



WINDHAM HOSPITAL

StaffLINK



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January 15, 2009

CEO CORNER

Dick Buvick

I hope everyone enjoyed a joyous, peaceful and relaxing holiday season. We are now looking forward to a happy and successful new year as we work out the final details of our affiliation and integration with Hartford Healthcare Corporation. Just last week, the Federal Trade Commission reviewed our application, and granted approval on January 6th. That very same day, the Office of Healthcare Access (OHCA), chaired by Commissioner Christine Vogel, held a Public Hearing regarding the certificate of need (CON) for the integration. The hearing proceeded very well and included remarks by Elliot Joseph, the President and CEO of Hartford Healthcare and Hartford Hospital and me, including a general discussion of the integration application, our objectives and expectations. We believe that all issues were addressed and expect that a favorable, final decision will shortly be announced by the Commissioner.

As you all know, the Hartford Healthcare system shares a common mission, value set, and culture with Windham, and we have had a long-term relationship with many physicians and departments at Hartford Hospital. This new, formal affiliation with Hartford will allow us to continue to provide the quality care that has been the hallmark of our Hospital, while also affording us the capital to maintain our commitment to new technology, excellent service, and growth.

In addition to enhancing our abilities to care for our patients, the integration with Hartford Healthcare will offer opportunities in joint education and staff recruitment, allow for system-wide contracting and program planning, and help benchmark quality improvement and patient safety initiatives. Financial benefits from the affiliation include the already-completed refinancing of Windham Hospital's long-term debt, the procurement of professional liability insurance at more favorable rates, and group purchasing efficiencies. The recent purchase of biomedical engineering, cancer registry administration, and reference laboratory testing services using the HHC network have also produced attractive operational savings. As we begin to explore the cooperative opportunities the affiliation offers, we should be able to avoid duplication of services in the region, maintain high-tech diagnostic and treatment abilities, and obtain equipment and services at the most favorable prices by "bundling" purchases through the system.

Future opportunities from the integration are significant and will only be limited by the levels of our creativity and perseverance. This is an exciting time for Windham Hospital, and I know you'll join me in embracing the new opportunities offered by being a part of Connecticut's premier integrated healthcare system.



NEWS FROM THE FRONT



Dr. Herb Ridyard recently arrived in Tikrit, Iraq to serve as the Chief of Surgery for a Combat Support Hospital.

Happy New Year from Tikrit, Iraq. Our Combat Support Hospital is located on COB Speicher, an old Iraqi air force base. This CSH

is apparently the last in Iraq to still be located partially in tents and trailers. We have four general surgeons and four medical doctors, one OB-GYN and one orthopedist. I have been taking care of a young Iraqi girl with an extensive burn requiring daily trips to the operating room. My first patient in the walk-in surgical clinic was a soldier with appendicitis. Although the surgical caseload has been slow, we have been otherwise quite busy. Part of our mission is to help train the Iraqi physicians. The Iraqi medical resources are severely inadequate.

The mornings and nights have been quite cold and windy, but the afternoons have been pleasant, except for today's dust storm. We are all glad to have avoided the 130-degree heat of the summer months. Internet access is poor. There is often a waiting line to use the hospital's computers, with a 30-minute limit. Telephone access is similar. The dining facility, however, is excellent, as is the gymnasium. Keeping track of the Huskies is a challenge. Thank you all for your kind wishes.

-- Herb

The Studer Initiative

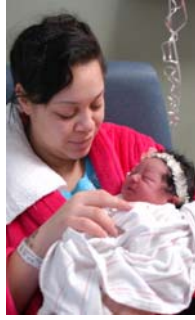
Rounding for Outcomes at Windham Hospital

As part of the Hospital's Studer Initiative, all department managers will be rounding with patients and/or staff beginning in February. The purpose of rounding is to stimulate productive conversations with staff to receive feedback on successful activities or processes, to recognize outstanding staff and physicians, and to identify areas for improvement. Rounding has been shown to impact organizational results in a variety of ways: employee retention, physician satisfaction, and process improvements. Rounding with patients helps to quickly resolve operational issues, improve patient satisfaction and improve scores on national surveys. Rounding on departments served will also assist non-clinical managers to build relationships between departments, work toward common goals and improve staff and patient satisfaction. We hope you will welcome your peers when they come to "round" on you or your departments knowing that together we are working to build a better environment for staff and patients alike.

More information about the Rounding for Outcomes process will be provided to all staff in future communications.

NEW YEAR'S BABY

Windham Hospital welcomes Sanaiya Stigler! Sanaiya, weighing in at 8 pounds and measuring 21 inches, was born at 12:45 am on January 7th—the first Windham Hospital baby for 2009! Mom Tiffany Cruz says she is looking forward to the lifelong bond between them. As the official “New Year’s Baby,” Sanaiya and her mom received a gift basket filled with baby supplies and gift cards, courtesy of the Hospital.



STAFF FORUMS A SUCCESS

On December 15, there were three sessions held with a total of 55 staff members participating, in addition to the Executive Team. There was a lively exchange of information and ideas and staff noted that they appreciate these opportunities to hear what is going on at Windham Hospital. Questions and answers from the Forums will be featured in upcoming issues of StaffLink and highlights will be posted on the Intranet under Special Events and Communications shortly.

Q: What is the hospital doing to prepare given the challenges of the overall economy?

A: The affiliation with the Hartford Healthcare Corporation (HHC) will help us to maintain and build our financial strength. We are waiting for final approval from the Office of Healthcare Access (OHCA). At that time the affiliation will be final.

We had a 2% operating margin in FY 2008, including a gain from operations and our cash has increased as well. We are seeing some downturn in both inpatient and outpatient volume at Windham Hospital and as a result it is even more critical that we flex our staffing and control expenses. We will be focusing on recruiting new physicians and increasing revenue, through new programs and services.

Q: Where do we stand as far as facilities upgrades?

A: We are working with the architectural firm – S/L/A/M Collaborative. They have been meeting with individuals from throughout the hospital and Medical Staff in order to consider our needs and the development of a master facility plan. In January, S/L/A/M will begin presentations back to the Steering Committee, and then to the Board. It will take awhile for any changes to occur as we consider costs and logistical factors. For this year, we are also looking at enhancing the appearance of the Greer Wing, Atrium and some redecorating in the Cafeteria and Hallway leading toward the Hatch Wing.

As has been our tradition, three individuals won UConn basketball tickets as part of our Staff Forum raffle. They are: Lucy Deluca, Susan Kopleski, and Carol Palonen. Enjoy the games!

GOT NEWS? PLEASE SHARE...

Stafflink is published monthly for the staff of Windham Hospital. If you have news to share with your colleagues, please send it to Sharyn Mathews, smathews@wcmh.org.

NEW YEAR, NEW LOOK

With the beginning of the New Year come the inevitable “do better” resolutions. For many, those resolutions center around a weight-loss goal for the year, but with the busy lives we lead it’s hard to find the time. Here are some simple and easy strategies that you can do while at work.

- 🍎 Avoid the elevator at all costs. Stay active by opting for the stairs.
- 🍎 Park far away from Hospital entrances. Though the convenience of parking close to a main entrance seems tempting parking further away is a simple way to stay active.
- 🍎 Don’t sit at your desk for eight hours. Find productive errands to run.
- 🍎 Keep healthy snacks around the work area (veggies, fruits, and snack bars).
- 🍎 Search online for office exercises and stretches. Many of these exercises offer a simple way to get an efficient workout while remaining at your desk.
- 🍎 Take advantage of the healthy alternatives such as the salad bar in the cafeteria. Also bringing in your own lunch is a great way to save money and eat healthy. Watch for more health-conscious cafeteria selections in the weeks ahead (you’re not the only one with dietary resolutions).
- 🍎 Limit your portions. Eat the foods you love, but in moderation. Many nutritionists recommend that you eat six small meals per day, rather than fewer large meals.
- 🍎 Instead of soda or sugary juices, opt for bottled or tap water. Even though water can be bland, water has no calories and quenches your thirst better than any other beverage. Beverages such as soda contain empty calories that slowly put on weight. If you drink one can of soda per day without proper diet or exercise by the end of the year you could gain up to fifteen pounds!
- 🍎 During your lunch break leave ten to fifteen minutes to walk—inside or outside the Hospital building. Visit the Garden, or walk the hallways.
- 🍎 If you’re working late, eat a light meal. Past 6 pm, your metabolism starts to slow down and eating high caloric and fatty foods packs on the pounds.
- 🍎 Last and perhaps most important, there is no substitution for hard work. Losing weight means a gradual and complete lifestyle change. If you are not ready to commit to a healthier and more active lifestyle, you won’t keep the weight off.

GIVING THE GIFT

According to the American Red Cross “every two seconds someone in the U.S. needs blood and more than 38,000 blood donations are needed every day.” January is National Blood Donor Month. Celebrate by donating blood at the Red Cross Drive here on Friday, January 23rd. Though blood is needed year round, blood banks see higher shortages during the winter months. Giving the gift of blood is simple and easy, and donating just one pint of blood can help save the lives of three people! Statistics compiled from the American Red Cross show that “one out of every ten people admitted in a hospital needs blood.” With only 38% of the U.S. population eligible to donate blood, hospitals see a higher percentage of blood transfusions than blood donations. So during these cold winter months consider giving the gift of blood and help save a life.

OUR CONDOLENCES...

...to **Janice Chmielowski** and her family. On Friday, December 26th, Janice's husband, Mark passed away. We would like to extend our deepest sympathies to the Chmielowski family.

...to **Janice "JC" Worth** and her family. On Saturday, December 27th, Janice's father, Stanley Jusyk passed away. We extend our deepest sympathies to the Worth and Jusyk families.

... to **Kathryn Fahey** and her family. On January 1, Kathryn's mother, Margerie McGuire passed away. Our deepest sympathies go to the Fahey and McGuire families.

THE HOSPITAL ON TV

Windham Hospital will soon air its very own television show entitled "healthLINK." The show builds upon the name of our twice-yearly newsletter which provides information to our community about the variety of healthcare services and programs that are available through the Hospital. Beginning Friday, January 23rd at 5 pm, Charter Cable Channel 14 will be airing shows produced by the Hospital. Larry Ross, owner of ERA Realty serves as the host, bringing his charisma and knowledge to the panel discussion. Two shows have already been taped and each month new topics will be filmed at Charter Studios. Our first show discusses Digital Mammography and other imaging services. Beth Cheney, Dr. Ethan Foxman, and Dr. Francis Siracusa serve as our first guest panel. Our second show discusses Cervical Cancer Detection and Screenings, and features Dr. Molly Brewer, Dr. Yvette Martas, and Carol Palonen on the guest panel. Record or watch these new programs which feature our colleagues discussing matters of health.

"GUESS WHERE" CHALLENGE WINNER...

... **Kate Starkey** is the winner of the Holiday "Guess Where" Challenge. Good eye, Kate! Keep watching for more photo challenges in future issues of StaffLink.

Honorable mention goes to **Stephen Johnson** in Maintenance, who not only identified the locations correctly, but also was able to provide the names of the people who took the time to spread the Holiday cheer around the Hospital.

- Cafeteria - Chrissy Gorman and DJ Jolie
- Balcony Atrium - Ted Yuchalk
- Cardiology/EKG - Lisa Pearce
- Greer - Jackie Maldonado
- Accounts Payable/Cashier - Chrissy Medeiros and Laura Brown.



WHO'S THIS

Congratulations to Jane Tracy, ED, who correctly identified the mystery picture as Dr. Mark FisherKeller.

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.

THANK YOU...

...to **Tammy Pascale, Leslie Chase and to the entire fifth floor** who generously donated to the fifth floor Adopt-A-Family program. Although there have been similar efforts in previous holiday seasons, this was the first year that Tammy organized the event and with Leslie's help, the program was a success. Tammy chose a twenty-year-old single mother with a three-year-old son, an eighteen-month-old daughter, and a six-week-old son who live close to the Hospital. Tammy and Leslie "shopped 'til they dropped," buying gift cards, clothes, and loads of toys for the children to be opened on Christmas. On December 17th, two cars were needed to transport the gifts from the Hospital. Tammy and Leslie drove to the family's residence and unloaded their vehicles to a deeply appreciative family. In times of economic and financial turmoil, Tammy was delighted to "give back" and was overjoyed with the charitable donations from the fifth floor family. Tammy looks forward to organizing the Adopt-A-Family program again next year.



... to **Chrissy Gorman and DJ Jolie**, who were responsible for the joyful holiday design located in the cafeteria. During the cold and harsh winter months, Chrissy and DJ created a warm and festive design. Chrissy and DJ spent weeks on the design and were rewarded with spot bonuses for their hard work.



CONGRATULATIONS...

...to **Respiratory Services** for achieving renewed certification in Quality Respiratory Care (QRCR). About 700 hospitals out of 5,000 in the U.S. have been recognized in this national program, which is aimed at helping patients and families make informed decisions about the quality of the respiratory care services available in hospitals. Congratulations!

...To **Nathaniel Goodrich, Julie Prokop, and Clayton Mackey** who are now ARRT (American Registry of Radiological Technologist) certified in CT scan. The ARRT recognizes individuals in medical imaging, interventional procedures, and radiation therapy. Congratulations Nathaniel, Julie, and Clayton on this great accomplishment!



From left to right, Nathaniel Goodrich, Julie Prokop, Clayton Mackey

CBISA

Over the last month, we have been seeking additional Community Benefit activities that are not currently being reported, to more accurately reflect the many benefits that Windham Hospital provides to its community.

We recently added five activities from Doug Hull and the EMS team. Doug and his team provide education to high school students, local firemen, EMTs and Paramedics. These activities are considered community benefits.

We have also identified other programs within the hospital which qualify as community benefit activities, and we are in the process of setting up a system to track them. These activities are:

- Bioterrorism planning
- Time spent helping patients getting connected with federal, state or community programs (Financial Counselors and Social Workers)
- Internships
- Shadowing
- Preceptorships
- Serving on local or state committees pertaining to health or health education

Why is it important that we track this information? Several reasons:

- Public Awareness: we want the community we serve to know what community benefit activities the Hospital provides
- Tax Exemption Reasons: we need to demonstrate to the community and the IRS that this not-for-profit facility is investing health resource dollars into the community
- Living up to our Mission Statement: "To enhance the lives and well being of people in the communities we serve by providing quality healthcare."
- Executive leadership and the management team need this information to help identify community needs and provide effective stewardship over the Hospital's resources
- Mandatory IRS reporting: Schedule H from the Hospital's IRA 990 form will require community benefit statistics
- Mandatory State reporting: The Connecticut Department of Health has mandatory bi-annual community benefit reporting.

Definition of a community benefit:

A community benefit program or activity provides treatment and/or promotes health and healing as a response to identified community needs. They are not provided for marketing

purposes. A community benefit must meet at least one of the following criteria:

- Generates a low or negative margin
- Responds to needs of special populations, such as persons living in poverty and other disenfranchised persons
- Supplies services or programs that would likely be discontinued—or would need to be provided by another not-for-profit or government provider—if the decision was made on a purely financial basis
- Responds to public health needs
- Involves education or research that improves overall community health

It is very important that community benefit activities and programs are recognized and tracked. Please make sure any community benefit programs in your department are recognized. If you have a question on whether a program or activity from your department qualifies or not, please contact Tom Birkenholz at 456.6849 or tbirkenholz@wcmh.org.



INTEGRATIVE HEALTH LECTURE SERIES

The Integrative Health Steering Committee at Windham Hospital hosts "For the Health of It," a Wednesday evening lecture series, each month. The January event, presented by Michele Maclure, is "Cooking with Herbs for Winter Health." It will take place on Wednesday, January 28, 2009, from 7 – 9 pm in the Hospital's Education Center.

In this presentation, Michele will discuss the herbs and foods that will help us stay healthy in the winter months, and will demonstrate the use of ginger, astragalus, garlic, apples, sweet potatoes, and other root vegetables in soups, teas, applesauce and many other foods. She will also be handing out some fact sheets and recipes during the presentation.

The Lecture Series is a service of the Integrative Health Service at Windham Hospital. Other lectures in the 2009 series will include Relaxation Massage, Exercise Physiology, Energy Medicine, Meditation, the Lebed Method of Healing, The Holistic Approach to Health and Disease, Massage Cupping, and Living the Holidays with Meaning and Wellness. In addition to the Lecture Series, Integrative Health Services offers therapeutic massage, Reiki, acupuncture, yoga, meditation, nutritional counseling, and the free Community Health Resource Room at Windham Hospital. Gift certificates for yoga, massage, Reiki, and acupuncture are available at the Hospital gift shop, and additional information is available on the Hospital website at www.windhamhospital.org.

The educational 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.

For more information please call 456-6002. In case of inclement weather, tune into WILI for cancellations.

STAFF APPEAL 2009

Happy New Year from the Staff Appeal Committee!

We would like to once again thank the staff members who made the 2009 Staff Appeal a success. Not only did we meet our goal of increasing participations to 200 but we exceeded it by 37 staff members. A record \$49, 0930 dollars was raised this year. The breakdown of funding was

\$36,440.05 Unrestricted
 \$7,328.99 Women's Health
 \$2,332.18 Pastoral & Spiritual Care
 \$1,784.13 Integrative Health
 \$1,207.65 Caring Colleagues fund

In addition we had an increase in the number of staff members who reached the President's Circle membership level by giving \$1,000 or more, with 15 new members.

We were excited that staff members decided to support their community hospital even though that hospital is their employer. They understand the importance of the role Windham Hospital plays in providing healthcare to their community of neighbors, friends, and relatives.

The monthly Staff Appeal drawings continue. The winners for the month of January are as follows:

- Preferred Parking #1 - John Flood
- Preferred Parking #2 - Becky Arnold
- Five cups of coffee or soup from the Coffee Shop - Libian Cabera
- \$5 gift certificate to the Coffee Shop - Michelle Welles
- 4 movie passes to the Showcase Cinema in Manchester- Mike Tappan
- Mansfield Movieplex tickets for 3 Ed Bussiere
 Adriana Figurero
 Joyce Tetrault
 Sharon Lee

Congratulations to these lucky winners!

There will be 11 more monthly drawings in 2009 for some nice incentive items. Staff members who have not participated to date and decide to make a gift or pledge, will be entered in the remaining monthly drawings. Here is partial list of the remaining incentive items, which will be drawn later in 2009:

Monthly Preferred Parking Slots
 Coffee Shop Gift Certificates
 Movie Passes
 Restaurant Gift Certificates
 Local Merchant Gift Certificates
 Car Wash Booklets

WELCOME, NEW STAFF MEMBERS

Cara Andreoli, Nutrition • Joanne Brower, Central Processing • Julius Czernia, Radiology • Gregory Gustavson, Nursing • Wendy Lord, Nursing • Melitta Rosalie, Health Information Management • Lori Sfakios, Nursing • Rebecca Smith, Operating Room

WELCOME, NEW VOLUNTEERS

Jean Bishop, Clerical • Jean Carter, Family Centered Care • Virginia Fulton, Family Centered Care • Frankie Russo, Coffee Shop • Robin Russo, Coffee Shop • Andrea Quintiliani, MET Desk

CALENDAR

In January, join in the national observances of Blood Donation, Cervical Cancer Health Awareness and Screening, March of Dimes Birth Defects Prevention, and Glaucoma Awareness Months. Week-long celebrations include for Healthy Weight (20-26), Nurse Anesthetist (20-26), Medical Group Practice (21-25), and there is actually a Rid the World of Fad Diets and Gimmicks Day on January 22!

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. **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.

GO RED FOR WOMEN

Americans nationwide will wear red on February 6th to show support for women's heart disease awareness. We invite you to join the Windham Hospital celebration by wearing red: lipstick, a shirt, hat, tie, or sweater, and jeans. Purchase a Go Red Dress Pin for \$5 to help support the American Heart Association's campaign to raise awareness of women and heart disease. Come and join us in the B & D Room from **7:00 am to 1:00 pm** for the following activities:

- **Free Heart-Healthy Breakfast** – 7:30 – 10:00 am
- **Free Cholesterol Screening** – 7:00 - 10:30 am
- **Recipe Share** – Heart healthy recipes will be available.
- **Take a quiz** – “Facts about women, heart disease, and nutrition” – and enter to win a \$25 gift certificate to the Windham Hospital Gift Shop 7:00 – 11:00 am
- **Essay contest** – The staff and community winners of the essay contest will read their essay and be presented with their prize.
- **Music in the Atrium provided by flautist Stephanie Wheeler** – 11:00 am – Noon
- **Lecture/Luncheon** with Dr. Anthea Woodley, featured speaker, discussing “Heart Disease: What Women Don't Want” Noon – 1 pm
- **Tours** of the new neurology lab, cardiac rehab, and radiology – 11-11:30 am.

Come join the Cardiac Diagnostics Center staff and celebrate Go Red for Women!!



FRIDAY, FEBRUARY 6

WINDHAM HOSPITAL EDUCATION CENTER

“GOING GREEN” AT WINDHAM HOSPITAL

The Go Green Committee wants to hear from **You!** We know Windham Hospital staff members do many “Green” things while on the job, over and above their job requirements. For example: Do you take your own plastic bottles home to recycle? Do you not print meeting minutes and email them instead of printing? Whatever it is, the Committee would like to gather these “Green” suggestions and share them with fellow staff members. Please forward the “Green” things that you do while at the Hospital via email to tbirkenholz@wcmh.org or inter-office to “Go Green Committee,” Development and Community Relations.



WINDHAM RECREATION DEPARTMENT

Body Blast Jan 6 - Feb 26, 2009

Tuesday & Thursday from 6:15-7:30 pm classes combining aerobics, step aerobics, cardio sculpt, box aerobics, resistaball & toning. The cost for the 8 week session is \$58 for Windham/Willimantic residents & \$63 for non-residents. **Want to try the class? The fee is \$5**

Body Sculpting Jan 7 - Feb. 29, 2009

Wednesday 4:15 - 5:15 pm combining cardio sculpt, resistaball & toning. The cost for the 8 week session is \$29 for Windham/Willimantic residents, for non-residents \$34. **Want to try the class? The fee is \$5**

Patty's Boot Camp Jan 7 - Feb. 25, 2009

Wednesday 5:15 - 6:15 pm combining cardio, interval circuit training, strength elements, (Using weights, bands & balls, mini trampoline, ab roller) and work on flexibility in the stretch portion which may incorporate elements of yoga or Pilates. The cost for the 8 week session is \$29 for Windham/Willimantic residents, \$35 for non residents. **Want to try the class? The fee is \$5**

Classes are held at the Kramer Middle School, fitness room, second floor, Prospect Street, Willimantic. The classes are designed for all levels of abilities and taught by our veteran instructor Patty Flubacher, certified personal trainer.

Please bring water, mat, resista ball, and hand weights. You must pre-register two weeks before the start of class. To register, please call 860-465-3046, fax registration to 860-465-3056 or mail registration to Windham recreation, 979 Main St., Willimantic, CT 06226. Visit the website, www.windhamrec.org, or e-mail questions to pflubacher@yahoo.com.

HEALING HEARTS

An information and support program for people with Heart Disease and their Families

Join us on February 12th as Clare Vidich presents “Meditation: A Peaceful Reflection.” Come and learn simple methods of calming the mind. Clare is the Director of Kirpal Mediation Retreat Center in Ashford, and will share her experiences and guide us into meditation.

Please come prepared to learn, ask questions and share your experience. Thursday, February 12th, 7:00 pm to 8:30 pm in the Education Center. Light refreshments are served. Contact Jane M. Diaz, RN with any questions at 456-6103; leave a message if necessary. No pre-registration required.



ON THE “LIGHTER SIDE...”

Can you identify the item being loaded into the aircraft hold?



It's a 1956 hard disk with 5MB of storage! In September 1956, IBM launched the 305 RAMAC, the first computer with a hard disk drive (HDD). The HDD weighed over a ton and stored 5MB of data. Start appreciating your 4 GB memory stick!

IT'S A CALLING...

There was once a young man who, in his youth, professed his desire to become a great writer.

When asked to define “great” he said, “I want to write stuff that the whole world will read, stuff that people will react to on a truly emotional level, stuff that will make them scream, cry, or howl in pain and anger!”

He now works for Microsoft, writing error messages.