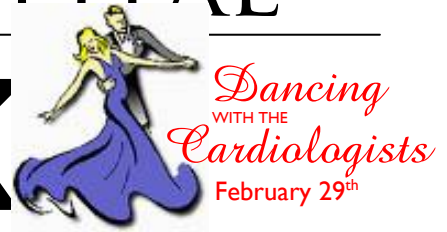




WINDHAM HOSPITAL

StaffLINK



Volume 10, No. 2

112 Mansfield Avenue • Willimantic, CT 06226 • 860.456.9116

February 14, 2008

CEO CORNER

Dick Bownik

Excellence, Accountability and Teamwork. These three words are not only part of our core values and are what we strive for daily at Windham, but they are also the hallmarks of the Strategic Plan as adopted by our Hospital's Board of Directors. I frequently see examples of these three words in action when I visit the many departments throughout the Hospital, and hear feedback during our Executive Rounding visits. Focusing on excellence, accountability, and teamwork, the efforts of our staff over the years have served to better our services and the reporting that continues through the Centers for Medicare and Medicaid Services (CMS). This spring, the first mandatory, nationwide measurement of public satisfaction with hospitals will be posted on the CMS website – www.medicare.gov. The new index is called Hospital Consumer Assessment of Healthcare Providers and Systems—HCAHPS for short—and it focuses on customer satisfaction with both clinical and environmental factors. Its underlying tenet is simple: Every patient has a voice. Every time.

Similar to other quality indices, patients receive a questionnaire after they are discharged from the hospital. The data is compiled into a monthly online report showing the hospital's scores as percentages; the higher the percentage, the better the hospital's rating. Going beyond specific measures, the HCAHPS model seeks to encourage patients to research their options and really talk to their healthcare providers, thus resulting in better care overall. For our staff, the HCAHPS reporting will help to reinforce our commitment to the culture of patient satisfaction and customer service, enhance public accountability, and provide feedback for future improvement and staff recognition.

Because we have already implemented a program of continuous improvement that emphasizes excellence, accountability, and teamwork that dovetails nicely with the goals of the HCAHPS, we expect to see solid improvements over time. To everyone who contributes so ably to the quality of care here, and to the culture of excellence, accountability, and teamwork that pervades everything we do, thank you!

WCMH ANNUAL GOLF TOURNAMENT HAS A NEW SPONSOR

Even though winter winds are still howling outside our doors, the Spring Windham Hospital Golf Classic is not far off! The event is scheduled for Friday, May 16th at the Tunxis Plantation Country Club. This year, Anthem Blue Cross & Blue Shield has generously stepped up as the presenting sponsor.

Start planning now to join in the fun at the tournament; various levels of sponsorship are available, as well as numerous open berths for golfing foursomes. Our goal this year is to create a Women's Division. In order to accomplish that, we need to recruit at least 10 women's foursomes. If you are a lady golfer, or you know individuals that might be interested, please forward that information to Tom. The tournament is a day filled with fun and relaxation and proceeds benefit the new Outpatient Center. Whether you sponsor, play golf, or volunteer to assist during the tournament, we look forward to seeing you there! For details, please contact Tom Birkenholz in the Development Office, x 6849, or email tbirkenholz@wcmh.org.



13th Annual WINDHAM HOSPITAL GOLF CLASSIC

Presented by



WELCOME, NEW STAFF MEMBERS

Kristen Anderson—Nursing • Patricia Pofok—Nursing
 • Alexandre Diaz—Nursing • Nico Gonzalez—Food Services •
 Carol Surridge—Patient Access • Christina Caggiano—Nursing •
 Theodore Lambert—Radiology • Christine Mathieu—Patient
 Satisfaction • Joan Hardy—Patient Access • Betty Elliott—Nursing •
 Sarah Dzialo—Nursing • Jarret Assael—Respiratory Therapy •
 Grace Mitzi Cadelinia—Lab • Sherrie Theroux-Roy—Nursing

WELCOME, NEW VOLUNTEERS

Sue Landers – Info Desk • Sue-Ellen Loeser – Pain Management •
 Judith Pogany – Pain Management •
 Brent Bisson – HR • Shane Schaffer – Paramedics



Women's Health Workshop

Sat., March 8th • 8:30 AM – Noon
 Mansfield Community Center, Storrs
**HEALTH INFO • CRAFT ITEMS
 FUN & REFRESHMENTS**

\$15 MCC Members; \$15 Nonmembers.
 Call 429-3015 for registration & info
 (event code 370030-A)



The free lecture series continues with...

HOW CHIROPRACTIC CAN HELP YOU

Presented by Patricia A. Leheny, DC

February 27, 2008

7:00 pm – 9:00 pm

Bernard & Desrosier Rooms

Patricia Leheny, Doctor of Chiropractic, will talk about the benefits of chiropractic treatment. She will explain the activator technique and how chiropractic treatment can aid in relieving headache, spinal, and back pain; decrease muscle stiffness, increase range of motion, and improve healing, thus resulting in more energy and less fatigue.

Better known to her patients as Dr. Trish, she has been in practice in Colchester since 1988. She holds a Doctor of Chiropractic from Life Chiropractic College, and an Associate of Science Degree from Rivier College. She is proficient in the high-velocity, low-force activator technique of chiropractic manipulation and instructs other chiropractors throughout the country in the technique.



Gift certificates for yoga, massage, Reiki, and acupuncture are now available in the Hospital gift shop.

"CSI" SEQUEL

Do you find yourself stalking the kitchen moments after you've just gorged on a belly buster meal? Are you constantly foraging through the cabinets for tasty morsels? Worried about not fitting in last year's beachwear? Tired of those meals that just don't satisfy? Don't panic. These days, being satisfied after meals can be as elusive as cheap gas!

Windham Hospital's CSI (Consumer Sanity Infusion) returns for a new season of investigative nutrition episodes during the month of March, National Nutrition Month! Our investigators, Suzanne Gerety, RD, and Lynne McPhee, RD, will once again be traveling our halls in an attempt to crack these cases and more. Our duo will be unveiling the latest nutrition message: More Matters-Eat your Fruits & Veggies! Eat more. Be satisfied. Lose weight. Be sure to visit the team and automatically qualify to win fun prizes! Look for the CSI cart coming to a hospital corridor near you at these scheduled times:

Tuesday, March 4, 1-2 PM - 5th Floor
 Wednesday, March 5, 4-5 PM - 4th Floor
 Thursday, March 13, 9-10 AM - OB Floor
 Tuesday, March 18, 4-5 PM - Greer
 Wednesday, March 26, 9-10:30 AM - Atrium

2008 UNITED WAY COMMUNITY CAMPAIGN AT WINDHAM HOSPITAL

The campaign is underway! It began with a special kick-off on Monday, February 11, and will continue until Monday, March 10th. In this month, we have an opportunity to help change lives and improve conditions in the communities where we work and live. Nearly everyone has been touched by an agency that is supported by the United Way. Some of the better known agencies are the American Red Cross and VNA East, as well as member agencies such as the American Cancer Society, American Diabetes Association and the Connecticut Hospice Institute.

This year's campaign also features several prize drawings for donors. An Early Bird Drawing will be held on Valentines Day and at the conclusion of the campaign, the Grand Prize winner will be announced.

For more than 80 years, the United Way Community Campaign has been raising the funds needed to address the community's most important needs and priorities. Thousands of lives have been changed for the better since the United Way is not focused just on immediate needs but on real, lasting change. The United Way of the Capital Area is a nonprofit organization that provides services for 40 towns throughout north central Connecticut. In addition, the United Way Community Campaign continues to be one of the most efficient fund-raising efforts with approximately ninety cents of every dollar going directly to the agencies that the United Way supports.

Last year Windham Hospital raised \$6,198.00 with 33 donors, or 4.25 % of our staff. Our goal this year is to raise this amount slightly and reach \$6,500. Windham Hospital's staff has always shown caring and compassion, in countless ways. Please consider this as an additional opportunity to assist those less fortunate and in true need of basic essentials. For more information or donation forms, contact the 2008 Chairs at Windham Hospital: Cindy McClarran (x 6757) or Chris Desmond (x 6872).

Remember – **"Giving Changes Lives"** and **"Giving Matters."** Please assist us in helping the people of our community.

CALENDAR

In **February**, the Windham Hospital celebration of American Heart Month continues on Feb. 29th, with **Dancing with the Cardiologists!** (Hatch Day Room, 5-7 PM). Join us!! This event features a special ballroom dancing demonstration by Maria's Dance Studio of Canterbury, a chance to dance with your favorite Windham cardiologist, and dance music to set your feet a-dancing! For more info, contact Jane Diaz, x 6103.

Other events in February include National Cardiac Rehab Week (10-16), and National Random Acts of Kindness Week (11-17; www.actsofkindness.org), which celebrates the volunteers among us—whether part of an organized effort, or someone who simply performs a mitzvah or two.

In **March**, our nation celebrates Red Cross Month, Colon Cancer Awareness Month, DVT Month, and National Nutrition Month; Pulmonary Rehab Week is celebrated from March 16-22, the annual Iditarod race takes place in Alaska, and on March 28th, Windham Hospital will honor local physicians as it celebrates National Doctor's Day.



PLAN NOW TO HELP US CELEBRATE! Call Tom, x 6849 or Marina, x 6700 for details.

CONGRATS TO

The Eastern Connecticut Sleep Program, based here at Windham Hospital, for its achieving "Sleep Center" status and its re-accreditation by the American Academy of Sleep Medicine. The AASM credentials cited Windham's program for its excellence of care and for upholding its stringent standards of accreditation. Congrats to Dr. Robert Bundy, Dr. Paul Greif, Dr. Samer Morcos, Charlene Bowen, and the entire staff of the Sleep Program! The Sleep Center is the longest-standing accredited Sleep Disorder Program in Eastern Connecticut.

WHO'S THIS

Can you identify this staffer?

Send your guesses to smathews@wcmh.org.

PHOTOS NEEDED! If you have a photo you'd be willing to share, please drop hard copies off in the Community Relations Office, 5th Floor. Photos will be scanned and returned to you. You may also email photos to smathews@wcmh.org.



PREVIOUS PHOTO: Congratulations to Tammy Pascale, who STUMPED everyone! Her photo was particularly appropriate for the January issue, because Tammy was the New Year's Baby at Windham Hospital when she was born, and the spoon shown here is the engraved Windham Hospital spoon her parents received in honor of her birth. She is one of several people here at Windham who have birthdays on or around New Year's Day. Happy Belated Birthday, Tammy!



THANKS!

A few weeks ago the Case Management Department sent out an email to request clothing donations. Thanks to your wonderful response, we now have a large collection of clothing to assist patients in need. At this time, we do not need any more clothes.

Thank you so much for your attention to our request!!! We will do our best to put your donations to the best use possible. And, if you should happen to meet a patient in need, please call the Case Management Department, x 2650.

StaffLink is a publication of Windham Hospital. To share news with your colleagues, contact Sharyn Mathews, Editor, at ext. 6801 or email smathews@wcmh.org.

AND MORE THANKS!

... to the many staff members who sent me condolences and offered assistance upon the sudden death of my father, Ray Childs, last week. Your kind words and concern were greatly appreciated, and made my trip home to Minnesota a little easier. Thank you!

— Sharyn Mathews

STAFF APPEAL DRAWING WINNERS

The February winner of the coveted Priority Parking space is Carol Elwell. What a great month to have a parking space closer to the door! Congratulations also to Kathryn Fahey and Denise Wyszomierski who will be enjoying free coffee and/or soup from the Coffee Shop in February. To make your pledge and be eligible to win one of these monthly drawings, contact Tom Birkenholz at ext. 6849.

AROUND TOWN...

The **ECSU Arts & Lecture Series** continues in March with a concert by Latin jazz artist **Poncho Sanchez**, Thursday, March 6th, at 7 PM in Shafer Auditorium. For tickets call 465-0036.

At UConn, the **Jorgensen Center for the Performing Arts** schedule includes:

DEBORAH VOIGT, soprano (2/15)
TRINITY IRISH DANCE (2/19)
ACADEMY OF ANCIENT MUSIC (2/21)
MONTEREY JAZZ FESTIVAL (2/29 & 3/1)
CZECH PHILHARMONIC ORCHESTRA (3/6)

All performances begin at 8 PM; for tickets, call 486-4226, or visit online at <http://jorgensen.uconn.edu>.

Sometimes

HUMOR'S THE BEST MEDICINE

In each issue of StaffLink, we include some of the "lighter side" of the healthcare world. Staff contributions are welcome! To submit an item for publication, send it to smathews@wcmh.org.

THESE ARE ACTUAL EXCERPTS FROM STUDENT SCIENCE EXAM PAPERS:

- The theory of evolution was greatly objected to because it made man think.
- Three kinds of blood vessels are arteries, vanes and caterpillars.
- A magnet is something you find crawling all over a dead cat.
- The Earth makes one resolution every 24 hours.
- To collect fumes of sulfur, hold a deacon over a flame in a test tube.
- Parallel lines never meet, unless you bend one or both of them.
- Algebraical symbols are used when you do not know what you are talking about.
- The pistol of a flower is its only protection against insects.
- The moon is a planet just like the Earth, only it is even deader.

LOSE THE SALT— BUT NOT THE FLAVOR

We all know that cutting back on the salt in our diets is one way to help control blood pressure. Many people consume much more salt than their bodies need – on average, at least 12 times as much, according to the American Heart Association. If you're used to salty flavors, know that you can shake the salt habit without feeling deprived. Here's how:

- **Limit processed foods**, which are usually high in sodium. Eat more fruits, vegetables, and other low-sodium foods instead.
- **Drain and rinse** canned vegetables before preparing them. They'll keep a little of their salty flavor, but you'll rinse away about a third of the sodium, according to the USDA.
- **Try** packaged foods labeled as low sodium.
- **Season** vegetables, poultry, and fish with lemon juice rather than salt.
- **Try** cooking with salt-free seasonings, such as vinegar and herbs.
- **Prepare** plain brown rice or white rice instead of flavored rice mixes. Flavor with herbs or olive oil.
- **Snack** on "lightly salted" popcorn or pretzels, and "no salt added" peanuts.

Try adding these tips gradually into your diet, to get used to a lower-salt life. You'll eat healthier without sacrificing taste.

DID YOU KNOW ...

Men are 20% more likely to sneeze in a dusty room...a cup of coffee-flavored yogurt can contain about as much caffeine as a 12-ounce can of cola...dandruff is not caused by a dry scalp—fact is, it's more common with oily scalps...whispering when you're hoarse is actually worse for your vocal chords than speaking normally..."Rx," the symbol appearing on prescriptions, means "take," from the Latin word for recipe...brown sugar and white sugar are both sucrose. The difference between them is the small amount of molasses added to brown sugar for coloring and flavor; brown sugar has no nutritional advantage over white sugar.

*"It's not the years in your life but
the life in your years that counts!"
— Adlai Stevenson*

ARTHRITIS PATIENTS BENEFIT FROM ADVANCES IN TECHNOLOGY

More than 20 million Americans suffer the debilitating effects of osteoarthritis. The degenerative disease can occur anywhere in the body, but most often appears in weight-bearing joints such as the knees, as cartilage around the joint stiffens, causing it to lose its shock-absorbing quality. As bone eventually meets bone, pain and a decrease in mobility follow, and surgery may be required.

Fortunately, Windham area residents can count on Dr. Vincent MacAndrew, and a new technology to help. He is one of the first physicians in Connecticut to employ the OtisMed knee replacement system, which creates a customized surgical template based on 3D MRI imaging. The MRI also allows Dr. MacAndrew to order customized joint replacement components that precisely mimic the original non-diseased knee and fit perfectly into the patient's bone structure. Prior to the availability of this technology, only a few sizes were available, and surgeons inserted a guide rod into the leg bones to ensure correct placement – another intrusion into the body which complicated the surgery and slowed healing.

The new OtisMed system eliminates the need for the guide rod, and gives Dr. MacAndrew the knowledge he needs to perform the implant surgery. Dr. Steven Howell, an orthopedic physician based in Sacramento, and OtisMed, a medical software company, collaborated in the development of the OtisMed process, which was approved for use in June 2007.

Making the procedure available to area residents has "been in process a long time," according to Dr. MacAndrew "Before offering the surgery, the Hospital must meet strict criteria, and be certified by OtisMed. The upgrades to our MRI unit – which made higher-resolution imaging a reality – and Windham Hospital's excellent radiology department were major factors in our approval," he says. Dr. MacAndrew returned to Jefferson Medical College in Philadelphia (his alma mater) to become certified, and to observe a colleague, Dr. Joe Vernace, performing the surgery.

The outcome? Dr. MacAndrew beams, "It's great to see patients who have less pain and improved mobility and range of motion – and so quickly! Very few community hospitals can offer this technology to their patients."

Knee replacement surgeries are becoming more common than ever before, thanks to an aging and increasingly heavier population. The American Academy of Orthopaedic Surgeons recently reported that more than 478,000 people had total knee replacement surgery in 2004 – nearly double the number logged in 1998. At the same time, the average number of days spent hospitalized for the procedure has declined, and patients are up and walking within hours of their surgeries.

In Connecticut, only Windham patients and Danbury Hospital patients have the option of OtisMed knee replacements. Dr. MacAndrew says he is "delighted to offer the service at Windham. It's just so much better for our patients," he concludes.

Editor's Note: This is the first of a series of articles in which we hope to "spotlight" some of our latest advances. If you have suggestions for this column, please contact Sharyn Mathews at x 6801, or email smathews@wcmh.org.