

PR & Marketing Team Light Up the Lamplighter Awards



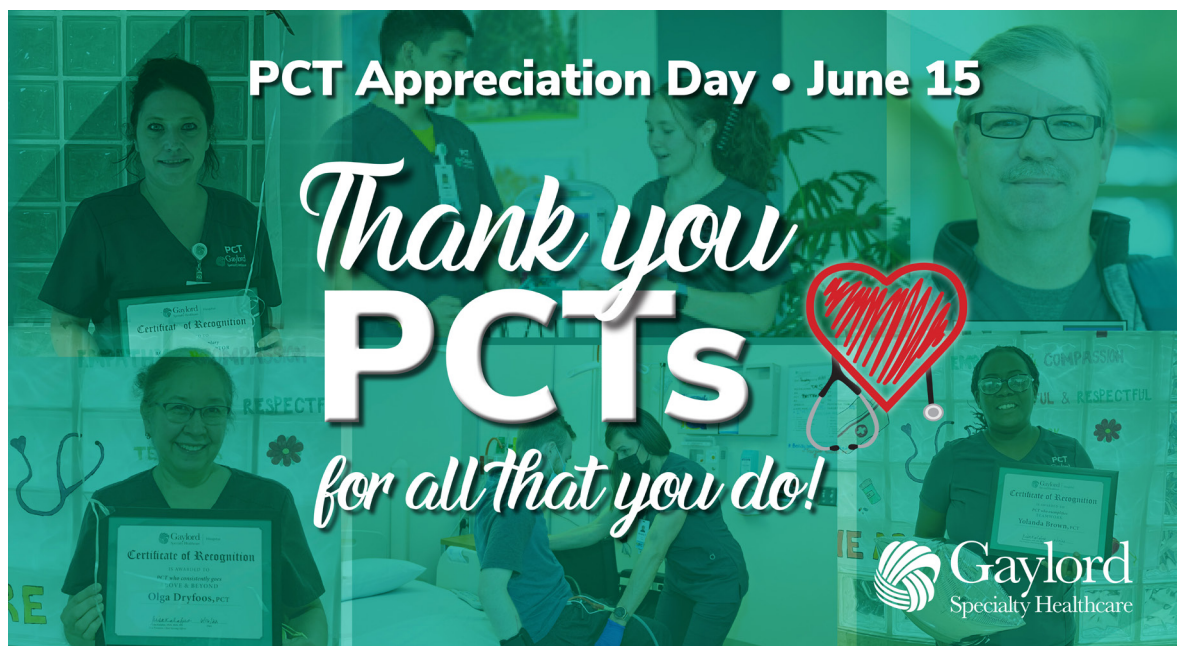
Congratulations to Gaylord's PR & Marketing team who was recently honored by the New England Society of Healthcare Communications (NESHCo), which is the New England's premier professional society for healthcare communications, at its recent annual conference in Boston.

Pictured left, Team Gaylord took home 15 Lamplighter Awards which recognizes outstanding campaigns produced in healthcare communications across New England. Two of the team's entries also placed as finalists for the "Best of New England Award," which is selected annually from the six top scoring Lamplighter Award entries. See the awards list on page 2.

A Message from CNO, Lisa Kalafus

Today we celebrate and recognize our Patient Care Technicians (PCT) for all of their contributions to patient care at Gaylord! PCT's are a vital member of the healthcare team. They are often the first to greet our patients and attend to their every need. They juggle many tasks throughout the day and play a huge support in our patient safety, satisfaction, and quality outcomes. Thank you PCT's for all you do, we would not be able to provide such exceptional care without your dedication and support!

With sincere gratitude,
Lisa Kalafus, CNO



Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

The deadline for the next FYI is Friday, June 23.

Email:
publicrelations@gaylord.org

Our mission is to enhance health, maximize function and transform lives.



Marketing and Branding

Gaylord Therapy Expansion in Madison and North Haven

Media Relations

127 Mini Trees: How a patient's selfless wish to spread holiday joy – combined with Gaylord's "Think Possible" determination – inspired Amazon executive to pay it forward.

Public Relations

Communicating the "Think Possible" stories of the 2022 Gaylord Gauntlet: How a strategic campaign earned considerable local, national, international media, including Women's Day.

Special Events

Gaylord Specialty Healthcare's 120th Anniversary Celebration

Success on a Shoestring

127 Mini Trees: How a patient's selfless wish to spread holiday joy – combined with Gaylord's "Think Possible" determination – inspired Amazon executive to pay it forward.



Healthcare Interrupted

CNA Academy: How CT-based healthcare system pivoted to create a training program for those ready to embrace a new career.

Media Relations

Communicating the "Think Possible" stories of the 2022 Gaylord Gauntlet: How a strategic campaign earned considerable local, national, international media, including Women's Day.

Public Relations

Gaylord Specialty Healthcare's 120th Anniversary Celebration

Success on a Shoestring

Gaylord Specialty Healthcare's 120th Anniversary Celebration



Logo Design

Gaylord "Cheers for Peers" logo

Video

Admissions: The LTACH Advantage

Media Relations

Alena's "Think Possible" story: How Gaylord Specialty Healthcare's rehabilitation expertise helped a softball-obsessed teen get back in the game after brain tumor surgery

Media Relations:

Communicating the "Think Possible" power of adaptive sports: How a well-timed and creative pitch landed a memorable story on CT's only sled hockey team during the Paralympics

Special Events

2022 Gaylord Gauntlet 5k Trail and Obstacle Run

Public Relations

127 Mini Trees: How a patient's selfless wish to spread holiday joy – combined with Gaylord's "Think Possible" determination – inspired Amazon executive to pay it forward.



Media Relations

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Get ready for CARF 2023!



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

Issue #1 on page 15

Check out the latest issues on the intranet homepage/PULSE and upcoming FYIs

FOLLOW THE LINE EVERY TIME



When assessing or evaluating your patient, be sure to follow your patient's lines and visualize connections for accuracy.

- Is their oxygen connected correctly? Is it on? Does the flowmeter match the order?
- Is their tube feed connected and running as ordered?
- Is the IV pump connected and infusing medication as ordered?
- Is the wound vac working properly and plugged in?
- Are the pumps plugged in?

Remember

When patients are in their rooms, oxygen must be connected to the wall flowmeter. Patients are not to be left on the portable tank.



Celebrate Pride Month

Thank you to the Food and Nutrition Department for delivering colorful cupcakes around the Wallingford campus in celebration of Pride Month.

JUNE

Service Awards

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

50 YEARS

Cindy Michalski
Care Management

30 YEARS

Alyssa Rotman
Clinical Services

25 YEARS

Kim Thompson
PR & Marketing

20 YEARS

Holly Werle
Outpatient Therapy

15 YEARS

Jessica Dale
Pharmacy

10 YEARS

Eric Puka
Radiology

Megan Tokarz
Respiratory Services

5 YEARS

Katelyn Donohue
Outpatient Therapy

Kim Levesque
Physical Therapy-Cheshire

Welcome

to the Gaylord Team!

Casey Hutchinson	OT-Inpatient
Grace Miceli	Intake Rep
Taylor Robinson	CSA-H2
Susan Jacques	CSA-H2
Larissa Dembin	PT-Inpatient
Ann Pulisz	CSA-H2
Rebecca Hernandez	SNT-L1
Cynthia Cabrera	SNT-L1
Stephanie Errico	SNT-H1
Amanda Lis	RN-L1
Alexa Apotria	Graduate Nurse-M2
Maria Nieves	SNT-M1
Gabrielle Riccio	SNT-H2
Adriana Dowling	SNT-L1
Donnalee Rivera	SNT-H1
Mia Pulisciano	Graduate Nurse-L1
Samantha Tucci-Stine	SNT-H2
Monicka Gustave-Burl	LPN-H1
Sophia Soto	SNT-H2
Ashley Quadrato	SNT-L2
Chloe Stancuna	SNT-L1



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

Happy 1 Year Anniversary, CNA Academy



"June 13, 2023 marked the one year anniversary of the Gaylord CNA Academy! The sixth cohort of CNA students will be joining us later this month. The program has been a great success under the leadership of Kristen Berg and with the support of Beverly Teixeira and Lacey McCauley. Thank you to all of you who supported the Academy during the planning, implementation and beyond! We truly couldn't do it without all of your support. Congratulations to the CNA Academy!"

-Caitlin Cote, Nursing Staff Development Manager



A Salute to the Brits and Yanks

Wallingford Symphony Orchestra • Conducted by Philip Ventre

SATURDAY, JULY 1ST 2023, 7PM (Rain date is July 4TH)

Free Tickets

On Saturday, July 1, Madison Cultural Arts will hold its annual "Concert on the Green." The Wallingford Symphony Orchestra will play the night's concert, and the theme will be "A Salute to the Brits and Yanks." As a major event sponsor, Gaylord will have six tickets reserved for those who would like to attend. If you're interested in attending, please email Jamesrusso@gaylord.org or call X2946.

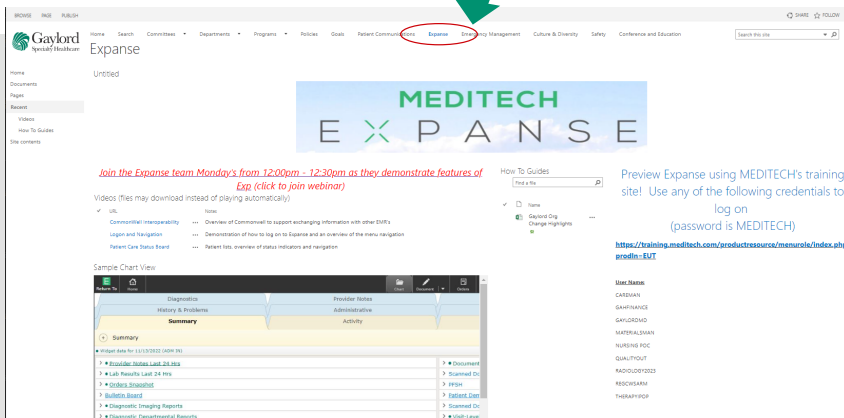
ATTENTION GAUNTLET RUNNERS EARLY PACKET PICK-UP



Wednesday, June 21
11am - 5:30pm
Chauncey



Check out the Meditech EXPANSE Sharepoint page



Look for more Meditech
EXPANSE information
in upcoming FYIs and
Snapcomms



HIPAA Reminder

All of our patients deserve to have their privacy protected. Inappropriate access or disclosure of patient information puts our patients' privacy at risk and our organization at risk. This message is a reminder that access to a patient record is on a need-to-know basis only.

HIPAA Privacy Guidelines as well as state and other regulatory agencies restrict access to patient information unless you need to in order to perform your job. Unless you are directly involved in the care of a patient, do not access information or discuss the care of a patient outside of your own job responsibilities.

***Inappropriate access by a staff member to a medical record may result in termination of employment.* Please refer to Administrative Policy 2.600-B.02**
SUBJECT: HIPAA Confidentiality for further clarification of our policy.

Have a HIPAA question?

Contact Tracey Nolan, Privacy Officer at ext. 3303 (Director of Health Information Management)

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.



Taking Preorders for Gaylord Tote Bag

The Cotton Canvas Admiral Tote Bag pictured below was displayed at our Vendor Fair. The vendor is taking preorders at \$25 each. Please reach out to Georgette @ gmacquarrie@gaylord.org if you would like to place a preorder or stop by her office to see the sample tote.



PROCESS IMPROVEMENT

ideas?

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



MEDITECH EXPANSE — WEBINAR SERIES —

Scheduling, Benefits, OP Registration/Check-In



**Monday, June 19
12 p.m., Via Zoom**

Presenter
Anne Pacileo

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

Webinar link is also available on the intranet homepage/PULSE

June	July	August	September	October
Jeans for Charity June 2, 16, 30	Jeans for Charity July 7, 21	Jeans for Charity August 4, 18	Jeans for Charity September 1, 15, 29	National Physical Therapy Month
Gaylord Golf Classic June 19	Legacy Week		Employee Appreciation Day September 19	National Case Management Week
Gaylord Gauntlet 5k Runner Packet Pick-Up June 21	Employee of the Year Event July 13		National IT Professionals Day September 19	National Respiratory Care Week
Gaylord Gauntlet 5k June 24			National Spinal Cord Injury Awareness Month	National Pharmacy Week
			National Rehabilitation Awareness Week	Infection Prevention Week
				National Patient Account Management Week
				Healthcare Quality Week
			Complex Rehab Technology Awareness Week	



Gaylord and the
COMMUNITY

- **June 26**-Albertus Magnus Golf Tournament
- ■ **July 1**-Madison Concert on the Green
- ■ **July 22 - August 12**-Bartlem Beats Concert Series
- **July 25**-Hunters Ambulance Golf Tournament
- August 1 - Nov 1**-Cromwell Lions Football and Cheer
- **August 7**-Masonicare Golf Tournament

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

● Community Events ■ Sponsorships

Jeans for Charity: Friday, June 16



The featured organization is

ALS-Local Chapter

"Our mission is to discover treatments and cures for ALS, and to serve, advocate for, and empower people affected by ALS to live their

lives to the fullest."

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.



06 24 23

REGISTRATION NOW OPEN

www.gaylordgauntlet.org

November	December	January 2024	February	March
Jeans for Charity November 3, 17	Jeans for Charity December 1, 15, 29	Jeans for Charity	Jeans for Charity	National Nutrition Month



SUMMER BBQ

THURSDAY, JUNE 15

MILNE CIRCLE
11:30 AM - 1:30 PM

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

Lobster Rolls
New England and CT style

Weather permitting



Be Innovative.
Think Possible.



Share your innovative ideas with us.

Scan the QR code or
email innovation@gaylord.org

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

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

t Follow Gaylord on Twitter.
twitter.com/GaylordHealth

Does your child, 16 or over, need volunteer hours?

DATES: June 15, 16 or 20

We are looking for volunteers to help fold t-shirts, label bags and stuff Gauntlet runner bags.



GAYLORD GAUNTLET 5k
Promoting Health, Function and Fitness

Contact Georgette MacQuarrie at
gmacquarrie@gaylord.org

Sonja LaBarbera Discusses Leadership with National Publication, Becker's Healthcare



President and CEO Sonja LaBarbera and other hospital C-suite members across the country joined a conversation with Becker's Healthcare to discuss how lessons from hit show Ted Lasso apply to healthcare leadership.

"Leveraging the different viewpoints of your staff and embracing their individuality," said Sonja, "often results in discovering the most innovative solutions to the toughest challenges."

[Read the full article featuring Sonja here](#)

Congrats!



Congratulations to Evelyn McInnis, Regional Healthcare Manager, Admissions Department, on earning her BSN from Charter Oak State College on June 8. Lisa Kalafus, Vice President and Chief Nursing Officer came to the Admissions Department to present her with a BSN pin.



06 24 23

CLICK TO REGISTER

www.gaylordgauntlet.org

**Check out the food trucks/
vendors that will be at the
Gauntlet:**

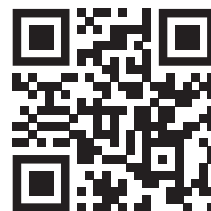
- Morrison Healthcare
- Chick-Fil-A
- Ben & Jerry's
- Rogue Coffee
- Tata's Restaurant
- Black Hog Brewing Co
- Armada Brewing

Even if you are not participating, grab your friends and family and come on down and enjoy the food, music, summer weather and cheer on your co-workers.



Did your co-worker go above and beyond?

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





Monthly Winner for Innovation Submission Announced



Congratulations to **Shane Gallagher**! He is the monthly winner for Innovation submission. He suggested looking into the Artificial Intelligence (i.e. ChatGPT) for time savings in documentation and won \$25 Gaylord bucks for his effort!

Look out for next month's raffle winner! If you want to learn more about the project, or have ideas on how AI can be used in your area at Gaylord, please contact Shane or Pete Grevelding. AI is an exciting development and we are considering new ways to incorporate in to workflows.

You could be the next winner by submitting an innovative idea today. Scan the code to let us know!



GAYLORD IN THE NEWS

Hartford Courant:

[A CT woman can't walk or communicate without help. She's adding to this list of achievements](#)

Featuring former outpatient and current Gaylord Sports Association athlete Meg Moore and her "Positivity for Patients" project currently showcased in the Milne lobby, pictured below.



REMINDER
for all emergencies dial
3399



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 RCP

\$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.**



VOLUNTEERS NEEDED

Help Clean-up
Gaylord Farm Road

Wednesday, June 21
4 p.m.

Join your co-workers for the Annual Ellie Brown Memorial Roadside Clean-Up. Volunteers may dress casually that day. Free refreshments, courtesy of the Community Relations Committee at Laskara Restaurant.

To sign-up email:

Jamesrusso@gaylord.org.



Meet Our Physical Medicine and Rehabilitation **RESIDENTS**

**Gage Hurlburt, DO****Hometown**

Martinsburg, WV

Medical School

West Virginia School of Osteopathic Medicine

Undergraduate School

West Virginia University

Clinical Interests

Pain Management, Sports/Musculoskeletal Medicine, Regenerative Medicine

Interests

Weightlifting, running, cooking, watching sports, traveling

**Courtney Pinto, MD****Hometown**

Norfolk, MA

Medical School

New York Medical College

Undergraduate School

Saint Michael's College

Clinical Interests

Neurorehabilitation, specifically Traumatic Brain Injury, Neuromuscular Disorders, and Spinal Cord Injury, Regenerative Medicine, and Adaptive Sports

Interests

Hiking, kayaking, yoga, rock climbing, gardening, cooking, and reading

**Priscilla Mapelli, DO****Hometown**

Unionville, CT

Medical School

Touro College of Osteopathic Medicine, Harlem, NY

Undergraduate School

University of California, Los Angeles

Clinical Interests

Addressing health disparities, Spinal Cord Injury, MSK Ultrasound, Regenerative Medicine, Pediatric Rehab, Sports and Interventional Pain Medicine

Interests

Weightlifting, plants, experiencing new foods and traveling

**Mitch Wright, DO****Hometown**

Hampton, IL

Medical School

A.T. Still University Kirksville College of Osteopathic Medicine

Undergraduate School

Carthage College

Clinical Interests

All aspects of Physical Medicine & Rehabilitation: General Acute Rehab, Musculoskeletal Medicine, Prosthetics and Orthotics, Spasticity Management, Neuromuscular Rehab

Interests

Volleyball, cycling, cooking/baking, and finding new donut shops

For inquiries or more information
about the residency please contact
Mkoller@gaylord.org.

Class of 2026



Employee Preparation for the CARF Survey 2023



Get Ready. Get Set! It's time for the CARF Survey!

Gaylord Hospital will welcome surveyors from the Commission on Accreditation of Rehabilitation Facilities (CARF) sometime probably in September or October of this year. We will have a better idea of the timing of the survey as of July and will share that information with staff.

Gaylord was first accredited by the Commission on Accreditation of Rehabilitation Facilities in 1986, almost 37 years ago! Gaylord was most recently accredited by CARF in 2020.

For the upcoming visit, we will be surveyed using the Comprehensive Integrated Inpatient Rehab standards (CIIRP). Our goal is to again receive specialty accreditation in Stroke, Spinal Cord System of Care and Brain Injury. The survey includes rehab services provided for inpatients (adults, adolescents and children) as well as outpatients (adults, adolescents and children).

We are the only hospital in the state with all of these specialty accreditations!

What is CARF?

CARF's vision is to serve as a catalyst for improving the quality of life of the persons served by CARF accredited organizations and the programs and services they provide.

CARF first began surveying in 1966. Surveys are performed, not by full-time surveyors like The Joint Commission, but by people who work in other rehab facilities.

Our surveyors will include the Administrative Surveyor - Team Coordinator and up to four Program Surveyors. Given the number of specialty programs, we will have many surveyors, likely about 5!

The last survey was a one day virtual survey so we are excited that the CARF surveyors will be coming on-site to hear about our Rehab programs and all of the work that is done at Gaylord.

Why do we do this?

Taking the extra step to meet national standards, such as those provided by CARF, gives consumers and payers confidence and security in the care provided to patients at Gaylord. We know we do a great job at Gaylord, but CARF accreditation affirms it. It also challenges us to be better via meeting the comprehensive CARF standards.

What will the surveyors want to know?

The surveyors are focused on outcomes of the person served. They want to know if we are successful in meeting the goals of our patients. They will want to know we follow our policies. They want to know we track our outcomes and make and act on plans to improve.

How do we measure outcomes?

We use various tools to measure our outcomes including but not limited to:

- Percent of patients discharged to the community and other locations
- Percent of patients who return to acute care after discharge
- Percent of patients who have seen their Primary Care Physician in the last 90 days

With **Discharge to Community**, we monitor monthly the discharge to community rate. Our goal is 59 percent of our patients will be discharged to the community. This information and other outcomes is shared regularly at program meetings.

The **90-Day Follow-Up** information is obtained by contacting our patients 90 days after discharge to see if they:

- are able to deal effectively with everyday life activities
- are able to participate in leisure and recreational activities
- have gone back to work
- have been re-hospitalized
- were satisfied with their care at Gaylord

CARF is also interested in our plan for "seeking input and being responsive to persons served (patients) and other stakeholders (like the discharge planners, referring physicians and insurance companies). These stakeholders are contacted at least annually. Information from all of these surveys are shared with leadership and staff for their follow-up as necessary.

How do we seek input?

CARF surveyors also will look at ways we encourage feedback from others. One way we do this is through monitoring patient satisfaction. Summary information is reviewed monthly by leadership as well as at Program and staff meetings.

Continued on page 2



Employee Preparation for the CARF Survey 2023



We feel that if our patients are highly likely to recommend us that it is a good indicator that they were happy with their care.

You may ask yourself: **How are we doing?** Our inpatient goal is 90% of our patients giving us a 4 on the question of whether they would recommend us to others. Our rating through April was 84%. Are you wondering why are we falling short on meeting goal? CARF will be. Patient comments indicate a variety of reasons from patient discharges, length of stay, staffing challenges, staff interactions (attitudes & courtesy) and call bell response time.

Our patient satisfaction goal for Outpatient is 90%. This is based on the patients giving us a 5 on the question of likelihood to recommend. Our scores have been 86% percent for two quarters. While mostly all of our patient's comments on the outstanding individualized care they receive, it is customer service opportunities such as scheduling and returning calls in a timely manner that we can improve upon. Much work is being done with both the Inpatient and Outpatient Service Lines to improve patient satisfaction and patient experience.

We also look at other satisfaction questions in areas such as Nursing, Physician, Therapy, Psychology and Respiratory Therapy. Staff members should know how their own departments do with those questions.

What is the difference between The Joint Commission and the CARF surveys?

Very simply put, The Joint Commission surveys all types of hospitals whereas CARF is the accrediting body for rehabilitation and life enhancement programs and services. CARF will survey only those parts of the hospital where our acute rehab patients receive services. Another big difference is that CARF surveyors want to hear how Gaylord excels in providing care for its patients. So, feel free to share Gaylord Good Stories with the surveyors when they visit with you.

What is your role in preparing for the CARF survey?

Over the coming months, we will provide you with information about CARF requirements and standards.

Look for additional information about CARF in the next few issues of Eyes on Gaylord as well as on Sharepoint. Please contact Lori Vickers, Pete Grevelding, Tina Ufferfilge, Jillian Mattson, or Susan Stango if you have any questions.

Gaylord's CARF Accredited Programs

14 Programs

- Comprehensive Integrated Inpatient Rehabilitation (CIIRP) – Adults
- Comprehensive Integrated Inpatient Rehabilitation (CIIRP) - Children and Adolescents
- Inpatient Stroke Specialty Program - Children and Adolescents
- Inpatient Stroke Specialty Program – Adults
- Outpatient Stroke Specialty Program - Children and Adolescents
- Outpatient Stroke Specialty Program – Adults
- Inpatient Brain Injury Specialty Program - Children and Adolescents
- Inpatient Brain Injury Specialty Program – Adults
- Outpatient Brain Injury Specialty Program - Children and Adolescents
- Outpatient Brain Injury Specialty Program – Adults
- Inpatient Spinal Cord Specialty Program - Children and Adolescents
- Inpatient Spinal Cord Specialty Program - Adults
- Outpatient Spinal Cord Specialty Program - Children and Adolescents
- Outpatient Spinal Cord Specialty Program - Adults

Questions about
Eyes on Gaylord
should be directed to
Lori Vickers,
Therapy Director x3385
Susan Stango
Director of Quality & Safety
x2725.