



WINDHAM HOSPITAL

StaffLINK



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February 12, 2009

CEO CORNER

Dick Bussiere

I am very pleased to announce that on Thursday, January 30th, the Office of Healthcare Access approved the Certificate of Need application submitted by Windham Community Memorial Hospital and Hartford Healthcare Corporation, whereby Windham becomes a member of the Hartford Healthcare system. A news conference was held on Friday, February 6th at Windham Hospital with Art Brodeur, Chairman of the Hospital Board and Elliott Joseph, President and CEO Hartford Healthcare and Hartford Hospital.

As you know, a lot of hard work has gone into this process, which represents a final step to formalize the relationship that has existed between our two organizations for many years. Windham will join Hartford Hospital and MidState Medical Center, the two other acute care hospitals in the network, as well as Clinical Lab Partners, Eastern Rehabilitation Network, Hartford Medical Group, Jefferson House, Natchaug Hospital, Rushford Center, and VNA Healthcare in an integrated delivery network that enhances operational effectiveness, joint planning and other system affiliation benefits.

You may recall that the Windham and Hartford boards respectively voted to approve the integration agreement in June 2008. Since that time we have submitted a Certificate of Need application to OHCA, testified at a hearing on January 6, 2009 and received approval by the Federal Trade Commission. What remains is the filing of closing papers with our attorneys.

I know that our board, staff and medical staff are all very excited to be able to work more closely with our colleagues throughout the Hartford Healthcare system. This formal affiliation strengthens the natural alliance between Hartford and Windham that has enabled patients to receive tertiary level services in the areas of cardiology and oncology, while continuing treatment at Windham. Utilization of LifeStar, the Institutional Review Board at Hartford Hospital, and joint disaster preparedness training have been benefits of our partnership over the past several years. By being a member of the healthcare system, we look forward to system-wide and regional planning of services; the development of integrated clinical and financial plans; the development of system and region-wide medical manpower plans; and the true achievement of system-wide synergies. This will truly be a win-win for both Windham and Hartford, as well as the other members of the system.

I want to thank our board, staff, and medical staff for their involvement in this process and for their commitment to serving our patients and community. We have a lot of work to do moving forward, but I am confident that we will be a stronger hospital as a result of this affiliation. These are exciting times for those of us in healthcare and our combined talents and energy will be needed as we move forward on this journey together.

STANDARDS TEAM IS READY TO ROLL

After many months of study, the Standards Team hosted three Staff Forums this past week to give staff an opportunity to review and comment on the DRAFT **Standards of Performance** that have been developed.

These Standards are a compilation of our current hospital values, policies and mission, and throughout the process the team has also used their own experiences as employees and patients at Windham Hospital. Our goal has been to codify the behaviors and attitudes that will result in excellent service and care for our patients, our community and each other.

We know that our patients will judge us by the actions of individuals they come into contact with; that is why our organization is truly the total of its staff. The Studer Initiative has been a vehicle for us to better communicate our goals and the impact that each of us can have on our customers, patients, physicians and our co-workers. We all have an important role to play and we want to do the best job possible.

Once the feedback from the Forums has been received and processed we will roll-out the new Standards of Performance for our entire staff and we will celebrate!

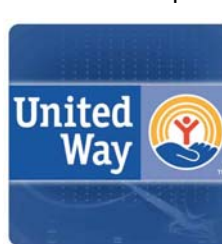
The Standards Team: Katie Bacon, Ed Bussiere, Adriana Figueroa, Mona Friedland, Tom Lee, Marty Levine, Shawn Maynard, Juanita Vasquez, and Melody Zande

WINDHAM HOSPITAL WOULD LIKE TO WELCOME...

...Dr. Brian McLeod, who joins Dr. John Graham at the Windham Urology Group. Dr. McLeod comes to us from Rhode Island and he brings his extensive background in urological issues. Join us in welcoming Dr. McLeod to the Hospital family.

UNITED WAY CAMPAIGN

Windham Hospital is proud to sponsor the United Way



Campaign for 2009. The kick off event will begin Wednesday, February 11 at 6am to 9am and 2 pm to 5 pm in the Atrium. Speakers from the United Way will be on hand to answer any questions. Karen Barbone, RN and Darleen Caisse co-chair this year's campaign.

The United Way mission is to resolve pressing community issues through the support of local organizations. Refreshments will be served and incentive prizes will be given away.

- Senior Night UCONN Basketball tickets
- Gift Certificates
- Luncheons & other surprises.

A MISSION TO HEAL



"The trip was—to say the least—an eye opening experience," Dr. Ayaz Madraswalla wrote in an email to friends and family. Recently, he spent a week in the Dominican Republic, helping those in need. Accompanying him were 4 other doctors and 25 physician's assistant students from Quinnipiac University. Here, he shares his experience:

"Our group stayed at a compound called The Crossroads, a small and serene sanctuary on a hill overlooking Puerto Plata. The compound is maintained by a couple, Bob and Jenna who have devoted their lives to helping the poor of the Dominican Republic. They coordinate multiple missions both medical and non-medical throughout the year and provided us with transportation to the bateyes (villages) as well as simple yet tasty food and pretty pleasant living quarters. In addition, they have built and maintain a school, a milk distribution center, several free clinics, and more, all on their own dime.

"Our schedule consisted of rising early, trucking with our supplies to a different bateye daily and simply finding any open building, setting up a clinic and working until dark. Haitians mostly populated the bateyes we visited, since they are the poorest of the poor in the Dominican Republic. Each doctor would take a few students into one corner of the building and start seeing all comers. On one day we set up a clinic in the local garbage dump. Why go to a dump to see patients? Simple—because that's where they live. Over the course of 5 days we triaged, treated and prescribed medications to over 900 patients.

"Some of you have asked if we felt we made an impact. I can say it was difficult not being able to help someone with chronic illnesses such as diabetes/ hypertension or even cancer, mostly because we had limited supplies and knew that there was little to no chronic care available for these people. Despite this, I did feel we had some impact on their lives, if only by showing them there are people who do care about them and can give at least minimal— albeit essential— care such as formula for their malnourished children, antibiotics for their numerous infections, simple surgeries for chronic wounds and abscesses and basic hygiene products. Remember, these people live with these ailments daily without complaining or begging and with a large measure of pride.

"I found the Haitians uniformly pleasant, open and quick to smile and laugh despite their surroundings. Hopefully I can continue this work on a yearly basis, either at home or abroad. If anyone would like more information on Crossroads, I'd be happy to share it."

— Ayaz

WELCOME, NEW STAFF MEMBERS

Deborah Baker, Pain Management • Ronald Cahill, Nursing • Gerald Danforth, Food & Nutrition • Matthew Hannon, Housekeeping • Cheryl Hoyt, Nursing • Scott Jurnovoy, Nursing • Jaquelyn Lam, Nursing • Emily Pacheco, Nursing • Shannon Shea, Nursing • Andrea Thoman, Student Health Center • Julie Vollrath, Student Health Center

WELCOME, NEW VOLUNTEERS

Ted Colwell, MET Desk • Adam Leston, Paramedics • Jodi McCauley, Food Services • Ronald Miles, Jr., Paramedics • Sylvia Smith, Integrative Health • Melissa Sulewski, MET Desk

HEALTH CARE HEROES

Congratulations to Beth Cheney, APRN and Carol Palonen, RN who received the prestigious honor of being named Health Care Heroes for 2008 by the Hartford Business Journal. Beth and Carol were two out of seven individuals who were recognized for the superb care they provide patients at the Hospital. Beth comments "To be recognized by your peers is a tremendous honor." Carol adds, "To be thought of in that way is truly humbling." The Health Care Heroes Award honors and recognizes medical practitioners who go above and beyond to help those in need. Join us as we congratulate Beth and Carol on their outstanding accomplishment.



WEIGHING IN ON WEIGHT LOSS

Unfortunately weight loss is no simple task. If only losing weight were as easy as gaining weight we wouldn't have to fight the battle of the bulge. Weighing in at 287 pounds, I knew it was time for a change. I decided to partake in the Windham Weighs in Program offered by the Dieticians. The program selected 15 Hospital employees in a journey to losing Weight—similar to a hit NBC show, but without the scary trainers. Throughout the program participants are offered guidance and a support system of people who share the same struggles. Here at Windham, Suzanne Gerety Ferreria and Lynne McPhee are the coordinators of the program and offer their support and knowledge to help participants reach weight loss goals. They offer tips, helpful resources and are there to answer any questions. Rounding out the team, certified personal trainer Patty Flubacher pushes our dieters in a high cardio workout, promising a sore body in the morning. In a little over four weeks I have lost a total of eight pounds. The program offers no quick fix to losing weight; instead Suzanne, Lynne and Patty offer the tools needed to live a life with healthy eating and activity. The program will conclude in April, and I will be back weighing in on my journey.

— Stephen Fernandez
Community Relations

HEALING HEARTS

An information and support program for people with heart disease and their families

Join us as Fran E. Storch, N.D., presents "A Naturopathic Approach to Heart Wellness." She studied at the National College of Naturopathic Medicine, a four-year naturopathic medical school in Portland, Oregon, and practiced in New-foundland and Nova Scotia, and Mystic, CT before beginning practice here in Mansfield. Fran takes an eclectic, compassionate, whole-person approach in helping others heal.

Please come prepared to learn, ask questions, and share your experience on Thursday, **March 12th, 7 to 8:30 pm** in the

Johnson Room. Light refreshments served. Please contact Jane Diaz, RN or Teresa Lafleur, RN with any questions at 456-6103; leave a message if necessary. You do not need to pre-register.

STAFF APPEAL

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

Lady Luck was smiling in the Accounting Department and also in Patient Accounts; 5 of our winners came from these two departments.

- **Pam Carchidi - Accounting** - \$25 Gift Certificate to Willimantic Brewing Company
- **Sue Cassone - Accounting** - \$25 Gift Certificate to Willimantic Brewing Company
- **Janice Mackie - Accounting** – 4 passes to Showcase Cinemas
- **Louise Landry - Patient Accounts** – preferred parking
- **Yvonne Nolan - Patient Accounts** – 5 cups of soup or coffee from the Coffee Shop
- **Delores Hopkins - Electrocardiology** - \$25 Gift Certificate to Willimantic Brewing Company
- **Laurie Daher - 4th Floor Shea** - \$5 gift certificate from the Gift Shop
- **Katarzyna Nasuta - Laboratory** - \$25 Gift Certificate to Willimantic Brewing Company

During 2009, 81 staff members will be donating nearly \$50,000 through Staff Appeal payroll deductions to support Windham Hospital, including the following programs:

Women's Health Programs – will provide services to women who have no resources for prenatal education, mammograms or diagnostic tests to prevent cancer or other life-threatening diseases.

Pastoral & Spiritual Care programs – will help to provide spiritual support and materials for families.

Integrative Health programs – will help provide alternative therapies to patients and families to improve their health and well-being.

Caring Colleagues Fund – will quietly and confidentially help staff members during times of crisis.

Windham Hospital appreciates the loyalty and understanding from its staff members of the need for quality healthcare for people of all ages and economic circumstances. Your gift to Windham Hospital will truly make a difference in the lives of patients who pass through our doors.

GOOD THINGS HAPPEN WHEN YOU'RE HELPING THE HOSPITAL!

Two months ago, the IT department received an email from a person in Finland looking for some relatives. They found the names of Bill and Caryl O'Keefe on an Internet list of Windham Hospital donors. IT department staff members forwarded the email to Caryl O'Keefe, one of our hospital's volunteers and donors. Caryl was happily surprised to finally get in touch with her husband's relatives from Finland, and since then, Bill and Caryl have been exchanging daily emails with their relatives in Finland, learning about their family tree, and planning to visit each other in the New Year.

DON'T FORGET TO CHECK THE WEB!

Windham Hospital events and information are listed prominently on the Hospital's website at www.windhamhospital.org.



Three members of the Accounting Department — Sue Cassone, Janice Mackie, and Pam Carchidi — were among the Staff Appeal winners for February!

CBISA

The mission of Windham Hospital is “to enhance the lives and well being of people in the communities we serve by providing quality healthcare.” Living up to this mission, qualified and caring staff members work 24/7 to deliver excellent healthcare.

In addition to the outstanding healthcare provided within the Hospital walls, Windham Hospital responds to the healthcare needs of citizens throughout our 19-town service area. A few examples of these activities include sleep apnea support groups, the American Red Cross Blood Drive, student shadowing programs, EMS continuing medical education, breast cancer support groups, diabetes education, cardiac rehab support group, Windham High and Middle School Wellness Centers, Integrative Health programs and childbirth classes, just to name a few. These programs often qualify as Community Benefit (CBISA) programs.

Did you know that during the 2008 fiscal year:

- Over 9500 staff hours were utilized towards Community Benefit programs?
- Over 800 volunteer hours helped deliver these programs?
- Over 6,000 individuals benefited from these programs?
- Over 25 staff member meticulously record this data on a daily basis?

Community Benefit programs are just one example of how Windham Hospital lives up to its mission statement.

COVER THE UNINSURED

On Wednesday March 25th, Windham Hospital will host an information fair from 10:00 am to 7:00 pm in the Atrium to assist individuals in our community who do not have health insurance. Residents of our region are encouraged to stop by for information, applications, and assistance in filing for federal and state coverage programs for preventive health services provided to them or their families. Financial counselors will be on hand to answer questions and assist with the application process.

Forty-six million Americans are uninsured. Nearly 9 million of them are children. Eight of 10 are working families, and have “fallen through the cracks” in the system through no fault of their own. In Connecticut, 326,000 people are uninsured and the number is increasing due to our economic times. They are our friends, neighbors and colleagues – forced to gamble every day that they won’t get sick or injured. Living without health insurance is a risk no one should have to take, and the week of March 22nd – March 28th has been declared National Cover the Uninsured Week--a nationwide effort to highlight the fact that too many Americans are living without health insurance, demand solutions from our nation's leaders, and work toward changes in public policy. Windham Hospital joins with agencies across the country--working locally to help local constituents navigate the challenges of obtaining insurance coverage.

To learn more about the issue of the uninsured, visit www.covertheuninsured.org

GOING RED FOR WOMEN

Congratulations to **Jane Diaz** and the entire staff in Cardiac Rehab for the very successful Go Red for Women event on February 6th. They did a fabulous job of organizing the event and decorating the B&D Room. Staff members **Suzanne Gerety Ferreira** and **Kathy Patera** assisted with cholesterol testing, and **Kate Starkey** provided helpful information on the WISEWOMAN program. **Theresa La Fleur** and **Lisa Pearce** helped during the touring segment of the program, Stephanie Wheeler provided a beautiful musical interlude, and Dr. Woodley charmed the crowd with her talk, "What Women Don't Want: Heart Disease" during the luncheon. Special thanks to our **Food Service** for the wonderful breakfast sponsored by the **Auxiliary to Windham Hospital**. Our Auxiliary helps our patients and hospital in so many ways and is always there for us. Hats off to everyone who helped make this very special celebration a reality!



Naida Arcenas, APRN, and Mary White were the winners of the "Conversations from the Heart" Essay Contest, a part of the Go Red for Women celebration this year.

CALENDAR

In February, we celebrate national Age-Related Macular Degeneration/Low Vision Awareness Month, American Heart Month—which includes Go Red for Women Day on February 6th—Wise Health Care Consumer Month, and Shamrocks Against Dystrophy for the Muscular Dystrophy Association.

In March, we celebrate national Colorectal Cancer Awareness, Brain Injury Awareness, and Kidney, Nutrition, and Eye Donor month. On the 30th the national recognizes Doctor's Day.

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, so the event can be included in StaffLink.

SOLVING THE MYSTERIES OF WOMEN'S HEALTH

THURSDAY, MARCH 19 • 3-8 PM
UConn Alumni Center

Featuring Janice Law Trecker, Mystery Writer & Artist • Jerilyn Allen, MD • Yvette Martas, MD • Lynne McPhee, RD • James Watson, MD • Anthea Woodley, MD • tea, doorprizes & fun!

Look on the hospital's website for more info.

Should Your Loved One Use This Information?



How do you know the information you find online is reliable and trustworthy?

Learn to identify good quality health information on the Web!

Kate Cheromcha, MLIS, Presenter

March 16 • 7 PM

In the Education Center

A Community Wellness Forum
FREE & OPEN TO THE PUBLIC



Pottery by Susan Gerr, Birch Mountain Pottery, Jean Rotter, Studio 5 Potters, Emine

Bountiful Bowls

April 7, 2009
Noon-2 in the Atrium

\$10 per bowl; proceeds provide Inpatient Health Services treatment vouchers for patients at Windham Hospital. Questions? Contact Tami Fontaine, 452-6910.

supplied by The Auxiliary to Windham Hospital.

Cherowski, Purple Studio, Jane Diaz, Over the River Pottery, and others. Turned wooden bowls by the Central CT Woodturners. Soup

JUST 5 MORE WEEKS 'TIL SPRING!