



CEO Corner

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Healthlink

February 2010

A NEWSLETTER FOR THE STAFF, VISITORS AND GUESTS OF WINDHAM HOSPITAL

Our monthly newsletter, as you undoubtedly have observed, has undergone some major plastic surgery! The new look, new name (well, actually, it's a recycled name from a publication we used to produce two years ago) and new content focus all came about with one goal in mind: to communicate with our patients, families, and guests while simultaneously providing you, our staff, with timely and pertinent information.

Healthlink will continue to evolve over the next few months. You'll see some new features added and some old columns (like the President's Corner) appearing less frequently. More photos. Succinct features. And an intense focus on sharing the great accomplishments of this hospital, its staff and medical staff. You'll also see information included in this newsletter that

will help educate all our audiences on important health and wellness issues and initiatives.

Other publication changes that will be occurring in 2011 include the launch of a hospital Facebook page that will contain regular informational hospital postings, the production of a physician newsletter and a monthly Intranet newsletter page containing content exclusively focused on and about our staff.

Please contact **Heather Tindall**, our new Senior Executive Marketing and Community Partnerships at 860-456-6942 or htindall@wcmh.org if you have questions about any of these initiatives. Heather will be spearheading these efforts and she and her staff will be in contact with many of you to solicit content, photos and programming and event information appropriate to each communication vehicle listed above. 

Dick



Windham Hospital's New CT Scanning System Reduces Radiation Dose To Patients By Forty Percent

Recent software upgrade to Windham Hospital's computed tomography system (also known as a CT Scan or CAT Scan) reduce the radiation dose to each patient by up to 40 percent. The new software allows physicians and technologists to perform complex diagnostic procedures,

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Windham Hospital Celebrates Go Red for Women



The Annual GO RED FOR WOMEN celebration was held in early February at Windham Hospital. Focusing on everyone's need to de-stress, celebrants were treated to the comedy of cardiac care APRN, **Angel Rentas** on Thursday evening; stress-busting ideas from **Beth Hudson-Hankins**, LCSW; and a wonderful crystal bowls "sound meditation healing" by **Edie Gemiola**. Participants donned red garb (ranging from red socks to completely red ensembles),

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Left to right: Kate Starkey, Leslie Chasse, and Kathy Hawkins




New CT Scanning System continued from page 1

and maintains the quality and clarity of the images gathered while achieving the reduction in exposure.

According to **Steve Lee, MD**, Chairman of Radiology at Windham Hospital, Windham is among the first community hospitals in Connecticut to install the new software upgrade for the GE equipment. Dr. Lee said, "We've always had superior CT image quality with our 64-slice scanner, but this new software is a significant breakthrough because, while it maintains the highest diagnostic image quality, it also substantially reduces the radiation dose to each patient."

Dick Brvenik, President and CEO of Windham Hospital, said, "This new upgrade gives our clinical staff the tools to make confident diagnoses while minimizing radiation doses to

patients, and we are pleased to offer this enhanced service to all patients at Windham Hospital."

Computed tomography technology, is the diagnostic exam of choice when people are ill or injured, or when a physician suspects a medical problem that is not easily detectable with a conventional physical examination. CT scans are quick and painless, and can create 3D views of complex internal body parts. The scans can be used for routine and trauma imaging, and they are particularly useful in viewing neurological, pulmonary, or cardiac problems. 



new kids ON THE Block

Jen Martin RN, BSN, MPH



Title: Director of Inpatient Nursing at Windham Hospital

Experience: Thirteen years at Connecticut Children's Medical Center in Hartford, including pediatric oncology. "I grew up there, and I loved working with the kids," says Jen.

Past year: Director of Nursing at a civilian hospital in Kabul, Afghanistan, through CURE International, where she saw as many as 300 deliveries per month, and 50 outpatients and clinic patients in OB/GYN each day. "Kabul is probably my most memorable assignment," she said, "It was a great experience, but I'm glad to be home!"

She has also done patient safety work in Kenya, Uganda and Egypt.

Hobbies: Loves to run, and has participated in half-and full-marathons; also loves reading and shopping.

NEW EMPLOYEES:

Maria Sbano-Agnavotech—Receptionist
Secretary at the Student Wellness Center at Windham HS

Nancy Callaghan—Emergency Department RN

Nona Thompson—HIM Coder II

John Marston—Information Desk/PBX
Operator-Communications

Aimeliz Leon-Crespo—Human Resources
Assistant

Karen Laboy—Coffee Shop Attendant

Jorge Jimenez—Patient Companion

Jennifer Campbell—Ambulatory Care Unit RN

NEW VOLUNTEERS:

Bill Javaruski—EMS

Forty students from the University of Connecticut are also volunteering this semester at Windham Hospital in the Ambulatory Care Unit, Emergency Department, Food Services, Pharmacy, and MET Desk (Messenger, Escort, and Transportation). Most of the students are preparing for medical and nursing school and are interested in gaining experience in the healthcare field.



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Top Right: Left to right: Instructors **Helen McAvoy** and **Marie Quinn**, lead **Becki Jarvis**, **Sheena Wallman**, and **Carol Elwell** in the Jazzercise demonstration.

Top Left: **Alana Tartisinis, RN**, performs a cholesterol screen for **Clarisse Gosselin**.

Middle: **Carol Palonen, RN**, the instigator of the "Red Boa Dance" filming

Bottom: **Pat Shimchick, LMT**, gives **Sheridan Vernon** a chair massage.




learned their cholesterol scores courtesy of the Cardiac Rehab Department, got

massages, acupressure, and reiki mini-sessions.

Carol Palonen, RN, filmed the "Red Boa Dance" (which may debut on YouTube);

Patti Flubacher led a demonstration class in Zumba; and

Marie Quinn, lead ultrasonographer at Windham Hospital and her dancers led an enthusiastic Jazzercise

demonstration. Proceeds from the event benefited the Cardiac Rehab Department at Windham Hospital and the American Heart Association. 

Windham Hospital Sponsors Sixty UCONN MBA Students For One-Year ACT Program



Sixty first-year UCONN MBA students descended upon the Windham Hospital campus in late January to tour the facility and hear presentations from Windham Hospital CEO **Dick Brvenik**; CFO **Jim Papadakos**; **Cary Trantalis**, VP of Patient Care; and **Jo Ouellette**, a Senior HR Consultant. The visit was just one of several activities associated with the hospital's sponsorship of the students during its year-long partnership with the UCONN MBA Application of Core Teaching (ACT) Program. According to **Dr. Mary Caravella**, an Assistant Professor in Residence and Faculty Director of the ACT Program, the ACT Program is an experiential learning project spanning the first year of the full time MBA Program. She said, "Students generate and develop ideas for improving performance for an organization. Specifically, at Windham Hospital, they will be focused on Operations, HR, Marketing, and IT practices." She said students, who began their work with the hospital last fall will generate several ideas, based on their visits and research at Windham, and then develop a synthesized proposal for one of them. In May, the students, who have

been divided into teams, will present their final proposals to the hospital in a competitive presentation format.

In discussing how the hospital came to partner with UCONN for the ACT Program, Brvenik said that organizations are nominated and invited to participate by faculty teaching in the first year of the MBA Program based on an expected fit with course learning objectives. "We were excited to be asked to participate in this program," said Brvenik, "because these students give us a fresh, structured look at our business and the opportunities available to us for performance improvement." Conversely, he concluded, the hospital staff is committed to helping students gain real-life experience that they can use to land jobs upon graduation. "It's a privilege to open our doors and share our expertise with these very bright students. These young adults are this country's future and we certainly want to do our part to help equip them with the tools they need to be supremely successful in the coming years."



UCONN Students Bill Fusco, Darrell Fuller and Sarah Kwon



President & CEO Dick Brvenik shares a laugh with UCONN Students



UCONN Students Andrew Ezekowitz and Lindsey Pierret

"Students generate and develop ideas for improving performance for an organization. Specifically, at Windham Hospital, they will be focused on Operations, HR, Marketing, and IT practices."

-Dr. Mary Caravella
Assistant Professor in
Residence and Faculty
Director of the ACT Program

Windham Hospital Initiative Protects Patient Identity, Ensures Quality Service

Movers AND SHAKERS



With the implementation of a new computerized imaging software system—the Enterprise Document Management system, or EDM—personal information about patients at Windham Hospital is safer than ever before. The EDM system, adopted in January 2011, significantly enhances the protection of personal identity and the integrity of medical records. It requires all patients at the hospital to provide:


- A photo identification
- An insurance card

Additionally, each patient will be asked to sign an electronic pad in the EDM system to:

- Consent to basic treatment and diagnostic procedures
- Assign insurance benefits to the proper provider(s)
- Authorize the release of information
- Acknowledge that the hospital privacy notice was offered to the patient

The EDM is one of the most comprehensive collaborative efforts in recent hospital history and is the culmination of months of strategic planning by the Finance, Information Technology, Health Records, Patient Accounts, and Patient Access departments. It integrates each patient's medical record into a single,

password-protected electronic record which can be accessed simultaneously or sequentially by multiple departments and personnel as required. The benefits are many: workflow is enhanced; documentation is more accurate and timely; files are searchable; "traveling folders" and lost files are eliminated; financial trending and analysis become easier; storage space requirements are significantly reduced; and the new system will ultimately result in cost and time savings.

"According to **Fran Boulay**, Director of Patient Access, "Each time a patient interacts with hospital personnel, ID information is scanned into the system. EDM confirms the patient's identity, and stores the information for caregivers as well as for scheduling, patient records, insurance processing, and accounting personnel, who may access the patient's information when needed. Because the information resides in a single file, EDM is safer, more efficient, and meticulously accurate—a snapshot of all care rendered—for area patients, their families, and their caregivers at Windham Hospital." For more information, contact the Customer Service Desk in Patient Access at 860-456-6777. 



Glenda Czmyr,
Environmental Services,
winner of the quarterly Reach for the Stars Award.

Nancy Kehoe,
RN,
winner of the Hospital Leadership Award.



Kate Cheromcha, Hospital Librarian, and **Lynne McPhee**, RD, member of the Nutrition Services Department at the Hospital, are co-chairs for the 2011 United Way Campaign at the hospital.

Last year, Windham Hospital staff members contributed more than \$11,000 from 79 individuals—a new record—and in 2011, the goal is to increase participation by 10 percent.

All funds raised in the United Way campaign are used to support local agencies, ensuring that children and families in the Windham region receive critical services.

Healthlink

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MANAGING EDITOR: HEATHER TINDALL

EDITOR: SHARYN MATHEWS

SUBMIT ITEMS FOR HEALTHLINK TO: SMATHEWS@WCMH.ORG

The Public Relations and Marketing Department will accept copy and photos for editorial consideration for HealthLink. Items must be submitted by the 15th of each month (i.e., one month before publication).

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