



## CEO CORNER

*Dick Bownik*

March is a month filled with national observances and celebrations of all sorts, but perhaps none is more meaningful than National Doctors' Day. Dating back to 1933, the event always occurs on March 30<sup>th</sup>, and was initiated by Eudora Brown Almond, of Winder, Georgia on the anniversary of the first use of general anesthesia in surgery. On March 30, 1958, the United States House of Representatives adopted a resolution commemorating Doctors' Day. In 1990, the Congress and Senate approved legislation establishing National Doctors' Day, and the resolution was signed by President George H.W. Bush.

National Doctors' Day was created to honor the men and women who perform vital diagnoses and treatments, and who deliver constant and untiring care to their patients. Certainly those individual patients will express their appreciation to their personal physicians, but here at Windham Hospital, we also want to take time, as a healthcare facility, to collectively say "thanks" to the many physicians who serve our patients. In recent years, our medical staff has grown in both number and scope of specialty, and we are honored to count these talented people as colleagues. Our physician staff includes numerous specialists and primary care physicians, hospitalists and community-based doctors, emergency and continuing care providers. They serve a wide range of patients, and they treat a full spectrum of conditions. Their work follows long hours of internship, and residency, and their education is never really complete—there's always another CME or CEU in their futures!

We welcome the recent additions to our staff: Dr. Brian McLeod, who has recently begun practicing with Dr. John Graham at Windham Urology, Dr. Ajay Shukla, who is working to create a world-class neurology center here at Windham, Drs. Arleen Sergis and Katarzyna Pomianowski, who serve as family physicians, Dr. Yvette Martas, our newest OB/GYN, and Drs. Bang Chau and Mark Dziedzic, who treat visitors to our Emergency Department. In the coming months, these talented new physicians will be joined by Dr. Marlene Schwartz in Pulmonary Medicine, Dr. Fadi Al-Khayer in Endocrinology, and Dr. William J. Kaufold, who will be joining Drs. Patricia Reardon and Dana Woods at Windham Eye Group.

Please join us in honoring the many wonderful physicians who serve our community so well; a photo of the medical staff has been taken to commemorate Doctors' Day 2009, and we look forward to a special celebration in their honor, to say "thank you" to all of our doctors here at Windham. **Happy Doctors' Day!**

**Spring is on its way!** This little hyacinth stalk in the Waugh Garden has been pushing its way through the leaves—the first garden harbinger of spring!



## NEW LOOK

You may have noticed that the masthead of this publication now bears a new logo, which melds our logo with that of Hartford Healthcare. This is the logo we should all begin using, as we order imprinted materials of all kinds. It is the first step in creating and maintaining our identity as a new corporate entity, and should not be modified in any way. The logo is stored online in the "G" drive, and can also be obtained from the Marketing Department. If you have any questions, please call x 6801.

LEGISLATIVE BREAKFAST DRAWS  
CAPACITY CROWD

A near-record crowd packed the Windham Hospital education center in February, including legislative representatives from throughout our region. Keynote speaker for the event, Senator Don Williams, Senate Pro Tempore, acknowledged the particular challenges faced by healthcare today, as budgets dwindle and needs escalate. He noted that the promised stimulus package will certainly help, but that it will not meet all needs, and cuts will likely be required—and probably not without some pain. He also stated that Connecticut is one of the few states nationwide that is constitutionally mandated to balance the budget, while it is also among the top five in state debt (when viewed as a percentage of the overall state budget). Given these constraints, and the problems faced throughout the realm of healthcare, he underscored the need for fundamental changes to the system of medical care in Connecticut—to go beyond the typical "quick fixes" and to do the least harm to the citizens of Connecticut. He called for healthcare facilities to work together, and with the governing bodies at state and federal levels, to invest in electronic records for healthcare, to reform the business of



healthcare, and to push private insurers and public programs toward the Medicare model. "We must build an economy that's real, that supports jobs and a decent quality of life. It will certainly not be easy, and may potentially be painful, but it is absolutely necessary."

## CARING COLLEAGUES FUND

The staff at Windham Hospital has always shown caring and empathy for their co-workers. One way in which they do so is through the Caring Colleagues Fund.

The Caring Colleagues Fund is funded by contributions designated through gifts received from the Staff Appeal, the Medical Staff Appeal and coin collection boxes in the Coffee Shop and Cafeteria.

Sometimes it can be very hard for staff members to ask for help themselves, so the program is designed so that requests can be made by supervisors or other co-workers who become aware of a staff member's situation. The employee, their supervisor or co-workers may apply for a one-time grant from the Windham Hospital Foundation. The grant may be from \$50-\$500 and will be given with no-strings attached and requires no payback. Everything will be strictly anonymous, both for those who give to the fund and those who receive gifts from it.

If you or someone you know is facing difficult financial times, the Caring Colleagues Fund is there to help.

For requests for assistance, please complete the form, which can be found on the G drive under Projects and Initiatives/Forms /G-Forms/Caring Colleagues Fund Application or in the Foundation Office. Please submit to Mona Friedland, Executive Director, Windham Hospital Foundation, Inc. Allocations will be made based on availability of funding.

## SAVE THE DATES

Catch weekly airings of healthLINK, shown on CTV-14, Fridays at 5pm. Episodes in March highlight WCMH Integrative Health Services, featuring guest panelists Mary Horan, Deb Pacik, and Carleen Wells (airing March 6<sup>th</sup> and 13<sup>th</sup>); and Colon Cancer with Drs. David Kloss, Ajit Kokkat, and Leszek Kolodziejczak (airing March 20<sup>th</sup> and 27<sup>th</sup>). If you have topics to suggest for future programs, please contact Stephen Fernandez at x 6982.



## WELCOME, NEW STAFF MEMBERS

Deborah Baker, RN • Stacey Blair, Patient Sitter • Ronald Cahill, RN • Shannon Cook, RT • Ruth Green, Housekeeping • Jaquelyn Lam, PCT • Douglas Tourigny, Security

## WELCOME, NEW VOLUNTEERS

Robert Bergeron, Gift Shop • Timothy Danahy, Paramedics • Andrea Lewis, Coffee Shop • Julio Nieves, MET Desk • Juan Trevin, Food Services

## WCMH MOVES TO WEEKLY PAYROLL

Effective April 1<sup>st</sup>, all employees at Windham Hospital will receive a weekly payroll check. This move will help our finance department streamline some of their payroll processing, and expedite required fiscal reporting. The weekly pay system replaces the previous "double" system where some employees were paid weekly, while others were paid bi-weekly.

## FOOD IS YOUR FRENEMY

A late night meal would consist of frying French fries, melting cheddar cheese and proceeding to dip in sour cream. It was a fat man's paradise. Initially weighing in at 287 pounds, I know I didn't gain weight because I hated food. In fact, I used to view food as my "frenemy." Food such as tacos piled with sour cream, pizza dipped in ranch or garlic sauces, and any fried food was my friend. It's not until afterwards, when you've put on



the 20 pounds, that it suddenly becomes the enemy. Partaking in the Windham Weighs in Program offered by the Dieticians office has helped me identify the reasons I put on weight: I'm a human vacuum that loves to make fatty choices and properly portioning food has always been the problem. Food doesn't have to be your frenemy. The biggest lesson I have learned from this whole journey is that losing weight and successfully keeping it off means a complete lifestyle change. You have to be willing to commit and change the way you eat and exercise. That's easier said than done. I have made some sacrifices, but I still indulge in the foods that I like to eat. The first couple of weeks I felt like I was a participant on the show *Intervention*. I had constant food cravings and all I wanted to do was hide behind a dark alleyway and secretly take a hit of fat. I no longer let food consume my life and as the weeks pass, I hardly crave fast food restaurants or eat late at night. I will always be a guy that likes to eat buffalo wings and drench them in ranch dressing, and load my nacho platter with extra cheese, but knowing how to portion, limit unhealthy snacks, and exercise regularly are what this program has helped me re-learn. Food is like Sweden; I'm neutral about it.

-Stephen Fernandez  
Communications Assistant

## IN CELEBRATION...



...of National Social Work Month we would like to celebrate and recognize the hard work our case managers and social workers provide to our Hospital and patients. They are: Michelle Wallace, Director, Barbara Oliveira, RN, Roberta Schwane, RN, Tamre Fontaine, RN, Linda Wood, RN, Jeannine Butler, RN, Dawn Noel, MSW, Juanita Vazquez, BS, Zoraida Rodriguez, Paula Walsh, RN, Beverly Spink, RN, and Gale Lockland, PhD.

## HOSPITAL MAPS NOW AVAILABLE

A new map, printed in both Spanish and English, is now available to point our visitors and patients to entrances and parking areas on our campus. The map is also available on our website (click on "about us" and then on "maps and directions"). You may download and print from the website. For multiple copies, please contact the Marketing Department (x 6801) to make your request. If you see something that should be changed, please contact Sharyn Mathews at x 6801.

## CONGRATULATIONS...



...to **Sue Fargo**, RN. Sue recently earned a degree in Applied Science from Excelsior College and passed her state board exam to earn her credentials as a Registered Nurse. Sue has been with Windham Hospital and serving the Windham community for 31 years. She began as a Nurses' Aide and eventually earned her LPN, through hard work and never giving up. Sue shared a quote from Marsha Sinetar that inspired her to become an RN: "Life's up and downs provide windows of opportunity to determine your values and goals. Think of using all obstacles as stepping stones to build the life you want."

... to **Cindy McClarran**, Technical Director of Radiology. She was awarded the Windham Hospital Leadership Award during the Department Manager's meeting at the end of February. Cindy comments, "I was surprised and honored to receive the Leadership Recognition Award. To be recognized by my peers truly means a lot to me. I have worked at Windham Hospital for 31 years and honestly feel that this is my second family. I need to express a heartfelt thank you to the staff in radiology. It is through their commitment to our patients that I truly obtain satisfaction." Past winners of the award include Brian Cawley, Kevin Tupper, Fran Boulay, Anne Schmidt, and Mark Patros.

...to **Carolyn Franzen**, SBHC, MFT Therapist at Windham School Based Health Center. Carolyn's proposal entitled, "Native American Talking Circles: A culturally competent structured group intervention to address youth mental health issues" was accepted for the 2009 National Assembly on School-Based Health Care Convention (NASBHC). Carolyn comments, "The vision of the NASBHC is that all children and adolescents are healthy and achieving at their fullest potential. I am delighted to have my abstract selected for this year's NASBHC Convention and to be able to join with others nationally to help to realize this vision."

...to **Jonathon Sanborn**, son of Judy Sanborn, RN. Jonathon recently graduated from Basic Training at Fort Jackson in South Carolina, and was honored for having the highest marksmanship out of 1,200 soldiers. He moves on to Georgia, where he will learn to skyjump.

...to **Dr. Mark Fisherkeller**, who achieved his recertification in nuclear cardiology in December 2008. The certification, which remains in effect for 10 years, bestows upon him the title of designated diplomate in the subspecialty of nuclear cardiology, and is awarded by the Certification Board of Nuclear Cardiology, an organization established "to support optimal patient care and enhancement of the field through a program that promotes quality, professionalism, and practice-based learning and improvement." To date, CBNC has certified 6,790 physicians in more than 50 countries.

...to Corporator and Board member **Catina Caban-Owen**, who earned her PhD in February!

## THANK YOU...

...to **Pat Brown**, Patient Access, who was recognized by a grateful patient. The patient felt Pat had gone well beyond her duties to help with the account, and so presented her with a gift card as a gesture of gratitude. Pat donated the gift card to the Foundation.



...to **Karen Barbone and Darleen Caisse** for the time and work they put into co-chairing the United Way Campaign. Karen and Darleen received two miscellaneous and 72 staff donations, and raised \$10,151, thus exceeding last year's total.

...to the **ED, 4-Shea, and housekeeping staff**, who helped make Eleanor Hollis' recent hospitalization more comfortable and more bearable. Mrs. Hollis, a retiree from the Housekeeping department, phoned her appreciation in early March, saying, "Everyone was so kind and caring. I really can't say enough about the staff at our Hospital!"

...Just a note of thanks for the extraordinary care I received from **the Windham Hospital family**. Special thanks to feisty CCU nurse Janice. As an employee, I knew that Janice always placed the welfare of her patients above everything else. I got to experience that firsthand as a patient myself. Through Janice's influence, I was released from the hospital to enjoy a Thanksgiving dinner and follow-up testing was rescheduled to an earlier time. Janice also made a personal phone call to ensure that I did the right thing. A special thanks also to Dr. Fisherkeller, whose diagnostic skills precluded unnecessary additional testing, and arranged for my expedited transport to the Cardiac Unit at Hartford Hospital. Thanks to all involved in my care. Incidentally, and not surprisingly, the Cardiac Unit personnel at Hartford Hospital are thrilled with the new partnership with Windham Hospital.

— A thankful Windham Hospital Family Member  
Hugh LeMasurier

## OUR CONDOLENCES TO...

...**Joyce Brigham**, on the passing of her mother, Lois Evelyn McCarthy.

...**Janice Chmielowski**, whose husband, Mark, passed in December.

...**Janice "JC" Worth**, whose father, Stanley Jusyk, passed in December at UMass Memorial Hospital in Worcester.

...**Kathryn Fahey**, whose mother, Margerie McGuire, died in January in Rhode Island.

...**Sheryl Beaudoin**, whose father, Malcolm Griffin, passed away in January.

...**Cheryl York, Holly Ouellette, and Bonnie Squier**, on their loss of their sister and friend, Pauline Cone, in February.

Our deepest sympathies to these staff members and their families on the loss of their loved ones.

## CBISA

Community benefit programs are just some of the ways we fulfill our mission by providing quality care, education, support and health promotion activities. In last month's StaffLink, we reported the numbers of people who benefited in the fiscal year 2008 from our Community Benefit Programs (CBISA). These programs cost the Hospital approximately \$460,376 to provide. In addition to these great programs, the Hospital provides another very important and costly community benefit through charity care, bad debt and government sponsored health services.

In 2008, Windham Hospital provided \$1,041,648 in charity care benefits. Charity care is free or discounted health and health-related services provided to persons who cannot afford to pay such as uninsured and low-income patients.

Bad debt is often considered a community benefit also. In 2008, the Hospital sustained \$1,852,590 in bad debt.

Government sponsored health services represent the financial shortfall in reimbursement from federal, state and local programs such as Medicaid, Medicare and other public healthcare programs. In the fiscal year 2008, this shortfall was \$3,210,649.

If you add the cost of Hospital sponsored community benefits together, you get a very staggering number.

Charity care (at cost)	\$1,041,648
Bad debt (at cost)	\$1,852,590
Government sponsored health care (net expense)	\$3,210,649
Community Benefit Programs (net expense)	\$ 460,376
	\$6,565,263

Keep in mind, each dollar listed above represents a service received by people in our community who benefited from one of our programs. For them, Windham Hospital was there as a safety net, when private or public health insurance fell short, was unavailable or when there were no financial resources available.

Windham Hospital is helping to build a strong and health community – one person at a time through community benefit programs.



### NOTES FROM THE "GO GREEN" COMMITTEE

The Go Green subcommittee of Bonnie Dornfeld, Beth Hoadley, and Karen Barbone has tackled the issue of whether to use paper, Styrofoam or "real" plates and utensils. Several articles were read that included the pros and cons of manufacturing, shipping and disposing of both the polystyrene and paper products.

Some of the newer "biodegradable" disposable products can compost in 30-120 days in commercial composting facilities. Unfortunately, these facilities are not located locally and shipping these products may cost the environment more. Disposable paper and Styrofoam items in the Windham area would eventually end up in an incinerator to be sent up in the atmosphere where it will eventually end up in your lungs or in the water stream.

According to most sources, there is less of an impact on the environment to wash "real" plates and utensils instead of

disposing of paper or Styrofoam products. The WCMH cafeteria does have reusable plates, cutlery, and glasses for those who ask. You can also save a little money for yourself and the environment by bringing your own cup into the coffee shop or cafeteria.

Finally, please recycle to decrease the amount of waste in our landfills. Nationally, up to 76% of the eligible recycle waste is not being recycled. Recycled plastics can be used to make reusable shopping bags, fleece, building products and much more. It is also important to buy, whenever possible, items that are made from recycled products so there will be a market for recyclables.

We recommend that everyone make an effort to reduce their use of disposable products. If you must use disposables, recycle or reuse what you can.

Remember, what you dispose of today, you may be breathing tomorrow.

## STAFF APPEAL 2009

Congratulations to the following incentive item winners of the March Staff Appeal monthly drawing:

- **Jane Diaz – Cardiac Diagnostic Center** - \$50 Gift Certificate to Eastbrook Mall
- **Jo Ouellette – Human Resources** - \$50 Gift Certificate to Fred's Brick House Café
- **Mark Sieczkowski – Emergency Department** - \$50 Gift Certificate to Nathan Hale Inn
- **Darleen Caisse – Patient Accounts** – 4 passes to Showcase Cinemas
- **Joanne Graham – Cardiac Diagnostic Center** – preferred parking
- **Karla Beckert – Greer** – preferred parking
- **Marie Santa – Administration** - \$5 gift certificate from the Gift Shop
- **Holly Ouellette – Patient Access** - 5 cups of coffee or soup from the Auxiliary Coffee Shop

These caring and generous individuals not only make a difference every day in the lives of patients who pass through our doors, they supported Windham Hospital with a financial gift. Gifts from donors such as these enable us to maintain the excellent care we all want for our family, friends and love ones.

Thank you for your loyalty and generosity. We are very grateful for your ongoing support.

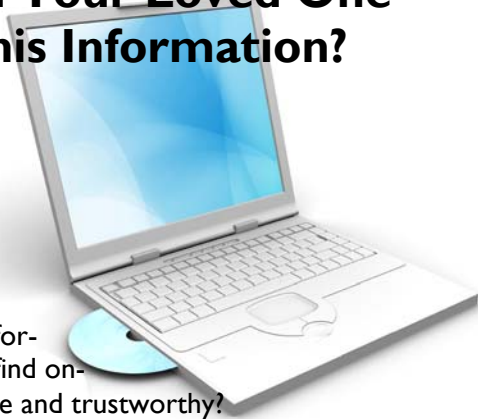
## CALENDAR

**In March**, we celebrate national Colorectal Cancer Awareness, Brain Injury Awareness, and Kidney, Nutrition, and Eye Donor month. On the 30<sup>th</sup> the nation recognizes Doctors' Day.

**In April**, we celebrate national Autism Awareness, Sexually Transmitted Diseases Awareness and Healthcare Access Personnel Week (7-12), Medical Laboratory Professionals Week (20-26) Healthcare Volunteer Week (27-May 3rd)

**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](mailto:smathews@wcmh.org), so the event can be included in StaffLink.

## Should Your Loved One Use This Information?



How do you know the information you find online is reliable and trustworthy?

**Learn to identify good quality health information on the Web!**

**Kate Cheromcha**, MLIS, Presenter

**March 16 • 7 PM**

In the Education Center

### WINDHAM REC DEPARTMENT

To try any Windham Rec Exercise Class, contact Patty Flubacher. The fee for the "trial class" is \$5. Continuing classes this spring include:

- **Body Blast** through April 23
- **Body Sculpting** through April 22
- **Patty's Bootcamp** through April 22

Instructor is Patty Flubacher, Certified Aerobic instructor and personal trainer. For more information, please call 860-465-3046 visit the [website at www.windhamrec.org](http://www.windhamrec.org), or email [pflubacher@yahoo.com](mailto:pflubacher@yahoo.com).

**Bountiful Bowls is Back!** During the event on April 7th, members of the Integrative Health Committee will be on hand to answer questions about IHS services. Mindful of the varying shifts here at WCMH, 10 bowls will be set aside for people unable to attend during the noon-2 pm timeframe. For information, contact Tamre Fontaine, x 6810.



Lecture Series: For the Health of It

### **You've Got to Move It, Move It — The Science Behind Exercise & Health**

presented by  
**Fran Storch, ND**

**Wednesday, March 25, 2009**

7:00 PM in the Hospital Education Center

OK...You've got to move it move it! Join Fran Storch, naturopathic physician and great believer in exercise in theory AND practice...and get inspired to MOVE! Fran will share some of her experiences with you as well as combine various scientific studies and will explain just HOW exercise is good for your health...and WHY everyone needs to do it. Get psyched for spring...get the info you need...and GET MOVING!!!



The "Cooking with Herbs for Winter Health" lecture, presented by Michele Maclure on March 5th, was a resounding success! About 30 participants listened to Michele's presentation and enjoyed yummy samples!

Integrative Health Services offers **therapeutic massage, Reiki, acupuncture, yoga, pet visitation, caring clowns, nutritional counseling and meditation.** For more information, call 456-6002. Gift certificates for services are available in the Hospital Gift Shop.

## WHO'S THIS?

Can you identify this WCMH staff member? No prizes are awarded, but everyone seems to have a great time guessing the identity of the pictured individual each month! Send your guesses to Sharyn, [smathews@wcmh.org](mailto:smathews@wcmh.org).



PHOTOS NEEDED for future contests. Send or bring your photo to the Marketing Dept., 5<sup>th</sup> Floor. Photos will be scanned, unharmed, and returned to you. Thanks!

## SOFTWARE ENHANCEMENT ASSISTS PATIENT ACCESS/REGISTRATION

The Finance division is pleased to share a "WIN" for the month of February with the successful implementation of a software enhancement in Patient Access / Patient Registration.

As you might guess, a major goal of the Revenue Cycle team in Finance, is to get as many clean claims as possible into the billing stream quickly and accurately the FIRST time—with an absolute minimum of back-end rework. With the introduction of Admission Edit software having tight integration into our Siemens MedSeries 4 application, we are happy to say we are able to use the system to provide employee education and adhere to performance standards with regard to collection of accurate and complete patient data.

Because the tool also gives staff a self-measuring performance assessment by reporting percentages of categories of errors by user, staff now has a means of benchmarking themselves and establishing goals for improving the quality of data entry.

The Admission Edit software gives all patient access and registration staff a tool that offers "real time" edits for specific error conditions that, if ignored, would ordinarily have caused claims processing delays. Now patient access / registration staff have the opportunity to take responsibility to correct these various account errors at the point of registration and well before the claims ever get released to the billing process.

The success of the implementation is a collaborative effort of the Information Technology, Patient Access, Patient Registration and Patient Accounts departments.

## CALLING ALL GOLFERS!

It's not too early to begin planning for this year's Golf Classic—presented again this year by Anthem Blue Cross and Blue Shield—on Friday, May 15<sup>th</sup> at Tunxis Plantation Country Club in Farmington. For information, visit our website (click on "events") or call Tom Birkenholz at x 6849. See you on the Golf Course!



## 2009 FIGHT FOR AIR WALK

Windham Hospital, along with other organizations in our region, is being asked to participate in the **2009 Fight for Air Walk**. This is an awareness event that will help raise funds for the American Lung Association in CT. Their mission is to make noticeable improvements in the quality of our air and health. The walk supports a healthy lifestyle that is in tune with the environment and puts the focus on helping us all breathe a little easier.

The walk will take place on May 30, 2009. If you wish to put together a team to **Tackle the Tower at Hartford 21** please contact Brooke Edwards at the Lung Association office at 860 838-4363. Visit [fightforairwalk.org](http://fightforairwalk.org) for more information.

## WINDHAM "WEIGHS IN" DURING NATIONAL NUTRITION MONTH

It's that time of year again. It's March, and it's National Nutrition Month! Our dietitians, Suzanne and Lynne, wanted to celebrate Nutrition Month by developing a pilot program for WCMH employees. Windham Weighs in for Health is a 12-week program running from January through April for 16 employees. We wanted to challenge this group with some guidance to set reasonable goals toward increased activity, healthier eating and ultimately, weight loss. As the goal is to exercise 150 minutes per week, we have acquired Patty Flubacher, Personal Trainer and well known Aerobics Instructor of Willimantic to lead classes twice a week to jump-start our group. Patty herself admits to having a "sluggish metabolism" and encourages all to participate to get fit with some fun! Lynne and Suzanne have been providing hints and advice to improve eating behaviors in the form of recipes, weight loss tips, and counseling support with weigh-ins. Specific eating behavior changes include eating five fruits and vegetables per day and having three low-fat dairy servings per day. So far, the group has weighed in 77 pounds lighter! Let's hear it for our reduced fat and more fit employees! Go, Team, go!!

### Sometimes Humor is the Best Medicine

A lady came to the hospital to visit a friend. She had not been in a hospital for several years and felt very ignorant about all the new technology. A technician followed her onto the elevator, wheeling a large, intimidating looking machine with tubes and wires and dials. "Boy, would I hate to be hooked up to that thing," she said.

"So would I," replied the technician. "It's a floor-cleaning machine."

*We try to include a little humor in each issue of StaffLink. If you have something you'd like to share with your colleagues, please let us know! Contact either Sharyn Mathews (x 6801; [smathews@wcmh.org](mailto:smathews@wcmh.org)) or Stephen Fernandez (x 6982, [sfernandez@wcmh.org](mailto:sfernandez@wcmh.org)).*