



# WINDHAM HOSPITAL

# StaffLINK



Volume 10, No. 10

112 Mansfield Avenue • Willimantic, CT 06226 • 860.456.9116

October 23, 2008

CEO CORNER

*Dick Buvick*

We are preparing to gradually roll out our “hardwiring excellence” plan, based on the concepts of Quint Studer, as discussed over the past several months. Simply stated, our goal is to create a great place for patients to receive their care, for physicians to practice medicine, and for all of us as staff members to work.

Three core elements will move the hardwiring excellence plan forward including leadership development, leadership evaluation, and service teams. Brian Cawley has been appointed as the overall coordinator and chairs have been appointed to facilitate leadership development, measurement teams and standards teams. The administrative group will serve as the steering committee for the hardwiring excellence plan.

Leadership development will include quarterly full-day intensive training sessions, with hands-on assistance from our Studer coach, for the entire management team—supervisors, managers, directors and senior management. The first of these training days will be November 19, and will take the management team off-site. Various teams will be involved in managing our leadership development. These teams will focus on communication, curriculum, logistics and rewards and recognitions.

Leadership evaluation will involve a revamping of our management performance evaluation methods to adopt a more objective system and to raise accountability. Following the Studer excellence model, assigned leaders will work to develop a weighted objective leader evaluation system based on five pillars of excellence.

The service teams will involve engagement of a number of staff members, and will deal with standards, measurements, patient satisfaction, physician satisfaction, employer of choice, communication, service recovery, reward and recognition, and other issues as needed.

We will work on this gradually, one step at a time. This will be a long-term journey, not an event. *Everyone's* support is needed.

I look forward to working with our entire staff to implement this plan. I believe that “Hardwiring excellence” will bring out the best in all of us, and make our Hospital a truly great place for patients and staff alike.

## RADIOLOGY DEPARTMENT UPGRADES MAMMOGRAPHY SERVICES

The Department of Radiology continues to enhance diagnostic service capabilities with the addition of digital mammography. The Hospital recently purchased two full-field Hologic Selenia digital mammography units. Hologic is a leading developer and manufacturer serving the healthcare needs of women throughout the world. We are extremely excited to be able to provide this level of technology to both our patients and physicians.

In order to implement the new mammography services at both the Windham Mammography Center and Hospital, services will temporarily be interrupted to allow the installation and testing of the equipment, and to complete staff training to maintain compliance with our American College of Radiology Mammography Accreditation and the FDA's Mammography Quality Standards Act.

We will begin de-installing our current units on Friday, November 7, 2008. Installation will be done simultaneously for both the Hospital and Windham Mammography Center to decrease delays. Our technologists will begin applications training on Wednesday, November 18th allowing us to perform our first digital mammography exams on Wednesday, November 19th.

With the addition of digital mammography the department also becomes completely digital, allowing referring physicians immediate digital access to the full gamut of diagnostic imaging exams. Please bear with us during this transition time. The advancement to digital mammography is extremely positive for the members of our community and the hospital.

## FIRST OF FOUR...

The first **Community Wellness Forum: A Series from Windham Hospital to You** will be held on Tuesday, November 18 from 7:00 - 8:30 pm in the Hatch Day Room. Presenters will be Dr. Rob Gildersleeve, Dr. Yvette Martas, Beth Cheney, APRN, Maren Robertson, CNM and Stephanie Welsh, CNM. The Series is free and open to the public. To sign up, contact Marina Quarticelli at 456-6700 or e-mail [mquarticelli@wcmh.org](mailto:mquarticelli@wcmh.org).



## NEWS FROM THE OFFICE OF INFECTION CONTROL & EMPLOYEE HEALTH

### **Celebrate** National Infection Prevention Week, October 19-25.

This annual commemorative event shines the spotlight on our profession and its work in educating healthcare professionals, family and visitors about the importance of reducing the risk of infection. This year's theme is *Infection Prevention is Everyone's Business*.

### **New Office Hours**

Kimberly Willis	Mon., Tues., Thur.s, Fri., 8:00 AM – 5:00 PM
Marge Voght	Mon. & Wed., 8:00 AM – 3:30 PM
Employee Health	Tues., 8:00 AM – 2:30 PM
Clinic Hours	Mon., Tues., Wed., 1:00 – 2:00 PM and by appointment

**Office Phone** 456-6834 **Fax** 456-6101

**Infection Control Pager** 204-3059

### **Hand Lotion**

In accordance with CDC guidelines on hand hygiene, Joint Commission regulations no longer permit staff members to bring personal hand lotion from home. Many lotions contain scents and oils that adversely affect exam gloves and some antiseptic agents. The Joint Commission will deduct points during surveys for the presence of personal lotions. Therefore, the hospital provides "approved" lotion to all clinical staff. The product can be ordered from our stockroom for individual units. Your support is critical in adhering to this new requirement. If you have any questions, please contact Kimberly Willis at 6834.

### **Standard Precautions & PPE**

As you all know, correctly performed standard precautions form the foundation for preventing transmission of infectious agents in all healthcare settings. Hand hygiene should be performed after touching blood, body fluids, secretions, excretions, and contaminated items; immediately after removing gloves; and between patients. PPE refers to various barriers and respirators used alone or in combination to protect mucous membranes, airways, skin, and clothing from contact with infectious agents.

We at Windham Hospital care about your safety, that of the patient and the community. Let us all be safe, wash our hands and use our PPE appropriately. Contact Kimberly Willis with any questions or concerns.

### **Flu season is here. Get your flu shots!**

We encourage all staff members to take advantage of the following opportunities to receive a flu shot (no charge):

- Fri., Nov. 7, 1:30 - 4:30 PM, Bernard-Desrosier Room
- Tues., Nov. 11, 7:00 - 9:00 AM, Bernard Room
- Mon., Nov. 17, 2:00 - 5:00 PM, Bernard Room
- Thurs., Nov. 20, 9:00 - 11:00 AM, Bernard Room

In the event that these times are not convenient for you, please call the Employee Health/Infection Control Office at 456-6834 to schedule an appointment.

Last year's vaccination will not protect against this year's flu. The vaccine you receive this year specifically targets this year's viruses. Individuals with a history of allergy to chicken eggs or thimerosal should not receive the vaccine. Also, if you have a fever, vaccination should be deferred.

Getting a flu shot protects you and your family, and is a great step toward a happy and healthy autumn and winter season.

## ♥ HEALING HEARTS

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

### **MINDFUL EATING**

**Thursday, November 13<sup>th</sup>, 2008**

7:00 to 8:30 PM in the Johnson Room

**Shoshana Levinson**, our presenter for the November meeting, has a MS degree in Nutrition from the University of Bridgeport, CT and is a Certified Dietitian. She has been in private practice since 1984 counseling individuals and working with integrative medical physicians. She has a broad knowledge base using natural and complementary protocols with people to naturally balance physiology. Shoshana will explain the reasons why diets don't work, and will offer fundamental solutions that she has developed over the past 22 years in her integrative nutrition practice. The concept of Mindful Eating will be explored to help us better understand our relationship with food. She will also show you how to add beneficial foods and key nutritional supplements to your diet and improve your heart health.

### **2<sup>nd</sup> ANNUAL HOLIDAY CELEBRATION**

**Thursday, December 11<sup>th</sup>, 2008**

7:00 to 8:30 PM in the Johnson Room

In the holiday spirit, come and join us for our 2<sup>nd</sup> annual Healing Hearts celebration. Please bring a dessert to share, spread holiday cheer, and enjoy each others company. Music and beverages will be provided. **We will meet in the Cardiac Rehab exercise room for this activity.**

For these, and all Healing Hearts Events, please come prepared to learn, ask questions, and share your experience. Contact Jane M. Diaz, RN with any questions at 860-456-6103, leave a message if necessary. You do not need to pre-register.

### **FLU SHOTS AT MED-EAST**

For family and friends—or staff members who can't get to the in-house clinics here at the Hospital—**flu shots are available now at Med-East Medical Walk-In Clinics** (West Main Street, Willimantic and Route 195, Tolland). Most insurance will cover the cost of the vaccine. *No appointments necessary...just walk in!*

### **ELECTION DAY CAFETERIA SPECIALS, NOVEMBER 4, 2008**

Let's take the serious nature of any national election and add just a bit of light heartedness; yes, even in these very sobering times. Make plans to join the executive team as they help the Food Service Department serve a very special menu for breakfast, lunch and dinner on Tuesday, November 4<sup>th</sup>—Election Day 2008. Anyone who has voted and comes in with an 'I voted Today' sticker will get a complimentary Red, White and Blue cookie. The menu is not finalized yet, but breakfast (6:30-9:30 AM), lunch (11:15-1:30 PM) and dinner (5-6:30 PM) will feature goodies from all over the USA!

## STAFF APPEAL 2009

The Staff Appeal Committee will be reaching out to fellow staff members this month asking them to participate in the “Caring and Sharing” 2009 Staff Appeal. The Staff Appeal is a program where staff members are asked to make a donation to the Windham Hospital Foundation either through payroll deductions or a one time gift. Money raised by the Foundation will assist the Hospital to meet the health needs of our community. Staff members can direct their gift towards four different funds; Unrestricted, Integrative Health, Women’s Health or Pastoral & Spiritual Care. In addition, 5% of a staff’s gift can be set aside for the Caring Colleagues fund.

The staff appeal program begins this year on Thursday, October 30<sup>th</sup> with the “Caring and Sharing” Kick-Off Event held in the Atrium from 6:00 A.M. to 6:00 P.M. The Kick-Off Event will have refreshments and opportunities to win some very nice incentive items. The Staff Appeal will run for two weeks and end on Friday, November 14<sup>th</sup> with a thank you and celebration event for donors in the Bernard & Desroiser Rooms from 2:00 P.M. to 5:00 P.M. Names will be drawn at this event for eleven major incentive items, including a 32” flat screen TV, I-pods, \$50 gift cards to local restaurants and catered dinners and lunches served to you!

The Staff Appeal Committee will visit departments throughout the hospital during the two week Appeal. Departments will be provided with the opportunity to give, receive information on the Staff Appeal and some tasty treats.

The goal of the Staff Appeal Committee this year is to raise participation up to 25% or 200 staff members. The Committee would like for every staff member to consider participating in the Staff Appeal this upcoming year at any level they can. Every gift counts!

Each and every contribution received by the Hospital will help to strengthen services and meet the many needs of our co-workers, patients, families and the community we serve, especially during these financially challenging times.

Staff members who participate in the Staff Appeal program are eligible to win some great incentive items. The Incentive Program has been enhanced this year with over 90 chances for participants to win a significant incentive items at the close of the Appeal as well as expanded monthly incentive items. Join us.



### 2009 Staff Appeal Caring and Sharing

**Staff Appeal Committee:** Alison Blair, Julie Bundy, Leslie Chasse, Chris DelMastro, Sheila Guyot, Marie Quinn, Algi SantaLucia & Tom Birkenholz

**NEWS to share?** Send items for StaffLink to Sharyn Mathews at [smathews@wcmh.org](mailto:smathews@wcmh.org). Next issue comes out on November 20th.

### DR. SAWICKI RETIRED...



and the party lasted for hours! Shown here, Marge Farrell, Jodi Nadeau and Cathy Clark pose for a group photo with Dr. Sawicki. There were kudos, of course, and t-shirts emblazoned with “WCMH’s Own God-ner.” A rather large memory book was presented to Dr. Sawicki, collected from colleagues and friends. The event raised over \$6000 to benefit the Waugh Memorial Garden at the Hospital, in honor of Edward Sawicki, MD, by his friends, patients, and colleagues, with special appreciation from the Lester & Phyllis Foster Foundation.

### A WORD TO THE WISE...

Kudos to Chris Bibeau, who recently noticed a suspicious person trying to open the doors of parked cars. This should also serve as a reminder to us all to remain vigilant—for ourselves and for our co-workers. And if you see anything that seems “amiss,” please report it to our Security Department, and please remember to lock your cars in the lots.

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

The young man on the right is one of our staff members. Can you guess his identity?

### NOTES FROM THE “GO GREEN” COMMITTEE



The Go Green committee at Windham Hospital is in the process of formulating a mission statement. In addition to this important objective, we are formulating short and long term initiatives for the **GREEN** future of our hospital. Over the next few months, we will be outlining goals for different areas attached to timelines. Keep checking for our official announcement!

Helpful tips for greening up your life here and at home:

- Make a commitment to bring a reusable water bottle to work or on the go instead of purchasing a plastic bottle that you will throw away.
- Pay your bills online – it saves paper and it also saves you a stamp!

## 'TIS THE SEASON ~ PLEASE DECORATE SAFELY

Windham Hospital requires that decorations meet minimum levels of fire safety as required by the National Fire Protection Association (NFPA) standards and adopted by the Connecticut Medical Society. Please keep these simple rules in mind when decorating:

- No combustible or highly flammable decorations. Straw, hay, dried cornstalks and cut greenery (evergreens) fall into this category. Living greenery, such as potted plants, are allowed.
- Means of egress—exits and hallways—should always be clear and unobstructed, including headroom. Nothing should project into the hall by more than 3.5 inches.
- Fire protection equipment should always be clear and unobstructed. Don't block sprinkler heads, smoke detectors, strobes, pull stations, fire extinguishers, emergency lighting, or exit signs. Stay at least 18 inches from these items, and please don't hang anything from these items.

If in doubt, please give Paul Scarchuk, Windham Hospital's safety officer, a call at 456-6153.

## ARE YOU READY FOR A SMOKE-FREE CAMPUS?

**Windham Hospital, committed to making our campus a healthy, tobacco-free environment, will become totally tobacco-free November 20<sup>th</sup>**—the date of the “Great American Smoke-Out.” For more information, contact the Employee Health Department at x 6834.

The American Cancer Society offers the following information to help people quit smoking:

### Don't Be a Victim to Withdrawal Symptoms!

What do cravings, irritability, tension, and lack of concentration all have in common? They are all withdrawal symptoms associated with quitting tobacco. The good news is that these symptoms are most common in the first two weeks after quitting and are typically gone within one month.

Fight your withdrawal symptoms with one or more of the following recommendations:

- **Go public.** For the first few days after you quit smoking, spend as much free time as possible in public places where smoking is not allowed, such as libraries, malls, museums, theaters, and churches.
- **Drink a healthy drink.** Don't drink alcohol, coffee, and other drinks you associate with smoking. Try drinking a lot of water and fruit juice instead.
- **Need something to do with your hands?** If you miss the feeling of having a cigarette in your hand, put a substitute in your hand – a pencil, a paper clip, a coin, or a marble, for example.
- **Eat healthy snacks.** If you miss the feeling of having something in your mouth, try toothpicks, cinnamon sticks, or celery.
- **Avoid temptation.** Stay away from situations you associate with pleasurable smoking.
- **What might the future bring?** Anticipate future situations or crises that might make you want to smoke again, and remind yourself of all the important reasons you have decided to quit.
- **Think about your goals.** Remember your goal and the fact that the urges to smoke will eventually pass.
- **Be positive.** Think positive thoughts; try to avoid negative ones.
- **Get Active!** Do brief bursts of exercise. Alternate tensing and relaxing muscles, do pushups, deep knee bends, walk up a flight of stairs, or touch your toes.
- **Reach out for support.** Call a supportive friend, family member, or telephone counseling counselor.
- **Try mini-meals.** Eat several small meals during the day instead of one or two large ones. This maintains constant blood sugar levels and helps prevent the urge to smoke. Avoid sugary or spicy foods that may trigger a desire for cigarettes.
- **Congratulate yourself.** Reward yourself. Plan to do something fun for doing your best.



# Open House

Meet the Integrative Health Practitioners  
in Therapeutic Massage, Reiki,  
Acupuncture, Yoga, Meditation and more!

Wednesday  
**October 29<sup>TH</sup>**  
7 – 8:30 pm

In the  
**Education Center**  
Windham Hospital




**Quitters!** These women were the first to “graduate” from a hospital-sponsored smoking cessation class, and they gathered Tuesday evening to celebrate. Left to right are: Linda Wood, Linda Fitzgerald, Karen Blais, Sandra Tobin, and Donna Doherty. A second class is underway, and plans call for a third class in November. **CONGRATULATIONS** on a great accomplishment!

## STAFF APPEAL DRAWING WINNERS

Congratulations to Janice Chanker, CCU Nursing, whose name was drawn for October's Staff Appeal Preferred Parking Space. She's been enjoying the parking space closest to the stairs this month.

Congratulations also to Silver Sarles. Silver's name was drawn for the free coffee/soup from the Coffee Shop. Thank you to Janice and Silver and everyone who participated in the 2008 Staff Appeal! To make your pledge and be eligible to win one of these monthly drawings, contact Tom Birkenholz at extension 6849.

## CALENDAR

**In October**, we celebrate American Pharmacy Month, Breast Cancer Awareness Month, and National Medical Librarians Month. Weeklong observances include Emergency Nurses Week (5-11), Healthcare Resources & Materials Management Week (5-11), National Nuclear Medicine Week (5-11), National Nurse-Midwifery Week (5-11), National Healthcare Food Service Week (6-12), National Physician Assistant's Week (6-12), Case Management Week (12-18), National Healthcare Central Service/Sterile Processing Week (12-18), National Healthcare Quality Week (19-25), National Respiratory Care Week (19-25), and National Pastoral Care Week (19-26).

In November, America observes National Health Information and Technology Week (2-8), National Medical Staff Services Week (2-8), National Radiologic Technology Week (16-22), Prematurity Awareness Day (18), and the Great American Smoke-Out (20). Many of our co-workers never see the outcomes of their work—they just work behind the scenes to help put a positive “spin” on the experiences of our patients. These celebration weeks are a great time to say “thanks” to all who work so hard to make Windham Hospital a caring, healing place. **If your department has a special recognition day, week, or month** coming up please send details (or a website link for information) to Sharyn Mathews, [smathews@wcmh.org](mailto:smathews@wcmh.org), so the event can be included in StaffLink.

## FOR YOUR CONVENIENCE

The Cafeteria continues to stock items for purchase during its normal hours of operation. Buy your groceries, and get a handy, reusable tote bag! Questions can be directed to either Bob Grindle (ext 6751) or Chris DelMastro (ext 6709).

## WELCOME, NEW STAFF MEMBERS

Eve Ellis, Nursing • Jeannine Butler, Case Management • Leland Finch, Physical Medicine • Debra Bazzini, Human Resources • Patricia Lohan, EMS • Nancy McDowell, Transitions Group • Alyson King, Emergency Dept • Carissa Frye, Food Services • Tammy Zurowski, Lab • Kathryn Rea, Radiology • Gary Hatch, MRI • Stephen Fernandez, Community Relations • David Light, Nursing • Corey Gamache, Environmental Services • Laura McConnell, Nursing

## FOSTER PARENTS' MEETING

**Do you love children and want to make an impact in your community? Have you ever thought of foster parenting?**

The Department of Children and Families (DCF) has children with complex medical issues that need loving homes. Within DCF, a small population of children has medical needs beyond the common childhood illnesses. These medically complex children may have care needs that range from mild-persistent asthma with daily medications to total care for a child with, for example, severe cerebral palsy. Some children may have the need for special medical equipment. Nurturing parents, willing to provide care for these special children, will be provided with training to help them give the most appropriate care.

A medical background is not required to become a foster parent for children with complex medical needs. A parent needs to be willing to take care of children who require a high level of care in their home, work with medical providers, take children to appointments and sometimes have professionals in their home to assist in meeting the children's care needs. A special rate is given to reimburse foster parents for the extra responsibilities that go with caring for these unique children.

If you are interested in our Medically Complex Foster Care program, or our regular foster care program, please attend our informational meeting to be held at Windham Hospital in the large conference on **Monday November 3, at 6:30 PM**. For more information, please call Sara Lusa at 450-2058.

## BEREAVEMENT SUPPORT GROUP STARTS OCTOBER 29TH

An eight-week Bereavement Support Group will be offered this fall at Douglas Manor Nursing & Rehab., 103 North Rd., Windham, CT. The group will meet on Wednesdays from 6:00 to 7:30 P.M, from October 29 through December 17, and is open to all. This is a facilitated group that will provide the opportunity to understand the dynamics of the grief journey, allow for the sharing and exchange of experiences, and provide tools and techniques for coping. While there is no charge for this program, pre-registration is required. To register, or for more information, please contact: Bob DiQuattro, Bereavement Coordinator, Connecticut VNA Hospice by Masonicare, at 860.859.4133

## SAVE THE DATES!

- 📅 October 30 Staff Appeal Kick-Off
- 📅 November 1 Maternity & Family Services Fair
- 📅 November 7 First flu shots for staff & volunteers
- 📅 November 14 Staff Appeal “Wrap-Up” Event
- 📅 November 15 Auxiliary Gala
- 📅 November 18 Community Wellness Forum
- 📅 November 19 Manager's Retreat: Studer Initiative
- 📅 November 19 First Digital Mammography exams available
- 📅 November 20 Great American Smoke-Out and **Windham Hospital's first day as a 100% smoke-free campus**

Windham Rec offers **Boot Camp** and **Body Sculpting Classes**, in addition to their very popular **Body Blast Classes**. For more info, contact Windham Rec at 456-3046 or check their website, [www.windhamrec.org](http://www.windhamrec.org). Online registration available.

THE AUXILIARY TO WINDHAM HOSPITAL  
PRESENTS THE 13th ANNUAL AUTUMN GALA

# A Diamond Jubilee

celebrating the 75th Anniversary of Hospital and Auxiliary


**SATURDAY, NOV. 15th**  
at the Marriott Hartford Downtown at Adrian's Landing

This year's Gala honors  
Patricia Caton Reardon, MD ✦ Physician of the Year  
Marjorie Voght, RN ✦ Caregiver of the Year  
David & Marilyn Foster ✦ Philanthropists of the Year

DANCE TO THE MUSIC OF  
*David Foster &  
the Mohegan Sun  
All-Stars*

ENTER THE DRAWING  
TO WIN A 1-CARAT  
DIAMOND  
provided by  
Bill & Connie Neal,  
Smith-Keon  
Jewelers

Evening includes a Silent Auction. For more information or to receive an invitation,  
contact Shawn Maynard @ 456.6861 or smaynard@wcmh.org



# Maternity & Family Services Fair

FUN FOR THE WHOLE FAMILY!

Saturday  
November 1st  
10 AM – 2 PM  
in the Hospital Education Center  
(Shea/Atrium entrance)

Huggles the Clown • Story Time • Nutritionists  
Personal Trainers • Tours of the Hospital  
Refreshments and more!

For more info, contact  
Mary Horan 456-6766.

WINDHAM  
HOSPITAL  
Excellence in Community Healthcare™



### 13<sup>TH</sup> ANNUAL AUTUMN GALA

As part of the 75<sup>th</sup> anniversary celebrations of the Hospital and Auxiliary, the Auxiliary will be offering, to non-management staff, 8 tickets to this year's Autumn Gala for \$75.00 (the regular price is \$125.00). This price is for staff members only. If your spouse or significant other wishes to attend, the cost will be \$125.00. In order to be eligible for this reduced price, please contact Shawn Maynard by e-mail or via telephone at ext. 6861, by October 31<sup>st</sup>, 4:00 pm. Eight (8) names will be drawn at that time. Come be a part of this fun-filled event, celebrating the 75 years of service by the Auxiliary to the Hospital.

The Windham Region  
Chamber of Commerce  
presents

## SEASONAL SIPS

A wine, beer and spirits  
tasting showcasing the  
bounty of our region

**Friday, November 14<sup>th</sup>**  
5 – 8 PM

UConn Alumni Center  
\$40 for members;  
\$55 for non-members  
Event includes dinner. RSVP to  
the Chamber offices by Nov. 7<sup>th</sup>  
at 860.423.6389 or  
Zandra@windhamchamber.com



# MONDAY MELODIES

THIS FALL...  
take a break-  
join us for

## MONDAY MELODIES

an informal musical  
"interlude" in your  
busy day... 11:30-12:30  
in the Atrium... on  
selected dates

