



WINDHAM HOSPITAL

StaffLINK



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May 22, 2008

CEO CORNER

Dick Bownik

Windham Hospital is Going Green!

There has been a lot of attention lately about measures to protect our environment and ways that individuals, businesses and organizations can join in these efforts. Late last year, Windham Hospital announced a green initiative that will not only help to improve energy efficiency, but will also provide significant cost savings. The new UTC Power system—which is being installed on the roof of the Hospital’s garage—will replace a substantial portion of the Hospital’s purchased on-grid power with energy generated on-site. Chilled water supplied by the equipment will displace the cooling effects of existing chillers, and the hot water output will reduce demand on the Hospital’s boilers. The new system will significantly cut pollutant emissions and cool the Hospital without the use of ozone-depleting fluorocarbons. This new power solution will have the effect of removing over 290 passenger cars from the road! Windham is the first Connecticut hospital to install the system as part of the new UTC Power Energy Services Agreement program.

Other great measures are also being pursued for our campus. As a result of funding provided by the Auxiliary to Windham Hospital, new recycling containers will soon be placed around the hospital. Under the leadership of former Auxiliary Chair, Pat Crosbie, environmentally friendly cleaning products are currently being used in the Coffee Shop. Many of the cleaning products (i.e., floor, glass and all purpose cleaners) used throughout the hospital are green-seal approved. To date, there are no anti-bacterial cleaners that have been approved by the Department of Public Health, as these are items that must meet stringent tests for infection control.

In April, a recycling audit was conducted by Willimantic Waste and our Hospital was commended on its efforts to recycle glass, cans and plastic. You will note these bins in the cafeteria when you drop off your trays. These items have been recycled since 1993 and continued staff education will be needed if we are to maintain and improve these important recycling efforts.

Other initiatives include recycling grease from the fryolators, which is then filtered and used for fuel, and the recycling of needle boxes. Windham Hospital was also identified as one of the best Hospitals in Connecticut by Stericycle for its efforts at reducing red bag waste.

The Coffee Shop and the Cafeteria both offer a ten-cent discount if you bring your own mug rather than using Styrofoam or paper cups and we will soon be offering a completely recycled mug made from corn plastic that you can purchase to support the Hospital’s Go Green Initiative.

A Go Green Committee has been formed and will be meeting early in June to develop other ideas to minimize Windham Hospital’s environmental footprint. Thanks to those individuals who have volunteered to date: Karen Barbone, Tom Birkenholz, Fran Boulay, Karoline Flynn, Suzanne Gerety, Bob Grindle, Beth Hoadley, Bill Hutt, Beth Morytko, Sharon Wood and Alana Tartsinis. If you are interested in the work of this committee, which will meet quarterly, please contact Mona Friedland at 456-6911 or mfriedland@wcmh.org.

SOMETHING FOR EVERYONE...



Hospital Week featured a Chocolate Extravaganza in the Atrium as a “thank you” to all the people that make this Hospital a special place to work.

The 5th Annual Jeepin’ for Healin’ event, once again sponsored by Capitol Chrysler Dodge Jeep in Willimantic, was held May 3rd and raised \$4,065 for the Hospital.



*The rain (mostly) held off, and the players—refusing to allow their spirits to be dampened—had a great time at **The 13th Annual Golf Classic**, presented by Anthem Blue Cross and Blue Shield! Hope Garrison, Harry Carter, Lonnie Landry and Mark Sieczkowski, were selected at random for “player scholarships” provided by the NovaMed Corporation.*



Above, Dr. James Watson accepts one of the tournament prizes on behalf of his foursome, from Co-Chair Bruce Foss. Emily Macko, Kay Roan, Pat Crosbie, and Marie Hakmiller were among the many who volunteered at the event.

(More tournament photos will be posted on the Hospital’s website. Stay tuned!)



The surgical support team mounted the "I'm no slouch but we could really use a couch" campaign to get new furniture for the OR lounge. Here, a staff member "helps" remove the old, worn couch from the lounge.



During the Nursing Education In-Service, Paris Sideris discussed new software with Siemens representatives.

BOUNTIFUL BOWLS III

On April 22nd, Integrative Health Services sponsored Bountiful Bowls (photo at right). The many beautiful bowls were donated by area potters and woodworkers,



and were quickly claimed! The potters included Jane Diaz of Willimantic, Lyndsay Meiklem of Meiklem Kiln Works, Heather Abel of Purring Pottery, Pam and Les Giddings of Rusty Kiln, Susan Gerr of Birch Mountain Pottery, Emine Cichowski of Emine Pottery, Cindy Krupa of New Leaf Pottery and Suzie Stauback of Willow Tree Pottery. The Hospital coffee shop donated soup to serve over 50 people. We were able to raise over \$600 to provide Acupuncture, Massage and Reiki treatments to members of the Windham Hospital Community. These services are open to all. If you know of anyone in need, contact Tamre Fontaine, x6810. Thank you to those who donated their time, bowls, and money and to all who supported this wonderful Integrative Health Services project!

VOLLEYBALL ANYONE?

The grass is green, the weather is fine and volleyball at Windham Hospital began on Thursday, May 15th on the Shea Lawn at 5:00 pm. Please recruit a friend and come down for a friendly game with your coworkers. The net will be set up on third Thursdays from May through August, and Hank Walker will bring a volleyball! The upcoming dates are June 19, July 17, and August 21. Have fun!

INDEPENDENCE DAY...

(no, not the movie, the holiday!) will bring the annual Willimantic Boombbox Parade back to Main Street, and this year, Windham Hospital is entering a float in the parade, thanks to the efforts of Co-Chairs Fran Boulay and Bob Grindle, and their committee, which includes Darleen Caisse, Kathy Ohlund, Pat Brown, Janine Masso, DJ Jolie, and Debbie Scott. See you at the Parade!

COMING SOON TO A STAGE NEAR YOU...

Is that...can it be? Peter, Paul and Mary? Nope, it's Jason, Mark and Libby! Is that our mild-mannered number cruncher doing some rockin' and a-rollin'? Secure your seats now for "Happy Talk!" What talents lie beneath the surface of the serene countenances of your friends, neighbors and co-workers? Who will show up in surprise cameos? Does music really soothe the savage beasts? The Willim-Antics has your answers! Singing, dancing, story-telling and other amazing feats will delight and astonish you in the two performances at the ACT theatre on Main Street in Willimantic: **Thursday, May 29th and Friday, May 30th at 7:30.** DON'T MISS this special 75th Anniversary Revival of the Willim-Antics, AND a special dessert bar in the lobby. Tickets are on sale in the Gift Shop for \$15 each (special discount for WCMH employees). **See you at the show!!**

FAREWELL ...

...Therese Schmidt, who has accepted a position at St. Francis Hospital in Hartford.

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

TEST YOUR MEMORY

1950s era



1962



1983



1983

Can you identify the people in these photos from our scrapbook? We've given you the dates ... just fill in the names! The first person to correctly identify ALL the people in the pictures will **win 2 FREE TICKETS** to the Thursday evening performance of **The Willim-Antics!**



WELCOME, NEW STAFF MEMBERS

Alicia St Germain, Surgical Services • Steven Bricault, Laboratory • Christine Douchette, Nursing • Pamela Elwell, Nursing • Torrie Kratzke, Nursing • Karen Strong, Central Processing Dept • Yadira Soto, Nursing Administration • Jane Ann Smith, Jane Ann, HIM • Thomas McBreen, Laboratory • Erika Giordano, Nursing • Ronald Miles, Security • Vivian Santiago, Laboratory • Daniel Melvin, Nursing • Jennifer Hogberg, Nursing • Emily Turner, Environmental Services • Sarah Koppisch, Environmental Services • Maricela Nunez, Environmental Services • Jill Chunko, Radiology

ROUNDING BRINGS RESULTS!

As many of you already know, Windham Hospital has committed to adopting a process for change that will impact both patient satisfaction and staff satisfaction, while having a positive effect on the bottom line. Quint Studer's nine principles of service and operational excellence are outlined in his book, "Hardwiring Excellence," and many of our managers have already read this book and are excited about implementing some of the practices that underscore our mission. Together, we will learn how to apply specific prescriptive tools and practices to create and sustain a world class organization. This will be an exciting journey for all of us.

Last November the Executive Team began Rounding with departments throughout the hospital as a method to communicate with staff about their successes and how we can make improvements at Windham Hospital. This is just one of the methods that we use to manage change and achieve positive results. Staff Forums, Department Meetings, and Surveys are other ways that we learn about issues that are important to you and areas that need attention.

Here are a few improvements that have occurred as a result of our Rounding visits:

Food Service & Environmental Services

- There was a problem of multiple trays being delivered to a unit for the same patient by food service staff. A log of calls made to food service was created in order that all calls could be cross referenced in the department and so that food service staff would know when duplicate trays were being ordered. Food service staff can now question unit staff in a courteous manner as to the need for additional trays. This has helped to reduce the number of duplicate trays.
- Another issue identified during the Rounding process was the fact that wheels on linen carts were not turning appropriately, making steering very difficult, as carts with linen may weigh more than 600 lbs! The linen company was contacted and new wheels installed on carts. Windham carts were identified in order to avoid being shipped to another hospital and our carts are now able to be steered more easily, better meeting the needs of staff and avoiding lost time accidents.
- Another issue in Housekeeping was that there was a lot of wasted time looking for cleaning equipment. After this issue was identified, two additional vacuum cleaners were purchased and new shelving installed in the storage room allowing for more centralized storage of equipment and less time spent looking for cleaning equipment.

Pain Management

- An issue identified during Rounding with staff was the need for a receptionist in the Hatch waiting room. New volunteers were recruited to assist on the days patients are seen-Tuesdays and Thursdays and this is working out beautifully. Additionally, it was suggested that there was no TV in this

newly refurbished waiting room. Two weeks later, a new TV was installed in the waiting room.

While we recognize that every issue will not have a simple solution, working together we can certainly address those ideas that can be implemented immediately as well as those that will take a more comprehensive, long-term solution. When Rounding representatives visit your department, please join us in making Windham Hospital a better facility for patients, staff and volunteers!



The free lecture series continues with...

SOUND HEALING

Presented by: Edie Jemiola

May 28, 2008 ~ 7:00 - 9:00 pm in the Hatch Day Room

Sound Healing is a perfect stress reduction and relaxation technique!! Experience Sound Healing with voice and quartz crystal bowls. Everything in and about our bodies resonates to sound. Sound used with intention can shift the energy in and around the body to help reestablish physical, mental, emotional, and spiritual well-being. This session includes a brief discussion of what sound healing is, the actual sound healing, and then the quiet time allowing the sound to integrate into the body. Come and soothe your spirit, relax and de-stress yourself. Bring a mat, blanket and pillow if you wish to lie down.

Edie Jemiola is an Integrative Medicine Consultant at St. Francis Hospital in Hartford, CT; Usui & Karuna Reiki Master/Teacher, certified Holographic Sound Healing Teacher/Practitioner, Melchizedek Method and Magnified Healing instructor. Edie recently completed study with world renowned Tom Kenyon, in the area of sound healing and acoustic brain research. Edie is also a hospice volunteer. She studied different complimentary healing modalities to heal herself after the loss of her oldest son in 1988. She loves to share healing and teach others that are in pain and seeking relief. Edie has a private practice in Willington where she combines Sound Healing, Reiki, Crystals, Guided Visualization and other healing modalities in her practice.

The 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.



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

STAFF APPEAL DRAWING WINNERS

The May winner of the coveted Priority Parking space is Bonnie Slater. Congratulations also to Marina Quarticelli, who has been enjoying free coffee and/or soup from the Coffee Shop in May. To make your pledge and be eligible to win one of these monthly drawings, contact Tom Birkenholz at extension 6849.



CONGRATS TO



Beth Cheney, APRN, Women's Health Coordinator at Windham Hospital, who received the Connecticut Advanced Practice Registered Nurse Society's APRN of the Year Award at a ceremony in Middletown on April 30, 2008. "Beth is a wonderful advocate for her patients in the Prenatal Clinic, and truly deserves this recognition for her devoted service to our community," commented Carolyn Trantalis, VP, Patient Care Services.

...the **Staff at Windham Hospital**, who contributed to the **Corporate Citizen of the Year** award presented to the Hospital by the Windham Region Chamber of Commerce on Tuesday evening, May 13th. This award recognized the Hospital for its 75 years of service to this community and the active role the Hospital has taken in the business and civic health of our region. In nominating the Hospital, Jack Hooker, Immediate Past President of the Chamber noted that Windham Hospital has had a positive economic impact on the area and has seen substantial financial growth at a time when many hospitals are struggling. A new Emergency & Outpatient Services Department was completed in August 2006, and is serving thousands of patients each year with excellent care. A Cardiac CT program was begun in the summer 2007, making Windham one of only a handful of hospitals in Connecticut offering this service. A new Tolland Imaging facility will open this summer; a new Interventional Radiology service will commence at the Hospital this Spring; and Windham Hospital will be installing a new "green" co-generation project this summer to reduce energy consumption. In accepting the award, Marty Levine, VP, Human Resource Services, recognized all of the staff at the Hospital that contribute to the excellent care provided by Windham Hospital. Congratulations to everyone on this honor!

...**Mary Withey**, who recently "graduated" from the Windham Region Chamber of Commerce STRETCH program. Her team held a Family Nutrition Expo at Windham Middle School to promote healthy lifestyles, and is working on a plan to sustain this event in years to come.

...**Dr. Kenneth Dardick**, on his appointment to the Faculty in Travel Medicine of the Royal College of Physicians and Surgeons of Glasgow, Scotland. Other recent professional activities for Dr. Dardick include the co-authoring of two articles: the first concerning the post-marketing safety of the Vi typhoid vaccine, published in the *Journal of Travel Medicine* in 2007; the second article focused on tick-borne diseases, and has been accepted for publication next year in *Clinical Infectious Diseases*.

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.

WRB BEGINS ON JUNE 1ST

WRB is a group called "**Wanna Ride Bikes**" and they want you to join them! Remember riding bikes when you were a kid? Come and recapture the fun of riding with friends—and get fit! Wednesdays, beginning in June, WRB will leave the upper parking lot at 5 PM. Begin slowly, and build up over the summer. All levels welcome. Call Mary Horan for more info (x 6766).

CALENDAR

In **May**, our nation celebrated Hospital Week (12-17), Nurses Week (6-12), Nurses Day (6), and Emergency Medical Services Week (18-24). **June** events include National Cancer Survivor's Day (1), Sun Safety Week (1-7), National Men's Health Week (9-15), and National Healthcare Risk Management Week.

Healthcare Risk Management Week



SAVE THE DATES!

(and don't forget that volunteers for many of these events may earn community involvement incentive points toward cash rewards!)

- **May 29th & May 30th — The Willim-Antics** at the ACT Theatre, Main Street, Willimantic. (Info: Tom Birkenholz, x 6849)
- **June 1st — 3rd Annual Cancer Survivors Day** at Windham Hospital. SPECIAL GUEST SPEAKER: Gina Barreca. (Info: Carol Palonen, x 6896)
- **June 12th — Spirits in Spring**, the annual Auxiliary tasting event featuring exceptional libations, fine wines, and premium beers (Info: Shawn Maynard, x 6861)
- **June 21st — Shaboo All-Stars/David Foster, The Marshall Tucker Band and Rick Derringer in Concert** at Jillson Square (Info: Shawn Maynard, x 6861)
- **July 4th — Windham Hospital's float in the Boombox Parade**, Main Street, Willimantic (Info: Fran Boulay, x 6974)
- **September 18th, Third Thursday Streetfest**, Windham Hospital booth (Info: Mona Friedland, x 6911)

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 Jocelyn Constant, who **STUMPED** everyone last month!



DON'T MISS...

The **Victorian Days Celebration** in Willimantic, June 5-8. For more info, visit their website at www.victorianwillimantic.org. House tours, tea, concert, horse-drawn wagons and more...

Editor's Note: The "Humor in Medicine" column will return next issue!