



CEO CORNER

Dick Brvenik

As most of our healthcare community members know, Windham Hospital held its Annual Meeting January 13, hosting Corporators, Board Members, staff, and our partners from Hartford HealthCare (HHC). There was much good news to share regarding advances in quality improvement and growth for our Hospital, including:

- Windham Hospital's Emergency Department was ranked at the 97th percentile by Press Ganey (i.e., among the top three percent of hospitals in the nation) for overall patient satisfaction.
- The Emergency Department physicians were ranked at the 99th percentile for patient satisfaction;
- Eighty-four percent of patients entering the ED were seen by a physician within 30 minutes or less of their arrival time.
- During FY10, there were no central line-associated blood stream infections or hospital-acquired pressure ulcers (bed sores) during a six-month monitoring period.
- Windham Hospital remained the lowest cost acute care provider in the state, for four consecutive years.
- Windham Hospital invested in critical care training for its paramedics. Windham is the only paramedic program in Connecticut to offer that level of paramedic care.
- The Windham Hospital Laboratory was re-accredited by the College of American Pathologists in 2010.
- Windham added ten new physicians as well as several PAs and APRNs to our staff in FY10.
- During the last fiscal year, Windham Hospital opened a new physical therapy and rehabilitation center in Storrs and the Center for Women's Health at Mansfield in the Ledgebrook Office Park.

With each Annual Meeting, we also have the opportunity to thank and recognize the corporators and trustees who have served the Hospital so ably for multiple years, and to welcome new members into important governance roles. Four individuals are retiring after many years of serving Windham Hospital: **Corine Norgaard**, who served as Board Treasurer; **Milton Johnson**, who served on both the Hospital and Hatch Hospital boards; **Art Brodeur**, who provided his communications expertise to the Board and served as Board Chair; and **James Watson, MD**, who served a term as Board Chair and brought a patient's perspective to all deliberations. These dedicated leaders, with their collective knowledge of both community and hospital history and mission, provided bold and visionary leadership to the Board and

contributed to our integration with HHC, and we thank them for their many years of service.

We also welcomed a dozen new corporators: **Craig Gates** of Gates GMC and owner of five automotive dealerships in Columbia, Willimantic, Brooklyn and Danielson; **Laurie L. Gervais**, Senior Vice President - Human Resources at the Savings Institute; **Pedro Johnson**, retired Treasurer and Secretary, Mashantucket Pequot Tribal Nation; **Ellen Lang**, owner, Better Than Ever Wellness, LLC; **Scott Lewis**, owner, Capitol Chrysler Dodge Jeep; **Donny Marshall**, President of the University Club and broadcaster for Boston Celtics games; **Derrick McBride**, retired Lieutenant, ECSU Public Safety; **Jeanne Morascini** of Columbia; **Deb Oliver** of Windham; **Dimitrios Pachis, PhD**, Eastern CT State University; **John Walker**, owner of The Shoe Smith; and **Diane Wishnafski**, retired Executive VP, NewAlliance Bank. Ms. Wishnafski, a veteran of numerous prestigious boards and councils, also joins our Board of Directors for a three-year term commencing in FY 2011.

Windham Hospital is grateful to the many individuals who care deeply about the Hospital and its mission. These people have worked collectively to forge our success, and we look forward to remaining a vital resource to our communities and a valued member of Hartford HealthCare.

WINDHAM HOSPITAL EDM INITIATIVE
ENHANCES PATIENT RECORDS

One of the most comprehensive collaborative efforts in recent hospital history, the Enterprise Document Management or EDM initiative, has "gone live." Launched on January 10, the EDM is the culmination of months of 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 information repository which can be accessed simultaneously or sequentially by multiple departments and personnel, as required. The benefits are many: patient information is more secure; financial trending and analysis becomes easier; insurance reimbursements and patient

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WINDHAM HOSPITAL'S COMMITMENT TO EXCELLENCE

Growing Ever Closer to the Goal...

The number of ideas generated has continued to grow. Currently the count stands at 811 ideas generated, putting the Hospital on target to reach the goal of collecting 1,000 new ideas by March 30, 2011. Project teams have begun to meet to address plans and implementation of specific ideas. There are more than 50 project teams working on a variety of process improvement initiatives. In fact, some teams have already met their goals. These teams have brainstormed together and have had phenomenal success addressing such issues as the Cytology workspace in the Interventional Radiology Suite, a second-shift Lab courier, information desk safety issues, the communication process between Prenatal/OB/Diabetes education, and parenteral rounds process involving Pharmacy and Nutrition staff.

On another note: Hartford Healthcare has produced a wonderful video entitled, "Connecting with Purpose," which helps in visualizing the system-wide benefits of this collaboration. Please contact **Kathy Hawkins** at ext. 6004 or **Mindy Kivlin** at ext. 6850 for more information.



Special thanks to **Lauri Wilbur** from the OR for snapping this photo of the Waugh Memorial Garden this winter.

EDM Launched at Windham Hospital

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payments are linked electronically to each patient record; storage space requirements are significantly reduced; files are searchable; "traveling folders" are eliminated; workflow is enhanced; documentation is more accurate and timely; and the new system will ultimately result in cost and time savings. Here's how it works: Each time a patient interacts with hospital personnel, ID information is scanned into the system using a scanner and electronic signature pads (similar to the signature equipment encountered at most pharmacy counters) are used for patient consent. The EDM confirms the patient's identity, and stores the information for caregivers as well as for scheduling, patient records and accounting personnel, who may access the patient's information when needed.

According to **Fran Boulay**, Director of Patient Access, the EDM is a "positive initiative, and one that our sister hospitals have been using for a while." Planning for the EDM began at Windham well before the affiliation with Hartford Healthcare. Many patient forms were redesigned and moved to the intranet. Work flow and processes were reviewed. Software was installed and users trained. And on January 10, Windham Hospital began using the EDM with patients throughout the facility. Work will continue as the process is refined, and functions are added into the accounting and reporting mix.



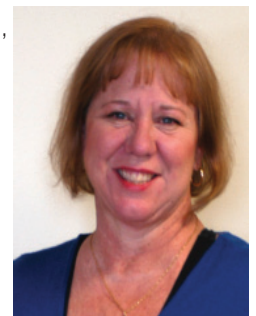
Outpatient registration at Windham Hospital

SURGICAL/WOUND CLINIC

The Surgical and Wound Care Clinic opened in November 2010, and is temporarily located in the Ambulatory Care Unit on the second floor. Open Monday through Thursday afternoon, the Clinic offers comprehensive surgical evaluation, outpatient post-op care, fine needle aspiration/site biopsies, and the evaluation and treatment of wounds of all types.

Staffed by clinic coordinator **Susan Fargo, RN**, and surgeons **Frank Siracusa, MD; David Kloss, MD; Herbert Ridyard, MD**; and **Leszek Kolodziejczak, MD**, the new Clinic is already making a difference. Fifty-seven patients were seen in November and 81 patients used the service in December.

Most of these patients are individuals who, because of their insurance coverage, would otherwise have to travel in order to be seen by a participating provider. Providing this essential service to our community is what Windham Hospital is all about.



Sue Fargo, RN,
Surgical/Wound
Clinic Coordinator

Heart to Heart
Charity Ball

Sponsored by Soroptimist of Willimantic to benefit programs for women and girls including Gina's Friends, a fund of the Windham Hospital Foundation

February 5, 2011 at the Elk's Lodge

Music by The Tirebiter Band
Silent Auction, Refreshments, Cash Bar
For information call Sandy 642-7867 or Joan 642-1977





UNITED WAY COMMITTEE AT WORK

We are pleased to report that this year the United Way committee has been expanded to include staff who are interested in helping assure that support is provided to a variety of non-profit organizations in our community. Particularly during difficult economic times, United Way agencies are here to help.

Thanks to the 2011 United Way Committee members including **Darleen Caisse** and **Karen Barbone**, past co-chairs, and new members **Debra Bazzini** and **Adrienne Levine**.

An informative presentation from member agencies will be shown on February 16, along with great incentive gifts and special treats for all donors. The campaign will run from February 16 through March 4.

Thanks for your past involvement in helping the Windham community through the United Way campaign. Together we can accomplish great things!

Kate Cheromcha and Lynne McPhee
2011 Campaign co-chairs



ART IN THE CORRIDOR GALLERY

Sponsored by Windham Regional Arts Council and the Auxiliary to Windham Hospital

Art by Maggie Kendis (through February 2011)

Maggie grew up in Los Angeles, attended San Francisco State University, and received a BA in art from the University of California, Irvine. After student teaching, she took art classes in Mexico learning the techniques of batik and screen printing—skills which formed the basis for her career in batik. For 20 years, Kendis worked with architects and interior designers, creating many commissioned works across the United States. Her batik clients have included Bank of America, and the Kapalua Bay Hotel, in Maui. In 1980, she moved to Connecticut with her husband, a professor at UConn, and her art began to focus on printmaking, oils, watercolors, and linoleum-cut prints and collages.



Jazzercise

classes are also offered to Hospital staff members through Integrative Health. Contact Marie Quinn for details at 860.428.6491.

Acupuncture, Zumba, Yoga, and Chair Massage

sessions—previously offered in the Hatch Day Room—are being relocated. New meeting space will be announced soon!

“For the Health of It...”

Lectures are presented at 7 PM in the Education Center

- FEB 9 *Linda & Peter Jacques*
(snow date) **Holistic Sound Meditation (Gongs)**
- FEB 23 *Thomas Moorecroft, DO*
Lyme Disease
- MAR 30 *Marian Vitali, DC*
Re-Connecting to the Web of Life: Indigenous Perspectives and Practices for Well-Being

Cardiac Rehab Program/Phase II *Get Fit Where You Sit with*

CHAIR YOGA

Mondays 7 - 8 PM, now through Feb. 28

presented by

Jane Diaz, Certified Lakshmi Voelker Chair Yoga Instructor

\$6 per class. Please call Jane Diaz, at 456-6103 to pre-register.

HEALING HEARTS

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

LIVING WITH ATRIAL FIBRILLATION

Kathleen Patera, APRN-BC

VA, Department of Cardiology

Former Cardiac Diagnostic Center Coordinator,
Windham Hospital

Thursday, FEBRUARY 10, 2011

7 - 8:30 PM in the Cardiac Rehab room, Greer Entrance

Questions? Contact Jane M. Diaz, RN at 860-456-6103.

WINDHAM HOSPITAL CELEBRATES



**FEBRUARY 3, 7 PM
HEARTY LAUGH NIGHT**

Featuring comic Angel Rentas
and Beth Hudson-Hanks, RN:

“Live as though your heart depends on it”

Light refreshments ♥ \$10 includes all events on Feb 3 & 4

FEBRUARY 4, 7:30 AM - Noon

- ♥ Heart-Healthy Breakfast ♥ Cholesterol Screenings
- ♥ Chair Massage, Reiki & Acupressure provided by Integrative Health Services ♥ Zumba & Jazzercise Demos
- ♥ The filming of the “Red Boa Dance” for You-Tube
- ♥ Prize Drawings

Co-Sponsored by the Auxiliary to Windham Hospital



STAFF APPEAL 2011

Caring and Sharing

Congratulations to the January Staff Appeal monthly winners!!

- **Cathy Stuart**, Radiology, Britta Water Filter
- **Dawn Helms**, Finance, Preferred parking
- **Tina Bzdyra**, Patient Accounts, Preferred parking
- **Karla Beckert**, Greer, Coffee Shop gift certificate
- **Cuong Le**, IT, Coffee Shop gift certificate

Each and every contribution received by the Hospital will help to strengthen services and meet the many needs of our staff, patients, families and the community we serve.

Welcome to our family

NEW STAFF MEMBERS

Robin Bibeault, RN, 4Shea • **Erin Donlon, PCT**, Greer/4Shea • **Stephan Dubin**, Security Officer • **James Hoffman**, Security Officer • **Darrin Iacobani**, Surgical Tech • **Steven Juchnik**, Nurse Manager, ED • **Syera Mathews, MD**, Hospitalist • **Yesina Rivera, PCT**, Greer/4Shea • **Mary Sheehan**, Patient Companion, Greer/4Shea • **Kristen Traficante, RN OB** • **Nicole White, PCT**, Greer/4Shea

NEW VOLUNTEER

Tania Chalifoux, Family Centered Care

StaffLink is a monthly publication of Windham Hospital and is distributed throughout the Hospital Community. To submit a news item, or for more information about the items listed within these pages, please email smathews@wcmh.org.

**FTC APPROVES HHC AFFILIATION
WITH CCHA**

Hospital of Central Connecticut Joins System

The Federal Trade Commission has approved the affiliation of Hartford HealthCare (HHC) and the Central Connecticut Health Alliance (CCHA), parent organization of The Hospital of Central Connecticut.

The Hospital of Central Connecticut, with campuses in New Britain and Southington, has nearly 3,000 staff members and 500 physicians. In addition to the Hospital of Central Connecticut, CCHA includes Alliance Occupational Health, Central Connecticut Senior Health Services, The Jerome Home, Central Connecticut Physical Medicine, the VNA of Central Connecticut and CenConn Services. More than 4,000 CCHA staff members serve communities throughout Central Connecticut.

These organizations join the 11,000 staff members of Clinical Laboratory Partners, Eastern Rehabilitation Network, Hartford Hospital and the Institute of Living, Hartford Medical Group, MidState Medical Center, MidState Medical Group, Natchaug Hospital, Rushford, VNA HealthCare and Windham Hospital as part of HHC.

“Combining the resources of CCHA and HHC is really one plus one equals three – the two organizations together are greater than the sum of our parts,” said Elliot Joseph, president and CEO of Hartford HealthCare. “Our affiliation will improve the quality of care as we increase the sharing of best practices and new technology; increase local access to care by providing more primary and specialty care in our communities; increase efficiencies and reduce healthcare costs by the sharing of information technology platforms and by taking advantage of larger-volume, lower-cost purchases of supplies and services; and play a vital role in the economic development of our local communities. The affiliation also will strengthen the long-term viability of local healthcare.

“Shared IT platforms will enable us to more efficiently develop electronic medial records across the system,” Joseph said. “This not only lowers costs but improves the quality of care as all care providers have a single patient view.”

“This affiliation is the culmination of a successful 20-year relationship between Hartford Hospital and The Hospital of Central Connecticut,” said Clarence J. Silvia, president and CEO of The Hospital of Central Connecticut and CCHA. “We have a long-standing relationship between our hospitals and healthcare systems. Together, we know we are making a positive difference for the people of our state.”

HHC is working to build a high-performance healthcare system that provides seamless coordination of top-quality patient care from primary care; to laboratory services; to complex, hospital care; to home care and other services.

“We want to be the healthcare system which patients and communities rely on to give them the right care, at the right time and in the right place,” Joseph said. “This affiliation is another step in accomplishing that goal and in achieving our system mission to be ‘nationally recognized for excellence in patient care and most trusted for personalized, coordinated care.’ Together, HHC and CCHA will be able to serve more communities in delivering excellent, personalized, coordinated care.”

Day-to-day operations at HHC and CCHA organizations will continue as usual. Integration teams, made up of HHC and CCHA staff, will optimize the benefit of the HHC /CCHA affiliation by reviewing Human Resources and other programs and practices over time.

“This affiliation is a profound win-win situation for everyone,” Joseph said. “Patients will benefit from the wider continuum of care that a healthcare system offers, communities will benefit from a broader range of services, and staff will benefit from greater professional opportunities.”