

# Fourth Quarter **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 fourth of this 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 reflected upon the importance of respect, not only for patients and families, but also for co-workers.



The first nominee is **Jennifer Kleinschmidt**. Jennifer is a Care Manager. She has been with Gaylord since July 1999 and was nominated by a co-worker.

The co-worker states, "I would like to nominate Jennifer Kleinschmidt, Care Manager on Milne, for an ICARE award. Jen is the Care Manager that I would want for my own family. She fights for her patients and is an amazing advocate. I can think of many examples of her dedication to her patients, but one that stands out happened recently. Jen received a phone call on a Saturday afternoon from the nursing supervisor stating that the recently discharged patient did not have her nebulizer, which she needs 3x a day. Jen immediately called the respiratory company but could not correct their error on a Saturday. She called multiple pharmacies and medical supply stores with no luck. She was not going to give up and ended up bringing a nebulizer that she had at home to the patient's house. She and the patient could FaceTime with respiratory to ensure the device was set up correctly.

This is just one example of how dedicated Jen is. She works with integrity every day and passionately fights for what is best for all her patients. Jen's compassion is evident in her work, as she has been recognized multiple times through the Gaylord Star Program by patients and families expressing their appreciation. She encompasses the ICARE values in her day-to-day work and deserves this nomination."

Jen's supervisor Chris Babina states, "Any one of us would want Jen Kleinschmidt to be our Care Manager! Jen has been a staff nurse at Gaylord for a number of years and has worked as a Care Manager for about seven years. Becoming a member of the Care Management team, Jen accepted her position without question, working with the medically complex population in Milne. She has totally submerged herself as a Care Manager, absorbing knowledge like a sponge in developing her expertise. Jen has incorporated the ICARE values of integrity, compassion, accountability, respect, and excellence into her daily practice. This is evident by the ICARE nomination Jen received from a colleague who noted, "Jen is the care manager that I would want for my own family. She fights for her patients and is an amazing advocate."

*Continued on page 2*

# FYI

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

## FYI DEADLINE

The deadline for the next FYI is Friday, May 24.

Email: [publicrelations@gaylord.org](mailto:publicrelations@gaylord.org)

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

## ICARE article continued from page 1

This nomination referenced a particularly complicated patient scenario. The discharge itself had been very involved, requiring a lot of leg work, coordination between vendors, and multiple phone calls to make it a reality for this patient, who desired to return to her home. Everything was set, or so it was thought, and the patient was discharged to her home as scheduled. Unfortunately, one of the durable medical equipment (DME) providers did not follow through to deliver a nebulizer, which was critical to maintaining this patient's respiratory status to avoid readmission to acute care. Being a weekend made the situation even more dire, and Jen was unsuccessful in securing a nebulizer from either the original DME provider or an alternate. Determined to keep her patient home and free from distress, Jen brought a nebulizer from her house to the patient. She contacted the Director of Respiratory Therapy to ensure proper device setup.

The scenario described is only one example of Jen going "above and beyond" for her patients, as it has been repeated multiple times, whether it is a weekday, weekend, or after-hours. Her colleague notes that Jen "works with integrity every day and passionately fights for what is best for all her patients." It is with great pleasure to recognize Jen. Gaylord is fortunate to have an employee like her, and I fully support her nomination.



Our second nominee is **Kate McNelly**. Kate is an IT Applications Analyst II. Kate started with Gaylord in August 2015 and was hired as an RN on Hooker 2. A co-worker nominated her.

The co-worker states, "I am blown away by Kate's work in the Expanse builds for therapy. She has been so collaborative and truly seems to understand our workflow and documentation needs. She is always available to troubleshoot and will Zoom or meet with us on short notice. In our fast-paced day, having someone so capable and reliable to resolve our issues and needs has been incredibly helpful. Kate is committed, supportive, reliable, and excellent at what she does!"

Kate's supervisor Val Acabbo states, "I absolutely support Kate for this nomination. It has truly been wonderful having Kate on the IT Applications team. While quiet and reserved, I have come to know that when her wheels are spinning, she is analyzing and problem-solving a system issue or workflow challenge. Kate has grown from a brand new analyst with a strong nursing background into an incredibly self-motivating analyst. She is always willing to jump in and help with any task and is happy to educate others on what she has learned. Kate holds herself accountable to a high standard and puts patient care and the staff's needs as her top priority. She was truly instrumental in the success of the Expanse project. I could not be more proud of how far Kate has come in this role."

Kate's supervisor Alyssa Rotman also stated, "I am lucky enough to have worked alongside Kate for several years. She has been a member of the Nursing Informatics Council since its inception in 2020. Her contributions were always creative, thinking outside the box and looking for ways to improve nurse efficiencies and patient safety. To watch her grow in her role as an IT analyst has been nothing short of magical. She digs deep to analyze a clinical situation and is the most persistent and creative analyst I've encountered. She never settles for "it can't be done" and will always find a way to find a solution. She has a tremendous work ethic and collaborates with customers throughout the organization and outside. I am thrilled to support Kate's nomination as her current manager and can say, without reservation, she is supremely deserving."



Our third nominee is **Maddy Murgatroyd**. Maddy is an Occupational Therapist/Team Lead/Inpatient Therapy. Maddy started in June 2020. A patient nominated her.

The patient states, "Maddie is a multi-talented therapist with an incredible ability to motivate. When I arrived at Gaylord my self-confidence was almost completely gone for the first time ever but working with Maddie was amazing she has so much passion and commitment to her work that after only days, I started to feel more confident and hopeful about a full recovery."

*Continued on page 5*

## ICARE article continued from page 2

Her energy and commitment to helping me was definitely something I had never experienced before. I have so much respect and gratitude that I have gone back to visit her a couple of times. Maddie is definitely one of the best people I've ever met."

Maddy's supervisor, Marci Brassard states, "It is with great pleasure and confidence that I support the nomination of Madeline Murgatroyd as an ICARE recipient.

Maddy joined the inpatient therapy department in June 2020 to cover a maternity leave during an incredibly challenging summer. She quickly acclimated and impressed everyone with her skills and knowledge. She hung in through all the challenges of COVID and staffing. It was an easy decision when a full-time position opened later that year. Since then, she has repeatedly demonstrated her commitment to her patients, peers, and the Gaylord mission.

All those who work alongside her know her drive to grow as a clinician. She is frequently the first to take on new learning opportunities and has sought continuing education courses in a variety of areas. She championed the pilot of a new biofeedback device and has been involved in several inpatient therapy research studies.

Maddy has been a leader within the inpatient occupational therapy department during increased staffing needs. She has consistently stepped up and assisted supervisors and her peers in obtaining coverage and thinking creatively to provide the best care for our patients. She professionally communicates with all interdisciplinary team members effectively to foster the best team approach for our patients. She holds the Inpatient Therapy Milne 2 Team Leader position and has already shone in this new role. She is working to create a stronger relationship between therapy and nursing and medical staff, as well as care management.

In conclusion, Maddy is dependable, organized, effective, and professional. Her patients have excellent outcomes, and it's clear she loves what she does. It

certainly is no surprise she was nominated for this deserving award from a previous patient.



Our final nominee is **Joy Savulak**. Joy is our Publicist. She has been with Gaylord since 2011 as a consultant and became a Gaylord employee in September 2023. A colleague nominated her.

The colleague states, "Joy is the epitome of Gaylord's spirit. Her job is getting Gaylord's name "out there." She does so with a smile and is so proud of the organization she represents. She always points the credit elsewhere (i.e., I have written many articles, and without her editing, my stories would be choppy! But she always points the finger at the author), and giving her credit is long overdue. She runs around on Gauntlet Day, making sure the press is where it needs to be and making sure the stories happen, only to somehow have enough energy to participate at the end of the day. Joy is a behind-the-scenes worker who deserves her day in the spotlight."

Joy's supervisor, Tara Knapp, states, "I am delighted to support Joy Savulak's nomination for the ICARE quarterly award.

Joy began her career with Gaylord in 2011 as a consultant. As Vice President of Development, I was looking for a talented writer to help create patient stories to be used in appeal letters to donors. And I found her. Joy's ability to tell a compelling story that moved the heart (and the wallet) was peerless. Often, her letters would result in not only gifts but also notes, letters, and phone calls to me from our community of donors and staff to say how moved they were by what they read. She expanded her work with us by writing articles and stories for Contributions, our donor newsletter, and the annual gift report – transforming it from a list of names to an engaging read.

At one point, Joy told me, "I'm a publicist, not just a writer. I could do more for you!" From that day on, Joy became our publicist, took her talent for writing and pitching media, and turned it to Gaylord's benefit.

*Continued on page 4*



## ICARE article continued from page 3

We all know Gaylord has excellent clinical outcomes and compassionate staff; Joy made sure every media outlet in the region knew it. Her ability to pitch a story successfully to various media outlets has resulted in our growing regional and national reputation. The frequency of stories in the news and on TV also ensured that Gaylord would be "top of mind" for providers, patients, and donors. This awareness of Gaylord is critical to increasing patient referrals, expanding our geographic footprint, and securing philanthropic support. Her work on our behalf succeeded in all three arenas.

Joy achieves her success through a magical combination of tenacity and charm. Like a dog with a bone, she pursues reluctant staff and patients and turns them into media stars. Her passion for our mission is evident, and her "Think Possible" attitude is infectious. During the pandemic, she single-handedly delivered almost weekly news stories about Gaylord, its clinicians, its patients, and its creative solutions to the challenges brought on by the pandemic. She did this all while remote! She never hesitates to put in the hours necessary to land the story or amass the b-roll footage, photos, consents, and anything else the media might need to ensure the best possible story. She is gracious with her praise and appreciation to staff and patients by always sending hand-written thank you notes or Cheers for Peers forms.

Her passion for our work drove her to find other ways to gain recognition for Gaylord and publicly herald our specialized care and the level of expertise within our staff. She doggedly pursues local, state, and national awards that put Gaylord and our staff on par with peer institutions and elevates our brand and name recognition. All those leadership awards and Healthcare Heroes awards are thanks to Joy!

I can't say enough about her professionalism, dedication, positivity, and sense of teamwork. She has elevated both our department and Gaylord. She is a "joy" to work with and deserves this award."

# Happy Retirement

JOIN US FOR A  
**FAREWELL "OPEN HOUSE" RECEPTION**

Come wish Kathy good luck in retirement after  
16 years of service at Gaylord



HONORING  
**KATHY REILLY**  
WEDNESDAY, MAY 22  
BROOKER LOBBY, 2-4 P.M.



# Sheina Brackman Named Quarterly DAISY Award Recipient



**Sheina Brackman, RN, Milne 1**, was named the DAISY Award winner for this quarter during Nurses' Week. The DAISY Award celebrates the extraordinary compassion nurses provide their patients, families and peers everyday.

Sheina was nominated by her colleagues who described her as “a gift to the nursing profession” who “comes in each day with a positive, upbeat attitude” and “an infectious smile that lights up the faces of colleagues and patients.”

“Anyone can be taught the science of nursing,” her colleague wrote, “but not all can truly understand the ‘art’ of nursing. Sheina exemplifies the art of nursing. Her calm demeanor and gentle personality allow for her level-headed critical thinking and the best patient outcomes – all while keeping the patient at ease. Sheina is a natural, and her patients don’t forget her - or the way she made them feel!”

“I am truly humbled to be a DAISY Award recipient,” Sheina said, explaining that she is inspired every day by her passion for health while “making a difference in people’s lives in their times of need.”

“I love being part of the Gaylord family and taking part alongside the different teams in my patients’ journeys toward better health.”

The international DAISY Award for Extraordinary Nurses was created in memory of J. Patrick Barnes, who died from an autoimmune disease in 1999. Appreciative of the clinical skills, caring, and compassion exhibited by each of the nurses who cared for Patrick, the Barnes family created the international award and foundation to say ‘thank you’ to nurses throughout the world.

A graphic for Gaylord Required Education Annual Training (GREAT). It features a laptop screen displaying the title "Gaylord Required Education Annual Training (GREAT)" in green, followed by "Deadline: May 30" in red, and "Training is Mandatory – There will be No Exceptions" in green. Below the text are the UKG and Gaylord Specialty Healthcare logos. To the left of the laptop is a smartphone showing the UKG Pro mobile app interface. To the right is a green box with white text: "Login to UKG, click on UKG Learning button to access training". The background is a light blue gradient.

# Escape Room

**Situation:** A patient has eloped, and a "Signal 1" has been called. Time is crucial. Your mission is to follow a series of challenges and clues to identify the missing patient and ensure their safety. You have a total of 30 minutes to find the patient and complete the escape room. The team who completes the escape room the fastest wins a prize. Make your team of 3-5 staff members.



## CLINICAL SUPPORT DEPARTMENT OF THE YEAR

*Thank you  
for all that  
you do!*



**Food & Nutrition Department**





# Clinical Trials Day

Friday, May 10, 2024

Thank you to everyone who joined us this past Friday, May 10, for the Milne Institute's 4th annual celebration of International Clinical Trials Day! This year, we showcased 17 posters on various topics in the new Institute for Advanced Rehabilitation. We had a wonderful time celebrating all of the incredible research conducted by Gaylord's clinicians. As with each year, several awards were given out during the celebration.

The winners from this year's celebration are:

- **Kimberly Tetreault**, winner of this year's "Author Signature Raffle" (received a \$50 gift card)
- **Vanessa Latozas**, winner of this year's "Published Author Raffle" (received a \$250 gift card)

"People's Choice for Poster of the Year" went to two winners this year:

- **Emily Meise** for her poster titled, "*Validity and Reliability Testing of the Gaylord Occupational Therapy Cognitive (GOT-Cog®) Screen: A Novel Cognitive Screen for Inpatient Occupational Therapy Treatment Planning*"

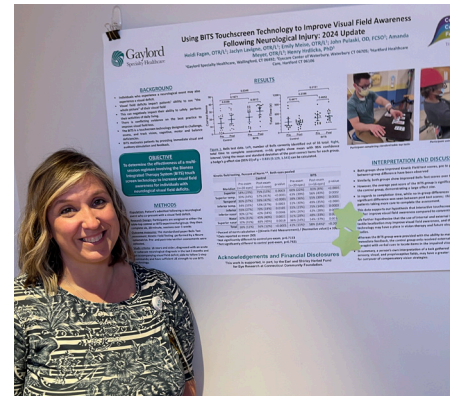
- **Tracy Houle** for her poster titled, "*Use of Silver with a Collagen Microscaffold with Native Collagen Dressing with Silver in Wound Care in Spinal Cord Injury*"

Both received a signed certificate of recognition from the Milne Institute's Executive Director, Pete Grevelding.

- **Stefanie Gaidos**, winner of the "Milne Institute for Healthcare Innovation Recognition of Research Growth, received a signed certificate of recognition from the Milne Institute's Executive Director, Pete Grevelding

Thank you all again, and we hope to see you next year!

The Milne Institute for Healthcare Innovation Strategy Group: *Pete Grevelding, Dr. David Rosenblum, Dr. Hank Hrdlicka, Roz Gilhuly, John Corbett, Dr. Socheata Morley, Emily Meise, and Raquel Conklin*





# Congrats to our Preceptor of the Year Award Winners



## Andrea Fairchild, RN, Lyman 1:

Andrea's manager said, "Andrea has shown dedication and commitment to her team in her eight years at Gaylord. She is a strong leader – fair and encouraging – and does not stop until the job is done. She now has two new nurses on her team and I have already seen such huge growth in each of them from Andrea's leadership. She creates a positive environment for learning and is always available to support her staff!"

## Siobhan Peng, RN, Hooker 1:

Siobhan was nominated multiple times by peers who say that although she is new to being a preceptor and a charge nurse, she has risen to the occasion. "She is knowledgeable and meticulous with the detail that she shares with her orients. She takes on this responsibility with a sense of pride, and truly understands that she is building her future team!"



**SAVE  
\$10**  
USE DISCOUNT CODE:  
**Staff24**



**06 15 24**

**REGISTER TODAY**

**[www.gaylordgauntlet.org](http://www.gaylordgauntlet.org)**

# Hospital Week

May 13-17, 2024



*A week of gratitude*

**MONDAY**  
MAY 13

**Innovation of the  
Year Award / CHAMP  
Awards / Department  
of the Year Award**  
12 p.m.  
Brooker Lecture Hall

**TUESDAY**  
MAY 14

**Committee  
Engagement Fair**  
11a.m.-1:30 p.m.  
2:30 p.m.-5:00 p.m.  
Brooker Lecture Hall

**WEDNESDAY**  
MAY 15

**Appreciation Lunch**  
Wallingford campus  
11:30 a.m.-1:30 p.m.

**Appreciation Dinner**  
Wallingford campus  
Second Shift  
4:30pm-6:00pm

**Appreciation Dinner**  
Night Shift  
(1:00 a.m., Thursday,  
May 16)

**THURSDAY**  
MAY 16

**Safety Fair**  
7 a.m. - 5 p.m.  
Brooker Lecture Hall

**Peer Support  
Breakfast**  
8:30 a.m.  
Cafeteria

**FRIDAY**  
MAY 17

**Free Dress Down Day**

**Escape Room**  
Jackson Ground  
Starting at 8 a.m.  
Sign-ups required

**Scholarship Presentation**  
Brooker patio  
3:00 pm

**DEBI Committee Cultural  
Foods**  
Cafeteria  
11:30 a.m.-1:30 p.m.



## SAFETY FAIR

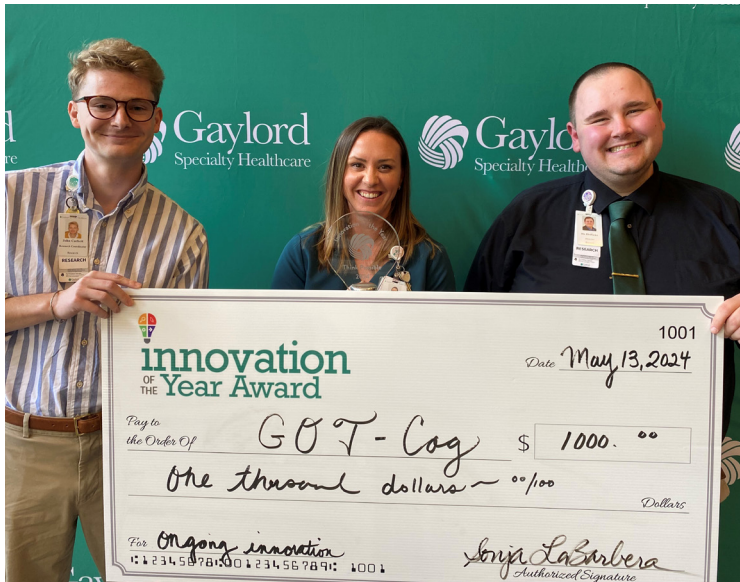
Thursday, May 16 • Brooker Lecture Hall •

7am-9am & 11:30am-3:30pm

**Educational, Fun, Raffle Prizes and Giveaways!**



# innovation OF THE Year Award



Be Innovative. Think Possible. The GOT-Cog won the second annual Innovation of the Year Award on Monday, May 13 kicking off Hospital Week festivities, besting over 120 other nominations. The GOT-Cog's innovative approach towards problem-solving, process improvement, product development, and growth across the organization was recognized, with finalists including nursing competency validation, vestibular and vision rehab exercises posters, and a paper reduction system.

In 2021, Emily Meise, MS OTR/L saw a need for an OT-derived cognition screen and approached the research department for their help in creating one. Together, Emily and the research department worked with an internal expert panel to refine Emily's initial draft, resulting in the creation of the

Gaylord Occupational Therapy Cognitive (GOT-Cog©) Screen. This tool has 24 items that represent 9 domains of cognition typically impacted by brain injury, stroke, and hospitalization, including: Verbal Fluency, Attention, Orientation, Delayed Recall, Visuospatial, Divided Attention, Auditory Memory, Sequencing, and Functional Problem Solving.

Today After 2.5 years, the GOT-Cog has been developed and is the current assessment of record for Gaylord's inpatient OT department. A multiphase study was conducted to evaluate the validity (accuracy), reliability (precision), and responsiveness (change over time) of GOT-Cog. From this study, one manuscript was published in the American Journal of Occupational Therapy, with a second currently being considered for peer review, and at least two more on the way. Following the initial manuscript, Emily and the research department have been contacted by other OT practitioners and and investigators across the US and internationally for more information on the measure.

The Innovation Committee accepts innovative ideas all year long. Your idea could be the next Innovation of the Year Award winner!



**Be Innovative.  
Think Possible.**



**Share your  
innovative  
ideas with us.**

Scan the QR code or  
email [innovation@gaylord.org](mailto:innovation@gaylord.org)



# NOMINATE:



Make sure Gaylord is considered for voting in these two categories:

- Place to Work
- Physical Therapist Office



Scan the QR code to nominate. Now through June 10

## Jeans for Charity: Friday, May 31



The featured organization is:

**Donate Life CT**

[Click here to learn more.](#)

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.

May	June	July	August
Stroke Awareness Month	Gaylord Golf Classic May 20	Jeans for Charity June 7, 21	Jeans for Charity August 2, 16, 30
Better Hearing and Speech Month	Great Place to Work Survey Opens: May 21	Wellness Fair June 13	Legacy Week July 8-12
Mental Health Awareness Month	Gaylord University: Required Employee Annual Training Deadline: May 30	Great Place to Work Survey Closes: June 14	
Jeans for Charity May 17, 31		Gaylord Gauntlet 5k June 15	
National Hospital Week May 13-17			

# Nursing Leadership Awards Announced

Congratulations to **Breanna Medina, MSN, RN** and **Beth Benigni, BSN, RN** on being awarded the Nursing Leadership Award during Nurses' Week.

Breanna's nomination states, "She is constantly willing to give realistic advice and provide a laugh. She is kind and smart and is always willing to help. She is an exceptional nursing educator. Bre is so helpful and supportive in her role as our NRP Leader! She educated us while offering support in areas we felt inadequate or on topics we were confused with.

Bre is our new nurse residency program teacher for the first year at Gaylord. She is extremely personable, super helpful, and a great person to lead the program. Not only is she an experienced nurse, she's also very kind and compassionate about what she does. I definitely feel like she cares about all of our well-being. She's super deserving of this award. Honestly, all of the education department is, but Bre, especially for her new role in NRP this year.

Breanna has a take charge attitude and an enthusiasm for her craft rarely found these days. She sees problems as challenges and dives in head first to create the safest scenario for the patients and clinical staff. She coordinated the arduous task of Expanse training for nursing staff and did so with energy, excellence, and humor."

Beth's nomination states, "Beth goes above and beyond every shift she works. She is always willing to lend a hand on the units assisting with med passes and patient care. She is a great resource throughout the hospital and always has a positive "can-do" attitude. Whatever the circumstance, Beth will help find solutions, and it is always comforting to know she is on shift.

Beth sent a lovely e-mail recognizing evening shift nurses for building each other up and working together as a team with a critical patient. While it is always nice to receive positive feedback about my team, what resonated with me about the event was Beth's leadership skills. Beth assessed the situation and identified that the patient was likely dehydrated. She recognized the staff's teamwork and provided positive feedback in the moment. In addition, she took the time to educate the nurses on why the drip wasn't indicated and to review the protocol if they had to do a Cardizem drip. This level of support, especially on the off shifts, is critical in developing our novice nurses and helping them feel secure when facing new situations. We are fortunate to have Beth as a supervisor."

## 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!**

## REMINDER

for all emergencies dial  
**3399**

September	October	November	December	January 2025
Jeans for Charity Sept. 6, 20  Corks & Forks Sept. 19	Jeans for Charity October 4, 18	Jeans for Charity November 1, 15, 29	Jeans for Charity December 6, 20	Happy New Year

# Welcome

## to the Gaylord Team!

<b>Jenna Risko</b>	Applications Analyst
<b>Elizabeth Glass</b>	Registered Dietitian
<b>Garrett Linske</b>	Physical Therapist-Madison
<b>Morgan Raymond</b>	Physical Therapist-North Haven
<b>Sharon Raffone</b>	HR Coordinator
<b>Michael Proto</b>	EVS Aide
<b>Nathaniel Rodriguez</b>	RCP
<b>Rodrick Brown</b>	MT-L1
<b>Janaya Pitt</b>	PCT-H1
<b>Joseph Russell</b>	PCT-H1
<b>Yasmine Aviles</b>	PCT-L1
<b>Bernaldo Zayas</b>	PCT-M2
<b>Jenna Forosisky</b>	PCT-H1
<b>Mariah Nuton</b>	PCT-L1
<b>William LaFrance</b>	EVS Aide
<b>Laysha Encarnacio</b>	Pharmacy Tech
<b>James Bennett</b>	Mobility Technician
<b>Jurita Strazda</b>	RN-Float Pool
<b>Asya Hardy</b>	RN-M1
<b>Jennifer Diaz</b>	RN-Float Pool
<b>Ma Willet Cada</b>	RN-Float Pool
<b>Hilda Gneiting</b>	Vascular Access Recourse Nurse
<b>Sabrina Dwy</b>	LPN-L2
<b>Karen Scott</b>	RN-Float Pool



## Help Protect Gaylord from Cyber Attacks

Recent attacks against the healthcare sector are increasing. Change Healthcare and Ascension are just the latest in targeted attacks. Experts are aware of new targeted attacks and methods which have prompted officials to release new cyber security bulletins to all healthcare-related organizations in the United States.

Attacks are predominantly through email phishing. Gaylord is not immune to attacks. Do not think that because we are small, they're not going to attack us.

### What can you do to help protect Gaylord?

1. Be mindful of the email you open and especially the links you click on. If it looks suspicious, don't open it. If it's from someone you don't recognize, don't open it. Don't download anything without checking with IT first!
2. Never give your password to someone!
3. Logoff! Do NOT leave unattended sessions logged on.
4. Report suspect activity to IT immediately.







## Near Misses:

Heroic Efforts From Our Safety-Minded Staff

A near miss is an event that might have resulted in harm but the problem did not reach the patient because of timely intervention by our amazing staff.

The Safety Coaches have selected the Near Miss submitted in March by **Ryann Collette, Gaylord Pharmacist**. The incident impacted a new admission with a medication ordered that was Non-Formulary. Non-Formulary medications require the patient to supply the med, however the medication was not identified in the preadmission process. Ryann was in contact with the previous facility's pharmacist in attempt to obtain medication and provided education to Gaylord LP and Admissions on the Non-formulary medication process. After investigating, they were able to obtain medication from previous Gaylord stock and patient did not miss a dose. This is an example of the use of **CHAMP tool Mentoring Each other, 200% Accountability** and use of CHAMP tool, **Cross Check and Coach Teammates** to prevent future incidents.



The Quality and Safety Department would like to thank the following staff for submitting Near Misses in March!

- Keri Saxton
- Ryann Collette
- Stephanie Smith
- Todd Belcourt

Thank you for Speaking up for Safety!



## Raffle Winners

March

**Gladys Padilla, EVS**

April

**Vincent Papotto, Wheelchair Tech**

**Did your co-worker  
go above and  
beyond?**

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



## 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](mailto:publicrelations@gaylord.org) with your name, department, title and brief description of the photo.



— MAY —

# MENTAL HEALTH

AWARENESS MONTH



Visit the intranet homepage/PULSE for resources.



## 4th Annual CHAMP Awards



And the CHAMP Award goes to...

- Best Actor: **Dr. Holland**
- Best Actress: **Barbara Banning**
- Best Supporting Actor: **Chris Chieffo**
- Best Supporting Actress: **Jackie Quiros & Mary Kitchings**
- Best Safety Comedy: **2 Patient Identifiers**
- Best Safety Drama: **Follow the Line-Oxygen Safety**
- Best Writer, Producer, Editor and Screenwriter: **Matt Kraines, GreenSprings Creative**

2024  
CHAMP  
AWARDS

Calling all employees, family & friends



# Hip check. Pain when you walk?

Gaylord doctors can help.

No referral needed

Call ext 2845



Outpatient/Wallingford campus

# COMING SOON

to your email

Great  
Place  
To  
Work®



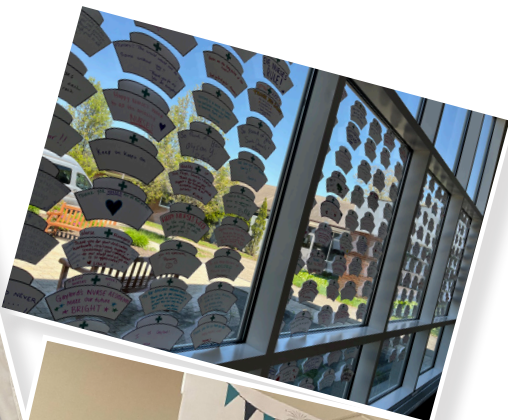
Great Place To Work survey 2024



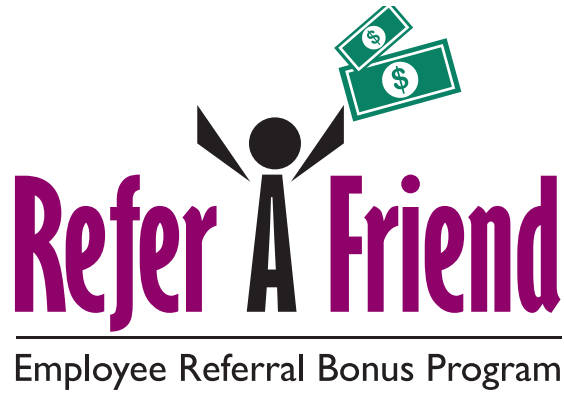




# Nurses' Week PICTURES







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

*REFERRAL BONUS	POSITION
\$2,000	RN
\$2,000	Respiratory Therapist
\$2,000	PT
\$1,500	LPN
\$1,000	PCT
\$1,000	Residential Rehab Tech
\$1,000	Intake Rep
\$500	EVS or F&N

Taurig  
House

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





## 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.



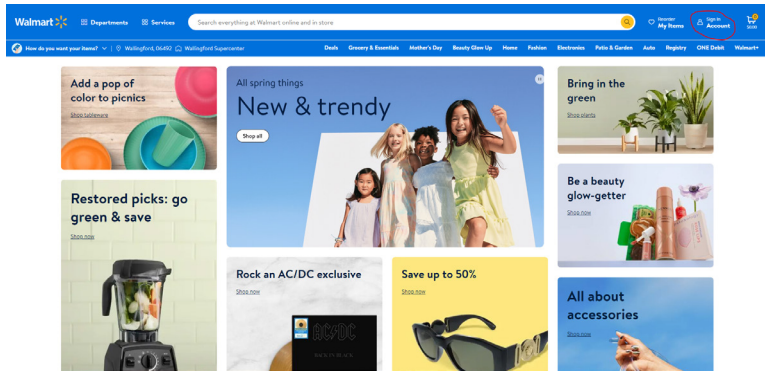
Begin today by completing the short online assessment.



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

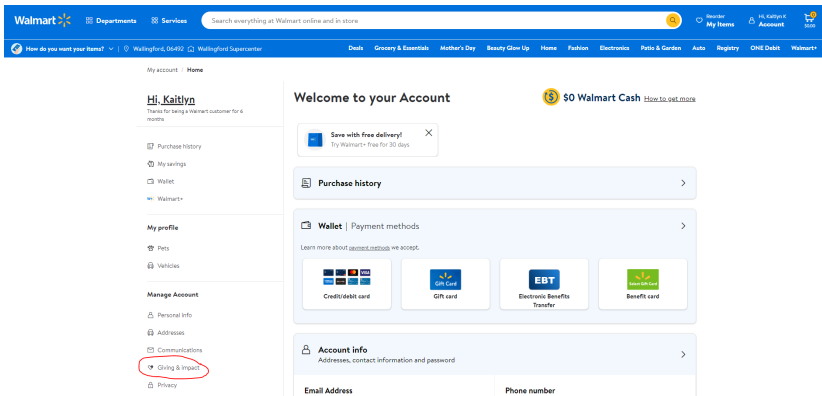


# Give back to Gaylord through Walmart & Spark Good!



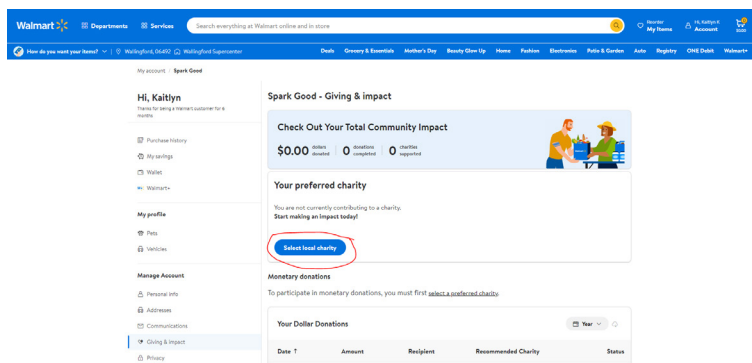
1.

Log onto Walmart.com. In the top right-hand corner, click the sign into account icon. Sign In with your login and password or create a new account.



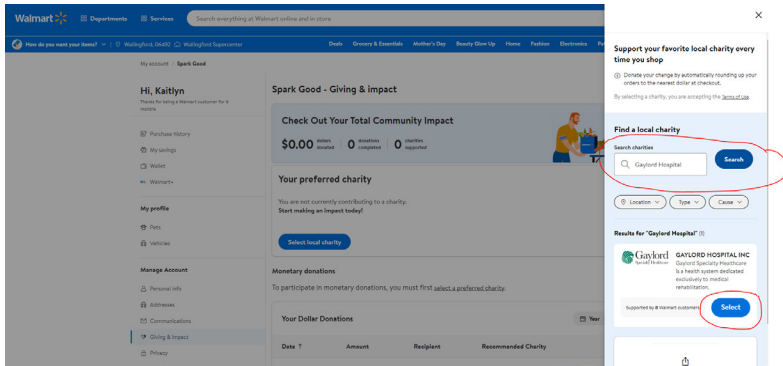
2.

Once you are logged in, click into your account in the top right corner. Once the drop-down appears, click the account option. On the left-hand side of the page, under manage account click Giving & Impact.



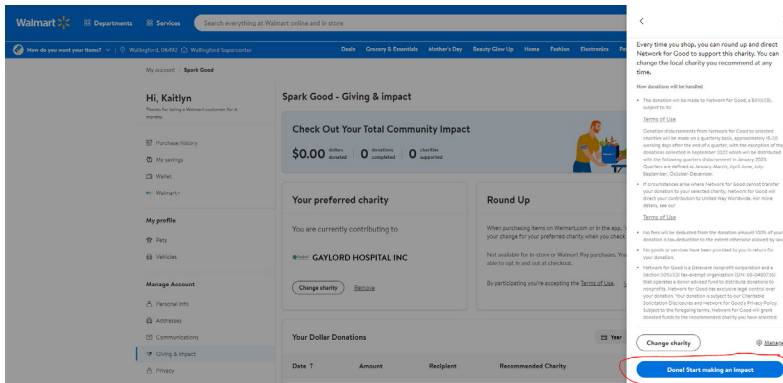
3.

In the middle of the page, it will prompt you to select a local charity.



4.

In the pop-up search bar, search Gaylord Hospital. Then press select. Scroll down on the pop-up page, and select Done! Making an impact.



5.

Then it will bring you back to the homepage where you can select to round up your donations.

This is a great and easy way for you to support Gaylord!

