



WINDHAM HOSPITAL

StaffLINK



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112 Mansfield Avenue • Willimantic, CT 06226 • 860.456.9116

December 18, 2008

CEO CORNER

Dick Buvnik

In the November Stafflink, I recounted the numerous accomplishments of this past year and reviewed the program developments we've enjoyed. This month, I want to focus on the staff members who helped make all those achievements possible. Each and every staff member or volunteer makes a difference here, every day. Each and every time a patient, family member, or visitor encounters one of us here at the Hospital, the spirit of Windham Hospital shines through, offering hope in the midst of turmoil, help in times of crisis, reassurance in times of doubt, and human kindness in all times. I don't think we say it often enough, but I want to thank all of you—every person here—for the many ways you make this Hospital a great place. You are the face of Windham Hospital.

Our predecessors set ambitious goals and even loftier standards—standards which continue after 75 illustrious years. As the inheritors of these ideals, you have made it your business to grow and enhance the services at Windham Hospital, and to promote ever higher performance standards. It is because of your continuing care and commitment that Windham Hospital has garnered praise and accolades in this year, and it is through your considerable talents and efforts that Windham Hospital has flourished over the years. Your efforts have created a Hospital that changes to meet the challenges of today's healthcare environment, and that will continue to do so in the future.

As we move ahead in the next few months with the Studer initiative, we do so from a solid foundation, building on a tradition of excellence, as we hone and hardwire the principles of service and commitment here. You are dedicated professionals and volunteers, and your enthusiasm, energy, and plain hard work make an incredible difference to our community every day. You deserve the credit for the wonderful results we have achieved to date.

Thank you one and all. May your holidays be happy and healthy, and may our new year be filled with joy and peace.

A NEW LOOK

For the past few months, we've been working on a new look and feel for the Hospital's website. On December 15th, the new site went live. It is packed with more user-friendly features, an online calendar of classes and events at the Hospital, links to patient quality data, secure online donation capabilities, a photo tour of our facility, active links to physician office websites and a greatly expanded health information area. Surf into the new site.

CELEBRATE SAFELY !

Emotions run high during the holiday season and there is a greater risk for accidents around the home. We hope everyone will celebrate with an eye to safety this holiday season. Look for potential danger spots and eliminate them.

INTERESTING FACTS TO CONSIDER:

(from the U.S. Consumer Product Safety Commission)

- Each year hospital emergency rooms treat approximately 10,800 people from injuries, such as falls, cuts, and shocks that are related to holiday lights, decorations, and Christmas trees.
- There are approximately 11,000 candle-related fires each year, which result in 150 deaths and 1,200 injuries annually.
- On average, Christmas trees are involved in about 400 fires annually, which result in 20 deaths, 70 injuries, and over \$15 million in property loss and damages.

CPSC conducts surveillance of holiday lights and decorations each year. In 2001, they prevented 116,400 units of holiday lights from entering the country because of non-compliance with the safety standards.

TIPS FROM THE CPSC FOR HOLIDAY SAFETY

TREES:

When purchasing an artificial tree, look for the label "fire resistant." This doesn't necessarily mean that the tree is fire proof, but means that the tree will resist burning and should extinguish quickly.

- When purchasing a live tree, check for freshness. If the tree is fresh, the needles will be hard to pull out of the limbs; and when you bend them between your fingers, they won't break. Another check is to look at the bottom of the tree. If it is fresh, it will show a lot of resin; and if you shake it against the ground, the needles won't fall off.
- When locating trees in the house, real or artificial, keep them away from heat sources such as fireplaces, radiators, or space heaters with open flames. With fresh trees, remember to check and fill the stand with water daily. Try to place the tree out of a walkway or door entrance.

FIREPLACES:

- Use "fire salts" with special care, they contain heavy metals and can cause intense gastrointestinal irritation.
- Do not burn wrapping papers in the fireplace. A flash fire can result, as wrappings ignite and burn quickly.

LIGHTS:

- Whether indoors or outdoors, use only lights with an approved laboratory rating, like Underwriters Laboratory, or other approved sources. Always try to use lights with fused plugs.
- Check, before every season and whether new or old, the sockets, bulbs and cords for breaks, frayed wires, or loose connections.
- Don't use more than three strings of lights for each extension cord. Check the extension cord to be sure that it is rated for multiple cord use.
- Avoid using electric lights on a metallic tree. The tree can become charged from faulty lights, and the person touching it can be electrocuted.
- Outdoor lights – Check the label to be sure that they are designed for outdoor use. Secure outdoor lights to trees, walls, and fence posts or other objects that are stable to prevent wind damage. If you are using staples to tie the lights to a hard object, be sure to use insulated staples.
- Turn off all lights when you leave home or go to bed at night. Lights can short out and cause a fire.
- For extra protection with outdoor lights and other electric decorations, plug into GFCIs if you have them. If not, changing the plugs out to GFCIs for added protection. The cost is cheap compared to the damage that could happen.

DECORATIONS:

- Use only non-combustible or flame resistant materials to decorate the tree.
- Never use lighted candles on a fresh tree or other evergreens. For candles, use non-flammable holders and place them where they won't get knocked over.
- With small children, avoid decorations with sharp edges or breakable parts.
- Wear gloves for protection when decorating with angel hair. Check the directions for use to avoid lung irritation.

There's a lot to remember to provide a safe holiday for you and your family, but the effort is well worth the peace of mind that we all seek during the holidays. Have a safe and happy holiday season.

CAREGIVER OF THE YEAR

Congratulations to Marge Voght, RN. Marge was awarded Caregiver of the Year for 2008 at this year's Autumn Auxiliary Gala. Marge was overwhelmingly nominated by her co-workers for the outstanding service she provides to Windham Hospital.

Marge has been working in the Windham community for over 32 years. Since her senior year of high school Marge knew her calling would be in nursing. After nursing school and the infamous quote from her hero, JFK "Ask not what your country can do for you; ask what you can do for your country." Marge joined the Army Nurse Corp and served in Vietnam. Working in the ICU, Marge helped those who were wounded on the battlefield. After some time working in Germany and at Backus Hospital, Marge joined Windham Hospital to be part of the CCU.

Over the years Marge has earned many certifications, from Trauma Nursing, Pediatric Emergency Care, and Certified

Emergency Nurse. Marge has also worked in various departments from ICU to the ED,

Marge now works on the 2nd floor as the Employee Health Nurse. When accepting the award at this year's Gala, Marge said, "Nursing is not just a job, it represents professionalism and that is not a gift. It is wages earned by education, effort, performance and commitment. All of which are part of being caregiver of the year."

Congratulations, Marge!



From left to right, Teresa Voght, Ray Voght, Marge Voght

PHYSICIAN OF THE YEAR

Congratulations to Dr. Patricia Caton Reardon. Dr. Reardon was honored as Physician of the Year at this year's Autumn Auxiliary Gala. Before entering into the fascinating world of medicine, Dr. Reardon took an opposite path: she chose art over science. Dr. Reardon painted scenic seascapes and beautiful portraits for two years of her life while living in Wickford, Rhode Island.

Eventually Dr. Reardon sought a new challenge and enrolled in medical school; since then, Dr. Reardon has served as the first female president of the Connecticut Society of Eye Physicians, the first woman Chief of Staff at Windham Hospital and the first female Chief of Ophthalmology at Windham Hospital.

Dr. Reardon has experience in comprehensive medical and surgical eye care, with specialization in no-stitch cataract surgery, laser surgery, diabetic eye care, treatment for glaucoma, medical and surgical treatment, eye injury and inflammation, and cosmetic eye surgery. Congratulations, Dr. Reardon!

PHILANTHROPISTS OF THE YEAR

Congratulations to David and Marilyn Foster who were named Philanthropists of the Year at this year's Auxiliary Gala. David has spent the past 37 years within the music industry, founding the Shaboo All-Stars and performing at various venues across the country. Marilyn has spent many years in the marketing management and communications industry, and now owns her own direct marketing communications company. David and Marilyn love to spend their free time on the golf course, the place they first met.

The Fosters have graciously supported Windham Hospital over the years. Since 2003, the Fosters have both contributed to the growth of Windham Hospital, serving as Corporators. David initiated the formation of the Lester and Phyllis Foster Family Foundation and has contributed to many charitable and civic

organizations including WAIM, Covenant Soup Kitchen, and the Willimantic Whitewater Partnership, just to name a few. Marilyn has served as Treasurer of the Friends of Fletcher Memorial Library. Thanks to the Fosters for their generous and charitable support over the years.



David and Marilyn Foster

CONGRATULATIONS...

...to Dr. Anthea Woodley, who will serve as a physician advisor to the WISEWOMAN program for cardiovascular disease. A subset of the Connecticut Breast and Cervical Cancer Early Detection Program (CBCCEDP), the WISEWOMAN program helps women in the detection and prevention of cardiovascular diseases. Congrats!



...to Maria Brennan, APRN, who just earned her certification as a Diabetes Educator (CDE). A CDE accreditation helps those learn the skills that are necessary to control blood sugar and avoiding complications from hyperglycemia. Congratulations, Maria!



OUR CONDOLENCES TO...

...**Robbie Maneri** and his family. Over the Thanksgiving weekend Robbie's father, Peter Maneri Sr., passed away at Robbie's home in Canterbury. We extend our deepest sympathies to the Maneri family.

...**Joyce Brigham** and her family. Joyce's mother, Lois McCarthy, passed on Saturday, December 13th at the Westview Health Care Center in Dayville. A memorial service will be held on Saturday, January 3rd at 2:00 pm at the Abington Congregational Church, Hampton Road (Route 97), in Abington. We extend our deepest sympathies to the Brigham family.

The Studer Initiative

Hospital Organizational Goals Established/Released

Listed below are the Windham Hospital Organizational Goals recently created by the Executive Team and based on our Strategic Plan and strategic initiatives. These goals were recently approved by the Hospital Board and were written for each of the five Pillars identified in Quint Studer's book, *Hardwiring Excellence: Service, Quality, People, Finance and Growth*.

As part of our ongoing Studer initiative to create a sustainable culture of organizational and service excellence, these goals will now be used by our Hospital managers in concert with their respective vice presidents, to create department and unit level goals. This system of cascading goal development will ensure that all departments and all levels will have a common focus. That focus reinforce our hospital's mission which is: "To enhance the lives and well being of people in the communities we serve by providing quality healthcare."

If you have ever written goals, you know that it is not an easy task, but one which requires vision, patience and dedication. The benefit of having well written goals that support the organization's mission is that they can serve as a compass for the everyday decisions that we all need to make day in and day out, in the operation of our Hospital's many functions. Know that your Hospital's Board, the Executive and Management Teams are working hard to create a framework that will support Windham Hospital's mission and vision.

Organizational Goals

Windham Hospital will achieve the following by September 30, 2009:

Pillar: Service

- Meet or exceed the state average in 7 of 10 HCAHPS domains

Pillar: Quality

- Meet or exceed the state average in at least 60% of Windham Hospital's publicly reported CORE Measures
- Meet 95% compliance with labeling specimens at the bedside

Pillar: People

- Maintain a voluntary turnover rate for staff of 7%

Pillar: Financial

- Achieve at least a 2% operating margin
- Ensure that its variance from our "labor productivity system" (targeted worked FTEs) will not exceed 15-24

Pillar: Growth

- Achieve 1% volume growth over the prior year in Inpatient Discharges
- Achieve a 2% increase over the prior year in Diagnostic Testing (Lab and Radiology)
- See a 1% increase over the prior year in Ambulatory procedures (Surgical and Scoping Procedures)

The Studer Initiative Champion is Brian Cawley. Teams currently in place are:

Measurement Team: Janice Mackie, Chair
Kathy Hawkins, Becky Jarvis, Jo Ouellette, Tom Birkenholz,
Janet Garson, Scott Vezina, Tricia Reid, Pam Hutt, Kim Kramer, and Mindy Kivlin

Standards Team: Marty Levine, Chair, Mona Friedland, Co-chair, Cary Trantalis, Co-chair
Ed Bussiere, Shawn Maynard, Sue Nosal, Adriana Figueroa, Juanita Vasquez, Tom Lee, Melody Zande, and Katie Bacon

Leadership Development Initiative Team: Jim Papadacos, Chair, Cary Trantalis, Co-chair
Bob Grindle, Brian Cawley, Mark Patros, Michelle Wallace, Pierrette Proctor, Kevin Tupper and Ted Gorham

As the Initiative moves along, membership in these teams will change. If you have questions about the Studer Initiative, please ask one of these people.

CODE 99

Once a year per Joint Commission standards, the Hospital is required to demonstrate preparedness for a code situation. A mock code (99) for the PET/CT scanner was announced at approximately 9:30 am on December 4th. Response time was one minute and thirty-eight seconds. This mock code was unannounced to participants and demonstrated a great response and an overall success. Thanks to all who participated in testing our emergency response system to the mobile PET/CT van.

SMOKE FREE AND IT FEELS SO GOOD

It has been almost a month since the Hospital implemented the campus-wide no smoking policy. Smoking is not permitted on hospital grounds inside or outside for employees and visitors. Windham Hospital is one of the first hospital facilities in Connecticut to enforce strict no smoking polices. In the past few years, businesses have adopted working environments that do not allow smoking on business premises. On November 20th the entire Hospital participated in the Great American Smoke-Out, an annual event that encourages Americans to quit smoking. Windham Hospital is now proud to say since November 20th, 2008 we are smoke-free facility!

MOAB CLASS OFFERED AT WINDHAM HOSPITAL

A two-day certificate course in the Management of Aggressive Behavior (MOAB) was held at Windham Hospital on November 11th and 14th. The 16-hour MOAB class is available to select staff that may interact with aggressive patients, staff or visitors. Certified MOAB Trainers, Jenny Messier, ED, and Ted Howlett, Security, presented both theoretical and practical, hands-on approaches to managing aggression. The participants learned to read, diffuse, and react to a variety of situations. Attendees were from the ED, Security, Maintenance, Lab, and the Willimantic Fire Department. We are pleased to report that 100% of the participants passed the written and practical portions of the program and are now certified in the Management of Aggressive Behavior. MOAB training will continue to be offered quarterly to interested, qualified staff free of charge. The next two day class will be held in February 2009; class size is limited. Please contact one of our three trainers, Mark Siczkowski, Ted Howlett, or Jenny Messier or Paul Scarchuk at extension 3087 with any questions you may have about MOAB training here at the Hospital.



PULL, AIM, SQUEEZE, SWEEP

A fire extinguisher demonstration was held in the upper Hatch parking lot last Friday October 10th, Captain Michael Waldron, from the Mashantucket and South Windham Fire Departments was joined by Alan Estell, South Windham Fire Department's Firefighter of the Year and Windham Hospital Security Supervisor, along with Chris Bibeau, Plant Operations and Maintenance to demonstrate and assist staff in using a variety of extinguishers on an actual blaze. Captain Waldron described the different types and uses of the extinguishers we have available in our facility. Fifty-nine people from a variety of departments attended the hands-on sessions. Door prizes included replacement smoke detector batteries for the first 24 people attending, along with two extinguishers donated by Roybol. Leah Fluke from the Radiology School won the extinguisher for the morning session, Brenda Cook, HIM, won the extinguisher for the afternoon session.



Peter Yednorowicz, Microbiology Supervisor knocks down a fire

FAMILY-CENTERED CARE

As I prepare my year end report of family centered care initiatives here at Windham Hospital, I am reminded of the myriad ways in which many of you as caregivers have embraced the core concepts of collaboration and respect that are the cornerstones of *Family Centered Care*. Sure, we can make big changes like new signs and family rooms and resource centers and those are great additions to our hospital environment. But it is more often the small things that make the difference and affirm to me that these core values are taking root here at Windham.

For example, the nurse who invited family members to sit in a quiet space and ask questions in order to calm their fears; or the person from security who offered ideas on how to help families feel supported while in the hospital; or the numerous staff who have met with family members as together they design environments, educational materials, and policies to meet the needs of our community. Family Centered Care is not about how many visitors should or shouldn't be in a patient's room rather it is how we interact with families who are in challenging situations doing the best they can. Every time you take an extra moment in your work to honor the expertise that families and patients bring by asking for their insight and listening with your whole being – you are family centered care. So thanks, to all of you, for making a difference.

– Mary Horan

Director of Family Centered Care

CBISA-WHAT IS IT?

CBISA is an acronym for Community Benefit Inventory for Social Accountability and commonly; pronounced "sa bee sa." That being said – what is CBISA?

Community Benefits are programs or activities that are provided by the Hospital that meet an identified community need such as support groups, educational workshops, health fairs, wellness programs, health screenings, health professions

education, and community support; just to name a few. Some examples of CBISA activities within the Hospital are Red Cross Blood Drives, Asthma Advisory Council, Diabetes Education, Breast Cancer Support Groups, grant writing, smoking cessation classes, Integrative Health programs, and childbirth classes.

A database of all these activities is maintained and updated monthly. Designated staff members throughout the Hospital collect data from programs and activities within their department and enter the statistics into the database. Quarterly, information from this database is transmitted to Connecticut Health Association (CHA). All hospitals within Connecticut also maintain a CBISA database and transmit their data to CHA. CHA will use this combined information for many purposes, including sharing data with state legislators to support health-related governmental issues.

What do we do with the CBISA information we collect? We use this information for public awareness, specifically in the Annual Report and to communicate to the community how we live up to our mission statement, "To enhance the lives and well being of people in the communities we serve by providing quality health care." In addition, starting in 2010, we will be required to record this information on Schedule H of the Hospital's tax return.

We are always on the lookout for additional CBISA programs and activities. Do you or your department do any of the following with little or no fee and are not currently reporting it as a CBISA activity?

Wellness programs, workshops, support groups, self help groups, exercise programs, student shadowing programs, health assessments, screening clinics, student trainings, case management, and being a member of a local state or federal committee dealing with health issues all qualify as CBISA activities.

If you have a question whether a program or activity in your department qualifies as a Community Benefit, please contact Tom Birkenholz on 456-6849 or birkenholz@wcmh.org.

Windham Hospital and its staff members do great things everyday for the citizens of our community. CBISA is one way in which we can tell that story.

TIPS TO PREVENT THEFTS FROM DURING THE HOLIDAY SEASON

- If planning a shopping expedition don't bring large amounts of money.
- Secure all valuables when at work; don't leave purses, wallets, or other valuables in plain sight and unsecured.
- Don't leave valuables (including stereos, purses or briefcases, loose change or packages) inside your vehicle where they are visible from the outside. Place these items in your trunk or take them with you. Remember to put valuables out of sight, but not at the spot where you intend to leave your car. A would-be thief may be watching you.
- Always lock your vehicle. Thieves only need a few minutes to snatch something out of your car.
- Park in a well-lit area. Thieves are less likely to break into a vehicle if they can be easily seen by others.
- Be sure to lock your trunk, your glove compartment or any other place you intend to store your valuables, particularly if you have a trunk release inside your car. Don't forget to lock the gates on a hatchback or truck topper. If you have a removable faceplate for your

stereo, always remove it and take it with you. Locks may be purchased for many components in your car.

- Don't forget to protect your home during the holidays, as well – keep your gifts out-of-sight from windows and other locations that may be vulnerable. Anything that's visible from the outside of your home may present an opportunity a would-be thief can't resist.
- Make sure you keep track of the receipts in the event that you do have items stolen from your car or your home during the holidays. This will help police understand the value of the items that were taken and the information may also assist you in filing claims with your insurance company. When purchasing items, it's a good idea to take the receipt from the cashier, rather than leaving receipts in the bag.

Remember, thieves don't limit their activity to the holiday season. These tips can help anytime of year.

STAFF APPEAL DRAWING WINNERS

Congratulations to Joe Hibert, Radiology, whose name was drawn for December's Staff Appeal Preferred Parking Space. He's excited to be parking in the Staff Appeal preferred parking space this month.

Congratulations also to Kim Kramer, Accounting. Kim's name was drawn for the free coffee/soup from the Coffee Shop.

The drawings continue!! The following individuals won free holiday pies:

- Janet Garson, Purchasing
- Kathy Hawkins, Patient Care
- Kevin Horan, Purchasing
- William Loneragan, Pharmacy
- Alice Monticello, Nursing
- Stacey Shaia, Food and Nutrition

The following individuals won a free 20 pound turkey:

- Alanna Herrick, Patient Registrar
- Ellen Gillion, Security
- Pat Brown, Patient Access
- Deb Millette, Nursing - ACU

Stay tuned for the December winners of the holiday turkeys!!!

A **HUGE** thank you to everyone who made the 2009 Staff Appeal a success! To make a pledge and be eligible to win one of these monthly drawings, contact Tom Birkenholz at extension 6849.



WHO'S THIS

Can you identify this staffer? Send your guesses to Sharyn Mathews, smathews@wcmh.org

PHOTOS NEEDED! If you have a photo you'd be willing to share, please drop hard copies off in the Community Relations Office, 5th Floor. Photos will be scanned and returned to you. You may also email photos to smathews@wcmh.org.

NOTES FROM THE "GO GREEN" COMMITTEE

The Go Green Committee continues to establish their Mission Statement and goals and objectives. In the meantime, we encourage each employee to look for ways to improve the waste stream and recycling within your department or home. If you have Green issues that you can't resolve within your department, please feel free to ask for advice and assistance by contacting the Go Green Committee co-chairs; Karrie Flynn at kflynn@wcmh.org or Tom Birkenholz at tbirkenholz@wcmh.org.

Bill Hutt, Director of Materials Management and a Go Green Committee member has volunteered to be Windham's Hospital's liaison and a member of Connecticut Health Association's (CHA) newly formed Go Green Committee. We greatly appreciate Bill's compassion for the Go Green cause and to the Hospital for supporting him in this endeavor.

Helpful tips for greening up your life here and at home:

- Give environmentally friendly gifts this holiday season
- Use environmentally friendly holiday decorations
- Make a donation to a non-profit environmental organization
- Buy locally
- Subscribe to environmentally friendly e-newsletters such as Co-op American at www.coopamerica.org
- Switch to greener cleaning products at home; make your own dusting and wood polish solution: Mix 1 cup olive oil and 1/4 cup vinegar in a spray bottle. Shake well. Spray on surface or on dusting cloth and dust or polish away!

WELCOME, NEW STAFF MEMBERS

Amanda Dazy, Patient Access Dept

WELCOME, NEW VOLUNTEERS

Sara Champion, Gift Shop • Albert Alfano, Information Desk • Wajih Yasmeen, Cancer Resource Room • Margarita Santiago, MET Desk

SPECIAL THANKS TO OUR WONDERFUL VOLUNTEERS

In 2008, our volunteers donated over 18,586 hours of service to our hospital – 2886 more hours than in 2007 - representing more than \$ 315,962. This year 20 new adult volunteers joined our team as well as 44 junior volunteers and 74 students from the University of Connecticut's Community Outreach Program. Please take a moment to thank our volunteers for their hard work and take a look at the display by the Cafeteria on the 2nd floor celebrating our volunteers!



From left to right, Sally Thompson, Gerry Jones, and Sara Champion

CALENDAR

In December, join us as the world recognizes AIDS Day (1), and observe the National Drunk & Drugged Driving Prevention and Safe Toys and Celebrations/Gifts for the month of December, while observing Aplastic Anemia and MDS Awareness Week (1-7).

In January, join us as we observe the national observances of Blood Donation, Cervical Cancer Health Awareness and Screenings, March of Dimes Birth Defects Prevention, Glaucoma Awareness. Celebrate week long observances for Healthy Weight (20-26), Nurse Anesthetist (20-26), Medical Group Practice (21-25). Celebrate day long recognition for Find a Dentist (9), Rid the World of Fad Diets and Gimmicks Day (22), Women's Healthy Weight, Intravenous Nurse Day (25)

If your department has a special recognition day, week, or month coming up please send details (or a website link for information) to Sharyn Mathews, smathews@wcmh.org, so the event can be included in StaffLink.



INTEGRATIVE HEALTH SERVICES

Windham Hospital offers a rich variety of complementary and alternative medicine for the whole community, and many of these services make great holiday gifts! Purchase gift certificates in the Hospital Gift Shop, and let the recipient choose a great massage or acupuncture service. Services offered include:

Acupuncture — Thursdays 1-5:30 pm

Sliding fee schedule; by appointment, no walk ins
Acupuncture Clinic on Thursday afternoons.
Call Deborah Pacik, 456-1237

Meditation — 1st Monday 11:45 am

No fees; by appointment or stop by the Hospital Chapel on the 1st Monday. Call Clare Vidich, 487-3597

Yoga — Mondays 4:30-5:45 pm

\$8 per class, or \$65 per 8-week session.
Call Anne Buchalski, 337-1472

Nutritional Counseling — By Appointment Only

Call Suzanne Gerety, 456-6805

Reiki- Mondays & Tuesdays, and by appointment

Call the Integrative Health Line, 456-6002, Option # 2

Therapeutic Massage

\$65 per hour, by appointment. Call Tamre Fontaine, 456-6810

WOW Cart (music, reading materials & more for patients)

No charge. Call the Volunteer Desk at 456-9116 x 2287

Pet Visitation — Weekly

No charge. Call Mary Horan, 456-6766 to arrange a visit.

Caring Clown Visitation — Bi-weekly

No charge. Call Mary Horan, 456-6766 to arrange a visit.

"For the Health of It" Lecture Series

No charge. Lecture topics vary, and are presented on the last Wednesday of each month in the Education Center at the Hospital.

2009 FOR THE HEALTH OF IT LECTURE SERIES

January 28

Cooking with Herbs for Winter Health

Michele Maclure, Culinary Herbalist

February 18

Relaxation Massage for Couples in Stressful Times

Lynn Castelli, LMT

March 25

You've Got to Move It Move It – The Science Behind Exercise & Health

Fran Storch, ND

April 29

Energy Medicine

Dorothy Martin-Neville, PhD, LMFT, LPC, EMP

May 27

How to Begin a Meditation Practice

Clare Vidich

July 29

Focus on Healing: The Lebed Method

Sharon O'Neill Mulcahy, MA, MS, DMT, CLM

September 30

Health & Disease: A Holistic Approach Using Homeopathy & Nutrition

Dr. William Shevin, MD

October 28

Massage Cupping

Anne Buchalski, LMT

November 18

Living the Holidays with Meaning & Wellness

A Wellness Collaborative



GETTING INTO THE HOLIDAY SPIRIT

Many thanks to Linda Kovalck, Pat Brown, and Marina Quarticelli, who helped decorate a Christmas tree on Sunday, November 30, at the Windham Textile Museum. The tree was sponsored by Windham Hospital, and was decorated with ornaments in the shape of hearts. The Museum auctioned the trees off to benefit the Textile Museum.



GUESS WHERE?

How well do you know Windham Hospital? All around campus departments are getting into the Holiday spirit. Can you guess what department these festive decorations belong to? Send your guesses to Stephen Fernandez, sfernandez@wcmh.org. GOOD LUCK!





The Perfect Gift

Make your tribute online at www.windhamhospital.org, or call 860.456.6849 to have a tribute card mailed to you.

Honor a healthcare professional who has made a difference in your life or that of a loved one, by making a 75th Anniversary tribute gift to the Windham Hospital Foundation in their honor. Show your appreciation during the holiday season.



Experts Predict!

The amazing intelligence of the technologically profound... and the things they said which turned out to be... well, perhaps not so profound after all.

"Who in their right mind would ever need more than 640k of ram!?" – *Bill Gates, 1981*

"Computers in the future may weigh no more than 1.5 tons." –*Popular Mechanics, forecasting the relentless march of science, 1949*

"I think there is a world market for maybe five computers." –*Thomas Watson, chairman of IBM, 1943*

"I have traveled the length and breadth of this country and talked with the best people, and I can assure you that data processing is a fad that won't last out the year." –*The editor in charge of business books for Prentice Hall, 1957*

"But what ... is it good for?" –*Engineer at the Advanced Computing Systems Division of IBM, 1968, commenting on the microchip*

"This 'telephone' has too many shortcomings to be seriously considered as a means of communication. The device is inherently of no value to us." –*Western Union internal memo, 1876*

"The wireless music box has no imaginable commercial value. Who would pay for a message sent to nobody in particular?" – *David Sarnoff's associates in response to his urgings for investment in the radio in the 1920s*

"Who the hell wants to hear actors talk?" – *H.M. Warner, Warner Brothers, 1927*

"We don't like their sound, and guitar music is on the way out." –*Decca Recording Co. rejecting the Beatles, 1962*

"Heavier-than-air flying machines are impossible." – *Lord Kelvin, president, Royal Society, 1895*

"Airplanes are interesting toys but of no military value." – *Marecha Ferdinand Foch, Professor of Strategy, Ecole Superieure de Guerre*

"Everything that can be invented has been invented." –*Charles H. Duell, Commissioner, U.S. Office of Patents, 1899*

And finally ...

"There is no reason anyone would want a computer in their home." – *Ken Olson, president, chairman and founder of Digital Equipment Corp., 1977*

Sometimes

HUMOR'S THE BEST MEDICINE

In each issue of StaffLink, we include some of the "lighter side" of the world we live in. Staff contributions are welcome! To submit an item for publication, send it to smathews@wcmh.org.

Emailers Anonymous

You know you're an "over the top" emailer if the following statements seem to apply to you.

- ☹ You wake up at 3 a.m. to go to the bathroom and stop to check your e-mail on the way back to bed.
- ☹ You turn off your modem and get this awful empty feeling, as if you just pulled the plug on a loved one.
- ☹ You spend half of the plane trip with your laptop on your lap...and your child in the overhead compartment.
- ☹ You laugh at people with dial-up modems.
- ☹ You start using smileys in your snail mail.
- ☹ You can't call your mother...she doesn't have a modem.
- ☹ You check your mail. It says "no new messages." So you check it again.
- ☹ You don't know what gender three of your closest friends are because they have neutral screen names and you never bothered to ask.
- ☹ You tell the cab driver you live at <http://1000.edison.garden/house/brick.html>.
- ☹ You start tilting your head sideways to smile. :)