new website will go live. When you get the opportunity to look around, if you happen to find an area where an edit is needed, please copy the URL for the page you are viewing and send it to web@gaylord.org with a description of the edit you would like to submit. A member of the PR team will respond to you. Thanks in advance and happy browsing.



GoGreen Committee Think before you click -make every online purchase count!

Before you click “purchase” for your online order, pause and ask yourself, “Do I really need that?”

Impulse shopping online – made oh-so-easy by our cell phones - is often caused by our emotional state and is rewarded by a release of dopamine to the brain.

When considering the real cost of a product, don't just think of the purchase price ... consider the environmental cost, too. Overconsumption of food and drinks, clothing, electronics, transportation, and household items impacts climate change and degrades the natural environment. Consider the hidden emissions of greenhouse gases, for example, during the production and shipping of products ... and how post-consumer waste degrades our natural environment, accounting for up to 20 percent of the waste stream in North American landfills.

One study predicts that increased consumer demands may lead to rainforests vanishing by the century's end, water scarcity by 2040, and fish depletion by 2048. To combat this, it is essential to start making mindful purchasing decisions and choose sustainable products.

So next time your finger hovers over the “buy now” button, pause and think before you click.

FACTS

Americans produce
25% more
waste than usual between
Thanksgiving and New Year's Day.



of Black Friday purchases
end up in landfills.

Ion Bank Customer? A Vote For Gaylord Is Worth \$25!



Vote for Gaylord at Ion Bank or at IonBank.com between February 1 and March 1, 2024. Each customer of Ion Bank has one opportunity to vote for a nonprofit organization to receive a donation. Gaylord is a nonprofit organization and we have signed up for this contest as a way to garner support for our great patient care.

Ion Bank Foundation will give a minimum donation of \$25 for each customer's vote for Gaylord. If Gaylord receives the most votes we may receive an additional cash donation from the Foundation. Winners will be announced in May 2024.

Please share this opportunity with family and friends who are customers at Ion Bank. Gaylord will post this on Facebook and Twitter as well. Thank you for voting for Gaylord! If you have any questions please contact Cindy Bartholomew at extension 2844.

Extra Traffic in the Hallways



Mandy hilariously just took position right in the middle of Lyman 1 hallway one morning as her handler, Sarah, got nursing report. The scene elicited so many smiles from staff!

FEBRUARY Service Awards

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

20 YEARS

Beth Nemic
Nursing Services

10 YEARS

Nathan Huot
Inpatient Therapy

Jessica Crespo
Nursing Services

5 YEARS

Jennifer Forman
Pharmacy

Joshua Nieves
Food & Nutrition

Brandon Musto
Inpatient Therapy

Norma Walters
Nursing Services

February	March	April	May	June
American Heart Month	National Nutrition Month	Occupational Therapy Month	National Hospital Week	Jeans for Charity June 7, 21
Black History Month	National Social Work Month	Jeans for Charity April 5, 19	National Nurses Week	Gaylord Gauntlet 5k June 15
National Therapeutic Recreation Month	Jeans for Charity March 1, 15, 29		Jeans for Charity May 3, 17, 31	
Innovation Hot Cocoa Cart Week of February 5			Gaylord Golf Classic May 20	
Jeans for Charity February 16				



Be Innovative.
Think Possible.



Share your
innovative
ideas with us.

Scan the QR code or
email innovation@gaylord.org

Jeans for Charity: Friday, February 16



The featured
organization is

**The Jack
Mattsson
Foundation**

Mission: Fund
cancer research for

Sarcomas, especially Osteosarcoma. Provide
financial support to patients and families.
Support anti-bullying programs in schools.
[Click here to learn more.](#)

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.



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.

REMINDER
for all emergencies dial
3399

July	August	September	October	November	December
Jeans for Charity July 5, 19	Jeans for Charity August 2, 16, 30	Jeans for Charity Sept. 6, 20	Jeans for Charity October 4, 18	Jeans for Charity November 1, 15, 29	Jeans for Charity December 6, 20

Welcome to the Gaylord Team!

Erin Maurice	SNT-Float Pool
Keshana Green	SNT-Float Pool
Tiffany Boyette	SNT-Float Pool
Tiana Reyes	EVS Aide
Sandra Dube	CSA-L1
Lorie Annatone	Medical Asst-Outpatient
Ivy Plont	Intake Rep-Wallingford
Jessica Munson	RT
Alexandra Niss	TRS
Stephanie Skitromo	Intake Rep-Wallingford
Douglas Griffin	Director of Business Intelligence
Nick Carroll	Food Service Assistant
Kellie Stewart	Physical Therapist-North Haven
Kacey Gifford	Occupational Therapist-Inpatient
Ashley Thompson	PCT-M2
Jackie Rutherford	PCT-H2
Marjulin Rivera	PCT-H2
Ke'Ara Wilson	PCT-M1
Katie Brosnihan	Physical Therapist-Inpatient



Seeking Nominations For The PHIL Award



The PHIL Award is given annually in June to one respiratory therapist, who has been nominated on the basis of professional excellence and compassion in the education and care of patients with pulmonary illness.

The PHIL Award honors the 'unsung heroes' in the respiratory therapy profession who understand that each breath matters. Gaylord takes pride in implementing The PHIL Award program to honor respiratory therapists.

Nomination forms are located on all clinical units. Please consider nominating an extraordinary RT!

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!



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

Daffodil Days



DAFFODILS

- \$12
bunch of daffodils
- \$15
bunch of daffodils with vase
- \$15
mini potted daffodils



TULIPS

- \$15
bunch of tulips
- \$25
bunch of tulips in vase



GIFT OF HOPE

- \$25
Support our Gift of Hope program where volunteers deliver flowers to local hospitals/cancer centers.

To order or if you have any questions, please contact Cammy Nigro at cnigro@gaylord.org

Orders are due by February 13, 2024

Academic Scholarships Available

Apply today!

Visit the intranet/Pulse for the application.



LOVE AT FIRST BITE.

Chef's Table

Wednesday February 14th

11:30AM-1:30PM

Gaylord Café Bowl Station

Chef Gabe's Chef Table

Build Your Own Risotto Bar

fish & vegetarian options available for those observing lent

HAPPY
VALENTINE'S  DAY


Collection Drive

to benefit:
Glow Food Ministry in Wallingford



Questions:
Contact Shannon
Masella
smasella@gaylord.org

Coordinated by:
Gaylord's Outpatient Cognitive Skills Group



February 8 - 15

Items needed:

- Socks (new and gently used)
- Hygiene products
- Beauty products
- Baby products

Donation boxes are located in Jackson 2 Outpatient Therapy, Milne lobby and Jackson lobby.

LOVE AT FIRST BITE.

valentine's day needs

Skip the long lines at the grocery store and florist shop!

Gaylord Café has you covered!

Flowers & sweets available for purchase on Valentines Day in the Café & Starbucks

floral arrangements provided by Stylish Blooms* *while supplies last

HAPPY
VALENTINE'S  DAY


Multi-Cultural &
Multi-Religious

Sunday SERVICES



LOSAR: TIBETAN NEW YEAR

February 11, 2024
2 pm
Hope Chapel
Jackson Ground

“Every breath we take every step we make, can be filled with peace, joy, and serenity.”

-Thich Nhat Hanh

Q:

What have you done this week that filled you with peace, joy, or serenity?

Get your innovative ideas ready!

Look for the HOT COCOA CART the week of Feb 5



 **Gaylord**
Specialty Healthcare

FEBRUARY IS

BLACK
HISTORY
MONTH

Know the past, shape the future.



As we take the month of February to honor the impact African American's have had on our nation, we want to remember **Dexter Scott King**, younger son of Dr. Martin Luther King Jr.

Dexter Scott King (January 30, 1961 – January 22, 2024) was an American civil and animal rights activist, attorney, author, actor, and film producer. The second son of civil rights leaders Martin Luther King Jr. and Coretta Scott King, he was also the brother of Martin Luther King III,

Bernice King, and Yolanda King; and also grandson of Martin Luther King Sr. He is the author of *Growing Up King: An Intimate Memoir*.





Research EDucation Development **(REDD)** Series

Writing a Manuscript Part 1: HOW TO GET STARTED

ABOUT REDD SERIES

The REDD Series has been developed to provide staff interested in research with a background in various skills and topics that will help them to get their project started. **These bite-sized informative summaries will be presented in 15 – 20 minutes, or less.**

For more information:

Hank Hrdlicka, hhrdlicka@gaylord.org

Date:

Thursday, February 29, 2024

Time:

12:10 p.m.

Location:

Contact jcorbett@gaylord.org for Zoom info

Host:

John Corbett of the Milne Institute for Healthcare Innovation

Can't attend live? No worries!

All series sessions will be recorded and made available on the Research Department SharePoint

February Safety Habit:
Attention to Detail



Attention to Detail

What should we do?

- Pay attention to the task at hand to avoid unintentional skill-based errors

Why should we do this?

- To avoid those slips or lapses where the hand is operating before the head
- To reduce the chance that we'll make an error when we're under time pressure, distracted or stressed

Error Prevention Tool

- Self check using STAR

Self-Check Using STAR

- STOP** ▶ Pause for 1 to 2 seconds to focus our attention on the task at hand
- THINK** ▶ Consider the action you're about to take
- ACT** ▶ Concentrate and carry out the task
- REVIEW** ▶ Check to make sure that the task was done correctly and that you got the correct result

STOP is the most important step. It gives your brain a chance to catch up with what your hands are getting ready to do.



Slap-Your-Head Moments



Conditions that **increase the chance** you will experience an unintended error when performing a familiar, routine task:

- Working under time pressure
- Doing multiple things at the same time
- Distractions
- Interruptions
- Boredom
- Mental or physical exhaustion
- Disorientation
- Just not paying attention

Any sound familiar?

STAR

reduces your chances of making an unintended mental slip or lapse by more than 10 times...



Questions about CHAMP?

Ask a Safety Coach. Talk to a staff member wearing the Safety Coach button.



Fiducius Student Loan Financial Planning Benefit

Gaylord Specialty Healthcare has covered the administrative cost of the Fiducius platform to encourage employees to start taking control of their student loans with the guidance and assistance offered by Fiducius.



Begin today by completing the short online assessment.



<https://gaylord.myfiducius.com/login>

Is It Time to Replace Your Slip Resistant Shoes?

45 slips, trips, and falls per day¹

More than half of these injuries were from slips²



As your shoes wear down, check them more often, check weekly. **Shoes with worn tread lead to more slips.**

¹U.S. Department of Labor, Bureau of Labor Statistics [2020]. TABLE R4. Number of nonfatal occupational injuries and illnesses involving days away from work by industry and selected events or exposures leading to injury or illness, private industry, 2018, Washington, D.C. Note: Falls to a lower level were excluded in the calculation of falls per day.

²U.S. Department of Labor, Bureau of Labor Statistics [2020]. Nonfatal cases involving days away from work: selected characteristics (2011 forward) Series ID CSUAFS411XXX6E100, CSUAFS41XXX6E100, CSUAFS422XXX6E100, CSUAFS42XXX6E100. Washington, D.C.

Always check manufacturer guidelines for replacing shoes.

Reference: Beschoner KE, Siegel JL, Hemler SL, Sundaram VH, Chanda A, Iraqi A, Haight JM, Redfern MS [2020]. An observational ergonomic tool for assessing the worn condition of slip-resistant shoes, Applied Ergonomics, 88, 103140. <https://doi.org/10.1016/j.apergo.2020.103140>

CORPORATE SHOE PROGRAM



30% OFF YEAR-ROUND ON SKECHERS WORK STYLES

THE PERKS OF THE SKECHERS CORPORATE SHOE PROGRAM



30% OFF SKECHERS SHOES

Savings year-round on select SKECHERS styles for your company's footwear needs.



FREE SHIPPING AND RETURNS

Not the right fit? Simply send it back to us for a quick return at no cost. No restocking fees.



500+ SKECHERS RETAIL STORES

Shop Skechers footwear at any of our 500+ stores across the United States and Canada.



QUARTERLY FRIENDS AND FAMILY DAYS

As part of our Skechers family, get exclusive savings on 3,000+ styles for men, women, and kids.

SHOP ONLINE:

First-time users: Register at the link below using your Company Access Code.

www.skechersdirect.com/register

Company Access Code: **DPZX9CCG**

(Company Access Code is case-sensitive.)

If you are already registered, log in at www.skechersdirect.com/login

SHOP RETAIL:

Show this flyer when shopping at our SKECHERS retail stores nationwide or mention **RETAIL CODE: JSD**



Gaylord
Specialty Healthcare

If you have any questions regarding this program, please contact SKECHERS Direct Customer Service at (855) 759-7463 or email us at info@skechersdirect.com. Valid at SKECHERS Retail stores and SKECHERS online only. Offer is valid for employees of this company only. Posting the exclusive discount codes or URL online is not permitted. Not valid on sale or test styles and cannot be used in conjunction with any other offers or promotions.

SCAN THIS QR CODE TO RECEIVE THIS OFFER ON YOUR SMARTPHONE





Refer A Friend

Employee Referral Bonus Program

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

***REFERRAL BONUS**

POSITION

\$2,000 RN

\$2,000 PT

\$1,500 LPN

\$1,000 PCT

\$1,000 Intake Rep

\$500 EVS or F&N

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

