



CEO CORNER

Dick Brvenik

Service Excellence and the Patient Experience

As we reviewed our quality measures in the August 20th issue of StaffLink, I want to now look more closely at HCAHPS. That is the national standardized survey for Hospital Consumer Assessment of Healthcare Providers & Systems. In this survey, Medicare beneficiaries share their experiences from admission to discharge and reveal whether they are likely to recommend our hospital. The patients provide ratings that include responsiveness of staff, room cleanliness, whether the area was quiet at night, and how well nurses and doctors communicated with them. From soup to nuts, the patient decides if overall they would definitely recommend us to loved ones and friends.

It all comes down to the patient experience. Do our patients — our friends and neighbors — recommend Windham Hospital because of the awesome experience they have had here? Nothing is more important than this word of mouth. We are particularly challenged to always achieve the highest ratings and complimentary comments because of our sometimes small sample size. In other words, just one negative rating can lower our average percentage significantly. This can dramatically impact consumer decisions on where to seek care. Diligence and continued commitment to the ultimate patient experience should be our goal.

We have implemented a number of initiatives to raise the bar with patient satisfaction that are already proving worthwhile. Post-inpatient phone calls are clearly working to ensure the appropriate follow-up care and understanding by the patient. Our nurse managers now regularly “round” on patients to ascertain their comfort level and satisfaction with the overall hospital experience. These not only elevate safety and quality, but help to ensure that we have consistently satisfied customers.

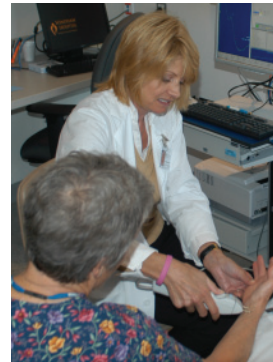
Next month we will look at overall quality monitored by our Core Measures and how we will achieve results which distinguish Windham Hospital. Extraordinary care and customer service is what we strive to deliver consistently each day. It is vital to our public scores, our reimbursements and our reputation — and our growth depends on it. I thank you all for your continued commitment to excellence and ask that you keep up the good work.



NEURO LAB OPEN HOUSE

Last Tuesday, our Hospital staff got a chance to see the new Neurodiagnostic Lab, and meet members of the Lab's team. A brief introduction and lecture was presented, highlighting the diagnostic services available—including nerve conduction velocity, EMG tests, evoked potentials (VEP, BAER, SSEP), and routine, extended and ambulatory EEGS, and some of the tests were demonstrated.

Dr. Shukla explains the use of a CMAP in neurological testing and diagnosis



Kim Butler, Electrodiagnostic Technologist, and the newest member of the Neurodiagnostics team, demonstrates the nerve conduction test.

MARGE FARRELL RETIRES

After 40 years at Windham Hospital, Marge Farrell, RN, is retiring this month. In her years here, Marge did it all. For the first five years, she floated from unit to unit, eventually landing in the ER for 29 years. Of her experience as ER nurse, Marge comments, “You gotta know a little bit about an awful lot.” In 2002, Marge moved to another department, Pain Management.



Marge Farrell

Marge views Windham Hospital as her home away from home, and says it will be awfully hard to say goodbye to the co-workers she considers her extended family. “I have had the opportunity to work with some of the best people on planet Earth.”

Although she is retiring, Marge does plan to work per-diem. She also plans to camp, spend time with family, enjoy an upcoming trip to Salem, Mass., and finally tend to what she calls her “deferred” maintenance.

We'll miss you, Marge!

Attention Staff • Retirees • Volunteers — THURSDAY, SEPT. 24th — Don't Miss the Fun!

TODAY'S THE DAY -- STAFF PICNIC

Join us on the Shea Lawn for complimentary picnic goodies with all the “fixin's” served up by members of the Executive Team — Lunch 11:15-1:30 • Dinner 5:00-6:30

SUMMER JUNIOR VOLUNTEERS

This summer, 45 students from local high schools volunteered at Windham Hospital, donating almost 1,000 hours of service. They transported patients via wheelchair at the Messenger, Escort, Transportation Desk, helped out in the Coffee Shop and Food Services Department, and assisted various departments with clerical work. As a special "thank you," for their efforts, the Volunteer Services Department organized a recognition party on August 20, at Mansfield Hollow Park. The Junior Volunteers enjoyed some great treats and took part in various team-building activities. We wish them good luck in the new school year and hope they will come back to volunteer at the Hospital next summer!



A group of junior volunteers spent their summer vacation at Windham Hospital.

WELCOME NEW STAFF

Jeedy Mendez – Central Processing Department • Jessica Richard – Lab • Jody Terranova – Windham Middle School
• Susan Teta – Nursing • Lynn Truesdale – Quality Assurance
• Torrey Trzcienski – Nursing

WELCOME NEW VOLUNTEERS

Sandra Faltus – Family Centered Care
Susan Carlson – Family Centered Care

FROM THE LIBRARY



Are you back in school, perhaps facing the task of researching and writing papers? Or are you thinking about going back to school but dreading the idea of those papers?

Don't rely on Google! Do what some of your colleagues have already done and come to the library. Tell me about your assignment(s) – and let me be your research guide! I'll work with you to find the information you need AND teach you how to find it yourself. Learn how to navigate and search through all those electronic sources, databases, etc.; get started with your research; organize and cite your sources; and more! Don't think you have time? I promise brief sessions (30 – 45 minutes) at your convenience and specific to your assignment – as often as you like – throughout your entire course.

The library is conveniently located across from the cafeteria and I am generally here Mon-Fri, 9:30-4. Drop by, call, send an email – I'm here to help. See you soon!

Kate Cheromcha, Librarian

14TH ANNUAL AUTUMN GALA

The Auxiliary to Windham Hospital annual Autumn Gala will be held on Saturday, November 14, 2009 at the Marriott Hartford Downtown at Adrian's Landing. The black-tie event is the major fundraiser for the Auxiliary each year. Katharine Grunigen, Chair of the event, noted "this year's event, A Red Carpet Evening, is sure to be another wonderful evening." As in the past, the evening's festivities will include the presentation of three awards. This year, Nadia Nashid, MD, will be honored as the Physician of the Year; Eileen Medeiros, RN, as Caregiver of the Year; and Harry and Lynn Johnson as the Philanthropists of the Year. Mrs. Grunigen noted that congratulations are due to all the honorees for their many years of dedicated service to the Hospital. For more information, please contact Shawn Maynard at 456.6861.

DIABETES PREVENTION

What can you do to prevent Diabetes?

1. Eat a healthy balanced diet. Be wary of diets that eliminate food groups. Everything is okay in moderation. Focus on 5 fruits and vegetables daily and 3 servings of low fat dairy products. These two recommendations may also help with blood pressure control and weight loss. If you are overweight, weight loss of 5-10 % of your current body weight will decrease your chances of becoming diabetic.
2. Get moving! Activity can be your best friend. Aim to spend 150 minutes (just 30 minutes 5 times a week) in some active pursuit that you enjoy. You can add extra activity by parking a little further away from your office, or by using the stairs instead of the elevator. Encourage family and co-workers to join you for added fun.
3. If you have a family history of diabetes be sure your PCP is aware and is monitoring your blood sugar.

*Brought to you by
The Diabetes Education Team, ext. 6727*



**IT
MATTERS**

When using Internet Explorer, you can press one single key to go full screen, hide the URL address box as well as hide the menu bar and any tool bars. Just **press F11** and you can maximize the amount of browser content displayed on your screen. This is a "toggle" key, so use F11 (again) to return to your normal viewing attributes. This is especially handy during browser-based presentations.

Offered by Paris Sideris

OUR CONDOLENCES TO...

- ...**Brenda Davis**, on the passing of her husband, Danny Davis
- ...**Dick Brvenik**, on the passing of his mother, Helen Brvenik
- ...**Roberta Schwane**, on the passing of her mother, Rebecca Kaplan
- ...**Althea LeDoux**, on the passing of her husband, and our fellow Hospital staff member, Bill LeDoux
- ...**the Carlberg family**, on the passing of their son, Kevin

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

THANKS

To all the Windham Hospital Family, I cannot express adequately the thanks and appreciation that my family and I have for all the outstanding care and support which we received during my mother's final days and then following her death. This genuine caring and concern made an otherwise sad and difficult time brighter and made very clear to all my family how fortunate I am to work with such outstanding people. All the staff in the CCU rendered care not only to my mother but to each of us. They made sure that she was comfortable and peaceful and that we were able to have wonderful quality time with my mother during her last days.

Since her passing, we have received countless expressions of sympathy through cards, personal comments, and from those who were able to attend her funeral service. Though I cannot thank you enough, I want to at least share this message with you. I am so grateful and so proud not only for what we witnessed but also for what I know you do on a daily basis for patients and families who entrust their care to Windham Hospital.

*Gratefully,
Dick Brvenik*

FAIR TIME

Fried dough, bloomin' onions, fresh lemonade...it must be fair season! The Hebron Fair kicked off on Thursday, September 10th, and the Hospital again had a booth at the Fair. More than 40 volunteers spent time during the 4-day event to hand out the new physician directory and talk to members of the community about the services Windham Hospital offers. The response was tremendous, and we heard many, many stories about great care and successful stays at the Hospital. Clinical volunteers provided hundreds of blood pressure screenings with a record-breaking 54 performed in just two hours on Sunday afternoon by Whitney Covell, PCT 3, of the Emergency Department. A HUGE thank you to all the volunteers who made the event such a success! Julie Bundy (shown here chatting with a happy customer) won the "Healthy Cooking" gift bag in the Volunteer Drawing. Congrats Julie!



The sun was shining and the UConn Marching band filled the streets with music and dazzling batons. On Sunday, September 13th, the town of Mansfield hosted the 6th Annual Festival on the Green, and the Hospital was represented by volunteers who staffed a booth there. The parade, which opened the festivities, was organized by Tom Birkenholz, Windham Hospital Foundation. Great job, Tom!!

NEW CAMPUS BIKE PATROL

Security officers Dan Vazquez and Ted Howlett are now certified by the International Police Mountain-Bike Association. In July, Vazquez and Howlett attended a 4-day training program in New Haven. The course required them to ride their bikes 15 miles a day, culminating in a 30-mile run. They are now certified in the following: riding up and down stairs, using a bike as a weapon, and balancing on their bikes without moving or jumping off. Dan and Ted are two of the four security officers who now patrol our campus on bicycle.



Security Officers Dan Vazquez and Ted Howlett pose with their rides

RELAY FOR LIFE



On Saturday, October 17th the American Cancer Society will host the annual Windham Region Relay for Life. The event will take place at the Eastern Connecticut State University Sports Complex starting at 11 AM, and the Hospital has a walking team. We encourage all to attend and show their support in the fight against Cancer.

RELAY TAG SALE

Lynne McPhee, RD will host a tag/bake sale on Monday, September 28th from 10 am to 4 pm in the Atrium. Everyone is welcome to donate items and baked goods for the event (and come and shop on Monday). All proceeds will be donated to Relay for Life. For more information call Lynne at ext-6863.

RELAY TEAM

Looking to participate in this year's Relay for Life? Windham Hospital sponsors a team called "Windham Hospital Healers" for more information to join please contact Bobbie Maschka at ext. 6797 or Lynne McPhee at ext. 6863.



STANDARD OF THE MONTH

September- October 2009

TREAT EVERYONE WITH RESPECT

- Advocate for my patients and their families as appropriate.
- Strive to build positive relationships with my customers and co-workers.
- Properly introduce myself and address people with dignity.
- Keep customers informed.
- Return phone calls promptly.
- Be helpful in directing patients and visitors around the Hospital campus.
- Maintain confidentiality and privacy.
- Provide options, as appropriate, and respect others' decisions.
- Respect cultural, religious and other differences.
- Demonstrate a caring commitment to co-workers.
- Be honest – let people know when I am unable to meet their expectations and why.
- Help my co-workers be accountable for upholding standards of behavior, policies and procedures.
- Assist and support patients and families in being involved in their care in keeping with the Hospital's family-centered care philosophy.

Nominations from Department Managers should be submitted to Wendy Nogler at wnogler@wcmh.org before October 1. Also please confirm with the individual that we may print their name in the October StaffLink. All nominees must have signed the Standards document, as well, and Human Resources will confirm that fact. Remember, ten nominees will be selected at random to receive a \$5 coupon from the Auxiliary Coffee Shop.

Thank you all for your commitment to excellence and for making Windham Hospital such a special place to work and provide care to our community.

SAVE THE DATE

Watch Windham Hospital's "healthLINK" on Charter Cable TV (CTV-14) every Friday at 5 pm. In October, catch the newest show, which focuses on the "Relay for Life." Guests include Kate Starkey, Julie Kessler, and Shannon Stahecki. Hope you can tune in.

STAFF APPEAL

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

- Mike Kivlin, Food Services- \$25 gift certificate to Wireless Zone
- Tamre Fontaine, Case Management - Coffee or soup from the Auxiliary Coffee Shop
- Barbara Garceau, Operating Room - Gift certificate to the Auxiliary Coffee Shop
- Laura Brown & Irene Juzyn - Preferred Parking Spaces

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.

Tom Birkenholz
Windham Hospital Foundation

Celebrating the WINS

In the past few months, we have received MANY accolades! Here's a very small sampling:

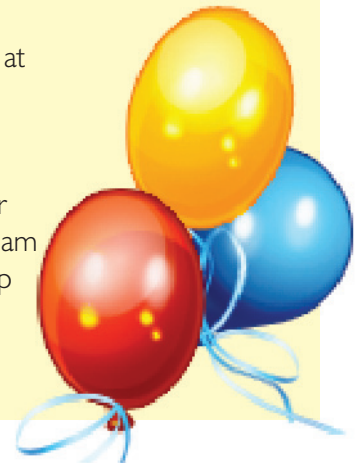
"...you have a GREAT staff! I want to thank everyone who helped me."

"Thanks to all of you for your fine work and caring and support...We truly appreciate it."

"I can testify that all the professional help and combined efforts put forth by the employees (at) Windham Hospital have been instrumental in my continued journey to recovery, both physically and emotionally."

"I gave birth to my daughter at Windham Hospital. What a great experience!"

"I have nothing but praise for the care I received at Windham Hospital. A class act. Keep up the good work."



UPDATE ON THE CO-GENERATION PLANT

Remember the co-generation plant installed last year? Just to remind you, the co-generation plant will:

- provide chilled water which will displace the cooling effects of existing chillers, and the hot water output will reduce demand on the Hospital's boilers.
- replace a substantial portion of the Hospital's purchased on-grid power with energy generated on-site by 5 micro-turbines.
- provide back-up emergency electrical power that will keep boiler house equipment running during times of loss of grid power.
- stabilize our electrical energy costs over the next 11 years of the contract with UTC Power.
- generate approximately \$200,000 in additional tax revenue over the next 11 years for the Town of Windham because the equipment is leased from UTC Power.
- offer a higher level of reliability, with low maintenance, and is more energy efficient than traditional separate heating and electric power systems.
- significantly cut pollutant emissions and partially cool the Hospital without the use of ozone-depleting fluorocarbons. This new power solution will have the effect of removing more than 290 passenger cars from the road.

Ed Bussiere, Director of Facilities, updates us on the following:

- On average the Hospital consumes approximately 7,000,000 kWhrs (kilowatt hours) per year;
- So far this year, the co-generation system has produced 912,194 kW hrs — approximately 13% of the Hospital's yearly needs; and
- When fully operational, the goal is to produce approximately 2,704,650 kWhrs per year or 38% of the Hospital's needs.

As you can imagine there are many complex issues for the plant to be 100% operational. For example, whenever the temperature goes above 59 degrees, the system loses efficiencies from its maximum output capacity. It is safe to say, so far this year, Windham Hospital's UTC co-generation plant has helped keep the pollutant emissions of approximately 100 cars from entering the atmosphere — a feat to be proud of!

ON THE LIGHTER SIDE...

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

Health and Disease: A Holistic Approach Using Homeopathy and Nutrition Presented by William Shevin, MD

Wednesday, September 30, 2009
7:00-9:00 pm in the Education Center

Dr. William Shevin maintains his homeopathic medical practice in Woodstock, Connecticut. He comments that he has "devoted more than 35 years to the study of homeopathy," and that he is "convinced that people should listen carefully to the messages their bodies convey. When we are tuned into our body's needs, and then use that knowledge in conjunction with tailored and specific medical care—we are on the road to truly great health." He adds, "of course, living in a healthful way becomes self-sustaining and has positive effects on our families, our friends, and our communities."

The Lecture Series is a service of the Integrative Health Service at Windham Hospital. Other lectures in the 2009 series will include Reflexology (October), and Living the Holidays with Meaning and Wellness (November).

In addition to the Lecture Series, Integrative Health Services offers **therapeutic massage, Reiki, acupuncture, yoga, meditation, nutritional counseling, and the free Community Health Resource Room** at Windham Hospital. **Gift certificates for yoga, massage, Reiki, and acupuncture** are available at the Hospital gift shop, and additional information is available on the Hospital website at www.windhamhospital.org or by calling 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.

TRI-ATHLETES!



This summer Karen Barbone, Liz Visone, Melody Zande, and Joyce Ray trained together for a triathlon. All four were able to complete the 1/2-mile swim, 12-mile bike, and 3-mile run on September 13th at Winding Trails in Farmington. They were among 600 women that competed in the all-female triathlon.

WINDHAM RECREATION DEPARTMENT

BODY BLAST — through Oct. 27. Meets Tuesday & Thursday 6-7 pm and Saturdays, 10-11 am. Combines aerobics, step aerobics, cardio sculpt, box aerobics, resistaball & toning. Cost is \$58 for Windham/Willimantic residents and \$63 for non-residents.

BODY SCULPTING — through Oct. 14. Meets Wednesdays 4:15-5:15 pm. Combines cardio sculpt, resistaball & toning. \$29 residents/\$34 non-residents.

Classes are held at Kramer Middle School, Fitness Room (2nd floor). Classes are designed for all levels of ability and are taught by veteran fitness instructor Patty Flubacher, certified personal trainer. Please bring water, mat, resistaball, and handweights.

Try any class! Just \$5 for one session. Website: windhamrec.org. E-mail questions to [Patty Flubacher-pflubacher@yahoo.com](mailto:Patty.Flubacher-pflubacher@yahoo.com).

HEALING HEARTS

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



COME JOIN US!

Thursday, October 8th, 2009

OPEN HOUSE

Come and experience an open session of informal discussion about your health and wellness dealing with Heart Disease.

Please come prepared to learn, ask questions, and experience the benefits of Reiki, Thursday, September 10th, 7 - 8:30 pm in the Cardiac Rehab Room, Greer Entrance. Light refreshments served. Please contact Jane M. Diaz, RN at 860-456-6103 (leave a message if necessary). You do not need to pre-register.



CALENDAR

The **September** calendar includes month-long observances of National Cholesterol Education, Craniofacial Acceptance, Head Lice Prevention, and Sickle Cell Awareness. Week-long observances include Assisted Living Week (7-13), Healthcare Environmental Services & Housekeeping Week (7-13), Surgical Technologists Week (14-20), and Adult Immunization Week (21-27). In days of recognition we celebrate National Women's Health & Fitness Day (24) and Family Health & Fitness Day (27). September is also National Be Kind to Editors and Writers Month!

The **October** calendar includes month-long observances of American Pharmacy, Breast Cancer Awareness, and Medical Librarians month. Week-long observances include Gerontological Nurses Week (1-8), Healthcare Resources & Materials Management Week (5-11), Nurse Midwifery Week (5-11), Healthcare Food Service Week (6-12), Physician Assistants Week (6-12), Pediatric Nursing Week (9-15), and Case Management Week (12-18). In days of recognition we celebrate national Depression Screening Day (9) and Mammography Day (17).

FOR YOUR CONVENIENCE

The Hospital is sponsoring a convenience store program for employees. You must have your hospital badge with you at the time of purchase. Simply choose your items, pay the cashier, get your receipt, and enjoy the convenience of it all. The following items are available for purchase.

- 1 doz. Egglands Best Large Grade A Eggs - \$2.50
- 1 Gal. Mountain Dairy Milk 2%, Skim - \$ 3.85
- 1/2 Gal. Mountain Dairy Orange Juice - \$2.25
- 1/2 Gal. Mountain Dairy 2% or Skim Milk - \$2.50
- Multi-grain Hamburger buns, 12 pack - \$2.50
- Long-Dog Hot Dog Rolls, 16 pack - \$3.25
- Freihofer's 100% Whole Wheat Bread - \$2.25
- All Beef 8-inch Hot Dogs- 5 lbs. - \$15.00
- Italian Ice (Cherry, Watermelon, Lemon, Orange) - \$4.00
- Mountain Dairy Fruit Drinks 1 gal. - \$2.00
- Hospitality Cereals 35 oz. Bags
 - Corn Flakes - \$3.25
 - Frosted Flakes - \$3.75
 - Toasted Oats - \$3.75
 - Crisp Rice - \$3.75
 - Fruit Swirls - \$3.75
- 80/20 grade beef patties - \$26.00 for a case of 40 (4-oz.) patties
- Boneless/skinless chicken breasts \$36.00 for a case of 48 (4-oz.) breasts; \$54.00 for a case of 48 (6-oz.) breasts

For meat, please call a few days in advance to place your order.

Store Hours

6:30 am – 10:30 am

11:15 am – 1:30 pm

2:00 pm – 6:30 pm

Also available for purchase are re-usable grocery bags. The cost of the bag is \$2 each or \$1 with the purchase of a convenience store item. Bags are available at the register. Please see a cafeteria employee if you have any questions.



FLU CLINIC

The seasonal flu vaccine will protect you and your family, and getting your immunization is a great step toward a healthy and happy fall and winter season. We strongly recommend that all hospital workers receive the vaccine, and we will provide it to staff members, retirees, and volunteers this fall. Here's the schedule:

- Wednesday October 7, 1- 4 pm, Bernard Room
- Thursday October 15, 10 am - 1 pm, Hatch Day Room
- Thursday October 29, 7 -10 am, Hatch Day Room
- Wednesday November 4, 1- 4:30 pm, Desrosier Room
- Thursday November 12, 6:30 - 10 am, Desrosier Room
- Monday November 16, 1- 5 pm, Desrosier Room

If you are unable to attend one of these sessions, you may also stop by the Employee Health office on the second floor between 1 and 2 pm, Monday through Thursday. When you arrive for your flu vaccine, please make sure you are wearing your ID badge. Retirees on Medicare should bring their number.

These vaccines are for seasonal flu; the H1N1 information will be available later this fall. For questions, please contact Employee Health at extension 2834.

— Kimberly Willis, RN, BSN
Infection Control Coordinator/
Nurse Epidemiologist/Employee
Health Manager

MED SERIES4 CLINICAL DOCUMENTATION UPDATES

Informational sessions for physicians have been scheduled on October 6th at the following times:


- 7 – 9 am (Bernard) – Snacks Provided
- 12 – 1:30 pm (Johnson) – Lunch Provided
- 5 – 7:00 pm (Johnson) – Snacks Provided

If you are unable to attend and would like more information, please contact Carol Elwell - celwell@wcmh.org – Ext. 6927 or Kim Enright - kenright@wcmh.org.

FALL STAFF FORUMS Wednesday, September 30, 2009



Please join Dick Brvenik and the Executive Team at one of the following sessions (all in the Bernard Room):

- 
- 7:30 – 8:15 am
 - 11:30 am – 12:15 pm
 - 4:00 – 4:45 pm

An open Q & A forum will be followed by a discussion of the "state of the Hospital: Initiatives and performance." Staff questions, comments and ideas are encouraged during these sessions and will be addressed at the beginning of the sessions. Forward any questions prior to the forums to Pierrette Proctor via email or interoffice mail.

Refreshments will be served.

NURSING EDUCATION NEWS

Sign-up for the following classes is **REQUIRED**. Please book early in advance as sessions are subject to cancellation if no one signs up. **NO WALK INS**

PCT III Competency

October 22nd, 2 - 2 pm, 2-4 pm, 5-7 pm, 7-9 pm in the Bernard/Desrosier Room

November 13th, 7:30-9:30 am, 9:30 -11:30 am, 12:30-2:30 pm, 2:30-4:30 pm in the Bernard/Desrosier Room.

Upcoming In-Service

KCI Wound Vac will present a dinner program on "The Management of Wounds," September 24, 4 - 6 pm in the Bernard/Desrosier Room.

CPR Certification

On-line BLS classes are available for all Windham Hospital employees. If your certification is about to expire in the next few months, this new on-line option is available. A skills demonstration will also be required to complete certification.

Tracheostomy Inservice

Presented by the Covidien Airway Management, October 21, 2 sessions: 2 pm and 4 pm in the Bernard/Desrosier Room.

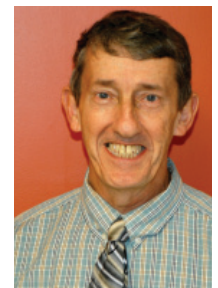
For more information, or to register for any one of these programs, please contact Fran Billington at ext. 6859.

CONGRATS TO...

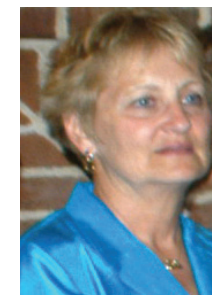
...**Lucy Morales**, Food Services, a Quarterly Reach for the Stars winner! The program recognizes staff members who exemplify service excellence. In honor of her achievement, Lucy received a \$100 gift card, a certificate, and a pin, as well as recognition in StaffLink and in posters around the campus.



...**Robert Grindle**, Director, Support Services, who received the June, 2009 Leadership Award from Windham Hospital during the Manager's Meeting in September. Bob was cited for his "his optimistic outlook, his resilience and agility, actions that inspire others to excel, and an outstanding ethic" throughout daily dealings with staff and public alike. Receiving the award, Bob said "I am speechless, and I am humbled by this."



...**Emily Macko**, Director HIM/Privacy Officer, who was recently elected to a three-year term as President of the Connecticut Health Information Management Association. The CHIMA promotes high standards and ideals for Information Management at all levels. By electing Emily to this position, her peers have demonstrated their high regard for Emily's knowledge and commitment. The President also attends the national conference as a member of the House of Delegates to the AHIMA.



FIRST TELEPHONE OPERATOR

Please join me in celebrating the anniversary of the first woman telephone operator in the world on September 1. While our Hospital telephone operators are both men and women, read the interesting facts below.

On September 1, 1878, Emma Mills Nutt became the world's first female telephone operator when she started working for the Edwin Holmes Telephone Dispatch Company in Boston, Massachusetts. In January of 1878, the Boston Telephone Dispatch company had started hiring boys as telephone operators as they had been very successful as telegraphy operators, but their attitude (lack of patience) and behavior (pranks and cursing) was unacceptable for live phone contact, so the company began hiring women operators instead. Thus, on September 1, 1878, Emma was hired, starting a career that lasted for many years. She retired in 1915. A few hours after Emma started working, her sister Stella became the world's second female telephone operator, although, unlike Emma, she only stayed a few years. The customer response to her soothing, cultured voice and patience was overwhelmingly positive, so boys were soon replaced by women. Emma was hired by Alexander Graham Bell, who is credited with inventing the first practical telephone. She was paid a salary of \$10 per month for a 54-hour week. She reportedly could remember every number in the telephone directory of the New England Telephone Company.

To be an operator, a woman had to be unmarried, between the ages of 17 and 26. She had to look prim and proper (okay, who could see her?) and have arms long enough to reach the top of the tall telephone switchboard. Much like many other American businesses at the turn of the century, telephone companies discriminated against people from certain ethnic groups and races. African American and Jewish women were not allowed to become operators.

Take a moment to thank our telephone operators (which includes staff from Patient Access who cover on off shifts) for their fine work. They are the voice of Windham Hospital.

— *Shawn Maynard*
Sr. Executive for Community Affairs



Emma Mills Nutt

Windham Hospital Switchboard Operators

Shirley Insalaco
Debra Mather
Catherine Millette
Stephanie Millette
Diana Scalise
Bill Yourconis

Pat Brown
Nidia Caraballo
Amanda Carchidi
Heidi Kolle
Kim Krasnow
Nancy Lawson
Ruth Wing-Losen
Beth Pharmer

SAVE THE DATE

The Auxiliary to Windham Hospital will host the annual Autumn Gala at the Marriott in Hartford on Saturday evening, November 14th. Contact Shawn Maynard for details (x 6861 or smaynard @wcmh.org).



Windham Hospital Welcomes

Bekir H. Melek, MD, FACC

Dr. Melek comes to Windham from Tulane University, where he was director of the Echocardiographic Laboratory at the VA Medical Center and Director of the Noninvasive Vascular Lab at Tulane. He holds a medical degree from the University of Istanbul, and completed his fellowship in Cardiovascular Disease at Tulane University, where he subsequently became an Assistant Professor of Clinical Medicine. Dr. Melek is Board Certified in Cardiovascular Disease, Echocardiography, and Nuclear Cardiology, and he has attained Level II certification in Cardiac CT. He joins Dr. Mark Fisherkeller and the staff in practice at Windham Cardiology, and looks forward to providing care to the people of Eastern Connecticut.

Windham Cardiology, PC
90 Quarry Street • Willimantic

For appointments, phone 860.456.2898



HARTFORD HEALTHCARE