



CEO CORNER / *Dick Brvenik*

Although the weather is just warming up in our corner of Connecticut, the summer brings visions of relaxed hours at the beach, outdoor activities with family and friends, and a session or two with a good novel. It's a time of well-earned leisure for many. It's also a time of celebration, growth, and new beginnings with our families and friends. Let me share with you some of the great things we have to celebrate with our Hospital family.

We recently received word of new or renewed certifications and accreditations earned by our colleagues in Cardiology, Radiology, and our School of Radiologic Technology. These important accolades and recognitions are the direct result of the efforts and expertise of Windham Hospital staff members, and contribute significantly to our ability to serve our patients.

Several physicians have also joined the ranks of our Medical Staff this season. Earlier this month, we welcomed Dr. Marlene Schwartz (Board-certified in pulmonology and critical care medicine, and now in practice with Dr. Robert Bundy), and Dr. Fadi Al-Khayer, Board-certified in Endocrinology, Diabetes & Metabolism, and Geriatric Medicine (whose new endocrinology practice in Storrs is already quite busy). By month's end, Dr. William Kaufold (Board-certified in ophthalmology) will be offering eye care to patients in the offices at Windham Eye Group and performing laser surgeries here at the Hospital. Please welcome these new physicians and let them know how delighted we are that they have joined the Windham Hospital family.

Congratulations to our Patient Care Division for exceeding their goals in quality care—and rising to the very top of the state levels in quality measures. This is an exceptional accomplishment, achieved by the dedication and perseverance of the staff, and one of which we should all be very proud. This distinction contributes to the overall commitment to excellence here at Windham Hospital, and underscores again that our staff offers outstanding personalized care. Look for news soon about a summer ice cream social in which we will celebrate this win, among others.

Last Month, one of our surgeons—Dr. Herbert Ridyard—was selected by the Connecticut Hospital Association as one of 10 “Healthcare Heroes” in their 2009 roster. The honor was officially bestowed upon Dr. Ridyard at the CHA Annual Meeting at the end of June, and is certainly a well-deserved award.

And on Tuesday, July 28, we will dedicate the beautiful new pergola in the Waugh Memorial Garden. The project was funded by the many donations in honor of the retirement of Dr. Ed Sawicki, led by local philanthropists David and Marilyn Foster. The craftsmanship is exceptional and was created by staff members John Pelletier and Dennis Charron. Please take a few moments during a break to enjoy this amenity on our campus. The Garden is named for Albert Waugh, former Board president and UConn Provost, and honors former staff members who passed away during their tenure at the Hospital.

Congratulations to our colleagues for these—and many other—achievements. If you are vacationing in the coming weeks – best wishes for safe travels and good weather.

ROUNDTABLE DISCUSSION WITH CONGRESSMAN JOE COURTNEY



On June 30, Congressman Joe Courtney paid a visit to Windham Hospital, participating in a roundtable discussion with Dr. Eugene Winchester of the Emergency Department, Judy Stein, the Center for Medicare Advocacy, John Farrell, Health Care Consultant, and Dick Brvenik, President & CEO of Windham Hospital. The panel discussed our healthcare system and potential reform measures. Said Courtney,

“The window for change is open in 2009, and it may not be open again any time soon! We won't fix every problem (in healthcare) in this bill, but we have the opportunity to get reform started, and I am determined to do this.” He emphasized that people need to get involved, and voice their support for reform. “No one should underestimate the value of picking up the phone and calling their representative or senator.”

SAY GOODBYE TO TIMESHEETS, SAY HELLO TO KRONOS

In 2010, Windham Hospital will replace its current time sheet process with a new, innovative system called, Kronos. This system uses new technology that will help Windham Community Hospital accomplish the following important objectives:

- Ensure that your pay accurately reflects hours worked and is consistent with Hospital policies; and
- Streamline the time-recording process by replacing manual record-keeping with an automated system that is more clearly defined and very easy to use.

What's in it for you? Kronos will:

- Ensure that your pay is accurate and consistent based on your scheduled hours and position.
- Accurately record your vacation and other paid time off; and
- Automatically transfer information to Payroll, eliminating the potential for errors.

We are in the planning and development phase of the Kronos implementation. We have a lot of work to do before the new system goes live and have determined that the first pay period in 2010, beginning December 27, 2009 will be the go-live date. Our ultimate goal is to make the transition a smooth one.

We will provide periodic articles, like this one to keep you up to date on our progress. In the interim, if you have any questions please call Mindy Kivlin ext. 6850 or email mkivlin@wcmh.org.

STANDARD OF THE MONTH

This month (July) we will be highlighting the second of the five Standards of Behavior around our Hospital and in StaffLink. The Standard is LISTEN, INVESTIGATE AND RESPOND TO CONCERNS.

We would like to recognize staff members who excel at the following behaviors:

- Communicate compassionately and effectively; handle difficult situations in a calm manner.
- Actively listen to concerns by demonstrating a caring attitude, making eye contact, clarifying and acknowledging individual issues.
- Investigate and seek resolution to issues or problems; own a problem until it is resolved; take action, as appropriate.
- Show creativity in identifying other resources when addressing problems; be aware of the needs of others; anticipate and fulfill needs.
- Follow through with requests and provide explanations for an expected wait.

We encourage Department Managers from all shifts to submit nominations of staff that excel at listening, investigating, and responding to concerns. This is just one of the ways that we can recognize outstanding staff members who have signed the Standards document and are providing excellent customer service to our patients and visitors. These are the people that are a pleasure to work with and who create a positive experience for our patients and the community.

Please submit your nominations to Wendy Nogler, wogler@wcmh.org no later than August 3, 2009.

Also please confirm with the individual that they are amenable to being listed by name in StaffLink. Human Resources Services will confirm that they have signed the Standards document.

Remember, ten (10) nominees will be selected at random to receive a \$5 coupon from the Auxiliary Coffee Shop.

STANDARD OF THE MONTH WINNERS

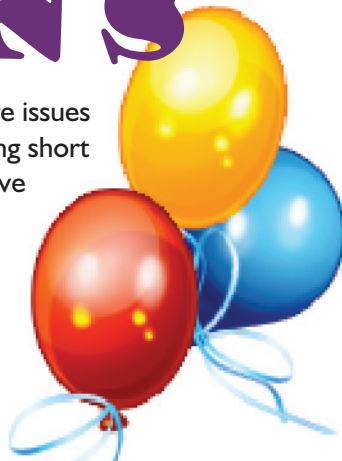
Congratulations to the following winners. These individuals exemplify June's Standard of the Month—Creating a Positive First Impression. The winners will receive a \$5 coupon from the Auxiliary Coffee Shop.

- Janet Garson, Materials Management
- Marina Quarticelli, Community Relations
- Beth Hoadley, Nutrition Services
- Susan Fernandez, Lab
- Cathy Stuart, Radiology
- Pat Brown, Patient Access
- Laureen Cohne, Sleep Program
- Alicija Julian, Sleep Program
- Alanna Herrick, School Based Health Clinic
- Lynne McPhee, Nutrition Services

Celebrating the
WINS

Keep an eye on this spot in future issues of StaffLink. We will be publishing short notes about recent WINS we have enjoyed, so everyone can help celebrate our successes!

If you have a story to share, please contact Sharyn Mathews, x 6801, or smathews@wcmh.org.



BENEFIT DANCE

On May 30, a benefit dance was held for Danny Davis, husband of long-time ER nurse Brenda Davis. We would like to say thank you to everyone who contributed and supported us. The benefit was a huge success. We would like to thank the floors that donated raffle baskets and the individual people that also donated their own special items. Without everyone's support, the benefit could not have been the success it was. Thank you!

*Ginger Shaia, Sandy Julian,
and Corey Roy*

MEDSERIES4 CLINICAL SUITE

ELECTRONIC DOCUMENTATION UPDATE

The Electronic Patient Record Clinical Suite Project Team is about to begin the next phase of our project; Patient Care Management.

There were informational sessions held on June 19th and June 24th where the team was available to show nursing staff how to log into the training environment and access the new nursing flowsheets. We encourage staff to continue the review process and provide feedback to the team as new flowsheets continue to be built or updated in the training environment.

This is an exciting time for Windham Hospital, and the team has received enthusiastic feedback from staff as they have begun to work with the new system.

Jaclyn Haberern, RN Greer, Karla Beckert, RN Greer and Kelly Coman, RN 4Shea have been showing the application to co-workers, sharing information at staff meetings, and doing a great job building enthusiasm for this project.

If there is anyone who missed an informational session and would like more information please contact Paris Sideris at psideris@wcmh.org or talk to anyone on the team.



IT MATTERS

LOCK IT UP!

When you need to walk away from your computer with the intent of returning, you should be locking the session to prevent security breaches. One way to do so is by pressing 'CTRL-ALT-DEL' simultaneously. When the security window is displayed, just click on "Lock Computer." An even quicker way to do this is to press the WINDOWS key on your keyboard simultaneously with the letter "L" (lower case is fine). Your session is now locked. You will need to enter your password to unlock it. Don't forget to log off at the end of the day—it's one more way to safeguard sensitive information.

- Mike Tappin, *Information and Technology*

STAFF APPEAL

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

\$25 gift certificate to Auxiliary Gift Shop

- Catherine Leger – Patient Accounts
- Cindy Cwikla – MRI
- Stephen Gonzalez – Patient Accounts
- Julie Bundy – Medical Staff Liaison

Coffee or soup from the Auxiliary Coffee Shop

- Debbie Scott – Food Services

Gift Certificate to the Auxiliary Coffee Shop

- Kate Cheromcha – Medical Library

Preferred parking spaces

- Denis Ferrara & Kate Hayward

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.

WELCOME NEW STAFF

Michelle Batchelder, Food Services • Margaret Breen, Family Centered Care • Geni Chariker, Quality Assurance • Holly Church, Nursing • Jennifer Habern, Radiology • Tina Hyburg, Nursing • Angie Jacaruso, Respiratory Services • Meagan Johns, Nursing • Nina Kokidko, Radiology • Edward Makuch, Food Services • Ellen O'Neil, Nursing • Alan Privee, Nursing • Carolyn Scarborough, Cardiac Diagnostic Center • Gina Uguccione, Nursing • Steven Wilson, Plant Maintenance

WELCOME NEW VOLUNTEERS

Claudette Lagasse, Outpatient Services • Marianne Morascini, Outpatient Services



A DOZEN WAYS TO GO GREEN

Pollution. Hole in the Ozone. Industrial Waste. Ash Landfills. Carbon Dioxide Emissions. Tropical Forest Devastation. These all sound like very large complex issues that would take leagues of nations centuries to resolve. However, you, all by yourself can make a big difference in the world just by making small adjustments in your life. How?

1. Recycle that beverage container, and all paper; don't throw it in the trash.
2. Purchase a reusable drinking container instead of purchasing bottled water. (They are safer than plastic)
3. Do you have to print that report? Can you email it instead? If you must print it, print it double-sided.
4. If you know of a hospital form that automatically prints wasted paper, report it to your department manager; maybe the printing process can be reprogrammed.
5. Run dishwashers, clothes dryers, washing machines and pool pumps after 8pm when energy supplies are more plentiful
6. Pull the shades at home on sunny days while you are at work to keep your house cooler; this will require less electricity to cool when you get home from work.
7. Turn those lights out in your office or department when you leave for the day.
8. Surf the internet after 8pm uses cheaper energy. Laptops versus a desk top computer uses less energy, so you're using less overall.
9. Use Google's energy-saver website www.blackle.com to search the internet. The background is black versus white, thus lighting fewer energy-wasting pixels.
10. Unplug coffee makers and other electronic devices when not in use. They use energy even when not in use. (Cell phone and other chargers are especially notorious for this.)
11. Attach a rain barrel to your gutter system. Use this rainwater to water your garden, plants and shrubs.
12. Contact companies that send junk mail and catalogs via their website and ask to be removed from their mailing list, citing your desire to Go Green. Or go to <https://www.catalogchoice.org/dashboard> and register online to stop receiving unwanted catalogues.

There are hundreds of websites that have great information on how you can get involved and keep our world green. Here is one you can start with: www.Onethingct.com. Make a commitment today to do "one thing" and green up your world. Do it for yourself and future generations.

GENTLE LESSONS OF LIFE

The real art of conversation is not only to say the right thing at the right time, but also to leave unsaid the wrong thing at the tempting moment.

The sole purpose of a child's middle name is so that he can tell when he's really in trouble.

When you are dissatisfied and would like to go back to your youth, think of A Igebra.



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

**The Lebed Method:
 Focus on Healing Through
 Movement & Dance**

Presented by
Sharon O'Neill Mulcahy, MA, MS, DMT, CLM

Wednesday, July 29, 2009
 7:00-9:00 pm in the Education Center

The Lebed Method is committed to improving the physical and emotional well-being of breast cancer survivors, and those with lymphedema, as well all cancers and chronic illnesses in both adults and children. The method seeks to elevate quality of life through therapeutic dance and movement, healing body, mind and spirit.

Sharon O'Neill Mulcahy is a licensed certified Lebed Method instructor and certified dance/movement therapist, whose work with children, cancer survivors, and wheelchair-bound individuals has earned her accolades throughout Connecticut. For more information about the technique, visit www.lebedmethod.com.

Future Lectures

There is no lecture for August; lectures will resume in the fall, with Dr. William Shevin, who will present "Health & Disease: A Wholistic Approach Using Homeopathy & Nutrition" on September 30th.

REIKI TRAINING...

has been postponed. If you would like to be notified of future training dates, please contact Carleen Wells, carleenwells@hotmail.com or Cheres Mathews at earthcounsel@hotmail.com

CONGRATULATIONS TO...

Nichola Charron and Mark Schwab for winning a free ice-cream sundae from the coffee shop for participating in the 2009 Medical-Surgical Competency Day.

**CRITICAL CARE COMPETENCIES
 CCU,ED, PACU NURSES**

Location: BERNARD/DESROSIER ROOMS

- Wednesday September. 9th 7:30 A.M - 4:30 P.M.
- Wednesday September 23rd 12 P.M. – 9 P.M.

Nursing Education will be posting sign-up sheets for times. For any questions regarding the competency dates please contact, Fran Billington at extension x6859.

CALENDAR

In July, we celebrate Cord Blood Awareness Month, Hemochromatosis Screening Awareness Month and the National Drunk Driving Awareness Campaign as well as a week-long observance of National Therapeutic Recreation Week (6-12).

In August, we celebrate the National Immunization Awareness Month, Cataract Awareness Month and Psoriasis Awareness Month. In week-long observances we celebrate National Health Center Week (3-9), and on Aug 3, we celebrate National Kids Day.

SAVE THE DATE!



Tuesday, July 28th
 4 pm
 Ribbon Cutting &
 Dedication of the
 new pergola in the
 Waugh Garden

(In the meantime, stroll into the Garden and enjoy this beautiful new addition to our campus.)



Windham Welcomes...

William Kaufold, MD, MPH

Dr. William Kaufold has joined Drs. Reardon and Woods at Windham Eye Group in Willimantic. He received his medical degree from Loma Linda University, and performed his residency at the Mason Eye Institute, University of Missouri Hospital. He also holds a Masters Degree in Public Health from UCLA. Dr. Kaufold specializes in no-stitch, topical cataract surgery, medically indicated lid surgery, medical and laser glaucoma and retinal treatments, and eye care for diabetic patients.

Windham Eye Group • 83 Quarry Street, Willimantic • www.windhameyegroup.com
 For appointments, phone **860.423.1619**.