

July 2011

HealthLink

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



Gov. Dannel P. Malloy, Senate President Donald Williams, and hospital President Dick Brvenik discuss the Windham Hospital medical office building. Inset: Gov. Malloy speaking with the media.

Gov. Malloy, Sen. Williams Announce \$8.3 Million Investment at Windham Hospital

At a special news conference at Windham Hospital on June 21, 2011, Governor Dannel P. Malloy and Senate President Donald E.

Williams, Jr. (D-Brooklyn), announced state funding for Windham Hospital in the amount of \$8.354 million for the construction of a new medical office building on the hospital campus that will serve patients throughout eastern Connecticut as well as create an estimated 125 construction jobs.

The new 30,000 square-foot facility set on 2.5 acres will be home to various hospital services and dozens of primary care physicians, medical oncologists, physical therapists and rehabilitators, laboratory workers, orthopaedic surgeons and general surgeons. Groundbreaking on the project will take place later this summer, with completion expected by late fall of 2012.

“The construction of new space for Windham Hospital will provide construction jobs in the near-term, and sustained economic growth in the longer-term as doctors and others move to the area to open their practice,” Gov. Malloy said.

“Windham Hospital is very grateful to Governor Malloy and Senator Williams for their leadership in making an investment that is strategically important to the hospital,” said Dick Brvenik, President and CEO of Windham Hospital. “Most importantly, this project will benefit the patients we serve while advancing the hospital’s

future success and our region’s overall economic vitality and well-being. We want to recognize Senator Williams, in particular, who has been a true friend of Windham Hospital and our community for many years and who is so deeply committed to high-quality, affordable health care for all residents of eastern Connecticut and our entire state.”



16th Annual Windham Hospital Golf Classic Raises over \$55,000



Brian Cawley assesses his shot.

The 16th Annual Windham Hospital Golf Classic was held on June 15 at the University Club of Connecticut and raised over \$55,000. More than 50 Golf Committee

members and volunteers worked together to ensure a great day for the record number of golfers (over 200!) attending the event. Proceeds from the Classic will benefit Emergency and Outpatient Services at Windham Hospital.



(L to R:) Kathy Hawkins, Becki Jarvis and Janice Mackie were among the many volunteers who helped make the Golf Classic run smoothly.




Windham Hospital Awarded Accreditation from the Joint Commission

Windham Hospital Emergency Department Ranked in 99TH Percentile In Connecticut


According to Press Ganey, an independent patient satisfaction survey organization, Windham Hospital's Emergency Department was ranked in the 99th percentile in Connecticut. The hospital received scores that were 7.6 points higher than its own previous marks compared to all other Connecticut emergency departments.

The increase in rank was noted in the most recent report from Press Ganey, which details survey data through March 2011. In recognition, the hospital received a "Journey to High Performance" certificate from Press Ganey, specifically citing the Emergency Department for excellence.

The ratings were based on patient satisfaction for emergency department wait times to see a physician, radiology testing wait times, patient arrival at the hospital, patient interactions with doctors and nurses in the emergency department, information provided by the facility's nursing staff and the handling of insurance and other personal information.


Press Ganey regularly surveys patients to assess their satisfaction with services received, and reports findings quarterly for 23 separate Connecticut emergency departments. 

Windham Hospital has earned continued accreditation through The Joint Commission by demonstrating compliance with The Joint Commission's national standards for health care quality and safety in hospitals. The three-year accreditation follows a rigorous, unannounced inspection by the Commission during April 2011. At that time, a team of Joint Commission surveyors evaluated the hospital for compliance with standards of care specific to the needs of patients, including infection prevention and control, leadership and medication management.

Founded in 1951, The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care, and it seeks to continuously improve health care. The Joint Commission evaluates and accredits more than 18,000 health care organizations and programs in the United States. 



Cancer Survivors Celebrate

Saturday, June 4, proved to be a picture-perfect day for the combined Cancer Survivors' Day/Windham Relay for Life honoring cancer survivors who are living with and beyond cancer, and the healthcare professionals who assist them in their quest (and zest) for life. **Andrew Salner, MD**, Radiation Oncology Director, Hartford Radiation Oncology Associates, and a member of the Board of Directors for the Connecticut Cancer Partnership, was the keynote speaker. **Melissa O'Neill, APRN**, from Oncology Associates, also addressed the gathering and many people shared their stories of survival and hope with the crowd. Crowning the ceremony was a Sound Healing Meditation featuring four deeply resonant crystal bowls offered by **Edie Jemiola**, herself a cancer survivor. The Jeffrey P. Ossen Family Foundation sponsored the 6th Annual Cancer Survivors Day, which was co-chaired by **Kate Starkey** and **Carol Palonen**. 




Edie Jemiola demonstrates the usage of the crystal bowls.



Hospital Launches Facebook Page!



Cheryl York, Pat Brown, and friends check out the new Facebook page during the lunch-time launch on May 25th.

Windham Hospital launched a brand new Facebook page at the end of May! The page currently has over 235 “likes” and that number is growing daily! The page will regularly update users about hospital events, news, and health and wellness educational and social opportunities. Users will also learn about the latest in medical technology and medical procedures at Windham Hospital. 



“Like” Windham Hospital on Facebook today!
Visit www.facebook.com/windhamhospital

Getting to Know...



Algi SantaLucia

Algi, as she received her 40-Year Service Award

- Q.** How long have you been at Windham Hospital?
A. 44 years. I started in 1967!
- Q.** What is your title?
A. Patient Access Associate.
- Q.** What philosophy best defines your approach to life?
A. My “mantra” is to be kind and helpful to all, always smile and live life with happiness, laughter and love.
- Q.** Where do you live?
A. Willimantic has been my home town since 1956 when my family came to the U.S. as Estonian immigrants from Germany.
- Q.** Are you involved in volunteering in your community?
A. I’ve been a volunteer at St. Mary’s Church for WAIM and at Windham Hospital fundraising events such as the golf tournament, Staff Appeal and community events such as Cancer Survivors Day, the Hebron Fair, and more.
- Q.** If you weren’t working at Windham Hospital, is there another job that you have always wanted to do?
A. I always wanted to be a teacher. Maybe when I retire I can volunteer to teach English as a second language that is so needed in our schools and in adult education. When I first started school after coming to the U.S., I didn’t speak any English, only Estonian and German. There weren’t any teachers who spoke my language so I had to work hard to learn English in order to be a part of my new country.
- Q.** What is the one thing in your life of which you are most proud?
A. I am most proud of my family. My parents endured great hardships but instilled in us to always do the best and be the best. I’m so proud of my wonderful husband and son that are always there for me, my loving sister, my in-laws, nieces, nephews, and great nieces and great nephews. No grandchildren, yet.
- Q.** What do you do for fun?
A. Jazzercise, walking, reading, spending time with family and friends, and day trips to Boston, New York and Martha’s Vineyard.

Movers and Shakers

Fadi Al-Khayer, MD, received the American Diabetes Association “Father of the Year” Award, during the ADA’s annual fundraising dinner honoring outstanding fathers and their families on June 2, 2011. Honorees are chosen for their ability to balance their family commitments with their work in the community and success in the business world. Dr. Al-Khayer opened his practice, the Connecticut Endocrinology Center, in Storrs in 2009. His practice offers care for patients with thyroid and parathyroid diseases, diabetes, osteoporosis, and pituitary and adrenal disorders.



Fadi Al-Khayer, MD

Beth Cheney, APRN, Director of the Prenatal Clinic and Oncology Programs at Windham Hospital, has been named a “Healthcare Hero” by the Connecticut Hospital Association. The Association honors just 10 heroes each year, selected from a field of hundreds of nominees from Connecticut hospitals.



Beth Cheney, APRN

Family Establishes Memorial Fund to Honor Corine Norgaard

In tribute to her tremendous impact on Windham Hospital, the family of **Corine T. Norgaard** has established The Corine T. Norgaard Fund for Healthcare Excellence at the Windham Hospital Foundation. This endowed fund will be used to advance professional education for physicians and other allied professionals, and to provide educational events about



women’s health issues for the community. Ms. Norgaard recently lost her battle with pancreatic cancer.


To contribute in Corine’s honor:

Donate online at
www.windhamhospital.org/foundation

or by mail to the
Windham Hospital Foundation, Inc.
112 Mansfield Avenue, Willimantic, CT 06226
(Please direct your gift to the Corine T. Norgaard Fund for Healthcare Excellence)

Pictured: Corine T. Norgaard, who served as Chair of the Windham Hospital Foundation’s Board of Trustees.

Cory Myers and Country 92.5 in the “House”

Windham Hospital Facilities Department employee **Mike Shaia** hugs Cory Myers during the Open House at the Center for Women’s Health at Mansfield in May. The event was co-sponsored by Country 92.5 FM Radio, where Cory co-anchors the morning show. 



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