

Second 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 second 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 **Shane Gallagher**. Shane is a Physical Therapist in our Outpatient Therapy Madison Clinic. He has been here since August 2018 and was nominated by a patient.

The patient states, "I have two problems which brought me to Gaylord in Madison. Shane took care of problem #1, my back. He explained everything he was doing in detail, ensuring I was at ease with each procedure. He discussed how my back was responding and asked if I had questions. After the process, I left feeling better physically and emotionally. Problem number two: I had muscle cramps in my neck, which reduced my ability to turn my head. Shane got this resolved entirely and, during treatment, asked about my back.

Continued on page 2

EVS Department Awarded The Gaylord Cup



Congratulations to the EVS Department on being awarded The Gaylord Cup. They were recognized for the outstanding job the department did during Hospital and Legacy Week. Between the staff appreciation get-togethers and donor receptions, over a dozen events were held, all requiring extensive pick-up and cleaning. The areas were all turned over in record time, while the main responsibility of taking care of clinical and non-clinical areas within the hospital didn't skip a beat. Under the new leadership of Jamey Forbs, the EVS department is exceeding previous expectations and is

focused to meet the demands of the organization.

Schedule your flu vaccination today! More information on page 25



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

FYI

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

FYI DEADLINE

The deadline for the next FYI is Friday, November 10.

Email: publicrelations@gaylord.org

ICARE Article continued from page 1

When my significant other of 27 years needed physical therapy, I made sure it was with Shane. She had the same reaction I had. "He is so good."

Andrew McIsaac states, "I am very pleased to support the nomination of Shane Gallagher for the Joseph A. Lindenmayer Employee of the Year award. Shane has worked for Gaylord in several capacities and recently celebrated five years as an employee this year. He began as a rehab aide in North Haven in August 2018. During that time, he managed to work and attend graduate school simultaneously, eventually graduating from Sacred Heart University and becoming a physical therapist who was hired at our Madison location in May of 2022. In that short time, Shane has embedded himself into the fabric of the Madison community and has become a strong ambassador for Gaylord."

Shane has consistently exemplified the ICARE values during his time with Gaylord. It is quite apparent that Shane takes great care in listening to his patients and tailoring their programming in a way that is out of the box. His creativity is unmatched. The patient that nominated Shane states, "He explained everything he was doing in detail, ensuring I was at ease each...visit. When my significant other of 27 years needed PT, I made sure it was with Shane. She had the same reaction - 'He is SO GOOD'". In a world of healthcare where the patient can get lost in the shuffle, Shane demonstrates strong empathy and attentiveness to each patient, no matter the circumstances.

Shane is highly deserving of recognition for this award. Patients seek him out for his caring, warm, and compassionate personality. He has been an instrumental part of the growth of our newest outpatient site and has become involved with community-based marketing initiatives, including multiple years at the Madison Triathlon. Shane also has an interest in pain science and is leading the charge with incorporating Artificial Intelligence into our outpatient workflow to improve processes and maximize efficiency. I highly recommend Shane for this award."



Our next nominee is **Paula Savino**. Paula is a Physical Therapist in our Inpatient Therapy at Wallingford Campus. Paula started with us in November 2005 and was nominated by a patient.

The patient states, "I don't know how to start. Everybody at Gaylord was so good to me—compassion, cheerfulness, and respect from all."

I was encouraged every day to try harder, and it showed. I had no time to feel sorry for myself. It wasn't easy to pick just one person. But Paula, my Physical Therapist, worked hard with me and was always cheerful but kept pushing me to improve."

Paula's supervisor, Anne Walczak, states, "Paula Savino has been employed at Gaylord in the Inpatient Physical Therapy Department since 2005. She is a dedicated employee who demonstrates her commitment to her patients daily. She carefully monitors progress and changes in patient function and, on several occasions, has made critical observations on her patients that led to the discovery of medical issues that required immediate medical attention. In addition to her diligent patient care, her concerns for ecology and resource monitoring have led to the development of the GO GREEN committee, which seeks out opportunities to save resources, prevent waste, and save the environment."

She has been recognized frequently by her patients through the STAR program. She was recognized by a grateful patient who stated Paula was the only person to find a solution to her pain. Paula is also a mentor for new staff and a resource in orthopedic intervention as the chair of the orthopedic committee. In brief, Paula deserves this honor, and I recommend her as an ICARE recipient."



Our next nominee is **Sue Goldstein**. Sue is a Physical Therapist in our Outpatient Therapy/Wallingford campus and has been here since August 1985 and was nominated by a patient.

The patient states, "I contacted Sue early this year and asked her if she would be willing to work with me again trying a new mobility device called "New Gait" that I happened upon on a stroke survivor website. Without hesitation, she viewed the videos from my forwarded links and agreed to anything necessary to assist. She completed online training and secured the device for a 30-day free trial."

She also worked with me and conducted an "in-service" with other therapists. This led to more patients using it and loving it, ultimately leading to Gaylord approving the purchase of three New Gait devices."

Continued on page 3

ICARE Article continued from page 2

Sue's supervisor, Kris Provost, states: "Sue has been a valuable member of our Gaylord Family for over 30 years and is currently one of our Outpatient Neurologic Physical Therapists, and we are so fortunate to have her a member of our team.

Sue is an experienced, enthusiastic, competent, compassionate clinician with high ethical and moral standards. She consistently goes beyond standard practices and always "thinks outside the box" to ensure that she provides the best treatment possible to all her patients. She is collaborative and creative. She always exhibits exemplary patient-centered care and offers individualized, functional, patient and family-focused treatment. Sue demonstrates the ICARE values daily with all who have the pleasure of working with her, and it is not a surprise that she was nominated by one of her appreciative patients.

The patient nomination highlights Sue's willingness to assist wherever and whenever possible. She was willing to investigate a new mobility device based on a patient request, researched its validity and effectiveness, became proficient in its use, and applied these new skills to the benefit of her patient. She saw this device's benefit and provided education to the department and hospital to ensure that all of the PTs were aware of its usefulness. Sue also assisted with grant funding so the hospital could purchase this device for both inpatient and outpatient.

Sue 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. Sue provides exemplary patient care to our patients in the clinic and is also one of our aquatic PTs and provides her skills in the arena.

Sue also demonstrates ICARE values with her colleagues; she is the first to assist when needed, is always positive, no matter how busy she is, and creates positive interpersonal relations as part of a caring and professional team. Sue is highly respected by her colleagues for the breadth of knowledge she has obtained over the years, is one of our LSVT Big therapists, and is a resource to her colleagues in many other clinical areas. She also manages the department's birthday list, further building strong bonds and relationships and making us a more cohesive team!

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



Our final nominee is **Danielle Letendre**. Danielle is a Physical Therapist in our Outpatient Therapy/Wallingford Campus and has been with us since August 2020. She was nominated twice by patients.

The first patient states, "When she saw me I was having trouble with her exercises, she would help and at the same time ride me harder. The more I sweated at appointments was due to her. The easier my home exercises were. She also made it fun while working me hard. When I gave her a dig about something, she would come right back at me. I respected her for that. All your staff is great! Dani seems to go all out for her patients. In short, she is the best!"

The second patient states, "Dani is deserving of this award because she helped me progress from not even being able to walk to running full speed up and down a basketball court. She did this while considering how I felt and kept pushing and not letting me off easily. Her integrity would sometimes spread to me, and I wouldn't be motivated without it."

Danielle's supervisor, Kris Provost, states: "Danielle has been a valuable member of our Gaylord family since 2020, starting her career as an orthopedic Physical Therapist at our Cromwell location.

In 2022, she enthusiastically moved from her "familiar" clinic to help Gaylord develop a successful orthopedic therapy program in our primarily neurological clinic in Wallingford. This was no small feat, as she needed to acclimate to an entirely new department and a new supervisor and quickly get up to speed on treating orthopedic and neurologic diagnoses. In her new role, she was resourceful, took courses, and consulted with her new colleagues to ensure that she could provide the best care possible regardless of the diagnosis. She also quickly acclimated to her new role as one of our orthopedic aquatic therapists.

Danielle is an enthusiastic, competent, compassionate clinician with high ethical and moral standards.

Continued on page 4

ICARE Article continued from page 3

She consistently goes above and beyond standard practice to ensure the best care for her patients. She always involves the patient and their caregivers when developing her goal and care plan. She demonstrates the ICARE values daily with all who have the pleasure of working with her.

Patient-centered care is a priority for Danielle, and it is not surprising that she was nominated by not one but two of her patients this quarter. These recommendations allude to her positive attitude, motivation, and excellent clinical knowledge, allowing her patients to work optimally for maximal recovery.

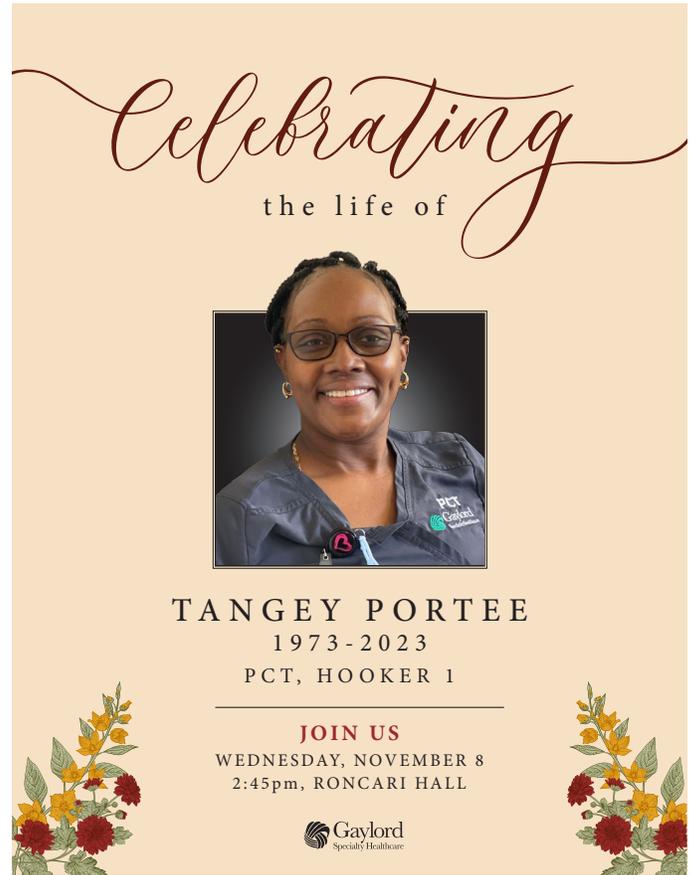
Danielle is also constantly looking to improve professionally and is always seeking new learning opportunities, including participating in ongoing education, a BRF course, a Vestibular course, a pain management course, and a Graston session. Danielle is the department's resource for orthopedic care. She consistently assists her neurologic colleagues with orthopedic best practices working with OT and PT. She has assured us that this new service line has been an excellent addition to our Wallingford outpatient program.

Danielle demonstrates ICARE qualities with her patients and colleagues, the department, and the hospital as a whole. We are so fortunate to have her as a member of our team. She is extremely deserving of this recognition, and I strongly support her nomination."

Thank You!

The four of you have collectively given Gaylord and its patients 64 years of your lives. You are a special group of people. You are role models to the rest of us.

We're proud of you!



Celebrating
the life of



TANGEY PORTEE
1973 - 2023
PCT, HOOKER 1

JOIN US
WEDNESDAY, NOVEMBER 8
2:45pm, RONCARI HALL



Please join us as we remember one of our beloved employees, Tangey Portee who passed away on October 21 after a three year, valiant battle with cancer. Tangey had been an employee at Gaylord for 7 years as a PCT on Hooker 1 and continued to work throughout her diagnosis and treatments. She will be truly missed by all her Gaylord family.

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

2024 Benefits Open Enrollment Underway



It's that time of year again! Open Enrollment for 2024 Gaylord Benefits is occurring now through **Wednesday, November 8.**



During this period, employees will be able to change their coverage, cancel coverage and add or remove dependents. This goes for medical, health savings accounts, dental, flexible spending accounts and any voluntary benefits.



If you won't be making changes to your coverage this year, then there's nothing that you need to do. For more information, contact Human Resources at ext. 2824.



Sorry, we missed you!

SEPTEMBER Service Awards

Congratulations to the following employee for her years of service to Gaylord:

35 YEARS
Tracy Ouellette
Medical Services

NOVEMBER Service Awards

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

15 YEARS

Brenda Paluszewski
Food & Nutrition

Kathy Reilly
Healthcare Advocacy

Amy Benoit
Traurig House

10 YEARS

Jaclyn Magnuszewski
Outpatient Workers' Comp

Latoya Moore
Nursing Services

5 YEARS

Kathy Kraines
PR & Marketing

Linda Alfano
Food & Nutrition

Joshua Fink
Physician Services

Mike Denette
Facilities

Madelyn Sola
Outpatient-North Haven

Kelani Carbonneau
Pharmacy



GoGreen Committee Spooky Edition

What's see-through, can float on a breeze, and will continue to roam the earth long after we are gone?

Not a ghost, but those pesky single-use plastic produce bags.

Sure they're a super-convenient way to bag your broccoli and contain your carrots, but are they really worth it in the end ... especially when the end is more than a millennium away?

Plastic produce bags are difficult to recycle, difficult to reuse, and are a huge contributor to litter, taking more than 1,000 years to break down in the trash.

Although most grocery chains offer plastic bag recycling, the best practice is to bag the plastic produce bag altogether and opt instead for a cotton or mesh bag that is sturdy, reusable, and easy to clean (just a few scrubs at your kitchen sink will do the trick).

The first person to respond to jsavulak@gaylord.org with the subject line "don't let plastic haunt me" will win a set of reusable produce bags.

Did you know?

The amount of petroleum used to make a single plastic bag would drive a car about **115 meters**. It would take only **14 plastic bags to drive one mile!***

*<https://www.sprep.org/attachments/Publications/FactSheet/plasticbags.pdf>



Our expertise. Your recovery.
Gaylord: "Hospital of the Future"
CPTV Tuesday, Nov. 7 at 5:30 p.m.



Kathy Reilly Receives ACMA 'Lifetime Achievement Award'



Congratulations to Director of Healthcare Advocacy and Legislative Liaison, Kathy Reilly, who received a 'Lifetime Achievement Award' at the American Case Management Association's Annual Meeting and Conference held at Mohegan Sun.

The award was presented by Martin McDonald, President of the ACMA Connecticut Chapter, and former Connecticut Chapter President Chris Babina. Kathy, herself, is a former Connecticut Chapter President who helped to establish the chapter in 1999.

Martin McDonald ended his remarks by referring to Kathy as a "legend" in the Connecticut case management and discharge planning community, calling her an inspiration and mentor for hundreds of local and national case managers.

The more than 100 case managers in attendance enthusiastically cheered Kathy's achievements with a standing ovation. Congratulations, Kathy, we are incredibly proud of you!

A promotional graphic for an on-site biometric screening event. The background is a photograph of a person's arm being measured with a blood pressure cuff. A stethoscope is visible on the left. The text is overlaid on the image in white and green boxes.

**On-Site
Biometric
Screening**

**FRIDAY, NOVEMBER 3
7AM - 12PM
BROOKER LECTURE HALL**

Visit the intranet homepage/
PULSE for more information

 **Gaylord**
Specialty Healthcare

 **STEP UP TO
Wellness**



Did you know: Library's Museum Pass Program

Did you know that our local public libraries offer many resources besides books? One of the most valuable yet often overlooked opportunities is the library's museum pass program. This program provides you and your families access to some of the finest cultural and educational institutions in the area, all at little to no cost. Taking advantage of this program not only enriches your lives with art, history, and knowledge but also contributes to your personal growth and well-being. It's an excellent way to spend quality time with your loved ones and learn something new. Museums and attractions such as the **Beardsley Zoo**, **Mark Twain House**, **Mystic Seaport**, and **The Shoreline Trolley Museum**, are only a few of the locations offered by our public libraries. We encourage each one of you to make the most of this incredible perk and explore the wonderful experiences that our community has to offer. Even if you're not a library member, we urge you to sign up today. You won't be disappointed!

For more information, please get in touch with your local public library and ask them about their museum passes. Please [click here](#) for details on the Wallingford Public Library's Museum Pass Program.

Gaylord Celebrates Respiratory Care Week

OCTOBER 22 -28, 2023

Thank you to our dedicated team of Respiratory Therapists! In honor of Respiratory Care Week, Gaylord's iron lung (pictured below) was on display in the Milne Lobby along with a poster explaining how the contraption worked.



Q4 Employee Meeting

President and CEO Sonja LaBarbera presented virtually to a large group of staff for the October 19 employee meeting. Some key points from the meeting included:

- FY23 Goals with Results
- FY24 Budget
- FY24 Pay/Benefits

Click below to view the full recording of the employee meeting and the accompanying PDF.

[View Recording](#)

[View PDF](#)

IMPORTANT BENEFITS NOTE: Gaylord's medical carrier will be changing to Cigna. Gaylord will be absorbing the entire increase, so **there is no increase to employees.**



**Be Innovative.
Think Possible.**



Share your innovative ideas with us.

Scan the QR code or email innovation@gaylord.org



Painting Party Fun

A fun time was had by all who attended the Painting Party on October 30 in Roncari Hall. The group painted a picture of pumpkins with the help of a guided facilitator. Special thanks to Shine Your Light CT for this painting event.

| November | December | January 2024 | February | March |
|---|---|-------------------|-------------------|--------------------------|
| Employee Giving Campaign November 2-17 | Jeans for Charity December 1, 15, 29 | Jeans for Charity | Jeans for Charity | National Nutrition Month |
| Jeans for Charity November 3, 17 | Employee Meeting December 6 | | | Jeans for Charity |
| Flu Vaccination Deadline November 10 | Holiday Window Painting December 7 | | | |
| CARF Survey Visit November 13-14 | | | | |
| Helping Hands Ice Cream Social November 15 | | | | |



SAVE THE DATE Calorie Density

Learn what is meant by “calorie density” and why certain foods fill you up and keep you satisfied longer than others. Plus, discover some interesting facts about portion sizes that might surprise you!

**Wednesday, November 8
12-12:45 p.m.
Zoom**

[Click here to register](#)

If you missed October's WellSpark Webinar on Inflammation: The Key to Health, [here is the recording for you to view.](#)

Jeans for Charity: Friday, November 3



The featured organization is

CT Breast Health Initiative

Background: “The Connecticut Breast Health Initiative, Inc. is a state-

wide non-profit organization making a significant impact in the quest to find a cure for breast cancer by providing grants to support education and research in Connecticut. Founded in 2005, it has been our goal to find answers in our lifetime.”

100% of the money raised by CT BHI stays in CT in support of education and research, funding progressive programs that have yet to qualify for federal grants. To date, CT BHI has awarded \$3.95 million to fund important breast cancer research and education projects in Connecticut. They strive each year to surpass this milestone with the help of their supporters, sponsors, and fundraising efforts.

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

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!

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.

| April | May | June | July | August |
|---|---|--------------------------------|-------------------|-------------------|
| Occupational Therapy Month Jeans for Charity | National Hospital Week National Nurses Week Jeans for Charity | Gaylord Gauntlet 5k June 15 | Jeans for Charity | Jeans for Charity |

Nurse Residency Program Seminar Teaches Interprofessional Communication and Collaboration



The topic of October's Nurse Residency Program seminar was interprofessional communication and collaboration. We had special guests from Agiliti, Facilities and HR join our nurse residents for

a collaborative learning activity. The nurse residents needed to practice clear and effective verbal communication by instructing our non-nursing colleagues on how to perform nursing skills. The skills included putting on sterile gloves, priming an IV line, and providing incontinence care. The group shared a lot of laughs while learning more about each other's roles.



Get ready for CARF 2023! Nov 13- 14



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

[Issue #7](#) on the intranet homepage/PULSE



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

REMINDER
for all emergencies dial
3399

Gaylord Installs a Sterilis Solutions Remediator

Gaylord has recently installed a **Sterilis Solutions Remediator** and will begin sterilizing regulated medical waste on-site as opposed paying a high priced contract for medical waste disposal. The system uses high-temperature steam to sterilize and kill all pathogens rendering the waste non-hazardous. The sterilized material then undergoes a grinding process that renders the entire waste load unrecognizable and reduces the waste volume by up to 80%. The shredded waste is collected and can be disposed of in the general waste stream or directed to an advanced recycling program. This new process will save the hospital approximately \$35,000 per year. Some key points:

- **Reduce operating costs by up to 50%**
- **Reduce toxic air pollution and carbon emissions**
- **Eliminate improper disposal liability**
- **Enhance regulatory compliance**
- **Increase safety**
- **Reduce/eliminate third-party dependency**



BIOHAZARDOUS WASTE HAULING SERVICE

STERILIS SOLUTIONS REMEDIATOR



Large carbon footprint from hauling emissions and incineration process

Harmful to the environment

Exposure to regulatory liabilities

8-16% increase cost YOY subject to inflation

Significantly reduced carbon footprint- No hauling. No incineration.

Environmentally friendly

Liability mitigated at the end of each run cycle

Fixed cost. Cost contained.



ALLIED UNIVERSAL EMPLOYEES TO BECOME GAYLORD STAFF



On November 5 when the Security contract with Allied Universal ends, we will be direct hiring all the officers and welcoming them to the Gaylord family.





Room of **HORRORS** challenge



**Is your patient safe?
Are you safe?**

Increase your safety awareness by participating in our **Room of Horrors** located in the Nursing Education room on Lyman 1!

How many errors can you find?
Answer sheets will be collected and entered into a raffle for a Gift Card

October 30th - November 3rd

Nursing Education, Lyman 1

Open every day from 10am - 6pm

Closed 2-4pm for shift change

Halloween

PARADE 2023



ANNUAL NON-CARVING



Thank you to all of this
years' participants



Employee Giving Campaign



What does my gift benefit? You choose!



**NOVEMBER
2 - 17, 2023**

GAYLORD FUND



The Gaylord Fund is an unrestricted fund that supports the greatest needs throughout the year. In 2022, more than half of employees giving dollars to the Gaylord Fund supported tuition reimbursement for staff, staff wellness initiatives, and more. Donations to the Gaylord Fund provide the hospital with the flexibility to make decisions that further the mission of the organization and relieve pressure on the operating budget.

TRAURIG HOUSE SCHOLARSHIPS



The Louis D. Traurig Transitional Living Center is Connecticut's only residential day treatment program for patients recovering from a stroke or acquired brain injury. Traurig House bridges the gap between inpatient and returning home for patients who need therapy to relearn everyday skills to transition successfully home. Most times, Traurig House stays are not covered by insurance. Donations to the Traurig House Scholarship Fund provide access to therapy that helps patients recover and maximizes their independence.

NEW TECHNOLOGY



Donations to the New Technology Fund provide funding to modernize and upgrade equipment throughout the organization for both inpatient and outpatient, keeping us at the forefront of treatments.



Scan this QR code with your phone camera to make a gift online.

Donors are the Difference — Employees Make it Possible

Questions? Email Katelyn Muolo at kmuolo@gaylord.org or ext. 3454

Employee Giving Campaign

WHY GIVE?

Employee giving is a powerful statement to our patients and the community that we believe in Gaylord's mission and are united in our commitment to provide world-class patient care. Every gift, regardless of amount, is important in helping our patients regain their lives!

Evergreen Society

Employees who donate through payroll deduction are enrolled as "Evergreen." These members receive a special gift and acknowledgement for their continued support to Gaylord.



EMPLOYEE INFORMATION (Please print)

Name _____ Department _____

Address _____ Work Phone _____

City _____ State _____ Zip _____ Location/Floor _____

AMOUNT OF GIFT*

- \$40.00 per pay period (\$1,040) \$5.00 per pay period (\$130)
 \$19.02 per pay period (\$494.52) \$3.00 per pay period (\$78) Other \$ _____
 \$10.00 per pay period (\$260) \$2.00 per pay period (\$52)

**Payroll deduction will continue until you initiate a new level or terminate your deduction with the Development Office.*

GIFT DESIGNATION

- Gaylord Fund Traurig House Scholarships New Technology

METHOD OF PAYMENT

- Payroll deduction (*Please check desired amount above*)
 My check/cash is enclosed \$ _____ (*Make checks payable to Gaylord Hospital*)
 Please charge my gift of \$ _____ to my:
 Mastercard Discover Visa American Express



Scan this QR code with your phone camera to make a gift online.

CC# _____ Exp. Date ____/____/____ CVV Code _____

Signature _____

(Three digit code on back of card)

Questions? Email Katelyn Muolo at kmuolo@gaylord.org or ext. 3454

Donors are the Difference — Employees Make it Possible



November Safety Habit:
Mentor Each Other
200% Accountability



Mentor Each Other

What should we do?

Look out for one another to catch each other's mistakes while building a greater sense of accountability for our actions.

Why should we do this?

To catch and trap honest errors **BEFORE** they reach our patients

To hold each other accountable for meeting practice expectations

Error Prevention Tools

- Crosscheck and Coach teammates
- Speak Up for Safety: ARCC it up – "I have a Concern!"



Coach Teammates:
Use 5:1 Feedback

Encourage safe and productive behaviors 5 times as often as you...

Correct an unsafe and unproductive behavior

TIPS

- Be willing to give feedback to others...and be willing to have others give feedback to you!
- Provide feedback based on observations
- Use the "lightest touch" possible

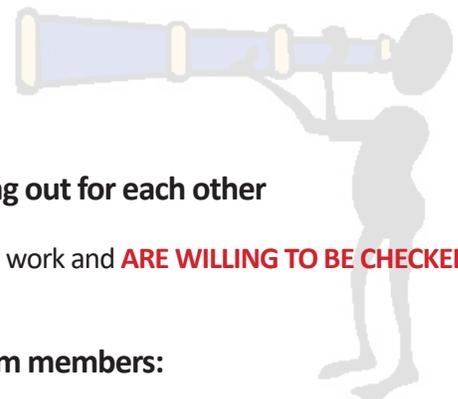
Remember—without saying a word:
"What you permit, you promote."

200% Accountability in Health Care

When we mentor each other, we significantly decrease the chance of making errors with skill-based tasks.

We are better together!

Crosscheck



Crosscheck = Watching out for each other

Peers check each others' work and **ARE WILLING TO BE CHECKED**

Look out for your team members:

- Offer to check the work of others
- Point out work conditions (hazards) your team member might not have noticed
- Point out unintended slips and lapses
- Say **"Thanks for the crosscheck!"**



Questions about CHAMP?

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

A Month of Gratitude



It takes at least 28 days to form a habit, so we suggest committing one month to writing three things that you are grateful for each day. These could be events and experiences, things, or people.

Here is a designated gratitude journal for this activity. As you develop this habit, you'll likely experience a deeper appreciation for the beauty and simple joys of life. You may even want to continue with your gratitude journal as a practice.

In a white paper titled, “The Science of Gratitude” (2018), several benefits to gratitude practice are outlined.

For the individual:

- better physical health
- better sleep
- less fatigue
- lower levels of cellular inflammation
- greater resiliency
- increased happiness and positive mood
- more satisfaction with life
- less materialistic
- less likely to experience burnout
- encourages the development of patience, humility, and wisdom

For groups:

- may help employees' effectiveness
- may increase job satisfaction
- increases prosocial behaviors
- strengthens relationships

For more information contact:

Lea Grimaldi, OIM Coordinator
B117 • X3332 • lgrimaldi@gaylord.org



The Office of
Integrative Medicine



Ice Cream Social & Pick-A-Hand Event

Wednesday, November 15

Cafeteria, 11:30 a.m. - 1 p.m.

Cost: \$3.00

The Story of Helping Hands

Helping Hands is a committee of staff members that work together with the help of Gaylord to adopt 5 or 6 families from the community to provide them with food and gifts for the holidays. We are given a "wish list" for each child in each family and we try to get items from that wish list. We do provide each family member gifts which includes the mother and/or father. We also give them everything they would need for a holiday meal including a gift card for the perishable items. Each child is also given a stocking with his or her name on it.

Fundraiser events such as the Duck Derby, bake sale and ice cream social are ways to raise funds for the gift cards. The more we raise, the bigger the gift cards.

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: J5D**



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**



PROGRAMA CORPORATIVO DE ZAPATOS



30% DE DESCUENTO
TODO EL AÑO EN ESTILOS SKECHERS DE TRABAJO

LOS BENEFICIOS DEL PROGRAMA DE CALZADO CORPORATIVO DE SKECHERS



30% DE DESCUENTO EN ZAPATOS DE SKECHERS

Ahorros durante todo el año en modelos selectos de SKECHERS para las necesidades de calzado de su empresa.



ENVÍO Y DEVOLUCIONES GRATIS

¿No es del tamaño adecuado? Solo tiene que enviarnoslo para una devolución rápida sin cargo. Sin cargo por reposición de inventario.



MÁS DE 500 TIENDAS SKECHERS

Compre calzado de Skechers en cualquiera de nuestras más de 500 tiendas en los Estados Unidos y Canadá.



DÍAS TRIMESTRALES DE DESCUENTOS PARA AMIGOS Y FAMILIARES

Como parte de la familia Skechers, reciba descuentos exclusivos en más de 3000 estilos para hombres, mujeres y niños.

COMPRA EN LINEA:

Usuarios por primera vez : Regístrese en el enlace a continuación utilizando el Código de Acceso de su Compañía.

www.skechersdirect.com/register

Código de Acceso de la Compañía: DPZX9CCG

(El código de acceso de la compañía distingue entre mayúsculas y minúsculas.)

Si ya está registrado, inicie sesión en www.skechersdirect.com/login

COMPRAS AL POR MENOR:

Enseñe este volante en cualquier de nuestras tiendas SKECHERS o mencione **EL CÓDIGO DE TIENDA: J5D**



Gaylord
Specialty Healthcare

ESCANEE ESTE CÓDIGO QR PARA RECIBIR ESTA OFERTA EN SU TELÉFONO INTELIGENTE



Cualquier pregunta acerca de este programa, favor de ponerse en contacto con el Servicio a Clientes de SKECHERS Direct al (855) 759-7463 o comuníquese por correo electrónico a info@skechersdirect.com. Válido únicamente en las tiendas concepto Skechers y Skechers en línea. La oferta únicamente es válida para los empleados de sea empresa. Se prohíbe la publicación de este código de descuento exclusivo. No es válido para los modelos en descuento o modelos de prueba, y no puede combinarse con cualquier otra oferta o promoción.



Holiday Craft Fair

November 30 • Jackson Lobby • 9 am - 5 pm

To all crafters-

If you are interested in selling your crafts, please contact Georgette MacQuarrie x 2881 or via email at gmacquarrie@gaylord.org. The number of vendors will be limited and will be taken on a first come basis.





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 RN / RHCM

\$2,000 PT

\$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.**



Mandatory Flu Vaccination Program



Begins Monday, October 9, 2023

PLEASE READ CAREFULLY FOR INFORMATION ON THIS YEAR'S EMPLOYEE FLU PROGRAM

- Official kickoff program on Monday, October 9th
- All documentation must be submitted to Infection Prevention by the end of day on 11/10/2023
- Hartford Healthcare will vaccinate employees
- Infection Prevention will only vaccinate those who do not have insurance or have insurance not accepted by Hartford Healthcare (dates and times for Infection Prevention clinics are on page 30)
- Any documentation outside of Hartford Healthcare or Infection Prevention Influenza clinics must be submitted with a cover sheet (on page 32) and emailed to FluVaccine@gaylord.org

Hartford Healthcare (HH) Influenza Vaccine Clinics

- Insurances that will be accepted will be Aetna, Connecticare, Cigna, Anthem, United Healthcare and Medicare. Hartford Healthcare is still UNABLE to accept Medicaid and Tricare.

Hartford Healthcare Flu Clinic Dates and Times

Mon, Oct 9
7am - 12pm
Brooker Lecture Hall

Wed, Oct 11
7am - 12pm
Chauncey

Mon, Oct 16
10am - 1pm
Brooker Lecture Hall

Thurs, Oct 19
7am - 12pm
Brooker Lecture Hall

Tues, Oct 24
12pm - 7pm
Brooker Lecture Hall

Wed, Oct 25
12pm - 1pm
North Haven

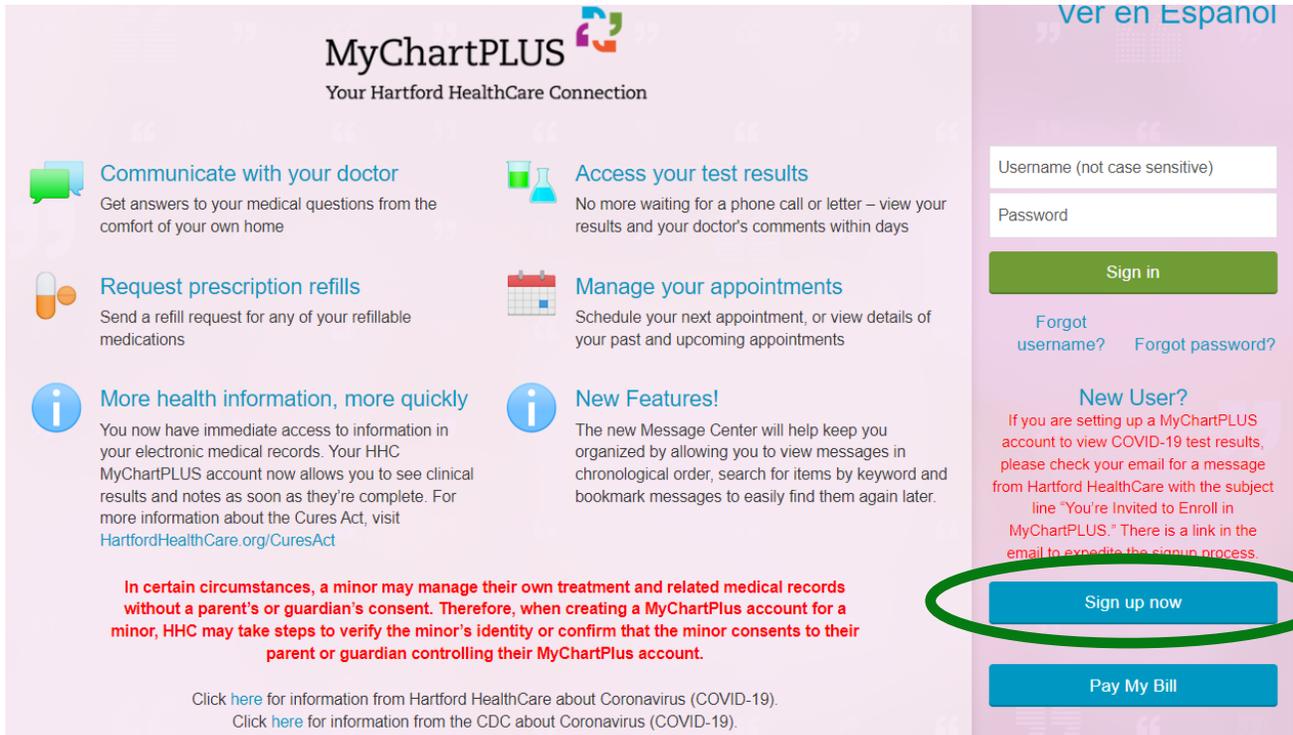
Thurs, Nov 2
7am - 12pm
Brooker Lecture Hall

- **Employees must have a MyChartPlus account in order to schedule an appointment and to have access to their records**
- If employee has a MyChartPlus account you can skip to the SELECTING an APPOINTMENT section



Steps to Register for MyChartPLUS

1. Log onto: <https://mychartplus.org/>
2. If you already have a username, sign in here. If not, click Sign up now



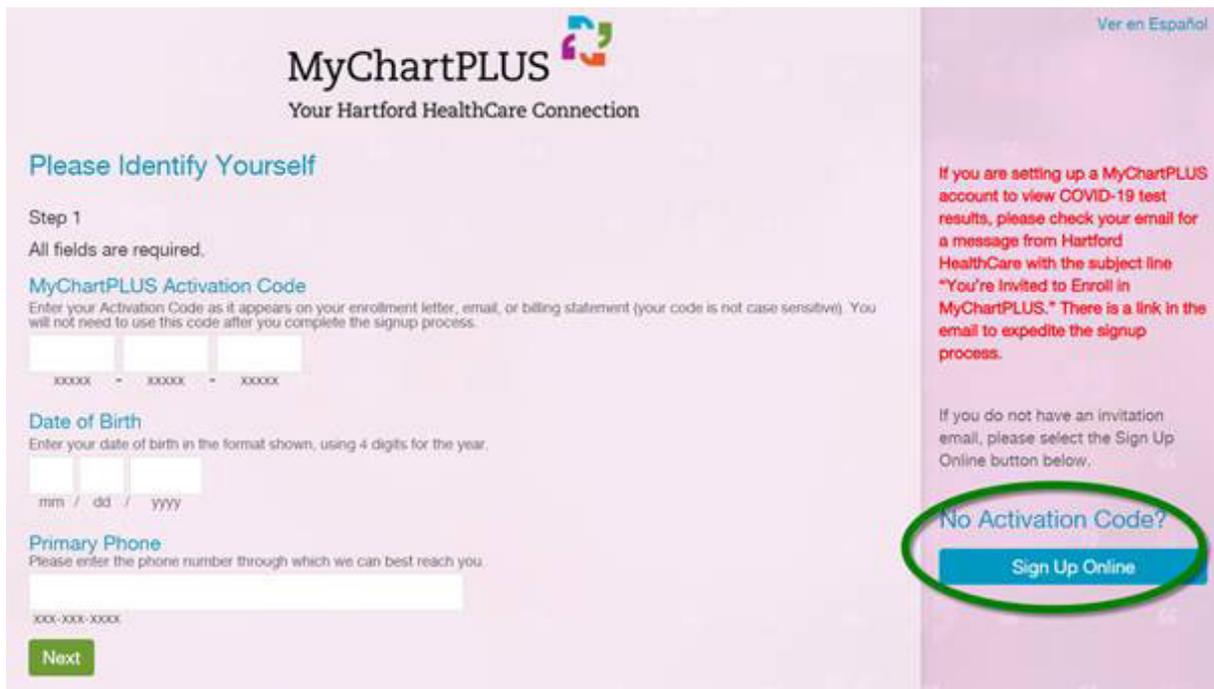
The screenshot shows the MyChartPLUS homepage with the following features:

- Communicate with your doctor**: Get answers to your medical questions from the comfort of your own home.
- Request prescription refills**: Send a refill request for any of your refillable medications.
- More health information, more quickly**: You now have immediate access to information in your electronic medical records. Your HHC MyChartPLUS account now allows you to see clinical results and notes as soon as they're complete. For more information about the Cures Act, visit HartfordHealthCare.org/CuresAct.
- Access your test results**: No more waiting for a phone call or letter – view your results and your doctor's comments within days.
- Manage your appointments**: Schedule your next appointment, or view details of your past and upcoming appointments.
- New Features!**: The new Message Center will help keep you organized by allowing you to view messages in chronological order, search for items by keyword and bookmark messages to easily find them again later.

On the right side, there is a sign-in section with fields for Username (not case sensitive) and Password, a Sign in button, and links for "Forgot username?" and "Forgot password?". Below this is a "New User?" section with a red text warning: "If you are setting up a MyChartPLUS account to view COVID-19 test results, please check your email for a message from Hartford HealthCare with the subject line 'You're Invited to Enroll in MyChartPLUS.'" There is a link in the email to expedite the signup process." A "Sign up now" button is circled in green. Below it is a "Pay My Bill" button.

At the bottom, there are links for information from Hartford HealthCare about Coronavirus (COVID-19) and from the CDC about Coronavirus (COVID-19).

2. Click to Sign up Online



The screenshot shows the MyChartPLUS registration page with the following sections:

- Please Identify Yourself**: Step 1. All fields are required.
- MyChartPLUS Activation Code**: Enter your Activation Code as it appears on your enrollment letter, email, or billing statement (your code is not case sensitive). You will not need to use this code after you complete the signup process. The input field is masked with "XXXX - XXXX - XXXX".
- Date of Birth**: Enter your date of birth in the format shown, using 4 digits for the year. The input field is masked with "mm / dd / yyyy".
- Primary Phone**: Please enter the phone number through which we can best reach you. The input field is masked with "xxx-xxx-xxxx".

At the bottom left is a "Next" button. On the right side, there is a "No Activation Code?" section with a "Sign Up Online" button circled in green. Above this button is a red text warning: "If you are setting up a MyChartPLUS account to view COVID-19 test results, please check your email for a message from Hartford HealthCare with the subject line 'You're Invited to Enroll in MyChartPLUS.'" There is a link in the email to expedite the signup process." Below this is a note: "If you do not have an invitation email, please select the Sign Up Online button below."



4. Fill out your information and submit to receive your activation code.


MyChartPLUS
Your Hartford HealthCare Connection

Create a MyChartPLUS Account

If you are setting up a MyChartPLUS account to view COVID-19 test results, please check your email for a message from Hartford HealthCare with the subject line "You're Invited to Enroll in MyChartPLUS." There is a link in the email to expedite the signup process. If you do not have an email, please complete the form below.

To set-up your MyChartPLUS account you must first enter the required pieces of demographic information in the form below. We will verify your identity using questions from a third-party verification system, once your identity has been verified you will be prompted to begin the set-up process. If we are unable to verify your identity using the demographic information you have entered you will be prompted to contact technical support. If you have any questions, you may contact technical support by phone at 860.972.4993 between the hours of 8 a.m. - 5 p.m. Monday through Friday, excluding holidays.

* Indicates a required field

Name

| | | |
|--------------|-------------|-------------|
| * First name | Middle name | * Last name |
|--------------|-------------|-------------|

Address

* Address information is required.

* Country
United States of America

* Street Address

| | | |
|--------|---------|-------|
| * City | * State | * ZIP |
|--------|---------|-------|

County

Other Information

* Date of birth

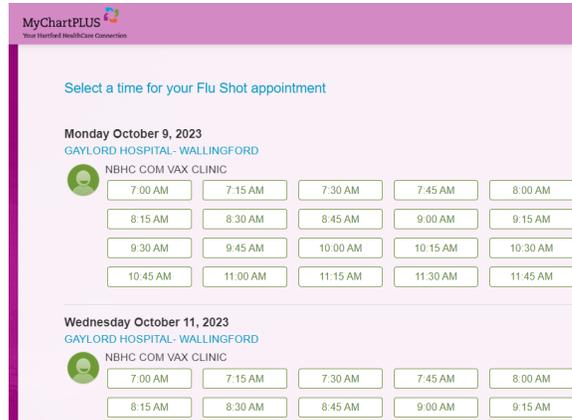
* Legal Sex
Female Male Unknown Other



After creating MyChartPLUS account, you'll need to schedule an appointment through MyChartPLUS. Use the Scheduling Link below then follow prompts provided in screenshots
<https://opensched.mychartplus.org/opensched/openscheduling/standalone?id=1172471&dept=113016003&vt=4829>

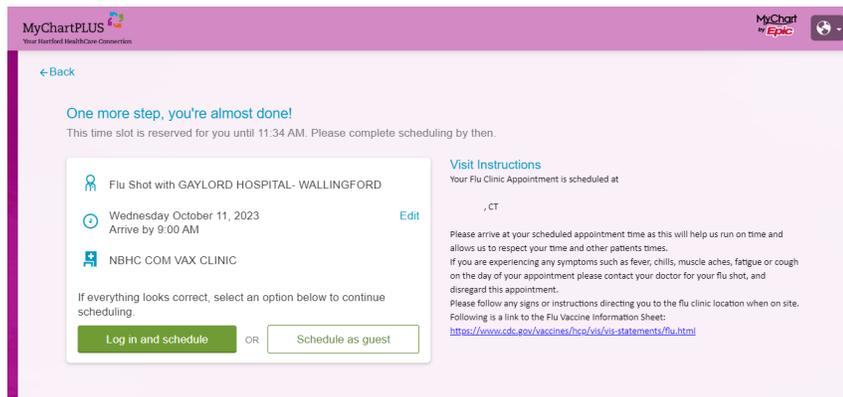
Selecting an Appointment:

1. Click the link provided by your employer. **SEEN ABOVE**
2. Once routed to MyChartPLUS, select the appropriate **date and time** that works best for you



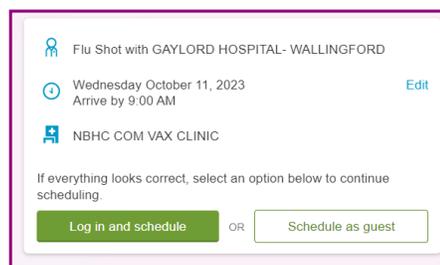
Note: More than one staff member can schedule for the same 15 minute interval. Available appointments for each 15 minutes is based on how many nurses are working at each clinic. If you are unable to register for a particular time slot, most likely all appointment spots have been booked.

3. One more step, you're almost done! Review your appointment and verify that everything is correct. Complete the scheduling workflow by following the steps below for **Existing MyChartPLUS** account holders or **Scheduling as guest**.



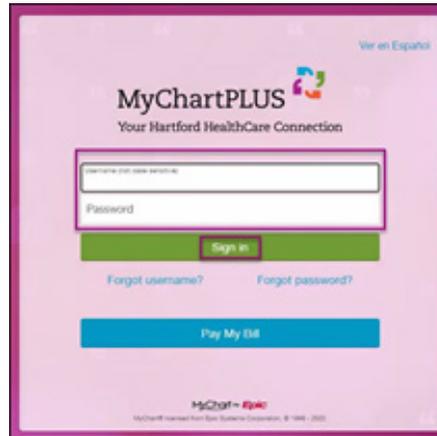
Complete Scheduling With an Existing MyChartPLUS Account:

1. After you verify your appointment click **Log in and schedule**.

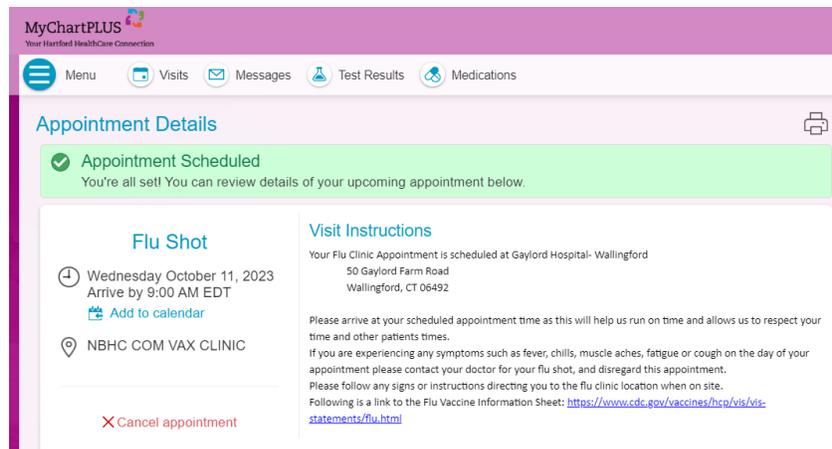




2. Enter your **Username and Password**, then click **Sign In**.
3. Your appointment is now scheduled.

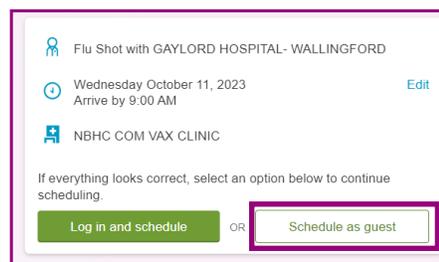


- a. Verify your appointment is scheduled successfully.
- b. Review the address located in the Visit Instructions



Complete Scheduling as a Guest: MyChartPLUS Account:

1. After you verify your appointment click **Schedule as guest**.





2. You are brought to the Schedule as Guest workflow where you need to enter all Patient details. Complete all of the required items.

Schedule as Guest

We need to collect some information about the patient in order to schedule this appointment. If you have any questions, please contact your clinic.

Name * (Indicates a required field)

First name: Middle name: Last name:

Address * (Address information is required)

Country:

Street Address:

City: State: Zip:

County:

Other Information * (For patients under the age of 18, please contact technical support)

Gender: Female Male Unknown Other

Date of birth (you must be at least 18):

Last four digits of SSN:

Primary Phone: Secondary Phone:

Email address: Work email address:

Race:
Asian
Black or African American
Native Hawaiian or Other Pacific Islander

Ethnicity:

3. Next, you need to enter the insurance information. Enter your Insurance Provider. **HINT:** You can click the drop down arrow to display options.

MyChartPLUS MyChart by Epic

Schedule as Guest

Patient details Insurance

Insurance information

Select your insurance provider

4. Complete your insurance information; Member Number, Group Number (if available), Policy Holder, and click Submit.

MyChartPLUS MyChart by Epic

Schedule as Guest

Patient details Insurance

Insurance information

Select your insurance provider

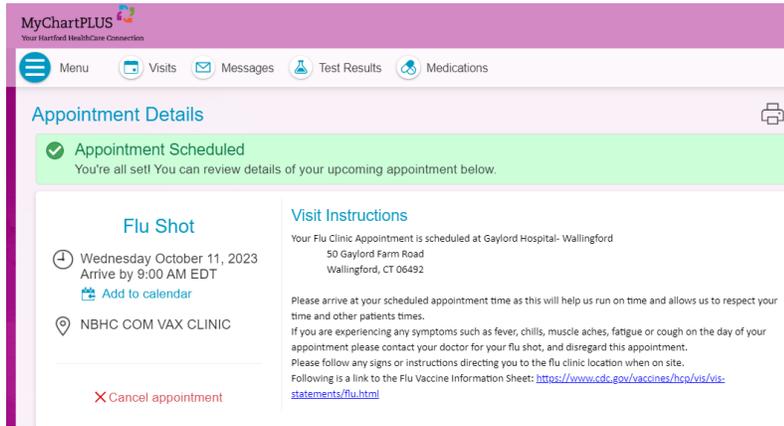
Member Number:

Group Number:

Is the patient the policy holder for this insurance?
 Yes No



5. Your appointment is now scheduled.



- a. Verify your appointment is scheduled successfully.
- b. Review the address located in the Visit Instructions

INFECTION PREVENTION-INFLUENZA CLINICS

- Influenza clinics held by Infection Prevention will **only** be for those that either don't have insurance or have insurance not accepted by Hartford Healthcare
- Appointments **are not** necessary

Holland Conference Room

Wed, Oct 11
7am - 8am

Fri, Oct 27
7am - 8am

Mon, Nov 6
7am - 8am

Mon, Oct 16
2pm - 3pm

Thurs, Nov 2
12pm - 1pm



INFLUENZA VACCINE DOCUMENTATION COVER SHEET

If you are submitting proof of flu vaccination documentation NOT received at Gaylord (whether through Hartford Healthcare or Infection Prevention) -Please complete this cover sheet and submit with your flu documentation.

PLEASE PRINT CLEARLY:

Name of employee: _____

Position: _____

Department: _____

Name of supervisor: _____

Date flu vaccine received: _____

Date flu documentation submitted: _____

After completing this cover sheet-submit all paperwork via email by scanning forms to: **FluVaccine@gaylord.org**

Please contact Sonnia Belcourt (sbelcourt@gaylord.org) with any questions.