



WINDHAM HOSPITAL

StaffLINK



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March 13, 2008

CEO CORNER

Dick Bownik

It's March. We've just re-set our clocks; the days are finally getting longer; the Waugh Garden is beginning to show signs of life; and we are rapidly approaching our 75th Anniversary here at Windham Hospital! This facility opened its doors on April 5, 1933, so we will initiate the anniversary festivities on April 10th with a special celebration in the Atrium, from 4-6 PM. We hope you will all attend. This event will honor the many people who have served here before us, introduce the theme of our 75th Anniversary, debut an oral history project about Windham Hospital (available soon on DVD and on our website), dedicate a special time capsule that will be buried on our grounds, and include a display of hospital history. There is an active committee of volunteers working to produce other events throughout 2008, including the mounting of a revival of the variety show, *The Willim-Antics*, in May; entering a float in the town's Boombox Parade on the 4th of July; and special participation in the 3rd Thursday event on September 18th.

Seventy-five years ago, in the midst of the Great Depression, our community cared enough to create and fund this hospital, and recruited premier people to staff it. It is particularly appropriate that our initial event celebrating this anniversary will be attended by our staff, because it is our staff that has maintained an unwavering commitment to excellence. It is our staff that has pushed the growth of our hospital, and it is our staff that has continued to provide the very best care to our patients. And it is our staff that has persevered through good times and bad, through "red alerts" and easier moments, through "thick and thin." The caring tradition continues with us, and we look forward to the future.

On a related note, we received word this week that the Connecticut State Medical Society has renewed the Continuing Medical Education (CME) accreditation of Windham Hospital with commendation for a four-year period. This accreditation reflects the dedication of our staff, and in particular, the efforts of Dr. Morton Glasser, Director of Medical Education, and Mark Patros, Senior Executive, Medical Affairs. Thanks and congratulations are due these men for their leadership and commitment to continuing education for our medical staff.

I want to take this opportunity to thank each and every person on our staff; it is through your daily efforts and your continuing and unequivocal dedication to providing quality care that Windham Hospital has served our region for the past 75 years, and will continue to grow in the years to come. Please come and celebrate with us!

IT'S SPRING "TUNE-UP" TIME !

Spring is right around the corner! It's time to get outdoors and back to tennis games, gardening, hiking...whatever your particular passion. As we prepare for heightened activity, this is the perfect time to assess our bodies and determine our own "road worthiness," to consider physical conditioning and to think about our overall health. After all, a healthy individual is better able to enjoy outdoor activities. Spring is a perfect time to check in with your physician, and arrange for age-appropriate tests and screens. Perhaps it is not an accident that March includes important national awareness campaigns that call us to take responsibility for our own health—among them, Nutrition Awareness, Sleep Awareness, and Colorectal Cancer.

Colorectal cancer is a disease that affects both men and women, and is the second leading cause of cancer-related death in the US. The good news is that it is preventable nearly 90 percent of the time, it responds well to treatment, and the excellent screening techniques we have make early detection possible and painless. The American Cancer Society recommends that men and women begin colorectal cancer screening at age 50. Those with increased risk, like African-Americans who typically develop colorectal cancer at younger ages, should be screened even earlier. These tests can help detect cancer early when it's easy to treat and can detect abnormalities before they become cancer.

Talk with your health care provider about cancer screening and other steps you can take to protect yourself against this deadly disease. The Windham area is fortunate to have two gastroenterologists (Drs. Ajit Kokkat and Michael Butensky), four general surgeons (Drs. Herb Ridyard, Leszek Kolodziejczak, David Kloss and Frank Siracusa), and Internist Roger El-Hachem who perform the screening and offer treatment.

Governor Rell has launched a colon cancer education initiative, including a "cancer quiz." (look for the icon on our website—www.windhamhospital.org), and newspapers will carry information and a contest insert. Hospital staff members may also go to the Fightcancer.org icon located on all of the desktops in the hospital; there, you can sign up to receive the monthly newsletter from the American Cancer Society which offers information about screening recommendations and other information relating to overall health and cancer prevention.

Take steps this spring to take charge of your health, by scheduling screenings and exams, and then get out and enjoy the beautiful Connecticut weather. See you on the tennis court!



WELCOME, NEW STAFF MEMBERS

Jessica Lopez, Greer • Annukka Neubauer, Nursing • Rebecca Gormley, Laboratory • Jonel-Louise LaTorre, Food Services • Michael Dumond, Food Services • Tara Koltiska, Nursing

WELCOME, NEW VOLUNTEERS

Mina Farahani, MET Desk • Aaron Feaster, ER • Barbara Jean Hiline, Mail Room • Linda Cain, Coffee Shop

Get Ready for Windham Hospital's
"SPRING TRAINING"
 for Patient Safety/JCAHO!

April 1, 2008

7AM - 4:30 PM, Hatch Day Room

Come hit a home run for patient safety!



IMPROVE THE SAFETY OF USING MEDICATIONS

Anticoagulation is a high-risk treatment, and has the potential for adverse drug events due to the complexity of dosing these medications, monitoring their effects and ensuring patient compliance with therapy.

The Joint Commission has taken the initiative to increase patient safety related to the use of anticoagulation medications with the implementation of **National Patient Safety Goal (NPSG) 3E – Reduce the likelihood of patient harm associated with anticoagulation therapy**. The goal requires facilities to assess and demonstrate compliance with standardized practices that will reduce the risk of adverse drug events associated with the use of anticoagulants. There is a one-year "phase in" process. At WCMH, a multidisciplinary group including pharmacy, physicians, nursing staff, case management and quality will evaluate current practices to assure that our anticoagulation management program meets expectations to promote patient safety.

NATIONAL HEALTHCARE DECISIONS DAY

Windham Hospital is pleased to collaborate with the Center for Medicare Advocacy in promoting **National Healthcare Decisions Day (NHDD)**. On April 16, 2008, a table and display will be in the Atrium, staffed by the social work department (Juanita Vazquez, Dawn Noel and Courtney Butler from VNA East) from 11 AM to 3 PM. They will have packets on advance directives, answer questions, and notarize documents.

NHDD seeks to address public misconceptions about health-care planning, living wills, healthcare powers of attorney, advance directives and issues in severe illness or catastrophic injury. Visit www.nationalhealthcaredecisionsday.org, or call Michelle Wallace at extension 6860 for more information about NHDD.

CONGRATS TO

...**Jon Sanborn** and fiancée, Risa Collins, on the birth of their daughter, Gracie, December 27th, 2007. Jon worked in our stockroom for several years and his mother, Judy, has been a nurse here for 30 years.

WE'D LIKE TO HEAR FROM YOU!

Spring is just around the corner and so is Phase II of the AMA's patient centered communication research project. The purpose of this project is to improve the quality and effectiveness of communication for both patients and staff. As you may or may not recall, Windham Hospital was one of the few hospitals in the country selected by the AMA to conduct this study, and surveys for Phase I were distributed and completed last summer.

All staff and volunteers are encouraged to participate in these brief and anonymous questionnaires. Be on the lookout for further information regarding the distribution of the surveys within the next few weeks. Surveys will begin to be distributed within the next month, and collected over a four week period. Participation is greatly appreciated. If you have any questions about this project, contact Mary Horan, extension 6766.



The free lecture series continues with...

THE IMMUNE SYSTEM: YOUR FOUNDATION FOR GOOD HEALTH

Presented by Fran Storch, ND

March 26, 2008

7:00 pm - 9:00 pm

Bernard & Desrosier Rooms



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

CSI TEAM SPOTTED ON 4TH & 5TH FLOOR

Our nutrition-peddling duo Suzanne Gerety & Lynne McPhee, with guest appearance by Sandra Dunnigan, were at it again! This time they prepared a delicious homemade juice for sampling. The drink of the day—"Red Alert" (such a coincidence) was served to the good folks in Administration, Community Relations, Finance, Quality Management, IT, Nursing Education, RNs on the 4th Floor and in ICU, and Mark Patros (from everywhere). Partici-pants were asked to guess mystery juice ingredients. Responses ranged from strawberries to kiwi, and some actually guessed correctly! Mark Patros summed up the tasters' consensus: "It's not too often that you try something that tastes good and is good for you - and that's kind of special." During the next month, our duo will be on the move, taking photos of co-workers eating healthy - catch ya eating something good! Look for these photos on the cafeteria bulletin board. March is National Nutrition Month and the theme is "More Matters-- Fruits and Veggies, That Is." Watch for our intrepid duo on the 3rd floor on Thursday, March 13 at 9 AM; and in Greer on Tuesday, March 18 at 4 PM.

Red Alert Juice Recipe

1 beet root; 4 peeled oranges; 4 apples with skin; and 1/4-inch ginger root. Add all ingredients to juicer machine and enjoy!

2008 UNITED WAY COMMUNITY CAMPAIGN AT WINDHAM HOSPITAL

It never ceases to amaze me when I see the generosity from each and every person here when asked to “give a little” to any number of charities throughout the year. In this case, I am speaking of the Hospital’s annual United Way Campaign. Cindy and I began this campaign and set a goal of \$ 6,500. We have surpassed our goal with ease and owe it all to you. The amount of money raised is not the amazing part to me, however. It is the 40+ people who have come forward to help out others by donating some of their own hard-earned money. This is a significant increase in the number of donors, and it demonstrates the kind nature of the staff here at Windham Hospital. This year’s list of donors includes people from all over the hospital from staff to executive, union to non-union and so on. Thank you all for your support of the United Way

— Chris Desmond and Cynthia McClarren, Co-Chairs

CALENDAR

In **March**, we celebrate Red Cross Month, Colorectal Cancer Awareness Month, DVT Month, and Nutrition Month; National Sleep Awareness Week is celebrated from March 3-9th, and Pulmonary Rehab Week from March 16-22. On March 28th, Windham Hospital will honor local physicians as it celebrates National Doctor’s Day. **April’s** calendar includes National Autism Awareness Month, Donate Life Month, Occupational Therapy Month, and National Humor Month! March 30-April 5 marks Patient Access Week.

Nursing Education is hosting **RN Competency Days**, beginning April 25th. All RNs on 4-Shea, OB, Greer, ACU, OR, Pain management, and cardiac diagnostics are required to attend. Dates are April 25, 7AM-NOON, April 29, 7 AM-6 PM, May 1, 7 AM-NOON and May 21, 1 PM-9 PM.

The Patient Access Department: The window and door to Hospital Services...Patient Access Week is March 30- April 5, 2008. Please celebrate with us!

FAREWELL ...

... **Tina L. Maloney**, Radiology, who has accepted a position in a Massachusetts hospital.

... **Pat Bak**, Diabetes Education, who has taken a position with an insulin pump developer, after 23 years here at Windham Hospital.

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

WHO’S THIS

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 Nate Goodrich, who correctly identified a very young Stephania McBride, CCU.

THANKS!

How do I begin to thank each of you for the care and support that you gave (and continue to give) to my partner Lianne “Lee/JD” Lutin and myself these past several months? From her first hospitalization in September 2007 until her passing on February 19th of this year- each of you gave not only of your skills and talent but of your hearts. In what sometimes feels like a long journey and other times feels like a very short one, I know that individuals from virtually every department had a hand in JD’s care. Everyone from the person who greeted us at the door in the ED (on more than one occasion), to the tray aids, housekeepers, technicians, PCTs, social services, nurses and doctors – always treated us not only with professionalism but with compassion. Although we always realized that JD would not survive her cancer – never once did one of you give up on her. I watched as you fought with her, giving her your strength and determination on those days when hers wavered. And each time she got out of that bed and walked those halls – you all cheered her on. And while you were doing all that, you found the time to care for me too. There was always someone offering to get me a drink or a snack, making sure I had a chair and even a blanket. I know that you are all very busy in your daily work, yet you stopped to take the time to care for two people.

They say that people die alone but not JD. Not only was I able to be there when she took her last breath but her new loving family was also there to see her on her final journey. I can not thank each of you enough for the support you gave me that night and continue to give me to this day. The out pouring of cards, kind words and strong shoulders has, at times, been almost overwhelming. I am so truly blessed to be surrounded by so much love and compassion; words could never express how you have touched my heart.

JD believed that we are all made of “star stuff”. So the next time you are looking up at the clear night sky and that big, bright star “winks” at you – that’s just JD’s way of saying thank you too. With love and gratitude,

— Jill Tatro, Central Supply

I wanted to express my gratitude to everyone who offered kind thoughts, expressed sympathy, sent cards, flowers or donations due to the recent loss of my Mom. It offers a sense of pride and satisfaction to have so many moments of thoughtfulness sent my way. The generous spirit here at Windham is something to behold and I am grateful for your support.

— Francine Boulay, Access Services Manager

I just wanted to thank everyone for their support it meant the world to me and my family, thank you so much.

— Mary Sol Pena

STAFF APPEAL DRAWING WINNERS

The February winner of the coveted Priority Parking space is Pati Long. Congratulations also to Sharon Incandella, who will be enjoying free coffee and/or soup from the Coffee Shop in March. To make your pledge and be eligible to win one of these monthly drawings, contact Tom Birkenholz at extension 6849.

Don’t miss...the **Family Nutrition Expo** on March 29th 10AM – 2 PM, Windham Middle School (Quarry Street) *Special interactive displays, demonstrations, prizes, nutrition, fitness, family health...and more!* Contact Mary Withey, x 6834

KUDOS TO

...**Jane Diaz** and her staff for an outstanding job on the "Dancing with the Cardiologists" event on February 29th! Everyone had a great time, and \$394 was raised for Cardiac Rehab.



HEALING HEARTS

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

March 13: 'Nutrition after recovery from a cardiac event: The long term picture', presented by Rafael Pérez-Escamilla, Professor of Nutrition & Public Health at UConn.

April 8: The Sacred Stories of the Heart Series continues with Mary Horan, Director of Family Centered Care, who holds a masters degree in communication disorders and is studying health and spirituality at a seminary in Boston.

CONDOLENCES TO

... the family of **Phyllis Foster**, wife of Lester Foster, who died on Friday, February 22nd following a brief illness. Phyllis was involved with Windham Hospital in the mid-1980s with the Public Relations Department writing articles for our various publications. The Foster family and the Foster Family Foundation have been generous supporters of Windham Hospital for many years.

...**Deb Oliver** and her family, on the passing of her father, George, in February.

...the family of **Kenneth Joyce**, 13 year old son of Dr. and Mrs. Michael Joyce on Tuesday, February 19th as a result of a skiing accident while in Colorado with his family.

...**MarySol Pena** and her family on the passing of her brother, Hector Rodriguez, in an automobile accident on Saturday, February 16th.

...**Shirley Insalaco** and **Lynne LaGuardia** and their families on the death of Shirley's brother and Lynne's uncle, David Beaulieu, on Saturday, March 1st in Massachusetts.

...**Sue Fargo** and her family on the passing of her mother, Jacqueline "Jackie" Fargo of New London on Friday, February 22nd.

... **Fran Boulay** and her family on the passing of her mother, Irene Cratty on Wednesday, February 20th in Vermont.

...The family of **Pat Moran Kimzey** on the death of her father in February.

Our deepest sympathy goes to all of these families on their losses.

Sometimes
HUMOR'S THE BEST MEDICINE
will return next issue!

SAVE THE DATES!

Help Celebrate Windham Hospital's
75 Years of Caring

Thursday,
April 10
4 - 6 PM

Atrium &
Education
Center

RSVP
mquarticelli@
wcmh.org
860.456.6700



INTEGRATIVE HEALTH SERVICES
WINDHAM HOSPITAL

Bountiful Bowls

Tuesday, April 22 • Noon - 2 PM in the Atrium
\$10 per bowl; proceeds provide massage treatment vouchers for patients. Soup donated by the Auxiliary to Windham Hospital. Questions? Contact Tamre Fontaine, ext. 6810.

13TH ANNUAL
WINDHAM HOSPITAL
GOLF CLASSIC

Friday, May 16, 2008
Tunxis Plantation Country Club
Farmington

PRESENTED BY

Anthem