



# WINDHAM HOSPITAL

# StaffLINK



**GO RED  
FOR WOMEN**  
Feb 1st

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January 17, 2008

## CEO CORNER

*Dick Bownik*

Last January, Windham Hospital began a Strategic Planning process to identify goals and strategies for the future. Five major strategies were identified that need to be addressed if we are to be successful moving forward. They are:

**Strategy 1:** Pursue a system affiliation agreement with a leading tertiary provider.

**Strategy 2:** Improve financial strength and performance.

**Strategy 3:** Strengthen selected clinical services that will enable us to increase market share in both primary and secondary service areas.

**Strategy 4:** Achieve recognition as an institution of high quality clinical performance and exceptional customer satisfaction.

**Strategy 5:** Develop a culture of excellence, accountability and teamwork.

It is very clear to us that while we need the financial resources to achieve our mission, it is the people that care for patients, take care of our facilities and support our technology, to name just a few, that contribute to the quality of care at our community hospital. That is why we have been focusing on a new Rounding Initiative. Many of you are familiar with rounding as a method of ensuring **patient satisfaction**. This model has clinical leaders visiting with patients to assure that they have what they need and know who to call on. It can also identify areas for improvement in the hospital ranging from patient care to housekeeping to food services. This type of rounding is being done on a more consistent basis at Windham Hospital by our Managers and we have seen our Press Ganey scores improve as a result.

Another type of rounding has also been implemented at Windham Hospital- rounding for **staff satisfaction**. Executive Team members are visiting departments throughout the hospital to talk to staff about their work, what contributes to their success, and what can be improved. These informal meetings give us an opportunity to have open discussions with our staff members and to identify ways that we can improve the work environment, including relationships between departments.

We will be meeting with Department Managers to review the outcomes from these meetings and identify steps to address key issues. While some issues can be fixed easily, others will take a more concentrated, long-term effort to accomplish.

This model is part of a program introduced by Quint Studer in his revolutionary book, "Hardwiring Excellence: Purpose, Worthwhile Work & Making a Difference." The tools and practices identified in this book form the basis of some of the strategies that were identified in our Strategic Plan and which we embrace as an organization. I encourage you to read the book or to visit the website: [www.studergroup.com](http://www.studergroup.com) for more information about this exciting new program that is transforming hospitals across the nation.



## THE FIRST BABY OF 2008...

was a boy, Andres Pagan, born on January 2<sup>nd</sup>, to Kristie King and Andres Pagan-Figueroa of Danielson. Andres made his debut at 11:27 AM, was 20 inches long, and weighed 7 pounds, 3 ounces. Below, Shawn Maynard presents basket of goodies and congratulations from the Hospital to Andres and his mom, in honor of his new title as New Year's Baby at Windham Hospital.



## IN FEBRUARY, CELEBRATE

## *American Heart Month*

- ♥ Guest Speakers
- ♥ Heart-Healthy Breakfast & Cholesterol Screening
- ♥ Healing Heart Support Group
- ♥ Ballroom Dancing – Dancing with the Cardiologists!



See February calendar listings for more details.



### ANNUAL MEETING CITES "A VERY GOOD YEAR" IN FY 2007, THANKS LOCAL LEGISLATIVE LEADERS, AND DISCUSSES FUTURE PLANS

The 74<sup>th</sup> Annual Meeting of the Corporators of Windham Hospital was held on Thursday, January 10, 2008, an upbeat and positive event. Financially, the Hospital reported a third consecutive year of "in the black" operations; discussions of the Strategic Plan, affiliation with Hartford Healthcare Corporation, and plans to upgrade the first-floor radiology area dominated the agenda. Dr. Anthea Woodley, Chief of the Medical Staff, spoke eloquently about the challenges of staffing and retention, and praised the many technological advances, the Hospitalist program, and the Jefferson Radiologists. President and CEO Dick Brvenik thanked the Hospital's staff for a job well done, and spoke about the coming Imaging Center in Tolland—a venture that will combine the resources and talents of Jefferson Radiology, Windham Hospital, Eastern Healthcare Network, and Johnson Memorial Hospital. During the meeting, Art Brodeur officially began his tenure as Chairman of the Board, following in the footsteps of Dr. James Watson, who has so ably served in that capacity for the last two years. A special resolution adopted by the Corporators honored Senators Edith Prague and Donald Williams, and Representatives Denise Merrill and Walter Palwelkiewicz for their long-standing commitment to improving healthcare in Connecticut and for their efforts on behalf of Windham Hospital. Karla Fox, PhD, and Kenneth Porter were elected to the Board of Directors, each for a 3-year term, and new corporators were also elected: Anne Bavier, PhD, Richard Brody, MD, Grace Enggas, Bruce Foss, Doe Henschel, PhD, Jack Hooker, Him Lopez, Joann Todd, and Martha Woods joined the Hospital's governing body as Corporators.

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



### NURSING EDUCATION TEAM EXPANDS AND GETS NEW OFFICE



Our Nursing Education Department has expanded with the addition of three part-time positions. Cindy Kozikowski and Fran Billington are joined by Alana Tartsinis, Gina Rich, and Karen Barbone. Their new office is located on the fourth floor next to the employee elevators, and their hours are posted on the door. Off-shift visits from the educators will become more frequent. Please feel free to send comments and/or suggestions to the department. They also encourage staff to call or approach them for anything. Educator's extensions are Gina x3011, Alana/Karen x6909, Cindy x6079, and Fran x6859. Fran Billington's office is now located on 3W across from the prenatal clinic.



#### "For The Health of It" Lecture Series **MENOPAUSE: EMBRACING CHANGE**

A Panel Discussion with  
John Furlong, Shoshana Levinson,  
Cherese Mathews & Deborah Pacik

**January 30, 2008 • 7-9 PM**  
Bernard & Desrosier Rooms



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



**WANTED:** Coordinator for the 2008 Bountiful Bowls Project. Build on the success of past projects, and help provide massage services for our patients. This is the perfect project for someone who has wanted to get involved with Integrative Health Services, but can't commit long-term or extensive blocks of time. Contact Deb Pacik (Deborah@pacik-acupuncture.com or 456-1237) if you can volunteer some time to help make this project a reality.

## CONGRATS TO

...**Marie Santa**, who recently competed in the Manchester Road Race. She finished 18th out of 102 runners in her age division.

...**Dr. Gregory Shangold**, who was elected Secretary-Treasurer of the Connecticut College of Emergency Physicians (CCEP). Dr. Shangold also serves as Co-chair of the group's government affairs committee

## DON'T MISS

...**PHOTO OP**, a collection of work by local artist Pat Miller, now on display in the 3<sup>rd</sup> floor hallway, near the Coffee Shop.

...**The deadline for art submittals to the 75<sup>th</sup> Anniversary Art Competition!** The competition carries a \$250 cash prize, and winning artwork will be used in promoting the 75<sup>th</sup> Anniversary Events in 2008. Check the WCMH website for details and entry forms. DEADLINE for artwork is January 31st.

## WHO'S THIS



(Yes, that IS a bearskin rug!)

### Can you identify this staffer?

Send your guesses to [smathews@wcmh.org](mailto: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, 5<sup>th</sup> Floor. Photos will be scanned and returned to you. You may also email [smathews@wcmh.org](mailto:smathews@wcmh.org).

*PREVIOUS PHOTO: Congratulations to Emily Macko who STUMPED everyone!*

## CALENDAR

In **January**, national celebrations include Blood Donor Month, Cervical Cancer Screening and Cervical Health Awareness Month, Glaucoma Awareness Month and March of Dimes Birth Defects Prevention Month. January 20-26 is National Nurse Anesthetist Week, and on January 22, we celebrate Rid the World of Fad Diets and Gimmicks Day! On January 21, the nation celebrates the birth of Martin Luther King, Jr.

Coming up in **February**, Windham Hospitalites will celebrate American Heart Month with "**Go Red for Women**" on Feb. 1<sup>st</sup>, with the annual Cholesterol Screening and Heart-Healthy Breakfast (Education Center, 7-11 AM), Dr. Anthea Woodley, guest speaker (11 AM); **Healing Hearts** Support Group: "Sacred Stories of the Heart" with Mary Horan, on Feb. 14<sup>th</sup> (7-8:30 PM, Cardiac Rehab Center<sup>2</sup>); and on Feb. 29<sup>th</sup>, **Dancing with the Cardiologists!** (Hatch Day Room, 5-7 PM). Join us!! For more info, contact Jane Diaz, x 6103.

## WELCOME, NEW STAFF MEMBERS

Joseph Rasicot—Food Services • William Leisch—LAB • Debroah Macha—HIM • Kelly Smith—Nursing • Joanne Miller—HR • Linda Wood—Continuing Care/Utilization Management • Kevin Cabana—Emergency Dept • Laurie Hopkins—HIM • Kelly Coman—Nursing • Joyce Ray—Nursing

## NEW HR EMPLOYMENT SPECIALIST

Joanne Miller has joined the Human Resources Team as a Representative/Employment Specialist. Joanne began her duties in Windham on January 7<sup>th</sup> and will focus on recruitment and retention of staff members. Her prior experience includes about 20 years in the talent management field, including more than 2 ½ years with Saint Anne's Hospital, part of the Caritas Christi system in Massachusetts. Other healthcare experience and other industry experience round out her background as an accomplished HR professional. Welcome to Windham, Joanne!

## STAFF APPEAL EXCEEDS GOAL!

Happy New Year from the Foundation Office!!!

For those of you who made pledges to the 2008 Staff Appeal through payroll deductions, your first deduction began with your first January 2008 paycheck.

We are happy to report the 2008 Staff Appeal has raised \$39,831.00 to date, surpassing our original goal of \$37,000.00. We had 12 staff members giving at the President's Circle level of \$1,000 or more and 156 staff members participating altogether. The pledges were designated as follows: \$32,549.15 pledged to unrestricted Funds, \$4,867.50 pledged to Women's Health, \$646.10 pledged to Pastoral & Spiritual Care, \$605.80 pledged to Integrative Health, and \$1,162.45 pledged toward the Caring Colleagues Fund. Since these funds will be collected over the course of 2008, the funds will not be available for distribution until later in 2008.

Many thanks to the Staff Appeal Committee members: Diane Angotta, Manny Diaz, John Fredericks, Zory Rodriguez, Marie Quinn, Algi SantaLucia and Mary Withey for their guidance and support. We will continue to draw for the monthly parking space and goodies from the Coffee Shop throughout the year. Thank you for your generosity and for beginning to strengthen the new Windham Hospital Foundation.

If you have not pledged to the 2008 Staff Appeal and you would like to do so, your pledge can be set up at any time throughout the year on payroll deduction for any amount you wish. You can make your pledge on the Windham Hospital Intranet site, <http://healthlink.wcmh.org/home/> or by contacting Tom Birkenholz at 456-6849 or by email at [tbirkenholz@wcmh.org](mailto:tbirkenholz@wcmh.org).

## STAFF APPEAL DRAWING WINNERS

The January winner of the coveted Priority Parking space is **Bryan Heston**, Sleep Lab. The Coffee Shop gift certificate for 5 cups of coffee, tea, or soup was awarded to **Lisa Burns**, OR, for the month of January. Congrats to both Bryan and Lisa! To make your pledge and be eligible to win one of these monthly drawings, contact Tom Birkenholz at ext. 6849.

## GIVE BLOOD!



**American  
Red Cross**

Friday, January 25, 1:30- 6:15 PM.  
Hospital Education Center

Contact Robbie Manieri (x 6915) for a donation time that best fits your schedule.

## WINDHAM CARES & SHARES...JOIN US!

...On the planning committee for our 3<sup>rd</sup> Annual **National Cancer Survivors Day** to be held early in June. E-mail Carol Palonen at [cpalonen@wcmh.org](mailto:cpalonen@wcmh.org) to volunteer.

...In the **American Cancer Society (ACS) Resource Room**, 2<sup>nd</sup> floor, assisting cancer patients and their families who are looking for information and support. Contact Carol Palonen for details.

...In an effort to **help patients in need**. The Case Management Department is collecting clothing items for patients who are lacking the most basic items, such as shoes, shirts, pants, socks, boots, coats, etc. Contribute your gently used (or new) items to benefit these patients. Call ext. 2650 or deliver items to the Case Management office on the 4th floor.

## CONDOLENCES

*Our deepest sympathies go to these families:*

... **Dennis Charron** and his family, on the loss of Dennis' mother, Cecelia Charron.

... **James Watson, MD, and Ellen Lang** and their family on the passing of Ellen's mother, Dorothy Lang.

...Medical librarian **Loretta Grikis** and her family, on the passing of her mother in December.

## FAREWELL

*Wherever your journey takes you, our best wishes go with you!*

...**Pat Ford**, who retired from Medical Records in December. She says she will really miss the people of Windham Hospital, adding that "I have always thought this to be a great hospital—that will never change. In the years here, I have cried, and laughed, and truly enjoyed working here."

...**Beth Hankins**, social worker at the Windham High Wellness Center, is leaving after 10 years of service. We'd just like to say thanks to her for all the great things she's done over the years for our students. She will be greatly missed by everyone at the Wellness Center.

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](mailto:smathews@wcmh.org).*



## KUDOS TO

...**Marilyn Kritzman**, Windham Pathology, who spent a week in the south of Mexico, in Chiapas province, with Grounds for Health ([www.groundsforhealth.org](http://www.groundsforhealth.org)), a nonprofit that provides Pap screening and other essential services to women who would otherwise have little or no access to healthcare. The all-volunteer team of physicians, technologists and pathologists spent 5 days serving the clinic, and in that short time, screened and treated 520 women from the coffee-growing region of Chiapas. Dr. Kritzman says "it was very intense, but very good" and adds that this was her first trip, but "definitely not her last!"

...**Dr. Herbert Ridyard**, surgeon and member of the US Army Reserves, who will report for basic training at Fort Sam in Houston from January 22<sup>nd</sup> - February 17<sup>th</sup>. Once he completes basic training, he will return to Windham while he awaits deployment orders to join a Combat Support Hospital (CSH). "I've wanted to volunteer for some time," he says, "and although it may involve some sacrifice, my partners in the practice here will continue to serve our patients while I'm away. In an effort to recruit doctors, the Army limits the 'boots on the ground' time—actual Army service—to about 3 months per physician, and my call to active duty may not happen for 6 months. So, I won't be leaving immediately, and when I do leave, I'll be back in 3 months, ready to resume my service to Windham area patients." He concludes, "This is just so important. There simply aren't enough surgeons for our soldiers, and the physicians who are serving over there now are overburdened and need a break. I'm glad to do what I can to help."

## BOOKS

### ***The Hamster Revolution: How to Manage Your E-mail Before It Manages You***

Too much e-mail? Hate it? The authors of this new book on e-mail efficiency and etiquette suggest that e-mail has gone from a casual way of communicating to a business essential. Still, a new workplace study shows that we're spending about half our days on e-mail, but consider a full third of that time a waste. Mike Song, Vicki Halsey, and Tim Burress, co-authors of the book (published by Berrett-Koehler, 2007; \$19.95) offer these key messages: we're neither hopeless or helpless. There's a lot we can do to deal with e-mail overload, but first, we've got to stop spinning our wheels—and start managing our e-mail. How? By starting with these resolutions:

1. Stop responding to messages as they come in. Tip: disconnect your "ding" notification and increase your send/receive interval to 30 minutes to reduce e-mail distractions.
2. Stop participating in long, back-and-forth e-mail discussions. Tip: just say "no" to e-mail chains and schedule more live conversations.
3. Stop sending so many e-mails. Tip: cut the number of recipients per e-mail by ceasing to use – and abuse – "reply to all" and "CC."
4. Stop receiving so many e-mails. Tip: See above. (FYI: the best way to get less is to SEND less).
5. Stop spending precious hours looking for old e-mails. Tip: create a limited number of mutually exclusive folders and sub-folders based on content – not sender, software, or some other random criteria.
6. Resolve to stop getting "junk" from co-workers. Tip: Coach your frequent senders – or suffer through their meaningless messages.

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](mailto:smathews@wcmh.org).

SOURCE: *Hartford Courant*, Sunday, December 30, 2007.