

**CEO CORNER***Dick Brvenik***Sharing Our Success**

Earlier this month, I had the pleasure of sharing our successes at the 76th Annual Windham Hospital Board of Corporators meeting. In my remarks, I explained that our "Commitment to Excellence" is more than an inspirational slogan. It is the sum of the successful efforts made by the entire Windham Hospital family – board, hospital staff, medical staff and volunteers – as we seek to best serve residents from our 19-town service area. I discussed our five key pillars – Quality, Service, People, Finance, and Growth – and reviewed numerous successes – each accomplished by you. Here is some of what I highlighted:

Quality

In 2009, we focused on achieving top scores in the core measures established by the Center for Medicare and Medicaid Services. I pointed with pride to the fact that there were zero central-line associated blood stream infections and there were zero Hospital-acquired pressure ulcers this year.

Service

We produced superior customer service scores for nursing and physician care as well as for the responsiveness of our staff, with the result that nearly 70% of our patients noted on the Press Ganey surveys that they would definitely recommend Windham Hospital. We have seen this rise in recent months to levels in excess of 80%.

Our initiatives in addressing patient safety and post-discharge communications, patient rounding conducted by nursing leaders, and overall communications enhancements have demonstrated our commitment to excellence to our patients and their families.

Our Emergency Department patients have voiced clear, positive satisfaction for the overall care they've received, as reflected in our ratings above the 90th percentile among hospitals nationwide. In fact, Windham's Emergency Department is rated among the top 3% in the country.

People

You make our hospital special. Your efforts distinguish us every day. With our membership in Hartford Healthcare, our patients, staff and volunteers all benefit from the support of colleagues from the numerous organizations within Hartford Healthcare.

I was very proud to enumerate the honors and awards bestowed upon our people this year. Dr. Herb Ridyard, general surgeon, was recognized as a Healthcare Hero by the Connecticut Hospital Association. Dr. Mike Keenan, an internist practicing in Coventry, was recognized by Connecticut Magazine as one of the State's

OF WELCOMES...

Windham Hospital welcomed its first baby of 2010—and one of the very first in the state—on January 1st at 12:41 AM. Xavier Evan-Jay Nelson was born to Livie Pfeffer and Ian Nelson, of Mansfield. He weighed 6 pounds, 1.3 ounces and was 19 inches long at birth. Xavier is the couple's first child.

AND FAREWELLS...

A dear friend, Bruce Bellingham, passed away suddenly on January 3rd. Bruce and his wife Deb were founding members of the Waugh Garden Committee at Windham Hospital. They are largely responsible for the fundamental structure of the Garden, and have been an invaluable resource for its continued beautification.

Bruce will be remembered for his quiet, outwardly patient demeanor, and his reliable commitment to the task at hand. He was a true gentleman. Quality and perfection were the goal, but the journey to that goal was facilitated by a generous dose of humor. And the rather corny humor was only an introduction to that sophisticated, sardonic wit.

Bruce's commitment to teaching was always evident, whether the topic was music theory, landscape design, or the application of pesticides. He simplified the complicated. He had a deep love for things beautiful be it music, fine carpentry, or a properly constructed stone wall.

Bruce and Deb together have been a wonderful complement of gentle finesse and effective persistence. Their mutual support was always evident; their mutual banter always a delight.

Our thoughts are with Deb, and our deepest sympathies extend to the families of Bruce and Deb.

Ed Sawicki, MD

CEO Corner

(continued from page 1)

"Top Docs." Tamre Fontaine, RN and Barbara Garceau, RN were presented with Nightingale Awards for their nursing excellence, professionalism, compassion and devotion to patients. Bob Grindle and Michelle Wallace garnered Leadership Recognition Awards by the Hospital for their contributions and achievements. Reach for the Stars awards were presented to staff members Lucy Morales, Olivia Wiktorowicz, Nancy Kehoe, and Susan Keplesky.

Finance

A positive operating margin of just below 1% was produced for fiscal year 2009, the 5th consecutive year of positive earnings from operations. That is a real accomplishment given the state of the healthcare industry in our state and nation today. Additionally, our cash balances increased by some 23% all while significant investments were being made for new technology and equipment as well as contributions to our staff pensions. Your hard work in producing operational efficiencies made the difference.

Growth

We had growth in several key areas. Our Emergency Department volume grew by more than 6% compared to the preceding year. Outpatient surgery, endoscopic procedures, diagnostic imaging, laboratory and physical therapy services also posted growth in volume. While our inpatient discharges declined somewhat, our five-year trend is still up by 2.7%. The new Windham Hospital Physical Therapy and Rehabilitation office in Storrs began treating patients in a sparkling new facility, and this spring, our satellite mammography center will move from Route 195 to the Ledgebrook Office Park in Mansfield, under the new name Center for Women's Health at Mansfield. There, we will offer expanded services including bone densitometry and integrative health.

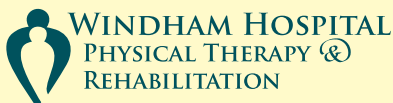
I am enormously proud of you and of the care we deliver every day. As we continue on this journey and tackle the challenges ahead, I remind you that we are limited only by our creativity and our discipline in execution. Thank you for your commitment to excellence.

Dick

OPEN HOUSE PLANNED

On Thursday, March 4th from 5-7 PM, Windham Hospital Physical Therapy & Rehabilitation in Storrs will host an open house for healthcare providers and community members. Come take a tour, enjoy some complimentary refreshments, and learn about our services. Watch your email for more details about the Open House!

Please join us!



 HARTFORD HEALTHCARE

Referrals, questions, appointments?

Contact us at

1244 Storrs Road (Route 195, in Storrs Commons)
Storrs CT • 860.456.6948

WE'VE COME BACK HOME!

The Golf Classic committee is pleased to announce the 15th Annual Windham Hospital Golf Classic is coming back to town on Wednesday, June 16, 2010. This year's tournament will be held at the University Club of Connecticut (formerly the Willimantic Country Club).

The Golf Committee is excited to bring the tournament back to Windham and to support the new owners: former basketball player, Donny Marshall, along with Chuck and Joe Grodovich. Their combined talents will bring a new level of expertise to the tournament and be able to offer the same high quality golf tournament at a new venue in our hometown.

Proceeds from this event will continue to support Windham Hospital's Outpatient Center.

The Golf Committee invites you to join in the success of this event as we transition to a local course with an experienced pro, great chef, and the kind of service you would expect at some of the most



prestigious clubs in the country. For more information on golfing in or volunteering for the Golf Classic, please contact Tom Birkenholz at 860.456.6849 or tbirkenholz@wcmh.org.

FROM THE LIBRARY



INFORMATION FOR NURSING AND ALLIED HEALTH CARE PRACTICE – PART 2

In addition to Nursing Consult, (see December's StaffLink) Windham Hospital also provides CINAHL – the Cumulative Database of Nursing and Allied Health Literature – for its employees. Our subscription is for CINAHL Plus with Full Text, which provides indexing for over 4,175 journals from the fields of nursing and allied health. It covers nursing, biomedicine, health sciences librarianship, alternative/complementary medicine, consumer health and 17 allied health disciplines. In addition, this database offers access to health care books, nursing dissertations, selected conference proceedings, standards of practice, educational software, audiovisuals and book chapters. Over 750 journals are full text – which means you have immediate access to the article itself. From the Intranet homepage, click on Medical Library Resources; then on Medical Information: Reference and Research resources; and finally on EBSCOHost/CINAHL. You also have remote access to CINAHL; the link is available from the same page you use to check your email and payroll information: <http://intranet.wcmh.org/> You'll need a username and password – just contact me at x6807 or kcheromcha@wcmh.org for that information. If you have any questions about it, call or stop by the library and I'll gladly come to your area to help you.

Kate Cheromcha, MLIS, Librarian
Florence Grant Health Sciences Library

Sometimes
HUMOR'S THE BEST MEDICINE

In StaffLink, we often include some of the "lighter side" of the healthcare world. Staff contributions are welcome!

CHART BLOOPERS

These statements, gleaned from the internet, were reportedly found on patient charts. Of course, none of these errors occurred at Windham Hospital!

- Patient doesn't want to be incubated again.
- Patient was apprehended and guarded.
- Pulses are fixed and dilated.
- Fireballs in the uterus.
- Holy systolic murmur.
- Essentially tremors.
- I follow him for his paranoia.
- This is a 981 YO female with many medical problems.
- Order "Please feed patient only when awake."
- When asked if she had a discharge, the patient said "No, but I have Blue Cross Blue Shield."
- Patient is allergic to wives.
- Pleasant man lying comfortably in bed.
Appears somewhat uncomfortable.
- Her stomach showed 3+ edema up to the knees.

WELCOME NEW STAFF

Kumneger Abegaz – Lab • Kerry Aguas – Lab • Jaclyn Bean – Nursing • Renee Belanger – Nursing • Paul Canavan – Physical Therapy, Storrs • June Crouch – Case Management • Karen Dziekan – Food Services • Wendy Erickson – Nursing • Smonia Gilles – Nursing • Sarah Hattan – Case Management • Heidi Litwin – Nursing • Amanda McQueeney – Nursing • Jennifer Medina – Food Services • Shatavian Nichols – Environmental Services • Karen Pankowski – Physical Therapy, Storrs • Susan Petrelli – Nursing • Joanne Rahl – Quality Assurance • Bianca Sharp – Nursing • Carol Stillitano – Nursing • Yvette St. Laurent – Environmental Services • Daniel Vo – Pharmacy • Stephanie White – Lab

WELCOME NEW VOLUNTEERS

Beverly Sims – Coffee Shop • Carl Ternullo – Family Centered Care • Robert Sutton – Diabetes Education • Elizabeth Silva – Medical Records

VISITATION POLICY RESUMED

Windham Hospital welcomes **healthy visitors 12 years of age and older**, with a maximum of 2 visitors per patient at any one time.

In the **Maternity Unit**, siblings under the age of 12 are allowed, but limited to visits of 30 minutes

In the **Emergency Department** children under the age of 12 may accompany patients into exam rooms.

AN OPEN LETTER TO THE WINDHAM HOSPITAL COMMUNITY

Now that my term as Chairman of the Hospital Board of Directors has ended, effective with the January 14 Annual Meeting, I wanted to communicate with the entire Windham Hospital Community to express my thanks for your support these past two years and to commend your professionalism and your contributions to the Hospital and to the provision of quality care to those it serves. I feel privileged and grateful for having been able to work with all of you. Most particularly I feel best about the quality of work we have been able to do together. On a personal note, I consider myself lucky to have had the opportunity to meet, and count as colleagues and friends, so many dedicated and talented individuals. I believe we have made a real difference in the lives of many, many people. In the Middle Ages in France, there existed a group of artisans known as "les brodeurs," embroiderers or weavers of the most intricate and elegant tapestries. I contend that we are all part of a tapestry and to weave the finest we must all work together and in concert. I believe we have done that, and will continue to do that. Windham Hospital is noted for its caring and its sense of community. This is only possible due to the positive attitude and good work of all of you who, in a multiplicity of ways, in a variety of tasks and endeavors, make quality, not an act, but a habit. I told the 2009 Celebration of Service that when I was an undergraduate at the College of the Holy Cross some 50 years ago, I minored informally in French Literature [what better way for a French-Canadian kid to assure himself a few A grades] and I read a lot of the writings of the novelist Albert Camus. One particular Camus thought which has remained with me all these years and which is pertinent now is his saying that "if we listen attentively, we shall hear amid the uproar of empires and nations, the faint fluttering of wings, the gentle stirring of life and hope. Some say this hope lies in a nation, others in a man. I believe, rather, that it is awakened, revived, nourished by millions of solitary individuals whose deeds and words everyday negate frontiers and the crudest implications of history." You are among those solitary individuals whose deeds and words each day negate frontiers and crude implications. You are good people, doing many, many good things. Thank you and keep up the good work.

*Arthur W. Brodeur
 Chair, Board of Directors
 2008-2009*





HAPPY NEW YEAR FROM THE STAFF APPEAL COMMITTEE!

It may be cold and snowy outside but the following staff members were pleased to win some incentive items in the January Staff Appeal monthly drawing that will help to make January a bit more bearable:

Lisa Burns – Operating Room – massage gift certificate • Kim Enright – Emergency Room – preferred parking • Catherine Jones – Patient Accounts– preferred parking • Kathy Galinat – Greer – coffee/soup from the Auxiliary Coffee Shop • Janine Masso – Human Resources – gift certificate to Auxiliary Coffee Shop

The Staff Appeal Committee would like to thank the following 276 staff members who participated in the 2010 Staff Appeal, raising \$57,368.00. These individuals have helped the Hospital to strengthen our services and meet the many needs of our co-workers, our patients, our families and the community we serve.

Anonymous (12)	Heather Coughlin	Keri Gurnack	Debra Mather	Albert E. Samuels
Diane Angotta	Whitney T. Covell	Kathleen Gustavson	Sharyn Mathews	Judy A. Sanborn
Jean Arnini	Stephanie Crooks	Sheila Guyot	Shawn Maynard	Marie Santa
Jessica Averett	Cindy Cwikla	Melissa Hall	Paula Mayo	Algi SantaLucia
Marilyn Bartlett	Laurie Daher	Patricia Hall	Cynthia McClarran	Vivian Santiago
Janet Barton	Joann Damiata	Kathleen Hawkins	Elisa Medeiros	Paul Sarchuk
Carolyn Bass	Amanda Dazy	Kathleen Hayward	Claire Mellady	Ellen Schreiber
Sheryl Beaudoin	Chris DelMastro	Donna Herbert	Luis A. Mercado	Debbie Scott
Cindy Beaudry	Dale M. DeMontigny	Alanna Herrick	Zoraida Mercado	Michael Shaia
Robin Beaulieu	Tina Deschamps	Bryan E. Heston	Jenny Messier	Stacey Shaia
Karla Beckert	Cynthia Deveny	Joseph Hibert	Debra Millette	Rita E. Sheetz
Heather Begin	Jane M. Diaz	Meagan Hill	Cheryl Mish	Andre'e Shepard
Daniel Bessette	Manuel Diaz	Mary Hiltz	Alice C. Monticello	Paris C. Sideris
Christopher Bibeau	Luis Diaz-Flores	Elizabeth Hoadley	Jo Monty-Ouellette	Mark Siczkowski
Frances Billington	Michael Dion	Brandi Hollister	Lucy Morales	Dawn Simoneau
Thomas W. Birkenholz	Donna Doherty	Kevin Horan	Dawn Morin	Vinnie Snow
Alison Blair	Jennifer Doherty	Mary C. Horan	Elizabeth Morytko	Yadira Soto
Stacey Blair	Tatyana Dominique	Tracie Hovde	Kelley Moseley	Karen Spaulding
Margaret T. Blumie	Bonnie Dornfeld	Douglas Hull	Kimberly Nintean	Deborah Spector
Nicole Boisvert	Glenna Dow	Sharon Incandella	Dawn Noel	Beverly Spink
Francine Boulay	Barbara Dunn	Rebecca Jarvis	Sue Nosal	Kate Starkey
Patricia Bourey	Tammy Eaton	Catherine Jones	Kathryn Ohlund	Cathleen Stuart
Pamela Bouten	Lynne Eklof	Irene Juzyn	Barbara Oliveira	Shahla Sultani
Charlene Bowen	Carol Elwell	Tracy Kandolin	Holly Ouellette	Brook Swainson
Brian Brewer	Kimberly Enright	Andrea Kelley	Carmen Ouimette	Carolyn Sypher
Joanne Brewer	Joan Estell	Karen Kessler	Luis Pacheco	R. M. Tappin
Laura A. Brown	Kathryn Fahey	Melinda Kivlin	Christian Pagan-Rodriguez	Alana Tartinis
Patricia Brown	Susan Fargo	Michael Kivlin	Jim Papadakos	William Tarvis
Dick Brvenik	Stephen Fernandez	Fred Klososki	Marianne Pascale	Paula Thompson
Julie Bundy	Suzanne Ferreira	Tracy Knust	Mark Patros	Rafael Torres
Lisa A. Burns	Leland Finch	Wendy Kozlak	Vira Patsemko	Jane Tracy
Edward Bussiere	Linda Fitzgerald	Kimberly Kramer	Jaime Patton	Carolyn Trantalis
Sandra Bussiere	John Flood	Linda LaFontaine	Lisa Pearce	Lynn Truesdale
Tina Bzdyra	Juan Flores-Alvarez	Suzanne Landon	Nancy Pelletier	Deborah Tschopp
Grace Mitzi Cadelini	Tamre Fontaine	Louise Landry	Joan Perry	Kevin Tupper
Darleen Caisse	Carolyn W. Franzen	Rosemary Larned	Susan Pritchett	Annette Veilleux
Nidia Caraballo	Mona Friedland	Sharon Lee	Julie Prokop	Scott Vezina
Pamela Carchidi	Jessica Frigo	Thomas Lee	Marina Quarticelli	Rebecca Vildavs
Susan Cassone	Kathleen Galinat	Catherine Leger	Beverly Quick	Marge Voght
Brian Cawley	Peggy Gamache	Hugh LeMasurier	Marie Quinn	Henry Walker
Donna L. Chaput	Barbara Garceau	Martin Levine	Shelley Racine	Michelle Wallace
Leslie Chasse	Janet Garson	Deborah Linton	Sadeta Ramic	Sheena Wallman
Beth Cheney	Michael Gaudreau	William T. Lonergan	Sear J. Rangel	Gayle Wheeler
Kate Cheromcha	Alene Geiger	Patricia Long	Patricia Reid	Stephanie Wheeler
Janice Chmielowski	Lori Giambattista	Deborah C. Macha	Dianne Richardson	Carolyn Wieland
Erica Choiniere	Allen J. Giudici	Clayton Mackey	Isabel Rivas	Donna Williams
Jill Chunko	Daisy Gonzales	Janice Mackie	Alfredo P. Rivera	Janice J. Worth
Kathleen Clark	Stephen Gonzalez	Emily Macko	Faith Roberge	Peter Yednorowicz
Sylvie Clavette	Nathaniel Goodrich	Jaquelin Maldonado	Zoraida Rodriguez	Pamela Yerkes
Renee Clinton	Ted Gorham	Robert Maneri	Jeanette Rohan	Cheryl R. York
Jocelyn Constant	Joanne Graham	Nicole L. Martinez-Chavez	Stanley Rosenstein	Eileen Zajac
Brenda Cooke	Robert I. Griffin	Bobbie Ann Maschka	Diana Rosiene	Enrico Zirolli
Rachel Cormier	Robert Grindle	Janine Masso	David Russo	

You too can join this list of generous caring staff members, it is not too late. Sign up for Staff Appeal payroll deductions at any time during the year, for any amount. Pledge forms are available on the Intranet or by contacting the Foundation office at 456.6849. You can write a check to Windham Hospital Foundation or go to the Foundation's website at www.windhamhospital.org/foundation and make an on-line donation with a debit or credit card.

Thank you for your loyalty and generosity. We are very grateful for your ongoing support. Have a prosperous and Happy New Year.

MANY THANKS!

To all of you who contributed so generously to my retirement gift, please know how surprised and touched I am to receive the gift of a sculpture that will be created for the Waugh Memorial Garden in memory of my late husband, Dr. Frank Bird.

I am delighted beyond words to know that he will be remembered there, and that we, the Hospital family and the community that Frank served and loved, will be able to share this gift in the Garden.

The Bird family is honored by your remembrance and thoughtfulness. Thank you all deeply for your thoughts and generosity.

*Linda Bird, RN
OR*

I wanted to drop a line and thank you, the Caring Colleagues Committee, and the Windham Hospital Foundation for your generous gift. I so appreciate the kindness and generosity of the Windham Hospital community. I hope you will share my thanks and appreciation with others. Your kindness and generosity are appreciated more than you will ever know. Again, many thanks.

Cindy Bass

Thank-you to all hospital staff for the condolences regarding the passing of my mother. The thoughtfulness of all the staff has been overwhelming and much appreciated.

*Mary Garrison
Lab*



HEALING HEARTS



An Information and Support Program for
People with Heart Disease and their Families

COME JOIN US!

**Thursday, February 11th, 2010 Meeting
STRESS TESTS: WHAT DOES IT ALL MEAN?**

Dr. Anthea Woodley has been practicing cardiology for 16 years. She is the Director, Preventive Cardiology and Cardiac Rehabilitation Windham Hospital in partnership with Hartford Hospital. Dr. Woodley has lectured at "Go Red for Women" events at Windham Hospital from 2006-2009. She will share information about why a stress test is ordered, what are the different types of stress test and what information it gives about your heart. Information from actual stress tests will be reviewed.

**Thursday, March 11th, 2010 Meeting
ECHOCARDIOGRAM: WHY DO I NEED ONE?
Kathy Patera, APRN**

Please come prepared to learn, ask questions, and share your experience. Thursday, February 11th and March 11th, 7 - 8:30 pm in the Johnson Room opposite the Windham Hospital Atrium. Light refreshments served. Please contact Jane M. Diaz, RN with any questions at 860-456-6103; leave a message if necessary. You do not need to pre-register.



A small group of Windham Hospital staff members recently toured Northeast Lamp Recyclers in South Windsor. NLR is the vendor to whom Windham Hospital ships used batteries, ballasts, bulbs, and discarded computer components for recycling (eWaste).

NLR is Connecticut's only permitted solid waste reduction facility, providing comprehensive universal waste management services for fluorescent lamps, eWaste and electronics, batteries, ballasts, mercury-containing devices and much more. Permitted in 1996, NLR serves commercial and industrial facilities, universities and hospitals, federal and state agencies, as well as municipalities and companies throughout New England, New York, New Jersey, and throughout the United States. Their primary focus is to significantly reduce environmental mercury contamination associated with the improper disposal and mismanagement of "spent" fluorescent and all other universal wastes. NLR's entire operation is "dry"; this means that there is no chance of contamination of groundwater or runoff into public waterways.

NLR safely destroys old incandescent and fluorescent light bulbs by venting and scrubbing the gases, pulverizing the glass, removing the powdered and mercury-contaminated calcium phosphate powder without releasing anything into the environment in the process. The ground glass will be used in road surfacing.

In addition, NLR takes used ballasts from light fixtures and used batteries, sorts them by type, and ships them to an appropriate third party for recycling.

Using NLR to recycle our "eWaste" is another way Windham Hospital is "Going Green." As staff members, we should be proud of that fact.

OUR CONDOLENCES TO...

...Deb Walsh Bellingham, volunteer, and her family, on the loss of her husband, Bruce Bellingham.

...Adriana Figueroa (security) on the loss of her mother, Carmen Figueroa.

...Dr. Leszek Kolodziejczak (general surgeon) and his daughter Kasia on the loss of their wife and mother, Barbara Kolodziejczak.

... Mary Jane Pharmer (OR) and Beth Pharmer (Patient Access) on the loss of their son and brother, Michael Pharmer.

...Retired Security Officer Lou Perrone and his family on the passing of Lou's wife, Mary,

...Mary Garrison, (lab) on the loss of her mother, Julia Fedun.

...Mindy, Julie, and Michael Kivlin on their loss of Catherine Kivlin, Mindy Kivlin's mother-in-law and the grandmother of Julie and Michael Kivlin.

Our deepest sympathies go out to these families on their losses.

DANCE INTO SHAPE THIS YEAR

Traditionally, the number one New Year's resolution is to lose weight and get in shape. As we begin a new decade, people from around the world will attend Jazzercise classes as part of their plan to get fit. These folks will have just as much fun burning off the "holiday calories" as they did enjoying their favorite festive foods.

Each 60-minute Jazzercise class offers a fusion of jazz dance, resistance training, Pilates, yoga, and kickboxing movements set to popular music. The Jazzercise fitness program has benefited people of all ages and fitness levels for more than 40 years. Founded by fitness pioneer and Jazzercise CEO Judi Sheppard Missett, Jazzercise is more popular than ever with 7,500 instructors teaching more than 32,000 classes weekly in all 50 states and 32 countries.

At Windham Hospital, Jazzercise classes will be offered on Tuesdays and Thursdays at 5 PM. To register for an 8 week session, contact Marie Quinn at 860-428-6491 or mquinn@wcmh.org.

FAMILY-CENTERED CARE CHALLENGE

All of us who work with patients and families have at one time or another found ourselves in situations that prove uncomfortable at best and leave us wondering how we could have avoided it. This leads many of us to actively avoid patient and family interactions that we suspect will be troubling. As a result, minor situations become bigger problems and staff are left feeling unappreciated by the very people we work so hard to care for.

Although it might seem easier to stay frustrated, addressing the issue early on proves to be a wiser choice for all concerned. In my daily rounds I have found patients and families more satisfied when their concerns were responded to directly. This didn't always mean that the outcome was exactly as they wished but it did mean that the issue was dealt with timely and with honesty. Patients and families with this kind of experience describe the sense of trust and respect that these interactions engender.

Knowing this doesn't make it any easier to walk into a situation that feels difficult but maybe sharing some skills and strategies will. To compliment our recent workshops around hard to have conversations, I will be posting a regular column called R & R; respond and reframe. Each month I'll post a sticky situation. Read the challenge and offer an idea on how to respond and reframe the difficult situation in a way that is positive and conveys our intent to provide excellent care. One or more suggestions will be chosen and posted the following month (your name will be included only with your approval). Prizes awarded for selected responses.

Participation can happen on many levels either by submitting a difficult situation to use in upcoming columns or by offering your solution to a problem situation. Submit by email to mhoran@wcmh.org, voicemail (ext. 6766) or interoffice mail to Mary Horan. Let's use this column to communicate the heart of why we do what we do.

January challenge: A patient, confined to their room, is constantly using a cell phone in the room. You know cell phone use is not allowed on the unit. What do you do or say?

*Mary Horan
Family Centered Care*



The Integrative Health Steering Committee presents...
"For The Health of It"
Wednesday evening lecture series...

TONIGHT at 7 PM: Clare Vidich presents Creating Healthy Habits: A Workshop with Movement and Meditation

And coming up in February:
**Introduction to Meridian Tapping
(EFT – Emotional Freedom Technique)**
presented by Rebecca Gurland

Wednesday, February 24, 2010

7:00-9:00 pm, in the Hospital's Education Center

This workshop will focus on using acupuncture meridian tapping technique to awaken our inner healers. By gentle tapping on a few points on the face and hands, our fingers can clear the pathways to dispel fears and blocks and pains. This simple-to-learn technique has helped to alleviate problems and anxieties as it gently realigns the body's energy system. At its simplest, it is a self-administered relaxation method that supports and aids any other healing/medical procedures. Learning to use tapping gives us another tool in the pursuit of relaxation and stress relief.

Since 1989, Rebecca Gurland has managed Champion's Natural Food Store in Storrs. She teaches natural food cooking, energy medicine, dowsing/kinesiology, vision training and energy psychology (tapping techniques) in classes, workshops and individual sessions. These are especially geared to give self-help techniques that last a lifetime. She has combined the multitude of ideas, tricks and techniques gathered over years of practice and study with leading educators such as Donna Eden, Michio Kushi, Gary Craig, and countless others. Find out more at her website: www.energyconscious.org

For more information please call 860-456-6002

The educational programs presented by Integrative Health Services are provided as a community service, and are not necessarily endorsements of a particular health regimen or practitioner by Windham Hospital.

YOGA CLASS RESUMES

A new Yoga class series will start on Monday, February 1, 2010 and will run for 6 weeks through Monday, March 8, 2010. Class will be held in the Hatch Day Room at Windham Hospital from 4:30 PM to 5:45 PM. Yoga classes are \$15 per class on a drop-in basis and \$60 for a six week class series when paid in the first class.

Bring your family, friends and co-workers and share a healthy connection. For information and to register, please contact Anne Buchalski, Certified Yoga Teacher, Certified CranioSacral Therapist and Licensed Massage Therapist at 860-377-1472.

VENTURING OUT

Johanna Berry, per diem PCT and daughter of Wil and Louise Berry, is a senior nursing student at the University of Rhode Island. This month, Johanna is traveling with fellow students to the Dominican Republic, and under the auspices of the nonprofit, Intercultural Nursing Incorporated, the students will set up health clinics on the Haitian border in Las Matas de Farfan. Says Johanna, "this is an amazing opportunity, and an incredible life experience!" We wish her safe travels and many interesting adventures.

CONGRATS TO...

Recent recipients of the Hospital's special employee award, Reach for the Stars. Nominated by their peers, these people are honored for their commitment to serving the patients of Windham Hospital. Congrats to **Olivia Wiktorowicz, One Day Surgery, (2nd Quarter, 2009)** **Susan Keplesky, Health Information Management, and Nancy Kehoe, Nursing Administration, (3rd Quarter 2009)** on winning the award. Each received a gift card, a certificate, and a pin proclaiming that they "Reach for the Stars."



Olivia, Nancy and Susan

MAYBE IT IS ROCKET SCIENCE! STAFF MEMBER EARNS FELLOWSHIP

Connor Morrison, Environmental Services, is one of two Eastern Connecticut State University students selected to receive an undergraduate fellowship from the Connecticut Space Grant College Consortium, a member of the NASA-funded national Space Grant College and Fellowship Program. The Connecticut program promotes and supports aeronautic- and space-related research in Connecticut.

Ms. Morrison will synthesize new aerogels that will be used to make super-capacitors. Capacitors store electric energy, and super-capacitors have the potential to replace batteries as the main storage device used in renewable energy applications. She will present her work at the School of Arts and Science Research and Exhibition in March, and at the Materials Research Society national meeting in Boston this spring. Connor is a junior at ECSU, pursuing an individualized major in environmental studies.



Connor

CALENDAR OF EVENTS

In February, we turn our attention to American Heart Month (including our Passion for Fashion show on the 4th, and the traditional "Go Red for Women" breakfast, cholesterol screening and "doc talk" on Feb. 5th), Feb. 14th is National Organ Donor Day.

HAPPY NEW YEAR FROM THE INFECTION CONTROL/ EMPLOYEE HEALTH OFFICE

We want to recognize everyone who has been so diligent in their efforts toward preventing the spread of both H1N1 Novel virus and seasonal influenza. Thank you for washing your hands, for using proper respiratory etiquette, for helping to enforce the hospital visitation restriction policy and for getting vaccinated! You all have been part of a very successful vaccination program. Our office has administered over 1,215 novel H1N1 and seasonal flu vaccines since September. The number of flu cases have been much lower than anticipated and this is due in part to the hospital's efforts to control the flu through vaccination and transmission prevention. Please continue to be vigilant. The larger community takes its lead from our actions.

On another note, please remember that all staff who are closely involved with patients need to have an annual PPD. All staff will be receiving notification regarding this 30 days prior to their annual review month. This test is offered to all employees but is only required of those who are directly involved with patients. At this time we will also be updating the fit of the N-95 respirator for those who use them. The procedure takes approximately 5 minutes so please plan accordingly when coming in for your PPD. The Employee Health office has clinic hours Monday through Thursday from 1-2 pm or by appointment (ext. 2834) when clinic hours are not convenient.

Thanks again from all of us in Infection Control and Employee Health. Have a happy and healthy 2010!

Kimberly Willis RN MS
Marge Voght RN BS
Betsy Makuch RN BSN

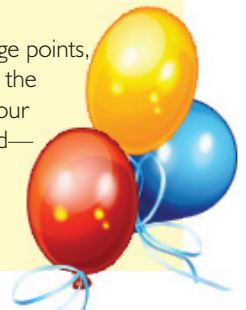
Celebrating the WINS

RAISING THE BAR IN PATIENT SATISFACTION...AGAIN

For the December Press Ganey Reports, both the Inpatient Units and the Emergency Department had significant increases in customer satisfaction, in addition to elevating our standing in the statewide rankings. The overall Emergency Department rating increased by 3%, with a score of 92.0. This means our emergency department scored higher than 97% of the emergency departments in hospitals in the Connecticut Peer Group. Our ED achieved excellent percentile ranking results across all sections of the survey.

Inpatient results also jumped — 1.6 percentage points, pushing us to the 89th percentile. Specifically, for the question about the likelihood of recommending our hospital, the satisfaction score more than doubled — jumping to 96%.

Congrats to all for continued upward trends!





A *Passion for Fashion*

THURSDAY, FEB 4 - 7 PM

Jorgensen Center for the Performing Arts
UCONN

This first-ever hospital fashion show will feature the talents of models from 10 different departments at the Hospital, all wearing spring fashions from Kohl's, JP Penney & TJ Maxx! The evening will be co-hosted by WILI radio personality Wayne Norman, and Dr. Anthea Woodley. Wine tasting, courtesy of Willmantic Wine & Spirits and Columbia Package Store, precedes the fashion show.

Tickets are just \$25 in advance; \$35 at the door.
www.jorgensen.uconn.edu
(if ordering online, ticket handling fees apply).

All proceeds benefit Cardiac Rehab programs at Windham Hospital. For more information, call 456.6700.



Join us from 7:30 - 10:30 AM on Friday morning for our traditional "Go Red for Women" event: complimentary heart-healthy breakfast, cholesterol screening (free

when you bring your ticket stub from the fashion show), and featuring guest lecturer Dr. Bekir Melek. All held in the Hospital's Education Center. For more information, contact Jane Diaz, Cardiac Rehab, 860-456-6103.

NEW ARTIST EXHIBIT AT WINDHAM HOSPITAL IN FEBRUARY

AMY KALISHER, February's EXHIBITING ARTIST in our corridor gallery on the 3rd floor (behind the Coffee Shop) is a Connecticut native and graduate of Rhode Island School of Design where she currently teaches design.

Her art materials range from the traditional (paint on canvas) to the familiar crayon and cardboard as well as compositions of bottle caps, hickory nuts, and junk mail. "I am interested in undirected thought--dreams, fantasy, worry, memory," says Kalisher, "I am also interested in junk. I believe the two are more closely related than we think, in the subconscious role they play in our lives, in their potential for beauty, and in their capacity to both motivate and bog us down."

The artists who are exhibiting in our corridor gallery each month are sponsored by Windham Regional Arts Council and are members of this organization. Applications for membership in W.R.A.C. and free copies of the ARTSPECTRUM newsletter are available in the "plastic pocket" on the wall in that corridor.

SPECIAL DISCOUNTS OFFERED TO WCMH STAFF MEMBERS

Check with the Human Resources Department for more details on these offers:

GYMS & FITNESS

Curves Join at one of the Curves locations in Northeastern Connecticut for just \$39 with Hospital ID. New members only. Not valid with any other offer. Valid only at participating locations. Go to Curves.com to find a location near you.

Mansfield Community Center 15% off new memberships; 10% off on renewals

CELL PHONES

AT&T Mobile 24% off the qualified monthly service charge. 1-877-ATT-4VHA • www.att.com/wireless/vha

Sprint 23% off the qualified Sprint monthly service charge and 13% off the qualified Nextel monthly service charge. 1-888-842-9110 • www.sprint.com/vha • Corp ID hcvha_ZZZ

Wireless Zone 15% off your Verizon Wireless bill. Contact store for details. North Windham 456-7000; Killingly Plaza 774-2000

TAX SERVICES

H&R Block Up to \$20 off tax preparation services in an H&R Block office or up to 35% off do-it-yourself tax preparation products. www.hrblock.com/Partner/vhamembers

HOUSEHOLD PAINT

Sherwin Williams 15% off list price of household paint (excluding Duration Exterior coatings). 1-800-4SHERWIN • www.sherwin.com • Cash Account # 9400-2751-9

ENTERTAINMENT

Working Advantage Up to 60% off on a variety of entertainment and shopping opportunities. 1-800-565-3712 • www.workingadvantage.com/vha • Member ID 831685271

MOVING COMPANIES

Allied Contact Allied for discounted rates. Bob Larimore, 1-800-VHA-NOVS • boblarimore@yahoo.com • www.bergerallied.com/dallas.html

Atlas Contact Atlas for discounted rates. Janet Hodge, 1-800-233-1229, ext. 5235 • jhodge@atlasworldgroup.com • www.atlasworldgroup.com

AUTO RENTALS

Avis Contact Avis for discounted rates. 1-888-331-1551
• VHA Corporate discount code: B292900 if insurance is needed. If insurance is not needed, ask account rep for quote.

Enterprise Contact Enterprise for discounted rates. 1-800-261-7331 • VHA Corporate Discount Code: NA09A10 if insurance is needed; 09A4905 if insurance is NOT needed.